

Project Status Update

Reporting cycle: 1 October 2016 to 30 June 2017 (Year 1) **Date:** 13 July 2017

Designated Charity: headspace National Youth Mental Health Foundation

Funded initiative: **National headspace Aboriginal & Torres Strait Islander Traineeship Program**

Snapshot overview: **headspace** has implemented a National Aboriginal and Torres Strait Islander Traineeship Program offering training and employment to Aboriginal and Torres Strait Islander young people in the Northern Territory, in collaboration with headspace Darwin. In the first year, this project has employed an Aboriginal Project Coordinator and two Youth Trainees.

The trainees have participated in a range of youth and community engagement activities in Darwin and in targeted rural Aboriginal Communities, including Jabiru, Belyuen and Batchelor. These activities have focussed on stakeholder engagement, increasing community awareness and increasing the mental health literacy of Aboriginal and Torres Strait Islander young people. The type of activities participated in include school events and health expos; festivals; Reconciliation Day, Sorry Day, and NAIDOC week events; and visits to targeted communities and community organisations.

The trainees are expected to graduate from their Certificate IV in Mental Health in late 2017 and future employment opportunities are already being explored and supported by the Project Coordinator and headspace Darwin. Recent feedback from the headspace Darwin Centre Manager helps highlight the success of the program in achieving its objectives and delivering clear benefits to the centre, staff and young people:

“When we commenced this journey, we thought we would be creating an opportunity for two young Aboriginal &/or Torres Strait Islander people to participate in formal training and gain on-the-job experience. In reality, it has been so much more than that.

We are incredibly proud of Mimi and Pete. They have contributed not only in youth specific ways (they are both within our targeted age demographic) but their expert knowledge in the area of Aboriginal ways has significantly impacted our service and team. Mimi has an incredible sense of her own culture; she blew us away at interview by her mature sense of belonging and how proud she is of her family and land. Pete is a charismatic young man, with boundless energy, fantastic social skills and a determination to be good at whatever he does. Young people are drawn to him and seek guidance from him.

The traineeship program provides an opportunity for our local community to ‘grow our own’ specialist Aboriginal mental health workforce; it’s a sustainable way of attempting to provide a holistic and relevant service in our region.

We are committed to seeing this program continue to succeed; and if possible, for a number of different sites across Australia.”

Jade, Centre Manager - headspace Darwin

Early in the project implementation phase there were some challenges relating to the engagement of a suitable Project Coordinator. While a new coordinator has since been recruited, this initial delay has impacted on consistent and ongoing engagement with targeted communities and the establishment of a Youth Advisory Committee to inform the youth participation and cultural engagement framework that the project initially set out to develop.

The new Project Coordinator has a wide range of networks and contacts with key people in the targeted communities and is a strong asset for the project and headspace. Consequently, with support from the trainees the project has more recently been able to foster relationships, engage with the targeted communities and increase the mental health literacy of Aboriginal young people through a range of engagement activities.

Key achievements:

Since January 2017, through a range of youth and community engagement activities, the trainees have assisted in supporting almost 300 Aboriginal and Torres Strait Islander young people from rural and remote areas, 170 family and community members and more than 50 professionals providing services to Aboriginal and Torres Strait Islander young people.

Building the evidence base:

The project engages with young people from targeted communities on a weekly basis and also involves teaching and welfare staff in identifying and responding to the needs of young people. The project will continue to develop relationships with these communities and will document consultation processes with significant stakeholders (including young people) to inform further engagement and mental health literacy programs with young people living in very regional and remote areas.

Building sector capability:

A staff survey was developed and piloted to identify baseline data in relation to the cultural awareness and confidence of headspace Darwin's staff, when working with Aboriginal & Torres Strait Islander young people. The survey found that the majority of staff displayed high cultural awareness, confidence in delivering culturally appropriate services, and a good knowledge of Aboriginal and Torres Strait Islander mental health needs and beliefs. Although all staff felt confident in providing culturally appropriate services, 64% agreed that they required greater support working with Aboriginal and Torres Strait Islander young people.

