

# Minutes of the Young Voices Advisory Group from 19 September 2024



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

<b>Members</b>	Natasha Astill, Jaden Hura-White, Tiare Makenesi
<b>Chair</b>	DJ Adams
<b>Māori Health and Consumer</b>	Dez McCormack
<b>Apologies</b>	Naomi Vailima, Joshua McMillan, Ciccone Hakaraia-Turner. Absent: Ataahua Hepi,

## 1. Welcome & karakia

DJ welcomed the members and opened the hui with karakia.

## 2. Environmental scans

Natasha - Doing some work with the disability community on accessing support services due to MSD changes. There was no consumer consultation in their process.

Looking for more ways to have our voices heard and how I can help my community.

Jaden – Good news - Continuous Glucose Monitors (CGMs) and insulin pumps now funded technology for all diabetics. I have been self-funding for two years. Pharmac announced they will be funded from 1 October 2024 and changes to insulin pumps -

<https://pharmac.govt.nz/news-and-resources/cgms-and-insulin-pumps/continuous-glucose-monitors-cgms>.

DJ mentioned that it is important that we all look after ourselves and avoid stress and burnout.

## 3. Standard business.

Previous minutes:

No amendments to the minutes, however as Quorum not reached – the minutes will be emailed for ratification by members.

Action items:

The action to share the two knowing the health system resources was not completed and will be sent with these minutes.

Interests register:

No additions to interest register.

## 4. Māori health & consumer report

The report emailed with hui paper was taken as read and there were no further questions about the report. Report at Appendix 1

Establishment of the Māori health and consumer team – DJ acknowledged the disestablishment of He Hoa Tiaki Partners in Care and the establishment of the Māori health and consumer team.

The anticipated arrival of the new director – Carlton Irving, and the team make up Director – Carlton Irving, Principal Māori advisor – Jim Wiki, Māori advisor (vacant), Principal consumer advisor (vacant), Consumer advisor – DJ Adams and Māori health and consumer coordinator – Dez McCormack.

Insights report - DJ spoke about the Insights report and the opportunity to feed insights from the community, thanked those that did provide insights and encouraged everyone to contribute for the next report.

Discussion about the vacancy on Ngā Reo Māhuri – ideas put forward included consideration rangatahi in the younger age groups (high school) and also people living with disability. Process options were shared:

- Review of previous applications
- A connector member Ngā Reo Māhuri and Kōtuinga Kiritaki
- New recruitment EOI process

There was no preference indicated, invitation extended to provide feedback and comment following the meeting.

## **5. SPE Deliverables 1 & 2**

Case Studies - The members were asked to consider if they were aware of opportunities to work with them in the primary and community healthcare context to support and develop into a possible example for a case study. The following ideas were shared:

- Disability group (Facebook)
- Men's disability and mental health group (Facebook)
- Diabetes group (Facebook)

A brief will be drafted and shared with the members to keep on hand to prompt identification of possible opportunities.

Case Study Brief:

Te Tāhū Hauora and the Māori health and consumer team are seeking opportunities to support consumer and whānau engagement. Specifically, where there is scope to implement the code of expectations. If you think Te Tāhū Hauora might be able to support and advise an initiative in your community, we'd like to hear more about it.

Consider the following:

- Is this a consumer, whānau and/or community engagement initiative
- Is it about health and wellbeing
- Does the code of expectations principles apply
- At what stage of development is the initiative at – concept, design/development or implement and deliver
- Is the initiative appropriate for development as a case study and an example for others to learn and develop their own initiative

Please contact the team if you have any questions or would like to set up a hui.

[dj.adams@hqsc.govt.nz](mailto:dj.adams@hqsc.govt.nz)

## **6. Regional Workshops**

- Locations suggested: Northland (Whangārei), Gisborne, Taranaki. Bay of Plenty – Whakatane was discussed, and support expressed. Consideration for a location in Te Waipounamu – Nelson.

