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# MEMO

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**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 17 August 2020  
**Subject:** **Consumer Council Report**

## *Status*

This report contains:

- For decision
- Update
- Regular report
- For information

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The Council received updates on Ki Te Pae Ora from Keith Marshall and Nikau House from Jane Kinsey and Ditre Tamatea.

The Council approves of the details emerging from the ongoing action oriented development of Ki Te Pae Ora. Of particular note is the integration of work streams and moves towards the reduction of silos and duplicated work. The Council is strongly in favour of an integrated approach within the compacted four work streams. Council members noted that the proposed reporting also looked simple and would contain tangible and valuable information.

The Council raised two discussion points relating to Ki Te Pae Ora:

1. Questions about how the DHB will ensure communication about the Ki Te Pae Ora programme and the new reporting to the wider community, particularly those not currently well connected with the health system?
2. How will the Consumer Council will be integrated into Ki Te Pae Ora?

As mentioned in the July report, Consumer Council members were very aware of public disquiet over the information (and apparent misinformation) related to what the public appeared to perceive as the potential closure of Nikau House during the recent media focus on the matter. Interesting background to this faulty perception was provided by Jane Kinsey. In discussion with Jane and Ditre, the value and importance of Consumer Council involvement at an early stage in possible programme redesign was stressed. The Council has also received considerable requests from members of the public for programmes similar to those offered through Nikau House to be offered in the Golden Bay and Motueka areas.

The council is pleased to advise the appointment of Angelea Stanton (Marlborough) and Geoff Ormandy (Nelson) to the roles of co-Deputy Chair of the Consumer Council.

Judith Holmes  
**Consumer Council Chair**

## RECOMMENDATION

**THAT THE BOARD RECEIVES THE CHAIR'S REPORT.**