



ACTIVITY WORK PLAN

PHASE III

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2.2. Phase III Activity Roadmap

See below for a description of the key activities to be conducted in Phase III, the applicable Department of Health (DoH) milestones/ deliverables/ KPIs, and the timeframes for completion.

Objective: Project Synergy Communication, Consultation and Engagement Strategies			
Key Activity	How will the Activity be achieved?	DoH Milestone/ Deliverable/ Key Performance Indicator	Due Date
Stakeholder Engagement	<p>Consultation with relevant government sector offices, and mental and health sector providers.</p> <p>Ongoing conduct of participatory design, user testing and impact evaluation activities with Trial Partners/ Service Provider sites.</p> <p>Implementation of the National Community Consultation Program and continued operation of the Lived Experience Advisory Function.</p>	<p>KPI Demonstrated engagement with a range of people with lived experience to support the co-design of the InnoWell Platform.</p> <p>KPI Implement the national community consultation program, led by members of the Lived Experience Advisory Function (LEAF).</p>	30 June 2020

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National Community Consultation	<p>Finalisation of the National Community Consultation activities in line with the approved National Community Consultation Program and co-design model developed in Phase II. The activities will continue to run alongside trials where possible, to maximise and streamline community engagement efforts, and will be framed around one of four streams of outcomes:</p> <ul style="list-style-type: none"> Digital product development 	KPI Implement the national community consultation program, led by members of the Lived Experience Advisory Function (LEAF).	30 June 2020
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	<ul style="list-style-type: none"> • Implementation related service level improvements • InnoWell process and procedures improvements • Presentations, reports or publications that contribute to the dissemination of mental health service reform model. 		
Lived Experience Advisory Function	<p>The LEAF will drive and continuously improve a model of lived experience engagement that: works and measurably contributes to informing, building and testing products that are fit for purpose. As well as maximising brand reach, building trust and confidence within the community and sector.</p> <p>The LEAF will continue to engage in monthly meetings and contribute to key internal engagement and participation activities, as well as lead the conduct of the NCC Program. Specifically their work will focus on product enhancement and new feature development and supporting trial activities including - advising; recruiting for participatory design sessions; providing co-facilitation support where required; knowledge translation etc.</p>	KPI Demonstrated engagement with a range of people with Lived Experience to support the co-design of the InnoWell Platform	30 June 2020

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2	Lived Experience Advisory Function (LEAF) – Working Group and Panel	<p>During Phase II InnoWell established a new LEAF made up of a diverse group of people who can champion view 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.</p> <p>The LEAF contains two complimentary advisory groups:</p>	<p><i>Working Group:</i> Currently 10 individuals</p> <p><i>Panel:</i> Currently 16 individuals (can be up to 25)</p>	<p><i>Working Group:</i> Monthly</p> <p><i>Panel:</i> as required for relevant engagement activities</p>
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		<p><i>Working Group</i></p> <p>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.</p> <p><i>Panel</i></p> <p>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.</p>		
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