- Content: Know the system, Mātauranga Māori, kemu/games whakawhanaungatanga, focus on young audience, know your rights.

## 7. CHFA increased impact

Members had the following suggestions:

- Social media. It was mentioned that a popular post was the announcement of the launch of Ngā Reo Māhuri. Consider a Facebook group – although moderators would be required for conversations through the comments.
- Consider TikTok videos.
- A Youth specific hui – presented by Ngā Reo Māhuri. Ask others “what do you want to see?”
- Engaging face to face through zoom hui.

## 8. Acknowledging He Hoa Tiaki Partners in care staff who have left Te Tāhū Hauora

Dez & DJ acknowledged Deon York, Allison Anderson, Anne Buckley, LJ Apaipo, Lauagaia Cat Jeffries, Robbie Manning & Zelda Edwards

## 9. Karakia and close of meeting

After an opportunity for everyone to share their reflections on the day. The meeting was closed with karakia by DJ.

**Next scheduled hui:** Joint hui with Kōtuinga Kiritaki Consumer Network – 7 November, Rydges Wellington Airport.

## Actions list

Date	Action	Responsibility
19 September 2024	Share the 2 Knowing the Health System Handouts with the minutes	To send with these minutes (actioned)
19 September 2024	Email previous minutes (14 May) for ratifying	Dez (actioned)

## Appendix 1

### Māori health and consumer team report 22 August 2024

The following are highlights from the past few months with a focus on the fourth quarter of the financial year (1 April - 30 June 2024). At the time of this report the Māori health and consumer team has been established and operating. The total number of the new team will be six, with three vacancies yet to be filled.

#### *Consumer health forum Aotearoa*



#### **Consumer forum opportunities**

Consumer opportunities - EOIs and events and sharing these through the membership of the consumer health forum Aotearoa continues to be important activity.

All current opportunities are listed on our website here: <https://www.hqsc.govt.nz/consumer-hub/consumer-health-forum-aotearoa/consumer-opportunities/>. They are updated regularly and are also promoted via our newsletters and via social media. Please share widely any opportunities your networks may be interested in.

This year (2024/25) we will concentrate on the impact these opportunities provide to consumers, whānau and the sector. We will have discussions with consumers and project teams to understand more about their experience of working together. We will need to track the contribution consumers make and examine the impact that consumers are having on shaping design, delivery and evaluation in the health sector.

#### **Our Voices: Shaping health care together | Ō mātou reo: He tārai tahi i te tauwhiro hauora**

Thank you for attending and contributing to the national event on 15 May in Auckland at Waipuna Hotel and Conference Centre. We were pleased with the support for, and attendance on the day by consumers, whānau, NGOs and the health sector.

The day was appropriately opened with haka powhiri, and we are grateful for the opportunity to work with Ngāti Paoa in delivering a stirring and enlightening ceremony and guidance throughout the whole event. A privilege to support the Tāmaki college kapahaka rōpū and their public debut.

Many thanks for an inspirational performance presented by young Pacific people who live with disability.

Both the consumer and whānau voice, and leaders of the sector panel discussions were well received. Particular recognition and thanks to our Kōtuinga kiritaki members Edna Tu'itupou-

20240919 Ngā Reo Māhuri Young Voices Advisory Group minutes RATIFIED.docx  
 Havea, Tofilau Bernadette Pereira, Toni Trinick-Pritchard and Zechariah Reuelu. Also, we acknowledge Jaden Hura-White member of Ngā reo māhuri young voices advisory group.

The four workshops received mixed reviews and provide opportunity for improvement.

- Digital health equity: What it is and how you can help
- Honouring our stories, a workshop for consumers
- How whānau voice can drive improvements: Introducing the new Te Whatu Ora Consumer Engagement and Whānau Voice team
- Reframing disability in health: Disability capability framework.

Our event would not have been a success had it not been for our talented and energetic MC Brian Salaga.

