



Te Tāhū Hauora
Health Quality & Safety
Commission

Aotearoa New Zealand system safety strategy Rōpū terms of reference

The Aotearoa New Zealand system safety strategy Rōpū is a leadership collaborative. It has a specific focus to guide the development of a national system safety strategy (*the strategy*) that connects multiple health and disability system stakeholders to establish a combined understanding of system safety and a collective statement of commitment for system learning.

Purpose

This Rōpū will guide the development of a principles-based *strategy* through a co-design approach.¹ This will involve engagement with consumers/whānau, health work force and providers across the health and disability system, focusing on transparency and collective responsibility.

Background

The Government Policy Statement on Health (GPS) sets out the Government's priorities and objectives for the publicly funded health and disability sector in New Zealand for the three years from 1 July 2024 to 30 June 2027². The GPS requires the development of a system safety strategy that defines quality and safety for the New Zealand health and disability system, sets expectations for Aotearoa New Zealand and benchmarked against international best practice.

The *strategy* will reflect Pae Ora (Healthy Futures) Act 2022³ and demonstrate a strong commitment to embedding and enacting Te Tiriti o Waitangi and mana Motuhake for Māori. It is intended that this will support Aotearoa New Zealand's commitment to minimise harm in the health and disability system and improve safety as specified in the World Health Organisation Global Patient Safety Action Plan (*the plan*) 2021-2020 direction to member states⁴.

Scope

The *strategy* will focus the health and disability system on how to collectively improve the quality and safety of the health and disability system in Aotearoa New Zealand, through

¹ Referred to as system safety rather than patient safety to reflect the safety of all participants within the health care sector.

² Minister of Health. 2024. *Government Policy Statement on Health 2024 – 2027*. Wellington: Ministry of Health.

³ <https://www.legislation.govt.nz/act/public/2022/0030/latest/versions.aspx>

⁴ <https://www.who.int/teams/integrated-health-services/patient-safety/policy/global-patient-safety-action-plan>

high-level principles that demonstrate a combined understanding of system safety and commitment for system learning. The *strategy* will incorporate the code of expectations for health entities' engagement with consumers and whānau.⁵ This will involve leadership by consumers, whānau, and the health and disability system workforce.

It will reflect the health and disability sectors commitment to enacting Te Tiriti o Waitangi by weaving the principles of WAI 2575, incorporating Pae Ora (Healthy Futures) Act 2022, enacting the Code of Health and Disability Services Consumers' Rights⁵, the Healing, learning and improving from harm policy⁶, and informed by relevant system safety literature.

The Rōpū will be informed from previous lived experience that has been shared through earlier consultations and feedback, such as Manatū Hauora strategy development documents and Te Tāhū Hauora publications.

Selected members of the Rōpū will facilitate focus groups at agreed existing stakeholder group meetings in February and March 2025. These discussions will inform the Rōpū in developing the high-level principles, and the elements to support these principles, that will inform the draft strategy. These principles and elements will be taken back to the existing stakeholder groups in early May 2025 to ensure that they are aligned to what was shared previously. The Rōpū will socialise the draft *strategy* with the health and disability sector for feedback. This is to ensure that together we have developed a combined understanding of system safety and a collective statement of commitment for system learning, to improve the quality and safety of the health and disability system.

Membership

The Rōpū comprises twenty-four members for a time that is bound by the completion of *the strategy*, after which the Rōpū will disband. The Rōpū is coordinated by Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora). The membership comprises consumers, workforce representation and key health stakeholders.

Membership is as follows:

Co-Chair	Caroline Tilah	Senior Manager System Safety Te Tāhū Hauora
Consumer Co-Chair	Lisa Lawrence	Te Kāhui Mahi Ngātahi consumer advisory group
Consumer	Matt Lattin	Māori consumer who has links to Māori communities
Consumer	Pati Umaga	Pacific consumer who has links to Pacific and disabled communities
Consumer	Vishal Rishi	Kōtuinga Kiritaki consumer network

⁵ [Code of Health and Disability Services Consumers' Rights — Health & Disability Commissioner](#)

⁶ https://www.hqsc.govt.nz/assets/Our-work/System-safety/Adverse-events/Publications-resources/AdverseEventsPolicy2023_Eng_Feb24update_WEB.pdf



