



Lived Experience ADVISORY BOARD

Terms of Reference

“Lived experience, alongside clinical, professional, industry and academic experience is fundamental for co-producing service improvement”

1. BACKGROUND

WHAT IS INNOWELL?

InnoWell delivers digital health solutions to promote mental health and wellbeing and to ensure that people receive the right care at the right time to support their mental health needs. InnoWell Pty Ltd is a joint venture between The University of Sydney and PriceWaterhouseCoopers (PwC), and its philosophy is based on acknowledging the capacity of people to self-determine and self-manage their mental, social and emotional wellbeing needs, with the support of their families, health care professionals and, where relevant, their school, university or workplace.

InnoWell, with the support of the Australian Government, is developing a personalised online system that will better identify the unique needs of system users and then assist in coordinating those care needs with the matched online or face-face services. The system is called the Synergy Online System.

WHAT IS PROJECT SYNERGY AND THE SYNERGY ONLINE SYSTEM?

InnoWell will administer on behalf of the Commonwealth Government (led by the Department of Health) up to 10 research trials across a diverse range of service environments over the next three years. The aim of the trials is to explore, validate and evaluate how new and emerging technologies can improve individual mental health and wellbeing, and ultimately improve the quality and safety of the mental health services that care for people.

These Commonwealth-funded research trials are known as 'Project Synergy'. Each research trial includes co-creation and co-design (participatory design) methods with all potential representative users of the system (individuals, health professionals, service administrators/ management and researchers) before it is implemented within a mental health service. Implementation health science research methods help to continuously and iteratively (re)develop the Synergy Online System over time to better meet the needs of all system users. It will involve InnoWell entering into collaborative partnerships with at least one mental health service provider per research trial.

The research trials will be driven by continuous engagement with people and families with a lived mental health experience. All trials will measure what does and doesn't work with service organisations that are in contact with those most affected on the ground.

INTRODUCTION

In 2017, new and emerging technologies are more commonly being used to achieve mental health service reform.

The right application of digital technology can create opportunities for positive outcomes in many domains of a person's life, including mental health, health, wellbeing and social connectedness; across the ages and stages of life, across diversity, culture, faith and language.

InnoWell is committed to redefining how people with a lived experience are not only involved with, but drive, the design of mental health research, products, services and interventions. To do this, InnoWell is committed to a comprehensive participatory and engagement process that has the largest feasible involvement of people with a lived experience. It is our belief, that:

***21st Century mental health reform must be driven by
21st Century participation and engagement***

2. PURPOSE OF THE LIVED EXPERIENCE ADVISORY BOARD

The **Lived Experience Advisory Board** has two components:

1. Provide expert, balanced, timely advice to InnoWell regarding issues affecting Australians in relation to their wellbeing, mental health, mental ill health and suicide prevention from a Lived Experience perspective.

This includes advice in terms of:

- participatory consultation and collaboration, co-design and co-creation;
 - cultural sensitivity and experiential diversity;
 - recognition of recovery-oriented and rights-based principles;
 - a focus on outcomes and the needs of people with a lived experience of mental health issues, their families, friends and supporters; and
 - provide a forum for identifying current and emerging issues from the perspective of Lived Experience.
2. Forms part of a wider ‘**Core Design Group**’ (**Lived Experience**) - works with others to inform the design, development and implementation of the Project Synergy and InnoWell projects; working closely with both the technology (Product Development) Group and the Research & Development Group (R&D Group).

2.1 STATUS OF LIVED EXPERIENCE ADVISORY BOARD

- This is an Advisory Board and forms part of a ‘**Core Design Group**’ (Lived Experience) of InnoWell
- The Advisory Board does not have the power to incur expenditure
- The Advisory Board does not have the power to bind Project Synergy, InnoWell, or their Board
- The Chair is the public voice on behalf of InnoWell to represent the Advisory Board and the ‘**Core Design Group**’ (Lived Experience)

3. MEMBERSHIP

3.1 REPRESENTATION

The Lived Experience Advisory Board will have a membership that includes representatives from across the lifespan and cross-sectoral mental health Lived Experience expertise (Attachment A).

