

Te Waipounamu Regional Consumer Council

February 2025

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| Context | <p>The Te Waipounamu Regional Consumer Council (the Council) is one of 4 Councils established by Health NZ Te Whatu Ora. The other 3 are in Central, Te Manawa Taki and Northern regions.</p> <p>These are national terms of reference and apply to the 4 Councils.</p> |
| Date Ratified | <p>The Terms of Reference (TOR) were ratified by the Council in February 2025 and will be reviewed as required.</p> |
| Role/Purpose/Scope | <p>Local engagement is at the heart of the health system and will continue.</p> <p>Health NZ Te Whatu Ora highly values the local consumer voice and will ensure the local voice continues to be heard through Regional Consumer Councils, Iwi Māori Partnership Boards (IMPBs), focus and working groups, feedback on initiatives and projects, and in many other ways.</p> <p>Health NZ Te Whatu Ora will work to ensure it meets its obligations under the Code of Expectations for Consumer Engagement. The Code places consumers, whānau and communities at the heart of design, development and evaluation of health services.</p> <p>The Council's role is as follows:</p> <ul style="list-style-type: none">• Enable appropriate consumer engagement with Health NZ Te Whatu Ora• Identify and advise on issues requiring consumer, community and whānau engagement - including input into development of health service priorities and strategic direction, elimination of inequities, and enhancement of safety and quality of services to patients and whānau.• Review and advise on reports, developments and initiatives relating to health service delivery, and availability of health-related information.• Ensure regular communication with communities and relevant consumer groups.• Link with special interest groups, as required, for special issues and problem-solving. |

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| | <ul style="list-style-type: none"> Take a health system view bringing forward the voice of communities. <p>This approach will strengthen consumer feedback and enable learnings to be applied consistently across healthcare networks.</p> |
| Activities | <p>Health NZ Te Whatu Ora will build on existing relationships with Consumer Councils and bring these into evolving regional and national structures in ways that better support consumers, whānau, staff and services.</p> <p>The Council will provide strategic advice from a consumer and whanau perspective, to support Health NZ Te Whatu Ora design, evaluation and delivery of services, directly to those requesting it either in a meeting or in follow-up communications.</p> <p>The Council will provide endorsement and recommendations to the Health NZ sponsor/partner and to the relevant directorate in writing.</p> <p>The Council will report regularly on their reviews, findings and endorsements (or otherwise) to the Regional Manager Consumer Engagement and Whanau Voice, Planning Funding and Outcomes, IMPBs and others as appropriate.</p> |
| Te Tiriti o Waitangi | <p>Te Tiriti o Waitangi partnership will be embedded in the membership and in the development of the Council work programme.</p> |
| Meetings | <p>Meetings will be usually online, using zoom or MS Teams or similar virtual platform. Meetings will be held monthly.</p> <p>At least 50% of all members not including the Secretariat are required to be in attendance for the meeting to be held.</p> |
| Membership | <p>Consumer membership of the Regional Consumer Councils is expected to be diverse to reflect the region and include a mix of urban and rural people, Māori, Pacific peoples, people from Rainbow communities, and the disabled, with consideration given to Asian communities.</p> <p>All Council members need to be</p> <ul style="list-style-type: none"> Passionate about people accessing the best possible healthcare, and skilled at amplifying the voice of whānau to drive improvement Considering issues from a 'big picture' perspective, informed by the voices of communities Have a good understanding of population health inequities, and how to address them Have a good understanding of the health system including Te Tiriti o Waitangi |

