

## FAMILIES COUNCIL CHARTER

<b>FOR RESPONSIBLE TO</b>	Wellington Free Ambulance Families Council Member Executive Director of People and Culture
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### WHO ARE THE FAMILIES COUNCIL?

A small group of people helping support staff and their families at Wellington Free Ambulance. The Families Council will ensure families are able to share thoughts and feelings regarding issues affecting them and their loved one.

The group of 12-14 people, aged over 18 years, will communicate directly with management, sharing concerns that affect staff and their families, as well as helping to implement ideas and strategies to better support them.

Working for an emergency service can have far reaching implications on a person's mental health and emotional wellbeing. The work of The Families Council will help see positive outcomes for staff and their families, as well as patients and the wider community. Promoting a workplace environment that is committed to open communication, collaboration, respect and support.

### EXPECTATIONS OF A FAMILIES COUNCIL MEMBER

- To be open and honest in your communication, enabling robust and fair discussions.
- To be open to others opinions and views.
- To represent the views and feelings of all families.
- Be part of a positive support network for new staff and their families.
- Maintain confidentiality, some discussions will contain sensitive themes. These should not be discussed outside the Council or with media.
- Organise and coordinate whānau events that are sponsored by Wellington Free.

### DURATION OF TERM AND TIME COMMITMENT

This voluntary position is for 12-18 months. The Council will be led by a family member appointed as Chair. Meetings will be approximately two hours and held at regular intervals, to be determined by the Families Council at their first meeting and reviewed at 6 months. A kōha will be provided to cover travel expenses. There will be some reading material pre and post the meetings.

### VALUES AND PERSONAL ATTRIBUTES

- Integrity, Openness, Learning, Passion, Caring
- Enthusiasm, Courage, Open mindedness
- Clear communication, Community spirit
- Open to new and exciting changes
- Ability to work with a diverse team

### CODE OF CONDUCT

Together, the Council will identify and agree a set of expectations and behaviours that are acceptable to all members of The Families Council, with a key focus around respect and confidentiality.

Individual actions of the Families Council members reflect on the Council as a whole, therefore the actions of all members should be based around respect and consideration for others.

Suggested measures of an effective Family Council Member:

- Shows respect, sensitivity and consideration for all persons you meet through Wellington Free Ambulance.
- Respects the privacy and confidentiality of information discussed at Families Council meetings.
- Avoids making judgements or jumping to conclusions.
- Is sensitive to people's differences.
- Speaks openly and honestly with regards to concerns or issues.
- Recognises that sensational and groundless discussions are harmful and hurtful to others.
- Leads by example.
- Allows others to discuss their concerns openly and honestly.

Council members will discuss and confirm the process for any conflict that should arise. The Chair will have contact with Wellington Free Ambulance Chief Executive for consultation on such matters.