
MEMO

To: Board Members
From: Angelea Stanton, Consumer Council Chair
Date: 15th September 2021
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

The Council meet via zoom on Monday 13th September 2021.

As a Council we value gaining understanding of our Te Tiriti O Waitangi Obligations. Our Consumer Council Member Alene Sherson discussed how the treaty can be applied to workforce situations regarding application of issues, policies, and principles.

Kawanatanga, Partnership: in decision making, culturally appropriate engagement.

Tino Rangatiratanga, Protection: of self-determination and treated with dignity and respect, whanau inclusive.

Oritetanga, Participation: equal rights, privileges, opportunities, and outcomes.

We will be continuing with cultural conversations at each meeting and appreciate the support from the Learning and Development team who have provided us with the ability to complete the Ko Awatea cultural competency training.

As mentioned in the August report HQSC consumer engagement reporting is now due. The Consumer Council takes its role as the moderator of these self-assessments very seriously. We know that for consumer engagement to grow and make any improvement for the DHB this should not be an untimely rubber-stamping exercise.

We have reluctantly agreed that the current evidence and templates be submitted. However, now is the time to start focusing on the next period of reporting and the encouragement of those departments to engaging with the Consumer Council to ensure that they are providing evidence that not only meets their level of self-evaluated engagement but continues to grow this.

We have concern that the evidence we see provided in the HQSC consumer engagement self-assessments is not reflective of the increasing level of engagement we would have hoped for. This will take time and investment to promote the importance of consumer engagement beyond service user surveys and minimal amounts of collaboration.

The Consumer Council is invested in the services provided by the DHB and wants to provide a consumer voice at all levels. We know that the promotion of the importance of consumer engagement within the DHB starts with the Board and CE and so will value your advice and commitment

The Consumer Council appreciates the pressure of the current Covid-19 situation on our service providers and continues to be impressed with the vaccination roll out. We would like to raise the question of what Covid-19 means for consumers - especially in relation to visitors and the pushing back of appointments. We will find out more about the explanations and information being put out to help the community understand these changes and identify whether the council can assist in supporting the dissemination of this information.

Angelea Stanton
Consumer Council Chair

RECOMMENDATION
THAT THE BOARD RECEIVES THE CHAIR'S REPORT.

Chair's Report