

CONSULTATION

"Consultation is the dialogue that precedes decision-making"

Introduction

The standards for BFCI accreditation require that all services have a written Breastfeeding Policy and that "this policy be developed in consultation with Māori, other ethnic groups, community organisations and other providers using the facility" (BCHI Documents - Point 1).

Relevant legislation such as the New Zealand Public Health and Disability Act 2000 and the Code of Health and Disability Services Consumer's Rights outlines specific requirements that District Health Board funded providers must meet in terms of appropriate consultation.

As part of the BFCI accreditation process services are required to meet standards that indicate a robust consultation process has been followed in the development and implementation of the Breastfeeding Policy.

Definition of Consultation

Consultation is a stage in the decision making process where maternity facilities and health services seek input from relevant health professionals, community providers, Māori, Pacific Island and other relevant ethnic groups on their policies and plans.

Principles of Consultation

- Values relationships;
- Empowers community and ensures them a voice;
- Promotes integrity and responsibility; and
- Allows sufficient time and ensures genuine effort is made.

Purpose of Consultation

- To ensure the policy reflects the needs of the community;
- To strengthen relationships with key stakeholders; and
- Build confidence on the integrity of the service and its commitment to meeting the needs of people that access the service.

Who to consult

Midwifery, nursing staff and other health professionals that are employed within the service will have the responsibility of implementing the Breastfeeding Policy. Greater ownership of the policy will be created by including staff early in the development or review of the policy. Health services should consider who the key stakeholders of their service are and ensure that the consultation process allows them adequate opportunity to have input and/or provide feedback on the Breastfeeding Policy.

Consultation Guidelines

Ethnicity data will determine what ethnic groups should be consulted. It is a requirement that any group that make up more than 5% of their client based must have the opportunity to have input and provide feedback on the Breastfeeding Policy.

The BFI documents provide a list of services and personnel that should form part of the consultant group.

Consultation with Māori

Consultation with Māori is a mandatory requirement within the BFI standards and the New Zealand Public Health and Disability Act 2000. "*Guidelines for Consultation with Māori*" are available as a separate document to support facilities and health providers to meet the required standards.

Methods of Consultation

Successful consultation can be carried out in a variety of ways to ensure a successful engagement process and improve responsiveness of the organisations or personnel that make up the consultation group

Consultation could include:

- Distribution by hard copy or email with an identified process to receive feedback
- Written surveys
- One-on-one interviews
- In-service training
- Focus groups/consumer panels
- Network meetings
- Hui/Fono
- Advisory group

Documentation

Evidence of the consultation process must be available for the BFCI assessment team and include the following:

- copies of letters, emails and written surveys sent
- distribution list
- collation of feedback
- minutes or notes from consultation meetings, staff meetings, hui, focus groups
- list of other networking opportunities undertaken
- copies of relevant customer satisfaction surveys if applicable

"Consultation is much more than participation. Consultation involves presenting information in a way which all participants understand, recording their responses, and altering policy as a result of these responses. Consultation involves serious ongoing obligations to the people consulted. It is a process done in utmost good faith, not to be undertaken for the sake of it".

Pacific

Consultation Guidelines

References

Ministry of Health. (2002). *Consultation Guidelines: For the Ministry of Health and District Health Boards relating to the provision of health and disability services*. Ministry of Health, Wellington.

Ministry of Health. (2004) *Ko Tatou: Building and Maintaining Relationships with Maori. A Guide for District Health Boards*. Ministry of Health. Wellington.

Ministry of Health. (2002) *He Korowai Oranga: Māori Health Strategy*. Wellington: Ministry of Health

Ministry of Pacific Affairs. *Pacific Analysis Framework with Pacific Consultation Guidelines (2006)*

Accessed from: http://www.mpia.govt.nz/assets/documents/PAF-Pacific-FrameworkF_2.pdf

Consultation Guidelines with Māori

Consultation with Māori is a key requirement for services applying for BFCI accreditation. Meaningful consultation undertaken early in the development of breastfeeding services and breastfeeding policies is an important process in strengthening relationships with whanau, hapu and iwi and the development of culturally appropriate services.

Consultation indicates the services commitment to working in allegiance to the Treaty of Waitangi and within the philosophy of the New Zealand Public Health and Disability Act 2000 of "increasing community voice and access to information".

What methods should you use?

For consultation to be meaningful it should be undertaken in a variety of ways which may include:

- Hui – this is the most effective method as it enables kanohi ki te kanohi (face-to-face) consultation and allows informed discussion to take place. Hui may be organised in conjunction with local iwi, Māori health providers and Māori community.
- Networking - there may be other hui happening that you could participate in or disseminate information.
- Focus groups – the best method of getting consumer input and feedback. They should be co-ordinated with the support of Māori health workers, Tamariki Ora nurses, whanau ora workers, Kaiawhina.
- Formal meetings – key Māori contacts are invited to participate in generic consultation meetings.
- One-on-one interviews with key Māori health professionals, community personnel or whanau members
- Mail-outs and written surveys – while an effective method of disseminating information this is least likely to receive feedback without a proactive follow-up system. "Written requests for advice or opinion will be less likely to produce results than face-to-face contact" (Durie, 2003, p179)

Who should you consult?

The demographics of the Māori community represented in the area provide valuable information on who should be consulted. It can be obtained through the DHB strategic plan or Māori health plan and may give you an indication of the percentage of Māori living in the region and iwi and hapu represented.

Mana whenua	<input type="checkbox"/>	Kaumatuā	<input type="checkbox"/>
Tangata whenua	<input type="checkbox"/>	Maori health unit	<input type="checkbox"/>
Māori midwives	<input type="checkbox"/>	DHB Māori Manager	<input type="checkbox"/>
Māori staff	<input type="checkbox"/>	Māori Health Providers	<input type="checkbox"/>
Tamariki Ora nurse	<input type="checkbox"/>	Consumers	<input type="checkbox"/>
Whanau	<input type="checkbox"/>		

Consultation Guidelines with Māori

It is important to identify the key stakeholders and consumers of your service and the demographic make-up of your clients. This should identify who you should consult.

Further assistance in planning consultation with Māori can be obtained from the NZBA.

References:

- Durie, M. (2003). *Whaiora: Māori Health Development Chapter 10 pg 177-180*. Oxford University Press. New York.
- Ministry of Health. (2002). *Consultation Guidelines: For the Ministry of Health and District Health Boards relating to the provision of health and disability services*. Ministry of Health, Wellington.
- Ministry of Health. (2002) *He Korowai Oranga: Māori Health Strategy*. Wellington: Ministry of Health