

National Community Consultation Program

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BY THE DEPARTMENT OF HEALTH

Prepared by:

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

Guiding principle agreed at the inaugural Lived Experience Advisory Board, meeting October 2017

Overview

Conduct a National Community Consultation that is led by lived experience to explore and gain insight in to the following question:

How might digital products and engagement change the way people experience their mental health care and wellbeing?

This will include exploration of how technology-based solutions could improve mental health and individual experiences of mental health care. There is a need to better understand how technology could make things better in order to learn about new ways to deliver better health outcomes through system reform.

This document sets out how we will take the Lived Experience Advisory Function (LEAF) model and National Community Consultation co-design framework and translate it into a meaningful National Community Consultation Program (NCCP).

Purpose

The intent and purpose of the Project Synergy National Community Consultation activity is to create an opportunity for people with a lived experience to drive, shape and inform the future of mental health care in Australia. Consultations will include both digital and face-to-face strategies with individuals with a lived experience of mental illness and the support network of people with a lived experience of mental illness.

The approach to community consultation and engagement includes:

- Recruitment of participants via channels appropriate to the engagement method, including where suitable, news and social media, networks and communities of LEAF members, sector and stakeholder engagement;
- Providing a digital platform to support communications, consultation and engagement with community and stakeholders for the digital strategy. #drivingchange
- National face-to-face workshop based consultations and community engagement activities strategically located across Australia.

Objectives

The key objective of the National Community Consultation activity is to better understand the Australian community's view on the use of digital mental health technology and related service reform using an approach that has been designed to optimise diversity, reach and inclusion.

Target Audience

The identified community and stakeholders for the consultation and community engagement includes all Australians. In particular individuals with a lived experience of mental illness and the support network of people with a lived experience of mental ill health.

However, the following priority populations groups will guide recruitment and the digital/ face-to-face strategies:

1. Veteran community (ex-serving and serving personnel as well as their families)
2. Young people
3. Adults through to healthy ageing
4. Young children
5. Aboriginal and Torres Strait Islander people

Priority areas of diversity include:

- Rural, regional, remote locality
- Culturally and linguistically diverse cultures
- Refugees
- Disability
- LGBTIQ+

Intended Outcomes

- An understanding of the Australian community's perspective on mental health, technology and service reform.
- A standard, easy to follow and replicable process for engaging people with lived experience in the design of mental health and community consultation research projects.
- Increased understanding of the requirements for culturally appropriate and accessible technology.
- An engaged, online lived experience community that are willing to participate in research and add value (#drivechange).
- Identification of potential features/functionality to include as part of the InnoWell Platform and or other eHealth products.

The National Community Consultation Model

The InnoWell LEAF model and NCC co-design framework underpin the National Community Consultation Program activities.

The LEAF model is a collaboratively refined model of engagement to better support co-design. The LEAF is made up of a diverse group of lived experience champions. They work together to identify current and emerging issues while sharing advice, guidance and recommendations to build digital products that improve and reform mental health care. LEAF members provide advice, guidance and recommendations from a lived experience perspective (See below LEAF Model).

This model of engagement and framework was co-developed over Phase I of Project Synergy in order to produce genuinely LE designed and led engagement activities along a timeline that sits alongside the trials thus maximizing potential to continue to develop and enhance Project Synergy and to meaningfully engage with people within the mental health space using a mix of face to face and digital methods.

It is a model that's financially viable, operationalises meaningful lived experience engagement and covers a broad range of diversity (See below Community Consultation Co-Design Framework).

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A collaboratively refined model of engagement to better support shared understanding and co-design

InnoWell has established a new Lived Experience Advisory Function (LEAF) made up of a diverse group of people who can champion the views of those with a lived experience. The LEAF members work together to identify current and emerging issues while sharing advice, guidance and recommendations to build digital products that improve and reform mental health care. With a passion for mental health service reform these champions have a lived experience of mental health, suicidal ideation and/or attempt, or are families and support people. They come from across Australia, are representative of a range of diverse communities, are well connected, and can participate in various activities where they can share provide advice, guidance and recommendations from a lived experience perspective.

The LEAF contains two complementary advisory groups, a Working Group and Panel

Working Group

Made up of 5-10 people responsible for co-designing community engagement with support from the communities they represent and the broader panel members. This small group are demonstrated leaders in their communities and networks. They represent key cohorts in the lived experience community and act as a bridge between InnoWell and the wider community. The group meet on a monthly basis in facilitated sessions.

