

# Minutes of the Te Tāhū Hauora Young Voices Advisory Group 28 November 2023



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

<b>Members</b>	Natasha Astill, Naomi Vailima, Ataahua Hepi, Joshua McMillan, Tiare Makanesi, Ciccone Hakaraia-Turner, Jaden Hura-White
<b>Chair</b>	LJ Apaipo
<b>He Hoa Tiaki   Partner in Care team</b>	Anne Buckley, DJ Adams
<b>Apology</b>	Lauagaia Cat Jeffries

## 1. Welcome, karakia, whakawhanaungatanga and orientation

The meeting followed on from a morning session including karakia, whakawhanaungatanga with He Hoa Tiaki staff, and an orientation session. Orientation included a general introduction from Deon York Director of He Hoa Tiaki about the work of Te Tāhū Hauora and its role in the health system. It also included the review of the handbook for members and other administrative matters and the opportunity for questions.

### Interests register

Members were asked to forward any information for the members' interests register to Dez McCormack.

## 2. Standard business

### Minutes

This was the first formal meeting of the group so there were no previous minutes to review at the meeting.

## 3. About the group

### Terms of reference

The draft terms of reference were reviewed. The matter of chairing of meetings was discussed in relation to section 11. It was agreed that He Hoa Tiaki staff (LJ Apaipo) would normally chair the group. However, if a member wanted the opportunity to chair a meeting they could request this to He Hoa Tiaki well ahead of the planned meeting. Reporting of 'environmental scans' would be part of meetings and could be written or verbal.

### Bios

Members were asked to provide a short bio about themselves focusing on information related to their Young Voices Advisory Group role. The bios may be included on the organisation's website and if so would be reviewed by the comms team for plain language etc. They may also be shared with other consumer groups at Te Tāhū Hauora. Bios for members of Kōtuinga Kiritaki Consumer Network were shown as examples.

**Action:** Members to send bios to Dez McCormack by 14 December 2023

### Group name

Members were happy with the name Young Voices Advisory Group. Members will give thought to a possible te reo name. It was suggested that the abbreviation YAG be used to avoid

confusion with acronyms for other groups.

### **Meeting schedule**

Members discussed options for meetings. It was suggested that shorter meetings (circa 1 hour) be held via Zoom and that 2 shorter Zoom meetings would be preferable to one long Zoom meeting.

A draft schedule will be put in place for 2024.

## **4. Learning and capability toolkit**

Anne introduced the learning and capability toolkit which is seen as a collection of resources and training/workshop materials to build consumer capability to engage with the health sector in improving services. The toolkit is part of the He Hoa Tiaki work plan and links closely to the regional workshops planned.

There was a brief discussion about the Consumer Health Forum Aotearoa (CHFA) and how opportunities for consumers to be involved in health sector projects and advisory groups are advertised through the forum. Members were asked to join the CHFA if they had not already done so. Information about events we host such as the annual forum and regional workshops are also communicated through the CHFA newsletters (see Appendix 1 for links to the CHFA).

**Action:** Members are asked to join CHFA

There is an annual forum and this year some regional workshops planned as part of the CHFA workstream.

DJ gave a brief overview of the annual forum planned for 15 May 2024 in Auckland and Tiare spoke briefly about her experience of this year's annual forum held in May in Christchurch.

There was a brief discussion about members potential attendance at the May forum – information about registering will be circulated through the CHFA in the coming weeks.

### **Regional workshops**

The regional workshop material is being developed as part of the Learning & Capability toolkit.

LJ presented information about the locations and potential venues for these regional events.

Northland (Whangarei) Friday 15 March & Kaitaia Saturday 16 March

Hawke's Bay (Hastings) 23 March 2024

For the Hastings event, the team will partner with the Health and Disability Commissioner's Office to focus on consumer views on the review of the Code of Health and Disability Services Consumers' Rights. The process of identifying locations to engage with priority populations for the workshops (Māori, Pacific and disabled people), to identify potential venues and to connect with local networks was outlined by LJ.

Anne also spoke to a 'Summary 1-pager' (see Appendix 2) about content ideas for the workshops and related resources. The content ideas were gathered in a survey completed by the Consumer Network and other consumers (Consumer Advisory Group; members from CHFA).

### **Discussion**

There was an opportunity for discussion and feedback about the regional workshops planned. Key points:

- Accessibility of content presented – plain language and inclusion of images and videos.

- Needs of disabled people including use of sign language interpreters. He Hoa Tiaki staff highlighted that the needs of attendees will be captured in pre-registration to allow needs to be met.
- Importance of tikanga, especially since seeking attendance by Māori. DJ shared information about how He Hoa Tiaki are working with Ahuahu Kaunuku (Māori directorate within Te Tāhū Hauora) and mana whenua to guide us in each area.
- Make sure content is appropriate for a wide age range including young people
- Consider participants being able to bring whānau with them – query having a corner for children or a ‘youth space’
- Involve consumers in leading/presentations at the workshop
- Time allowance for kōrero – allow ‘wiggle room’ in schedule.
- Ensure sufficient time for any small group work planned.
- Ice breakers can be helpful to facilitate participation in small group work.

