



November 2017



Co-designing technologies to support the mental health and wellbeing of children and young people

Commissioner for Children and Young People's Geraldton and North Metropolitan Advisory Committees 2017 Report

Background

The Commissioner for Children and Young People annually appoints two groups of children and young people as Advisory Committees, to hear the views of different children and young people from regional and metropolitan locations about issues that concern them. These views influence the focus and direction of the Commissioner's advocacy work, directly informing a wide range of research, policy and advocacy initiatives.

2017 Focus

The 2017 Advisory Committees were appointed to support the Commissioner's focus on 'Supporting the mental health and wellbeing of children and young people through social media and technology', which also involved the Commissioner's 2016-17 Thinker in Residence, mental health researcher Professor Jane Burns.



Geraldton
Advisory
Committee
members
with the
Commissioner
for Children
and Young
People Colin
Pettit

The committees were appointed by an expression of interest process through schools and organisations in the Perth North metropolitan and Geraldton areas. The North metropolitan committee included 15 young people from Balga Senior High

School, Girrawheen Senior High School, Sacred Heart College and CREATE Foundation. The Geraldton Advisory Committee comprised 15 young people from Geraldton Senior, Strathalbyn Christian, John Willcock and Nagle Catholic Colleges.

Process overview

The role of the advisory committees was to look at how mental health and wellbeing of children and young people can be supported through social media and technology. This process involved working with young people through a co-design process to identify the key mental health issues and barriers to young people accessing help in their community, and identifying technological solutions that could improve outcomes for children and young people in their area.

Importantly, the committees completed an activity to seek the views of their peers about what they thought were the biggest mental health issues for young people in their community, and what reasons may stop them from getting the help or support they need for their mental health. Approximately 150 young people gave their feedback and the findings were analysed to inform the Committees' ongoing work. Appendix One is an example of a feedback form that the young people had their peers complete.

A researcher from Telethon Kids Institute with expertise in developing apps in collaboration with young people was engaged to assist. Based on direct consultation with the young people, an app wireframe (an interactive digital prototype) was developed and following feedback and discussion from the committees further changes were made to the wireframe based on their ideas. It should be noted that a wireframe outlines the basic structure and features of an app and to be an actively functioning app it would need to undergo further development.



This document provides a summary of the feedback that young people provided, an overview of the wireframe, and other feedback young people provided about improving the mental health and wellbeing of children and young people in their communities. An overview of the advisory committee co-design process is included in further detail in Appendix Two.

North Metropolitan Advisory Committee members with the Commissioner for Children and Young People Colin Pettit

Key summary of feedback from Advisory Committees

Feedback provided by the participants in Geraldton and Perth committees has been collated below, due to the responses being very similar. Region-specific feedback is provided in further sections within document.

Biggest mental health issues affecting young people:

- depression, stress, self-harm and suicide
- bullying and discrimination (including body image issues)
- problems in the community (such as violence and substance use).

Biggest barriers that stop young people from getting the help and support they need:

- being worried people won't understand them or take them seriously
- not knowing who to talk to or where to go to get help or information
- being embarrassed to get help, being worried about being judged wanting other people to know
- not having someone to talk to that they trust.

Solutions to mental health issues and barriers:

- better communication with young people about how they're feeling
- supportive people that young people can rely on
- referrals being made so that young people get access to the help they need
- activities, events or programs for young people
- mental health promotion and education for young people
- professional support services to assist young people
- strong and safe communities
- confidentiality and anonymity
- life skills and coping tips
- peer support and being able to hear from others who have been through the same thing.

Technological features that could improve issues and reduce barriers:

- an interactive platform to express emotions, and get advice and support to improve mental health
- chat and communication functions to reach out to friends, family and trusted support people, such as school teachers, nurses and counsellors
- access to online or app-based counselling
- a way to find and access services and supports
- the ability to access help anonymously and confidentially
- ways to communicate with schools and time management of studies
- advertising and promotion about mental health services and information through social media and technology.

Overview of the wireframe

A key outcome from the advisory committees has been the development of a wireframe to support young people's mental health and wellbeing. The wireframe addresses young people's mental health concerns and the barriers that prevent them from being able to reach out and get the help and support they need.

Broadly, the wireframe was developed so that young people can interact with their peers and other trusted support people, express their emotions and feelings using an avatar or 'bitmoji' (a popular brand of emoji that is integrated into existing social media such as SnapChat), receive tips and information about mental health and wellbeing, improve their knowledge about services that are available to them, and find out about different events and activities that are happening in their local area. An overview of some of the main features and sections of the app are presented below.

Young people said that any app or technology for their mental health needed to be 'in disguise' - that is, they wanted a more popular style of app that subtly incorporated mental health education and support, rather than an app specifically for mental health. The members said they would be reluctant to use a mental health app, as they were afraid of being judged if their friends saw the apps or notifications on their mobile phone. The wireframe has been developed with this in mind.

The wireframe can be accessed by using any internet enabled device, including a smartphone, laptop or iPad or by visiting <https://marvelapp.com/108e63gg> (note the wireframe cannot be accessed from a desktop computer). The wireframes are an interactive prototype of what the app might look like, displaying the basic design and structure of the app without the functionality, so some features and options may not be available to explore.

