

LEAF NCCP: END OF PHASE 2 SUMMARY REPORT

The purpose of this document is to give a brief summary of Phase 2 InnoWell National Community Consultation (NCCP) engagement activities and learnings. Including, where we went, who we spoke to, what we learned, what we did with it, and how that has informed and influenced our Phase 3 Activities Timeline.

Overview

The InnoWell NCCP is lived experience led community consultation that uses both digital and face-to-face strategies to engage with individuals with a lived experience of mental ill health and the support networks of people with a lived experience of mental ill health, across the Australian community, in an effort to to optimise diversity, reach and inclusion and thus ensure a rich tapestry of experience and input to inform the building and implementation of the Platform.

What we learn via these engagements is then fed back through a co-design framework and used to inform one or more of four streams of outcomes:

- Digital Product development (improvements, enhancements and/or new features)
- Implementation related service level improvements
- InnoWell governance, processes and procedures improvements
- Presentations, reports or publications that contribute to the broader mental health policy reform agenda.

Phase 2 of the NCCP ran from November 2018 to June 2019, during which time we met all of our DoH deliverables, influenced outcomes in 3 delivery streams of the NCCP co-design framework, and used the operational learnings to inform the Phase 3 Activities Timeline planning.

Where we went in Phase 2

Between November 2018 and June 2019, the LEAF working group held six in person meetings and round table forums with the InnoWell executive voices of co-design. Utilising the NCCP co-design framework, designed, planned and ran 4 digital engagements, 2 community engagement events, and 3 in-person consultations across Australia.

NCCP Phase 2 Snapshot:

People we engaged with In person = 108 Digital = 37 Additional postcards back from Broome/Kimberley community = 22	Places we went Sydney Melbourne Broome Derby Brisbane	Lived Experience led = 100%
Total = 167 people	Priority population groups + areas of diversity reached Veterans and their families Aboriginal and Torres Strait Islander people, Youth, LGBTQI+, across the lifespan (adults through to healthy ageing, remote, rural)	Streams of outcomes influenced so far Product Implementation Innowell

All engagement events were designed, led and facilitated by members of the Lived Experience Advisory Function (LEAF) working group (WG).

Face to Face Engagements

s 47F led and facilitated two diversity workshops in Sydney. The key focus of these being access to mental health services across a variety of individual user journeys, especially pertaining to trust.

s 47F led and facilitated two community workshops in Broome. These focused on the specific needs of Aboriginal and Torres Strait islander people in remote communities; the common barriers to accessing service; how a digital solution might be of value; and, what it would need to look like in order for this community to use it.

s 47F led and facilitated a Veteran specific workshop in Melbourne. They engaged with a snapshot of members of the Veteran community across different ranks and backgrounds about their lived experiences. They explored what barriers Veterans face in accessing service and how a digital solution might improve their mental health and individual experiences of mental health care.

For full reports see Appendix 1

Community Engagements

We conducted a total of 2 community engagement events over Phase 2.

1. Three LEAF members and one Open Arms Implementation team leader held a stand at and participated in a Veterans Family Day in Brisbane.
2. s 47F supported by s 47F spent a day engaging with the community of Derby Western Australia.

For full reports see Appendix 1

Digital Engagements

Digital engagements were launched in December 2018 and January 2019 via a small set of quick poll questions. These were followed up in March 2019 with a 'soft launch' of Digital Survey 1: "Understanding the needs of people with lived experience". This survey was sent out to WG members trusted networks only, in order to further test the Digital Engagement Platform (DEP) useability and process.

We used the learnings from this survey to co-develop and launch our second digital survey: "Who do you trust with your mental health information", which was open on the DEP from May until July 2019.

For digital engagement overview report see Appendix 1.

What we heard from the voices of lived experience in Phase 2

Across all of our engagements with Phase 2 target audiences and priority populations, both in-person and digital, we learned about different kinds of user journeys, how different communities and populations groups gain access, what barriers they face when they are seeking access and what makes them trust a service or an online solution. We have collected answers to the baseline questions from each engagement, to be aggregated into the final NCCP Report June 2020.

How this has been utilised to date?

All Phase 2 engagement reports were reviewed at the June WG meeting and a facilitated session was held to itemise learnings and organise them into the four delivery outcomes streams listed in the NCCP co-design framework (Refer to National Community Consultation Phase 2 Review: 4 Delivery Stream Recommendations: September 2019 report Appendix 1)

All Platform related feedback and learnings were delivered to the Product Development team who included it as inputs into product development re-engagement working group. It



was concurrently utilised by an internal language, tone and tenor co-design working group who used it to inform the co-development of a language style guide, framework and 360 fidelity check of all current content. Both of these bodies of work will further optimise the Platform.

