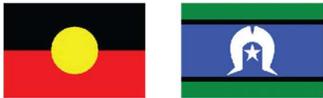


# Yarning about the Adult Mental Health Centre Darwin

Interim Co-Design Report - June 2021



# Acknowledgements



The Adult Mental Health Centre operates on Larrakia country. We acknowledge the Larrakia people as the Traditional Owners of the Darwin region and pay our respects to Larrakia elders past and present. We recognise that their sovereignty was never ceded and are committed to a positive future for the Aboriginal and Torres Strait Islander community.



The Adult Mental Health Centre is committed to cultivating inclusive environments for staff, consumers and carers and celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities

The Adult Mental Health Centre Darwin is a [Neami National](#) service, delivered in partnership with [Larrakia Nation](#) and supported by [Northern Territory PHN](#)



# About the Adult Mental Health Centre Darwin

The Adult Mental Health Centre (AMHC) will be a new service in Darwin for people to get social and emotional wellbeing and mental health support.

AMHC will be a welcoming, inclusive place offering immediate support for people experiencing distress along with short-term support.

Using a high-engagement approach, the AMHC staff will be a mix of lived experience, wellbeing and clinical staff providing direct support, access to information and help to navigate available services.

The Darwin AMHC will be delivered by Neami National, in partnership with Larrakia Nation and supported by Northern Territory PHN to provide more accessible services to those needing mental health support.

The AMHC will:

## **Respond to people experiencing a crisis or in significant distress**

We will provide a calm and welcoming space for people to receive support from Wellbeing Coaches, Social and Emotional Wellbeing (SEWB) Workers and clinicians.

## **Provide a central point to connect people to other services in the region**

Our experienced team will be available to support access to information online or in person and assist in service navigation to access relevant local services

## **Provide in-house biopsychosocial assessments**

Our team will provide a comprehensive triage, wellbeing and clinical assessment as per consumer needs.

## **We provide evidence-based and evidence-informed immediate, and short to medium term episodes of care**

Short term psychosocial supports will be provided through Wellbeing Coaches and SEWB Workers, consumers will have access to health and wellbeing group programs and access to clinical supports provided by in house and co located clinicians.



# About Neami

Neami is a community-based, not-for-profit organisation providing mental health, homelessness and suicide prevention services across Australia. We support people to improve their health, live independently and pursue a fulfilling life.

## Supporting social and emotional wellbeing and better mental health

We support people with a diverse range of needs, including:

- reducing distress and managing mental health
- finding and maintaining a home
- building independence and life skills
- strengthening personal, social and community connection
- accessing the right support
- participating in meaningful activities
- improving physical health

## Focused on recovery

Recovery is the journey that someone with mental health or other challenges takes to improve their wellbeing. We deliver purposeful, recovery-focused programs that support positive outcomes for each person. We believe that everyone can live a good life based on their values, strengths and goals.

## Commitment to diversity and inclusion

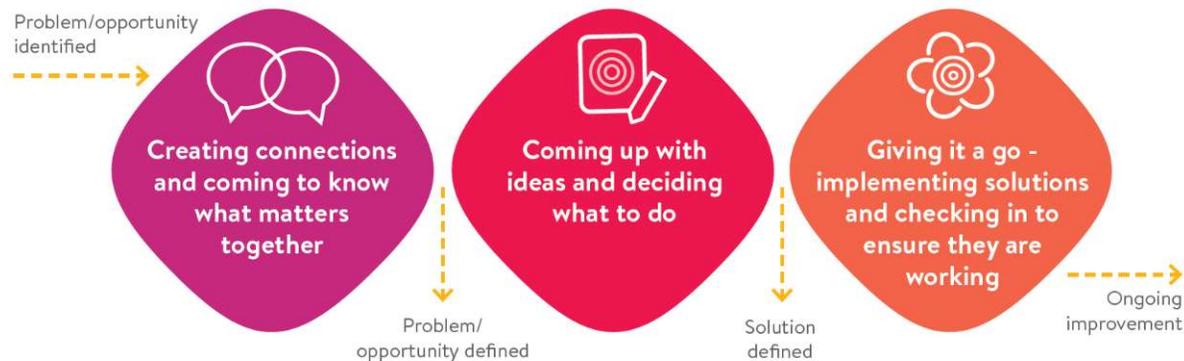
Neami is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, identities, cultures and experiences to achieve safe, accessible and culturally responsive services. We are responsible for developing strategies, services, and policies that consider the unique circumstances of oppression, marginalisation, and discrimination that can impact access to support.

