

NSW Local Health Districts
Lived Experience Advisory Group
&
Co-design of Alternatives to ED

Information Pack

Roses in the Ocean's role

Roses in the Ocean has been contracted by the NSW Ministry of Health to:

- Establish Lived Experience Advisory Groups (LEAG) and/or provide support to LHDs to train existing LE representatives or add to an existing network
- Lead and/or support the co-design of twenty Alternative to ED safe spaces.

Roses in the Ocean will work alongside LHDs to plan and deliver these projects and are here to support other processes that may be in place in individual LHDs.

In 2019, Roses in the Ocean established the NSW Ministry of Health LEAG who work closely with Stephen Scott and his team.

The NSW Ministry of Health encourage all LHDs to have meaningful lived experience input into all Towards Zero Suicide initiative activity.



Establishing Lived Experience Advisory Groups



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Establish or strengthen a Lived Experience Advisory Group in your LHD

Roses in the Ocean has been contracted by the NSW Ministry of Health to establish a Lived Experience Advisory Group in each LHD, and for the larger LHD regions, two groups.

Members will be provided with the following Lived Experience designed and delivered training:

- Our Voice in Action Workshop
2 days face to face or via virtual interactive delivery during COVID-19 restrictions
- LaunchPad Workshop
1-day face to face

| Local Health District | No. of Training Programs |
|-----------------------|--------------------------|
| Nepean Blue Mountains | 1 |
| Mid North Coast | 1 |
| Southern NSW | 2 |
| Central Coast | 1 |
| Illawarra Shoalhaven | 1 |
| South Western Sydney | 1 |
| Western Sydney | 1 |
| Northern Sydney | 1 |
| South Eastern Sydney | 1 |
| Sydney | 1 |
| Far West NSW | 2 |
| Northern NSW | 2 |
| Western NSW | 2 |
| Murrumbidgee | 2 |



The role of a LE Advisory Group

- As part of the NSW Strategic Framework for Suicide Prevention 2018-2023, Lived Experience Advisory Groups (LEAGs) will be trained by Roses in the Ocean through the Our Voice in Action and LaunchPad workshops. If an LHD already has an established group of people with a Lived Experience of suicide, they may choose to provide them with the Roses in the Ocean training and/or train additional members to join their existing group.
- Once the LEAG is formed they provide a unique and integral resource of lived experience insights and perspectives to the following initiatives within the LHDs across NSW:
 1. Alternatives to ED – safe spaces
 2. Zero Suicides in Care
 3. Suicide Prevention Outreach Teams
 4. Post Suicide Support initiatives



Options for LE engagement

- Establish your first LE Advisory Group
- Offer existing networks of LE people the Roses in the Ocean training
- Add to your existing LE representatives through training another group of people to integrate into your existing network
- Larger LHD regions are being offered the equivalent of 2 x LEAG workshops - 20 LE people trained

You may choose to have two groups – one centrally located close to your LHD office so face to face meetings are feasible and one group made up of people from all other parts of your region; OR simply train twenty people from across the region and connect with them via virtual means



Steps to establishing your LEAG

Initial Meeting

- Roses in the Ocean's LEAG Project Coordinator will meet with LHD representatives to discuss recruitment and screening of LEAG members, how to integrate with existing lived experience representatives and timeframes for workshop delivery.

Recruitment

- Roses in the Ocean will develop resources and provide support in recruiting participants to attend the workshops and form the LEAG; including flyers, online Expression of Interest form and social media for promotion.

Screening

- All applicants will have a conversation with one of our trained and experienced screeners to support them to make an informed decision about their readiness to be involved in the LEAG and suicide prevention initiatives in their community.

Training

- Our Voice in Action Workshop
- Launchpad Workshop



Recruitment

Diversity: When establishing a Lived Experience Advisory Group it is important to have good diversity of lived experience, demographics and geographical representation. Our LE Matrix assist in this process.

