

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 Māori 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.

Adrian Price (Chair)

Men's Health



I was born in England, and came to Christchurch nearly 30 years ago, I have lived in Christchurch longer than any other place I have ever lived. I'm a father, a husband, I'm a cyclist, a story-teller. I've been a Scout since I was six. I've spent a lifetime seeking the fun in every learning, and I've challenged myself to find the best in those around me and to nurture and support them to get the most out of every inch of life available to us. For just over six years I've been working as a Peer Support Worker with Mind and Body (an independent lived experience part of Emerge Aotearoa) working in improving mental health in our communities.

I believe that through a positive strengths-based focus on values we can find solutions to the issues we face.

I have been a business owner, teacher, artist, musician, he/him, 60ish, music, photos.

Amanda O'Brien

Older Persons Health



I have been in my current role as Manager of Burwood Daycare Centre for the Elderly for coming up 3 years, the clients who attend are diverse they have varying health concerns. Because of this I have regular input from agencies related to them.

I sit on the committee for Burwood Daycare centre for the Elderly.

I have worked in the community and in long term care facilities. I am the mother of two teenagers and two stepchildren. My grandparents both had Alzheimer's this gave me a passion to improving the lives of the elderly.

Anne Spaul

Mental Health



I am an empathetic person with good connections with family and friends. I have been involved with the mental health consumer network for 10 years. I am interested in animals and singing. My dog is very important to me.

I have experience of other parts of the health system and want to see good service provided for vulnerable people

I like to travel, watch cricket and going to the beach.

The only formal network I am connected with is Awareness. I have important connections with a network of family, friends and neighbours.



Hanan Almoghrabi pretty much spent her twenties working in grassroots non profit organisations, passionately learning, cheering, and reflecting on all the achievements, growth, and empowerment that blossomed around in the marginalised communities. She worked with migrants, refugees, women what eventually led her to earn the Leadership, Organizing and Action diploma in 2013 at Harvard.

Her academic background in clinical psychology, professional sphere is working with marginalised communities such as: cultural, religious minorities, her leadership achievements along with her concern for the future of Aotearoa, the African and Middle Eastern region, and the world are valuable assets that should be positively exploited for the benefit of the Consumer Council.

A proud Muslim and a mother of two, who is fighting a rare chronic autoimmune disease called Myasthenia Gravis.

Jeanette Campbell (Deputy Chair)

Māori Health



Jeanette has worked for a Kaupapa Maori Organisation based at Nga Hau e Wha National Marae delivering social services, health and education for 15 years.

Jeanette brings 13 years of governance experience.

She has experience in the educational and social services, justice, community and Maori development sectors.

Her organisation is part of a collective of Maori Health Providers in the South Island.

She has also spent the last 20 years managing sporting teams at a local, regional and national level.

Vacant

Disability

Vacant

Alcohol and Drug

Vacant

Primary Health Organisations

Vacant

Refugee Health

Vacant

LGBTQIA+

Vacant

Rural Health

Vacant

Pasifika

Vacant

Chronic Health

Vacant

Youth

Vacant

Family & Child Health

Vacant

Women's Health