

# CONSUMER COUNCIL CHARTER

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## What is the Consumer Council?

A group of 12-15 people who will provide insights to the impacts and implications Wellington Free Ambulance has on them, and their community. Through partnership and collaboration, the thoughts, feelings and ideas of the consumer will be heard in an honest and open forum.

This partnership will help create meaningful, sustainable changes to improve the service and experience for all our patients. Understanding the pre-hospital experience from a consumer is an important step to improving health care delivery at Wellington Free Ambulance, and improving the overall health for the Greater Wellington and Wairarapa community.

Working through a co-design focus means the consumer has a voice in all stages of planning, delivery, evaluation and monitoring, affecting all programmes and services at Wellington Free.

## Expectations of a member

- Attend Consumer Council meetings
- Provide guidance on areas for improvement regarding consumer experience
- Identify issues that affect consumers and communities, working to address and eliminate inequities
- Identify opportunities for new initiatives
- Participate in the evaluation and review of; reports, new health initiatives and service improvements
- Focus on improving health outcomes for all communities, in particular Māori health
- Advise on patient and whānau centered service design and delivery
- Be the link between the service and your community groups
- Read relevant documentation before the Consumer Council meetings
- Work constructively with other Council members and support decisions the Council makes
- Maintain confidentiality, some discussions will contain sensitive themes. These should not be discussed outside the Council or with media

## Duration of term & Time commitment

This position is for 24 - 36 months. The Council will be led by a Chair from the Consumer Council. Meetings will be two hours and held at regular intervals to be determined by the Council. A payment of \$320 + GST will be provided for each meeting. There will be some reading material pre and post meetings.

## Values and Personal attributes

- Integrity, openness, learning, passion, caring
- Enthusiasm, courage, open mindedness
- Clear communication, community spirit
- Respect for others, inclusiveness
- Open to new and exciting changes
- Ability to work with a diverse team

## Code of Conduct

The Council will agree upon and set expectations of Council members, to ensure attitudes and behaviours are acceptable to the members of the Consumer Council. There will be a key focus on respect and confidentiality.

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

Suggested measures of an effective member:

- Shows respect, sensitivity and consideration for all persons you meet
- Respects the privacy and confidentiality of information discussed at the Consumer Council meetings
- Avoids making judgements or jumping to conclusions
- Recognises that all persons are unique individuals and is sensitive to this
- Speaks openly and honestly in regards to concerns
- Allows others opportunities to discuss their concerns openly and honestly

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

This is an exciting opportunity to use a co-design approach and keep the consumer at the centre of everything we do.