



Consumer and whānau engagement workshop December 2025 evaluation report

Summary

The Health Quality & Safety Commission Te Tāhū Hauora (the Commission) hosted a consumer and whānau engagement workshop on 16 December 2025 at Rydges Wellington Airport. The workshop brought together members of the Health New Zealand | Te Whatu Ora (Health NZ) national, regional and district consumer staff, their Patient Safety and Quality team, members of the regional consumer councils and representatives from the Ministry of Health – Manatū Hauora (the Ministry) Health System Monitoring, Performance and Governance group.

The workshop focused on the consumer and whānau engagement quality and safety marker (QSM), the code of expectations for health entities' engagement with consumers and whānau (the code of expectations) and the SURE (Supporting, Understanding, Responding and Evaluating) framework. You can find the links to these resources on our website at:

- [Consumer and whānau engagement Quality and Safety Marker](#)
- [Code of expectations for health entities' engagement with consumers and whānau](#)
- [SURE \(Supporting, Understanding, Responding and Evaluating\) framework](#)

This report outlines our key learnings from holding and evaluating the event and summarises how the day went for attendees, staff and organisers. We would like to thank all attendees for being part of the day and for sharing their time, insights and experiences.

Overall, the workshop was successful. It provided opportunities to:

- strengthen understanding of the code of expectations for health entities' engagement with consumers and whānau
- clarify the purpose of the SURE framework and how to use it as a planning and improvement tool
- share best-practice examples through reporting to the QSM.

Introduction

The consumer and whānau engagement workshop was a regional event hosted by the Commission.

The workshop is a key deliverable for our 2025/26 statement of performance expectations, which is to plan and facilitate consumer forums that support consumers to engage in health service improvement activities, including in primary health care.

We collaborated with Health NZ and regional consumer councils in planning the programme for the workshop, reflecting co-design and alignment with the code of expectations.

The Commission developed the code of expectations under the Pae Ora (Healthy Futures) Act 2022. Under the code, all health entities must:

- plan, design, deliver and evaluate health services with consumers, whānau and communities
- report annually on how they have applied the code.

Programme planning

Planning for the event began in November. The focus was on bringing together Health NZ and the regional consumer councils to anchor discussions about the code, the consumer and whānau engagement QSM and the SURE framework.

Collaboration

To ensure the workshop was relevant and responsive to the purpose and aims of the workshop, we adopted a collaborative planning approach. Before the event, we sent a consumer brief to attendees outlining the purpose of the workshop, key discussion areas and the role of participants in shaping the day.

The brief asked: ‘What would you like to take away from this workshop in regards to the workshop activities discussed in this brief?’

This question invited attendees to share their expectations and priorities, helping us tailor the agenda and activities to reflect consumer and whānau engagement practices. You can read the full consumer brief in appendix 1.

We integrated the feedback into the agenda and activities on the day. Key themes included the following.

Clarity and communication, including:

- the need for a clear distinction and explanation to resolve confusion between the SURE framework and the QSM
- the need for a summary of focus areas and desired outcomes before the hui
- the need for specific questions and conversation starters to keep discussions on track.

Practical considerations, including:

- a need for a run sheet and timings
- clarification on whether laptops are required
- the potential usefulness of additional information packs.

Framework and tools, including:

- a perception that the SURE framework is wordy and not user friendly; the opportunity to simplify it
- an opinion that QSM reporting should focus on genuine consumer engagement, not internal staff representation

- a need to capture lived experience voices, especially in the context of mental health, addiction and intellectual disability
- reporting issues due to changes to districts, regions and national functions and concerns around bi-annual reporting.

Workshop activities, including:

- empowering consumer councils to fund initiatives
- clarification of the workflow chart decision tree
- an interest in consumer opportunities and flexible engagement options.

Governance and facilitation, including:

- the need for the chair to work to a clear structure to manage sensitive discussions and ensure all voices are heard.

Following the feedback we received through the consumer brief, we worked closely with Health NZ to finalise the workshop agenda. This collaboration ensured the programme reflected priorities and expectations shared by consumers and whānau while aligning with sector objectives. Together, we reviewed suggested topics, refined activities and confirmed the flow of the day to create a balanced and meaningful experience for all participants.

It was agreed the Commission would host the workshop, providing a neutral and supportive environment for open dialogue and partnership.

Read the full agenda in appendix 2.

Consumer inclusion

To ensure strong consumer voice within the workshop, we issued an expression of interest to our consumer network Kōtuinga Kiritaki and Young Voices Advisory Group Ngā Reo Māhuri, seeking two representatives to participate on the day. We selected these consumers for their ability to bring diverse insights and contribute meaningfully to discussions about the code of expectations and the SURE framework. Their involvement helped ground the workshop in consumer perspectives and ensured planning and decision-making reflected the values of partnership and equity.

Workshop content and outputs

The regional consumer workshop featured three focused sessions that created space for attendees to connect and engage with key topics. It also provided a supportive environment in which participants could share their perspectives and plan further actions on proposed decisions.

The workshops centred on the QSM and the SURE framework; attendees offered detailed feedback on both. While each session included its own set of guiding questions, attendees naturally explored broader considerations across all topics. As a result, the feedback we gathered showed strong thematic alignment, highlighting common priorities, shared challenges and opportunities for improvement.

Key themes

Key themes were as follows.

1. Requirements for national consistency and system alignment:

- shared reporting timeframes and expectations (QSM)
- national and regional hui to align priorities and share learning
- a clear roadmap of progress and visibility of all projects
- a repository library of good practice to show excellence in data and stories
- a form to capture funding opportunities linked to key milestones
- consistent messaging and communication across agencies.

