

Community Engagement Education Package

MHCC NSW 2018/2020 NSW NDIS Information, Linkages and Capacity-building (ILC) Project

Co-design Working Group - Stage 2

Dubbo: Dubbo Neighbourhood Centre

Friday 3rd May 2019



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2018/2020 NSW Information, Linkages and Capacity-building (ILC) Project

CO-DESIGN WORKING GROUP: PARTICIPANT HANDOUT

10:30 to 10:50 am Welcome & introductions

Aim of today: To have fun and be involved in the development of the CEEP framework

10:50 – 11:20 am Overview

Review of the findings from co-design 1, the framework and a look at who the CEEP product will be delivered to.

11:20 – 11:45 am Topic 1 - Recovery

- Introduction and discussion about the draft learning outcome: Knowledge of social and medical model approach.
- Use the following question to explore if we have gotten the content right:
“Can you share an example of experiencing a good life while living with a mental health condition?”

11:45 – 12:00 pm Morning Tea

12:00 – 1:15 pm Continue working through the following topics

Topic 2 – Community inclusion

- Introduction and discussion about the draft learning outcome: Importance of supportive environments in recovery
- Use the following question to explore if we have gotten the content right:
“Describe an environment that you experience as supportive and say what it was?”

Topic 3 – Supports and services

- Introduction and discussion about the draft learning outcome: Greater knowledge of supports and services outside of the NDIS and mental health
- Use the following question to explore if we have gotten the content right:
“Tell us about a non-mental health community service or support that helps/helped you to have a good life?”

Topic 4 – Mental health & NDIS/ILC

- Introduction and discussion about the draft learning outcome: Understanding new approaches and practices in the mental health, NDIS, ILC environment
- No question has been identified for this topic, discuss.

1:15 – 1:45 pm Lunch

1:45 – 2:35 pm Continue working through the following topics

Topic 5 – Healing environments/ Trauma

- Introduction and discussion about the draft learning outcome: Importance of trauma informed care (and practice)
- Use the following question to explore if we have gotten the content right:
“Can you share a time when you have experienced a safe and healing environment?”

Topic 6 – Self-management

- Introduction and discussion about the draft learning outcome: Awareness of self-management as a key recovery tool.
- No question has been identified for this topic, discuss.

2:35 - 2:45 pm Reflections on the co-design session

2:45 - 3:00 pm Break

3:00 - 3:30 pm Next steps and close

Date and Location

Friday 3rd May 2019
10:30am – 3:30pm

Dubbo Neighbourhood Centre

Present

Yvette Segal – MHCC

Rebecca Lewis - MHCC

1. Shellene – Ability Links
2. Donnaleen – Consumer Participant
3. Tiffany- Consumer Participant
4. Max – Consumer Participant
5. Mark – Consumer Participant
6. Warwick – Consumer Participant
7. Karen – Consumer Participant
8. Cassandra Wills – Neami
9. Jen Coote – Westen NSW LHD
10. Leif Caroll – Western NSW LHD
11. Cate Shealan – Royal Flying Doctors

Introduction

Yvette opened the day and welcomed participants; all participants introduced themselves. Yvette introduced a quick game to get everyone up and moving and a bit more relaxed.

