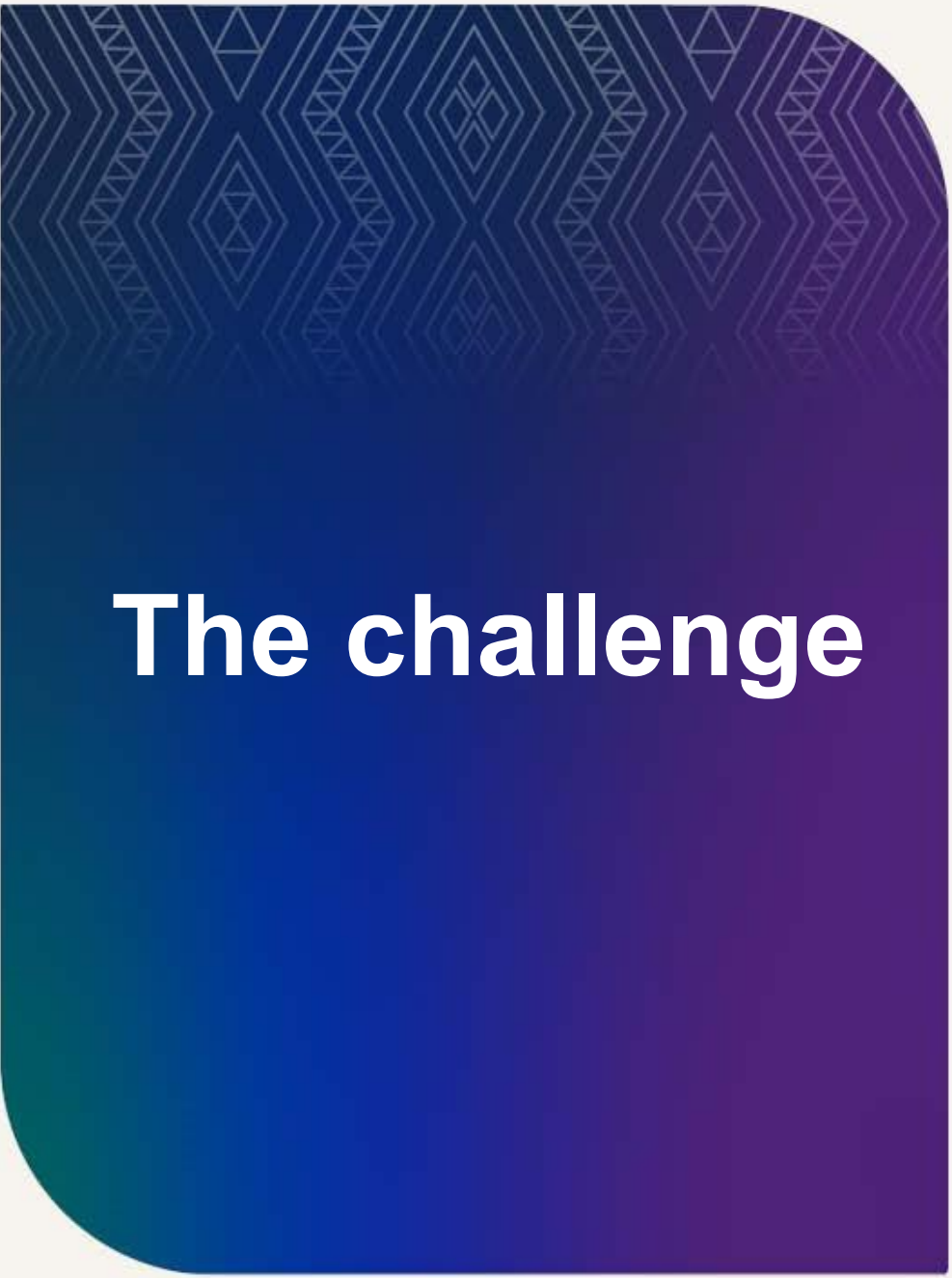


Enhancing whānau engagement across community mental health services.

Dawn Bannister, Clinical Team Leader, Manaaki House.

Eileen Hughes, Operations Manager, Community Mental Health.



The challenge

- Whānau engagement rates had remained relatively static at approximately 35%.
- Previous efforts resulted in limited improvement.
- Clinical Governance Forum (CGF) discussions identified the need for a more focused approach.

Aim

Increase whānau engagement through targeted team based interventions during May 2026.

Our improvement approach

Collaborative planning

A working group was established involving:

- Clinical team leaders
- Clinicians
- Whānau advisor
- Operations manager.

Improvement strategy

- Staff education and awareness
- Accessible resources Improved access to whānau resources
- Consistent recording practices
- Regular reporting
- Team accountability and recognition.

Key interventions implemented

Resources

- Whānau resources established in all team waiting areas.
- Guidance on recording whānau engagement and parental status.

Workforce support

- Team education sessions delivered by whānau advisor
- Clinician conversation prompts available.
- Regular communications and reminders.

