



**Te Tāhū Hauora**  
Health Quality & Safety  
Commission

# Terms of reference for Kōtuinga Kiritaki | Consumer Network

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Revised June 2023

Whakauru. Whakamōhio. Whakaawe. Whakapai Ake.

Involve. Inform. Influence. Improve.

## Background and introduction

1. Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora) is a Crown entity that functions under the [Pae Ora \(Healthy Futures\) Act 2022](#) to lead and coordinate work across the health sector to (a) monitor and improve the quality and safety of services and (b) help providers to improve the quality and safety of services.
2. To support the implementation of the He Hoa Tiaki | Partners in Care work programme, Kōtuinga Kiritaki, a consumer network, was established in 2012, so consumers and Te Tāhū Hauora can easily communicate with each other. Members of Kōtuinga Kiritaki should have well-established networks and the ability to consult widely within their consumer groups.

## Purpose

3. The purpose of Kōtuinga Kiritaki is to support Te Tāhū Hauora to promote strategic partnerships and effective consumer engagement across the health and disability sector, leading to improved experiences for consumers and whānau who use these services. The code of expectations for health entities' engagement with consumers and whānau sets the expectations for consumer engagement and Te Tāhū Hauora strives to be an exemplar for the sector in its implementation.

## Te Tiriti o Waitangi

4. Throughout its work, Kōtuinga Kiritaki recognises its obligations to iwi and Māori in line with the articles of Te Tiriti o Waitangi, including:
  - **Kāwanatanga** – partnering and shared decision-making
  - **Tino rangatiratanga** – self-determination
  - **Oritetanga** – equity for tangata whenua
  - **Wairuatanga** – upholding values, belief systems.
5. Kōtuinga Kiritaki recognises that iwi and Māori have their own health aspirations, priorities, goals and ways of working.
6. Kōtuinga Kiritaki will engage in co-design with iwi and Māori, Te Kāhui Piringa and other key groups to support the achievement of Māori health equity.

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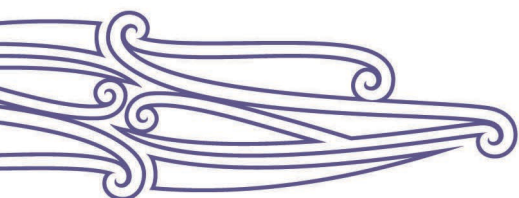
7. Kōtuinga Kiritaki is committed to improving health systems and practice through the appropriate use of mātauranga Māori.

## **Functions of Kōtuinga Kiritaki**

8. Provide direction and support for the He Hoa Tiaki work programme, from the perspective of a consumer or a perspective that represents consumer's interests.
9. Act as a conduit between Te Tāhū Hauora and consumer groups to seek and provide information and feedback as relevant.
10. Build and maintain networks in consumer, provider and government health and disability sectors, and proactively promote consumer engagement within these networks.
11. Attend meetings, seminars, conferences and other events paid for by Te Tāhū Hauora, provide written and/or verbal reports about attendance and give presentations at those events as required.
12. Review material from Te Tāhū Hauora work programmes and provide feedback and/or advice as required.
13. Provide guidance about strategies to enhance collaborative relationships between consumer groups, service providers and government agencies.
14. Discuss, and provide independent advice to Te Tāhū Hauora about, building and promoting leadership capability for service providers and consumers in health and disability services.
15. Support He Hoa Tiaki through the development and provision of training for new consumer representatives on their role, as required.
16. Provide advice as requested on other areas as agreed by Kōtuinga Kiritaki and Te Tāhū Hauora.

## **Kōtuinga Kiritaki membership**

17. Kōtuinga Kiritaki will comprise members who collectively have wide knowledge and experience in a variety of health and disability consumer networks. This may be through their own experience as a health consumer, as a family or whānau member of a health consumer or as an appointed representative of a specific consumer group.
18. The group will have a gender balance, and represent and reflect cultural, age and geographic diversity. It will address equity for our priority populations of Māori, Pacific peoples, disabled people, rainbow, youth, rural people, migrants, refugees and older adults.
19. The group will include at least two Māori, two Pacific and two disabled representatives.
20. Membership will consist of up to 14 members (excluding the Chair). Their skills and experience will include:
  - a. well-established networks in consumer, provider and government health and disability sectors and the proactive regular use of these networks



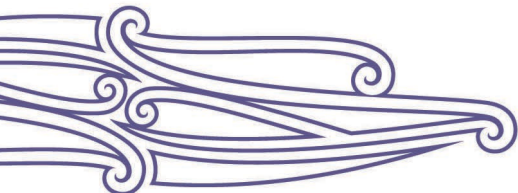
- b. experience in the health and disability sector as a consumer and/or as a family or whānau member of a consumer and/or as an appointed representative of a specific consumer group.
  - c. the ability to network with consumer, provider, non-governmental and government groups
  - d. a good understanding of the health quality and safety context in the New Zealand health and disability sector
  - e. proven leadership skills
  - f. the ability to act as a champion for the He Hoa Tiaki work programme and influence its impact across the sector
  - g. being a team player with good communication skills.
21. The Director of He Hoa Tiaki or their deputy will chair meetings for Kōtuinga Kiritaki. Other staff from Te Tāhū Hauora will attend meetings as required.
22. Te Tāhū Hauora will provide administrative and analytical support to Kōtuinga Kiritaki.

### **Te kāhui mahi ngātahi | Consumer advisory group to the Board**

23. One member of Kōtuinga Kiritaki will also be an active member of Te kāhui mahi ngātahi, the consumer advisory group to the Board of Te Tāhū Hauora, as required.
24. Kōtuinga Kiritaki members will engage with Te kāhui mahi ngātahi, as required, to discuss important national issues, and how Kōtuinga Kiritaki will liaise and work in partnership with Te kāhui mahi ngātahi.
25. Kōtuinga Kiritaki members may be co-opted to Te kāhui mahi ngātahi as required to support its work with the Board.

