

FREQUENTLY ASKED QUESTIONS

What is a 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.

The Consumer Council will:

- Provide a platform that ensures and enables consumers from across Greater Wellington and Wairarapa have the availability to participate and have their voices heard,
- Identify issues that affect consumers and communities, working with WFA to address and eliminate inequities,
- Participate in the evaluation and review of; reports, new health initiatives and service improvements,
- Ensure that there is regular connection between the Council and other community groups as needed,
- Become the voice and link between community groups and Wellington Free.

What is co-design?

An environment that allows for open dialogue between health care providers and the people they are serving, it creates a positive setting that allows an equal and creative space to exist.

Using a co-design approach and keeping the consumer at the centre of everything we do has valuable outcomes for both staff and consumers. The process allows health care professionals to have more contact with the people they are providing care for and in turn the people using the services have a say in how they are designed and delivered.

The Consumer Council will play a critical role at Wellington Free. Their insight into the patient experience will ensure that consumers have a voice at all stages of planning, delivery, evaluation and monitoring, affecting all programmes and services at Wellington Free.

Principals for effective consumer co-designs are partnership, respect, dignity, inclusiveness and improvement. Keeping these at the forefront of discussions and decision making will allow for a successful council. When consumers have more ownership in regards to their own health care and how it is delivered, the benefits are far reaching.

How does the Consumer Council fit into Wellington Free Ambulance?

Every department at Wellington Free works hard to ensure that the consumer is the focus of all we do. This includes the staff in the Communications Centre, Patient Transfer Services, Health Care Teams, Fundraising and Communications and the Quality Improvement and Innovation team. The Consumer Council will provide insight to each department regarding the impacts and implications the service has on the community.

The Consumer Council will have a working relationship with the Chief Executive and Te Roopu Whakahaere – the leadership team.

What are the expectations of a Consumer Council Member?

Wellington Free's core values of Passion, Openness, Caring, Integrity and Learning will be the foundations for the Consumer Council. Whilst council members are not staff, they will also need to uphold and demonstrate these values. The Consumer Council may wish to add more of their own values.

What are the time commitments?

The Consumer Council will meet every 6-8 weeks for two hours, with the possibility of other meetings arranged by the chair. There will be reading material provided pre and post meeting. Council members will be led by a chair and will sit on the Consumer Council for a period of up to 24-36 months. There will be an opportunity to reapply for a position after 36 months.

What work will I be involved in?

The Consumer Council will provide feedback on the current setup at Wellington Free, as well as new initiatives. Below is an example of where the consumers' insight will be valuable:

- Reviewing clinical guidelines
- Clinical pathway development
- Adverse events group
- Complaints process, but not addressing individual complaints
- Appointment panel for new staff
- Clinical desk improvements
- New ambulance vehicle layouts
- Professional development for staff
- Publications and documentation review
- New health initiatives

What experience should I have?

You need to have used a service of Wellington Free within the last two years. This could be as a patient or as a carer for someone who used our services. While previous consumer group participation would be an advantage, it is not essential, as training will be provided to successful applicants. You need to be over 18 years old, and having a link to your community is really important.

What skills can I bring?

Every person who has an experience with Wellington Free Ambulance will bring their own story, the ideal skills we are looking for are listed below:

- Courage
- Enthusiasm
- Inclusiveness
- Open mindedness
- Clear communication
- Respect for others
- Community spirit
- Open to new and exciting changes
- Ability to work with a diverse team

What if I work in the health sector?

Lived experience consumers come from all walks of life and those who also work in the health sector bring an interesting view of the health environment. We encourage all members of our community to apply. Current Wellington Free staff members are unable to sit on this council.

Will I be a staff member?

No, successful applicants will hold an advisory position, they will not be staff members.

Will I be paid?

Yes, while we are a not for profit organisation, we recognise the importance of your time and advice. You will be paid \$320 + GST for every meeting you attend. This payment includes time needed for reading documents as well as travel.

Will I be interviewed?

Applicants who are short listed will meet with Wellington Free staff for a casual interview. This will be a relaxed process and applicants are encouraged to bring a support person with them.

Will there be a reference check on successful applicants?

Yes, successful applicants will need to provide a referee. Police and TORO checks will also be required.

What support will Wellington Free Ambulance provide?

Wellington Free Ambulance will provide training to the Consumer Council. This will include explanation of the structure at Wellington Free Ambulance and how the Consumer Council will work in each area. There will also be administration support provided to ensure members have access to relevant documentation, and to help promote collaboration and information sharing, between the Consumer Council and staff.

Who will the Consumer Council report to?

It is imperative that the consumers' voice is heard by senior management. The Consumer Council will have a working relationship with and report to the Chief Executive. There will also be regular attendance at the meetings by members of Te Roopu Whakahaere – the leadership team at Wellington Free Ambulance.

How is the Consumer Council influence measured?

The Consumer Council will play a critical role at Wellington Free. Their insight into the patient experience will ensure that consumers have a voice at all stages of planning, delivery, evaluation and monitoring, affecting all programmes and services we provide. Suggestions and input from the Consumer Council will be acknowledged publically and fed back to the Consumer Council.

How can I apply?

Fill out the application form www.surveymonkey.com/r/wfaconsumer.

Expressions of interest close 8 March 2019.

How do I ask more questions?

Please email consumer@wfa.org.nz if you have any further questions.

Thank you