

Manaaki Health Platform Overview

Intent and current state

Overview

Manaaki Health is developing a mental health platform for Aotearoa New Zealand. The platform is intended to support service delivery, coordination, consent, reporting, and operational oversight across real service environments. It has been designed and documented and is currently in pre-build validation.

Jurisdiction	Aotearoa New Zealand
Scope	Mental health service delivery platform
Current state	Designed and documented. In pre-build validation.
Deployment status	Not yet a deployed production system

1. Purpose

Aotearoa New Zealand mental health services operate across different providers, teams, programmes, reporting obligations, and delivery models. This creates practical pressure around coordination, workflow consistency, consent handling, visibility of service activity, and reporting burden.

The platform is intended to provide a structured operational system that supports day-to-day service delivery while improving transparency, coordination, and auditability.

2. Platform scope

The platform is being designed to support mental health services operating across different teams, programmes, and organisations.

It is intended to support intake, triage, episodes of care, visits, group activity, care planning, consent handling, referrals, outcome tracking, reporting, and user access management.

3. Core functional areas

Area	Intent
Workflows and service delivery	Support structured workflows for intake, triage, episodes of care, visits, group delivery, and related service activity.
Consent and visibility	Support clearer visibility of data-sharing status, opt-in and opt-out settings, and auditability of consent-related actions.
Care planning and clinical support	Support care planning, diagnosis-linked workflows, outcome measures, and clinically relevant service structures.
Waitlists and caseloads	Support waitlist management, service allocation, and caseload visibility across staff, teams, and programmes.

Reporting and outcomes	Support operational reporting, outcome tracking, unmet need visibility, and alignment with funding and service reporting requirements.
Referrals and coordination	Support internal and external referrals, service pathway continuity, and visibility across delivery contexts.
User roles and access	Support role-based access and visibility controls across services and organisations.

4. Governance structure

The platform is structured around a set of core governance requirements.

Consent transparency: consent is intended to be clear, visible, and auditable.

Cultural responsiveness: the platform is being designed for Aotearoa New Zealand service contexts and includes culturally responsive structural considerations.

Clinical usability: the platform is intended to support clinically usable workflows, care structures, and reporting logic.

Contractual clarity: the platform is being designed to support plain-language operational and contractual structures where these affect service delivery and accountability.

Auditability: the platform is intended to support audit-ready records, traceability of key actions, and clearer operational oversight.

5. Architecture approach

The platform is being designed as a modular system to support staged delivery, maintainability, and extension over time.

This is intended to allow functional areas to be implemented, updated, or extended without unnecessary redesign of the whole platform.

Planned future capabilities include Neo4j for graph-based data relationships and pathway analysis, and selected AI support, including large language model functionality, for defined use cases under appropriate governance and operational controls.

6. Current state

The platform architecture and core logic have been defined.

The work completed to date includes platform structure, module scope, governance logic, and system documentation.

The platform is currently in pre-build validation.

It is not yet a deployed production system.

7. Next stage

The next stage is pre-build validation and implementation planning.

This includes external review, refinement where required, and preparation for staged build and delivery.

8. Status statement

Manaaki Health is an independent New Zealand company.

The platform described in this document is in pre-build validation and is being prepared for implementation planning and staged delivery.

Public summary only. This document is intended as a concise overview of platform intent and current state.