

December 2020

## Scope

The Consumer Council (CC) makes sure consumers are heard by the DHB, and that consumers have a strong and viable voice in planning, designing and delivering services in the Canterbury District Health System.

The council seeks to work collaboratively to improve the flow of information both to, and from, the DHB as an intermediary for the consumers it represents.

The Consumer Council works within, and with, the CDHB's vision and values.

By maintaining networks within the community, including community health organisations and non-government organisations (NGOs) the council will represent all Canterbury Consumers.

## Purpose

To enable consumer participation relating to health services and strategic direction by:

- Sharing information, problem solving, listening and feeding back relevant information to the Canterbury District Health Board (CDHB) via the CC.
- Reporting outcomes to consumers via their networks.
- Relating in an open manner, overcoming barriers, and seeking consensus.

## Our Objectives and Work Plan

To achieve our purpose, we will:

- As a Council at the beginning of each year develop a work plan to set out our new and existing long term objectives and goals for the year, and how we will achieve them.
- The work plan will be reviewed, at a minimum, annually.

## Who We Work With

- Chief Executive and Executive Management Team of the Canterbury District Health Board (CDHB).
- Canterbury Quality and Safety Team.
- Canterbury Clinical Network.
- Other Consumer Representation and Support Groups in Canterbury.
- Consumers and their family/whanau.

## History

- The Council has been in existence since 2008.

## Chair/Deputy Chair

- Elected each November by the CC.
- Endorsed by the Chief Executive of the CDHB or their delegate.

## Members

- Council Members are volunteers.
- The term of a CC member is three years and may be extended for a further two terms of one year if appropriate.
- New members will have a mentor for their benefit as long as needed.

- Members failing to attend three meetings in a row may be asked to resign.
- Members will gather feedback from consumers within their portfolio area to share with the DHB.
- Members also show interest in and consider/comment on issues arising across the whole health system.
- Parking and travel expenses incurred attending monthly and external meetings are reimbursed, lunch is provided.

### Quorum

- 50% of Consumer Council members plus 1.

### Meetings

- Meetings are held once per month from February to November.
- Planning and Funding CDHB provide administrative support.

### Membership Positions

Alcohol & Drug Addiction	Child & Family Health
Chronic Health Conditions	Disability
LGBTQIA	Maori Health
Men's Health	Mental Health
Migrant Health	Older Persons Health
Pacific Health	Primary Health
Refugee Health	Rural Health
Women's Health	Youth
CDHB Representative	CDHB Secretarial Support