

**Purpose:**

The West Coast District Health Board (DHB) Consumer Council works in partnership with the DHB as an advisory body providing a collective perspective of those who use services, into health services planning, delivery and evaluation at all levels of the organisation.

**Membership:**

The Consumer Council will consist of 8-10 consumer representatives who have particular interest, understanding and knowledge in one of the following areas: Family Health, Mental Health, Long Term Conditions, Physical, Intellectual and Sensory Disabilities, Older People, Rural Communities, Maori, Pacific Peoples and Primary Health Organisation (PHO) Consumers.

The Consumer Council may co-opt people from time to time, for a specific purpose.

Shared/proxy membership may be considered where consistent attendance will be difficult, to enable council business to continue.

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.

**Nomination Process:**

Membership will be decided by way of a call for expressions of interest, with membership recommendations made to the Chief Executive. Recommendations will be based on what prospective members bring by way of skills, perspective, and ability to enhance the work of the council, along with the collective mix of council attributes.

**Term of Appointment:**

The term of a Consumer Council member is 2 years. This can be extended for a further two terms of one year.

**Quorum:**

The quorum for a Consumer Council meeting is 6 members plus the Chair and a member of the Secretariat.

**Honorarium and Expenses:**

Members attending face to face council meetings during their ordinary paid time will not receive payment for meeting attendance if employed in health and attendance is approved by their organisation.

Members attending during unpaid time are entitled to be paid a meeting fee of \$65.00 per meeting. Mileage expenses incurred by individuals may also be reimbursed at a rate of 73 cents per kilometre.

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The fees and reimbursing allowance (Mileage) are paid as an honorarium. The Inland Revenue department requires the West Coast District Health Board to deduct withholding tax from an individual who is earning an honorarium.

**Chair:**

To be selected at first meeting following appointments.

**Authority, decision making and reporting line:**

Executive Management Team and Clinical Board through Quality and Patient Safety Manager reports. Agreement made at Consumer Council meetings regarding any issues and activities to report.

**Meeting location, time and frequency:**

Bi-monthly with meetings in February, April, June, August, October, December, Monday 2.00pm to 4.00pm. Venue to be confirmed at previous meeting. Dates for 2018:

- 26 February
- 9 April
- 11 June
- 13 August
- 8 October
- 10 December

**Note:** Ad hoc meetings as required will be negotiated between the Chair and the Consumer Council members.

**Minutes/Communication:**

Administrative and minute taking support provided by Administration Support Person of Quality and Patient Safety Manager.

Minutes will be distributed within 10 working days following Council meetings.

Agenda items may be registered with the Administration Support Person, with Agenda being sent five working days prior to Consumer Council meetings to ensure that all members are sufficiently prepared for Council meetings.

**Key Tasks:**

Involvement in activities that:

- enhance the collection and use of feedback from a service user's perspective
- improve the organisation's information sharing responsibilities with service users
- contribute to the design or re-design of services and/or facilities by the DHB
- improve the quality of the patient journey
- remove barriers for consumers whilst enhancing safe service provision

**Evaluation/Review:**

Terms of Reference to be reviewed annually, at the first meeting in the calendar year

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