2. Requirements in the context of accountability, assurance and using the frameworks well:

- stronger assurance and a move beyond self-assessment where needed
- use of the code of expectations and QSM as core measures
- six-monthly reporting with simple cost-benefit insights
- expressions of interest that show how consumer feedback will be used
- consumer engagement being embedded into clinical governance
- tracking of actions from mandated submissions and follow through
- a refresh of SURE so it fits projects, districts and different contexts
- the use of SURE to clearly define consumer roles, safety and expectations.

3. Requirements in the context of capability, support and safe participation:

- a consumer and staff strengthening toolkit
- full onboarding
- remuneration of consumers for their time
- consumer-only spaces, reflection time and wellbeing checks
- training for consumers
- growth of the pool of consumers through development pathways
- different ways to communicate, online and offline
- matching consumers to the right groups/topics
- clear pre-engagement communication from a consumer lens
- a view of the consumer voice as a taonga.

4. Requirements in the context of relationships, culture, trust and partnership:

- leadership that champions the consumer voice and resources it
- leaders who 'flip the script' by entering consumer spaces
- a reduction of hierarchy and the creation of welcoming, inclusive environments
- upholding tikanga, safety and whakawhanaungatanga
- balanced presentations between consumers and clinical staff
- forums focused on system-level issues
- safe networking spaces for leaders, peers and influencers

- trust built through transparency and cultural safety.

5. Requirements for meaningful insights, evidence and closing the loop:

- data with a narrative that reflects impact
- collection of evidence that goes deeper than surveys: focus groups, kōrero, qualitative stories
- the use of short videos and story tiles in dashboards
- a map of what's working and what isn't ('dilated picture of the system')
- early impact check-ins and support
- sharing back with consumers regularly, even when nothing has changed
- clear evidence of where feedback has influenced decisions
- safe processes for sharing information across national and regional spaces.

Event analytics

To capture perspectives and assess the effectiveness of the workshop, we distributed an evaluation survey to all attendees following the event. The survey invited feedback on attendees' overall experience and the relevance and clarity of the content. Responses provided valuable insights into what worked well, areas for improvement and suggestions for future engagement activities, ensuring consumer and whānau voices continue to shape our approach.

Thirty people attended the workshop, and the evaluation survey had a 66.7 percent response rate: 20 attendees.

Figure 1: Attendee demographics

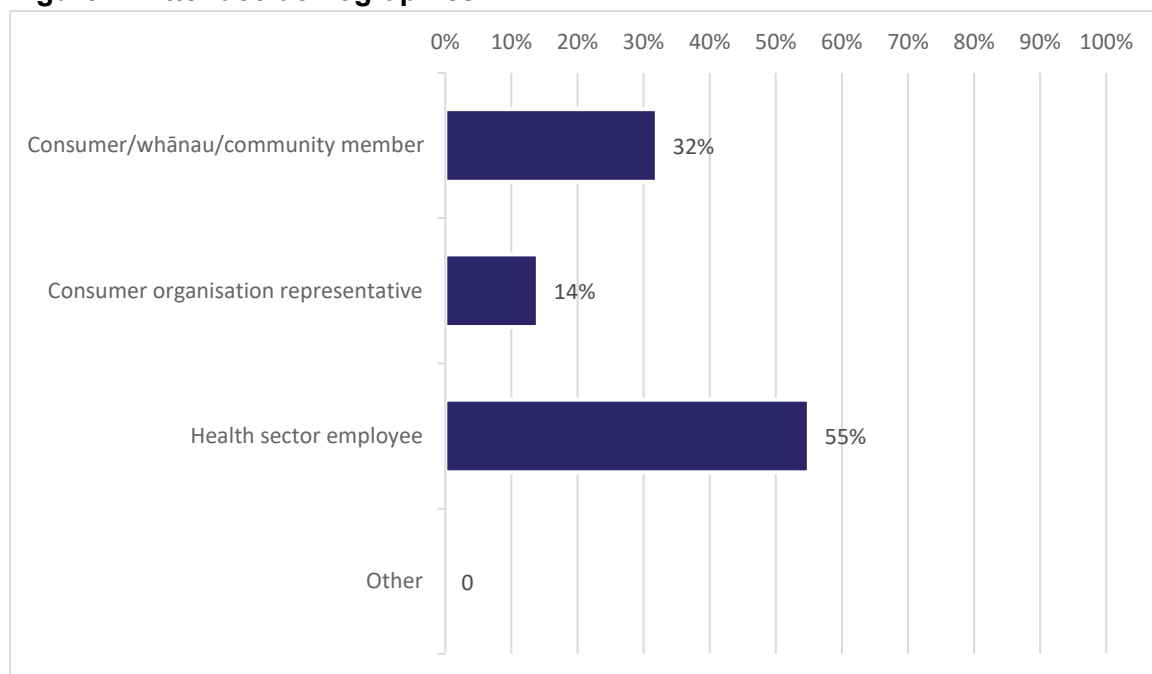
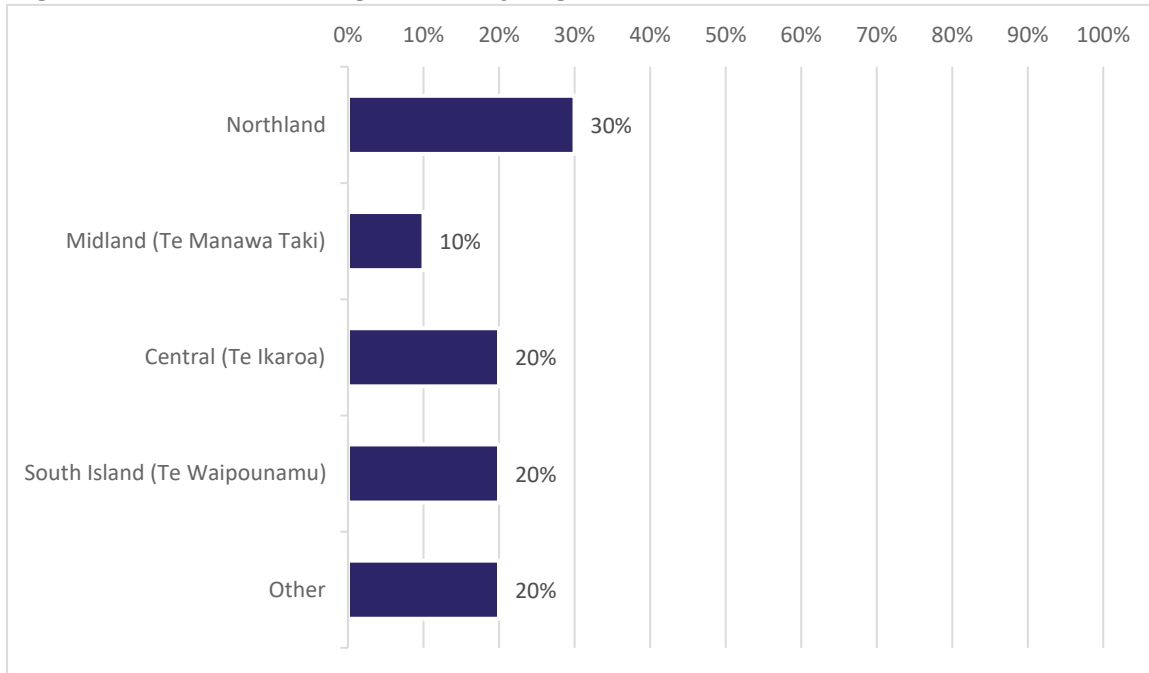


