

# Consumer Council Information



## West Coast District Health Board

### Purpose

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The West Coast District Health Board's (WCDHB) Consumer Council works in partnership with the West Coast District Health Board 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.

Why appoint a consumer representative?

- To facilitate consumer and provider partnerships (co-design), involving consumers in shaping and improving health care processes and systems
- Listening to consumer experiences of health care services will help us better understand and communicate what needs to be done to improve services, and the experience for consumers
- A Council member may be invited to participate in a project, service review or initiative run by WCDHB/ Ministry of Health, to offer a consumer perspective providing input into related materials such as presentations, documentation and consumer publications.

### Membership

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The Consumer Council will consist of up to 15 consumer representatives:

- Northern (Buller based) – five members
- Central (Grey based – including the Chair) – five members
- Southern (Hokitika/ South Westland based) – five members

Expressions of interest are invited from people who live/ work in the local area and have an interest in supporting their communities. They will have a particular interest, understanding and experience of at least one of the following areas: Family Health, Mental Health, Long Term Conditions, Physical, Intellectual and Sensory Disabilities, Older People, Women's Health, Rural Communities, Māori, Pasifika and Primary Health Organisation (PHO) Consumers. You can download an application form [here](#).

In order to be eligible for WCDHB Consumer Council membership, applicants are required to reside in their place of interest and provide the necessary proof of residency of the locality their interest is in.

### Nomination Process

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Membership will be decided by way of a call for a public expression of interest, with membership recommendations made to members of the Operational Leadership Group (OLG) and General Manager. Recommendations will be based on what prospective members bring by way of locality, skills, perspective, and ability to enhance the work of the council, along with the collective mix of council attributes. Interviews will follow for suitable candidates, with subsequent letters of offer being provided to successful applicants.

## Term of Appointment

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The term of a Consumer Council member is 2 years. This can be extended for a further two terms of one year upon an expression of interest process during annual recruitment.

## Honorarium and Expenses

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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 79 cents per kilometre.

The fees and reimbursing allowance (Travel) 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.

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.

## Minutes/ Communication

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Administrative and minute taking at the quarterly Consumer Council meetings is provided by the Document Controller/ Administration Support of the Quality and Patient Safety Manager's team.

Minute taking and reports at local meetings will be agreed with the local service manager supporting the Consumer Council.

Minutes are generally finalised and provided to the Chair for comment within 10 working days following Council meetings and are then circulated to the committee via email. An electronic version of the agenda and approved minutes are also made available on the WCDHB public website [here](#) following the meetings.

## Commitment: Meeting Location, Time and Frequency

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It is anticipated there will be local monthly meetings held in each of Northern (Buller), Central (Grey District) and Southern (Hokitika/ South Westland) areas, as well as quarterly meetings where all regions participate in a collective Consumer Council meeting. The quarterly meetings will be held at an agreed meeting venue on the Te Nikau Hospital campus (depending on meeting room availability, offsite meetings may be arranged at times).

The local meeting times and locations will be determined by each local group around the availability of Council Members and attending WCDHB employee(s).

## Key Tasks

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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 WCDHB
- Improve the quality of the patient journey
- Remove barriers for consumers whilst enhancing safe service provision
- Engage with local community groups and provide feedback to the local service managers and members of the OLG on consumer issues regarding WCDHB service activities.

For more information about the Consumer Council, go to:

<https://www.wcdhb.health.nz/about-us/consumer-council/>