



# Te Tāhū Hauora Health Quality & Safety Commission policy for consumer and whānau engagement, fees and reimbursement

---

## Purpose of policy

1. The purpose of this policy for consumer and whānau engagement, fees and reimbursement is to ensure:
  - a. Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora) staff include consumers in all relevant policies, programmes and projects
  - b. consumers are supported and engage with Te Tāhū Hauora programmes in a consistent manner.

## Context

2. Consumer engagement is one of the strategic priorities of Te Tāhū Hauora and underpins all projects and programmes. This is to ensure Te Tāhū Hauora is driven by what matters to consumers and whānau, and by what will improve the health of communities and populations.
3. The importance of partnerships between health service organisations, health professionals and consumers, whānau and carers is now well established and documented. Benefits include improved outcomes, better experience of care, lower costs per case and increased workforce satisfaction. One way to provide improved health care within limited resources is to improve engagement with consumers, whānau and carers over decisions about their own health care and the services they receive.

## Scope

4. All Te Tāhū Hauora policy development, programmes and projects will demonstrate how they have involved and partnered with consumers. This includes those that Te Tāhū Hauora has either procured or initiated for delivery within the health sector.
5. All programme plans will contain information on how consumers have been involved in the planning process. This includes their involvement in developing evaluation criteria.
6. All board papers will contain a section on 'implications for consumers.
7. Consideration will always be given to including relevant consumer speakers at workshops, education and training, and other events that Te Tāhū Hauora hosts or sponsors.
8. All consumer representatives will be reimbursed for their time where applicable.

## Paying consumers

9. Te Tāhū Hauora pays consumers for their time. Payment will vary according to consumers' level of involvement and whether the consumers working with Te Tāhū Hauora have paid employment that enables them to participate within the context of their job. This aligns with the Committee and Advisory Group Fees Framework of Te Tāhū Hauora.
10. Members of advisory groups to Te Tāhū Hauora who are staff of a New Zealand public sector organisation, including a public service department, state-owned enterprise or Crown entity, are not permitted to claim fees to attend consumer network meetings. However, Te Tāhū Hauora will meet reasonable expenses for all members (eg, travel, parking and accommodation).
11. Group members who are not from the public sector will have fees and costs covered as follows.
  - a. Members will receive a standard payment of \$355.00 (excluding GST) per meeting. If shorter meetings or Zoom meetings are required, a pro rata hourly rate will apply. Members are also entitled to payment for preparation time where appropriate. Preparation time will generally be half a day for every full meeting day, for pre-reading of agenda documents and other preparation. In some cases, more or less time may be appropriate depending on the nature of the work to be undertaken.
  - b. The hourly rate will be \$44.38 (excluding GST) in circumstances where an hourly rate applies.
12. Koha may be appropriate in some cases, to recognise a consumer's time. This would be used for one-off situations and the amount should be reflective of the rates in 11. above.
13. Administration staff can help with the documentation needed to set up meeting fees, tax obligations and conflict of interest register.

## Implementation

14. This policy was updated in September 2024.