Figure 1 shows there was a close split among attendees, between health sector employees and consumer representatives.

Figure 2: Attendee demographics by region



Note: 'Other' includes individuals who represented 'nationally'.

Reflections from the evaluation survey and attendees

We engaged with the workshop attendees using an evaluation survey that ensured anonymity (as the group was small), allowing attendees to provide honest feedback on the day.

The survey described the purpose of the day as follows.

The consumer and whānau engagement workshop is a forum for regional consumer councils to engage with health entities, such as Health NZ, Ministry of Health – Manatū Hauora and the Health Quality & Safety Commission Te Tāhū Hauora.

The workshop fosters shared learning on the code of expectations, SURE (Supporting, Understanding, Responding and Evaluating) framework and the consumer and whānau engagement quality & safety marker.

The remainder of this section sets out the survey questions and attendees' responses.

'With this purpose in mind, what did you gain from the day?'

Responses reflected attendees' appreciation for the strong networking opportunities the event had provided and great interaction between attendees. Comments included:

'Good connections.'

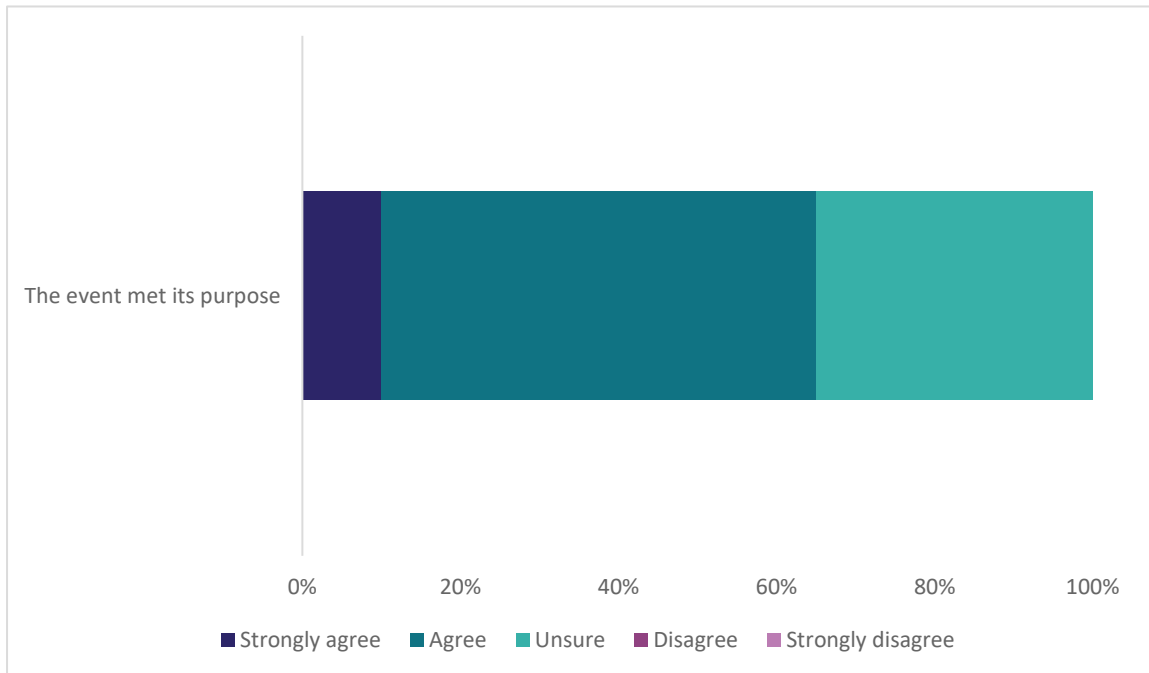
'Greater insights and perspectives.'

'It was very good having all people in the room and shared discussion from all angles.'

‘Did the event meet its purpose?’

Figure 3 shows attendees’ responses to this question.

Figure 3: Attendees’ responses to ‘Did the event meet its purpose?’



Of those who completed the survey, 65 percent agreed (55 percent) or strongly agreed (10 percent) that the event met its purpose, and 35 percent selected ‘unsure’.