Managing expectations: Roses in the Ocean manages expectations of people from the outset of there being a limited number of places on the LEAG by explaining the importance of diversity and that there will be other ways for people to contribute to the initiatives. It is important people understand that everyone's lived experience is valuable and as important as the next persons.

Workshop numbers: Over many years we have learnt the optimal numbers for lived experience workshops to ensure there are enough voices in the group to maintain the workshop v therapy environment, while also enabling Facilitators to appropriately support everyone and provide the focused attention people deserve. Face to face workshops – 6-10 / online workshops 6-8

Online Expression of Interest form: The questions are asked in the online EOI are broad enough as to not cause distress to anyone completing them. More in-depth conversations are then conducted during our screening process.



Readiness Calls

Roses in the Ocean has a team of trained lived experience of suicide Readiness Callers who contact people who have submitted an Expression of Interest to have a conversation about their responses and explore the opportunity further.

The entire readiness process is conducted across 3 stages:

1. All Expressions of Interests received are individually reviewed by the Roses in the Ocean Workshop Coordinator.
2. All participants receive a personalised call with our trained and experienced readiness callers to discuss the workshop in detail along with the participants readiness to be involved, self care plans and general support networks. Participants are then able to make an informed decision as to whether this is the right opportunity and right time for them.
3. One of the Facilitators also contacts each workshop participant the day prior to commencement to welcome them and answer any final questions.



Our Voice in Action Workshop

- Identify the key insights and impactful messages derived through your lived experience of suicide
- Understand what it means to be a LE representative and how to inform, influence and enhance
- Develop and appreciation of the wide range of lived experience perspectives and the wisdom they offer
- Dispel common myths and misconceptions about suicide through lived experience perspectives
- Understand how communication and working styles can be best utilised in various suicide prevention forums.
- Discover the role of lived experience in casting a critical lens over suicide messaging, imagery and written communications.
- Understand the importance of shared expectations and collaboration, and how to manage conflict.
- Implement your self-care plan and activate your support networks as required.



Workshop Outline

Roses in the Ocean has custom designed an online version of Our Voice in Action during COVID-19 in order to continue the establishment of LHD LEAGs during restrictions.

Online delivery during COVID-19 restrictions

- Our Voice in Action workshop
Delivered online via Zoom
- LaunchPad workshop: Delivered face-to-face post
COVID-19 restrictions easing

Face-to-face workshops

- Our Voice in Action workshop:
Delivered over 2 consecutive days
- LaunchPad workshop:
4 x 1.5-hour sessions over 4 or 8 weeks



LaunchPad Workshop

The purpose of the LaunchPad Workshop sessions are to:

- Support the newly formed Lived Experience Advisory Group to form as a team.
- Establish group values and shared expectations of group interactions.
- Provide clarity of the structures, roles and responsibilities within the LEAG.
- Develop appreciation of the individual expertise and gifts within the group.
- Connect LHD team with the LEAG and for the LHD to provide overview of how they envisage the LEAG working with them on the various initiatives.
- Agree on an action plan LEAG and LHD interaction moving forward including LHD contact



National Mentoring Call Back Service

Roses in the Ocean is committed to supporting everyone we train and as such are invited to be members of our Lived Experience Collective. We invite them to access two main avenues for ongoing connection and support.

- Our Mentoring Call Back Service
- The Collective's closed Facebook page

All of our Mentors have their own lived experience of suicide and have been actively involved in suicide prevention activity for some time.

Mentoring involves one-on-one phone conversations, texts or emails, depending on how the person wishes to connect. Our Mentoring Call Back Service ensures members are supported as they develop their skills and contributions within suicide prevention.

Mentor on standby (for virtually delivered sessions)

- To contact participants during the workshop and provide support as requested.



