

DIGITAL MENTAL HEALTH SYSTEM NAVIGATION PROJECT

SECTOR AND STAKEHOLDER BRIEF

SANE has formed a consortium to deliver a project, commissioned by the Department of Health and Aged Care, to explore how digital solutions could support help seekers navigating the mental health system in Australia. SANE's consortium is made up of 16 organisations and includes delivery partner Nous Group and a range of mental health sector organisations including: The Butterfly Foundation, Community Mental Health Australia, Flourish Australia, yourtown, LGBTIQ health, Lived Experience Australia, Mind Australia, One Door, Orygen, Outcome Health, Phoenix, Thirrili, The University of Melbourne and the Victorian Collaborative Centre for Mental Health and Wellbeing.

During early stages of this project, we are reaching out to a wide range of other sector organisations to ensure we have understood and heard their perspectives and ideas relating to this important problem.

This document has been prepared to provide an overview of the project and outline key questions we would like to discuss with you.

This project sets out to answer the question:

What are the digital options that will best support help seekers navigate the mental health system in Australia?

To answer this question SANE has developed a consumer-centred approach using a consortium model and broad sector and lived experience engagement. The approach aims develop a sector-supported options that consider the diverse needs and perspectives of help seekers and their support networks, service providers, state and territory system stakeholders, and other experts.

Our approach is based on understanding what help seekers need and making sure whatever we design makes it easier for them to get the help they need. This project will deliver costed digital solution options to government that can improve navigation within a fragmented system, reduce duplicated effort, inappropriate referrals and delays accessing support.

Project plan and key questions

Our project will be guided by a set of key questions

Below are the questions that will be used to guide our approach in this project. We would like to discuss these questions with you and gain your input and feedback. We also aim to seek your early insights regarding what knowledge your organisation holds, and what insights you have from the help-seekers your organisation supports and represents.

What is the strategic context, objectives and outcomes of digital navigation?	What are the objectives, needs and experiences of help seekers when navigating the mental health system?	What is currently working and not working to support digital navigation?	What are the digital options for addressing the most important unmet needs?	Which options for digital system navigation should be prioritised?
What are the national strategies and initiatives that are relevant this project?	When navigating the mental health system:	What navigation, access and support services exist for help-seekers and families and how effective are they at meeting help seeker's needs?	What is the ideal navigation journey (or journeys) for help seekers?	To what extent does each option deliver on the outcomes and objectives?
What are the objectives and outcomes of digital navigation?	• What are the needs and experiences of help-seekers and their supporters? (who, what, where, when, how, why)	What are the key policies, initiatives and programs that exist to support help seekers and how effective are they at meeting help seekers needs?	What are the needs within that journey that can be best met by digital solutions?	What will be required to deliver each option (funding, resources, technology, data, legislation etc.)
What is the funding available to improve digital navigation?	• What is important for help seekers when navigating the mental health system?	How do different service providers and programs interact within the system?	How do digital solutions integrate into the broader system and what are the dependencies?	How does each option compare against the prioritisation criteria?
What is the scope of digital navigation?	• What influences the experience for help seekers?	What can we learn from the evidence, other initiatives and best practice locally and internationally?	What are the costs and other requirements for digital solutions?	What are the timing and implementation considerations?
What criteria should be used to prioritise options (feasibility and impact)?	• What is the current navigation journey?		Are there existing digital options that can be optimised or streamlined?	
Current state of play and readiness / maturity	• What supports a good experience for help seekers?			
	• What are the challenges and pain points for help seekers?			

Version 1

Specifically, during the early stages of this project we would like to ensure we are building the knowledge and thinking that exists across the sector. As such, we would like to meet with you to:

1. Test early hypotheses about the needs of help seekers and their current journey when navigating the system, and about the role of digital in supporting this.
2. Gain your insights into what is working well and not working in supporting help seekers navigate the mental health system.
3. Gaining an understanding of the programs, digital capabilities and data you have today or are planning on developing in relation to navigating the mental health system.
4. Understand your perspectives on where national solutions would have the greatest impact in supporting help seekers to navigate the mental health system.