Comments included the following.

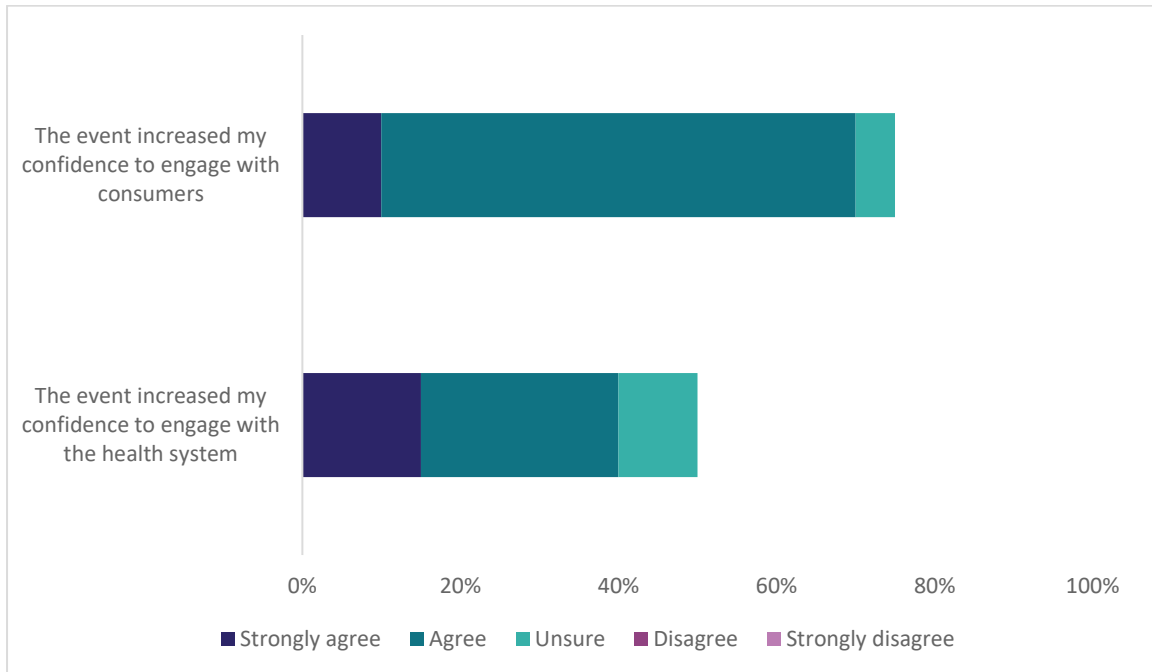
‘Great conversation but partial only.’

‘There was a lot of kōrero, but I think it didn’t get to the heart of the issue.’

‘Did the event increase your confidence to engage with the health system or with consumers?’

This question was put to respondents as a two-part choice. They could answer the question in terms of their engagement with the health system or in terms of their engagement with consumers, as appropriate. Note that, as the survey included a ‘not applicable’ response option for both statements, the percentages reported may not total 100 percent.

Figure 4: Attendees' responses to 'Did the event increase your confidence to engage with the health system or with consumers?'



Of those who responded to the question in terms of engagement with consumers, 70 percent agreed (60 percent) or strongly agreed (10 percent) the event had increased their confidence; 5 percent were unsure and 25 percent selected the statement was not applicable.

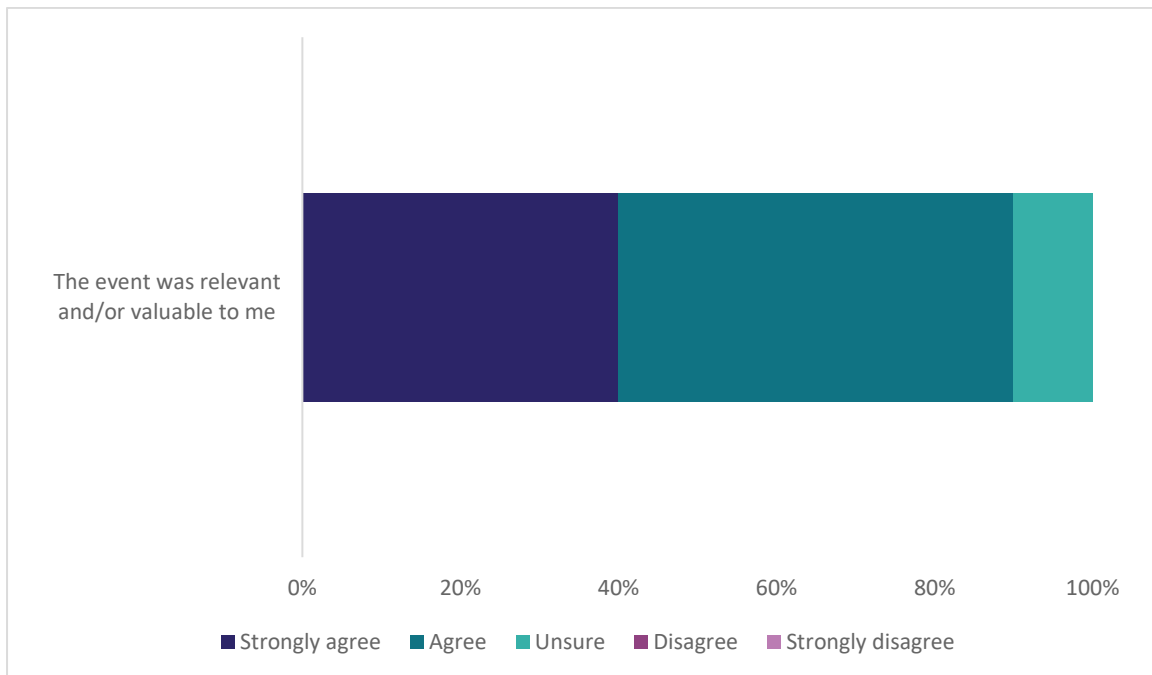
Of those who responded to the question in terms of engagement with the health system, 40 percent agreed (25 percent) or strongly agreed (15 percent) the event had increased their confidence; 10 percent were unsure and 50 percent selected the statement was not applicable.