Ongoing LEAG Coordination

Local Health District's Role

- Nominate a staff member to coordinate the ongoing LEAG meetings and involvement
- Engage the LEAG in monthly meetings to discuss and enable contribution into LHD activity in Towards Zero Suicide initiatives

Roses in the Ocean's Role

- National Mentoring Call Back Service:
- Invitation to join the Roses in the Ocean's Lived Experience Collective
- 12-month LEAG Ongoing Skill Development for LEAG co-chairs to support establishment and leadership of LEAG (this is a Roses in the Ocean initiative extended to NSW LEAGs)



Co-design for Alternatives to ED Initiative

your regional safe space



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What is co-design?

- Co-design is a process of exploration, development and testing to address a defined need.
- A range of experts, including people with a relevant lived experience, collaborate to identify and create an outcome, typically a new service model.
- The core belief behind the co-design approach is that service users, as experts of their own experiences, should play a central role in designing the services they use.
- Co-design is ongoing with outcomes of the designed service fed back for continual improvement – ideally engaging people who have used the service/product to inform the process.



Why co-design?

- Co-design values all participants equally for their own unique expertise.
- There is a genuine commitment to sharing power equally.
- The mutual respect required by the process encourages a sense of collective ownership for the service models that emerge from it.
- By bringing together a more diverse range of expertise to the design process, a wider range of ideas are generated and more creatively explored.
- By having service users and service providers involved in the design process, it is more likely that challenges will be raised and addressed, and problems avoided, before service models are implemented.
- When co-design is done well, it has been demonstrated that the process produces services that meet the needs of people in a more efficient, effective, and sustainable way.



Must haves

- **Diverse range of voices** centred around the voices of those for whom the service/ product is being designed
- Genuine commitment to **sharing power equally**
- **Sufficient time** to achieve broad stakeholder engagement and work through the process respectfully allowing for deep exploration and creative solutions
- **Implementation of co-design outputs**
- **Multiple opportunities and ways** to contribute and provide feedback



Agency for Clinical Innovation (ACI) & Experience-based Co-design

The NSW Ministry of Health is working with ACI in the Zero Suicide in Care initiative and Roses in the Ocean's approach to co-design is well aligned to the ACI Principles.

In experience-based co-design the people who use and deliver health services are engaged to share their experiences and design improvements together.

What are the important features of Experience-Based Co-design?

There are three important features of experience-based co-design: **'Experience'**, **'Co'** and **'Design'**

- **'Co'** means that consumers, families and staff are working together from start to finish with equal say, decision making and responsibility
- **'Experience'** highlights that we need to gather real stories from people to understand their experiences of what is going well and what would be better
- **'Design'** clarifies that we are identifying the why, what and how to make things better in partnership with consumers, families and staff



Our principles of co-design align with *ACI principles

Roses in the Ocean Principles of co-design

Equal partnership

People with lived experience work together with all other stakeholders in the co-design process with a genuine commitment to equal power sharing.

Honest conversation

All stakeholders are empowered to speak their truth in a safe and supportive environment, where everyone's experiences and perspectives are respected and valued.

Inclusion

Genuine inclusion of all voices is supported and enabled in a culturally safe way through the all phases of the co-design process.

Shared decision making

Opportunity is provided for all stakeholders to hear a diverse range of perspectives, develop a common understanding of the issues, collectively explore solutions, and arrive at a place of shared decision making.

Innovation

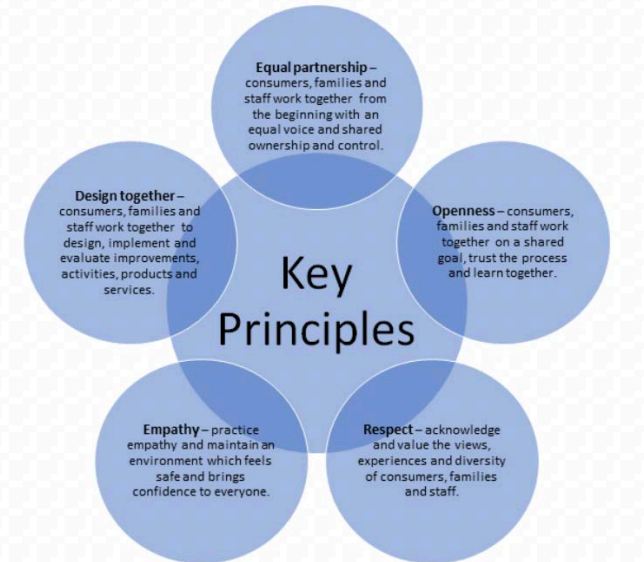
Bold ideas are actively encouraged and creatively captured, in the context of clear communication about the hard boundaries of a co-design initiative. No ideas are lost and will be fed back to commissioning agencies and service providers to improve other programs and services.

