

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.

Mission: Through true partnership, the Consumer Council will provide a strong and viable voice for the community and consumers on health service planning and delivery.

Scope: To work collaboratively with the Canterbury District Health Board governance and management team and develop effective partnerships and communication pathways.

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

Objectives: The Consumer Council has a quality improvement role to advise and encourage best practice and innovation.

The Consumer Council will support Canterbury DHB’s vision and values.

2. 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
- Adhere to the Canterbury DHB's policies and protocols.

3. The Consumer Council will NOT

- Provide clinical evaluation of health services
- Be involved in the Canterbury DHB's contracting processes.

4. 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.

5. 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.

6. Membership

The Consumer Council will have sixteen consumer representatives who 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.

Members of the Consumer Council 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.

Secretariat

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

Chairperson

The Chairperson will be a consumer, selected by the Consumer Council, with endorsement from the Chief Executive, for a maximum term of three years.

The Consumer Council will also appoint a deputy chairperson

Nomination Process

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

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.

Quorum

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

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.

Meetings

The Consumer Council will meet monthly.

Minutes and agendas will be circulated at least a week prior to each meeting, with any reading attached.

The Secretariat will provide administrative support.

Time Commitment

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

This includes:

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

Minutes

Minutes of all meetings will be circulated to Consumer Council members and posted on the website, www.cdhb.govt.nz