The group ensure InnoWell works with the lived experience community in a respectful and meaningful way which maximises the opportunities for collaboration and reform. The role of the working group is listed below.

- Listen and engage broadly with communities to identify areas of concern and issues.
- Share their knowledge and understanding of local service providers, peer support networks, and barriers to accessing mental health care.
- Identify pathways to reach communities in appropriate and meaningful ways.
- Draw on networks to assist in recruitment.
- Consolidate information and identify key insight.
- Develop new ideas and test new products and system changes.
- Foster connections and communications with their fellow champions on the Panel.

Panel

The Panel will provide expertise, depth and input to the work of Project Synergy across the National Community Consultation. They will be given opportunities to represent their diverse communities throughout the community engagement, product development and testing phases according to their individual areas of interest and expertise. The opportunities could include:

- Building community engagement on various forms of digital media
- Presentations and representation at appropriate forums/conferences

The Working Group will liaise closely with the Panel across the National Community Consultation and receive regular updates in relation to upcoming engagements, progress and outcomes from previous engagements.

Digital channels will be used to help facilitate online forums that keep all champions part of the process. The channels will help foster connections and build community spirit between members.



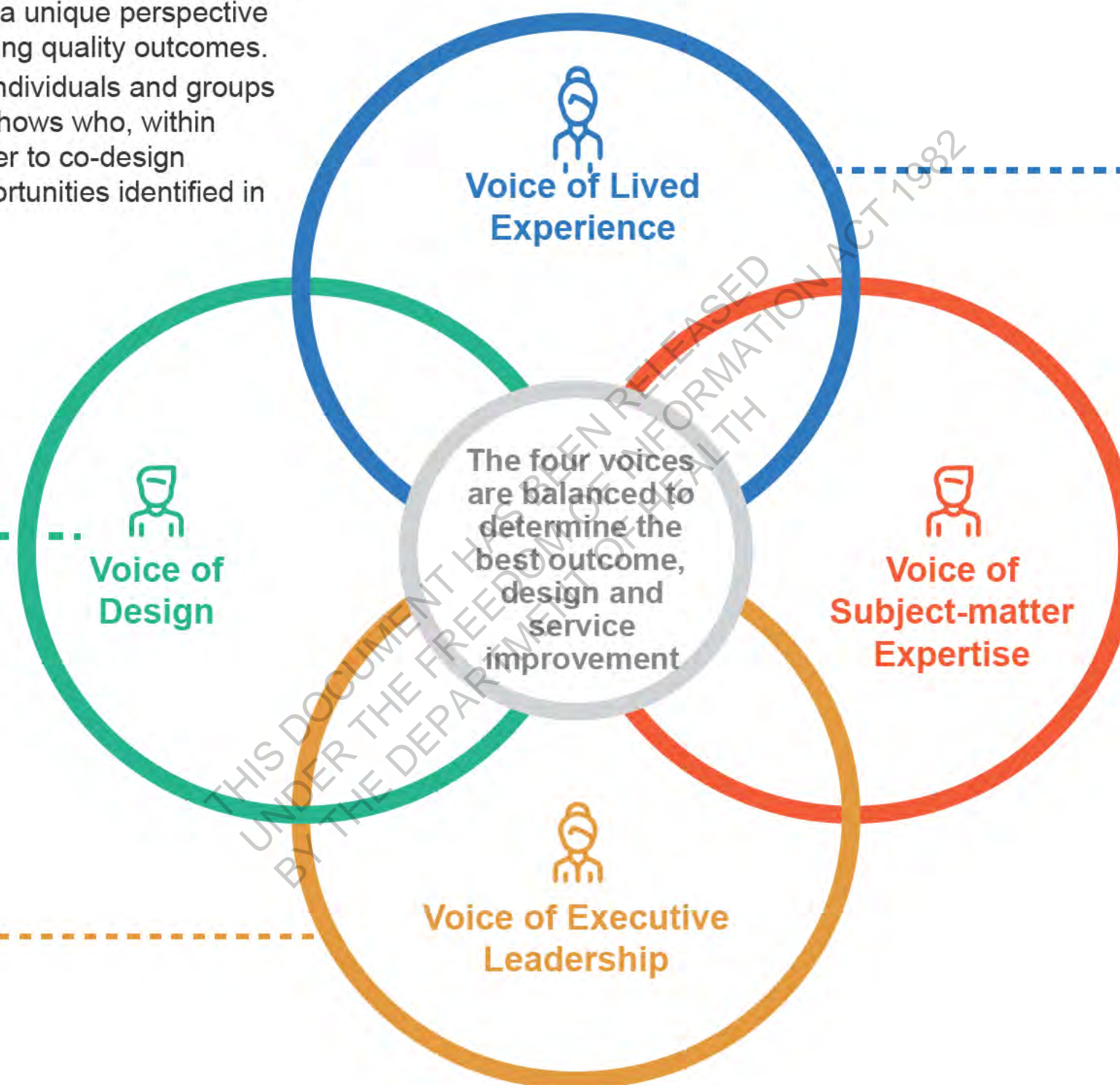
Supported through digital platforms

Community consultation co-design model

This model is designed to illustrate the four voices within InnoWell that will collaborate on the National Community Consultation. Each voice brings a unique perspective and equally contribute to delivering quality outcomes. This model does not represent individuals and groups external to InnoWell but rather shows who, within InnoWell, needs to come together to co-design solutions to challenges and opportunities identified in engagement activities.

The voice of design is made up of product management who are responsible for product requirement gathering, planning, forecasting and production.

The Executive Leadership set the business direction and bring the strategic view of InnoWell to the project. They are ultimately accountable for the outcomes being delivered. They ensure other voices are appropriately supported, resourced and funded.



Lived Experience Advisory Function bring the voice of people who have a lived experience of mental health. Their role is to identify current and emerging issues from the perspective of lived experience while providing advice, guidance and recommendations.

Subject-matter experts bring the voice of InnoWells' academic, clinical and technology expertise. Their role is to provide guidance throughout the project and provide input from past experience and learnings and current Trials.

National Community Consultation Framework

We have created a framework to illustrate how the four voices will meaningfully engage with people within the mental health space through a mix of face-to-face and digital methods.