Te Kāhui Piringa	Bernadette Jones / Bonnie Matehaere	Provide strategic advice to CE and Board for Te Tāhū Hauora.
Advisory Manatū Hauora Ministry of Health (Ministry of Health)	Jade Cincotta	Principal Advisor Learning Health System (advisory)
Stakeholder Te Whatu Ora (Health New Zealand)	Marama Tauranga	Hauora Māori Clinical Lead
Stakeholder Health NZ	Sarah Jackson	Chief Quality and Patient Safety
Stakeholder Health NZ	Jo Sinclair	Chief Wellbeing Officer
Advisory Ministry of Health	Ben Clayton	Policy Analyst Regulatory Policy
Advisory Ministry of Health	Gayle Ryan	Strategy, Policy, and Legislation
Advisory Ministry of Health	Rosie Moore	Clinical Quality and System Safety Lead
Stakeholder Medsafe	Chris James	Group Manager Medsafe
Stakeholder Te Toihau Hauora, Hauātanga Health and Disability Commission (HDC)	Rose Wall	Deputy Commissioner Disability
Stakeholder Te Kāporeihana Āwhina Hunga Whara Accident Compensation Corporation (ACC)	Sarah Marshall	Injury Prevention Lead
Stakeholder ACC	Dilky Rasiah	Manager Strategic Clinical Advice & Governance
Stakeholder Te Pātaka Whaioranga (Pharmac)	David Hughes	Advice and Assessment Medical Director
Te Tāhū Hauora	Martin Thomas	Medical Director/Director Safety and Quality
Te Tāhū Hauora	Carlton Irving	Director of Māori Health and Consumer
Te Tāhū Hauora	Carl Horsley	Clinical lead System Safety
Te Tāhū Hauora	Leona Dann	Specialist System Safety
Te Tāhū Hauora	Karen Gibson	Project Manager System Safety Strategy (minutes)



Responsibilities

The Rōpū has an obligation to conduct its activities in an open and ethical manner. Members are expected to:

- work in partnership, embedding Te Tiriti o Waitangi and WAI2575 principles.
- work collaboratively, share work activities, and contribute to collective decision-making.
- provide input to documents that are circulated between hui to enable steady progress.
- support stakeholder hui and engagement opportunities, as required, with the sector to ensure consultation occurs and that the Rōpū has listened.
- make changes to *the strategy* that reflect it has been curated by the Rōpū, on behalf of the sector, and is a statement that reflects combined understanding and collective responsibility to improve quality and safety of the health and disability system.
- make every effort to attend all Rōpū hui and devote sufficient time to become familiar with the kaupapa of the Rōpū and the wider health and disability system within which it operates.
- identify and declare any conflicts of interest and proactively manage any conflicts. Any conflicts of interest can be raised in meetings and will be recorded in the minutes.
- refer requests for media comments to the chairs.

Meetings

- The Rōpū will have an initial hui that will occur in person for six hours. This Rōpū will confirm the terms of reference and Rōpū logics (including frequency of meetings); and establish an outline of the approach for development of the strategy.
- A quorum will be a minimum of five members external to Te Tāhū Hauora members.
- Actions will be agreed through consensus.
- Where an urgent matter arises out of meeting times, an 'out-of-hui' decision may be made via Microsoft Teams or other means.

Communication

Key messages from the Rōpū will be communicated via Te Tāhū Hauora's website communication networks and mechanisms such as the website and e-digest. Members should represent the agreed view of the Rōpū when communicating as a member of the Rōpū.

Reporting

Completion of *the strategy* is a specific performance expectation (SPE) for Te Tāhū Hauora and progress will be reported quarterly to the National Quality Forum, and as part of SPE reporting to the Ministry of Health.

Terms and conditions of appointment

The terms of appointment are until *the strategy* is completed (latest by the end of December 2025)



Fees

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 a fee to attend the hui. Te Tāhū Hauora has a fees framework that applies to members who are not included in the above groupings Te Tāhū Hauora consumer engagement policy.

Conflicts of Interest

Members must perform their functions in good faith, honestly and impartially and avoid situations that might compromise their integrity or otherwise lead to conflicts of interest. They are required to declare any relevant interests to the Rōpū and Te Tāhū Hauora. In accordance with the Conflicts of Interest Guide, Te Tāhū Hauora will determine whether or not the interest represents a conflict and, if so, what action will be taken. Members will declare any actual, potential, or perceived conflicts of interest at the start of each meeting.

New Zealand Government

