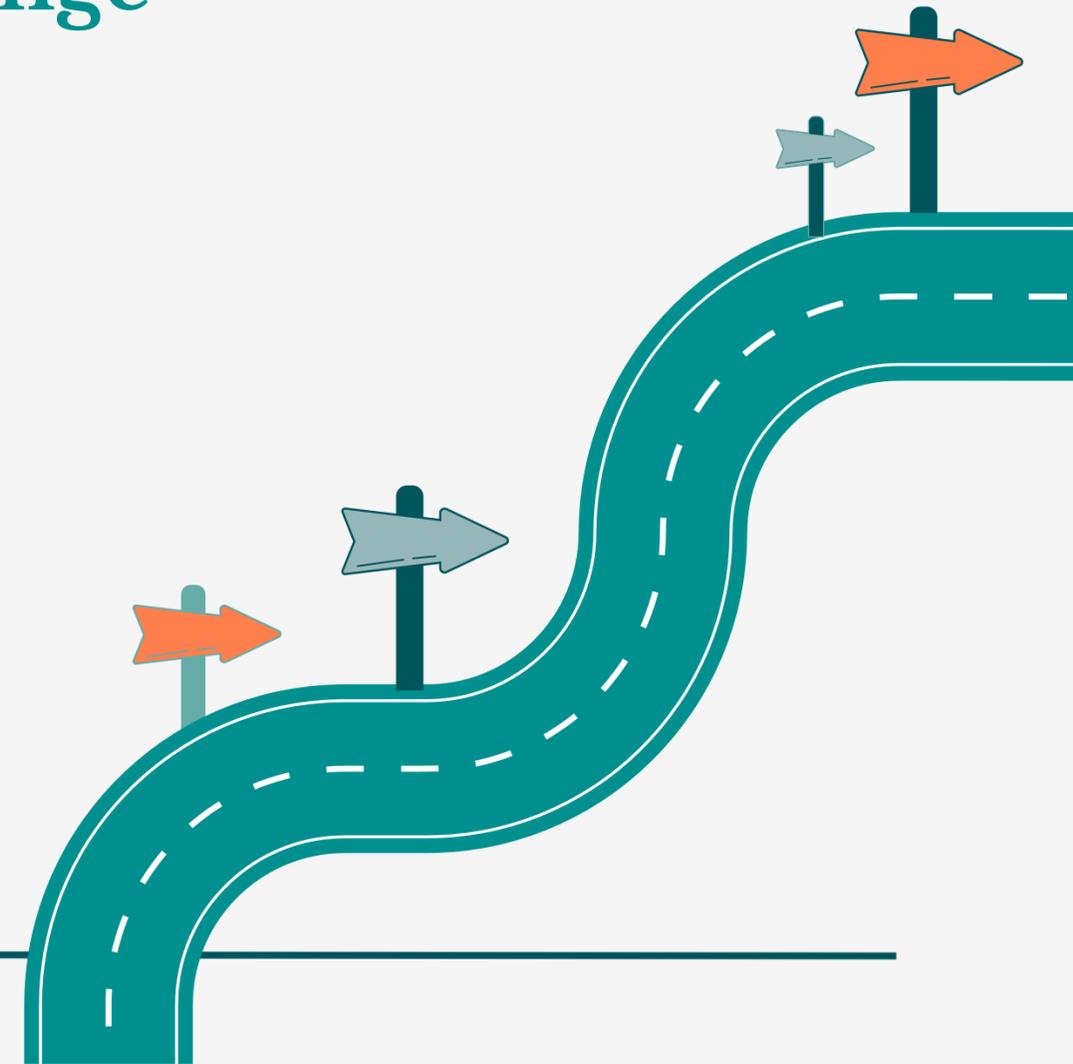


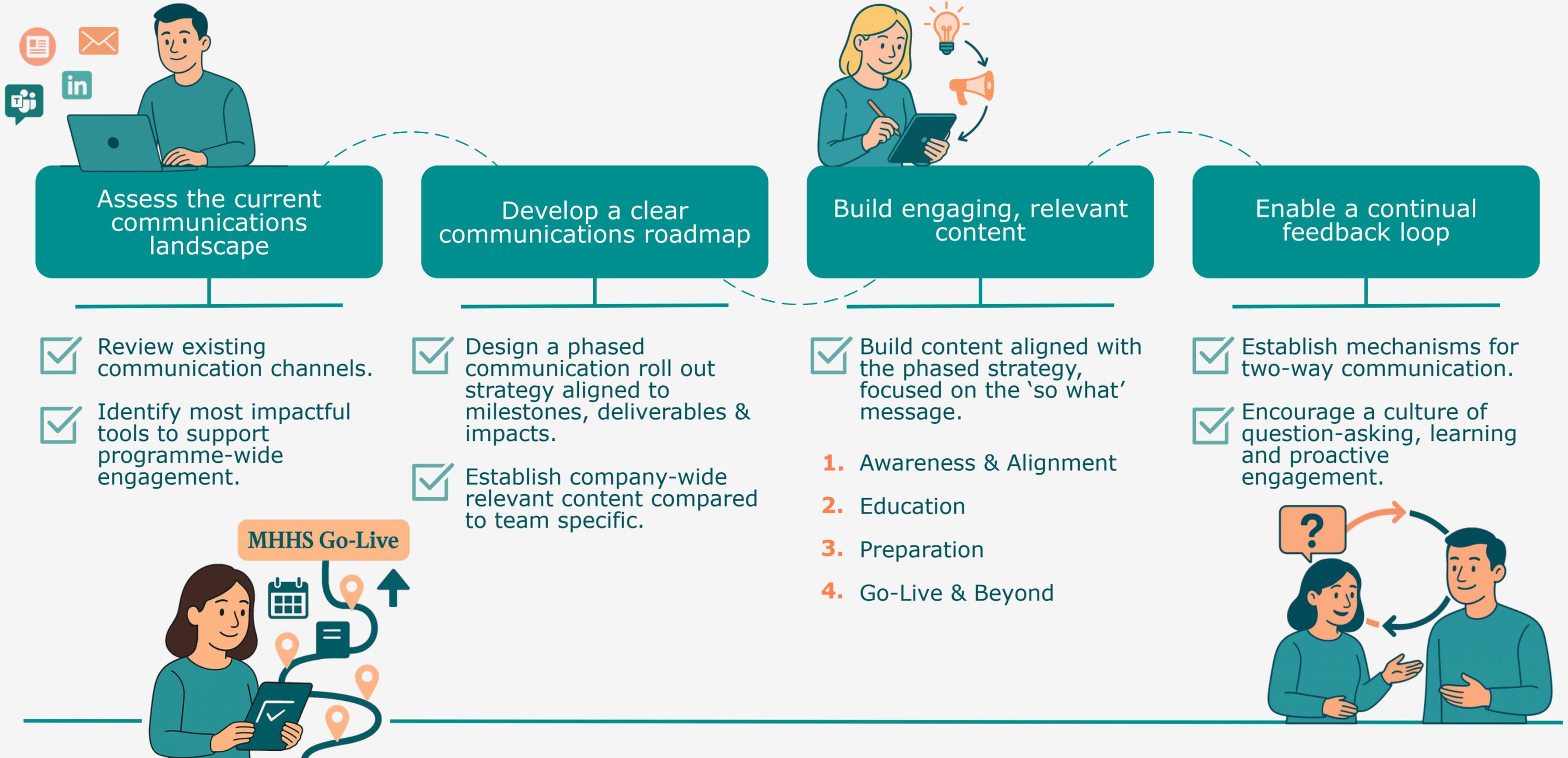
MHHS Engagement Framework

A practical guide to communicating MHHS change with clarity and confidence



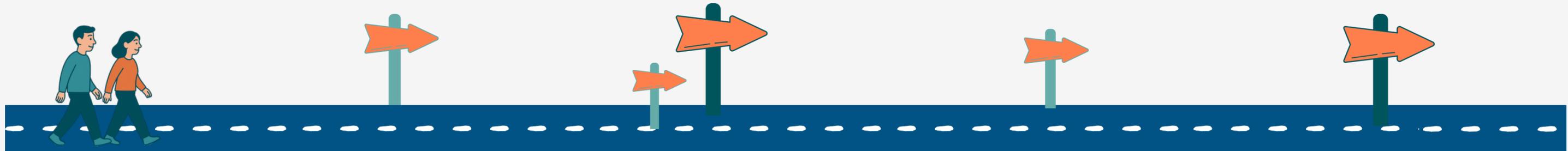
Knowledge is Power

Building visibility and alignment through a phased MHHS communications plan



Clarity Creates Confidence

Take customers on the journey to achieving MHHS readiness



1

Be proactive not reactive with your communications

- ✓ Anticipate customer questions, providing clear, timely and relevant information ahead of need.
- ✓ Use forward-looking messaging to guide customers through each stage of the transition.
- ✓ Monitor engagement to understand which channels are most effective and adjust content accordingly.

2

Instil confidence in your organisation's MHHS readiness

- ✓ Demonstrate progress and preparedness to reinforce trust in your transition approach.
- ✓ Clearly articulate expected changes, potential impacts and the actions being taken.

3

Equip teams to communicate with clarity and confidence

- ✓ Deliver targeted training on the MHHS narrative, key messages and the customer implications.
- ✓ Ensure teams communicate confidently and with a solution-focused approach.
- ✓ Provide concise reference materials to support accurate and aligned frontline conversation.



Preparation Powers Performance

Driving proactive readiness through impact assessments and targeted training



Establish the areas of impact

Conduct a comprehensive process inventory to record all processes across the end-to-end journey.

Establish clear ownership and visibility of all areas affected by the upcoming changes.



Evaluate change requirements

Perform an impact assessment to evaluate complexity, priorities and change ownership.



Update local work practices

Review and refine local procedures to ensure alignment with new requirements and operational changes.

Embed updated ways of working to support the transition and minimise disruption.



Strengthen capability through targeted training

Assess team-level training needs to ensure change can be effectively adopted.

Develop training materials to reflect updated processes and responsibilities.

Kevin Scott | Director



Wherever you are on your MHHS journey, we can help you take the next step.

BFY helps organisations build clarity, strengthen capability and deliver a smooth transition. From strategic planning to operational readiness and risk management, our team brings hands-on experience across every stage of MHHS.

Find out more