Overview of Stage 1 Co-design and Introduction to The Draft CEEP Framework

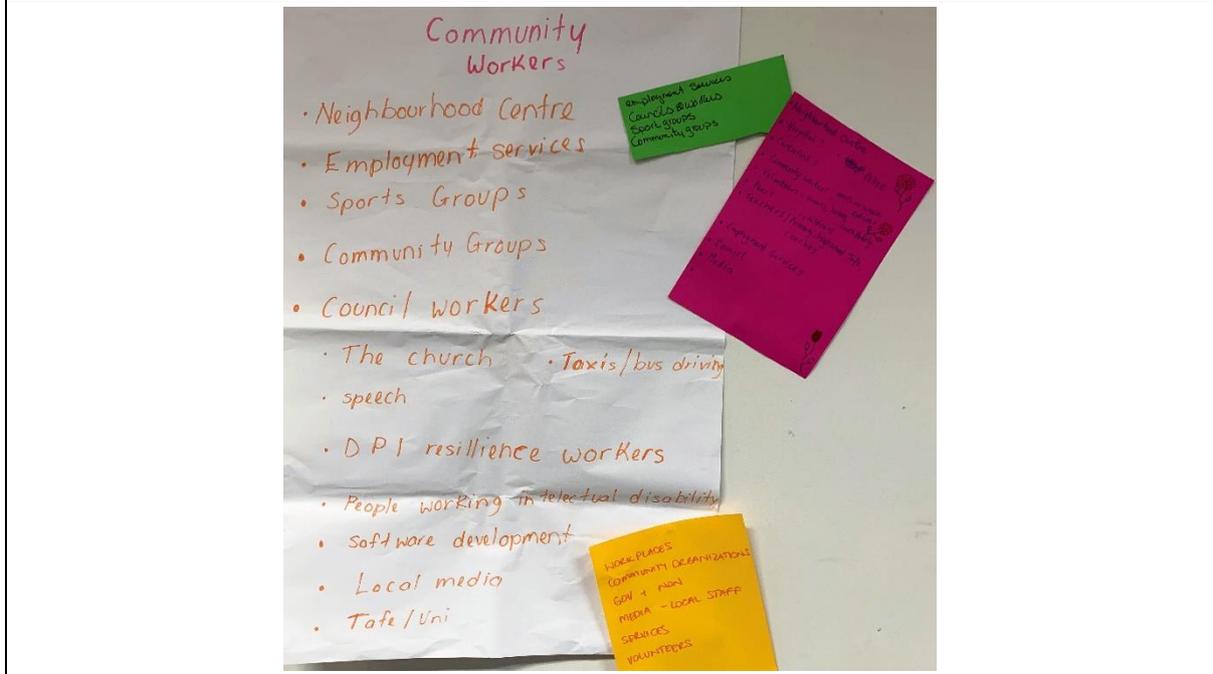
Yvette presented a brief overview of the first Dubbo Co-design Working Group and the resulting findings.

Yvette then introduced the draft framework. All participants were given a copy of the draft framework and Yvette explained we would explore all six topics further throughout the day.

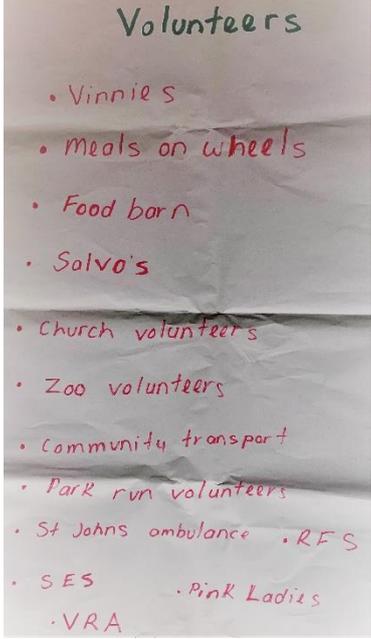
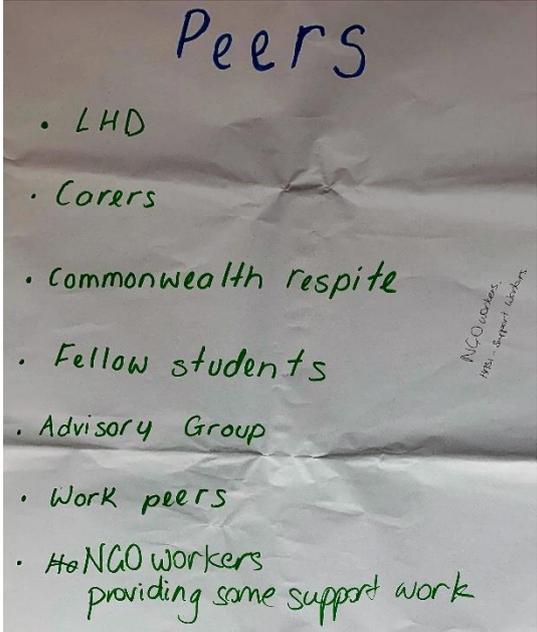
After looking at the key project question: *How can Community Workers, volunteers and peers (both paid and unpaid) learn how to better support people living with mental health conditions to have a good life outside of a funded NDIS package?* participants were asked to list which people would fall under the categories Community Workers, volunteers and peers to outline an understanding of who the product would be delivered to.