### **Term of appointment**

26. The term of appointment for members of Kōtuinga Kiritaki will be for two or three years, with the possibility of an extension for up to six years. The demographics and skill mix of the group will guide this process.
27. When a vacancy occurs, Te Tāhū Hauora will prepare an expression of interest, with input from Kōtuinga Kiritaki before publicising it.
28. Any member may resign at any time by advising the Chair in writing.
29. Membership may be terminated by Te Tāhū Hauora for the following reasons:
- a. non-attendance at three consecutive meetings without reasonable cause
  - b. non-participation in external activities related to Te Tāhū Hauora consumer engagement priorities without reasonable cause
  - c. failure to optimise the member's networks for the benefit of Te Tāhū Hauora consumer engagement priorities, where it is within the member's sphere of influence to do so.



30. All members are expected to adhere to the Standards of Integrity and Conduct set by the State Services Commissioner under section 57 of the State Sector Act 1988. This code of conduct outlines the four main pillars of being fair, impartial, responsible and trustworthy. Any major breach of these standards, after investigation, may result in the termination of the appointment.

## Expectations of members of Kōtuinga Kiritaki

31. Kōtuinga Kiritaki has an obligation to conduct its activities in an open, transparent and ethical manner.

32. Kōtuinga Kiritaki is a forum to provide information to and receive it from Te Tāhū Hauora's He Hoa Tiaki work programme. Members do not represent the views of Te Tāhū Hauora and will not promote themselves as members of Te Tāhū Hauora.

33. Members are expected to:

- a. have a commitment to improving the quality and safety of health care for consumers and their families and whānau
- b. represent their regional, sector and consumer interests and groups, where possible
- c. make every effort to attend all meetings and (i) devote sufficient time to preparing for meetings (including reading relevant materials), (ii) provide an environmental scan/report of what has happened in their local communities and organisations, or the health interest area they are involved in and (iii) become familiar with other members' reports and the wider environment in which they operate
- d. distribute Te Tāhū Hauora resources and information to their communities and networks and provide any feedback about them to Te Tāhū Hauora
- e. refer any requests for media comment on Te Tāhū Hauora's work to the Chair.

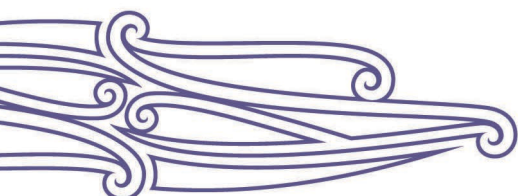
## Fees and allowances

34. Members who are staff of a New Zealand public sector organisation, including public service departments, state-owned enterprises or Crown entities, are not permitted to claim fees to attend Kōtuinga Kiritaki meetings, unless they take leave from their work to attend Te Tāhū Hauora meetings. However, Te Tāhū Hauora will meet reasonable expenses for all Kōtuinga Kiritaki members (e.g., travel, parking, childcare, and accommodation).

35. Group members who are not from the public sector are eligible for fees in accordance with Public Service Commission guidelines (['Revised Fees Framework for members appointed to bodies in which the Crown has an interest'](#)) and Cabinet Office Circular CO (22)2, dated 6 October 2022.

36. In addition to the daily rate for meetings, there will be a half day's preparation fee. If shorter meetings or Zoom meetings are required, a pro rata hourly rate will apply.

37. Attendance at forums is not paid unless members are involved as a speaker or panellist. Sponsorship to forums and conferences is provided through flights, accommodation, and other relevant travel expenses



## Quorum

38. The quorum will be 50 percent of the total number of current members.

## Meeting venue and time

39. Meetings will be held approximately four times a year, with the possibility of Zoom meetings in between, depending on requirements.
40. Meetings will usually be held in Wellington at either Te Tāhū Hauora offices or an external venue. The usual time for meetings to be held is from 9.30 am to 3.30 pm.

## Reporting

41. The Chair will provide Te Tāhū Hauora Chief Executive with regular updates on the operation and activities of Kōtuinga Kiritaki during the year. Reporting may be in writing and/or in person.
42. As mentioned at paragraph 33(c), each Kōtuinga Kiritaki member will provide a report/environmental scan of activities between each meeting. This report will be provided to the secretariat in advance of each meeting, which will then be compiled with other reports for distribution to members prior to the meeting. Members will have the opportunity to discuss their tabled report at each meeting.

## Interests register and confidentiality

43. Members will sign an interests register when joining Kōtuinga Kiritaki and identify where they believe they may have a potential or existing conflict of interest. All interests in organisations or public positions held should be identified. This obligation is ongoing and will be revisited at each meeting.
44. Members will identify any potential or existing conflicts of interest before discussion of a particular issue. Kōtuinga Kiritaki will then decide what part the member may take in any ensuing discussion.
45. Members will treat information held by or about Te Tāhū Hauora as confidential and proprietary to Te Tāhū Hauora. Members should only disclose information to Kōtuinga Kiritaki that is necessary for Kōtuinga Kiritaki to fulfil its role.
46. Kōtuinga Kiritaki members will comply with protocols of Te Tāhū Hauora on the use, storage, return and destruction of any information of any nature whatsoever obtained in the undertaking of their advisory functions.
47. Te Tāhū Hauora holds copyright/intellectual property rights on any written outputs of Kōtuinga Kiritaki.

## Review of Kōtuinga Kiritaki terms of reference

48. This terms of reference and the functions of Kōtuinga Kiritaki will be reviewed two years from the date of the last document's approval and updated as necessary.

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