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| | <ul style="list-style-type: none"> • Have strong community networks and communications skills, and strategies to engage people in the work of the Council <p>Each Council shall have 12-15 members, including two Co-Chairs.</p> <p>One of the Co-Chairs is the Regional Deputy Chief Executive (DCE) or his delegate.</p> <p>One Co-Chair is selected by the RCC and a recommendation made to the DCE for his consideration and confirmation.</p> <p>The term of a Council member is two years and can be extended for a further term of 2 years.</p> <p>Any member may resign at any time by giving written notice to the Co-Chairs.</p> <p>Any member who is absent without reasonable excuse from three consecutive meetings shall be considered to have vacated their membership.</p> <p>Members of Health NZ Te Whatu Ora will attend the meetings to provide links with other Consumer Engagement and Whanau Voice work</p> |
| <p>Members' Responsibility</p> | <p>The responsibilities of Members include the following:</p> <ul style="list-style-type: none"> • Members of the group must perform their functions in good faith, honestly and impartially, and avoid situations that might compromise their integrity or otherwise lead to conflicts of interest. • Members are expected to be punctual, polite, professional, engage in intellectual discourse and be respectful of others' views. • Agenda items to be submitted to the Secretariat at least 5 working days prior to each meeting. • Members with conflicts of interests will need to be raised at least 3 working days ahead of each meeting to ensure non-disclosure of information to conflicted members. • Apologies to be sent as soon as possible to the Secretariat for quorum purposes- • There is no provision for alternates/ delegates to attend RCC meetings. • Members can provide their input via email prior to meetings where they cannot attend. • Members are invited to submit edits to draft minutes, which will be finalised at the start of each meeting. • Undertake additional activities agreed by the group (such as reviewing for comment or attending relevant hui on behalf of). • Lead/facilitate the completion of respectively owned action items within the agreed timeframes. • Sign a confidentiality agreement. |

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| | <ul style="list-style-type: none"> Perform and fulfil their delegated role and obligations outlined in this Terms of Reference with professionalism, integrity, good faith, care and commitment. <p>The Co-Chairs are responsible for chairing the meeting, agreeing the agenda and overseeing the work programme.</p> <p>The Deputy Chair will deputise for a co-chair in their absence.</p> |
| Conflicts of interest | <p>Members must disclose all Standing Interests and Interests in a Matter along with any actual, potential or perceived conflicts of interest. This is covered by the Disclosure of Interests agreement signed by RCC Members.</p> <p>If, upon receipt of the Agenda Outline for a meeting (to be sent by the Secretariat 5 working days ahead of each meeting), a member becomes aware that they have an Interest in a Matter in relation to that Agenda, they must disclose that Interest(s) to the Co-Chairs at least 3 working days prior to each meeting.</p> <p>Upon receipt of a member's disclosure of an Interest in a Matter in relation to an Agenda item, the Secretariat will refrain from providing any documentation about the matter to that member prior to the meeting at which time the Council will decide, (1) whether or not the Interest creates a conflict of interest; and (2) if so, how that conflict will be managed.</p> <p>All disclosures of an Interest in a Matter in a meeting, whether it constitutes a conflict of interest and, if so, how it was managed, must be recorded in the Minutes of that.</p> |
| Confidentiality | <p>All members are bound by the confidentiality agreement they have signed.</p> <p>All business of the Councils, other than information before them already available in the public domain or intended for dissemination in the public domain, is confidential and must be treated as confidential by all members.</p> <p>Members are not to disclose any confidential information to anyone outside the group, other than to group members, without the prior approval of the Co-Chairs in consultation as appropriate with the group member (unless the matter concerns the conduct or performance of the Co-Chair) and are to treat this material with the utmost care and discretion.</p> |
| Proposal Process, Decision Making and Escalation | <p>Submission process</p> <p>The process for submitting papers to Councils will differ based on whether the paper is seeking advisory input or seeking endorsement for development or implementation within Health NZ Te Whatu Ora.</p> <p>Papers seeking advice or acknowledgement will be submitted using a standardised template to the Secretariat.</p> |