Community Workers

- Neighbourhood centre
- Employment services
- Sports groups
- Community groups
- Council workers
- The church
- Hospitals
- Police
- Teachers
- Taxi's/ bus drivers
- DPI resilience workers
- People working in intellectual disability
- Software development
- Local media
- Tafe/University
- Workplaces
- Centrelink



There was some confusion with the language, participants had some trouble understanding who fell under Community Workers and as such listed people who had any involvement with the general community.

Examples of Volunteers		Examples of Peers	
<ul style="list-style-type: none"> • Vinnies • Meals on wheels • Food barn • The Salvo's • S.E.S • Pink ladies • Rural Fire Service • VRA 	<ul style="list-style-type: none"> • Church volunteer • Zoo volunteers • Community transport • Park run volunteers • St Johns Ambulance • 	<ul style="list-style-type: none"> • LHD • Carers • Commonwealth respite • Fellow students 	<ul style="list-style-type: none"> • Advisory group • Work peers • NGO workers providing some peer support work
			

Topic 1- Recovery?

“Can you share an example of experiencing a good life while living with a mental health condition?”

- Like being alive everyday
 - Wanting to get up every day
 - Exhilarating
 - Having your opinion valued
 - Having a good relationship
- Being able to connect online with gaming friends
 - Working as a scuba diver in QLD
 - Curious, constantly questioning
 - Connect, to mother earth, nature.



Topic 1 of the framework was introduced, Recovery. The draft learning outcome for this topic is “Knowledge of social and medical model approach”. Participants were asked to share an example of experiencing a good life while living with a mental health condition.

Participants listed mostly positive examples although some struggled to find a time in their life they genuinely felt their life was “good” due to ongoing mental health distress and trauma.

On interesting comment: Recovery is CURIOUS – wondering if I can do this? asking myself questions, Recovery should be a quality standard.

Topic 2 - Community inclusion <i>“Describe an environment that you experience as supportive and say what it was?”</i>	
<ul style="list-style-type: none"> • Tafe – teachers organise meetings very couple of weeks to check how I am traveling/ great support. • Church group – everyone knows each other and their stories and habits, everyone looks out for each other and contacts you if you are missing. • Engagement – 2-way interaction, mutually beneficial 	<ul style="list-style-type: none"> • Coffee catchup, everyone knows each other and each other’s stories, check on each other, supportive café staff at “Little darling Café, fireplace, welcoming • Social • Interaction with Salvation Army worker, he said “I won’t fix it for you, but I will help you to help yourself” • Respected/ acknowledge

Topic 2 of the draft framework, community inclusion was introduced. The draft learning outcome for topic 2 was: *“Describe an environment that you experience as supportive and say what it was?”*

Participants were asked to describe an environment they experienced as supportive and what that was. There were some fantastic, positive examples of supportive environments and why participants felt supported. The overarching feeling was a supportive environment was safe, inclusive, empowering and welcoming.