The Advisory Board membership should not exceed 25 members plus the Chair.

All members must have individual experience of mental health issues, suicide attempt or ideation or experience of supporting those who have mental health issues, attempted and/or died by suicide.

Advisory Board members will be paid for both the Lived Experience Advisory Board meetings and for time invested in working with ‘**Core Design Group**’ functions.

3.2 CRITERIA FOR MEMBERSHIP

Nominees for membership of the Lived Experience Advisory Board must be able to demonstrate:

- Strong community networks and linkages;
- An ability to constructively participate in an advisory capacity;
- An ability to represent a broad range of views that reflect the diversity of the community;
- Good knowledge and understanding of the issues that are relevant to wellness, mental health, mental ill health, suicide prevention and service provision;
- A willingness to contribute positively to meetings in a fair and unbiased manner;



- Individual experience of mental health issues, suicide attempt or ideation or experience of supporting those who have mental health issues, attempted and/or died by suicide.
- An ability to look beyond personal interests;
- Capacity and willingness to exemplify mutual respect for different knowledge and expertise; and
- Capacity to commit to the Advisory Board for the required duration.

Members are appointed on the basis of their expertise and as individuals not as representatives of any organisation or group.

Where relevant, each applicant must provide demonstrable evidence of a satisfactorily completed Police Check and/or Working with Children's Check.

3.3 APPOINTMENTS

InnoWell will advertise nominations for membership of the Advisory Board through diverse mass and social media channels.

Applicants must submit their applications in writing.

Recommendations for membership will be put to the InnoWell Board of Directors for endorsement.

3.4 TERM OF APPOINTMENT

The term of appointment is for one year, which may be extended by up to a maximum period of three years.

Should a vacancy occur during the term of appointment, the appointment to fill the casual vacancy will follow the normal process for appointment.

When an Advisory Board member appointed to the board is absent from three consecutive meetings without an apology to the Chair, their appointment will lapse and they will no longer form part of any quorum requirements. The Chair of the Advisory Board will inform them of lapsed membership and will fill their position on the Advisory Board in the normal manner.

Any Advisory Board Member wishing to resign from the Committee must do so in writing to the Chair.

3.5 TIMETABLE FOR MEETINGS

The Advisory Board is to meet quarterly except during the months of Christmas Recess being December and January.

Extra-ordinary meetings may be called by the Chair of the Advisory Board in consultation with the CEO or COO. The location, date and starting time for meetings will be advised on the agenda.

Notice of all meetings shall be given by the Chair of the Advisory Board (or their delegate).

The Notice of Meeting and Business Papers shall be provided to members at least 7 working days prior to meeting.

3.6 MEETING PRACTICES AND PROCEDURES

Each meeting shall be properly recorded by the taking of minutes.

An action-oriented record of meetings will be kept to assist with coordinating the various arms of work related to the objectives.

Where appropriate, for expediency, business may be conducted through electronic and telecommunications (email, teleconferencing, video links, via website / online channels).

The minutes of the Advisory Board will be submitted to the Project Synergy management team and InnoWell Board of Directors.

The quorum for each meeting will be one half plus one. Attendance by teleconference shall be counted in quorum.

In the event of a tied vote, the Chair can exercise a casting vote.

The Advisory Board meetings will generally not be open to members of the public,

Representatives of the community or other organisations may be invited or requested to address the Advisory Board on matters on the agenda.

Members of the group must declare to the Chair, any interest, potential conflict or apparent conflict of interest in matters that might be considered by the reference group.

