

The Consumer Council makes sure consumers are heard.

The Canterbury DHB Consumer Council was formed in 2008 following a series of workshops with consumers, advocacy and lobby groups. The workshop attendees were asked to define how consumer participation across the Canterbury DHB could work. Through this process, the concept and key functions of a consumer council evolved. The Council has continued to meet monthly and meets with David Meates, CEO, on a regular basis. Through the CEO, reports are submitted to the Canterbury DHB twice a year.

Canterbury DHB is committed to the role of consumers in planning and changing in the way we care for our population, and as a result, improving our health outcomes. The Consumer Council aims to make sure that consumers have a strong voice in planning, designing and delivering services in the Canterbury Health System. Their slogan is '*Nothing about us, without us*', meaning that health care should always be planned with consumer involvement, right from the beginning.

The Consumer Council:

- ensures and enables consumer participation right across the Canterbury Health System;
- actively reflects consumers' needs, with members providing input from their own experiences on how initiatives and services are planned and delivered;
- identifies and advises on strategic issues such as health policy and establishing the priorities and direction for our services;
- reviews and advises on reports relating to health care, and their outcomes, from the consumer perspective;
- ensures open and regular communication with community and consumer groups; and
- links with 'special interest' and other groups to work on issues and problems.

The role of the Consumer Council is separate from the complaints process, in which the DHB's Quality and Safety Council oversees a process to follow complaints from their receipt to resolution.

Members of the Consumer Council have diverse backgrounds, knowledge and skills, but are all passionate about consumers being able to access the best possible care from the Canterbury Health System. They are selected not as representatives of specific organisations or communities of interest, but because collectively they have a broad range of understanding and experience of how it feels to be a consumer, and what consumers need.

There are sixteen nominated members whose particular areas of interest include Maori health, Pacific health, mental health, people with long term conditions, people with physical, intellectual and sensory disabilities, older people, youth, men, women, rural communities, refugee and migrant communities, people with visual and hearing impairment and people with alcohol and other drug addictions.



Back row, Left to right: Henare Edwards, Zhiyan Basharati, **Trish Adams**, Julie Whitla, Marg Coberger, Chloe Biddick, Toe Smith, Gary Endacott, Miles Jackson, **Dr Sarah Zino**, Pauline Mohi

Front row, Left to right: Darryn Williamson, **Bev Edwards** \* have since resigned.

*(Absent: ) Salina Dhakal*

#### **Dr Zhiyan Basharati - Refugees, Chair**

Zhiyan is a former refugee who came to New Zealand 17 years ago as part of the New Zealand refugee quota system. Zhiyan has a double major in Psychology & Economics from the University of Otago; BA (Hons) in Psychology at University of Canterbury and completed a Doctor of Philosophy in Forensic Psychology at the University of Canterbury.

Zhiyan is the Spokesperson & Health Coordinator for Canterbury Refugee Resettlement & Resource Centre (CRRRC). She has served in the community under a number of roles including: Founder & Advisor of the New Zealand National Refugee Youth Council (NZNRYC, National Youth NGO); Strengthening Refugee Voices (SRV) National Advisory Group - Ministry of Business, Innovation and Employment (MBIE); Policy and Advocacy Officer of the New Zealand National Refugee Association (NZNRA, National NGO); Member of Culturally and Linguistically Diverse Services Advisory Committee (CALD) for Specialist Mental Health Services (SMHS) at Hillmorton Hospital Canterbury District Health Board (CDHB) just to name a few.

Zhiyan has dedicated whatever capacity she has to supporting former refugees to resettle in New Zealand through working at the grassroots level to promote equity, belonging and inclusion in our society. Her experience and understanding of life in New Zealand as an immigrant with refugee background has given her the insight to work with both those who have always called this place their home, and those who have recently arrived. She believes it is this intersection of knowledge, experience and passion that makes her a valuable member of the CDHB Consumer Council.

### **Miles Jackson – Older Person’s Health, Deputy Chair**

Miles has been a member of Grey Power (North Canterbury) since 2003, being President for the last 10 years. He held the position of Grey Power Canterbury Zone director, covering from Waimate in the south to Hurunui in the north. He was Grey Power NZ Board Director for the last 6 years, retiring earlier this year.

He has served on the following board committees, local bodies, law and order.

He chaired the Communications & Technology standing committee which included the Grey Power magazine and website, the Election Strategy National Advisory Group and the TransPacific Agreement (TPPA) Committee. He was also a member of the Federation’s core Advocacy team which made regular visits to meet Parliamentarians and government departments.

### **Julie Whitla– Alcohol and Drugs**

Julie is currently working as an addiction advocate/peer support worker at MHAPS (Mental Health Advocacy and Peer Support). Julie says “I am passionate about championing the voices of people who have mental health and addiction issues”.

Julie has been on the Board of the Disc Trust Needle Exchange for three years; has been working at a national level at Nga Hua e Wha mental health and addiction consumer advisory group for three years and is also a member of the Convention Coalition of the Rights of People with Disabilities.

### **Gary Endacott – Physical Disability**

Gary is currently employed by the Ministry of Education as a Disability Advisor. In this role he has input into all disability conditions with a view to maximise their potential while minimising disability factors.

