



**Terms of Reference**  
**Consumer Network: Whakapere – Whakamarama - Whakamana**  
**(Engagement, Enlightenment, Empowerment)**  
**Professor Sir Mason Durie**

## **1 Background**

The Health Quality Safety Commission (the Commission) is a Crown entity established under the *New Zealand Public Health & Disability Amendment Act 2010* to ensure all New Zealanders receive the best health and disability care within our available resources.

In the 2011-2014 Statement of Intent, the Commission committed to the introduction of the Consumer Engagement and Participation programme of work. 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.

This commitment to a programme of work has now been translated into a framework called *Partners in Care* and an associated action plan. The Commission has established a two senior advisor positions to support the implementation of the action plan for the *Partners in Care* programme. (see [www.hqsc.govt.nz](http://www.hqsc.govt.nz))

To support these positions and the implementation of the work programme a consumer network will be established. The Commission aims to initiate a web-like structure 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 will be required to have well established networks and the ability to consult widely within their constituent groups.

## **2 Guiding Values**

- **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

### **3 Treaty of Waitangi**

The Group will operate in accordance with the Treaty of Waitangi principles of partnership, participation and protection.

### **4 Expectations of Members of the Consumer Network**

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

Members are expected to:

- 4.1 have a commitment to improving quality and safety of health care, and reducing harm
- 4.2 represent their regional, sector and consumer interests and groups, where possible
- 4.3 make every effort to attend all meetings and devote sufficient time to become familiar with affairs of the group and the wider environment in which it operates

4.4 sign a conflict of interest register when joining the Network and identify where they believe they may have a conflict of interest

4.5 refer requests for media comment to the Chair.

## **5 Purpose of the Group**

The Consumer Network will support the Commission to achieve the vision of the *Partners in Care* framework:

***Consumer and provider partnerships improve health quality and safety.***

## **6 Role of the Consumer Network**

The role is to:

6.1 support the implementation of the *Partners In Care* action plan

6.2 provide advice and review material from the Commission's work programmes, as required

6.3 provide direction and support for the *Partners in Care* action plan for years 1, 2, 3, and 4

6.4 act as a conduit between the Commission and consumer groups to provide information and relay information to help achieve the *Partners in Care* vision

6.5 provide guidance about strategies to network and enhance collaborative relationships between consumer groups, providers and government agencies

6.6 discuss and provide independent advice to the Commission about building and promoting leadership capability for providers and consumers in health and disability services in New Zealand

6.7 provide advice from time to time on other areas as agreed by the Group and the Commission.

## **7 Composition**

The Consumer Network will comprise members who collectively have wide knowledge and experience in a variety of health and disability consumer networks. Membership will consist of up to 10 members (excluding the chair). Their skills and experience will include:

7.1 well established networks in consumer/provider/government health and disability sectors

7.2 experience in the health and disability sector as a consumer

7.3 the ability to network with consumer, provider, government groups

7.4 a good understanding of health quality and safety context in the New Zealand health and disability sector

7.5 proven leadership skills

7.6 the ability to act as a champion for the 'Partners In Care' framework and influence its socialization across the sector

7.7 being a team player with good communication skills.

## **8 Term of Appointment**

The Term of Appointment will be for two or three years (to allow for continuity) with a right for renewal for one further term. To ensure continuity half of the members will be appointed for two years, the other half for three years.

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 at any time resign as a member by advising the Chair in writing.

## **9 Working Arrangements of the Network**

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.

Meetings will be held 3-4 times a year, with teleconferences in between depending on requirements.

## **10 Meeting venue and time**

All meetings will be held in Wellington at the Commission premises. It is anticipated that each meeting will be from 9:30am to 3:30pm unless prior arrangement has been made to change the times.

## **11 Attendance Fees**

Members who are staff of a New Zealand public sector organization 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 members will be met by the Commission (e.g. travel, parking, accommodation).

Group members who are not from the public sector have fees and costs covered as follows: a standard \$320.00 (GST excl) payment per meeting. Members are also entitled to preparation and travelling time where appropriate. Preparation time will generally be half a day for every full meeting day. In some cases more or less may be appropriate depending upon the nature of the

work to be undertaken which covers 0.5 day of pre – reading agenda documents, preparation and 1 day full meeting attendance.

## **12 Quorum**

The quorum will be 50% of the members.

## **13 Reporting**

13.1 The consumer network will report to the Commission's Chief Executive on its operation and activities during the year. Reporting may be in written and/or in person.

13.2 An annual written report will be provided to the Commission Board outlining a summary of its work during the year.

## **14 Conflicts of interest and confidentiality**

14.1 Members shall formally document their conflicts of interest and identify any conflict of interest prior to a discussion of a particular issue. The Consumer Network members will then decide what part the member may take in any ensuing discussion.

14.2 The Consumer Network members are to 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 fulfill its role.

14.3 The Consumer Network and its members shall 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.

14.4 The Commission holds copyright/intellectual property rights on any written outputs of the Group.