The Our Voices feedback survey has informed our reporting against the SPE deliverables associated with the consumer health forum Aotearoa. Learnings will be used in the development of future events.



L to R – Brian Sagala, Zechariah Reuelu, Edna Tu'itupou-Havea, Tofilau Bernadette Pereira, Jaden Hura-White, Toni Trinick-Pritchard

**Forum membership**

The total number of individuals who have signed up to the consumer health forum Aotearoa forum members is 940 (increase of 19) We continue to encourage new membership. You can keep the forum growing by sharing [this sign-up link](#) with those in your network:

The following table shows the breakdown of members by ethnicity from end of quarter 1 2023-2024 through end quarter 4 (30 June 2024).

Ethnicity	Quarter 1 2023-24	Quarter 2 2023-24	Quarter 3 2023-24	Quarter 4 2023-24
Māori	Quarter 1 total: 170 (19.0%)	Quarter 2 total: 174 (19.4%)	Quarter 3 total: 181 (19.7%)	Quarter 4 total: 190 (20.2%)
Pacific	Quarter 1 total: 91 (10.2%)	Quarter 2 total: 91 (10.1%)	Quarter 3 total: 91 (9.9%)	Quarter 4 total: 91 (9.6%)
Asian	Quarter 1 total: 42 (4.7%)	Quarter 2 total: 43 (4.8%)	Quarter 3 total: 46 (5.0%)	Quarter 4 total: 53 (5.6%)

Pākehā/Caucasian	Quarter 1 total: 494 (55.3%)	Quarter 2 total: 494 (54.9%)	Quarter 3 total: 504 (54.7%)	Quarter 4 total: 507 (53.9%)
Middle Eastern/ Latin American/ African	Quarter 1 total: 18 (2.0%)	Quarter 2 total: 18 (2.0%)	Quarter 3 total: 19 (2.1%)	Quarter 4 total: 19 (2.0%)
Other ethnicity or ethnicity not specified	Quarter 1 total: 78 (8.7%)	Quarter 2 total: 79 (8.8%)	Quarter 3 total: 80 (8.7%)	Quarter 4 total: 80 (8.5%)
<b>Total</b>	Quarter 1 total: 893	Quarter 2 total: 899	Quarter 3 total: 921	Quarter 4 total: 940

## **Engagements**

External engagements for quarter 4 were numerous, continued focus on planning and execution of our national forum and connecting with the national consumer and whānau voice team at Health New Zealand Te Whatu Ora.

The PIC team met with varied organisations in relation to the code of expectations, clinical networks, EOI development for consumer opportunities and supporting the QSM submission process across the health entities. The following workshops or presentations are a sample for this quarter:

- Surgical Mesh
- Consumer voice reference group April meeting
- Ao Mai Te Ra (anti racism programme) – Te Tāhū Hauora as a pilot organisation
- Anticoagulation Stewardship programme

## **Code of expectations, implementation guide and the code review.**

It has been two years since the launch of the code of expectations in August 2022 and a first review is required. The review will occur over the 2024-25 financial year and will focus on improving understanding of the code.

Consumers and whānau input and feedback is necessary through the review process. The plan is to engage Kōtuinga kiritaki, Ngā reo māhuri and Te Kāhui mahi Ngātahi as well as other consumer groups who are interested in the work.

The Consumer voice reference group (CVRG) will provide a mechanism for health entities to contribute to the review, along with ensuring the implementation guide is updated as necessary.

## **Quality Safety Marker for consumer engagement (QSM)**

The QSM submission for March were published in May. There were a number of districts that did not submit. On behalf of Te Whatu Ora (national) thank you for providing the necessary consumer feedback to their submission.

The 2024-25 quarter 1 report with update the upcoming September submissions.

## **Website analytics & Summary of consumer hub website traffic**

There is a need to work with the incoming comms advisors on a comms plan, including reporting the impact the website and social media has. There are no specific details to include in this report.