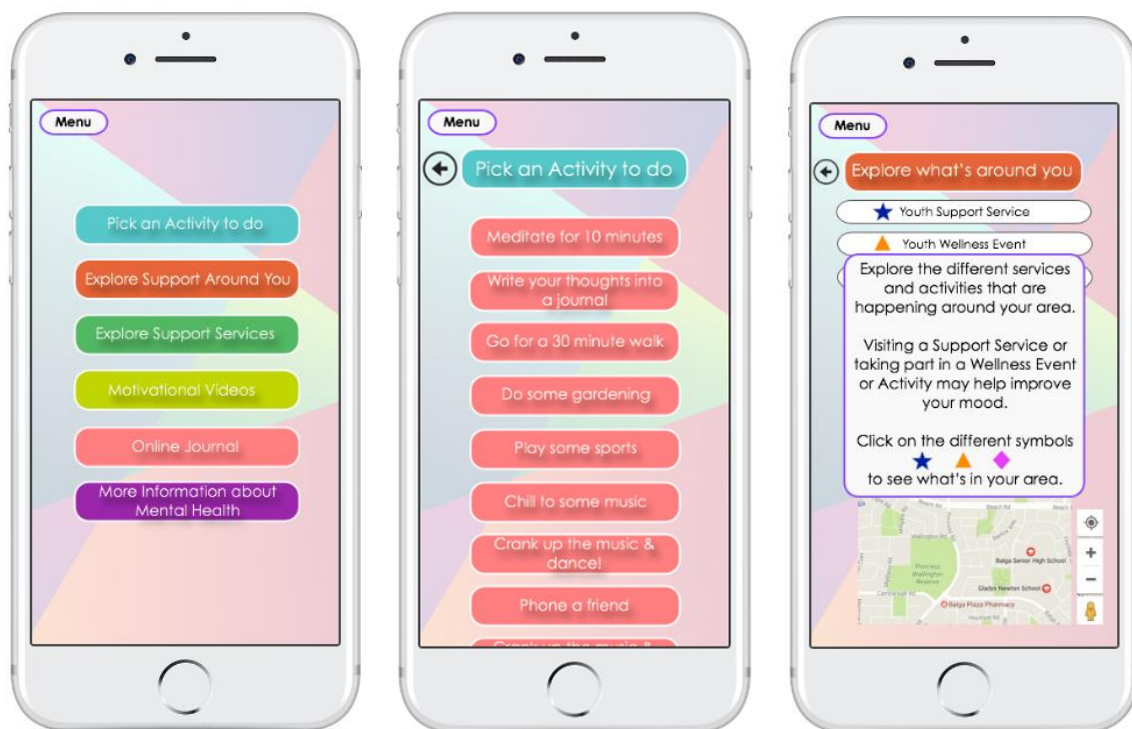


Pictured left to right: Welcome screen, avatar creation and main menu

The screenshots show the welcome screen that young people access when they open the app, followed by a registration or log-in section. Young people then create their own avatar, choosing from different faces, hair styles and clothing. After this, young people are provided with a main screen menu with four sections to choose from: Mentality, Let's Face It, Networks and Events & Activities.

Mentality

This section provides options and activities for young people to improve their mental health and wellbeing, including picking a wellbeing activity, finding support services, watching motivational videos and writing in an online journal.



Pictured left to right: Mentality Activities screen, Explore support around you screen, Overview of options in Mentality

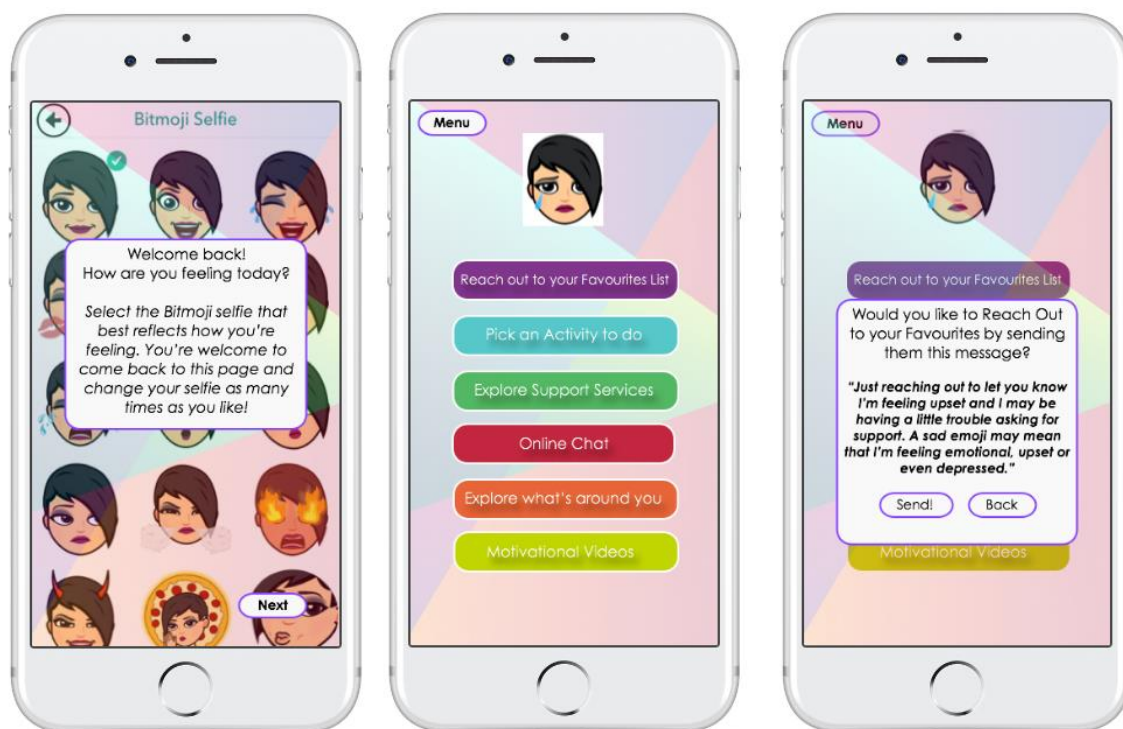
The Explore Support Around You and Explore Support Services options allow for young people to identify different support services that can support their mental health and wellbeing, as well as view different profiles (in video format) of counsellors who work at these services, in a way to break down some of the concerns young people have about reaching out for help and support and to build trust.

The above picture (Overview of options in Mentality) shows how young people can find out about different services in their local area. The 'person' icon in the bottom right hand corner allows young people to find out the location of their friends, family and other trusted networks (also known as their Favourites).

Young people can access more information about mental health, such as personal stories and blogs of other young people who may be going through similar things, find fact sheets and articles on mental health, as well as join online discussion forums where they can reach out and speak to others about what they are going through. As these types of technologies and features are provided by most of the major mental health service providers such as Headspace, ReachOut and Beyond Blue, the app will direct young people to these existing sites or forums.

Let's Face It

This section allows young people to choose a 'bitmoji selfie' to express their emotions or moods. Young people can change this as many times as they like. If they choose a bitmoji with a negative emotion such as sad or angry, a range of options will display to support and address their emotions, including an automated message to friends or trusted support people to ask for help, undertake a wellbeing activity, chat with friends or find support services. This feature addresses a range of options young people wanted to have included in the wireframe.