## **5. Resource development: Consumer advisory meetings top tips**

One of the leadership and capability toolkit resources He Hoa Tiaki are developing is a ‘top tips’ 2-pager on effective consumer engagement in advisory group meetings. Anne commented that other consumer feedback and health sector feedback has suggested this would be a useful resource and could be available online and in print.

Members worked in pairs/threes in a small group activity to share ideas for making advisory group meetings effective. These were then shared with the group as a whole.

Comments/suggestions included:

- storytelling/opportunity to get to know others in the advisory group/forming relationships – promotes feeling of safe space to contribute
- having/feeling it is a safe space to talk
- opportunity to ‘buddy’ with someone else in the group who is ‘relatable’
- having a ‘safe person’ to help support with sharing
- use of visuals to aid information sharing
- before meetings - Provision of an information pack – including information on roles. Also agendas in advance and heads up about speakers.
- ensuring ‘common language’ in discussion – avoiding jargon and acronyms – barrier to consumer engagement
- authentic engagement – genuine interest in the consumer contribution eg, ‘Not just a tick box exercise or feeling like a ‘token’ participant
- someone to facilitate kōrero – so everyone has an opportunity to have a say
- assigning roles in the meeting so everyone can contribute – eg, rotating karakia. Put karakia at bottom of agendas to help this
- ‘Check in and check out’ during meetings – checking with members/consumers about how they are feeling/do you need support
- icebreakers and interactive activities
- allowing time to ‘wind down post discussions’ – to process information.

## **6. Q & A advisor panel**

Members had an opportunity to discuss any further questions or content.

There was discussion about suitable days for meetings and the next hui.

He Hoa Tiaki staff will confirm a schedule of meetings for 2024 in consultation with members.

## **7. Poroaki and karakia**

Round table reflections on the day concluded the meeting, followed by a karakia.

The meeting closed at 3.50pm.

**Next hui:** By zoom Feb/March TBC

### Action list

<b>Date</b>	<b>Action</b>	<b>Responsibility</b>
28 Nov 2023	Members to send a brief bio to Dez McCormack by 14 December	Members
28 Nov 2023	Members to join Consumer Health Forum Aotearoa to receive our newsletters about events and consumer opportunities	Members
28 Nov 2023	2024 schedule of meetings TBC	He Hoa Tiaki staff in consultation with members

## **Appendix 1**

### **Consumer health forum Aotearoa**

#### **Joining**

Here is the link to sign up [www.hqsc.govt.nz/consumer-hub/consumer-health-forum-aotearoa/join-the-forum/](http://www.hqsc.govt.nz/consumer-hub/consumer-health-forum-aotearoa/join-the-forum/)

#### **Consumer opportunities**

Here is the link to consumer opportunities: <https://www.hqsc.govt.nz/consumer-hub/consumer-health-forum-aotearoa/consumer-opportunities/>

You can help by sharing these opportunities with your networks as they come through our website and media channels:

Facebook: Te Tāhū Hauora Health Quality & Safety Commission

LinkedIn: Te Tāhū Hauora Health Quality & Safety Commission New Zealand

Instagram: @hqscnz

X (formerly Twitter): @HQSCNZ

## **Appendix 2 Leadership and capability: summary 1-pager**

### **Summary update on regional workshops and consumer leadership and capability toolkit**

Prepared by: Anne Buckley, DJ Adams and LJ Apaipo – He Hoa Tiaki

#### **Locations**

**Northland: Whangarei 15 March and Kaitaia 16 March**

**Hawke's Bay: Hastings 23 March 2024**

For the Hastings event, we will also partner with the Health and Disability Commissioner's Office to focus on consumer views on the review of the Code of Health and Disability Services Consumers' Rights.

Currently identifying suitable potential venues for these three locations.

#### **Content**

**Focus is health consumer leadership and capability to support consumer engagement in design, delivery and evaluation of health services.**

##### **Survey responses and feedback**

**Collation of ideas:** Survey responses and feedback in meeting discussions from Kōtuinga Kiritaki | Consumer Network and Te Kāhui Mahi Ngātahi | Consumer Advisory Group were collated and reviewed by the advisor group to identify related ideas.

- Looking to also identify what content would be best addressed in the face-to-face workshop format, what as a resource, and what with links to other sites contents

##### **Workshop possibilities**

Could include short introductory presentation covering topics suggested such as:

- health system structures
- code of expectations and code of rights
- Consumer health forum Aotearoa

##### **Other ideas for inclusion:**

- Levels of engagement/influence/participating in decision making
- Communication skills – with health professionals
- Mentoring/coaching/buddying others
- Facilitation/conflict resolution
- Sharing lived experience
- Cultural understanding and diversity

**Links to information /courses** - Some information may be addressed by providing suitable links eg, about medical terms and acronyms:

Healthify He Puna Waiora (formerly Health navigator) – Commonly used medical words and abbreviations

See <https://healthify.nz/hauora-wellbeing/m/medical-words-explained/>

Also general skills, for example business writing skills, may be addressed by identifying appropriate links or course content.

### **Two-pager resources: Consumer engagement top tips**

To be available online as well as in print

Looking to develop a suite of short resources (3-4 this financial year):

1<sup>st</sup> topic being considered: 'Effective committee meetings' – this has come through as a topic of interest both from the survey– and also from the survey of Health entity representatives so seems a productive place to start. Thoughts?