Data captured from this survey will inform the development and facilitation of internal cultural learning activities for **headspace** staff and also provide baseline data to measure the project impact on the cultural development (awareness, competence and confidence) of staff at the centre.

A client satisfaction survey was also developed and piloted to measure the appropriateness, quality and overall satisfaction of Aboriginal & Torres Strait Islander young people with **headspace** Darwin services. The participants in the survey gave a 4.5 out of 5 in relation to their overall satisfaction with the cultural appropriateness of **headspace** Darwin. This survey will provide a baseline to measure the level of young people's satisfaction with the services provided at **headspace** Darwin over time.

The project has enabled headspace Darwin to develop four key partnerships with different community and health organisations that provide a service to each of the four targeted rural communities, including Anglicare-NT, Team Health, Danila Dilba Health Service and NT Department of Education. Three of these organisations are located outside of the community and are the only or key organisation that provide services to the area.

Improving access to support:

The project expands the scope of service delivery to areas that have previously been limited in the amount of exposure they have had to headspace services and mental health literacy in general. Due to their distance from central townships, these rural communities are often excluded from the parameters of outreach services of many of the key local youth services. With the outreach capability of the project, barriers to accessing support such as lack of public and personal transport; technology; and lack of youth orientated or appealing services are overcome to provide young people in the targeted communities with mental health access and education.

Trainees are working alongside key services and organisations within the communities of Batchelor, Jabiru, Belyuen and Darwin to deliver ongoing and single session educational programs that cover a wide range of issues young people face, whilst educating on how, where and when to seek support. These community engagement activities not only provide much needed mental health education but also work to promote headspace to become known in these areas and establish headspace as a valuable support pathway.

The project has currently reached approximately 2000 Aboriginal young people that previously had little to no awareness of headspace and knowledge of how to access services and will reach more young people with future community engagement. The focus of the project on community engagement means that for Aboriginal young people in these rural communities, access to support is expanded outside of the clinical support available in **headspace** centres and despite the isolation of the communities locations young people can be provided with mental health literacy, programs and support.

Fostering socio-economic participation:

The traineeship program has offered significant developmental opportunities for all three staff employed under the traineeship program. The newly appointed Project Coordinator has had the opportunity to develop their skills by stepping up into a management role, mentoring the trainees and developing the project to ensure it meets the needs of the trainees, young people and communities involved.

The trainees are half way through the completion of their Mental Health Certificate IV course and are really engaged with their employment at **headspace** Darwin. The trainees have been actively involved in the development and delivery of numerous youth engagement activities over the past four months including mental health education activities with young people in schools and out at community events.

Due to the opportunities the traineeship has provided, both trainees now have aspirations to undertake additional studies once they finish their traineeship. One wanting to further their experience in developing more clinical skills and work as a school counsellor whilst the other intends to work in a more community engagement focussed role.

No. people supported:

People supported through the project: ¹	Support provided to date:			
	Directly Supported	Indirectly Supported	Total	
	No.	+	Estimated	= Total
Children & young people	125		165	290
Those who are close to & care for them	75		95	170
Professional service providers	32		24	56

This project has enabled **headspace** Darwin to directly reach approximately 300 young people from rural and remote areas that the centre would not have previously had the capacity to engage and provide a service to.

Headspace have been able to reduce stigma, promote help seeking behaviour and educate young people in relation mental health whilst promoting its services to Aboriginal young people, their families, communities and other service providers.

Key observations & learnings to date:

Trainee Outcomes

There were several personal outcomes for trainees that we did not anticipate the project would provide. The opportunity to start a traineeship with **headspace** Darwin, has provided two young people with not only educational and a professional workplace experience, but also personal growth opportunities as well. When reflecting upon the opportunities provided by this traineeship, the trainees have stated:

¹ Directly Supported = people who are able to be specifically identified as having participated in project activity or having accessed services or supports provided through it. Indirectly Supported = based on demographic or other project estimates rather than being able to be specifically identified as having participated in project activity or having accessed services or supports provided through it.