Gary has been a speaker both Nationally and Internationally (including United Nations) on the subject of disability, people’s attitudes and how the disabled can become productive members of society who are valued rather than being seen as a sector of society who need to be taken care of.

He is currently serving on many groups ranging from New Zealand Conductive Education to the Kiwi Able recreation network. Gary is also an Attitude Award recipient.

Gary also has first-hand experience of disability as he was born with Cerebral Palsy (over 40 years ago).

### **Darryn Williamson - Mental Health**

Darryn is of Ngai Tahu descent as his Tipuna comes from Bluff and Invercargill. He is a Board member of Te Awa o Te Ora Trust. He has introduced the Maara Kai Project. Darryn has developed networks with MHAPS, awareness and other consumer driven groups. He has personal experience of mental illness and is comfortable with the knowledge of this and the challenges to maintain his wellness. Darryn has completed the National Certificate of Mental Health.

### **Salina Dhakal – Refugees (Maternity leave)**

Salina is from a migrant background and has spent a long time working with refugees and women’s groups. She has a well-grounded knowledge of the health issues affecting refugee communities.

Salina is currently working for Christchurch Resettlement Services as a health information provider and bilingual support worker. She is also studying for a PhD at University of Canterbury. She has a strong interest in community well being (mental and physical health) and resettlement process.

### **Chloe Biddick - Teen & Youth**

Chloe is also a member of the CDHB Youth Advisory Council.

### **Toe Smith - Pacific People**

Toe Smith is a partnership community worker (PCW) with the Aranui Community Trust. Toe has 6 years experience and insight into how the current health system works for Pacific communities.

This includes access to services and funding, ensuring patients receive and understand health information, navigating the health system and identifying other supports available to the patient. Toe also deliver workshops to GPs, nurses and allied health workers and across Early Childhood education providers to support them to better engage Pacific communities.

Toe has worked for 15 years at PEETO – Multi-cultural Learning Centre. She also has had a number of Governance roles on other community boards and school boards including Community Law Centre Management Committee; the Pacific Community Reference group for Ministry of Pacific Island Affairs, Waipuna (St John of God) Pacific Young Parents Reference Group and Aranui High School Board.

### **Henare Edwards - Maori Health**

Chair: Te Whare O Ngapuhi Ki Te Waipounamu

Deputy Chair: Maori District Council

Advisor: Canterbury Police District Commander

Advisor: Canterbury Police Area Commanders

Advisor: Corrections Management

Chair: Kaiwhakamana prisoner welfare Corrections

Member: Roopu Whakaruruhau, Breast feeding authority

Kaumatua: Rehua Marae

Kaumatua: Te Rangimarie Marae

Kaumatua: Kiwi Rail

Diabetes: Canterbury Diabetes Consumer Group

### **Margaret Coberger - Family and Child Health**

From 1997 - 2014 Margaret was employed as a registered nurse, family support worker and then a clinical supervisor at Early Start Project - now retired.

Margaret is on the Canterbury DHB Emergency Department E-Quality Group.

Working with vulnerable families from birth to five years, it is Margaret's passion to advocate for the families and ensure children's wellbeing and school readiness. She uses her nursing skills together with a strong practical solution based approach.

Margaret is an active hands on grandparent.

### **Pauline Mohi - Primary Health Organisations**

Pauline Mohi is Consumer Rep on the Integrated Respiratory Service Development Group, Better Breathing Pulmonary Rehabilitation Working Group, Chair of Better Breathing Consumer Working Group. She runs an Exercise and Coffee Group at the Rear of the Canbreathe rooms at Hills Road and one at the Phillipstown Hub.

### **Julie Shepherd - Women's Health**

Julie trained as an Occupational Therapist (Auckland) and practiced for 30 years until retirement in 2013. Julie was a member of NZAOT and on NZAOT Council for many years. Julie initially worked at Burwood Hospital in Orthopaedics, Plastic Surgery, Medical ward and supervised OT assistants and students.

After having children Julie returned to OT at Sunnyside (now Hillmorton) in PSE. She was on the Community Team and worked in setting up the PSE Day Hospital where she supervised an OT assistant and OT students. She resigned in 1996 and moved into Private Practice with Therapy Professionals Ltd for 17 years in the community. During this time she worked with the ID clients in Templeton Hospital and subsequent transfer into community houses. Beacon House contracted her to work with ID and Autistic clients for Housing modifications. She has experience in several Locum positions for the CDHB at CPH and TPMH in various wards.

Throughout her career she has been on various committees – Hargest Crescent Kindergarten, Sommerfield School BOT, Rakaia Gorge Society Inc. and GreyPower Christchurch.

### **Sue le Mesurier – Disability**

Sue has been a member of the Consumer Council since January 2019. She is a member of the executive committee of Awareness: Mental Health Consumer Network. She graduated from a disability training programme, Be Leadership/ BE Accessible programme in 2018. She is on the Board of the Christchurch Hearing Association. She is also a volunteer for Warmline telephone counselling and at a Retirement Village.

### **Rural Health – vacant**

### **Men's Health - vacant**

### **Chronic Conditions - vacant**

**Sensory/Disability – is covered by current Disability members.**