

OUR APPROACH IS INTEGRATED, COLLABORATIVE AND CONNECTED

Whānau-led design puts families first

Lots of parenting takes place outside the home in Manurewa, that's why it was important to involve whānau when Plunket was looking to develop a warm and welcoming space at the Manurewa Family Centre.

Plunket teamed up with The Southern Initiative (TSI), an Auckland City Council place-based regeneration programme that aims to create, foster and support innovative social change, to create a welcoming space designed by and for whānau in Manurewa.

Plunket Community Development Manager Clare Green says the project to renovate the Manurewa Clinic to better meet community needs began in 2017.

"It's not really about how can you engage with local families, but how can we get to a point where they want to engage with us."

Clare says many families have "layers of toxic stress", such as cold and damp housing, and low incomes, which increases the challenge. Developing trusting relationships and creating a warm welcoming space – like a home – are key.

"It's meant that we have been able to create something really welcoming and inviting, something vibrant, warm and safe, and a place where people can relax and meet other parents."

TSI's Social Intrapreneur Angie Tangaere says the challenge is focusing on making a difference for those who need the most support. "So we went through a design process about what we could do to give tamariki the best start in life."

Angie says the process was pioneering and challenged many practices by being whānau-led rather than expert-led.

"Plunket has been really courageous. What it means in terms of design methodology is that we are putting family and community at the centre of the process."

"Most organisations will make assumptions about what communities and families need and do the planning and design themselves based on those assumptions. What we have tried to do is have whānau actively engage in how we create a warm and welcoming space."

Angie says there is an opportunity for Council and Plunket to consider how their venues are available "for people who are out and about parenting – if they just want to hang out."

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Reducing barriers to access improves health outcomes

Reducing barriers for families to access immunisations and Before School Checks is improving health outcomes for families in the Counties Manukau area.

Plunket's Outreach Immunisation Service (OIS) is working in partnership with Counties Manukau DHB to ensure children are fully immunised before they reach five years of age.

Families are often referred to the OIS by GPs because their children are overdue for their immunisations. The OIS team works with families to arrange a home visit or facilitate access to their GP for vaccination.

The home visit immunisation programme has been operating for a number of years, however Plunket's OIS team recently identified an

opportunity to offer B4 School Checks as part of the home visit service, as well as introducing Saturday home visits. This meant families in the area were better able to access these important services at a time that meets their needs.

"Many families were not able to come to clinics or their GP during the week, so we worked with the Counties Manukau DHB to arrange for Public Health Nurses to support the Manukau Super Clinic on Saturdays, while Plunket's OIS team visited families at home on a Saturday," says Anita Quensell, Clinical Services Manager for B4 School Checks.

Over 105 visits were made in the first seven weekends. The OIS team was able to vaccinate children that were not home during the week and have them

recorded on the National Immunisation Register immediately.

"Families really appreciated the opportunity to have both the B4 School Check and immunisations completed in the one visit at home. The B4 School Check is an important part of the Well Child programme and includes vision and hearing checks."

Overall the OIS has seen a 60% increase in engagement with families since the introduction of the new holistic approach.

Working together with families and the Counties Manukau DHB has meant Plunket can support communities like Counties Manukau. "Breaking down barriers to access means we can achieve improved health outcomes for tamariki and whānau."

