

Gold Coast Mental Health Symposium 2024



Thursday 30 May 2024
Southport Sharks Club, Southport



Lives **Lived** Well

Enhancing Consumer Experience through Digital Innovation

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Acknowledgement of Country

Lives Lived Well recognises Aboriginal and Torres Strait Islander peoples as the original inhabitants of the land now known as Australia and their continuing connection to land, air and sea. We acknowledge the traditional custodians of the lands across which we work and live, and pay our respects to elders, past and present.

Lives Lived Well is proud to work in partnership with local Aboriginal and Torres Strait Islander communities. We are committed to reconciliation through our day-to-day work and our Reconciliation Action Plan.

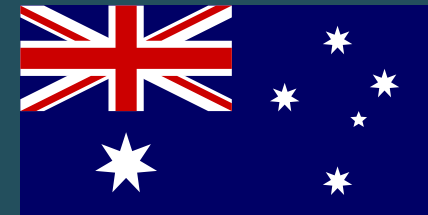


Recognition of lived experience

We recognise the contribution of people with a lived and living experience of mental health difficulties, problematic alcohol and other drug use, and suicidality to our work. We value the voice of lived experience, including families, carers and support people.

Recognition of service

We respect and give thanks to all who have served and are currently serving in our defence force and their families. We acknowledge the unique nature of military service and the sacrifice demanded of all who commit to defend our nation.



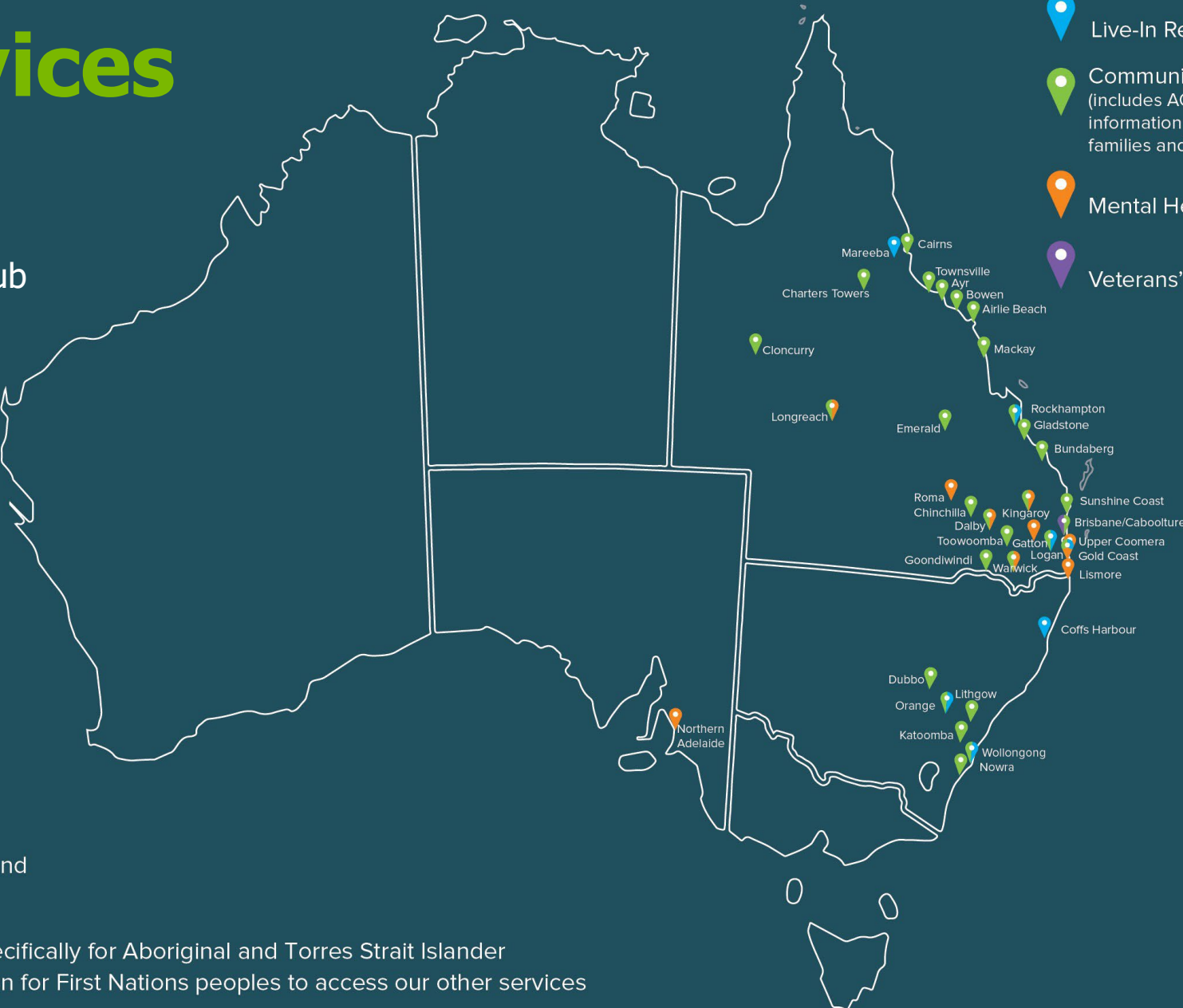
Commitment to diversity and inclusion

Lives Lived Well celebrates diversity and is committed to providing inclusive services and workplaces. Everyone has the right to live well, with dignity and respect. We offer support to all people without judgment or discrimination.