Purposeful involvement

Purposeful identification and engagement of key stakeholders sees the right people at the table, with a clear sense of common purpose and a collective focus on the needs of the people who will directly benefit from the program or service.

Integration

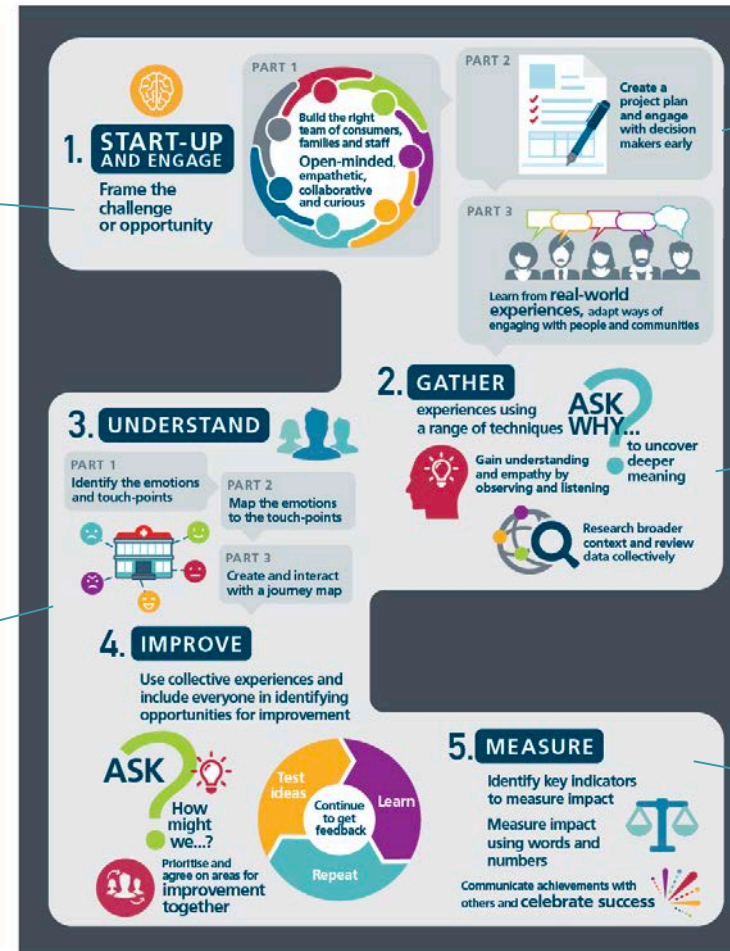
Together, people blend their experiences and perspectives in a productive way that achieves an outcome supported through integration with other appropriate touchpoints.



*Agency for Clinical Innovation



Experience-based co-design approach



Framing in terms of challenge and opportunity, not problem

Broad community consultation with focus on finding those who often aren't engaged

Deep curiosity, creating environments where 'why?' can be asked respectfully and people feel supported to speak their truth

Exploring emotions & feelings requires creating supportive environment

Look beyond the 'normal' measures to include measuring 'experience'.