Challenges and barriers – Sometimes environments are too crowded and too busy

Another topic suggestion was: “Engaging means”

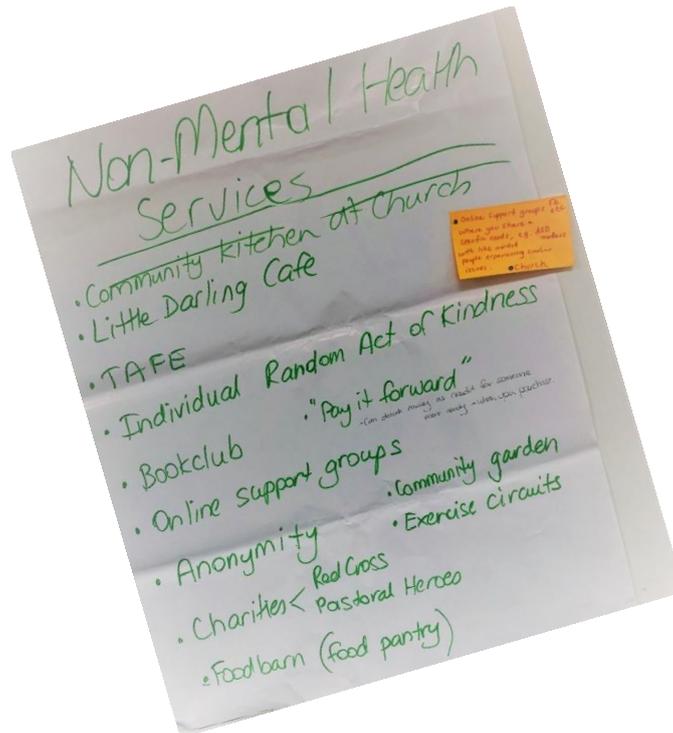
- Response to your presence,
- Case worker helps you to help yourself,
- Support you all the way,
- Get something out of giving,
- A two-way interaction that is mutually beneficial.

It was suggested that there may be links in this section for respect and acknowledgement, acceptance as part of a team.

Topic 3 - Supports and Services

"Tell us about a non-mental health community service or support that helps/helped you to have a good life?"

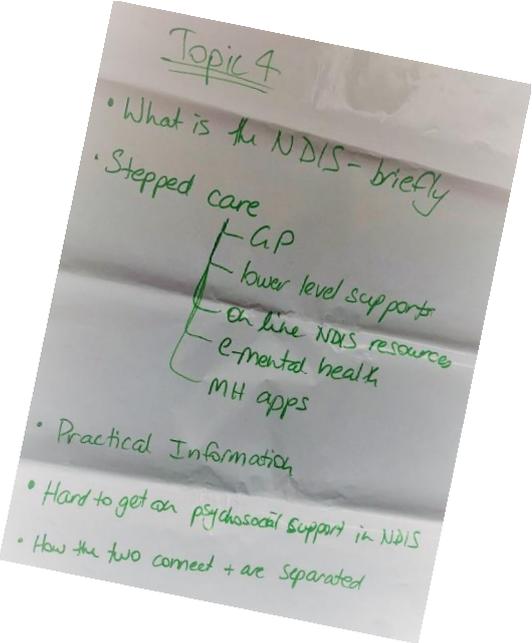
- Community kitchen at the church
- Little darling café
- TAFE
- Individual random acts of kindness
- Book club
- Food barn (food pantry)
- Pay it forward
- Online support groups
- Anonymity
- Community garden
- Exercise circuits
- Charities – Red Cross, Pastoral Hero's



Topic 3 of the draft framework, Supports and services was introduced along with the draft learning outcome, Greater knowledge of supports and services outside of NDIS and mental health.

Participants were asked to *"Tell us about a non-mental health community service or support that helps/helped you to have a good life?"*

Participants listed some great examples of services and supports that have helped them.

Topic 4 - Mental health & NDIS/ILC <i>No question has been identified for this topic, discuss.</i>	
<ul style="list-style-type: none"> • What is the NDIS briefly? • Stepped Care – GP, lower level support, online NDIS resources, e-metal health, MH apps. 	<ul style="list-style-type: none"> • Practical information • Hard to get on psychosocial support on the NDIS • How the two connect and are separated
	

Topic 4 of the draft framework, mental health an NDIS/ILC was introduced, the draft learning outcome for this topic is: Understanding new approaches and practices in the mental health, NDIS, ILC environment was discussed.