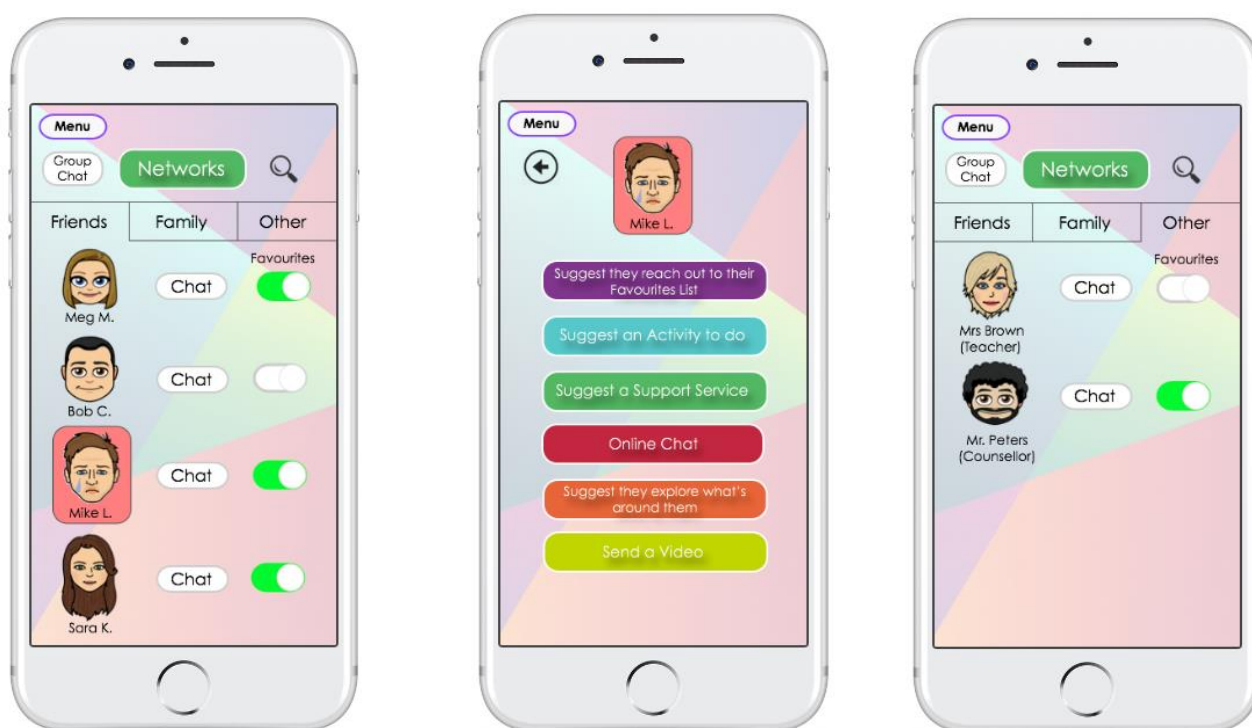
Pictured left to right: Bitmojie selfie screen in Let's Face It, Overview of options when sad emotion is chosen, Option to reach out to Favourites List

Networks

This section allows young people to connect and chat with friends or support people who are also using the app, as well as see their friend's 'bitmoji selfies' (and their emotional expressions) and provide support to their friends if they notice they are upset or sad. There are different tabs for friends, family and 'other' support people such as teachers, nurses and school counsellors.

Young people are able to communicate anonymously with their 'other' networks by turning on a privacy mode (and providing a different name), ensuring that there is a way they can confidentially speak to a teacher or counsellor without feeling embarrassed or concerned about being judged.

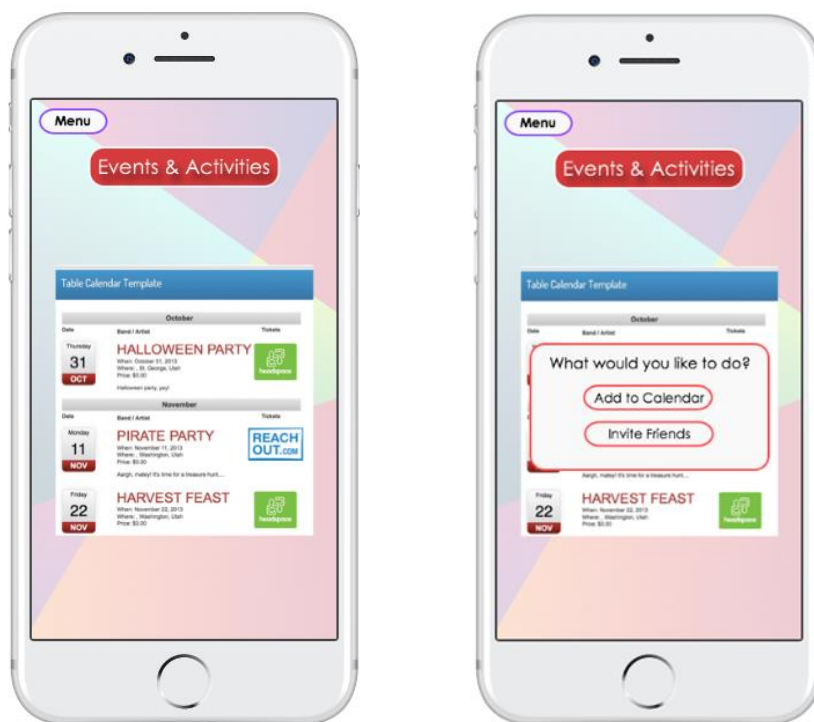
There is also an option in the network section allowing young people to choose whether a contact is a 'favourite'. If a person is nominated as a favourite, this means they can see the other person's 'bitmoji selfie', and are included in the group of people that young people can reach out to automatically if they are feeling sad or down by 'reaching out to their favourites' (a feature that sends all their 'favourites' a **message to seek support**).



Pictured left to right: Networks main screen, Overview of options to support a friend, Other contacts list

Events and Activities

This section allows young people to find out about a range of events and activities that are happening in their area. Young people can invite friends to these events or add them to their calendars. It is likely that external stakeholders would need to be able to post events and activities to the app to keep the information relevant.



Pictured left to right: events and activities screen and options for events screen

Further wireframe features or changes requested by young people

While the wireframe incorporated most of the suggestions from young people, it was impossible to incorporate all of the ideas or changes that young people requested, due to a variety of factors such as the scope, budget and time constraints for the project. In addition, some suggestions exist within other apps or technology, or are already available from other service providers. The range of suggestions that young people would like to see included in the wireframe or app are included below.

General feedback on the wireframe

Young people wanted:

- strong password protection for different parts of the app so their information stayed private and confidential

- games and activities that young people could complete and where they may be able to get 'rewards' that could be used to spend on the avatars (such as new outfits and accessories)
- to see the physical and online support services put together in the same section
- a time management and calendar tracking function to be able to map out their school work and other commitments
- a range of suggestions for the name of the app including Mental Moji, Mind Time, W.I.S.E. (Working on surviving everyday), Let's Face It, Moji Chat, OK! and Don't Panic.



