



Community Engagement Education Package

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

Co-design Working Group - Stage 2

Sydney: Redfern Community Centre

Friday 8th May 2019



Community Engagement Education Package

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 too.

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

Wednesday 8th May 2019
10:30am – 3:30pm

Redfern Community Centre
Sydney

Present

Tina Smith, Project Manager - MHCC
Yvette Segal, VET Instructional Designer - MHCC
Rebecca Lewis, Project Officer - MHCC

1. Sue – Consumer Participant
2. Anton – Consumer Participant
3. Jenny – Consumer Participant
4. Leslie – Consumer Participant
5. Larry – Consumer Participant
6. Anthony – Consumer Participant
7. Nicole – Consumer Participant
8. Maria – Consumer Participant
9. Sean – Consumer Participant

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 Framework

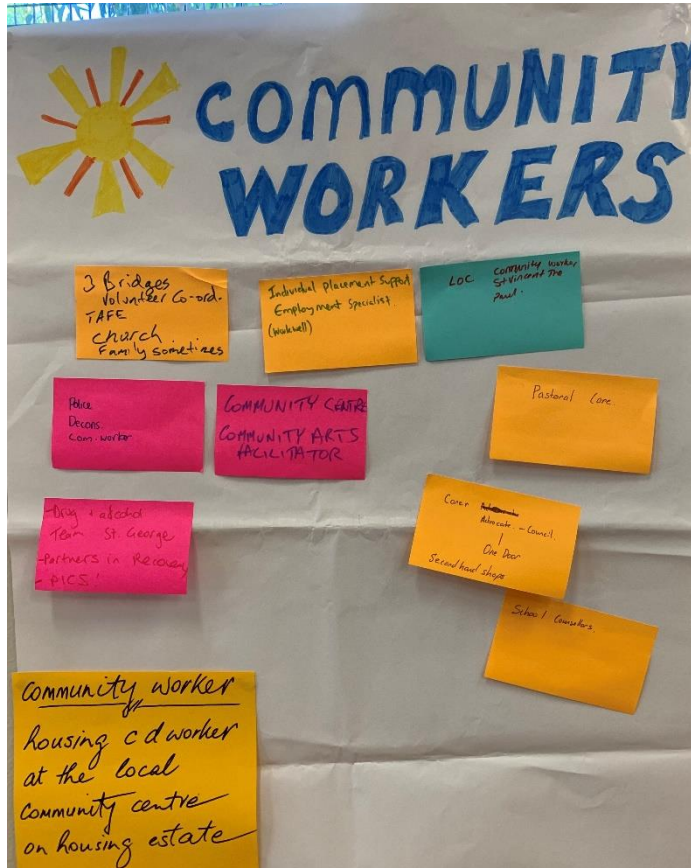
Yvette presented an overview of the first Sydney Co-design Working Group and the resulting findings.

Tina briefly introduced the draft framework. All participants were given a copy of the draft CEEP framework and Tina explained we would explore the six learning modules of the framework further throughout the day.