Alignment with Experience Based Co-Design approach

Roses in the Ocean's co-design approach



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**Considerations when co-designing
with and for people with
Lived Experience of suicide**



Language Matters

People have needs – they are not problems

People are guests of services – not patients

People want to be connected - not referred

People want to be welcomed – not checked in

No one wants to be triaged, redirected, assessed –

people want to be heard, supported, empowered



Managing Expectations

- Be transparent with all known information
- Assume we will push up against a hard boundary sometime
- Dare to dream - Blue sky
- Catch all ideas that meet the needs and feed them into future projects, advocacy, design opportunities

Managing Power Imbalance

- Bring everyone along for the whole journey
- Call out the elephant in the room
- Provide space for stakeholder groups to explore their needs separately before coming together
- Develop trust and respect of collective expertise which enables collaborative idea generation
- ALWAYS keep front of mind WHO the service is for, and prioritise meeting their needs



Lived Experience Recruitment

Diversity: When recruiting for the co-design it is important to have good diversity of lived experience, demographics and geographical representation, keeping in mind that we are looking for people with lived experience of suicidal crisis and/or attempt and people who have utilised an emergency department or haven't/wouldn't utilise the current system. Our LE Matrix assists in this process.

Managing expectations: Roses in the Ocean manages expectations of people from the outset of there being a limited number of places on the co-design by explaining the importance of diversity and that there will be other ways for people to contribute to the project through feedback loops. It is important people understand that everyone's lived experience is valuable and as important as the next persons.

Workshop numbers: Over many years we have learnt the optimal numbers for co-design projects to ensure there are enough voices in the group to maintain a workshop v therapy environment, while also enabling Facilitators to appropriately support everyone and gain input from all involved. Online co-design projects can have 9 lived experience and 9 health professional participants. Face-to-face up to 15 per group.

Online Expression of Interest form: The questions are asked in the online EOI are broad enough as to not cause distress to anyone completing them. More in-depth conversations are then conducted during our screening process.



Health Professional Recruitment

| HP Recruitment for co-design - Participant Matrix | | Count | | | | | | | | |
|---|--|-------|--|--|--|--|--|--|--|--|
| Professional experience | | | | | | | | | | |
| | Public health eg. LHD | 0 | | | | | | | | |
| | NGO | 0 | | | | | | | | |
| | Aboriginal Community Controlled Health Organisation | 0 | | | | | | | | |
| | Peer worker/coordinator | 0 | | | | | | | | |
| | Manager: crisis support service | 0 | | | | | | | | |
| | Crisis support worker | 0 | | | | | | | | |
| | Manager: mental health or suicide prevention | 0 | | | | | | | | |
| | Triage | 0 | | | | | | | | |
| | Mental Health CNC | 0 | | | | | | | | |
| | Mental Health Line experience | 0 | | | | | | | | |
| | Frontline emergency responder (e.g. police, ambulance, ED staff) | 0 | | | | | | | | |
| | Mental health/ambulance project clinician | 0 | | | | | | | | |
| | Alcohol and other drugs worker | 0 | | | | | | | | |
| | General Practitioner | 0 | | | | | | | | |
| | Other | 0 | | | | | | | | |
| Other experience | | | | | | | | | | |
| | Advisory group member | 0 | | | | | | | | |
| | Training/facilitation | 0 | | | | | | | | |
| | Lived experience of suicide | 0 | | | | | | | | |
| | Previously participated in co-design activities | 0 | | | | | | | | |
| Demographics | | | | | | | | | | |
| | Female | 0 | | | | | | | | |
| | Male | 0 | | | | | | | | |
| | Other gender identification | 0 | | | | | | | | |
| | Age: 18-30 yrs | 0 | | | | | | | | |
| | Age: 31-45 yrs | 0 | | | | | | | | |
| | Age: 46-65 yrs | 0 | | | | | | | | |
| | Age: 65+ yrs | 0 | | | | | | | | |
| | LGBTIQ | 0 | | | | | | | | |
| | Aboriginal or Torres Strait Islander | 0 | | | | | | | | |
| | CALD | 0 | | | | | | | | |
| | Identifies as having a disability (not including 'psychosocial') | 0 | | | | | | | | |
| | Current LHD resident | 0 | | | | | | | | |

- LHD will be given a health professional participant matrix to ensure that the health professionals chosen for co-design represent a diverse range of perspectives and experiences
- LHD will be responsible for sourcing health professionals and for providing Roses in the Ocean with the final list and contact details of selected participants





BEACON STRATEGIES

Roses in the Ocean and Beacon Strategies work closely together in co-design projects complimenting each others' strengths to provide an all-encompassing service to LHDs and other clients.