North Metropolitan Advisory Committee members providing feedback on the wireframe

Feedback on the Mentality section

Young people suggested:

- this section should be combined or changed so there was less overlap with the Let's Face It section; young people reported that they felt there was a lot of duplication in the information they received in these sections
- to include games to improve young people's knowledge and understanding about mental health, such as quizzes or other games which had a specific focus on improving mental health and wellbeing (e.g. improving coping skills or developing life skills)
- to add the ability to leave their own reviews on the different services in this section as a way of knowing whether they can trust that service to support them.

Feedback on the Networks section

Young people suggested:

- to add the option to decline conversations or requests from certain people, as this was important to protect young people from bullies or people who are not a positive influence for them
- to include the ability to add nearby youth workers or support services to their contacts in the 'other' section

- that if they were reaching out to a friend who was sad or down, they wanted to have an 'other' option in the 'Suggest an Activity' menu, where they could manually type in an activity to suggest to their friend.

Feedback on the Let's Face It section

Young people suggested:

- that the wording should change when young people chose different bitmoji selfies, as currently the wording is repetitive
- they wanted to be able to have the option to personalise the message that they use to reach out to their favourites list
- they wanted to be able to choose a 'neutral' or standard default face that would show up in the Network section for people who aren't their favourites. Young people were concerned that people would know if you hadn't chosen them as a favourite, as they might just see a blank face
- that they thought that all emotions should bring up the same options (e.g. activities, reaching out to favourites list), rather than just being provided for the negative emotions.

Feedback on the Events and Activities section

Young people wanted to have options to add their own events, for the events to show if their friends were attending and to be able to share the events in a group chat.

Further feedback for schools, service providers and community organisations

There was also a range of feedback collected from advisory committee members over the year, which was either outside the scope of the wireframe, or that are specific for schools, service providers or community organisations.

Feedback for schools

Role of schools in educating about mental health and wellbeing and recognising issues young people might be experiencing

Students believed their schools played a role in educating young people about mental health and providing information about skills to support for young people to address any mental health issues they may experience. Young people felt this would help young people to better understand and recognise if they were experiencing mental health problems and how they can address this.

Young people also wanted schools to help them develop better strategies to deal with stress or pressure, given that many young people experience a range of

stressors such as exam pressure, deciding on their future, bullying, family issues, self-image and managing their friendships.

Both committees discussed the impact of bullying that can occur, and this was often directed towards students from different cultural backgrounds, who are lesbian, gay, bisexual, transgender or intersex (LGBTI), or can occur relating to a person's body size or physical appearance. Young people wanted to see schools implement anti-bullying programs to address this issue.

Committee members also discussed that schools and teachers needed to be better educated to understand the signs and symptoms associated with mental health issues, and that schools needed to work with young people to access support when they needed it.

Need for accessible and discreet support

Committee members suggested that school supports, such as counsellors or chaplains, and other community supports or services, need to be well known by young people. Some students said that their school support networks need to be more obvious, and that many students were unaware of external service providers that could assist them with their mental health. Students suggested that schools could introduce school counsellors, chaplains and other agencies at the beginning of year assemblies, as a way of ensuring students find out about them.

Some young people spoke about their concerns physically accessing the school counsellor's office at their school, as they didn't want other students to know and were embarrassed and worried about being judged if they were seen talking or accessing them. In one school, students said that they didn't even want to be seen walking near the school counsellor's office in case others thought they were going to see them. Students believed that school counsellors should be located in a discreet part of the school, or that there should be options to chat online or contact the school counsellors via email so that students did not have to physically go to their office.

Use of apps and technology to communicate with students

A number of schools used an app called Connect, which allowed students to submit homework and check their grades, as well as having options to communicate with teachers or receive information. Committee members didn't really use these apps, stating they were confusing, annoying to use, only used to submit assignments and receive grades, and that the teachers often did not respond to their communication. Students wanted ways to communicate with their schools via technology, including being able to provide feedback and suggestions about decisions being made by the school, but suggested that other technology would be needed to do this to ensure confidentiality and anonymity.

Feedback for service providers

Community engagement

Committee members had limited knowledge about the local services that could support them or how they could approach those organisations to get help. Some of these barriers included not being clear on the type of service being provided by broad organisations, not having the language to even reach out and discuss what they are going through, and that there was too much information on some service providers websites so they found it difficult to find what they needed. Young people thought that local services could undertake more thorough promotion and outreach to the local schools.

Service provision and programs

Young people wanted to see more life skills education and early intervention programs for alcohol use for young people. Young people also wanted to see organisations using peer-support models or group sessions to support young people who are experiencing mental health issues, in order to break down the stigma and isolation that many young people feel. Young people also wanted to see more focus on inclusion and diversity in services, including those for young people of different ages, gender, sexuality and cultural backgrounds.

Promotion and advertising

Young people thought mental health organisations should advertise and promote their services and raise awareness of mental health issues through existing technology, especially social media platforms. Young people believed this would be most effective for young people if they targeted the platforms they are already using such as developing filters on Snapchat, having sponsored advertising on Facebook, Instagram and Snapchat, and posting videos of young people talking about mental health on YouTube or other video sharing platforms. Young people also thought there was opportunity for mental health organisations to raise awareness of their service and mental health issues by sponsoring local sporting teams or events.

Feedback for community organisations

Young people spoke about the need to develop strong communities through community events and common areas, and support and celebrate diversity and inclusion. Young people believed that there needs to be community forums where young people and the community could express their ideas and thoughts about what is needed for their local area. Safety and security was also mentioned as a potential area of focus for local governments and community.

Summary

The advisory committees in Perth and Geraldton worked enthusiastically to support positive mental health and wellbeing outcomes for young people. Committee members took part in meetings, consulted with their peers in order to better understand and address the mental health issues of young people in their area, and worked collaboratively to identify solutions to these issues.

The resulting outcome of their work is the development of the wireframe, which has been outlined in this document. The Commissioner for Children and Young People will use the wireframe and feedback from young people to make recommendations to other service providers about how they might best support the mental health and wellbeing of children and young people through technology, and will work to identify organisations who could potentially apply for funding to develop the app and make it available for public use. Further development of the app should include consultation with children and young people, to ensure that some of the specific design elements, language and content are appealing and appropriate for young people.

The Commissioner for Children and Young People thanks the advisory committees for their work this year and the schools, organisations, parents and partners who have supported this process.

Appendix One

Sample question form - committee members used this form to collect the views of number of their peers



Commissioner for Children and Young People
Western Australia

Have a say about your community

The Commissioner's Geraldton Advisory Committee would like your views about what are the biggest mental health issues for young people in Geraldton and what stops young people from getting the help they need.