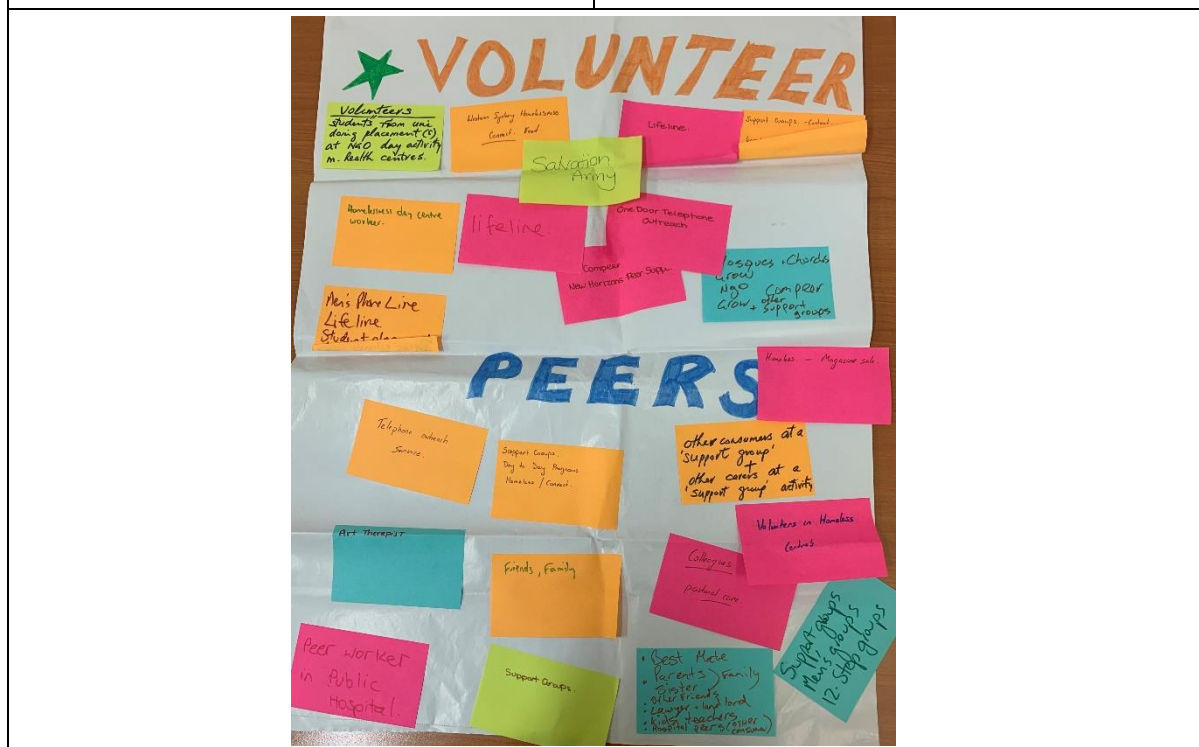
After looking at the key project question: *How can Community Workers, volunteers and peers (both paid and unpaid) learn how to better support people living with mental health conditions to have a good life outside of a funded NDIS package?* Participants were asked to list which people would fall under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

Community Workers

- 3 bridge volunteer co-ordinators
- TAFE
- Church
- Individual placement support (employment services)
- St Vincent de Paul
- Pastoral care
- Police
- Ability links
- Housing
- Deacons
- Community centres
- Community arts facilitator
- Carer advocates
- 2nd hand shops
- School councillors
- Hospital to home programs
- Drug and alcohol
- Partners in recovery

