

Project Synergy (2017-20)
administered by InnoWell Pty Ltd

Stakeholder Engagement Plan

1 September 2017

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BY THE DEPARTMENT OF HEALTH

Community Engagement

As per timelines specified in Phase 1 Activity (1 July 2017 to 30 June 2018), Community Engagement commenced on 1 September 2017 (see Attached RFQ).

“21st Century Australian mental health reform requires 21st Century Australian community participation. [Project Synergy] is committed to comprehensive co-creation and co-design that has the largest feasible involvement of people with a lived experience of mental health. Our aim is to approach Community Engagement using a primarily digital strategy that is interwoven with national face-to-face consultation that allows us to optimise diversity, reach and inclusion. We will engage a mix of online and offline strategies to ensure we maximise Australian community participation and allow us to cross check the results between methods.” p.1 RFQ dated 1 September 2017

The intent and purpose of our Community Engagement is to create an opportunity for people with a lived experience to drive, shape and inform the structure of a 21st Century System of Care through our initial consultation, and then a series of rolling trials over three years. Consultation will include both online and face-to-face engagement. We aim to reach more than 10,000 people to create a rich tapestry of experience and input. Our initial Community Engagement work will be independent of our research trials, but will inform them, and is designed to test assumptions relating to:

- Concepts of whole of person, including the intersection between mental and physical health
- Current approaches to support and care – what works and why, **what doesn't and why not**
- Pathways to care, from wellness to clinical care, including support for specific challenges such as suicidality
- The role of lived experience in research and development and how people can be partners rather than just participants
- Medico-legal and ethical issues including the use of data, who owns it and why
- Professional approaches to clinical care and how technology can support this
- Community approaches to clinical care and how technology can support this
- New and emerging technologies and what the future could hold
- Current online support – **what works, what doesn't and how it could be better integrated to reduce duplication and silos to health care**
- The role of families and supportive others in mental health care

This Community Engagement is ambitious in design and aims to advance knowledge, challenge assumptions and test hypotheses. To our knowledge, this Community Engagement will be the largest ever of its kind in Australia, and expressly aims to address technology-enabled mental health service reform.

The proposed approach to the Community Engagement includes:

- Recruitment (via mass news and social media) to the 'Lived Experience hub' of the Project Synergy website
- Integrating an online platform (**within the 'Lived Experience hub'**) to support communications and engagement with the community for the digital strategy
- National face-to-face consultations including up to 20 sessions strategically located across Australia (**10 of which are guided by community expressions of interest via the 'Lived Experience hub'**)

Identified community and stakeholders for this Community Engagement really includes all Australians. However, four populations across the lifespan will guide recruitment and the digital/ face-to-face strategies. These populations include:

- Veteran community (ex-serving and serving personnel as well as their families)
- Young people
- Adults through to healthy ageing
- Young children

Importantly, all four populations must be inclusive of:

- Rural, regional, remote locality
- Indigenous culture
- Culturally and linguistically diverse culture
- Refugees
- Disability
- LGBTIQ+
- Peak bodies such as education & training, workforce

Cross-sectionally, all sessions (digital/ face-to-face) will include:

- Individuals with a lived experience of mental illness
- Support network of people with a lived experience of mental illness
- Health professionals, service providers, policy makers, academics/ researchers

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