"I can't thank anyone enough for the opportunity, Just want to do you proud to set the program up for some other young fellas to have an opportunity like we have"

"I look at myself a whole lot differently, changed me a lot working here over the past few months"

"doing this traineeship inspired my partner to want to go to university and get an education for herself"

"It makes me feel a lot more a part of the community. I'm actually contributing to people's lives"

"Feels like a lot's changed, I can't remember life before headspace. I'm happy I've done the hard yards labouring and stuff though I hated it and now take pride working at headspace. I realised this is where I need to be"

Youth participation

The employment of young Aboriginal trainees has not only benefited the future employment opportunities of these two individuals but has had an impact on the young people that the project has engaged with and their receptiveness to what is provided. As the trainees are young Aboriginal people themselves, they are relatable and approachable with the target population which has permitted youth engagement in settings where other staff have previously struggled to connect with Aboriginal young people.

Measuring staff cultural competence and client satisfaction

Due to the lack of appropriate and standardised Aboriginal and Torres Strait Islander client satisfaction scales or staff cultural awareness surveys, an initial aspect of this project was to develop and pilot specific surveys that could appropriately measure the cultural competency of staff and young people's satisfaction with the quality and appropriateness of **headspace** services. Further focus on the development and testing of these measures will be undertaken throughout the remainder of the project.

Furthermore, as for some Aboriginal young people accessing **headspace** Darwin, English is not their first language, surveys have needed to take into account the literacy needs of young people accessing the centre.

Benefits derived from FGG funding:

headspace has been able to pilot an Aboriginal and Torres Strait Islander Traineeship Program and provide training, mentoring and support to two Aboriginal and Torres Strait Islander young people in the Northern Territory that would not have been possible without FGG funding.

The benefits derived from this project are many and include:

- Increasing the Aboriginal and Torres Strait Islander mental health workforce in regional and remote areas of Australia
- Assisting headspace Darwin to strengthen and build sustainable partnerships with Aboriginal & Torres Strait Islander communities and service providers in their region
- Increasing the mental health literacy, awareness and access to mental health services and supports by young people
- Continuing the conversation of mental health as a concept among the Aboriginal community and enhancing the recognition of mental health
- Enhancing cultural awareness, appropriateness and effectiveness of headspace services for Aboriginal and Torres Strait Islander young people at headspace Darwin
- Increasing the cultural awareness, support and confidence for headspace staff in delivering culturally appropriate services.

Additionally, the learnings from this pilot will enable the effective continuation of this project in the Northern Territory and assist in the expansion of the project to another location in either Regional Queensland or Western Australia, dependent on funding.

Next steps:

As some aspects of the project were delayed due to early issues with the Project Coordinator role, the short term focus will be on fostering the relationships that have been initiated in the targeted communities. This will include working alongside already established community initiatives and organisations to deliver youth orientated programs that will build on mental health awareness, coping strategies and positive self-awareness. The coordinator will also work to identify opportunities and build relationships elsewhere in the targeted communities to enhance the recognition of headspace and the project. A central part of this will be identifying gaps in service delivery and the needs of the young people relevant to the location and seeking opportunities for community engagement in these areas. The project team anticipate to be actively engaged and present in at least one rural community on a weekly basis and also engaged in an average of two mental health literacy sessions and or community engagement sessions within the Darwin local area.

Another area of focus over the coming six months will be to increase the capability of Darwin headspace centre staff when working with Aboriginal young people and their families in a culturally appropriate manner. To facilitate outcomes in this area, the Project Coordinator and the trainees will plan and deliver a minimum of two staff focus groups in the coming months. The trainees and coordinator will use these groups to undertake a needs assessment around what cultural knowledge and support is required and what staff may be struggling with when working with Aboriginal people.