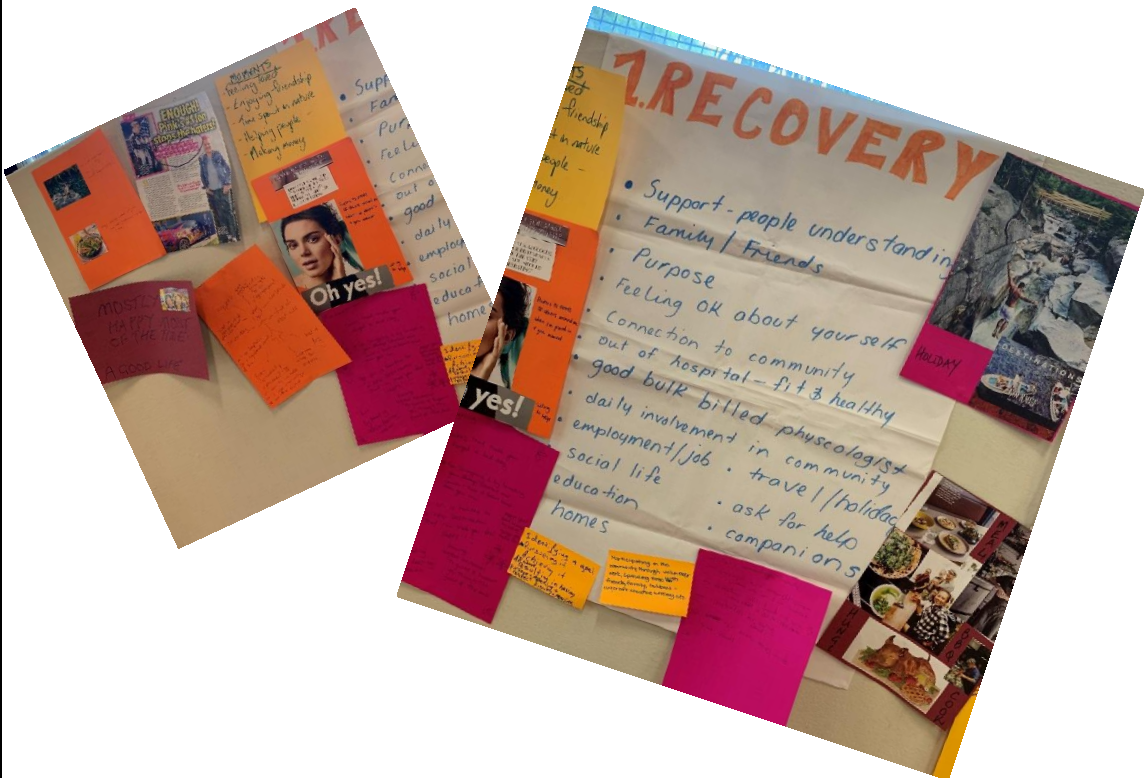


Examples of Volunteers	Examples of Peers
<ul style="list-style-type: none"> • Students doing placements • Western Sydney homeless connect • Homeless day centre workers • Mens phone line • Lifeline • Compeer • New Horizons • One Door phone outreach • Mosques and churches • Grow • Homeless magazine sellers • Supports groups 	<ul style="list-style-type: none"> • Telephone outreach • Support groups • Other consumers at support groups • Volunteers in homeless centres • Colleagues • Best mate • Parents, family • Lawyer • Landlord • Kids teachers • Peer workers in public hospitals



After participants had completed the activity on listing Community Workers, volunteers and peers Tina spoke a little more about the intended audience of the CEEP learning materials.



Topic 1- Recovery? <i>"Can you share an example of experiencing a good life while living with a mental health condition?"</i>	
<ul style="list-style-type: none"> • Support – people understanding • Family/ friends • Purpose • Feeling ok about yourself • Connection to the community • Out of hospital, fit and healthy • Good bulk billed psychologist 	<ul style="list-style-type: none"> • Daily involvement in the community • Employment/ job • Travel/ holidays • Ask for help • Education • Social life • home
	

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 the positive things that went hand in hand when they had experienced a good life. Some participants struggled with the wording “experiencing a good life” as they did not feel they had lived a good life. Tina asked them to focus on when they felt good in their life, even if life was not overall good.

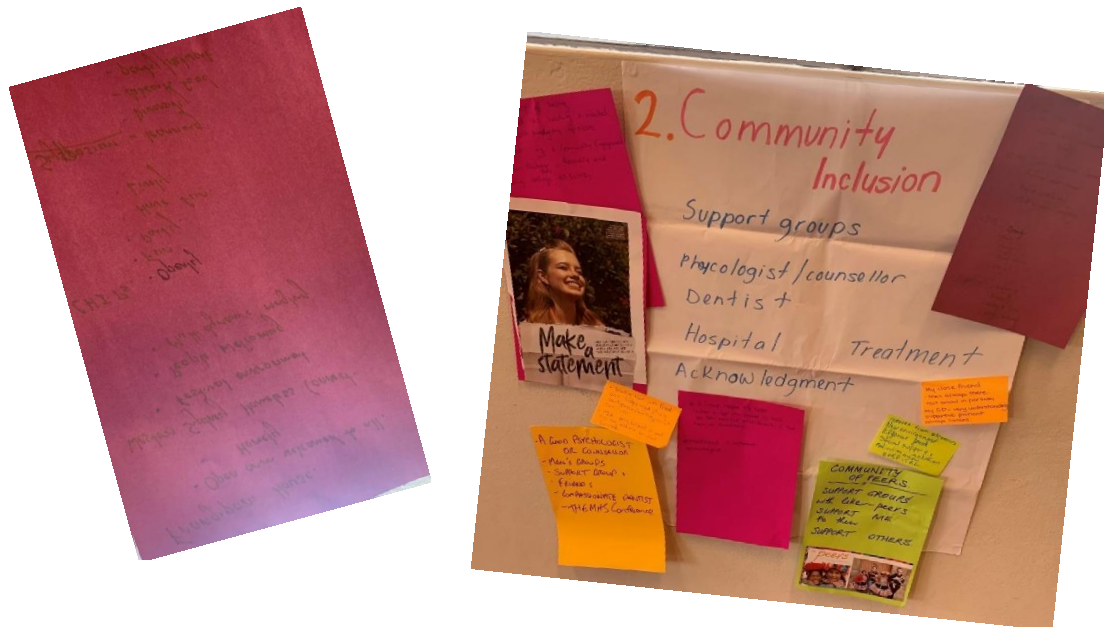
Sue – had a great simple description of what is important for her good life

- Decent place to live (home)
- Meaningful things to do (job)
- Mates/friends

Topic 2 - Community inclusion

"Describe an environment that you experience as supportive and say what it was?"

