

### **1. Background**

The Canterbury DHB has a responsibility to work in partnership with the community to assess the needs of the Canterbury population and determine the most appropriate and affordable mix of services.

The Canterbury DHB recognises and understands the importance of having in place mechanisms which assist it in understanding:

- What information the community needs
- How the community can communicate effectively with us
- How we can effectively communicate with the community.

### **2. Vision**

The Consumer Council will be a voice for the consumers of the health system and the people of Canterbury.

### **3. Scope**

The Consumer Council will work collaboratively with the Canterbury District Health Board and its Governance and management teams.

### **4. Purpose**

To receive, consider and disseminate information from the Canterbury DHB, Consumer Council representatives and consumer groups.

### **5. Focus**

The Consumer Council will focus on the health and wellbeing of the people of Canterbury. The Council will achieve this in the following ways:

- By facilitation

- By promotion
- By enhancement
- By co-operation.

## **6. Values**

The Consumer Council has the following values:

- Having integrity in all we do
- Caring and respecting others
- Supporting best practice and innovation
- Being people and community-focused
- Engaging with stakeholders.

## **7. Members' Responsibilities**

**Way of working:** Members will work with:

- Integrity
- Inclusiveness
- Respect for others
- A community-centric focus
- Innovation and seeking best practice

**Responsibilities:** Members will:

- Seek to maintain wide and active networks in our community
- Operate in an open and consensus-seeking manner
- Seek and value advice and information from all who offer it
- Work with and alongside appropriate community health organisations and non-government organisations (and NGOs).
- Always use resources efficiently, including human resources
- Always seek to overcome barriers, in a spirit of goodwill
- Abide and adhere to the policies and protocols of the Canterbury DHB
- Not provide clinical evaluations of health services or be involved in contracting processes.

## **8. The Consumer Council will:**

- Ensure and enable consumer participation across the Canterbury Health System
- Identify and advise on issues requiring consumer and community participation, including input into the development of health service priorities and strategic direction
- Participate, review and advise on reports, developments and initiatives relating to health services
- Ensure regular communication and networking with the community and relevant consumer groups.
- Link with special interest groups as required, for specific issues and problem solving.

## **9. Accountability**

- The Consumer Council is established by the Canterbury DHB and will be accountable to the Chief Executive of the Canterbury DHB.
- A report of the Consumer Council's activity will be developed every six months and presented to the Board via the Chief Executive.

## **10. Functional Relationships**

- Chief Executive, Canterbury DHB
- Executive management team, Canterbury DHB
- Clinical Board, Canterbury DHB
- Consumer lobby and advocacy groups
- Other consumers and their family/whanau.

## **11. Membership**

- The Consumer Council will have sixteen consumer members who each have particular interest, understanding and knowledge in at least one of the following areas: Mental Health, Alcohol & Other Drugs, Long Term Conditions; Disabilities (including Sensory, Physical and Intellectual), Older Persons Health, Family Health (including Men's, Women's, Child and Youth), Maori, Pacific Peoples, Rural Health, Primary Health Organisations, and Refugee and Migrant Health.
- Each member will also show interest in, and consider/provide comment on, issues that arise across the entire health system
- Members will benefit from having an established network from which to seek information
- The Consumer Council may co-opt people from time to time, for a specific purpose.

- If members fail to attend three meetings in a row, without an apology, they will be asked by the Chair to step down as a Consumer Council member.

## **12. Secretariat**

Chief Medical Officer, Executive Director of Nursing, Executive Director of Maori and Pacific Health, Planning and Funding team member.

## **13. Chairperson**

- The Chairperson will be a consumer, elected by the Consumer Council, with endorsement from the Chief Executive, for a maximum term of three years. The Chairperson will have a minimum of two years experience with the Consumer Council.
- The Consumer Council will also appoint a deputy chairperson. The Deputy Chairperson will be a consumer, elected by the Consumer Council, for a maximum term of three years. The Deputy Chairperson will have a minimum of one years' experience with the Consumer Council.

## **14. Nomination Process**

Appointment to the Consumer Council is by invitation from the Chief Executive following the agreed nomination process.

When a member resigns, the member is welcome to contact their networks to find a replacement.

## **15. Term of Appointment**

The term of a Consumer Council member is three years. This can be extended for a further two terms of one year. Extensions will be on the recommendation of the Leadership Team, with the approval of the Chief Executive.

If a member has been on the Consumer Council for a period of 3 years, and taken a 12 month absence, that member will be eligible for reappointment. Since an absence period has been taken, this new appointment will be counted as a new 3 year term.

In exceptional circumstances, the Leadership Team can recommend that the 12 month absence requirement be waived, with the approval of the Chief Executive.

## **16. Quorum**

The quorum for a Consumer Council meeting is seven members, plus the Chair or Vice Chairperson and a member of the Secretariat.

## **17. Achieving a Consumer Council Membership Balance**

In making recommendations, the Consumer Council will seek to achieve a balance through the range of health focus areas and areas of association.

## **18. Meetings**

- The Consumer Council will meet monthly
- Minutes and agendas will be circulated at least a week prior to each meeting, with reading material attached
- The Secretariat will provide administrative support.

## **19. Activities and Time Commitment**

The time commitment from members is about four to six hours per month.

Activities may include:

- Meetings
- Required reading
- Providing information, seeking feedback from and giving feedback to organisations/sectors/groups in which members have particular interest, understanding and knowledge; and providing feedback to the Consumer Council about these activities
- Attendance at workshops, seminars and membership on other Canterbury DHB committees and groups, and providing feedback to the Consumer Council about these activities, will be in addition to this time commitment and dependent on each member's preference and availability.

## **20. Minutes**

Minutes of all meetings will be circulated to Consumer Council members and posted on the website, [www.cdhb.health.nz](http://www.cdhb.health.nz)

## **21. Leadership Team**

The purpose of the Leadership Team is to streamline administration for the Consumer Council between full Council meetings. The Leadership Team will consist of the Chairperson, Deputy Chairperson and 3 other members.

Activities may include:

- Regularly review membership of the Consumer Council.
- Interview nominated members and make recommendations to appoint to the Consumer Council
- To set agenda for full Council meeting.
- To make recommendations to the Council on issues that need actioning.

## **22. Appointment to the Leadership Team**

When a vacancy arises, the Consumer Council will be advised. Interested members can contact the Chairperson. The Chairperson, in consultation with the Leadership Team, will decide who the next member will be. The appointment will suit the needs of the Leadership Team makeup.