



Healthy people Excellent care



*“Mehemea ka moemoeā ahau. Ko au anake.
Mehemea ka moemoeā e tātou. Ka taea e tātou”*
*“If I am to dream, I dream alone.
If we all dream together. Then we will achieve”*
– Te Puea Herangi



A new Consumer Council for Waikato District Health Board

Information sheet

Waikato District Health Board (DHB) is looking for 14 people who are passionate about people having great health services to be part of our new Consumer Council.

This group will help the DHB make sure its services are as good as they can be and meet the needs of people in our communities. In other words, keep People at heart – *Te iwi Ngakaunui*, which encompasses the DHBs values. It's an opportunity for the voices and experiences of people who use DHB services to really help shape what we do and how we do it.

The Consumer Council will provide advice to the Board and senior management on:

- the current direction and strategic priorities of the DHB
- how we can improve specific aspects of some DHB services

The Consumer Council will promote and oversee consumer involvement in the planning and delivery of Waikato DHB services.

We are looking for 14 members who have lots of different skills, qualities, experience and networks. In particular we'd like people who:

- ✓ have recently accessed health services (or had whānau access services), ideally within the previous 2-3 years, or
- ✓ Are actively engaged in a specific area of health interest

As a DHB we need to improve the health outcomes for all, and especially for:

- Māori
- people living in rural communities
- people living with disabilities

So we'd particularly like to hear from these people.



We are also keen to involve members from a wide range of backgrounds. We'd like to include:

- a member from each of the six rural areas as defined by the Waikato DHB Community Health Forum catchments. These include Ruapehu, South Waikato, Waitomo/Otorohanga, North Waikato, Matamata/Piako, Thames/Coromandel, Raglan
- a Pasifika person
- a member with an interest/experience in mental health and addictions
- youth
- an older person
- refugee and migrants
- a family member/loved one/carer

All members will bring their own experiences to the Consumer Council – they will not be representatives of any specific organisation or community.

In other DHBs consumer councils have helped health services change fundamentally by providing a consumer perspective, coming up with new ideas and working in partnership with the DHB. They have also specifically:

- had major input into the new build of inpatient facilities
- helped co-design new home based treatment
- helped create training material for staff
- improved signage at a hospital

Qualities, skills and experiences needed

We would love to hear from people with some or all of the following qualities and skills:

- ✓ Maturity and reliability
- ✓ Experience of using health services yourself or with family or whānau
- ✓ Able to use personal experience constructively and to see beyond your own experience
- ✓ Some knowledge of the New Zealand health and disability sector with an appreciation of its complexity
- ✓ Effective listening and communication skills and the confidence to interact positively with diverse groups, including senior managers, DHB staff and consumers
- ✓ Good analytical skills
- ✓ Able to think creatively and strategically
- ✓ Able to read reports
- ✓ Able and willing to work constructively in a group
- ✓ Passion and commitment to help improve the quality and safety of our health services

- ✓ Able to earn trust and maintain confidential information

Please note that we do not expect every person to have all of the above knowledge, skills and experience. We appreciate that some of these are learnt through experience and support and mentoring can be made available.

Role descriptions for members are available on the website or you can request paper forms from the contact details below.

How members will be selected

If you are interested in becoming a member, you must complete an Expression of Interest (EOI) form. All EOIs will be considered by a small panel consisting of DHB staff, a Board member and consumers/members of the community.

An interim Chair for the Consumer Council will be appointed first of all. Following the appointment of the Chair, members will be appointed.

Expression of Interest forms are available on the Waikato DHB website or you can request paper forms from the contact details below. Information is available in accessible formats on our website. If you need help completing the form please get in touch with Wendy or Alison.

Completed forms should be returned by the dates indicated below (see key dates section).

Consumer Council members will be selected on the basis of their qualities, skills and experiences as outlined in their EOI using defined criteria. Interviews will be arranged at the discretion of the panel. The selection panel will make recommendations to the CEO for appointment to the Consumer Council.

In some rural areas, a specific panel will consider EOI from people living in their area. Expressions of Interest from people living in a rural area which is managing selection of a local member will be considered by both the local panel and the overarching panel. This means that where a person is not selected by the local rural panel, they may still be selected by the overarching panel.

Key dates

EOI process opens	18 September 2017
EOI closing date	15 October 2017

Questions?

Please contact Wendy Entwistle – Ph: 021 839 441 or Alison Barnett – Ph: 027 406 0559 or email consumercouncil@waikatodhb.health.nz