



## Consumer Council Members' Code of Conduct

### MidCentral DHB Consumer Council Purpose

MDHB's Consumer Council provides an independent strategic consumer perspective and commentary on all matters regarding implementation of MDHB's Strategy. To ensure MDHB achieves its desire to have consumers engaged with all areas of the organisation, at all levels and activities, across the district, the Council will provide advice and support to assist MDHB achieve a person and whānau-centred model of care, where patients are partners in their own health care and consumer engagement and participation occurs throughout the district and at all levels of the organisation. The Council will connect with diverse consumer networks and foster a strong and active consumer voice.

### Purpose of the Code of Conduct

This code of conduct promotes good conduct and a strong consumer focused culture. It is designed to support the MidCentral DHB Consumer Council members in their roles as community leaders and in delivering their role within a professional framework. Consumer Council members are expected to act at all times, with honesty, conscientiously, reasonably and in good faith. This includes when carrying out their roles and in their relationships or interactions with other consumers and staff.

### Code Application

- This code is effective from 1 June 2021 and applies to all Consumer Council member interactions and communication that could impact on the Consumer Council and MidCentral DHB.
- The Code will be reviewed by the Consumer Council as a minimum, every 3 years.

### Conduct

Members will:

1. Carry out their Consumer Council responsibilities with honesty, integrity, diligence, care, competence and skill. You must behave in a way that promotes public confidence in the Consumer Council.
2. Manage conflicts of interest transparently and fairly.
3. Maintain the confidentiality of any information obtained while a Consumer Council member. Respect the privacy of individuals and whanau and only use confidential information for the purposes for which it was intended.
4. Neither use, nor allow the use of, MidCentral DHB's property, resources, or information other than for authorised purposes.
5. Not act in a way that may bring the Consumer Council or the MidCentral DHB into disrepute including use of email, social media, and other internet sites, and engaging with media.
6. Treat colleagues with respect, working with them in a professional, collaborative, and co-operative manner and recognise that others have a right to hold different opinions.

## Principles

Members of the Consumer Council must abide by the following general principles of good governance in their role:

1. Members must serve only the interests of the community as a whole and must never improperly confer an advantage or disadvantage on any one person, or group of persons.
2. Members must not place themselves in situations where their honesty and integrity may be questioned, must not behave improperly and must on all occasions avoid the appearance of such behaviour.
3. Members must make decisions on merit, considering the interests of the community of MidCentral District.
4. Members must take account of the views of others, but should reach their own conclusions on the issues before them, and act in accordance with those conclusions.
5. Member's professionalism and responsiveness is shown by the way we treat people and respect them and their privacy.

## Dealings with other members and staff

Members must conduct their dealings with other members and MidCentral DHB staff:

1. With courtesy and respect
2. In a way that maintains public confidence in the role
3. In a way that is open and honest
4. In a way that focuses on issues rather than personalities
5. In a way that avoids aggressive, offensive, or abusive conduct
6. In a way that does not compromise, or could be seen as compromising, the impartiality of an employee.
7. In a way that avoids publicly criticising any employee in any way, but especially in ways that reflect on the competence and integrity of the employee.

## Conflicts of Interest

Consumer Council members should avoid situations that may lead to conflicts of interest by:

1. Making sure your other commitments do not conflict with your role as a Consumer Council member.
2. Declaring any interests or conflicts of interest in the register of interests, or specifically at meetings if required on specific agenda items.
3. Advising the Chair of any potential conflicts of interest (or the General Manager of Quality and Innovation if the Chair is conflicted)
4. In the course of your duties, you may receive information that you need to treat as confidential. Confidential information includes information that staff have judged there is good reason to withhold under the Official Information Act. Where this is the case, you must keep such information confidential (and not disclose it to any third party) and only use that information for the purpose of fulfilling your duties.

## Ethics

MidCentral DHB seeks to promote the highest standards of ethical conduct. Accordingly,

members must:

1. Claim only for legitimate expenses
2. Not influence, or attempt to influence, any employee to take actions that may benefit themember, or the member’s family or business interests
3. Not use MidCentral DHB resources for personal business
4. Not abuse the advantages of your Consumer Council role for personal gain, or solicit or acceptgifts, entertainment, rewards, or benefits that might compromise your integrity
5. Make it clear in any public forum if you are representing the Consumer Council, presenting yourviews, and lived experience as a Consumer, or acting in a professional capacity.

### Support and Payment to Undertake the Consumer Council Member Role

Orientation to the role, guidance and support will be provided to Consumer Council members, asrequired. This will include:

1. Initial orientation meeting to MidCentral DHB and the role of the Consumer Council
2. Identified key contact person(s) within the DHB for the role. \
3. A training programme for Consumer Council members will be provided by the DHB.
4. Adequate and timely communication regarding meetings
5. Consumer Council members will be paid at a fixed rate of \$250 per meeting for ConsumerCouncil attendance. Mileage/travel expenses will also be paid.
6. Expenses beyond core work can also be claimed (e.g., other meeting attendance, project work)in accordance with MidCentral DHBs Consumer Engagement Remuneration Guidelines
7. Members will be supported with accessible communications, including interpreters, as required.

### Breaches of the Code of Conduct

Breaches of the Code of Conduct may lead to a notification of unacceptable behaviour and a warning orthe immediate end to your services as a Consumer Council member. Repeated breaches of the Code of Conduct will lead to the immediate end of your services as a Consumer Council member.

### Declaration

I have read and understand the information in this document, and I agree to follow the Code of Conductduring my tenure as a MidCentral DHB Consumer Council member.

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Consumer Council Member’s Name

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Consumer Council Member’s signature

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Date

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Consumer Council Chair's Name

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Consumer Council Chair's signature

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Date