

## Project Synergy's Community Consultation summary

The Project Synergy Community Consultation activity aims to provide an opportunity for the Australian community to drive, shape and inform technology-enabled mental health services reform in Australia. This includes engaging with people who have a lived mental health experience, their supportive others, health professionals and more. We believe that this element of Project Synergy will be fundamental to our mission of providing better access to and better quality of mental health care in Australia.

A core aspect of the Community Consultation activity is the engagement of Project Synergy's Lived Experience Advisory Board (Advisory Board). We plan to work with the Advisory Board - with input from the Department of Health and InnoWell's Product team and procured Research & Development team – to set the bar for how people with a lived experience drive mental health service reform. This will build on previous successes in projects such as the Department of Health's 'Head to Health' initiative.

There are five main elements of Community Consultation that the Advisory Board is being asked to engage with and provide input into:

1. **Defining successful community consultation** – Exploring and understanding what meaningful community consultation looks and feels like from the perspective of lived experience, so that we can plan (and evaluate) community consultation through this lens.
2. **In person workshops** – Exploring the scope, planning and running of co-facilitated workshops across Australia to give people the opportunity to inform and engage with Project Synergy.
3. **Digital engagement** – Exploring an online engagement strategy that will complement the in-person workshops.
4. **Digital channels** – Inputting into the design and development of the Project Synergy website and online engagement platform, Engagement HQ.
5. **Content and recruitment** – Exploring the types of questions that lived experience would value being considered in face to face and online consultations, and developing strategies for how we best recruit people to engage in consultations.

The entire Lived Experience Advisory Board will be involved in aspects of the above listed elements, and specific components of this work will also be undertaken by sub-groups of the Advisory Board. For example, two sub-groups have already been identified - the Digital Channel Development Group and the Content and Recruitment Group - but other sub-groups will also be formed to lead in areas such as coordinating networks and structuring in person consultations. Each of these sub-groups will typically involve 3-4 Advisory Board members who will be responsible for liaising with the broader Advisory Board to gather feedback and progress thinking outside of Advisory Board meetings. Long term, it is intended that all sub groups will merge into one overarching Community Engagement Leadership Group as the project progresses.

## Department of Health and Community Consultation

As we prepare for the Community Consultation activity, we seek to explore and clarify the following with the Department:

- What does successful Community Consultation look like to the Department of Health?
- What questions are important to ask in the Community Consultation from the Department's perspective?
- What are the Department's plans for the Fifth National Mental Health Plan? How could the Community Consultation support this, if at all? What are implications of this support to the scope, resourcing and budgeting of the Community Consultation activity?
- How can we best engage the Department in this significant and 12 month+ activity?

s 47G

THIS DOCUMENT HAS BEEN RELEASED  
UNDER THE FREEDOM OF INFORMATION ACT 1982  
BY THE DEPARTMENT OF HEALTH

## Project Synergy Website and EngagementHQ

### Phase 1 Website

Digital Garden has been contracted to deliver Phase 1 of the Project Synergy Website. Phase 1 of the Website includes the creation of an information portal that provides a direct link to the real time lived experience and community consultation platform, EngagementHQ, and access to key areas of content including Project Information, Clinician Hub and Lived Experience Hub.

The Project Information component of the site will include the public performance dashboard reflecting Project Synergy's activity status, performance against agreed KPIs, technical reviews, end user reviewed case studies/user journeys and communication on the validated applicability of trialled solutions across different settings and services. This component of the website will be updated monthly as required.

Work on the Phase 1 Website commences on March 19 2018 with a preliminary UX and Technical Workshop. This workshop will be attended by representatives of InnoWell's Lived Experience Advisory Board, R&D and Product Teams. Phase 1 is estimated to be completed in 3-4 months following the preliminary workshop. A detailed timeline will be developed post the preliminary workshop.

### Interim 'Barebones' Website

A barebones interim website will be launched as part of the Community Consultation activity. This site will be the EngagementHQ platform and include basic project information. The look and feel of this site will be developed with members of the Lived Experience Advisory Board. It is estimated that the interim website will launch in May 2018.

The purpose of the interim website is to accelerate the building of public awareness of Project Synergy and to enable the Community Consultation activity to commence prior to the launch of the Phase 1 Website in June 2018. Following the launch, the interim website will be updated to a) link to the Phase 1 Website and b) focus solely on Community Consultation.

### Phase 2 Website

Phase 2 for the Project Synergy Website includes creating an Education, Training and Development hub. Scoping for this work will commence post completion of Phase 1, at which point it will be assessed whether to update the Phase 1 website or to create a separate website.

### EngagementHQ – Project Synergy's Online Engagement Platform

The Community Consultation activity will utilise an online engagement platform, EngagementHQ. This tool is used by over 200 organisations in Australia, New Zealand, Canada, United Kingdom and the United States and provides access to a range of 8 engagement tools, including:

- Moderated Discussion forums
- Ideas / Brainstormer
- Guest book – to leave comments
- Surveys / Forms / Submissions
- Quick polls
- Dynamic questions and answers
- Story collection tool
- Places / Interactive mapping

We believe that Engagement HQ will complement the in-person workshops that are hosted across Australia.

#### Indicative timelines for discussion

Date	Task
March 14	Lived Experience Advisory Board Meeting
March 19	Project Synergy Website Workshops
WC April 3	Digital Channel Development Group Meeting 1 LE Content and Recruitment Group Meeting 1
WC April 10	Draft Community Consultation Communication Strategy Phase 1 Website Design Concepts Review 1
WC April 24	LE Content and Recruitment Group Meeting 2 LE Digital Channel Development Group Meeting 2 Finalise Community Consultation Communication Strategy Phase 1 Website Design Concepts Review 2
WC May 1	Interim 'Barebones' Website (EngagementHQ) Launch Launch Project Synergy Social Media Channels Release Community Consultation Survey #1 and Polls
WC May 8	Phase 1 Website Design Concepts Review 3
WC May 22	LE Content and Recruitment Group Meeting 3
WC May 29	LE Digital Channel Development Group Meeting 3
June TBC	Lived Experience Advisory Board Meeting
June 30	Interim or Phase 1 Website Launch Update EngagementHQ Site

Note. The above timeline has been presented for discussion purposes only; it is not exhaustive