Your views will be anonymous.

- Step 1:** Please read each question and list of responses
- Step 2:** Pick the top **three biggest issues** and place a gold, silver or red sticker into the box next to it.
- Gold** sticker = Biggest issue
Silver sticker = Second biggest issue
Green sticker = Third biggest issue

Q.1 What do you think are the three biggest mental health issues for young people in your community?

Issues	Place stickers in boxes below
depression (feeling sad, down, flat, unmotivated)	
copng with stress	
low self-esteem and low confidence	
issues with friends or peers	
issues with families	
issues with school or study	
bullying or discrimination (e.g. racism, sexism)	
self-harm or suicide	
body image issues, including eating disorders	
feeling lonely and isolated	
not having enough to do (like sports or hobbies)	
problems in your community (e.g. alcohol, drugs, fighting)	
other issue (if so, please describe)	

Q.2 What are the three biggest issues that stop young people in your community from getting the help or support they need for their mental health?

Issues	Place stickers in boxes below
not knowing who to talk to or where to go to get help or information	
not understanding what they are feeling or why they feel this way	
the people they talk to don't know how to help (e.g. friend/ parent)	
worried people won't understand or take them seriously	
not having the organisations or services in your community to help	
being embarrassed to get help	
not having someone to talk to that they trust	
being worried they'll be judged	
not wanting other people to know	
not being able to get to or use the services (online or in person)	
worried they won't be taken seriously	
other issue (if so, please describe)	
other issue (if so, please describe)	

Thank you for sharing your views! 😊

Would you like to talk to someone?

If this chat made you feel uncomfortable or upset and you would like to speak to someone about a problem, or if you are worried about someone you know, you can talk to a trusted adult, such as your parents/carers, teacher, school chaplain, nurse, Aboriginal and Islander Education Officer, teaching assistant or school psychologist.

If you need someone else to talk to you can call **Kids Helpline** on 1800 551 800. Or, you can call the Commissioner's office for free on 1800 072 444.

If you have any queries about these questions please speak to Kerry Pile at your school.

Would you like to know more about the Commissioner for Children and Young People?

Visit www.ccyp.wa.gov.au

Appendix Two

Overview of Advisory Committee activities

1. Advisory Committee Meeting One

Meeting one was an introductory session, where committee members met with the Commissioner, took part in get-to-know-you activities, and were introduced to the topic and focus of the advisory committees for the year. Young people also gave feedback about the social media and technology they were already using, and initial ideas of how technology could be used to support young people's mental health and wellbeing.



Geraldton Advisory Committee meeting with the Commissioner for Children and Young People Colin Pettit

2. Advisory Committee Meeting Two

This meeting was held with mental health researcher and advocate Professor Jane Burns. Young people had the opportunity to provide direct feedback into the features of different apps and websites as part of the Synergy Project. Further information about the 2016-17 Thinker in Residence is available on ccyp.wa.gov.au.



North Metropolitan Advisory Committee meeting with Professor Jane Burns, 2016-17 Thinker in Residence

3. Meetings with young people to discuss peer survey activity

Staff from the Commissioner for Children and Young People's office met with students between Session Two and Session Three to discuss the peer survey activity, in which advisory committee members would consult with their peers about the biggest mental health issues and barriers to accessing help for young people in their community.



**North Metropolitan
Advisory Committee
members discussing the
peer feedback activity**

4. Peer feedback activity

Advisory committee members conducted a peer feedback activity with fellow students from their schools and other peers to identify the biggest mental health issues for young people in their community and the barriers that stop them from getting the help and support that they need. The Geraldton Advisory Committee members consulted with approximately 90 young people and the North Metropolitan Advisory Committee members surveyed approximately 60 young people. The list of questions asked of young people can be viewed within the example of a completed feedback form in Appendix One. Participants were asked to answer the questions anonymously and rate their responses using colourful stickers.

5. Advisory Committee Meeting Three

This workshop brought advisory committee members together to discuss the responses to the peer survey that they had undertaken with other students or young people in their community. The committee members discussed and prioritised the biggest mental health issues affecting young people in their community, as well as the barriers that prevent young people from getting the help and support that they need.

Based on the survey, and prioritising by young people, the following issues and barriers were identified by each advisory committee:

Biggest mental health issues in Perth:

- depression and stress

- bullying and discrimination
- problems in the community (like violence and alcohol).

Barriers in Perth:

- being worried people won't understand them or take them seriously
- being embarrassed to get help/worried about being judged
- not wanting other people to know or having someone they can talk to that they trust.



North Metropolitan Advisory Committee members prioritising the issues affecting young people

Biggest mental health issues in Geraldton:

- depression, self-harm and suicide
- bullying and discrimination (including body image issues)
- problems in the community (like violence and alcohol).

Barriers in Geraldton:

- worried people won't understand them or take them seriously
- not knowing who to talk to or where to go to get help or information
- being embarrassed to get help/worried about being judged/not wanting other people to know.