There was an option to provide additional comment on this question. Some attendees reflected they had appreciated the time to connect and had gained insights on how they could keep consumers safe and enable participation.

'Was the event relevant and/or valuable to you?'

Of those who completed the survey, 90 percent agreed (50 percent) or strongly agreed (40 percent) the event had been relevant and/or valuable to them, and 10 percent felt unsure.

Figure 5: Attendees' responses to 'Was the event relevant and/or valuable to you?'



Some respondents provided an additional comment on this question, explaining why they believed the event had been valuable to them. Responses included the following.

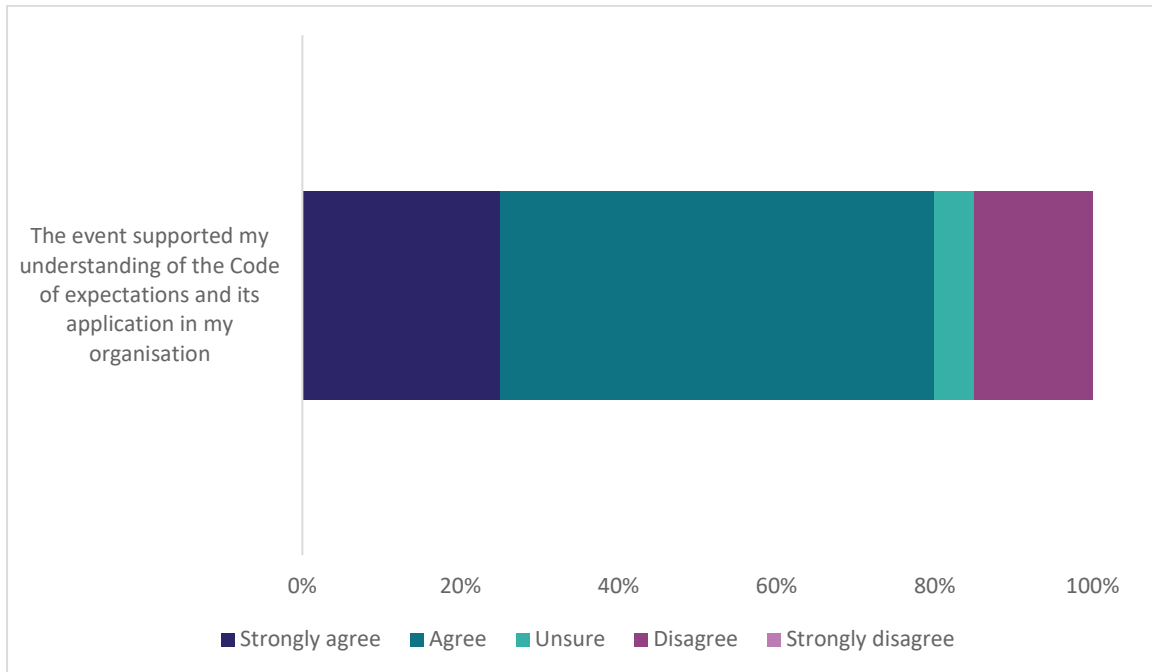
'Thoroughly enjoyed meeting other consumers and hearing their point of views.'

'Think there should be more events where leaders, clinician, Māori health and consumers meet as partners.'

‘Did the event support your understanding of the code of expectations and its application in your organisation?’

Figure 6 shows responses.

Figure 6: Attendees’ responses to ‘Did the event support your understanding of the code of expectations and its application in your organisation?’

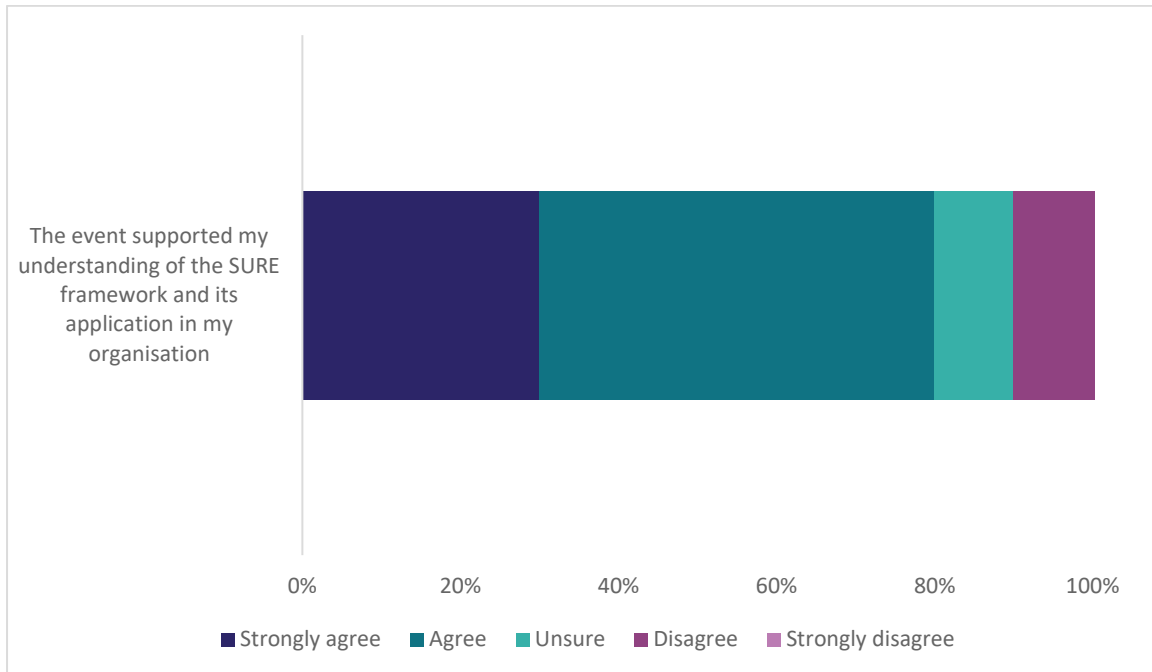


Of those who completed the survey, 80 percent agreed (55 percent) or strongly agreed (25 percent) and 15 percent disagreed.