In addition to these activities, over the next 12 months the wider project will focus on identifying and employing two new trainees in the Northern Territory and explore the expansion of the project to another location in either Regional Queensland or Western Australia, dependent on funding. headspace will use the learnings from the pilot to scope the further roll-out of this project and how to effectively support and manage its implementation. headspace will then conduct an Expression of Interest process in late 2017 with relevant headspace centres.

Project Outcomes Framework:

Change Lever	Objective	Metrics	Target – Full Project	Target – Year 1	Actual Delivery – Year 1	Target – Year 2
Evidence	<ul style="list-style-type: none"> Develop an Aboriginal and Torres Strait Islander youth participation and cultural engagement framework for remote areas through community consultation. 	<ul style="list-style-type: none"> The establishment of an Aboriginal and Torres Strait Islander Youth Advisory Committee and identification of key community stakeholders to inform framework development. Number of consultations and meetings held with the local community. Framework developed through extensive consultation with Aboriginal and Torres Strait Islander young people, the headspace centre staff and other community and sector stakeholders. 	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander youth participation and cultural engagement framework for remote areas developed and implemented across the national headspace centre network. # of community consultations undertaken. 	<ul style="list-style-type: none"> A local Youth Advisory Committee established. Youth Advisory Committee workshops held at project commencement followed by six monthly intervals. Key community and sector stakeholders identified. # of community consultations undertaken. Draft framework developed. 	<ul style="list-style-type: none"> While the project has drawn on headspace Darwin's Youth Advisory Committee, no project specific Aboriginal and Torres Strait Islander Youth Advisory Committee has been established due to the recruitment issues of the Coordinator role and resultant access and engagement with the targeted remote communities. Relationships with these communities will take time to build and once these relationships have been established an advisory committee will be formed. Six formal consultations with community stakeholders have been undertaken within the targeted rural communities and four key partnerships established with community and health organisations working in these communities. 	<ul style="list-style-type: none"> Develop an Aboriginal Youth Advisory Committee, that includes young people from the targeted communities Record process of consultations with other organisations and communities Strengthen established relationships and increase consultation in targeted communities.
Capability	<ul style="list-style-type: none"> Improve the quality, consistency and cultural appropriateness of mental health services delivered across headspace centres. Increase knowledge across the headspace network of the mental health needs and beliefs of Aboriginal and Torres Strait Islander young 	<ul style="list-style-type: none"> Level of satisfaction of Aboriginal and Torres Strait Islander young people with the cultural appropriateness and quality of headspace services. Level of cultural awareness; confidence to deliver culturally appropriate services; and support received as reported by headspace staff. Level of knowledge about the mental health needs and beliefs of Aboriginal and Torres Strait Islander young people in remote 	<p>Across the national headspace centre network:</p> <ul style="list-style-type: none"> % increase in level of satisfaction for Aboriginal and Torres Strait Islander young people. % increase in the level of cultural awareness of staff. % increase in staff confidence to deliver culturally appropriate services. % increase in staff feeling culturally supported 	<ul style="list-style-type: none"> Baseline assessment of client satisfaction for Aboriginal and Torres Strait Islander young people nationally and at the headspace centre involved in the pilot. <p>At the headspace centre involved in the pilot:</p> <ul style="list-style-type: none"> % increase in level of satisfaction for Aboriginal and Torres Strait Islander young people. 	<p>No appropriate and standardised Aboriginal and Torres Strait Islander client satisfaction scales or staff cultural awareness surveys were identified suitable for the purpose of this project. During this period, scales have been developed through literature reviews and stakeholder consultation and piloted to provide a baseline for further analysis prior to wider implementation. The results show:</p> <ul style="list-style-type: none"> The small number of young people (n=4) who completed the survey were satisfied with the 	<ul style="list-style-type: none"> Pilot the Aboriginal and Torres Strait Islander client satisfaction scale at a number of headspace centres to further test the scale and determine current level of satisfaction with headspace service nationally and identify areas for improvement. At the headspace centre/s involved in the traineeship results are