Geraldton Advisory Committee members discussing the results of the peer surveys

6. Advisory Committee Meeting Four

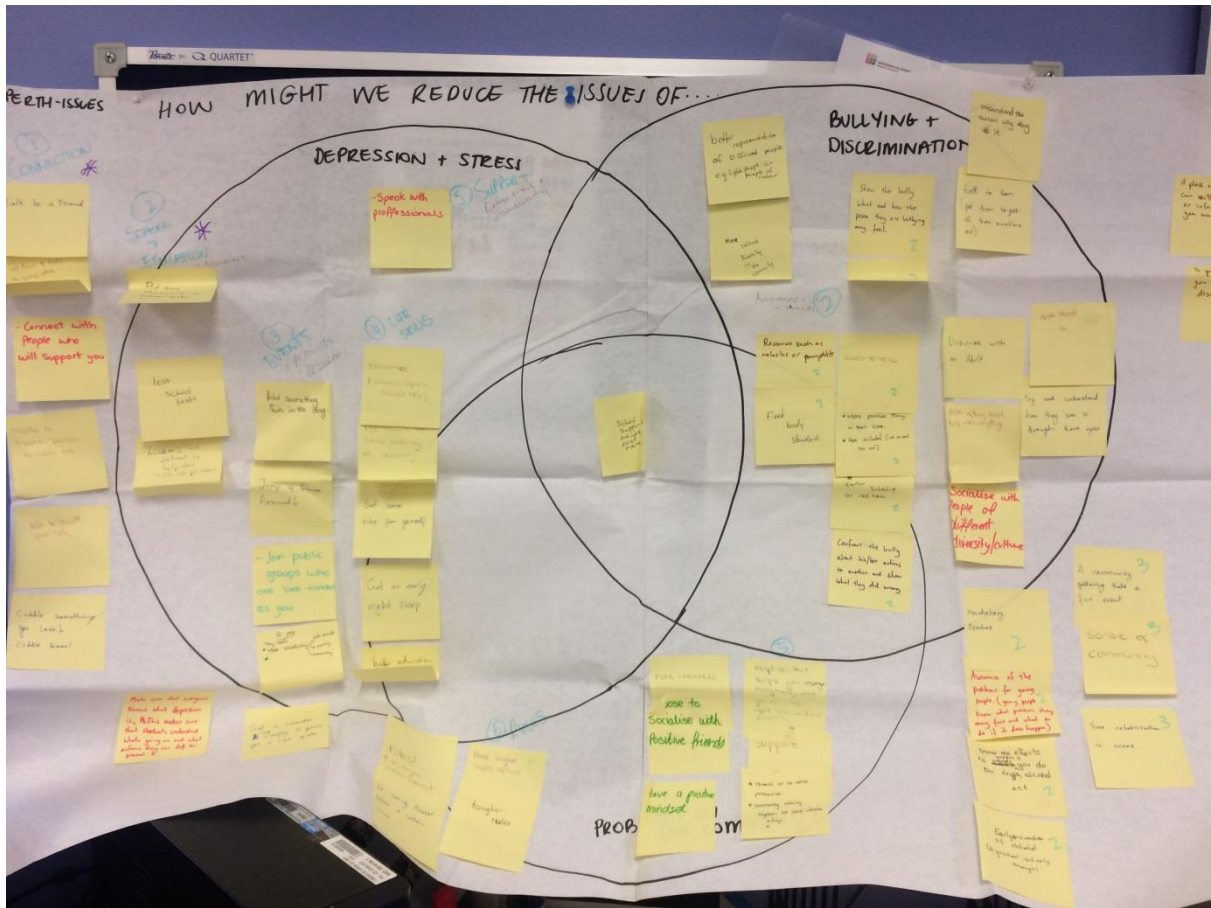
The aim of this meeting was to discuss some of the solutions or ideas to reduce the priority mental health issues and overcome the barriers to young people accessing help for their mental health. This included discussing solutions and ideas more generally, as well as considering how technology might also be utilised. This session was facilitated using a co-design process called 'How might we...?', turning challenges into opportunities for design, encouraging innovative thinking by the young people to come up with solutions to reduce the mental health issues young people face, as well as overcoming the barriers that prevent young people from getting support.

Solutions to issues

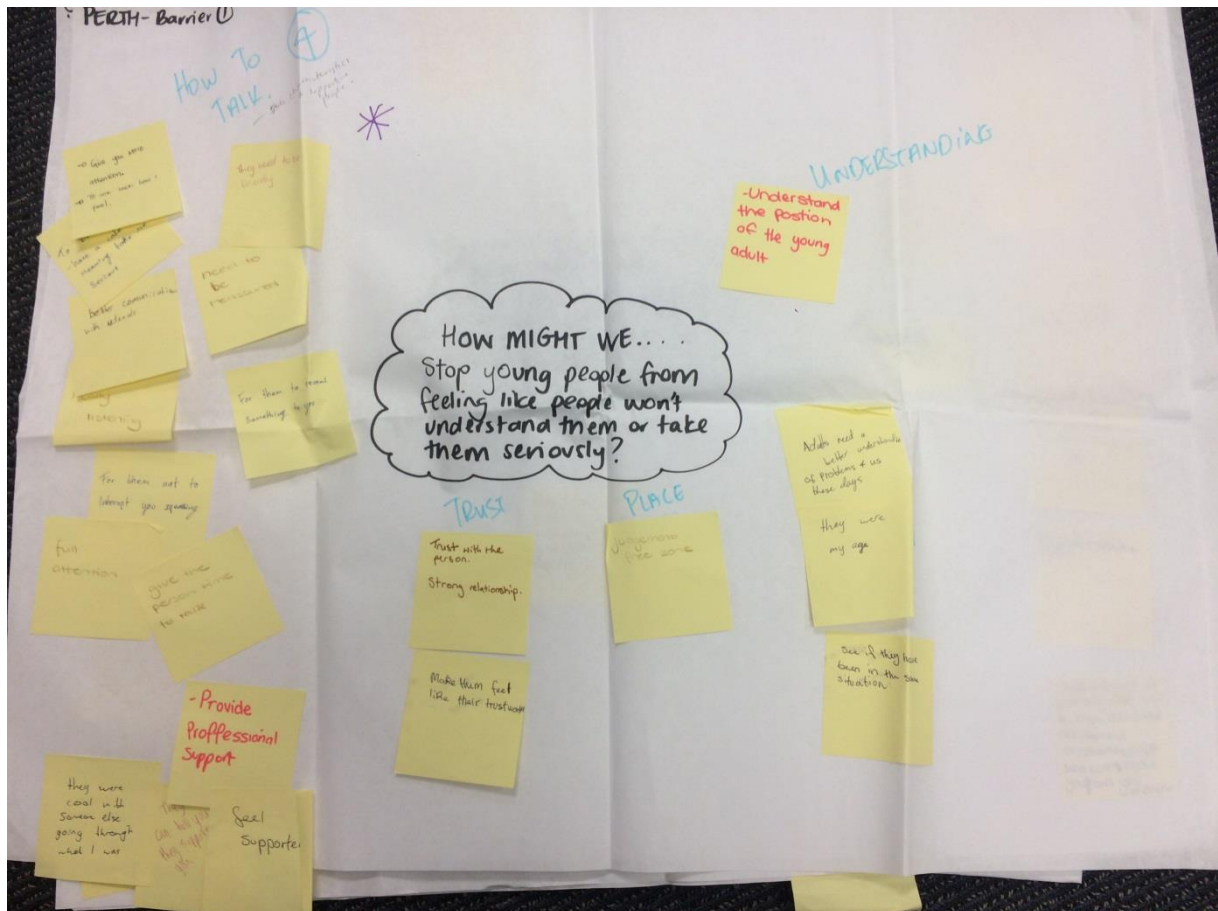
In order to improve the mental health issues affecting young people and to break down the barriers that stopped young people from getting help, advisory committee members believed that the following needed to be provided to young people:

- **Communication** – young people wanted people who could talk to them about what they are going through.
- **Supportive people** – young people needed others in their lives who were supportive in helping them to get assistance for their concerns, and who were trustworthy and took them seriously.
- **Referrals** – young people needed to be referred to organisations or counsellors, or given suggestions about how they can get help.

