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**Terms of Reference**

Revised August 2019

**Consumer Network: Whakapere – Whakamarama – Whakamana**

**(Engagement, Enlightenment, Empowerment)**

**Professor Sir Mason Durie**

# Background/Introduction

## The Health Quality and Safety Commission (the Commission) is a Crown entity established under the [New](http://www.legislation.govt.nz/act/public/2010/0118/32.0/DLM2901027.html) Zealand Public Health & Disability Act 2000to ensure all New Zealanders receive the best health and disability care within our available resources.

## The Commission recognises the different levels of involvement that consumers have with the health, disability and aged care sectors. These levels include the partnerships forged with providers about their own individual and family needs, the delivery of services, setting priorities, policy development, planning and governance.

## The Commission established the partners in care programme to foster strategic partnerships and improve consumer engagement across health and disability services and relevant agencies in New Zealand. The Commission’s Statement of Intent 2017-2020 focuses on four strategic themes, with the partners in care programme underpinning all work programmes and projects.

## To support the implementation of the work programme, a consumer network was established in 2012, so consumers can easily communicate with the Commission and vice versa. Spreading these networks will involve collaborations within existing consumer groups, health providers, government and non-government agencies. Members of the Consumer Network are required to have well established networks and the ability to consult widely within their constituent groups.

# Purpose

## The purpose of the Consumer Network is to support the Commission to promote strategic partnerships and effective consumer engagement across the health and disability sector, leading to improved experiences of consumers and their family/whānau who use these services.

# Functions of the Consumer Network

## Provide direction and support for the partners in care work programme, from a consumer’s perspective, or that which represents consumer’s interests.

## Act as a conduit between the Commission and consumer groups, to seek and provide information and feedback as relevant.

## Build and maintain networks in consumer/provider/government health and disability sectors, and proactively promote consumer engagement within these networks.

## Attend meetings, seminars, conferences and other events paid for by the Commission, provide written and/or verbal reports about attendance, and give presentations at such events as required.

## Review material from the Commission’s work programmes and provide feedback and/or advice as required.

## Provide guidance about strategies to enhance collaborative relationships between consumer groups, service providers and government agencies.

## Discuss and provide independent advice to the Commission about building and promoting leadership capability for service providers and consumers in health and disability services.

## Provide training to new consumer representatives on their role, as required.

## Provide advice from time to time on other areas as agreed by the Consumer Network and the Commission.

# Consumer Network membership

## The Consumer Network will comprise members who collectively have wide knowledge and experience in a variety of health and disability consumer networks. This may be through their own experience as a health consumer, as a family/whānau member of a health consumer, or as an appointed representative of a specific consumer group.

## Where possible the group will include male/female balance, and represent and reflect cultural, age and geographic diversity, and address equity for other groups such as rainbow representation (gender and sexual orientation diversity) and people with disabilities.

## The group will include at least two Māori representatives.

## Membership will consist of up to 14 members (excluding the Chair). Their skills and experience will include:

### Well established networks in consumer/provider/government health and disability sectors and the proactive regular use of these networks.

### Experience in the health and disability sector as a consumer, or as a family/whānau member of a consumer, or as an appointed representative of a specific consumer group.

### The ability to network with consumer, provider, non-government and government groups.

### A good understanding of the health quality and safety context in the New Zealand health and disability sector.

### Proven leadership skills.

### The ability to act as a champion for the partners in care programme and influence its impact across the sector.

### Being a team player with good communication skills.

## The Commission will chair meetings of the Network. Other team members from the Commission will also attend meetings as required.

## The Commission will provide administrative and analytical support to the network.

# Consumer Advisory Group to the Board (CAG)

## One member of the Consumer Network will also be an active member of the Commission’s Consumer Advisory Group to the Board (CAG), as required by the Board.

## Consumer Network members will engage with the CAG, including meeting annually (or more frequently as needed) to discuss important national issues, and how the Consumer Network will liaise and work in partnership with the CAG.

# Term of appointment

## The Term of Appointment will be for two or three years (to allow for continuity) with an option for renewal for one further term. To ensure continuity, it is desirable that half of the group will be appointed for two years, the other half for three years. The demographics and skill mix of the group will guide this process.

## If a vacancy occurs, the Commission will seek input from the Consumer Network on specific skills and knowledge required, prior to making an appointment.

## Any member may resign at any time by advising the Chair in writing.

## Membership may be terminated by the Commission for the following reasons:

### Non-attendance at three consecutive meetings without reasonable cause.

### Non-participation in external activities related to Commission consumer engagement priorities without reasonable cause.

### Failure to optimise the members’ networks for the benefit of Commission consumer engagement priorities, where it is within the member’s sphere of influence to do so.

