Challenging the Status Quo ... Co-designing the future of child and youth mental health services with young people

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Acknowledgements

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We also acknowledge young people living with mental illness, mental health problems and problematic drug and alcohol use, and their families and carers. We acknowledge sorry business and the lives of all.
Overview

• Sharing our consumer participation journey

• Challenging the status quo

• Hearing the journey of a young person that has transitioned from consumer to a valued CYMHS staff member

• A focus on co-design
  Understanding the why, what, and how
CYMHS Consumer Participation Journey

Affecting Change
Hope
Connectedness
Collaboration
Learning

organisational change
mind
input
skills
support
opinions
advocate
a voice
energy
partnership
sharing
giving back
giving back
involvement
engage
leadership
drive

making a difference
sincere
wise
celebrate
family
connection
change
value
recovery
understand
direction
enhance

feedback
knowledge
young people
enable
input
opportunity
community
participation
use
future
be a part of it
meaningful
purpose
mental health

workplace culture
represent
experiences
update
reflect

impact
value
confident
positive
empower

CYMHS

Children’s Health Queensland Hospital and Health Service
Child and Youth Mental Health Service
Practice change

Our learnings

• Service readiness needs dedicated attention and time
• Commitment to addressing barriers
  • Service barriers plus consumers and carers barriers
• It is relational – nurturing a consumer friendly culture where consumer engagement is genuine and not tokenistic
• Service action and improved outcomes requires reflection

• Realising the true value and power of the consumer perspective
• Trust, honesty, respect, passion, professionalism are key ingredients
• Resourcing, funding and a commitment to see the roles develop and flourish
• Clear roles and responsibilities need to be created in partnership
• Importance of mentoring and consumer practice supervision
• Ongoing education and training
Challenging the Status Quo

“Coming together is a beginning
Keeping together is progress
Working together is success”
WHY youth consumer participation?

• Participation is a fundamental right for all people, whatever their age
• Young people can shape their futures and our society and the services that have been developed to support them right here and now
• It is unethical to withhold this right from those who may be less assertive
• Effective youth participation is reported to help young people build confidence and self esteem by giving them opportunities to influence things that affect them
• Young people offer a unique perspective – through being taken seriously, will feel valued and appreciate their roles
• Taking an active and independent role is empowering for a young person and can be a significant influence in supporting their continued recovery and promoting the recovery of others
Co-design
Turning experience into action
People need to understand why you want to engage with them

https://www.ted.com/talks/simon_sinek_how_great_leaders_inspire_action
The Y2Y Peer Worker Project

- Participatory
- Supporting Recovery
- Best Practice
- 0-18
- Co-design
Objectives and desired outcomes

Y2Y Peer Worker Project will:
- Assess the organisational readiness of CHQ HHS CYMHS for a youth peer worker program
- Determine success factors
- Engage stakeholders
- Define peer worker roles
- Develop operational policies and procedures
- Develop model prototype
- Develop education, training and orientation program
- Recruit skilled peer workers
- Implement and evaluate a trial and
- Report on learnings to further refine the model for ongoing delivery.
Known success factors

- Positive organisational culture
- Management and executive support within organisations
- Team acceptance – seeing peer workers as professionals and valued team members
- Clearly defined roles and responsibilities for peer workers, clinicians and management
- Adequate support structures and professional supervision and development
- Clear understanding of confidentiality and duty of care
- Intensive training and education

Adequate support structures and professional supervision and development
Highlights thus far

0 – 29 = Young

30 – infinity = Old
“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel”

Maya Angelou - American author, poet, dancer, actress, and singer (1928-2014)