Youth at the Centre: The design and delivery of mental health services with and for young people

November 20th 2018
3:00PM PST
Acknowledge the unceded, traditional and ancestral territories of the Coast Salish First Nations

Musqueam, Tsleil-Waututh, and Squamish
Agenda

- Introduction (5 mins)

- Presentations
  1) Online Support for Young People: ReachOut Australia’s approach to participatory design and peer support in a digital environment (20 mins)
    Presented by ReachOut Australia
  2) Youth as partners in Our path to wellness (20 mins)
    Presented by Foundry BC

- Discussion/ Questions (10 mins)

- Closing Remarks (5 mins)
Today’s Speakers

There is a growing recognition in our province of the need to meaningfully involve youth in implementing policies, programming and practices that are more attractive and beneficial to them. **Reachout Australia** and **Foundry BC** are two incredible examples of organizations who have been leading this groundswell change both here in BC and abroad.
Online Support for Young People

ReachOut Australia’s approach to participatory design and peer support in a digital environment

Jessica English – Online Community Coordinator
Dr Kerrie Buhagiar – Director of Service Delivery
Participatory design and Youth Involvement

- Series of activities that allow young people to be involved in designing all parts of the service
- Iterative process - research … development … testing
- Development of personas representing target audience
- e.g. Content Squad, Youth Advisory Board, Youth Moderators, UX testing
Peer support as a critical component of Australia’s mental health system

https://about.au.reachout.com
Principles of peer support

- Mutuality and Empathy
- Empowerment
- Hope
- Reciprocity
- Equal Power
- Respect
ReachOut’s peer support model

- Two Online Peer Support Communities: Youth Forum and Parents Forum

- “Peer” within our communities is defined by either lived experience of being a young person, or being a parent to a young person

- Our forums use both **formal** and **informal** approaches to providing peer support
The user journey with Online Peer Support

- Reaching Out
- Entering the forums
- Reading and/or posting (may or may not become a member)
- Seeking peer support from others (actively or passively)
- Providing peer support to others
The role of peer moderators

- Peer Support
- Community Moderating
- Mentoring and Leadership
- Community Building
Risk management in a digital environment

- Digital Triage
- Community Guidelines
- Anonymity
**Benefits**

+ **Connection**
  - “I think I found a sense of community on the forums... it felt like I had the same goal as other users and I was validated by people sharing their experiences that I related to.”

+ **Hope**
  - “I really enjoy reading experiences of other people – it’s one thing to read a factsheet but to have people say what they went through and what helped them and being able to talk to people. You want to find out from other people what they’ve done”

+ **Empowered to improve wellbeing, including help seeking**
  - “really helped me to change my negative thinking patterns and given me great tools to manage my anxiety.”

+ **New and shared understanding**
  - “I love reading the feedback, tips and experiences of others because I feel less alone and integrate their tips into my own life if I think they’re useful.”

+ **Self esteem and confidence**
  - “I think the forums have definitely increased my self esteem. Posting has made me feel more confident socially...”

+ **Empathy and understanding**
  - “The reason I keep using and going back to the forums is [that] someone always needs help with their journey and if I don't directly need help I'm happy to keep helping others.”

+ **Resilience and ability to cope**
  - “…to see other people feeling the same way and know you’re not alone, other people have these problems and insecurities as well, it’s a weight off your shoulders.”
YOUTH AS PARTNERS IN OUR PATH TO WELLNESS

BY: ANDREA VUKOBRAT, STEPHANIE GILLINGHAM, REBECCA ZAPPELLI
Youth Engagement at Foundry

• Ensures Foundry and its sites embed youth voice, perspective and wisdom at all levels

• Supports lead agencies in engaging with youth, including developing professional capacity building opportunities and infrastructure to support local and initiative-wide engagement
For youth, with youth....at every level
“Programmes should be designed which maximize the opportunity for any [youth/family] to choose to participate at the highest level of [their] ability.”

– Roger Hart
| **GOVERNING** | Youth and families/caregivers have a central role in the organization’s structure alongside leadership and staff, driving strategic directions. |
| **PARTNERSHIP/COLLABORATION** | Youth, families/caregivers, and service providers have a clear understanding of shared responsibilities, roles and decision-making, they develop and operationalize opportunities together. |
| **LEADERSHIP** | Youth and families/caregivers lead the action or initiative and identify level of support needed. |
| **DELEGATION** | Goal initiated by staff, delegated roles and tasks are managed through collaborative problem-solving, and accountability to all partners. |
| **CONSULTATION** | Youth and families/caregivers are given a range of options to choose from and make recommendations or offer feedback, final decisions made by staff. |
| **INFORMED** | Youth and family/caregivers are offered specific, time-limited opportunities and informed as to why they have been selected and what they will be doing. |
| **DISENGAGEMENT** | Youth and family/caregivers do not have contact, context or support before, during and after engagement. |

**Tokenism**
Youth and family/caregivers are one representative, asked to speak for the whole population or demographic they represent, often with no authentic voice.

**Decoration**
Youth and family/caregivers are asked to support an initiative with no information or involvement in design or decisions.

**Manipulation**
Youth and family/caregivers are directed to engage with no understanding of the purpose or the agenda.
Foundry’s Key Principles for Youth Engagement

- Recognition
- Reciprocity
- Respect
- Relationships
“Many of our young people today wonder whether they have any place in this vast and complicated society of ours. They feel anonymous and rootless and alienated. They are oppressed by the impersonality of our institutions. In my judgment there isn’t any quicker cure for that ailment than evidence that their society needs them.”

– John W. Gardner
Peer Support

#foryouth #byyouth #withyouth
Thank you for joining the webinar!

Please visit www.b4stage4.ca to access a recording of today’s webinar and learn more about how you can #GetLoud for better mental health in BC.