Change Lever	Objective	Metrics	Target – Full Project	Target – Year 1	Actual Delivery – Year 1	Target – Year 2
	<p>people in remote Australia.</p> <ul style="list-style-type: none"> Increase the effectiveness of headspace services and programs for Aboriginal and Torres Strait Islander young people and their families. Increase capability of headspace centres and staff to work with Aboriginal and Torres Strait Islander young people and community organisations. 	<p>Australia as reported by headspace staff.</p> <ul style="list-style-type: none"> Level of engagement by young people, their families and the local community with the headspace centre involved. Number of partnerships developed with local community organisations and health services. 	<ul style="list-style-type: none"> % increase in staff knowledge about the mental health needs and beliefs of Aboriginal and Torres Strait Islander young people in remote Australia. # of partnerships developed with local community organisations and health services. 	<ul style="list-style-type: none"> % increase in the level of cultural awareness of staff. % increase in staff confidence to deliver culturally appropriate services. % increase in staff feeling culturally supported % increase in staff knowledge about the mental health needs and beliefs of Aboriginal and Torres Strait Islander young people in remote Australia. # of partnerships developed with local community organisations and health services. 	<p>appropriateness of headspace services (scoring 4.5 out of 5).</p> <ul style="list-style-type: none"> Staff at headspace Darwin have high levels of cultural awareness and knowledge about mental health needs of Aboriginal young people (scoring 5.4 out of 6). Staff at headspace Darwin are confident in delivering culturally appropriate services (scoring 5.1 out of 6). Although most staff felt culturally supported (scoring 4.8 out of 6), 64% agreed that they required greater support in working with Aboriginal young people. In the four targeted communities partnerships have started to be developed with four different community and health organisations. Three of these organisations are located outside of the community and are the only or key organisations that provide services to the area. 	<p>maintained or improved against the levels of:</p> <ul style="list-style-type: none"> satisfaction for Aboriginal and Torres Strait Islander young people. cultural awareness of staff. staff confidence to deliver culturally appropriate services. staff feeling culturally supported staff knowledge about the mental health needs and beliefs of Aboriginal and Torres Strait Islander young people in remote Australia. 8 partnerships developed with organisations that provide services to the targeted communities
Access	<ul style="list-style-type: none"> Increase accessibility to mental health support for Aboriginal and Torres Strait Islander young people and their families. Build and strengthen relationships with Aboriginal and Torres Strait Islander communities to increase awareness, access and engagement. 	<ul style="list-style-type: none"> # (%) of Aboriginal and Torres Strait Islander young people accessing headspace services, supports or activities (at the centre or within the community). # of families participating in the care of their young person. 	<ul style="list-style-type: none"> # (%) of Aboriginal and Torres Strait Islander young people report as having greater access to culturally appropriate mental health services and supports in regional and rural locations. headspace centres located in regional and remote areas develop and maintain strong relationships with Aboriginal and Torres 	<ul style="list-style-type: none"> # (%) increase in the number and proportion of Aboriginal and Torres Strait Islander young people accessing headspace services, supports or activities (at the centre or within the community). % increase in the number of families participating in the care of their young person. % increase in engagement of young people, their 	<ul style="list-style-type: none"> Approximately 290 young people living in rural areas have accessed headspace services that previously would not have been able to. The project has reached approximately 170 family and carers of young people living in rural areas that previously would not have been able to. 56 service providers have been engaged due to the reach of the project. 2000 Aboriginal young people have been reached through the 	<p>Dependent on funding:</p> <ul style="list-style-type: none"> Engage approximately 500 Aboriginal & Torres Strait Islander young people living rural areas Engage approximately 300 family and community members Support and engage more than 100 professionals providing services to Aboriginal & Torres Strait Islander young people