How the Lived Experience Advisory Board will manage Conflict of Interest

Conflict of Interest is defined as any instance where a member of the Lived Experience Advisory Board, their employer, partner or close family/ friend has a direct financial or other interest in matters under consideration, or proposed matters for consideration, by the Advisory Board or - to the extent that can be reasonably known - by the broader Project Synergy team. All members of the Lived Experience Advisory Board must disclose to the Chair any situation that may give rise to a conflict of interest or a potential conflict of interest, and seek the Chair's agreement to retain the position giving rise to the conflict of interest. Where a member gains agreement to retain their position on the Advisory Board, the member must not be involved in any related discussion or decision-making process that relates to the identified conflict. An example where a conflict of interest may arise is where members of the Lived Experience Advisory Board are asked to share their views about the selection of future trial partners. Members of the Advisory Board who are directly employed by clinical service organisations may need to be excused from this discussion in order to manage a perceived or real conflict of interest. This scenario would need to be proactively considered by the member of the Lived Experience Advisory Board and the Chair of the Lived Experience Advisory Board, in conjunction with the CEO or COO of InnoWell.

The Advisory Board will have a close working relationship, including combined meetings with the Chair of the Digital Education Advisory Board and Clinical Service Advisory Board and their memberships, to ensure alignment & facilitate cross-committee dialogue; and to provide trial specific advice or as pertaining to generalizability and scalability of the white label product.

REPORTING

- To the CEO or COO of InnoWell;
- To the management teams of Project Synergy and InnoWell;
- To the Project Synergy Project Control Board;
- The minutes of each meeting will be included in InnoWell Board Papers;
- The Chair shall draw any urgent or special matters to the attention of the CEO/ COO of InnoWell as the Advisory Board suggests.



4 CODE OF CONDUCT

Advisory Board members should act in a professional and responsible manner with the information they obtain; the Advisory Board requires openness and honesty to function well. Advisory Board members should feel free to express their opinions and views without fear of recrimination. It is therefore important that Advisory Board members respect each other (often despite differences) and work together to create an open and trusting committee atmosphere.

It is essential for members to accept collective responsibility, and remain loyal to decisions of the Advisory Board, even where they may not have agreed with the final decision.

A breach of the Code of Conduct may lead to the member being expelled from the Advisory Board and/or other appropriate action.

Statement of obligations

The Chair of the Lived Experience Advisory Board is the public voice on behalf of Project Synergy and InnoWell to represent the Lived Experience views. No individuals recruited for Lived Experience engagement have authority to formally or officially represent Project Synergy, InnoWell or speak on behalf of Project Synergy or InnoWell in any public forum or influential platform, such as via social or traditional media without authorisation.

InnoWell may immediately, without notice, terminate the role of individuals' engagement in InnoWell's Lived Experience participation activities if the individual is guilty of serious misconduct, such as (but not limited to) engaging in conduct that causes imminent and serious risk to the health or safety of a person; the reputation or viability of Project Synergy or InnoWell; or being found by InnoWell not to hold all necessary statutory authorisations that were represented to InnoWell.

5 CONFIDENTIALITY AND PRIVACY

Members may have contact with confidential or personal information. If so, members are required to maintain the security of any confidential or personal information and not access, use or remove any information, unless the member is authorised to do so.

6 EVALUATION

The performance and effectiveness of the Advisory Board will be subject to regular evaluation.

7 REVIEW OF TERMS OF REFERENCE

The Terms of Reference for the Advisory Board shall be reviewed in one year from the date of endorsement.

Attachment A- DIVERSITY MATRIX - Members

RECRUITMENT MATRIX																										
MEMBERS																										
NAME	CHAIR	ADULT	ADULT	ADULT	ADULT	ADULT	Youth	Youth	Youth	Youth	Youth	Age d	VE Ts	Indigen	Indigen	Indigen	Indigen									
Jurisdiction																										
18-21 Yrs																										
21-30 Yrs																										
31-40 Yrs																										
41-50 Yrs																										
51-60 Yrs																										
61-70 Yrs																										
71 Yrs and above																										
Ethnicity/ CaLD/ refugee																										
Gender																										
Faith belief																										
City Rural Remote Regional																										
Indigenous (Aboriginal/ Torres Strait)																										
LGBTIQ																										
Co-design/Co-Creation																										
Business or corporate																										
Entrepreneurs hip																										
Organisational development																										
Finance																										
Government																										
Arts/cultural																										
Underserved communities																										
Academia																										
Disability																										
Lived Experience- consumer/ carer/family/addiction/ forensic																										

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