Learnings were additionally used to inform the NCCP Phase 3 Activities Timeline. Specifically, adding peer workers and language as additional areas of focus in Phase 3; and adapting our digital strategy to include one main and one sub-survey to run across the entirety of the activity timeline. Surveys will additionally be translated into languages other than English in order to better reach diverse communities.

What we learned in Phase 2 from an operational perspective

We were able to 'road test' each type of engagement: digital, in-person consultation, community engagement event; identify barriers to engagement; and, test the NCCP co-design framework.

s 47G

How we will adapt to address these learnings:

Digital engagements:

Rather than multiple digital surveys and monthly polls, we have co-developed one central survey to incorporate all themes and guiding questions and one language focused sub-survey to run alongside Phase 3 face to face engagement activities. This will give us the ability to concentrate and maximise LEAF efforts over a defined time period, rather than dilute awareness and reach. Both surveys will be translated into languages other than English, in order to better reach diverse populations in a culturally appropriate manner.

Internal processes:

Internally we have developed and refined systems and templates to simplify and streamline processes going forward into Phase 3.

Community Engagements:

Peer workforce and exploring language from a lived experience perspective have been added to our community engagement activities in Phase 3. We also are actively seeking additional opportunities to collaborate and engage more closely with key sector stakeholders and their lived experience networks. Thus increasing sector awareness and engagement.

Communication strategy:

Continue to strive to increase, maximise and iterate our communication strategy over Phase 3. Measures to support this will include developing a video filmed during the August WG meeting; exploration of possible expansion of social media channels utilised in Phase 3; and broadening communications strategy to include the LEAF distribution of hard copy baseline question postcards to strategic communities and populations. A LEAF member has been engaged to focus on optimising digital engagement over this period.

Optimising Internal and LEAF engagement:

In order to continue to improve and optimise internal LEAF and InnoWell engagement, we are continually working to improve transparency, communication and awareness internally. We have identified opportunities to conduct upcoming engagements which will enhance implementation partnerships and the co-design process at trial sites. Specifically with the Older Persons and the Institute of Urban Indigenous Health (IUIH) Trials. A LEAF Panel check in survey has identified additional ways to improve LEAF internal engagement and sense of community, these will be implemented early in Phase 3.

Phase 3 Engagement Activity Timeline

Phase 3 of the NCCP commenced July 2019 and runs until March 2020. As mentioned above, it includes [one main digital survey](#) (live as of September 2019) and a further sub-survey to be released following a language workshop in November.

Activities planned include engaging with: family and carers, people from culturally and linguistically diverse, refugee backgrounds, LGBTIQ+ communities; people with a disability, children and older people, and members of the peer support workforce. We will also be exploring language around mental health from a lived experience perspective. All findings will be reviewed between April and May 2020 and a final report for both the Department of Health and community stakeholders will be released in June.

To view the Phase 3 Activities Timeline please refer to Appendix 2.

Appendix 1

Phase 2 Engagement Activities Completed				Page
In person Consultation	Sydney	2 x diversity workshops	Report	1 - 24
In person Consultation	Broome	2 x community focus groups	Report	25 - 52
In person Consultation	Melbourne	Veterans Workshop	Report	53 - 71
Community Engagement	Brisbane	Veterans Family Day	Report	72 - 81
Community Engagement	Derby	Community Engagement activity	Report	82 - 87
Digital Engagement	National	Survey	Digital overview Report	88 - 98
Digital Engagement	National	Survey		
Digital Engagement	National	Poll questions		
National Community Consultation Phase 2 Review: 4 Delivery Stream Recommendations: September 2019 report			Report	99 - 101

Appendix 2

Phase 3 Engagement Activities Timeline			
Digital Engagement Survey	National	Main Phase 3 Survey - themes + guiding questions. To be translated into languages other than English.	Live
In person Consultation	Melbourne	Support Person Focus Groups (including Support Person Ageing Support Person Veterans)	Sept/October 2019
In person Consultation	Adelaide	CALD and Refugee community workshop	October 2019
Community Engagement	Newcastle	Language focus group	November 2019
Digital Engagement	National	Sub-survey - mental health language To be translated into languages other than English.	November 2019
Community Engagement	National via NSW	Peer workforce focus group	November 2019
In person Consultation	Brisbane	2 x IUIH workshops with Children and older people	December 2019
In person Consultation	Sydney	Disability	Feb 2020
Community Engagement	Tasmania	LGBTQI+	Feb 2020
LEAF WG Review all NCCP engagement activities			April - May 2020
Final Report to the Department of Health			May - June 2020
Report to the Community and Stakeholders			May - June 2020
National Community Consultation close			June 2020