

# Our tools to create system change

Te Hiringa Mahara - Mental Health and Wellbeing Commission is kaitiaki (guardian) of mental health and wellbeing and our objective is to contribute to better and equitable health and wellbeing outcomes for all people in Aotearoa.

As an independent crown entity, our tools to create system change include engagement, monitoring, and advocacy. Making recommendations and calls to action are two closely related tools that we use to highlight the changes we want to see to improve the effectiveness, efficiency and adequacy of approaches and hold the system to account for moving in this direction.

## Recommendations

A **recommendation** is a description of a specific action we believe should be taken to improve the effectiveness, efficiency and adequacy of approaches to mental health and wellbeing and contribute to the system change we want to see. The Mental Health and Wellbeing Commission Act 2020 gives us the power to make recommendations to any persons (including any Minister) on any matters concerning mental health and wellbeing.

It will identify “who needs to do what” and “by when” this needs to happen. These recommended actions may take a staged approach to achieving system change. While a recommendation specifies the action we want to see, it does not specify how the action needs to be carried out. It comes with our expectation that an action will be taken, and we will monitor and report on this.

Recommendations are based on evidence that change is required, contextual knowledge and understanding of the system, and include opportunities for comment or feedback from those required to take action before it is finalised.

## Calls to action

A **call to action** is a description of the change that we want to see. It will often highlight the difference between the current state of what is being delivered for people, and what ideal wellbeing and/or an ideal mental health and addiction system looks like as outlined in the He Ara Oranga and He Ara Āwhina frameworks.

While a call to action speaks to what should look or be different, it does not prescribe a pathway to achieve this change, identify responsible actors, or timeframes for change.

There are many different ways to achieve the same outcomes and we use calls to action where there are different ways to achieve the desired outcome, or they may be a building block towards making a more specific recommendation.

### Monitoring changes

Te Hiringa Mahara uses recommendations to make public our expectations about specific actions to be implemented and uses calls to action to make a public statement about the most important and influential changes, all with the purpose to contribute to better and equitable health and wellbeing outcome for all people in Aotearoa. We will monitor progress made to achieve these changes.