Monitoring and feedback

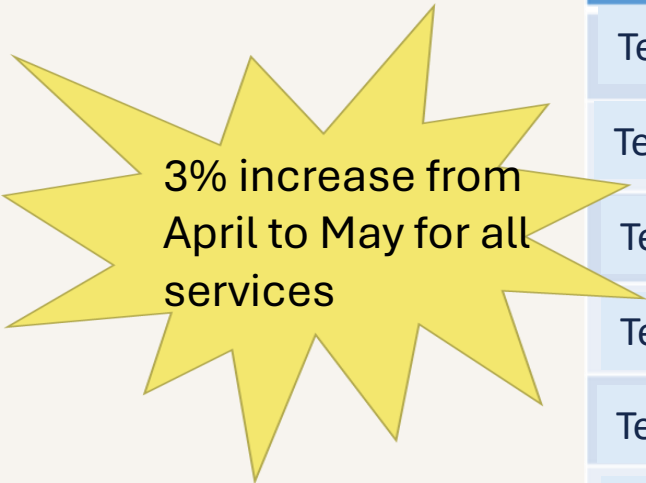
- Whānau report disseminated to key workers
- Regular reminders and communication
- Team performance competition.





Results

Whānau, Aiga engagement increased by 3%



Team		April 2026	May 2026	Change
Team 1		51.4%	54.6%	3.2%
Team 2		37.9%	40.1%	2.2%
Team 3		54.8%	51.4%	-3.4%
Team 4		57.9%	62.7%	4.8%
Team 5		44.6%	56.5%	11.9%
Team 6		50.8%	57.1%	6.4%



What helped the improvement

Prepare for success

Allow time to lay the foundation for change.

Communication is key

Be clear about the “what-why-when”.

Actively manage the process

Update and celebrate improvements - individual and team.

Keep the “what-why-when” alive during and after to support BAU.



Results

Parental status increased by 16.9%

SPHC – Recording parental status



16.9% increase
from April to May
for all services

Team	April 2026	May 2026	Change
Team 1	43.1%	57.5%	14.4%
Team 2	51.7%	52.1%	0.4%
Team 3	47.1%	44.8%	-2.3%
Team 4	43.4%	97.9%	54.5%
Team 5	60.6%	88.1%	27.5%
Team 6	51.8%	93.8%	41.9%

What we learned

Leadership matters

Teams with active clinical team leader involvement demonstrated the strongest improvement.

Visibility creates focus

Regular reporting and reminders kept whānau engagement front of mind.

Practical resources help.

Easy access to resources and scripts supported clinicians to engage with whānau.



Next steps - Sustaining improvement

Immediate actions

- maintain monthly whānau reporting – key workers and service level
- continue team feedback and monitoring
- refresh and redistribute resources.

Future focus

- quarterly whānau engagement campaigns
- September identified as next focus
- continue measuring impact and results through CGF.

Results

Whanau Contacts Last 3M	Reg Assess Date	Reg History Date	Last HoNOS Date	Last HoNOS Severity	Last HoNOS Score	Last GP Letter Date	Last GP Letter Status	Last Care Plan Date	Smokefree Date	Parent Status
3		13-Aug-24	20-Jul-26	Severe	19	12-May-26	Final	25-Oct-24		notasked
		01-Apr-26	30-Jun-26	Moderate	20	30-Jun-26	Final	19-Jun-26		notasked
		29-Apr-26	03-Jul-26	Severe	22	03-Jul-26	Final	18-Aug-25		notasked
1		13-Jul-26								notasked
4		16-Oct-25	11-Mar-26	Severe	18	30-Jun-26	Final	15-Apr-26		notasked
		27-Feb-25	09-Mar-26	Severe	20	11-Jun-26	Final	12-Jun-25		notasked
2		16-Oct-25	02-Apr-26	Moderate	11	12-May-26	Draft	15-Apr-26		notasked
		26-Sep-25	02-Apr-26	Severe	21	17-Apr-26	Final	24-Apr-26		notasked
8		14-May-26	25-Apr-26	Severe	23	13-Jul-26	Final			notasked
		12-Jul-21	15-Apr-26	Severe	22	12-May-26	Final	15-Apr-26	08-Mar-21	notasked
		01-Apr-26	04-Jun-26	Moderate	17	01-May-26	Final			notasked
		13-Nov-25	17-Apr-26	Mild	8	27-Mar-26	Final	24-Apr-26		notasked
			02-Apr-26	Moderate	13	29-Apr-26	Final	15-Apr-26		notasked
		22-Aug-24	07-Apr-26	Severe	11	16-Jul-26	Final	15-Apr-26		notasked
			04-Jun-26	Severe	25	16-Jul-26	Final			notasked
11		26-Jun-26	07-Jul-26	Severe	22	26-Jun-26	Final	15-Apr-26		no
1		15-Jul-24	17-Apr-26	Severe	23	13-Jan-26	Final	24-Apr-26		notasked
		15-Jan-25	04-Jun-26	Severe	21	01-Jul-26	Final	15-Apr-26	16-Mar-21	notasked

Patai | Questions