No question had been identified for this topic; participants discussed their thoughts.

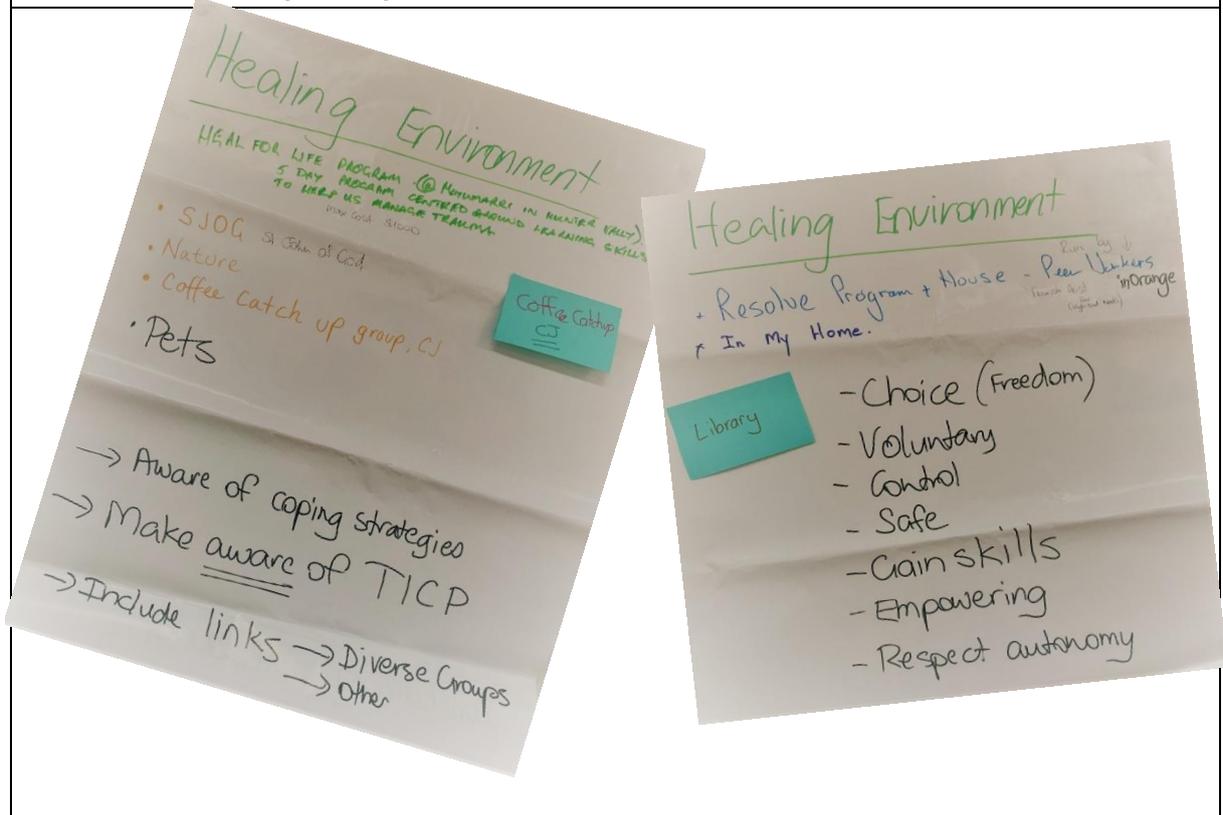
Participants had a consensus that this topic is too much/big to cover in an in-depth manner for this training. Everyone felt it would be best as a general overview with links/ options to explore in more detail.

Participants mentioned stepped care – to help people understand there are a variety of options rather than just crisis teams and hospital.

Topic 5 - Healing Environments/Trauma

"Can you share a time when you have experienced a safe and healing environment?"

