

19 December 2024

[fyi-request-29516-0eed0576@requests.fyi.org.nz](mailto:fyi-request-29516-0eed0576@requests.fyi.org.nz)

Tēnā koe

**Your request for official information, reference: HNZ00075027**

Thank you for your email on 10 December 2024, asking Health New Zealand | Te Whatu Ora for the following under the Official Information Act 1982 (the Act):

*I request a copy of meeting minutes and emails that relate to the failure to set up the 4 regional consumer councils.*

**Response**

There has been no failure to set up the regional consumer councils. For part one of your request “copy of meeting minutes”, we were unable to locate any meeting minutes relating to the failure to set up the 4 regional consumer councils, as such this part of your request is refused under section 18(e) of the Act as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

For the second part of your request “emails”, we have identified two emails within scope, please refer to the attached document. Redactions on attachment are applied as the information is “out of scope”.

Health NZ acknowledges that the regional consumer council has taken longer than hoped to get up-and-running. The regional consumer councils are important to ensure we strengthen opportunities for feedback and are focused on patient and whānau experience.

The first meeting is expected to occur in the first quarter of the 2025 calendar year.

**How to get in touch**

If you have any questions, you can contact us at [hnzOIA@tewhatuora.govt.nz](mailto:hnzOIA@tewhatuora.govt.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Health NZ may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release.

Nāku iti noa, nā



**Danielle Coe**

Manager (OIA) Government Services  
Health New Zealand | Te Whatu Ora

**From:** [Jeanette Harris](#)  
**To:** [Mike Agnew](#)  
**Cc:** [Nicola Ehu](#)  
**Subject:** update from combined RIT support hui this afternoon  
**Date:** Thursday, October 31, 2024 3:05:00 PM  
**Attachments:** [image001.png](#)

---

Focus on Regional Consumer Council and **Out of Scope**

RCC

- Acknowledgement that the work will take a lot of resourcing to onboard, orientate, and set up Council members initially - possibly until March
- All regions except TMT are trying to meet the November target to have an inaugural hui. Not sure if they can achieve. Central has already received a complaint about failure
- Budgets need to be checked whether they actually exist **I have sought help from Natsuko**
- RCC Work programme – draft is coming from Vanessa at NO which I'll share with the rest of this group

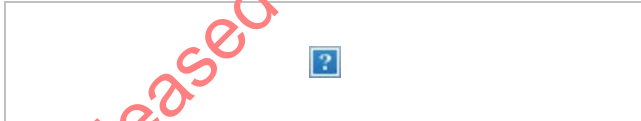
**Out of Scope**

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

**Jeanette Harris** (she/her/ia)  
Ngāti Tūwharetoa, Ngāti Hāua  
**Regional Integration Team Lead**  
**Office of the Regional Commissioner,**  
**Te Manawa Taki**

S9(2)(a) [Redacted] imēra: [xxxxxxx.xxxxx@xxxxxxxxxx.xxxx.xx](mailto:xxxxxxx.xxxxx@xxxxxxxxxx.xxxx.xx)

Waiora, Level 1, 87 Alexander Street, Private Bag 3200, Hamilton 3240



**Te Whānau Ora – Health New Zealand**  
[TeWhanauOra.govt.nz](http://TeWhanauOra.govt.nz)

## Email 2 of 2

**From:** [Tyson Smith](#)  
**To:** [Christine Chandler](#)  
**Cc:** [Hector Matthews](#); [Cath Cronin](#); [Jeanette Harris](#)  
**Subject:** RE: Update - Health NZ Regional Consumer Council - Te Manawa Taki  
**Date:** Wednesday, December 11, 2024 9:30:58 AM  
**Attachments:** [image001.png](#)

---

I hope this email finds you well. Earlier this year, I was informed about my appointment to the Te Manawa Taki Regional Consumer Council,

However, to date, the council has not convened. Given the significant changes currently taking place within the health system, it is concerning that these developments are proceeding without meaningful consumer involvement. This directly contrasts with the obligations outlined under the HQSC Code of Expectations for Consumer Engagement, which emphasizes placing consumers, whānau, and communities at the center of health service design, development, and monitoring.

In light of these obligations, I believe it is critical to initiate discussions with other members of the council to ensure that consumer voices are actively contributing to these transformational changes.

To facilitate this, I kindly request the contact details of the other council members. This will allow us to arrange an independent meeting to begin collaborative efforts in alignment with the council's intended role and objectives.

He aha te mea nui o te ao? He tangata he tangata he tangata!

---

**From:** Hector Matthews <@..>  
**Sent:** Wednesday, 6 November 2024 3:12 pm  
**Cc:** Christine Chandler <@..>; Cath Cronin <@..>; Jeanette Harris <Jeanette.Harris@TeWhatuOra.govt.nz>  
**Subject:** Update - Health NZ Regional Consumer Council - Te Manawa Taki

Kia ora koutou,

*Nāu te rourou, nāku te rourou, ka ora ai te iwi.  
With your food basket and my food basket, the people will thrive.*

I want to share with you an update about the Te Manawa Taki Regional Consumer Council, to which you were appointed earlier this year.

My team has been working hard with Regional Deputy Chief Executive Cath Cronin and her team to ensure the Council is successfully established. Apologies for the time this has taken.

I want to thank Cath for her support and leadership as we pursue this important mahi.

We are all committed to ensuring that your voices and insights are heard as we work together to improve health services for all New Zealanders.

Your participation is invaluable. Each of you brings unique perspectives shaped by your experiences and the needs of your communities, and these insights are crucial in guiding Health NZ | Te Whatu Ora to provide effective health services.

There is still have some work to do to set up our inaugural meeting. Please bear with us as we work through this, and if you have any queries in the meantime, please don't hesitate to contact Regional Manager for Consumer Engagement and Whānau Voice, Christine Chandler

[-xxxxxxxxx.xxxxxxxxxx@xxxxxxxxxxxxxxxx.xx](mailto:xxxxxxxxx.xxxxxxxxxx@xxxxxxxxxxxxxxxx.xx)

Thank you for your commitment to this important initiative, and I wish all members every success on the journey together.

Nāku, nā

**Hector Matthews** (ia/he/him)

Te Rarawa

**Director Consumer Engagement and Whānau Voice |  
Kaihautū i te Hohenga Kiritaki me te Reo ā-Whānau  
Planning, Funding and Outcomes**

S9(2)(a) | Imēra: [xxxxxx.xxxxxxxxxx@xxxxxx.xxxxx.xx](mailto:xxxxxx.xxxxxxxxxx@xxxxxx.xxxxx.xx)

32 Oxford Terrace, Central City, Christchurch 8011 | PO Box 1500, Christchurch



Statement of confidentiality: This email message and any accompanying attachments may contain information that is IN-CONFIDENCE and subject to legal privilege. If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments. If you have received this message in error, please notify the sender immediately and delete this message