- Support groups
- Psychologist/ counsellor
- Dentist (friendly and trauma informed dentist)
- Hospital (removed from stressors, new environment, different food, social support and medication review)
- Treatment (if it's important to you, acknowledge it)
- Acknowledgement (the experience of being acknowledged as having a mental health condition and still having an opinion)
- Spending time with friends, playing board games, chatting about life
- PIR being listed too and discussing options to move forward
- Frangipani house (open arms, welcomes all, homely)
- Western Sydney homeless connect (festival environment, welcoming, multi dynamic mingling.
- CHIPS (open, fun, lively)
- Symposium learning, diversity, delicious food, network
- Community of peers (support groups, support me to support others)



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. All the participants could list examples of places/organisations that have been supportive to them. All the examples listed were environments where the participants had felt safe and welcomed.

One participant remarked that he liked to attend support groups – even for groups that he is not a part of ie.LGBTIQA+ or gambling support, because the environment was always welcoming, safe and kind.

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?”

<ul style="list-style-type: none"> • WS Homeless connect • Hospital for physical issues • Mathew Talbot hostel • Church • Community centres • Libraries • Free lunches at churches 	<ul style="list-style-type: none"> • Information, activities, craft groups and book clubs • Wayside Chapel • Newtown neighbourhood centre • Tafe • Compeer • Free physiotherapy at teaching hospital in Randwick • Western Sydney Recovery college • Parramatta Library
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3. Supports & Services
- WS Homeless connect
 - Shopside
 - Escaped
 - Hospital for physical issues
 - Shopside
 - Escaped
 - matthew Talbot hostel
 - NEWTON NEIGHBOURHOOD CENTRE
 - Shopside
 - Escaped
 - Church
 - 3 Kings
 - Church
 - Shopside
 - Escaped
 - MATTHEW TALBOT HOSTEL - FREE LUNCHES AT CHURCHES

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

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Topic 4 - Mental health & NDIS/ILC <i>No question has been identified for this topic, discuss.</i>	
<ul style="list-style-type: none"> • Are their guidelines to reform? • Only small amount of knowledge needed. • Crisis policy • Carers need support • Stepped care model 	<ul style="list-style-type: none"> • Early intervention • Help through NGO's to access NDIS • Peers to help • Don't know what it will look like, rapidly evolving reform environment • S.W.O.T • Not sure if it is needed for the audience

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

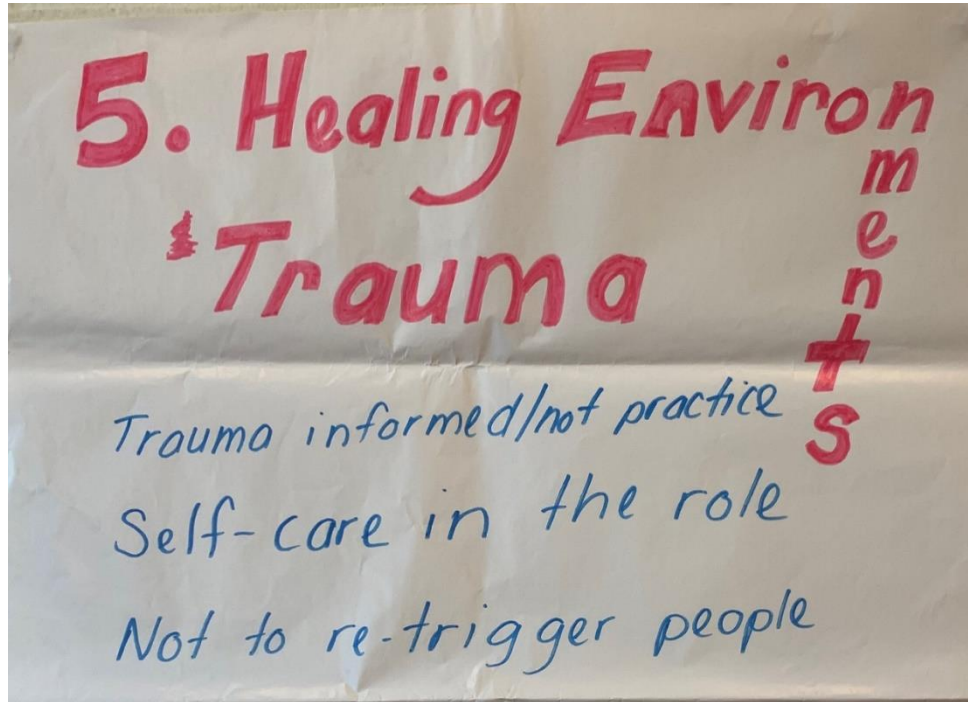
No question had been identified for this topic; participants discussed their thoughts.