## Bringing national perspective with a local heart

Neami services draw from the strengths of a national organisation while remaining flexible enough to match individual support to each person's needs. We have over 1000 staff supporting more than 9,000 people. Across more than 70 services, from regional and remote areas to the inner-city, we know that connection to the local community is at the heart of recovery.



## AMHC Darwin Co-design Process & Plan



Neami National and Larrakia Nation are working in partnership with the Darwin community to establish the AMHC Darwin. A **co-design** process is being undertaken to ensure that the Centre best meets the needs of the Darwin community. Co-design is a collaborative and participatory process that involves working with a diverse mix of stakeholders (including the community, people with lived experience and professional experience) to design new services and solutions. Taking a co-design approach means 'designing with' the Darwin community and involving them in decision making throughout the process.

Neami has a specific co-design process which utilises Neami's **Collaborative Recovery Model (CRM)** to identify three stages in the co-design process. These three stages can be seen in the diagram above and are:

1. Creating connections and coming to know what matters together
2. Coming up with ideas and deciding what to do
3. Giving it a go – implementing solutions and checking in to ensure they are working

The CRM is the framework that all Neami services utilise and focuses on strengths and values, goals and actions, within a coaching framework, with an emphasis on the alliance between staff and consumers, and the growth potential of consumers. The CRM is an overarching philosophy that encompasses notions of self-



determination, self-management, personal growth, empowerment, choice, and meaningful social engagement. The AMHC Darwin will also embody the CRM philosophy.

Appendix A has a more detailed overview of how the Co-design Plan will follow the CRM process and how specific sessions will fit into this.

## Co-design Venue

The first stage in the co-design process took place in the building which has been identified as the preferred location for the AMHC Darwin. This was a unique opportunity to deliver the co-design process that allowed for stakeholders to walk through and experience the future service location. They were able to give direct feedback through the co-design sessions on all aspects of the building including location, feel and layout. The building is in Scaturchio St, Casuarina and was selected due to its size, potential and location to transport links and other key services. Service partners Larrakia Nation were also consulted with at this time to ensure that it was also a venue that fulfilled their key requirements.



# AMHC Darwin Co-design - The team

## Co-design Team

## Service Establishment Team

### Larrakia Nation

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**Pam Marwood**  
Family Finding and Kinship Program Manager

**Richard Fejo**  
Chairman of the Board - Larrakia Nation

### Lived Experience

### NT PHN

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**Lauren Keys**  
Lived Experience Facilitator

**Pieter Walker**  
Project Manager - Adult Mental Health Centre

**Bella Burns**  
Manager Mental Health & Alcohol and Other Drugs Strategy

### Neami National

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**Jesse Martin**  
National Reconciliation Action Plan Coordinator

**Karen Thomas**  
State Manager

**Raff Di Bartolomeo**  
Manager Social Innovation & Design

**Joe Petrucci**  
Regional Manager

**Leon Meyer**  
Communications & Marketing Lead

**Ann-Marie O'Brien**  
Senior Project Officer - Darwin AMHC

**Ruth Gale**  
Project Coordinator





## Stage 1 Outcomes:

# Creating connections and coming to know what matters together

## Co-design

The outcomes of the first stage of the co-design process as defined by the Co-design team were:

### Inform

- Who is Neami National and what we believe and value as an organisation?
- The partnership between the Larrakia Nation and how we aim to work together
- What the Darwin AMHC is and what it can and cannot do under the contract
  
- What is co-design from the perspective of stakeholders?
- What will be the principles of the co-design process and how can people get involved?
- Ask stakeholders how we best work with them. What should Neami keep in mind or do to engage with all stakeholders?
- Ask stakeholders what we want the look and feel of the Centre to be. What should the designer keep in mind when designing the building?