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How the voice of lived experience supports and drives the NCC activities

The voice of lived experience is embedded in each stage of the co-design framework which utilises a six-step process:

Step 1- Gather questions: Contribute to the questions that will form the focus of community consultations.

Step 2 - Develop discovery intent: Participate in areas specific to their areas of expertise and experience.

Step 3 - Community engagement and online discovery: Support community engagement activities at appropriate forums/conferences/events.

Step 4 - Making Sense: Support interpretation of community engagement activity findings.

Step 5 - Generating ideas and concepts: Development of appropriate ideas and concepts.

Step 6 - Developing, prototyping and testing: Provide feedback, in resulting prototype development, user testing, or reports.

These steps are repeated throughout the consultation to develop the engagement intent and approach and provide an opportunity for LEAF members to contribute to the development of new ways to deliver better health outcomes through system reform, broad policy reform, and digital solutions and service improvements.

The voices of lived experience work collaboratively to identify current and emerging issues while sharing, advice, guidance and recommendations to build digital products that improve and reform digital mental health care.

The LEAF Working Group meet monthly over the course of the project and use the co-design model to prioritise and co-develop engagement activities at each phase of the timeline. LEAF Working Group members act as champions and bridges to their communities to maximise reach of the project and in order to bring back the most current information of the views of their communities in relation to facilitators and barriers to use of technology in mental health.

NCC engagements and questions are prioritised, designed and executed by the LEAF Working Group with the support of the broader Panel, primarily using a digital strategy that is interwoven with face-to-face consultation as a means to optimise diversity, reach and inclusion of the Australian community. Internal and external facilitators will be utilised in accordance to the needs of the population and the method of engagement.

Recruitment strategies

Include a mixture of the following:

- Social media dissemination
- LEAF member networks and communities
- Sector and stakeholder networks
- other channels tailored to suit the community and target audiences

Engagement Methods

The below table describes the foundation principles of the Lived Experience Advisory Function at InnoWell and they extend to everything that we do as part of the National Community Consultation (Table 1).

Principles of Engagement		
Empathy & Compassion	Patience	Honest
Respect	Active Listening	Understand the best ways to work together
Constructive communication	Equality	Transparency & accountability
Recognition of diversity	Reciprocity	Equity

Table 1. Principles of Engagement

One or more of the following methods of engagement will be utilised for each activity, dependent on stage or phase of the consultation (see Table 2 for summary).