6.4.4 All members are expected to adhere to the Standards of Integrity and conduct set by

the State Services Commissioner as per the State Sector Act 1988, section 57. This

outlines the four main pillars of being fair, impartial, responsible and trustworthy. Any

major breach of these, after investigation, may result in the termination of the

appointment.

# Expectations of members of the Consumer Network

## The Consumer Network has an obligation to conduct its activities in an open and ethical manner.

## The Consumer Network is a forum to provide information to and from the Commission’s partners in care programme. Members do not represent the views of the Commission and will not promote themselves as members of the Commission.

## Members are expected to:

### Have a commitment to improving quality and safety of health care for consumers and their families/whānau.

### Represent their regional, sector and consumer interests and groups, where possible.

### Make every effort to attend all meetings, devote sufficient time to preparing for meetings (including reading relevant materials) and become familiar with affairs of the group and the wider environment in which it operates.

### Become familiar with and use Loomio as a method of regular engagement and communication with consumer representatives (including Consumer Network and CAG members). This will include distributing information to their communities and providing feedback.

### Refer requests for media comment to the Chair.

# Guiding values and principles

## **Respect**:Consumers and providers respect and value each other’s expertise and experience. This value encompasses the following rights (and provider duties and obligations) which are set out in the *Code of Health and Disability Services Consumers’ Rights 1996*:

* **Right 1** –the right to be treated with respect.
* **Right 2** – the right to freedom from discrimination, coercion, harassment and exploitation.
* **Right 3** –the right to dignity and independence.
* **Right 8** – the right to support.
* **Right 10** – the right to complain.

## **Honesty**: Consumers and providers are open and truthful with each other. This encompasses the following consumer rights (and provider duties and obligations) which are set out in the *Code of Health and Disability Services Consumers’ Rights*:

* **Right 5** –the right to effective communication.
* **Right 6** –the right to be fully informed.
* **Right 7** – the right to make an informed choice and give informed consent.

## **Collaboration**: Recognition that there is an inter-dependent partnership. When consumers and providers work together, then service quality, consumer safety and systems can be improved. This applies to policy and programme development, implementation and evaluation; health/disability and aged care facility design; professional education; as well as in the delivery of care:

* **Right 4** – the right to services of an appropriate standard.
* **Right 8** – the right to support.
* **Right 9** – the rights in respect of teaching and research.

## **Treaty of Waitangi**: The group will operate in accordance with the Ti Tiriti o Waitangi (The Treaty of Waitangi) principles of partnership, participation and protection. The group will keep Te Rōpū Māori (the Commission’s Māori Advisory Group) updated and informed of consumer network activities.

# Fees and allowances

## Members who are staff of a New Zealand public sector organisation including public service departments, state-owned enterprises or Crown entities, are not permitted to claim fees to attend Consumer Network meetings. However, reasonable expenses for all Consumer Network members will be met by the Commission (eg travel, parking, child-care, accommodation).

## Group members who are not from the public sector will be paid a standard fee of $320.00 (GST excl) per one-day meeting, and an additional 0.5 day for pre-reading of agenda documents and preparation as necessary.

# Quorum

## The quorum will be 50 percent of the total number of current members.

# Meeting venue and time

## Meetings will be held three to four times a year, with teleconferences in between, depending on requirements.

## All meetings will be held in Wellington or Auckland at the Commission’s premises. The usual time for meetings to be held is from 9.30am to 3.30pm.

# Reporting

## The Chair will provide the Commission’s Chief Executive with regular updates on the operation and activities of the Consumer Network during the year. Reporting may be in writing and/or in person.

## Consumer Network members will provide a report of their contributions to the group’s activities between each meeting. This report will be tabled at each meeting.

# Conflicts of interest and confidentiality

## Members will sign a conflict of interest register when joining the Consumer Network and identify where they believe they may have a potential or existing conflict of interest. This obligation is ongoing and will be re-visited at each meeting.

## Members will identify any potential or existing conflict of interest before discussion of a particular issue. The Consumer Network will then decide what part the member may take in any ensuing discussion.

## Members will treat information held by or about the Commission as confidential and proprietary to the Commission. Information should only be disclosed beyond the Consumer Network that is necessary for the Consumer Network to fulfil its role.

## The Consumer Network and its members will comply with protocols of the Commission on the use, storage, return and destruction of any information of any nature whatsoever obtained, as a consequence of undertaking advisory functions.

## The Commission holds copyright/intellectual property rights on any written outputs of the Consumer Network.

# Review of Consumer Network Terms of Reference

## This Terms of Reference and the functions of the Consumer Network will be reviewed two years from the date of the last document’s approval and updated as necessary.