## Stage 1 Session Details:

<b>Community &amp; Consumer Co-design Launch</b>	<b>11<sup>th</sup> May</b> (10:00 -12:00pm & 5:00 -7:00pm)	<b>Venue:</b> 16 Scaturchio St, Casuarina, NT (Possible future location of the AMHC Darwin)	<b>Attendees:</b> 47 across both sessions
<p><b>Format:</b></p> <p>An interaction community event to launch the co-design process which included introducing Neami, the AMHC and the co-design process to follow. People interacted with different stalls and got the opportunity to speak to Neami staff to learn about Neami, discuss the new AMHC or share how the service can best meet the community's needs. Due to timelines associated with the fit out of the building, design and aesthetics associated with this were also included at this first step of the process. It was aimed at community members and service users with service providers also able to observe the sessions.</p>			

<b>Service Provider &amp; Advocates design Launch</b>	<b>Co-13<sup>th</sup> May</b> 9:00am-12:00pm	<b>Venue:</b> 16 Scaturchio St, Casuarina, NT (Possible future location of the AMHC Darwin)	<b>Attendees:</b> 42
<p><b>Format:</b></p> <p>This event was an opportunity for service providers and advocates to come together to meet Neami, learn about the AMHC and the co-design process as well as share about what is important in the local community. It also included a Welcome to Country and formal acknowledgment of the Larrakia Nation and Neami National partnership. The session involved attendees breaking off into small table discussions that were facilitated by the Co-design team. Discussions at the table answered questions relating to the building design and aesthetics, ways of working and principles of the co-design process and how might the rest of the process be structured.</p>			

**NOTE:** There were also plans for a GP Engagement Session to occur within this period. Due to an initial lack of confirmed attendees this was postponed. Further engagement with the GP community will occur prior to any future event.

