



Terms of reference for the Aged Residential Care Quality Leads Forum

February 2025

Aim and Purpose

Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora) aims to support quality improvement activity across the aged residential care (ARC) sector. This will be achieved through partnering with ARC sector stakeholders in a way that is engaging, innovative, and builds strong alliances and partnerships.

The key purpose of the ARC Quality Leads Forum (QLF) is to provide an opportunity for Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora) to identify priority areas of improvement and projects that are underway within the sector.

The ARC QLF will provide sector insights and strategic feedback on the national resources that will be used by Te Tāhū Hauora's project team. This will influence the ARC sector and contribute to developing strategies to improve ARC services to positively impact on residents' experience of care.

Additionally, the ARC QLF will:

- a. provide an opportunity for **open and free dialogue** that proactively support effective **relationships** between the ARC sector and Te Tāhū Hauora
- b. **share** information that supports a national approach, thus fostering an integrated approach to improving the quality and safety of health and disability services with relevant Te Tāhū Hauora programmes
- c. provide **strategic insight** to ensure Te Tāhū Hauora's approach is aligned with other ARC sector priorities
- d. develop a repository for **sharing** tools, resources and best practice across the ARC sector
- e. support implementation of **equity-focused initiatives** and give effect to the responsibilities of Te Tāhū Hauora under Te Tiriti o Waitangi by ensuring its recommendations contribute to achieving **equitable outcomes for Māori**.

Membership and appointment

The Chair will be appointed by Te Tāhū Hauora.

The membership will comprise representatives from a range of large ARC service providers, ideally the organisation's national quality director or manager, or the equivalent. There is no set number of members. The membership and structure may be reviewed to reflect the developing nature of Te Tāhū Hauora's work programme.

Te Tāhū Hauora is committed to undertaking a variety of engagements across the sector to support a sustainable approach to continuous quality improvement.

Due to manageability of group size, we cannot have all provider voices directly represented on this group. Therefore, our approach will be to ensure all providers have opportunities to inform and engage in the work through a range of networks, for example via the NZACA nursing leadership group.

Terms and conditions of appointment

Members will either be invited to join the group or appointed following an “Expressions of Interest” process. Nominations may also be sought from organisations and professional bodies across Aotearoa New Zealand health sector. Where expressions of interest are sought, applications will be reviewed by a selection panel with recommendations for appointment made to Te Tāhū Hauora and endorsed by the Chair. and endorsed by the Chair.

Terms of appointment will be for two years with the ability to re-appoint for additional terms. As members come up for renewal each will be considered on their merits, and informed by the needs of the programme, knowledge continuity and expertise required on the group. Any member may at any time resign by advising the Chair in writing.

It is expected that representatives’ organisations will cover their time and travel expenses to attend these meetings.

The continued purpose of the group will be subject to the ongoing programme planning for Te Tāhū Hauora’s Safety and Quality group. The terms of reference for the group will be reviewed and updated on a two-yearly cycle or sooner if required.

Responsibilities

The ARC QLF is obliged to conduct its activities in an open and ethical manner. Members are expected to work in partnership with Te Tāhū Hauora, and to:

- a. work strategically contributing to a sustainable system of improvement
- b. work collaboratively, respecting the views of others with a focus on improving health outcomes and overall system performance as well as improving the experience for health care consumers, whānau and family
- c. act, as a collective group, in the best interests of quality and safety initiatives locally, regionally and nationally
- d. make every effort to attend all meetings and devote sufficient time to become familiar with the priorities of the group and the wider environment within which it operates. When a member is unable to attend, a delegate with similar job responsibilities is able to attend the meeting as long as notice is provided to the Te Tāhū Hauora team
- e. identify and declare any conflicts of interests and proactively manage any conflicts
- f. refer requests for media comments to the Chair of the group who will then ensure Te Tāhū Hauora’s relevant executives are informed.

Meetings and decision-making

Recommendations to Te Tāhū Hauora will be made at the group meetings and ratified through the Chair. Decisions will be made by consensus.

- a. The group will meet as required by videoconference or face to face.
- b. A quorum will be a minimum of five members, plus the Chair.
- c. All members will contribute to substantive decisions or recommendations.

Secretariat

Te Tāhū Hauora will provide a secretariat to the QLF, responsibilities of which will include:

- a. prepare and distribute the agenda and associated papers at least 5 days before meetings
- b. record and circulate the minutes no later than 2 weeks after the meeting date
- c. manage the organisational arrangements for meetings, including provision of rooms, audio-visual equipment and virtual meeting requirements.

Reporting and communication

Key messages for public dissemination from the QLF will be communicated via Te Tāhū Hauora's communication networks and mechanisms such as the website and e-digest newsletter.