Change Lever	Objective	Metrics	Target – Full Project	Target – Year 1	Actual Delivery – Year 1	Target – Year 2
Participation	<ul style="list-style-type: none"> Increase the number of qualified Aboriginal and Torres Strait Islander Mental Health Workers. 	<ul style="list-style-type: none"> # of Aboriginal and Torres Strait Islander mental health workers who are recruited, trained, mentored, and retained within the traineeship program. 	<p>Strait Islander communities.</p> <ul style="list-style-type: none"> On the assumption of a minimum of two workers per site per annum and based on current funding levels it is expected at least 10 Aboriginal and Torres Strait Islander mental health trainees would have completed a one year traineeship after five years. Greater availability of qualified Aboriginal and Torres Strait Islander mental health workers for headspace centres and the wider health sector. 	<p>families and local communities.</p> <ul style="list-style-type: none"> % increase in referrals from community organisations. Two Aboriginal and Torres Strait Islander trainees are recruited and complete a one year traineeship at a headspace centre while undertaking a Cert IV in mental health. Aboriginal & Torres Strait Islander Traineeship Project Coordinator recruited to support and mentor trainees. 	<p>community awareness and mental health literacy activities undertaken as part of this project.</p> <ul style="list-style-type: none"> The project was unable to capture and quantify the number of referrals made from community organisations of young Aboriginal people to headspace services due to limitations in existing data collection processes. The project was unable to capture and quantify the number of families participating in the care of young person accessing headspace services due to limitations in existing data collection processes. At project commencement, 15% of young people who access headspace Darwin identify as Aboriginal &/or Torres Strait Islander. Two trainees are employed at headspace Darwin. They are both really engaged in their studies undertaking a Cert IV in Mental Health, whilst developing on the job experience in a youth and community engagement capacity. The trainees will graduate in late 2017. The Trainee Coordinator has been employed and is driving the project implementation, study support and mentoring for the trainees. 	<p>Target – Year 2</p> <ul style="list-style-type: none"> Approximately 4000 young people to be engaged throughout the project living locally and from rural/remote areas. Improve data collection processes around community referrals and family participation. Increase the proportion of young people at headspace Darwin who identify as Aboriginal and Torres Strait Islander. <p>Dependent on funding:</p> <ul style="list-style-type: none"> Employ four new trainees to be based in the Northern Territory (2) and another site located in either regional Queensland or Western Australia (2) Employ a 1 FTE Project Coordinator to further support project implementation and support to trainees.

Overall Performance assessment:

Change Lever	Assessment	Comments
Evidence	Below target	<ul style="list-style-type: none"> There were some early challenges relating to engagement of the Project Coordinator which has impacted on consistent engagement with targeted communities and development of a youth advisory committee to inform the youth participation and cultural engagement framework. This will continue to be monitored as the project progresses over the next six months.
Capability	At target	<ul style="list-style-type: none"> headspace have developed and piloted relevant scales to assess the satisfaction and cultural appropriateness of the services provided at the headspace centre involved in the pilot. Results have been very positive and over year two, these scales will be further tested and implemented at other headspace centres to allow comparison across sites and over time.
Access	Exceeding target	<ul style="list-style-type: none"> Due to the traineeship program headspace has participated in a number of local and rural community and youth engagement initiatives that the centre would have not been able to do without these positions. The project has exceeded targets in relation to the number of young people, family and community members reached, that previously had little to no awareness of headspace and ways to access mental health support. This will continue to grow as the project develops.
Participation	Exceeding target	<ul style="list-style-type: none"> The trainees are well engaged at headspace and with their studies and continue to build confidence, develop their knowledge, capacity, skills and engagement with other Aboriginal young people. They are expected to complete their studies at the end of 2017.

Status against plan for implementation:

On track

Status against targeted project outcomes:

At target