Participants felt the topic was too broad, complicated and continually changing. Participants also felt the intended audience for the training package will not need in depth knowledge of these topics. They agreed an overview, as well as information on stepped care and links on where to direct people who needed more information (NGOS's, LAC's) would be ideal. It was also noted that the information would be different depending on the state.

Topic 5 - Healing Environments/Trauma

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

- Trauma informed/ not practice
- Self-care in the role
- Not to re-trigger people



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?"*

Rather than personal experiences of safe and healing environments, participants commented on what they feel creates a safe and healing environment:

- Emphasis, not just trauma informed but also healing
- Trauma informed not trauma practices
- People should be aware of trauma but are not expected to be skilled at responding to it
- Aware of need ensure workers are practising self-care too.

IDENTIFY & RESPOND to trauma – Sorry that has happened to you – Do not re-trigger.

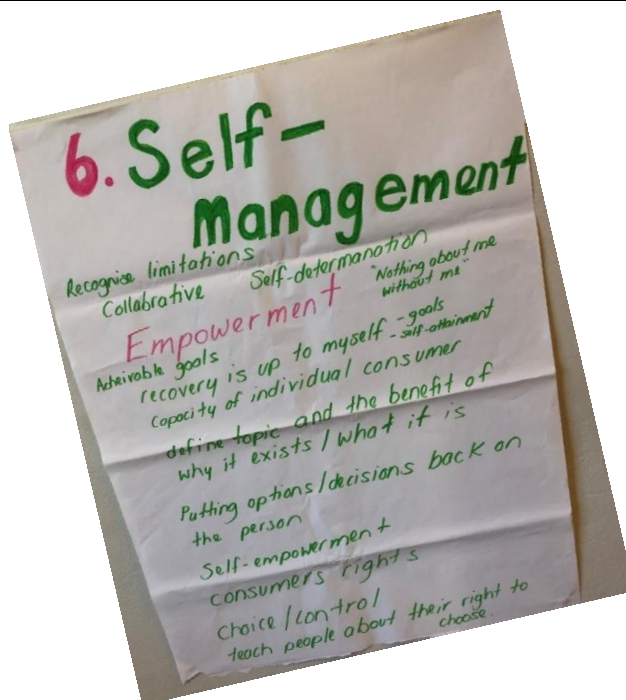
Diversity groups

A participant asked about hoarders. There is not a lot of support for this group. Participants felt including diversity groups is like any group - it is not discriminatory. Three people said to include these diversity groups in the training– acknowledge them – but not sure if in this topic is the right place.

Topic 6 - Self-management

No question has been identified for this topic, discuss.

- Recognise limitations
- Collaborative
- Self-determination
- Nothing about me, without me
- Achievable goals
- Recovery is up to me (goals, self-attainment)
- Capacity of individual consumer
- Define the topic and benefits of why it exists/ what it is
- Putting options/ decisions back on the person
- Self-empowerment
- Consumer rights
- Choice/ control
- Teach people about their right to choose



