



Te Tāhū Hauora
Health Quality & Safety
Commission

Building a consumer advisory group

Case study: Te Omanga Hospice

Consumer engagement has been a key initiative for Te Omanga Hospice Board, Chief Executive and the Executive Leadership Team since 2020.

Te Omanga Hospice established a consumer advisory group in 2024 to provide a mechanism for consumers to influence its work. When considering advisory group membership it considered the diverse communities in the Hutt Valley, Te Tiriti o Waitangi and equity. The group informs patient whānau improvement projects and has a role in clinical governance

Planning for success

Led by the Quality & Risk Manager, a proposal was developed and approved by Te Omanga Hospice Executive Leadership Team and endorsed by the Board. Terms of reference, position descriptions for consumer advisors, and a policy and budget for recognising consumer advisors' time were endorsed and adopted.

Supporting relationships

Te Omanga Hospice approached us for support and advice, where we had discussions and shared our resources. They connected with other primary and community health providers involved in similar consumer engagement initiatives.

Establishing the consumer advisory group

The group is made up of volunteers who have experienced Te Omanga Hospice care. Te Omanga Hospice staff support the operation of the group.

A chair was appointed and, in conjunction with the Quality & Risk Manager, reviewed the terms of reference and advisor role descriptions, developed a broad strategy and identified and appointed consumer advisors.

The first meeting was held on 26 June 2024, with a formal mihi whakatau for consumer advisors on 13 August 2024. Planning sessions followed on 13 September 2024 and in February 2025.

Te Omanga Hospice and the consumer advisory group set goals for 2025.

- Providing information for the wider community about death and dying, and Te Omanga Hospice services.
- Preserving and creating a space of choice to support people's grieving.

Code of expectations

Te Omanga Hospice demonstrates how it enacts the code of expectations through the establishment of the consumer advisory group and it is working towards full adoption of the

code, including implementing the SURE (supporting, understanding, responding and evaluating) framework.

[Read the Code of expectations for health entities' engagement with consumers and whānau – hqsc.govt.nz](https://www.hqsc.govt.nz/engagements/whanau)