

Elder Care Canterbury

*Working together to integrate and improve health services
for the well-being of Canterbury's older people*

Consumer Group Terms of Reference

Objective

To ensure the ongoing integration and improvement of health and health related services to improve health and well being outcomes for older people in Canterbury.

Background

The Consumer Group (formerly Community Stakeholder Group) was established in March 1998 as part of Elder Care Canterbury. Its membership includes representatives of a wide range of community organisations as well as interested individuals.

Expectations of the group

1. Community involvement

The group expects that the funder, the providers and other agencies will actively involve the community in planning, developing, implementing and monitoring health services to ensure that these meet the needs of older people in Canterbury.

2. Working Together

The group expects that the funder, the providers and all other agencies involved in the provision of health services for older people will work together to integrate and improve health services for older people.

Role of the group

Through and with the ECC Forums and coordinator the group fulfils a number of roles including:

Awareness

- Identifying issues affecting the health of older people
- Identifying gaps or deficiencies in health services for older people
- Raising these issues, gaps and deficiencies with the appropriate funder, provider or other agency

Accountability

- Holding individuals (clinicians and managers), groups and organisations (providers and funders) accountable for the integration and improvement of health services for older people.

Advocacy

- Advocating for change in any appropriate or relevant forum if those responsible for delivering integrated and improved health services fail to do so within acceptable timeframes

Communication / Contribution / Collaboration

- Circulating information from funders, providers or other agencies to the widest range of older people
- Contributing the perspective of older consumers around consultation plans and documents that affect the current or future health and well being of older Cantabrians
- Contributing to work stream projects from the Canterbury District Health Board's Healthy Ageing Integrated Support Strategy 2006 – 2010 and beyond.

- Collaborating with the Elder Care Canterbury Forums and other agencies as appropriate

Membership of the group

Membership of the group is open to any older consumer of the Canterbury community interested in actively and positively contributing to achieve the objective. The group Chairperson and Coordinator of Elder Care Canterbury will review membership annually with the objective of ensuring that key membership attributes are maintained or enhanced.

Key attributes sought in members, include:

- Being able to work collaboratively in a group setting to achieve the objective,
- Availability to attend the majority of monthly meetings,
- Being willing to consult with the wider community and to share their knowledge of issues affecting older Cantabrians' health and well-being,
- Being willing to provide feedback, oral and written, on consultation documents and plans as appropriate.

Meetings

Meetings will be held on the first Monday of each month February – December inclusive except when the first Monday falls on a Public Holiday. In that event the meeting will be rescheduled. Meetings are held at Presbyterian Support, 44 Bealey Avenue between 4.30 p.m. – 6.00 p.m. Occasionally the meeting may extend beyond that time if the business under discussion necessitates this

A chairperson will be appointed from within the group for a period of one year. This will usually be at the December meeting.

The overall purpose of the meetings is to inform and to be informed around issues affecting the provision of health services to older Cantabrians. This may include:

- Inviting relevant outside agencies to discuss issues or problems affecting older consumers,
- Inviting relevant outside presenters to inform group members around consultation documents and plans,
- Group members providing feedback (oral or written commentary) on consultation documents and plans,
- Group members providing feedback around specific activities such as Forums, other meetings attended and projects, as applicable,
- Determining the appropriate group response in the event that those responsible for delivering integrated and improved health services fail to do so within acceptable timeframes.

Administration / Facilitation functions

The Coordinator - Elder Care Canterbury will maintain the membership list, compile and distribute agendas & minutes of meetings and arrange other administrative tasks as required.

Relationship with Elder Care Canterbury Forums

The Consumer Group will work with and through Elder Care Canterbury Forums to address and progress issues relating to the integration and improvement of health and well being services for older people in Canterbury.

Formal linkages to the Forums are through:

- Having three Consumer Group representatives attending Forum meetings
- The Elder Care Canterbury coordinator who facilitates meetings

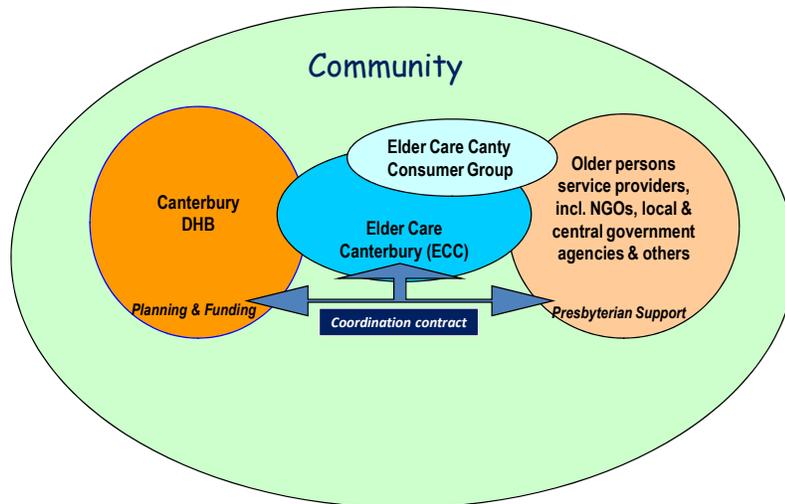
Spokesperson(s)

The Chairperson and the Coordinator are the only spokespeople for the Elder Care Canterbury Consumer Group. Before speaking in the name of Elder Care Canterbury there must be consultation, as appropriate, between them. CDHB Planning and Funding should approve any media publications and correspondence around potentially contentious issues.

Glossary of Terms

Refer to appendix one.

Elder Care Canterbury Relationships



Appendix One – Glossary of Terms

Elder Care Canterbury (ECC) Groups

In addition to the Consumer Group, there are six other groups that operate under the ECC umbrella, these are:

- Elder Care Canterbury Forums Christchurch, North Canterbury, Mid Canterbury
- Kaumatua Hui
- Pacific Fono
- Older Persons Refugee and Migrant Health Issues Group

Across all groups, ECC's philosophy is:

Working together to integrate and improve health services for the wellbeing of Canterbury's older people

Elder Care Canterbury - Forums

The Forums meet regularly and fulfil a number of important roles, including providing:

- An opportunity for people from across the aged health care services sector to network and share information;
- An opportunity to discuss problems that our older people are facing when using health services;
- An opportunity for collaboration to develop;
- A mechanism to facilitate two way communication between CDHB and other agencies; and,
- Participation in Healthy Ageing Integrated Support strategy (HAIS) projects.