This project will run for approximately 10 months between June 2024 and April 2025 and include multiple rounds of sector and stakeholder engagement

We will start by developing a comprehensive understanding of the problem and the current state of navigation across the mental health system. This will involve extensive government, sector, major digital service provider engagement and help seeker engagement, and developing and validating prototypes and options through co-design. As the project progresses options will be validated and refined through a robust assessment and solution development process. This approach places help seekers and their support networks at the heart of the design process, generating a range of options with a practical lens of technological, service and system requirements through a digital architecture framework.

Throughout the project we will be seeking the views of the sector through surveys, focus groups, workshops, and individual consultations.

PLAN AND TIMELINE OVERVIEW

SANE has developed a 12-month consumer centred approach using a consortium model and broad sector engagement.

WORKSTREAM 1

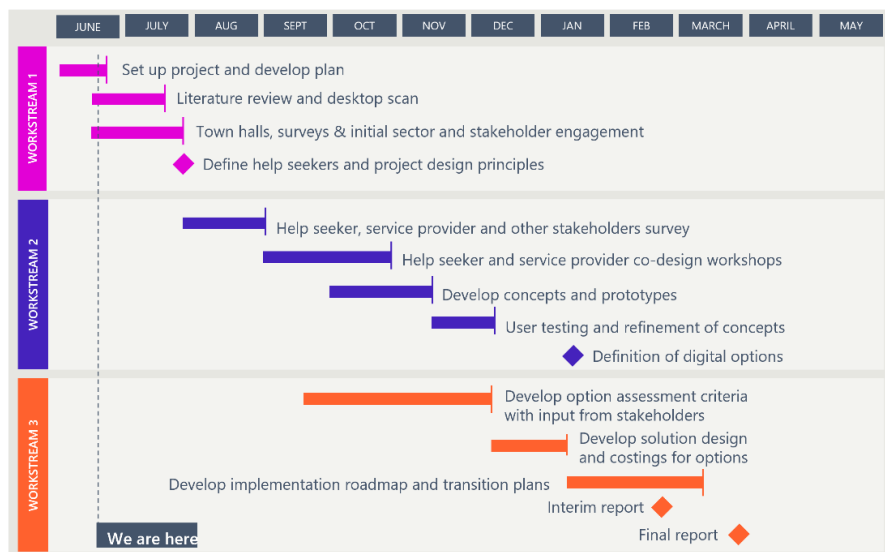
Establish strengths and opportunities in current system

WORKSTREAM 2

Community engagement and co-design to develop options

WORKSTREAM 3

Establish service and system requirements for options



Upcoming activities and next steps

Over the coming weeks and months there are several activities that will involve the sector. These are outlined below.

Activity	Details
Sector and help seeker survey	We will be publishing a survey for sector stakeholders to gain your insights and perspectives. We expect this to be released mid-August and would welcome you sharing this survey with your networks.
Mental health sector town hall In person 26 th of July (10am-4pm) Virtual Monday 12 August (1pm-4pm)	We will be running an in-person 'sector Town Hall' event, as well as a 3hr virtual town hall. We will share more information about the timing and location of this event.
Co-design workshops August – November 2024	We will be holding co-design workshops with sector and system stakeholders and people with lived experience including help seekers and their support networks throughout August and November.
Solution development and design	Based on the options that are developed, we expect to engage select organisations to provide input into the development of solution options.

We look forward to hearing your perspectives on this important project.

Yours faithfully



Rachel Green

Chief Executive Officer

SANE

The SANE led, Nous supported consortium is made up of 16 organisations bringing unique experiences and research across the sector's priority cohorts.

SANE

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<p>Nicola Reavley Research Director</p> 	<p>Annika Windon Program manager</p> 	<p>Thomas Brideson First Nations Advisor</p> 

NOUS - CORE CONSORTIUM MEMBER

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<p>Steven Bothwell Nous Program manager</p> 	<p>Sam Millet Nous Digital stream lead</p> 	<p>Penny Gregory Nous Department of Health and Aged Care Lead</p> 

CONSORTIUM MEMBERS

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