

WELLBEING FIRST INNOVATION HUB

Information Sheet

What is the Wellbeing First Innovation Hub?

QAMH's Wellbeing First campaign responds to some of the critical factors faced by people accessing mental health services as well as some of the stressors experienced within the mental health ecosystem. QAMH advocates that the community mental wellbeing sector is well placed to offer specialist mental wellbeing responses to all Queenslanders.

To be as effective as possible new models of service need to be innovated, responsive to mental wellbeing indicators and beyond simply ameliorating mental illness. The Wellbeing First Innovation Hub uses design thinking to apply the principles of human-centered design putting people who access our services at the centre of your thinking. It will support community mental wellbeing leaders to design innovative service models that can be implemented within your services that align to the Wellbeing First agenda.

What can you expect from the program?

QAMH's The Innovation Hub combines:

- 8 weeks Design Thinking program (Online)
 - Access to Design Thinking E-Resources
 - Monthly workshops/mentoring over 8 months (online)
 - Support from the QAMH Wellbeing First team to design, prototype implement and test your service design
 - Final presentation of service designs to the wider sector
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You will be taught how to harness design thinking in the context of the Wellbeing First approaches and develop solutions to challenges in your service design which may seem complex or impossible to change. These sorts of problems are often referred to as wicked problems.

The overall goal of the program we have designed, is to expand your knowledge of problem-solving and introduce you to relevant service design tools, which will build your confidence to identify possible alternative strategies and solutions that are not instantly apparent with your initial level of understanding.

You may not instantly feel you are creative, but you will use a real problem or issue in your service that aligns with Wellbeing First principles to collaborate with your team, apply research techniques, reframe problems and experiment with change. To assist you we will guide you through what we term **'Focused Open Thinking'** ensuring that you gain the confidence needed to encourage the highest level of creative output from your team.

Remember design thinking is more than just a process; it requires you to embrace the unknown, deal with ambiguity, challenge your assumptions and think outside the box. Through this change in your mindset, you will gain confidence and learn how to creatively solve the right problem. It opens an entirely new way to think, and it offers a collection of hands-on methods to help you apply this new mindset.

What is the schedule and commitment involved?

Activity	Description	Time	Dates
Virtual Classroom	Online learning in human centred design processes with Stephan Hitchins	1-3pm Thursdays Weekly x 8	20 October to 8 December
Online learning and research using platform and materials provided	Using materials and online platform to support learning between sessions.	2 hours per week Self-paced	Throughout program
Mentoring monthly	Identify problem to work on for a service design innovation that aligns with Wellbeing First. Application of the service design tools to create innovation.	2 hours per month	January to July 2023
Individual or group catch ups with QAMH support team	Monthly as needed throughout the program. May be individual or community of practice depending on need.	As needed	January to July 2023
Innovation testing and implementation	Work with your team back in your organisation to innovate around a problem using Wellbeing First principles.	4-6 hours per month	January to July
Showcase innovations	QAMH conference/workshop showcasing innovations with the wider sector	1 day	August/September 2023

Expression of Interest Process and Information

1. Applications open Wednesday 20 July 2022 and close **9am Monday 22 August 2022**
2. Information sessions about the application process are being held on Wednesday 20 and Wednesday 27 July 2022.
3. The Wellbeing First Innovation Hub is open to general member organisations and industry member organisations but not individual members.
4. The program is funded by QAMH and is valued at \$4500 per person which is a significant investment in those who participate. For this to add value to the entire sector in line with our role in capacity building there will need to be a commitment to all aspects of the program including sharing the innovation and experience with the sector. This will be done in the following ways:
 - Ongoing sector updates in newsletters
 - Social media campaigns
 - Development and sharing of resources and ideas with the broader sector
 - Participation in a showcase of the service innovations that come out of the innovation hub.
5. This opportunity is available only to a limited number of people and therefore a level of commitment will be required throughout the program. The requirements of this are:
 - A deposit of \$1000 per participant will be required which will be refundable on completion of the program (80% attendance). If a participant withdraws or does not participate this deposit will be retained to invest in activities and learning for the wider sector.
 - A letter will also be required from your executive sponsor to outline how you will be supported to participate in all aspects of the program.
6. Training and mentoring will be scheduled in advance to allow you to schedule attendance and the expectation is that you attend at least 80% of the sessions and follow up with online learning through the platform provided.
7. QAMH will determine successful applicants through assessment by a panel who will judge against the selection criteria in the application form (weightings are supplied in the form). An interview may be required if further information is needed.
8. Successful applications will be notified by end September 2022
9. Program duration 10 months from Wednesday 20 October 2022 - end July 2023
10. Questions and application submissions can be directed to jblack@qamh.org.au
11. Application forms can be found on the QAMH website www.qamh.org.au