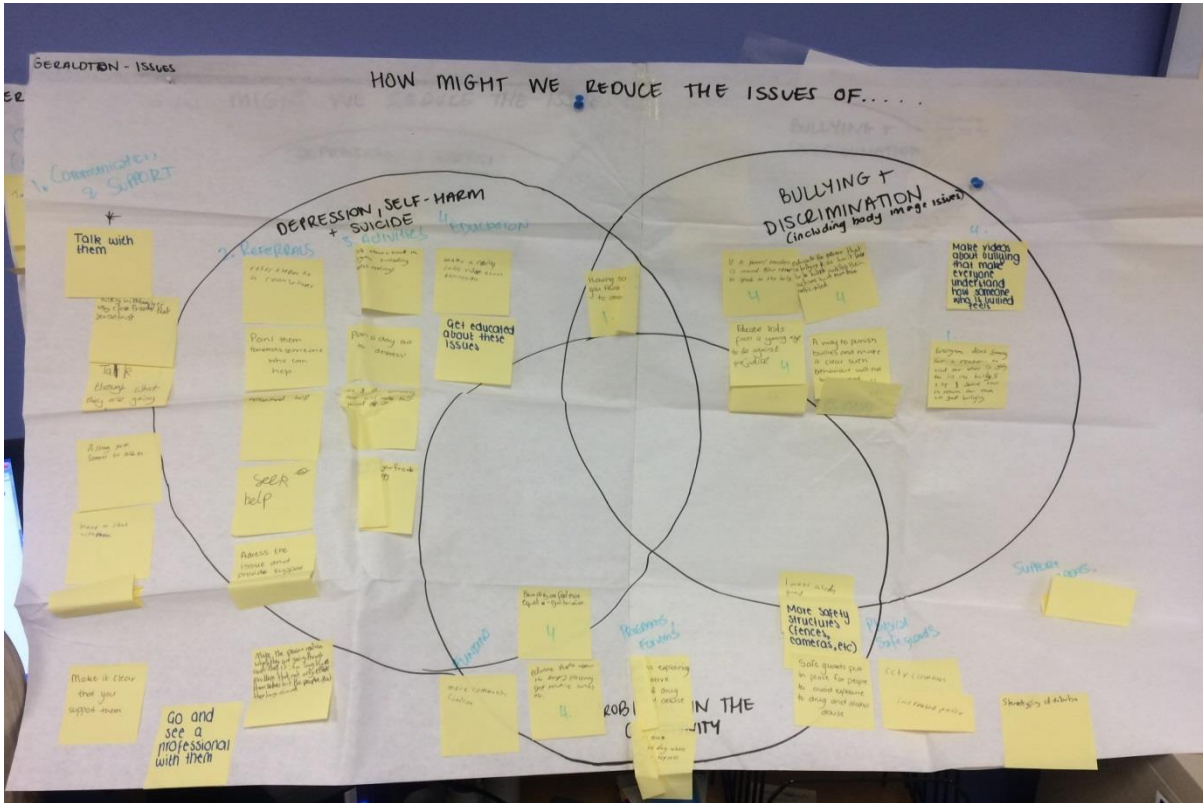
- **Activities, events or programs** – young people need to have access to activities, events or programs that could help them improve their mood, give them something fun to do, and connect them to other people.
- **Mental health promotion and education** – young people thought it was important that they could learn about mental health issues so that they had better understanding and to remove the stigma.
- **Professional support services** - young people needed to know about, and have access to, professional support services within their community that could help with them with any issues they are facing.
- **Strong and safe communities** – young people wanted to live in inclusive, diverse and connected communities where people were treated equally, where there was a sense of community and where they were safe.
- **Confidentiality and anonymity** – young people wanted to be able to access services and support discreetly and to know that their information would be kept confidential. Young people had commented that they would not use a specific app for mental health as they were often concerned about accessing their school counsellors and did not want to be seen by their peers walking into the counsellor’s office.
- **Peer support** – young people wanted to have the opportunity to come together with or learn from other young people who may be having similar experiences or facing similar challenges.
- **Life skills and coping tips** – young people wanted to be able to set some boundaries for themselves, manage stress, and ensure they had a good balance between school, sport and social life.



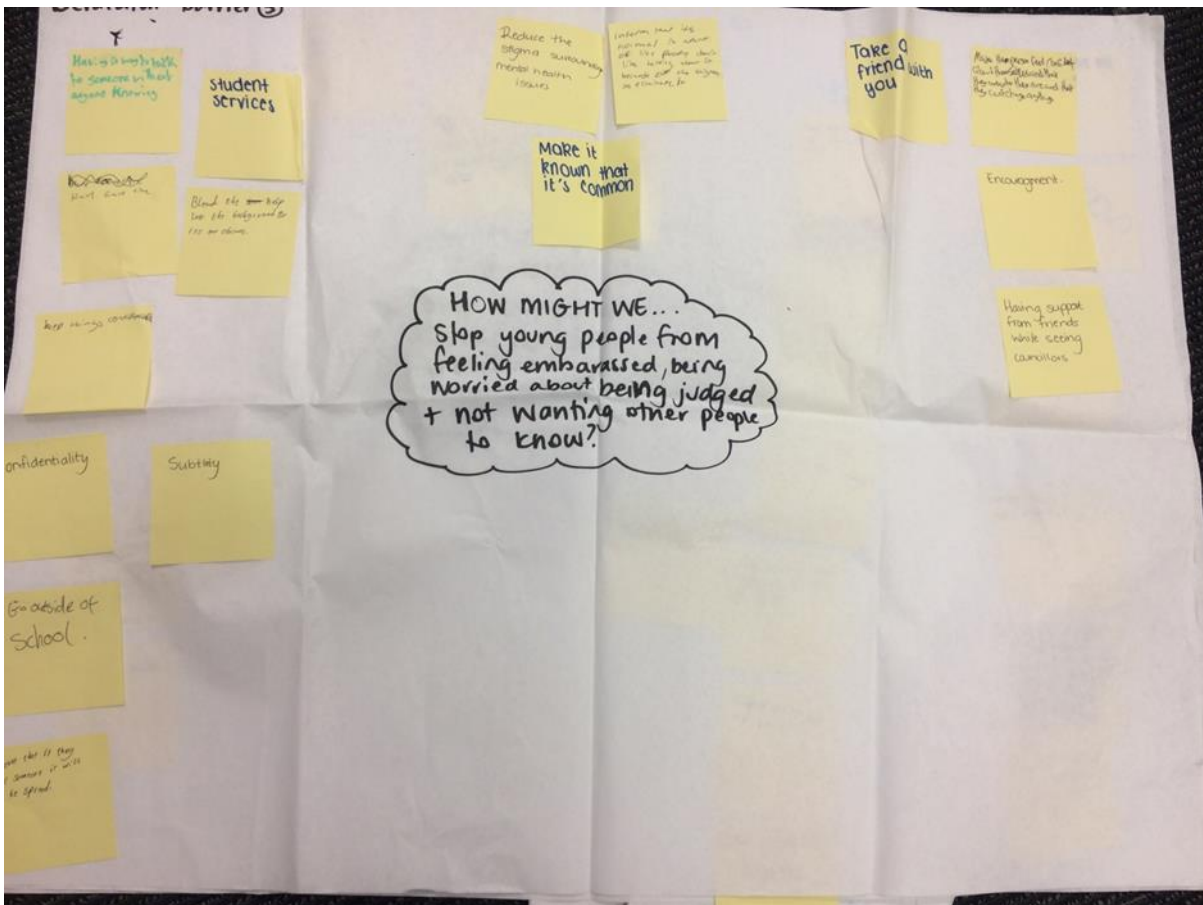
Feedback from North Metropolitan Advisory Committee members