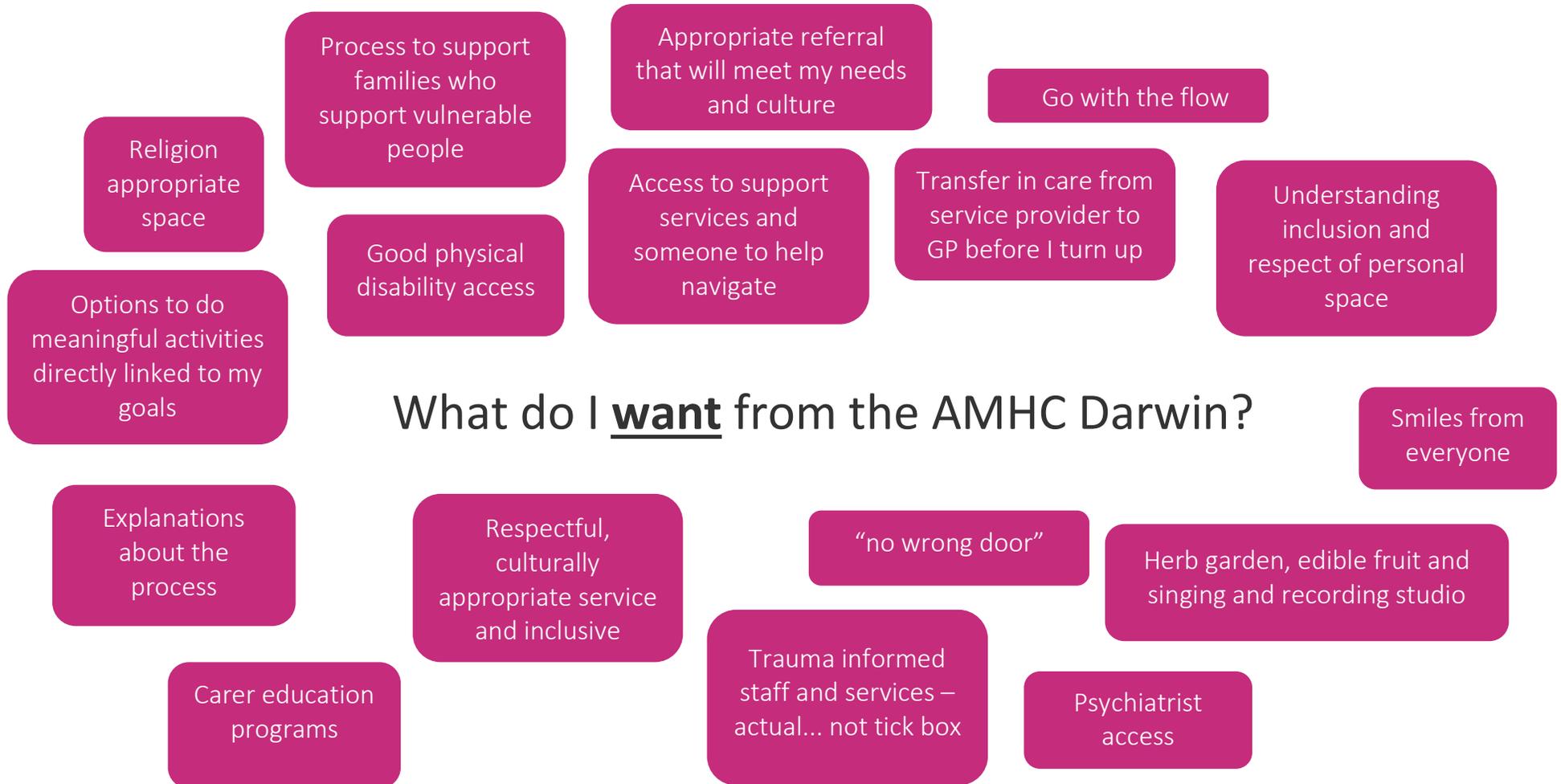


# Community & Consumer Co-design Launch (11<sup>th</sup> of May)



# Community & Consumer Co-design Launch (11<sup>th</sup> of May)

Community and consumers were asked to write down and speak to what they would want and need from the Centre, as well as what would make them feel comfortable and safe. The following pages is a snapshot of comments and views.



## Community & Consumer Co-design Launch (11<sup>th</sup> of May)

Not to tell my story over and over to different people – Can I develop my own story that I can share with people when needed

Therapy dogs

Tools to help navigate distress

To get help from people who are passionate, have lived experience, trained and are supported to work in a safe environment

Greetings saying welcome, thank you for coming, we care about everyone

Non-clinical focus – holistic

### What do I need from the AMHC Darwin?

Seek client feedback in an easy way

A place where you can chill out if feeling overwhelmed

Direct link from GP to support worker

Ambassadors – people in the community to share their story

Someone to talk to: separation /finances / help with debt management / parenting / access

Peer support

Brief intervention therapy available

Bridge to connection



# Community & Consumer Co-design Launch (11<sup>th</sup> of May)



# Service Providers & Advocates Co-design Launch (13<sup>th</sup> of May)





# Service Providers & Advocates Co-design Launch (13<sup>th</sup> of May)

What are your experiences of working collaboratively within the Darwin community? What has worked well and what hasn't? What ways of working or key principles should we follow?

Below are the key principles that were created utilising the output of the session. These will inform ways of working for the remainder of the co-design process. This output was also cross referenced with the output from the Community & Consumer sessions after the event. The principles below reflect the combined output of both days. There will also be other opportunities for diverse stakeholder groups to provide input and for these principles to be iterative.

## Key Principles of the Co-design Process

People are at the centre of everything we do	We will engage with people as experts of their own experience. We recognise the unique perspectives of the community and will provide opportunities that enable people to contribute by drawing on their own strengths.
Value the importance of working together	Take the time to develop the relationships needed to work well in Darwin. Be honest and authentic and do what you said you would. We understand that it is only by working together that we do the work.
Prioritise Aboriginal & Torres Strait Islander ways of working	Ensure that that Aboriginal & Torres Strait Islander people are central to the process. Support Indigenous governance principles, Aboriginal social and emotional wellbeing beliefs and always consider cultural ways of working.
Elevating the role of Lived Experience	Ensure that lived experience has a leading role within the process. Listening and valuing this perspective is central to the process and the work. This also includes valuing the role of carers and advocates and their contribution to the process.
Acknowledge the tensions and challenges	Acknowledge the tensions that may exist with Neami coming to Darwin. There is a need to learn about the community and ways of working. We acknowledge that there will be tensions between different stakeholders and work to face these challenges together.
Try new ways of working and listen to feedback	The AMHC Darwin provides us all with the opportunity to try new ways of working and to be open to feedback. We will work with an open mind to ensure that feedback given and received has the aim of creating better services and outcomes.



# Building Design & Function



# Building Design & Function

Over the two days of co-design sessions, participants were asked to vote and provide comment on the future look and feel of the Centre. Below are the salient themes that emerged that will be utilised in the building design process.

## Types of spaces

### Open and Welcoming

Spaces should be open and be trauma-informed such that they do not look like clinical spaces. They should be genuinely welcoming in structure and shouldn't use tokenistic signals or cues to demonstrate this.

### Private

Spaces where people can have privacy and flexibility in how that privacy may occur (i.e. booths as well as rooms).

### Culturally informed and safe

Spaces that recognise Aboriginal & Torres Strait Islander people's needs including separate spaces for men and women. There should also be spaces and ways of communicating that support multicultural and transcultural ways of working (i.e. 'talking boards')

### Self-directed

Spaces where people can be introduced to information and can experience the Centre in a way and at a pace that feels right to them.