The NSW Ministry of Health has funded Roses in the Ocean to provide 8 days of Beacon Strategies for each LHD as part of the Alternative to ED initiative. This enables each LHD to determine which services to utilise to best support their internal capacity and capability of specific skill sets. Four days are utilised in the codesign process itself collating and theming codesign outputs to provide quick turnaround for feedback loops etc, with the remaining 4 days left to the LHD to choose how to use.

Beacon Strategies has worked extensively with PHN's and LHD's throughout Australia.

A mission based social services consultancy with expertise in health planning, service design, project management, implementation support, evaluation and reporting.

Beacon Strategies has expert capability in supporting service providers & organisations to design, establish and implement service models in the health and social services sectors.



Menu of Services

Project planning and management—supporting the LHD to create project plan documents, backbone support for project governance mechanisms, internal monitoring and reporting, and facilitating communication across all suicide prevention-related initiatives being delivered within the LHD or NSW Health.

Support with co-design activities—attend co-design activities and complement Roses in the Ocean with transcribing notes, capturing participant input, and synthesising and theming co-design findings

Service model development—based on the themes emerging from the co-design process, develop a conceptual service model and implementation/establishment plan to facilitate LHD endorsement and transition to implementation.

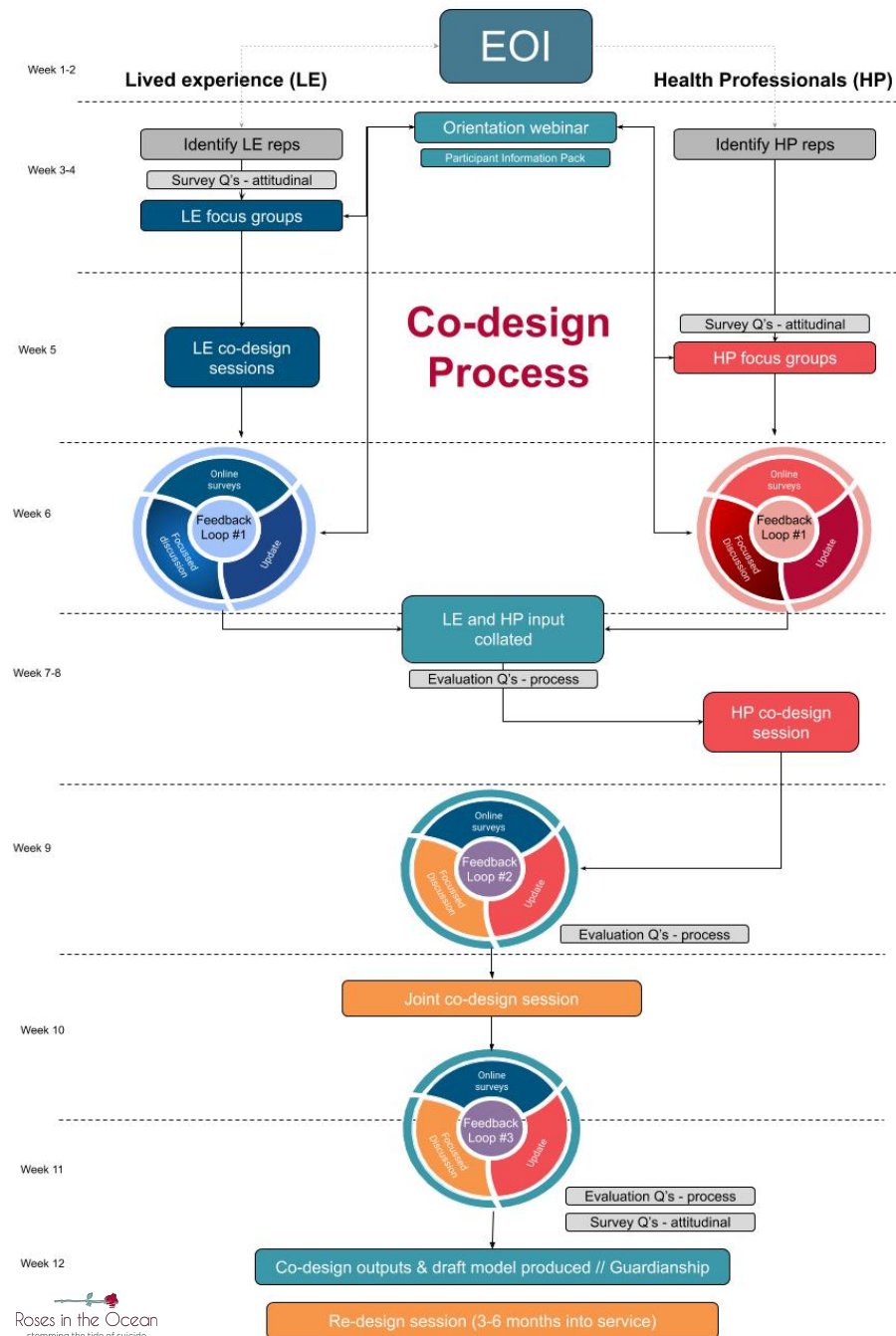
Commissioning support—assisting the LHD with drafting procurement plans, creating market approach documentation, planning market briefings, and administering tender evaluation processes.

