



# Child Health Connection Centre update

August 2019

## What is the Child Health Connection Centre?

The Child Health Connection Centre (CHCC) is a coordination hub that will be staffed by a mix of administrative and clinical professionals. The centre will focus on improving the access and uptake of child health services, particularly among Māori and Pacific children.

Multiple providers deliver universal health services to children in their first few years of life - keeping records on different databases and systems that do not necessarily talk to one another. Ultimately, this means the provision of health services can be limited in its ability to be child and whānau-centric.

The Child Health Connection Centre will support health providers to:

1. **Have a shared view of universal health milestones:** non-clinical information from multiple databases will be combined into one child-centric database; displayed and accessible for health providers.
2. **Access up-to-date contact information:** to better target and coordinate efforts to re-engage whānau with children who are overdue for multiple milestones or are 'lost-to-service.'
3. **Take a collaborative approach:** to identify and create a supported pathway to care, alongside other health providers, for whānau with children who are overdue for multiple health milestones.
4. **Liase across sectors:** the Child Connection Centre team will be able to liaise with the Ministry of Social Development and Ministry of Education on behalf of health providers to find contact details for whānau with children who have lost contact with health services.

## Consultation results now available

We would like to thank everyone who provided feedback on the proposal for change. During our consultation process, the Child Health Connection Centre was referred to as the Child Health Information Link Hub (CHIL Hub).

It is our intention to use your feedback to help inform implementation plans and enhance service provision.

The consultation results can be found here:  
<https://www.waitematadhb.govt.nz/news/public-consultations/>

Planning is now underway by Auckland and Waitematā DHBs to establish the Child Health Connection Centre.

**Feel free to get in touch:**  
[CHCC@waitematadhb.govt.nz](mailto:CHCC@waitematadhb.govt.nz)

## Keeping whānau & providers informed

Consumer surveys have told us whānau would like health providers to share more information with each other.

We want to make sure whānau are aware that their contact details will be shared via the Child Health Connection Centre before it launches later this year.

To do this, we developed the [newborn flier](#) in 2016. We are now developing promotional resources to go alongside the launch of the CHCC, including: posters, an 0800 number and whānau and provider information pamphlets.

These resources will be tested with consumers ahead of publication.