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| | <p>For papers seeking endorsement for local or regional consumer engagement and whanau voice initiatives within Health NZ Te Whatu Ora, a more comprehensive process may be required and align with local or regional arrangements.</p> <p>Papers will be screened by the Secretariat and prioritised for discussion based upon need and urgency.</p> <p>All papers are expected to have a Health NZ Te Whatu Ora partner/sponsor, who may be asked to be part of the presentation (i.e. on behalf of a clinical or operational service supporting the paper).</p> <p>Decision making</p> <p>The Council will strive for decision-making based on consensus for all proposal submissions. A consensus is defined as an agreement reached by more than half of the members present. All members present will have the ability to contribute to the consensus.</p> <p>Members who are absent from the meeting will not be able to contribute to the consensus.</p> <p>All decisions should first be attempted to be resolved through discussion and mutual agreement.</p> <p>In cases where the vote is neutral, the Co-Chairs will have the final decision.</p> <p>In instances where consensus or vote is not achieved, the nature of the disagreement and the reasons provided by the dissenting members will be documented.</p> <p>The minutes of the meeting will clearly reflect the discussion, including all viewpoints expressed, and the rationale behind the final decision or the lack of consensus.</p> |
| Reporting | <p>Advice, recommendations and endorsements will be reported to the Te Waipounamu Senior Leadership Team and as relevant others in Health NZ Te Whatu Ora.</p> <p>A summary of advice, recommendations or approvals will be made publicly available as appropriate.</p> |
| Secretariat Responsibility | <p>The Executive Officer of the DCE will provide the secretariat function for the RCC. The responsibilities of the Secretariat include the following:</p> <ul style="list-style-type: none"> • Circulate draft minutes and actions within one week of the meeting. • Screen papers received and prioritise for discussion based upon need and urgency. • Circulate agenda items at least 7 working days ahead of each meeting to allow for members to raise conflicts of interest. |

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| | <ul style="list-style-type: none"> • Circulate agenda pack at least 5 working days ahead of each meeting to allow for reading time. For members with conflicts of interest, specific agenda documents will not be provided for the specific item. • Maintain a Conflicts/Declaration of Interests Register • Maintain a current action list • Provide information for reporting • Arrange all scheduled meetings and track attendance • Ensure payment processes are correctly completed for consumers reimbursement for all meetings and activities as per policy • Arrange room bookings, travel, equipment and other resources needed for any scheduled face-to-face meetings and activities • Maintain the RCC mailbox and website presence <p>The Secretariat oversee the process to manage members terms and replace members on the RCC.</p> |
| <p>Fees and Expenses</p> | <p>Fees are not paid to salaried public servants.</p> <p>Health NZ Te Whatu Ora will reimburse Consumer members for actual and reasonable expenses in attending scheduled Council meetings and working groups.</p> <p>This is covered in the Consumer Remuneration Policy.</p> <p>Consumer members are paid into a bank account for preparation, attendance and travel in relation to scheduled Council meetings and working group meetings:</p> <ul style="list-style-type: none"> • Meeting and preparation time \$60 per hour, \$70 per hour for a chair or co-chair role. • Preparation time is set at half the meeting time – for example 1 hour preparation time is paid for 2-hour meeting. • Remuneration for learning and development: \$500 per annum per consumer - flat cap • Reimbursement of certain out of pocket expenses (e.g. parking) • Meeting Fees are categorised as honoraria and as such are subject to withholding tax pursuant to Schedule 4 Part B of the Income Tax Act 2007 No 97. <p>Any non-scheduled meetings and any meetings involving accommodation and travel must be agreed by Co-Chairs prior to occurring and arranged by Health NZ Te Whatu Ora</p> <p>Where RCC members are members of Working Groups the Consumer Remuneration Policy applies. Working Groups are responsible for funding consumer engagement unless agreed by the DCE. Working Groups will outline the commitment needed by consumer members and their work plan and when an invitation to a consumer to join a group is made.</p> |

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| <p>Managing Conflict</p> | <p>The New Zealand Health Charter (Te Mauri o Rongo) sets out the values, principles, and behaviours to guide everyone working in healthcare. The Charter was developed with input and feedback from health kaimahi across the motū. Te Mauri o Rongo - NZ Health Charter</p> <p>Te Mauri o Rongo guides how we relate to each other to serve our whānau and communities, to continually improve their health outcomes and contribute to Pae Ora for all.</p> <p>In this work, we are together, embraced and protected in this common purpose, trusted and privileged to share the responsibility of being guests in other people’s lives. Together we will do this by:</p> <ul style="list-style-type: none"> • caring for the people who care for the people; • recognising, supporting and valuing our people and the work we all do; • working together to design and deliver services; and • defining the competencies and behaviours we expect from everyone. <p>Co-chairs will support RCC members to resolve conflict appropriately If the conflict continues to escalate affecting the effective working relationship of the Council, a mediation process will be initiated by the Co-chairs to discuss and reach a common resolution with the conflicting parties.</p> |
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