### Family and youth friendly

Regardless of what services the AMHC provides, young people and families are going to use the space. Ensure that there are areas for families and carers to feel safe and supported.

### Outdoor

Provide opportunities for people to receive a service or to generally interact with the AMHC via outdoor spaces. Value the positive influence that outside spaces and nature can have. Have bush tucker and traditional medicine plants outside.

### Informal

Spaces where there is a variety of or no seating (i.e. sitting on the ground). Allow people to determine how and where they would like to sit within certain spaces. Utilise rugs and soft furnishings.

### Sensory

Spaces that are calming or where sensory modulation can occur. These spaces should also be culturally appropriate for people.



## Look and Feel

### Natural colours, fabric and fibres

Preference for natural colours (greens, oranges and browns), fabric and fibres. There was also a secondary preference for 'calming' tones of blue.

### Trees and plants

Feedback received suggested a strong theme of plants both inside and out being important. This is also emphasised in the attendee's preference for functional outdoor spaces to be included in the Centres floor plan.

### Aboriginal & Torres Strait Islander artwork and fabrics

Feedback received was that the Centre should highlight and showcase local Aboriginal and Torres Strait Islander art and fabric designs. It was also stated that the Centre should utilise community art opportunities that enhance the appearance as well as provide consumers with a way to engage with the Centre.

## Tensions and ongoing questions

### Kitchen spaces

There were conflicting views on whether the Centre should have kitchen spaces and areas where food is provided. Further exploration of this is required.

### Scaturchio St building Lighting and Ceiling

Feedback received was that the number of bright fluorescent lights within the building currently should be reduced. Having different light sources throughout the venue that weren't fluorescent was encouraged. Attendees also had suggestions regarding the height of the 'drop down' ceiling in the building. This included using fabric to soften its appearance or removing areas of the ceiling altogether. The feasibility of this would need to be explored further.

### Scaturchio St location

It was highlighted that this location was a Centrelink building in the past. Attendees suggested that work with the community would need to occur to move past this association.

### Formal reception area

There were conflicting views on whether the Centre should have a formal reception area. Further exploration is required to determine how to best ensure a safe and cohesive space while still providing a welcoming environment.



# Larrakia Nation and Lived Experience Feedback

Larrakia Nation and Lived Experience representatives were involved in the co-design sessions and in the synthesis of the output. As stated in the co-design principles developed from this output, the voice of both Aboriginal & Torres Strait Islander and Lived Experience people will be valued and prioritised. Below are salient themes that have emerged thus far and that will be used to frame future conversations.

## Larrakia Nation and Aboriginal & Torres Strait Islander People Considerations

### Co-branding

The Centre staff would benefit from being co-branded with both the Larrakia Nation and Neami National logos. This would be a visual representation of the partnership and support collaborative ways of working.

### Elder in Residence

Feedback from Senior Larrakia Nation people is that the Centre would benefit from having an Elder in Residence that can support and guide the Centres interactions with community.

### Cultural Protocols

The cultural protocols of the Larrakia Nation should be prominently displayed at the Centre. There are also specific cultural beliefs and ways of working that need to be considered.

### Aboriginal & Torres Strait Islander Traditional Healers

There is a strong relevance and demand for Traditional Healers within the community and the Centre should support and facilitate this work to occur through its service model.



# Lived Experience Considerations

## **Access to safe and inclusive spaces**

Feedback received was that some lived experience people felt that they would have felt safer if there was a designated lived experience session or space within the co-design process. Future stages of the process will include opportunities for smaller groups of individuals to participate in a supportive environment.

## **Role of Lived Experience**

Feedback received was that it was unclear what opportunities there will be for Lived Experience to be included in the co-design process overall. There were also concerns regarding how Lived Experience will feature in the governance structure of the Centre. Future stages in the process will provide more structure about this to ensure that people are aware of the opportunities available.

## **Unclear processes regarding engagement and purpose**

Feedback received stated was that some people were unclear about the purpose of the initial launch session and were unsure about what was expected of them in the process. Future stages of the process will focus on developing strategies that will ensure that the process and outcomes are clearer for people.

## **Lack of clarity of AMHC Pilot and Model**

Feedback from some attendees was that there was a low awareness of the AMHC pilots and the model that they will employ. This in part may be due to the newness of the model but future sessions will look to clarify this further.



# Additional Key Considerations

Key themes from the Although the themes below were not an identified outcome of this stage, they are key themes that will inform the remainder of the process and help frame future conversations.