Digital strategies

- Digital community engagement activities
- Digital engagement surveys, polls or submissions
- Private Online Forums
- Project Synergy Website
- Digital Engagement Platform

National face-to-face consultations

- These in-person workshops will be conducted in a range of locations including urban, rural and remote, trial site populations and other targeted diverse communities

National in-person community engagement events

- These will be conducted in a range of locations including urban, rural and remote, trial site populations and other targeted diverse communities.

Target Group Engagement Strategies

An approach to engaging with priority communities has been developed to ensure that appropriate consideration has been given to diverse populations across Australia, as research and experiences highlight the need for a strategy that doesn't undertake an approach of one size fits all.

The key questions to explore include:

- If we engage with this community what's important to know?
- What would successful engagement with this community look like? How would we know it was successful?
- Who do we know/ how could we engage with them?
- What methods are appropriate if we are trying to understand more about this community?

The information will inform, shape and lead the engagement to ensure not only mental health safety but also cultural safety and protocols.

	Method	Rationale	Total Number	Locations	Examples
Digital engagement	Digital engagement poll questions	Regular engagement with target audiences on LE reform and needs.	Monthly	Online	<ul style="list-style-type: none"> • What does meaningful engagement look like to lived experience? • How should LE be involved in the governance and delivery of services? • What are the barriers?
	Digital community engagement activities	Answering specific questions from 4 voices	8	Online	<ul style="list-style-type: none"> • Running activities concurrently to face to face workshops or events. • Specific activities which are promoted via networks and stakeholders. • Opportunities for people to see what happened with their initial input and give further input into iterations.
Face to face workshops	In-person workshops	Facilitated	6	1 x rural remote 1 x Sydney 4 x elsewhere	<ul style="list-style-type: none"> • How might digital solutions improve the way that people experience their mental health care? • Target hard to reach and diverse populations.
Attending existing events/ opportunities	In-person community engagement events	Networking promote community awareness Gather community thoughts, feedback, perspective	6	Depending on timeline and needs of the project	Attending specific community events e.g. STOMP 2018 Veterans Family Day

Table 2. Methods and examples of engagement

National Community Consultation Activities and Expected Timeframes

Activities	Expected Timeframe and status
Phase 1	
Act v ty: Bu d framework, engagement p atforms, prep, foundat ona work. Deve op a co-des gn mode for ved exper ence ed nat ona CC framework and commence consu tat on act v tes:	March - November 2018 Comp eted
• Co-des gn sess ons LEAB March and June Meet ngs	March 2018, June 2018 Comp eted
• Format on of the LEAF and NCC co-des gn framework	June - Ju y 2018 Comp eted
• Project Synergy Steer ng Comm ttee presentat on and nput	August 2018 Comp eted
• F rst meet ng LEAF Work ng Group to test framework	September 2018 Comp eted
• Draft DOH de verab e - foundat ona work and tme ne	October 2018 Comp eted
In-Person Commun ty Engagement event (STOMP2018 - VETS)	November 2018 Comp eted
Soc a Med a Strategy updated to a gn w th NCCP	October - November 2018 Comp eted
D g ta P atforms content deve oped	September - November 2018 Comp eted
Subm t Nat ona Commun ty Consu tat on Program to DoH	November 2018 Comp eted
Phase 2	
Run engagement act v tes a ongs de:	November - December 2018 P ann ng commenced
• VVCS Tra - Sydney Veteran Commun ty - go ve November 2018	
• NCPHN Tra - expected go ve date	
• Butterf y Foundat on tra - expected go ve date	
• Product Deve opment Roadmap	
D g ta Engagement Po Quest ons - n re at on to menta hea th reform and phase	Month y from Dec 2018 P ann ng commenced
Soc a Med a strategy	Commenc ng January 2018
LEAF Work ng Group meet ng d vers ty workshop act v ty	February 2018
D g ta Commun ty Engagement act v tes 3X	Commenc ng March 2018
In-Person Workshops 3X	March - June 2018
In-Person Commun ty Engagement Event 2X	Apr - May 2018
Phase 2 Summary Report	June 2019

Activities	Expected Timeframe and status
Phase 3	
Run engagement activities alongside: <ul style="list-style-type: none"> Adult Stepped Care trial TBC Healthy older adults trial TBC Child trial TBC Product Development Roadmap 	July - September 2019
Digital Engagement Pilot Questions - monthly intervention to mental health reform and phase	Monthly from July 2019
Digital Community Engagement activities 3X	July - November 2019
In-Person Workshops 3X	July - November 2019
In-Person Community engagement events 2X	July - November 2019

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