‘Did the event support your understanding of the SURE framework and its application in your organisation?’

Figure 7 shows attendees’ responses.

Figure 7: Attendees’ responses to ‘Did the event support your understanding of the SURE framework and its application in your organisation?’

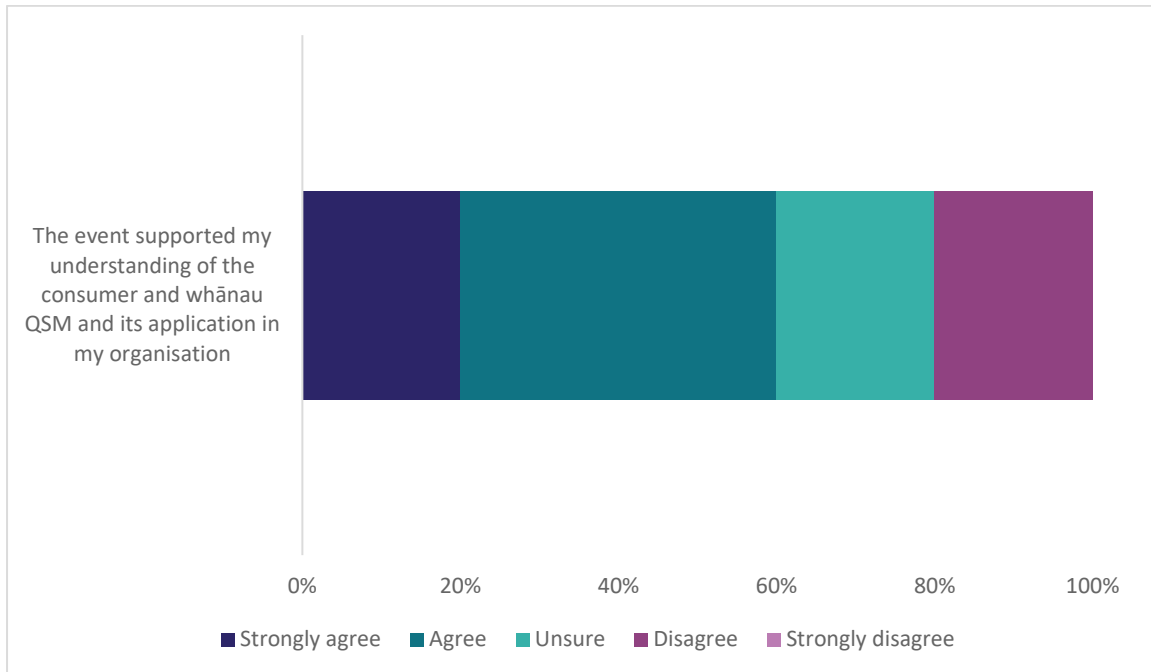


Of those who completed the survey, 80 percent agreed (50 percent) or strongly agreed (30 percent) and 10 percent disagreed.

‘Did the event support your understanding of the consumer and whānau engagement QSM and its application in your organisation?’

Figure 8 shows attendees’ responses.

Figure 8: Attendees’ responses to ‘Did the event support your understanding of the consumer and whānau engagement QSM and its application in your organisation?’

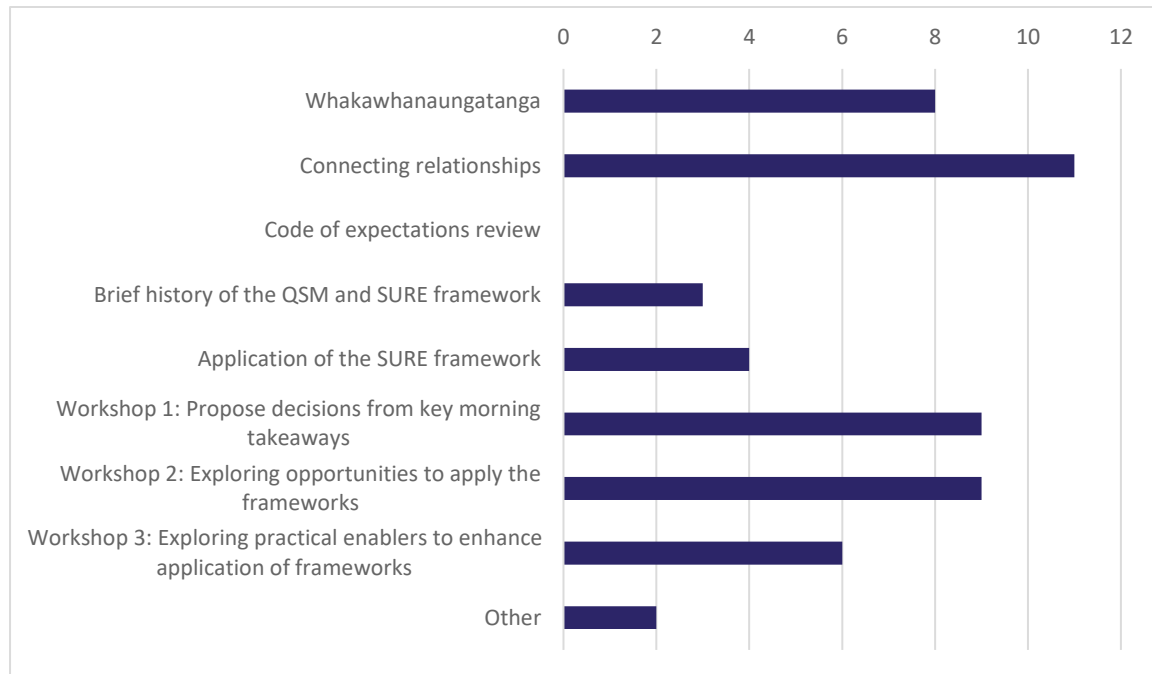


Of those who completed the survey, 60 percent agreed (40 percent) or strongly agreed (20 percent) and 20 percent disagreed.