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

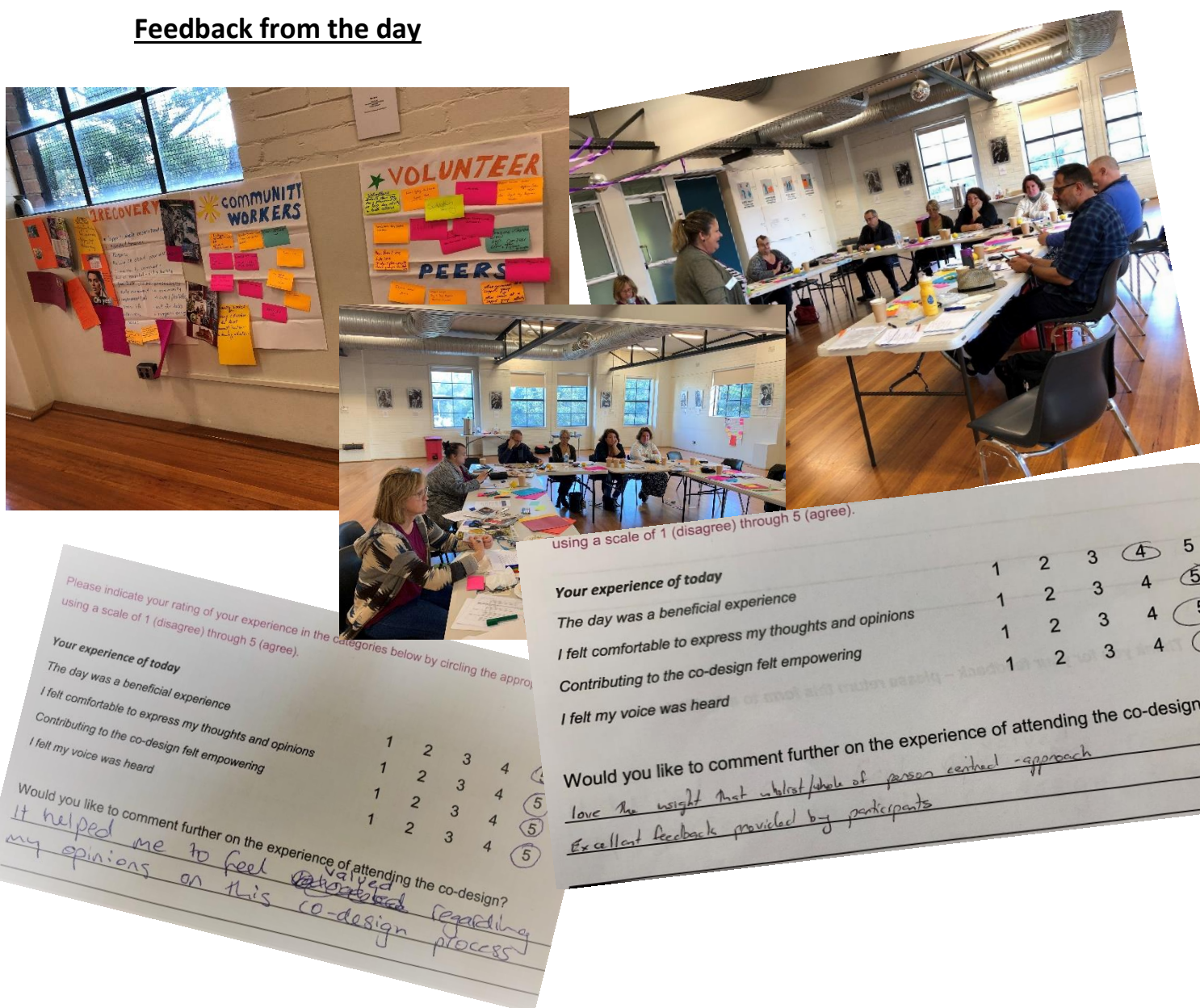
No question had been identified for this topic; participants discussed their thoughts on self-management.

The group all felt it was an important topic, however, there was some reservations with the title self-management. Alternative titles were, self-determination, self-empowerment and consumer rights.

Participants expressed that many workers still say “we will tell you what to do” rather than following the “Nothing about me without me” ethos.

Participants thought the training should include something on recognising your own limitations and setting realistic goals as well as the importance of physical health.

Feedback from the day



Conclusion

As well as return participants from the first Sydney co-design it was fantastic to have several new participants attend. The participants were open and honest with their experiences and views. One participant commented that they felt they were really being listened too and that we would use the feedback she gave; she had felt tokenistic at previous co-designs she had attended in the past. This was incredibly positive feedback for the CEEP team.

The feedback and thoughts from the Sydney group mirrored many of the comments and feedback from the Dubbo group. 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 both the Dubbo and Sydney co-design's 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 webinar where further co-design will occur with Community Workers, volunteers and peers who as this is the audience for the learning resources. The feedback from the co-designs, webinar and the next advisory group meeting will all contribute to additional updates of the draft framework.