Service provider on-boarding—assisting the LHD to effectively engage and establish contract relationships with service providers

Evaluation planning—working with LHD teams to develop monitoring and evaluation frameworks and data collection processes to support ongoing program evaluation.

Roses in the Ocean Codesign model

- Focus of exploration at different stages
- Reasons for our structure
- Process evaluation
- Feedback Loops
- Guardianship
- Re-design – an iterative process that does not stop once service model is implemented



Virtual Considerations

Roses in the Ocean has developed a model for delivering our co-design process online during COVID-19 taking into consideration digital barriers, emotional wellbeing and support processes. :

- Creating safe supportive environments online meant **reducing participant numbers**; conducting **small Focus Groups** prior to whole of group codesign sessions; using **small group breakout rooms on digital platform** to allow small group discussion; **additional facilitators**; introduction of Roses in the Ocean online mentor.
- Shorter, more **regular touchpoints**
- **Accessibility** – digital divide; potential to exacerbate already felt disconnect
- **Quick turnaround for session outputs**
- **Process evaluation** embedded throughout



Paid Participation guidelines

The NSW MoH has advised us that Paid Participation for lived experience participants is to be paid through funding provided to LHDs for various projects. Each LHD may have their own rates or you may like to review NMHC policy.

| Workshop | Delivery mode | Hours/Days |
|---------------------|---------------|---|
| Our Voice in Action | Face to face | 2 days (optional) |
| Our Voice in Action | Online | 20 hours (optional) |
| LaunchPad | Face to Face | 4 x 1.5-hour sessions |
| Co-design Alt to ED | Face to face | 3 days x sessions + 6 hours (feedback loops) |
| Co-design Alt to ED | Online | 15 hours |



Other points of interest

- Paid participation for lived experience participants – LHD to pay from existing MoH funding. Roses in the Ocean can assist with distribution by invoicing the LHD and processing paid participation.
- Roses in the Ocean create an LHD landing page on our website to house links to orientation webinar, feedback loop webinars and surveys
- LHD relied upon to access their database of community stakeholders for broader dissemination of engagement opportunities and co-design feedback loops
- Governance of Safe Space and LEAG – Bronwen Edwards, CEO Roses in the Ocean will speak with LHD project lead about this to ensure clarity going into the co-design process
- Beacon Strategies to meet with LHD to discuss service offerings