‘Which three parts of the event did you find most useful?’

Figure 9 shows attendees’ responses.

Figure 9: Attendees’ responses to ‘Which three parts of the event did you find most useful?’



Note: See appendix 2 for full programme titles and details.

Final comments

In the final section of the survey, we asked attendees to tell us what they would like to see at future events and workshops and to make comments on the venue and accessibility.

We had some positive responses; for example, the following.

‘Great venue, so useful to be together with MoH, HQSC, consumers and HNZ.’

‘Great environment.’

‘Beautiful day – particularly for better understanding of SURE and code of expectations.’

We heard valuable insights on how we could improve these workshops, including bringing together other organisations fulfilling the QSM, to further share experiences with consumer and whānau engagement. Comments included the following.

‘Needs more time to fully land consensus.’

‘More targeted and tailored discussions that focus on each region specifically.’

New Consumer Health Forum Aotearoa members

During the workshop, we promoted the Consumer Health Forum Aotearoa and encouraged attendees to join, using QR codes and a shortened URL on display on the presentation slides. From this workshop, we had one new registration to the forum.

Conclusion and recommendations

Overall, feedback from all evaluations suggests the consumer and whānau engagement workshop was successful. This feedback will inform how we design and deliver future events and workshops, helping us ensure they are inclusive and practical and support meaningful engagement with consumers, their whānau and communities. The insights attendees shared on the day also encourage more structured conversations with Health NZ, the Ministry of Health and other key partners to ensure our implementation and reporting processes reflect the current health system environment, including the shift from districts to a single national structure with district, regional and national functions. As part of this, we plan to refine our reporting approach using the SURE framework so it aligns with the new system roles and responsibilities.

We recognise there are areas where we can do better, such as improving the format and process of the QSM.

Recommendations

In response to the feedback and to follow-up with attendees, we undertake to do the following.

- We will collate information from the day and close the loop with attendees.
- We will include other organisations in future events regarding QSM reporting.

We wish to convey our appreciation and gratitude to all speakers, presenters and organisers for contributing their time and knowledge towards this kaupapa.

Appendices

Appendix 1: Consumer brief

Health New Zealand | Te Whatu Ora and Health Quality & Safety Commission Te Tāhū Hauora collaborative consumer workshop

Thank you for confirming your attendance and willingness to contribute to the workshop on Tuesday 16 December 2025, at Rydges Wellington Airport.

Purpose

This workshop is an opportunity for Health New Zealand Te Whatu Ora (Health NZ) in collaboration with the Health Quality & Safety Commission Te Tāhū Hauora (the Commission), the Ministry of Health – Manatū Hauora (the Ministry) and consumer advisors to:

1. Understand the Code of expectations for health entities' engagement with consumers and whānau (the Code of expectations), including the recent review.
2. Clarify purpose and how to use the SURE framework as a planning and improvement tool.
3. Share best practice examples through reporting to the Consumer and whānau engagement Quality and Safety Marker (QSM)

Note: please see more information below about the Code of expectations, SURE framework and QSM.

To ensure that you can contribute to the design of the programme for the day we are sharing this brief and an invitation to provide feedback, questions and ideas for the agenda.

We appreciate your contribution. Please note the short timeframe for responding to consumers@hqsc.govt.nz : the closing time for submitting feedback is **12 noon, Wednesday 3 December 2025**.

Attendees

Consumers

At this stage, nine consumers from Health NZ Regional Consumer Councils (RCC) are attending.

Two consumers from the Commission are attending – one each from the Consumer Advisory Group Te Kāhui Mahi Ngātahi and the Consumer Network Kōtuinga Kiritaki.

Consumers' experience includes lived and living experience of mental health and addictions, disability, youth and rangatahi health, older people's health, rural health, LGBT+ health, Māori health, Pacific health, ethnic and migrant health.

Health Sector

To ensure a consistent approach across organisations, Health NZ staff from the following teams are represented:

- Hauora Māori Services (HMS)
- Consumer Engagement and Whānau Voice (CEWV), Planning, Funding and Outcomes (PFO)
- Office of Chief Clinical Officers (OCCO)

- Population Health, Planning Funding and Outcomes (PFO)
- Te Waipounamu Regional Governance Office
- Te Ikaroa Central Region, Consumer Engagement and Whānau Voice and Quality and Safety
- Waitaha Canterbury Quality and Safety Consumer Engagement Whānau Voice

The Commission staff in attendance include:

- Te Pūkāea Matatika Māori Health and Consumer
- Health Quality Intelligence (HQI)
- Strategic Support and Accountability (SS&A)

The Ministry's Health System Monitoring, Performance and Governance group will have staff in attendance.

The Code of expectations for health entities' engagement with consumers and whānau

The Code was launched in August 2022 and sets the expectations for health entities' engagement with the communities they serve. The recent review of the Code identified the need and opportunities to improve awareness, understanding and accountability.

In the workshop

We will discuss the shared intent and practical implications to enact the Code.