- Heal for life program @ Mayumarri in the hunter valley, 5 day program learning skills to help manage trauma
- St John of God
- Nature
- Coffee catchup group with CJ
- Pets
- Aware of coping strategies
- Provide links to diversity groups and other
- Make aware of trauma informed care and practice
- Resolve program and house – run by peer workers in Orange.
- Library
- Choice (freedom, control, voluntary safe, gain skills, empowering, respect autonomy)



Topic 5 Healing environments/ trauma. The draft learning outcome for this topic is: Importance of trauma informed care (and practice)

Participants were asked to use the following question to explore if we have gotten the content right: "Can you share a time when you have experienced a safe and healing environment?"

Participants listed some examples of where they feel safe. They also listed some examples of what makes a healing environment, these were choice, being voluntary (not feeling locked into a program), control (having control of their decisions etc), safe, somewhere they are gaining skills, empowering and with a respect of autonomy.

A suggestion and additional topic– How trauma affect's people and coping strategies. Diversity groups topic - ATSI is an important specific group for rural and whole country. LGBTIQ+ has high prevalence of domestic violence. It was suggested that there could be links to information on diversity groups.

Topic 6 - Self-management

No question has been identified for this topic, discuss.

- Rather than self-management, self-empowerment, determination
- Recovery journey
- Pathway to/ along recovery
- Personal development
- The picture represents that before I was the small circle and my illness, covering me, was slightly bigger, recovery is when the illness stays the same, but I have grown much bigger and stronger than the illness.



Topic 6 Self-management was introduced, the draft learning outcome for this topic is: Awareness of self-management as a key recovery tool

No question had been identified for this topic; participants discussed their thoughts on self-management.

Most felt the topic has value and is important but many in the room said it can be a problem because some services have the approach: *"You are in this situation because of yourself, you are non-compliant"*.

There was a strong dislike of using the term self-management, several other terms were suggested. Participants also liked the idea of making the last topic Recovery Journey, which would bring the education package back around in a circle, starting and finishing with recovery and signifying the recovery journey. They liked the idea of self-management as more self-empowerment and determination. Helping people to help themselves. Participants were happy with many of the existing/suggested dot points from the self-management topic of the draft framework.

Additional discussion points

Jen asked a general question about the CEEP delivery –
How it is planned to be delivered and the time for each module?

Yvette explained the idea for face-to-face and blended delivery.

- Jen suggested **only half hour per topic**. Any longer is too long and we will lose the interest of participants. Others agreed.
- The face-to-face should be **half-day only**. Others agreed
- Many in the room suggested a PD Participation Certificate be issued to those attending/viewing the CEEP.

Feedback from the day

Feedback from the day was positive.

Would you like to comment further on the experience of attending the co-design?

A BIG HELP in my time of GREAT Need.

I felt my voice was heard

Would you like to comment further on the experience of attending the co-design?

Good to have an opportunity to contribute to something I've had personal experience with

Would you like to comment further on the experience of attending the co-design?

Appreciate opportunity to contribute

I felt my voice was heard

Would you like to comment further on the experience of attending the co-design?

Your staff do an excellent job of conveying information and engaging with the group. They are very skilled and their input and willingness to listen and understand makes the process very rewarding.

Would you like to comment further on the experience of attending the co-design?

Very good experience

Conclusion

The Dubbo participants provided fantastic feedback and were incredibly open, honest and passionate about their own experiences and what they felt did and didn't work with the draft framework.

After consideration of the input from both the Dubbo and Sydney co-design's the draft framework has been amended to reflect the thoughts of all participants. Throughout the co-design it was noted that some of the wording of the co-design questions could be misunderstood and, in some cases, even traumatising. These questions have been revised for the upcoming 29/5 'Supporting Community Connection' webinar. The feedback from the co-designs, webinar and the next advisory group meeting will all contribute to additional updates of the draft framework and related learning resources that are to be developed.