Map of services

This map displays our service hub locations across Australia. Many hubs also offer outreach to surrounding areas.

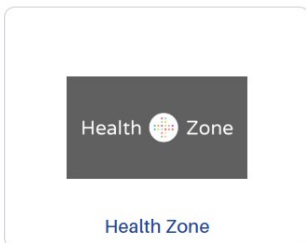
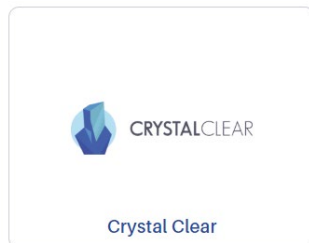
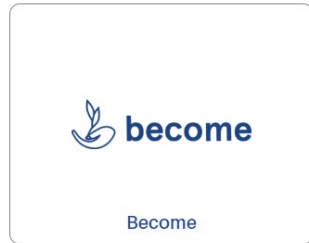


*Locations as of November 2023 and not inclusive of all outreach areas

** Lives Lived Well operates re-entry services and gambling services in Queensland only

*** Lives Lived Well offers tailored programs specifically for Aboriginal and Torres Strait Islander people while also extending a warm invitation for First Nations peoples to access our other services





*Online Program Delivery,
Substance Use and Addictive Behaviours*

Why Digital?

OUR COMMITMENT TO FUTURE-PROOFING CLINICAL SERVICES

- Blends traditional and digital care pathways
- Expanding client reach through digital platforms
- Improving early engagement and clinical intervention
- Meet clients at all stages of change and engagement
- Build trust and help-seeking confidence through familiarity with LLW
- Federal Budget Announcement- National Platform arriving 2026



ConnectWell

LIVES LIVED WELL'S DIGITAL PLATFORM

- **'Program-Agnostic Front Door'** - single entry point for various programs (MH, AOD + Specialist Support)
- Self-service **Outcome Measures**
- Interactive, personalised content based on baseline assessment (MH, AOD, ++)
 - Content library
 - Suite of digital clinical modules
 - **Virtual 'Waiting Room'** for referral through to face-to-face services
- Clinician Chat / Leave a Message
- Tools for appointment management
- Client profile and progress connected to CRM



Service Finder

...e type of service you are l



My Library



My Progress

The History of ConnectWell

CONNECTWELL IS IN DEVELOPMENT AND NEARING ITS FIRST RELEASE.

Started in April 2023, worked closely with Deloitte Digital

Deloitte ran various Focus Groups across Clients and Team members:

- Developed Client Personas
- Identified 'The Moments that Matter' for clients
- Developed a comprehensive and prioritised method of implementation, which we are currently progressing.

The next step was to take the concepts developed, and design and implement a clinical and technical model to meet client needs online.

A large piece of this work involved translating clinical modules from our structured brief intervention to online delivery.

Deloitte.
Digital

Client Personas

Residential client



"I love our group gratitude sessions and want to stay this connected when I go back to Sydney"

Day Program client



"This program motivates me to get out of bed every morning and start my day"




One Step at a Time

Avoidance keeps us stuck by providing relief and comfort in the short term, but stopping us from growing and changing the things that concern us in our lives.

By deliberately exposing ourselves to situations and experiences that we have been avoiding we learn ways to cope and accept the anxiety that comes with change.

In order to master these skills we begin with situations that are less confronting, and work our way up once they stop bothering us as much.

Level of distress	Situation/Experience that I have been avoiding	When will I try it?
10		
9		
8		
7		
6		
5		
4		
3		
2		
1		



Adapting the Modules

FROM PAPER TO SCREEN

Our team is comprised of clinicians, developers and designers who contribute to the adaptation of traditionally clinician-led activities

We have considered practical challenges in translation from a development perspective as well as client preferences when engaging in a self-directed module

Clients are guided towards modules based on their Outcome Measure responses, and matched to skills that align with perpetuating factors of their emotional distress or substance use.



Collaborative Design

Client Advisory Group aiding in the direction and design from early stages

Our CAG is made up of past and current clients and carers with a range of lived experiences (LGBTQIA+, justice system involvement, co-occurring mental health and AOD, homelessness, geographic isolation).

Monthly Workshops and Ad-hoc Testing sessions covering a range of topics:

- Design concepts
- Clinical Modules
- Service Finder
- Language
- Reviews of existing digital platforms
- Scenario testing (chatbot, website usability)



<https://connectwelldev.powerappsportals.com/ServiceFinder/?q=alcohol-drug-support>

- Are things clear and simple enough?
- If not, why not?
- What would you search for?
- Do you have a preference on what you see first in your search or filtered results?
- Is there anything that would be more than helpful?

Pilot

LAUNCHING ~AUGUST 2024

- 50 clients, gradual ramp-up into 2025
- Approach those who enquire with LLW services but do not enrol in a program
- Peer Support – Digital Clinicians working with online clients
- Track user metrics in system for continual improvement:
 - Engagement
 - Frequency/length of use
 - Completion of Outcome Measures
 - Completion of Clinical Modules
 - + Direct Client feedback





Lives Lived Well

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Questions? Join at
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