[Read more about the Code on the Commission's website.](#)

[Download copies of the Code in multiple formats.](#)

The SURE framework

SURE stands for Supporting, Understanding, Responding and Evaluating. The SURE framework was developed in 2019 as a measurement tool for consumer and whānau engagement at District Health Boards. The SURE framework was updated to align with the Code following its launch

In the workshop

We will look at how the SURE framework can be used in planning and measurement of consumer engagement and adaptation of the framework to better suit Health NZ and Commission requirements.

You can download the SURE framework in different formats:

[SURE framework: Accessible web pages](#)

[SURE framework: Print-ready PDF](#)

[Sure framework: MS Word format](#)

Consumer and Whānau Engagement Quality and Safety Marker

The Consumer and Whānau Engagement Quality and Safety Marker (QSM) is a self-assessment tool that Health NZ and the Commission are required to submit examples of consumer and whānau engagement to.

The SURE framework is used as the measurement guidance for scoring against the three domains – Experience, Engagement and Responsiveness.

Submissions are received twice each year – at the end of September and March. They are received by the Commission, and a moderation and feedback process is undertaken. The submissions are then shared on a public dashboard hosted by the Commission, and a summary report provided to the Ministry of Health.

In the workshop

We will discuss how to use the QSM to:

- strengthen connections across the patient journey
- promote best practice examples
- identify opportunities and plan for improvement
- inform and inspire consumers, whānau and communities.

[Read more about the QSM](#)

[View the dashboard including the March 2025 submissions.](#)

Workshop activities

We can consider some activities to improve practices, tools and resources to reinforce consumer engagement experience which may include:

- Workflow chart decision tree
- Consumer opportunities expressions of interest (EOI)
- Consumer onboarding and induction processes and recommendations

What are your expectations?

Please review the brief and let us know your feedback based on the purpose and three key areas – the Code of expectations, the SURE framework and the QSM in this brief.

We want your feedback on agenda items or discussions you'd like to have about the Code, the SURE Framework and QSM.

What would you like to take away from this workshop in regards to the workshop activities discussed in this brief?

Send your feedback to consumers@hqsc.govt.nz by 12 noon, Wednesday 3 December.

Appendix 2: Consumer and whānau engagement workshop agenda

Date	Tuesday 16 December 2025
Time	9.00 am to 3.30 pm
Venue	Rydges Wellington Airport
Health New Zealand consumers	Northern RCC Te Manawa Taki RCC Te Ikaroa Central RCC Te Waipounamu RCC
Health New Zealand staff	Northern RCC Chair; Regional Manager CEWV Central Region Quality and Patient Safety Lead Central Region Interim Director Quality and Patient Safety, Waitaha Regional Governance Officer, Te Waipounamu National Chief, Quality and Patient Safety, OCCO CEWV Strategy and Implementation Lead, PFO Director Delivery Services, PFO Senior Advisor Priority Populations, CEWV, PFO Group Manager Iwi Māori Relationships, Performance and Funding, Hauora Māori Service Public Health Physician, Population Health PFO
Commission consumers	Member from Consumer Advisory Group Te Kāhui Mahi Ngātahi Member from Consumer Network Kōtuinga Kiritaki
Commission staff	Director Māori Health and Consumer Senior Consumer Advisor Māori Health and Consumer Advisor Data Analyst (QSM Lead) Health Quality Intelligence Principal Advisor, Strategic Support and Accountability Programme Coordinator Principal Communications Advisor, Communications.
Ministry of Health	Principal Advisor, Health System Monitoring, Performance and Governance Group Senior Advisor, Crown Entity Monitoring Group Manager, Health System Monitoring
Apologies	

Item		
	8.45 am	Arrival coffee/tea – please find your seats in your allocated groups
1.	9.00 am (30 mins)	Mihi, karakia timatanga me te whakawhanaungatanga (in groups)
2.	9.30 am (10 mins)	Purpose and structure of the day and expected outcomes
3.	9.40 am (15 mins)	Connecting relationships for an integrated consumer and whānau engagement approach
4.	9.55 am (15 mins)	The Code of expectations – outcomes of the review A brief history of the QSM and the SURE framework Shared intent and practical implications
5.	10.10 am (20 mins)	Application of the SURE framework – a regional perspective to guide improvement
6.	10.30 am (10 mins)	Recap – key takeaways from the presentations
	10.40 TBC (20 mins)	
7.	11.00 am (60 mins)	<p>Workshop 1: Propose decisions and actions in response to key morning takeaways</p> <ul style="list-style-type: none"> - Applying the SURE framework to a new national health system - Outlining opportunities to strengthen connection across the consumer journey using the QSM - Proposing a QSM reporting approach and responsibilities for the current Health context – district, regional, national and other services across a ‘whole system’ approach - Agreeing the expectations – what we hope to see and the timeframe, as the impact of the SURE framework and QSM on meeting the Code in the current health context?
8.	12.00 pm (45 mins)	Feedback and discussion to broader group and agree decision and actions as a summary of recommendations
	12.45 to 1.25 pm (40 mins)	

9.	1.25 pm (30 mins workshop – 15 mins feedback)	Workshop 2: Exploring opportunities to share and apply the learning from the SURE framework and QSMS across health entities
10.	2.10 pm (30 mins workshop – 15 mins feedback)	Workshop 3: Exploring practical enablers to enhance the application of the SURE framework in supporting consumer engagement within the current health context (e.g. the decision tree)
11.	2.55 pm (30 mins)	Our way forward Recap of expectations of the day – where did we land? Next steps and shared commitments Workshop review, feedback and evaluation
12.	3.25 pm	Whakakapi me te karakia whakamutunga
	3.30 pm	

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New Zealand Government
Te Kāwanatanga o Aotearoa