## Workforce

### Local community people

There was a strong preference for local people that represented the local Darwin community to be represented in the workforce. This included representation of the Aboriginal & Torres Strait Islander community, lived experience as well as other key Darwin community groups.

### Welcoming & engaging staff

It was recognised that it was important for staff to have excellent engagement skills and to be welcoming and approachable. This was seen to be at least as important as their discipline or skillset.

### Non-clinical workforce

There was a preference for non-clinical staff throughout the Centre. It was also recognised that there is a need for clinical staff and a strong relationship with clinical services.

### Recruiting a diverse workforce

There were questions raised regarding how do we best recruit a workforce that is reflective of the wider Darwin community? It was also asked how do we communicate that diverse life experiences are valued by Neami and the Centre?

### Workforce development

There is strong interest in how the Centre can provide workforce opportunities for the Darwin community. Particularly for the Aboriginal & Torres Strait Islander community and for Darwin's emerging Lived Experience workforce.



## Service Model

### Family & carer Inclusivity

Feedback prioritised the role that family and carers should have in the service model. This can be seen in the feedback received in the building design process, but it was also observed as a strong theme throughout the co-design sessions.

### Awareness and integration of service networks

It was emphasised that Neami and the Centre should develop a strong understanding of the service networks currently in existence in Darwin. Stated and implied in this was that there is a need of service navigation and coordination to occur as a function of the Centre.

### Non-clinical service models

Across the two days it was identified that service models that preference non-clinical ways of working should be explored through the operation of the Centre. Some of these have been mentioned previously in this report and include peer models, recovery-based work, expressive therapies, and Aboriginal and Torres Strait Islander ways of working.

### Integration of clinical & non-clinical models of care

There were several statements recorded asking how clinical ways of working are going to relate to non-clinical practices at the Centre? This will be explored in subsequent sessions, but it is important to note as a theme of this current stage of the process.



# Next steps

Appendix A provides an overview of the remainder of the co-design process. Although there is a clear process in place, it will also be iterative in nature to allow for the outcomes of each stage to inform the next.

Key themes that will inform how the next stage of the process (**‘Coming up with ideas and deciding what to do’**) include:

## Identify outcomes for stage 2

As was identified in stage 1 of the process, the outcomes for the next stage will be defined by the co-design team. The output from the first stage will assist in this exercise. This will ensure that there is a coherent process that best guides the establishment of the Centre.

## Identify additional stakeholders

In each of the co-design sessions, attendees were asked to directly identify key stakeholders who they felt were currently not engaged in the process. Targeted meetings and engagement activity will occur to ensure that all key stakeholders have an opportunity to engagement in the process.

## Larrakia Nation engagement

Discussions with senior Larrakia Nation people continue to ensure that the best way to engage with the Larrakia Nation community and other Aboriginal & Torres Strait Islander communities is determined. Formal and informal processes to do this will be explored.

## Lived experience feedback

As stated above, there will be a series of smaller lived experience and consumer sessions which will better facilitate engagement in the process. There will be further activity to expand the role of lived experience through an expression of interest that will identify other key members of the Darwin Lived Experience community.



# Appendix A - Co-design Process and Overview



Stage 1 - Discover May	Stage 2 - Design June	Stage 3 - Deliver July/August
<p><b>Introductions</b> Introducing the partnership between Neami and the Larrakia Nation. What is the Darwin AMHC and what will it be able to do under its contract?</p>	<p><b>Service user &amp; Community outcomes</b> How will we know if the Centre is delivering what the community needs? What will be the Centres philosophy of care?</p>	<p><b>How will the Service Model be delivered?</b> What are all the components of the Centre and how do they all fit together? (Including Assessment / Crisis supports / Short to medium term supports / Service navigation)</p>
<p><b>Co-design</b> What the co-design process and principles and how people can get involved?</p>	<p><b>Service Model</b> Which services should be on site? What ways of working will best benefit service users and the community? What communities should we directly connect and work with?</p>	<p><b>Diversity and Inclusion</b> How do we ensure that we have an inclusive and accessible service for as many as possible?</p>
<p><b>Building design</b> What do we want the look and feel of the Centre to be? What should the designer keep in mind when designing the building?</p>	<p><b>Governance</b> What does governance mean to us? Who should be part of the governance structure? How do we support and sustain Indigenous Governance Principles?</p>	<p><b>Keep on yarning</b> How do we make sure that that we keep on yarning about the community and the Centre? What does this look like? How will we know if the Centre is delivering what the community needs?</p>