Feedback from North Metropolitan Committee members



Feedback from Geraldton Advisory Committee members



Feedback from Geraldton Advisory Committee members

Technological features that could help young people

Young people were asked to identify ways that technology could be used to achieve or implement the solutions that they had proposed. They came up with the following ideas and features that would address the mental health concerns and barriers young people face.

Counselling – young people wanted to be able to:

- access counsellors (either school or otherwise) through online chats rather than physically attending services
- find out background information on the counsellors, such as a profile or introductory video about the counsellor, which would help young people feel like the person they are speaking to would understand what they were going through.

Interactive platform to express emotions, and get advice and support to improve your mental health – young people wanted to be able to:

- have an avatar or bitmoji feature that they could change to suit their mood
- if they selected a sad or unhappy mood, they would receive advice or tips on how to get help
- have an alert function, where if they selected an unhappy or sad face, they would have the option of alerting friends or people close to them with an automated message, as a way of reaching out for support
- provide tips or advice to a friend who was experiencing mental health issues or other difficulties.

Chat and communication functions – young people wanted to be able to:

- message and communicate with other young people, as well as family members, teachers and professional support services.

Feature to find and access services and supports – young people wanted to be able to:

- find out what services or support services, as well as people, that are nearby that they could access
- find out what events and activities are on in your local area.

Anonymity and confidentiality – young people wanted:

- the app or technology to be marketed as a popular game or social media app, rather than a specific mental health platform, and for the app to subtly incorporate mental health education or support
- to have a privacy feature so that they could only show their “emotions” to people that they trust
- confidentiality options for messaging teachers.

School time management – young people wanted to be able to:

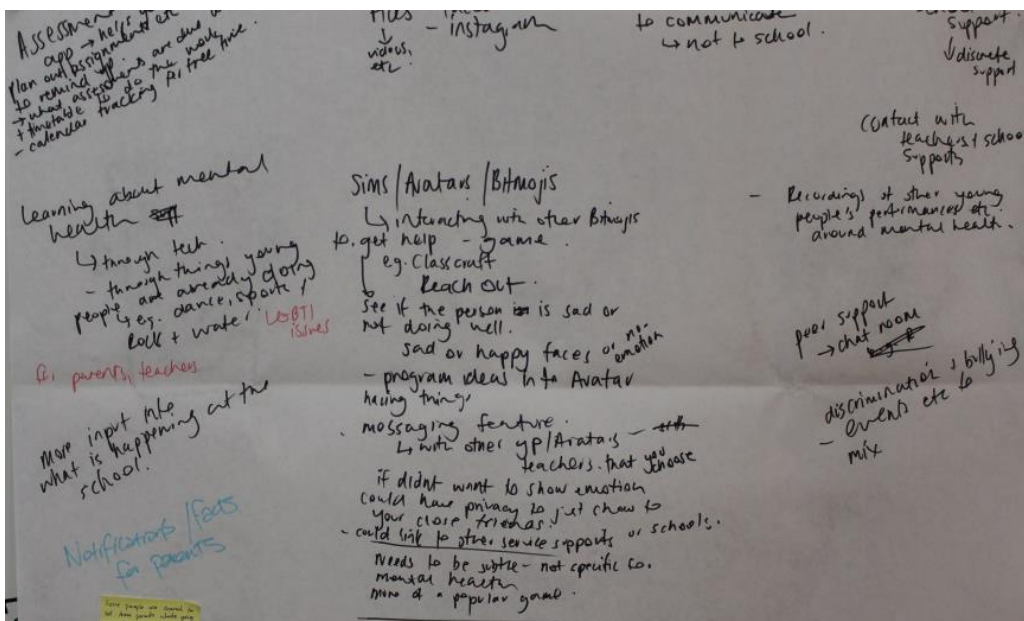
- have a way of tracking assessments, due dates and key timeframes
- plan around their study and assignments.

School communication - young people wanted to be able to:

- provide input into what is happening at their school through online technology such as making complaints, giving suggestions, and provide feedback and input into decisions being made by the school
- communicate directly with teachers or other support people in the school
- have ways to speak with their school counsellors online.

Awareness and education - young people wanted to be able to:

- see advertising and promotion of mental health and mental health organisations on the social media and technology that they already used (e.g. sponsored advertisements on Facebook, Snapchat filters for mental health organisations)
- have access to videos or stories of other young people who are going through the same thing to raise awareness.



Feedback from North Metropolitan Committee on technological features

During this meeting, the workshop facilitators also presented an 'environmental scan' of the physical support services that already exist in the community, including mental health organisations and school-based supports, as well as online support and technologies such as websites, social media and apps, that provided some of the features that young people were interested in. While some of these existing services provided some of the features presented by young people, none appeared to include all of the features.

7. Development of the wireframe

Based on the feedback from young people, a wireframe was developed by Rebecca Nguyen (Telethon Kids Institute) using an online software called 'Marvel App' to address the young people's suggestions and ideas. This wireframe included a range of different sections and features to address young people's ideas.

8. Advisory Committee Meeting Five

This workshop gave young people an opportunity to explore the wireframe that had been developed, and to determine how well the app met the needs of the young people. Committee members were able to explore the different features of the app, provide feedback on what they liked and didn't like about the different features, what needed to be added to the app, as well as how useful and utilised they thought the app would be.

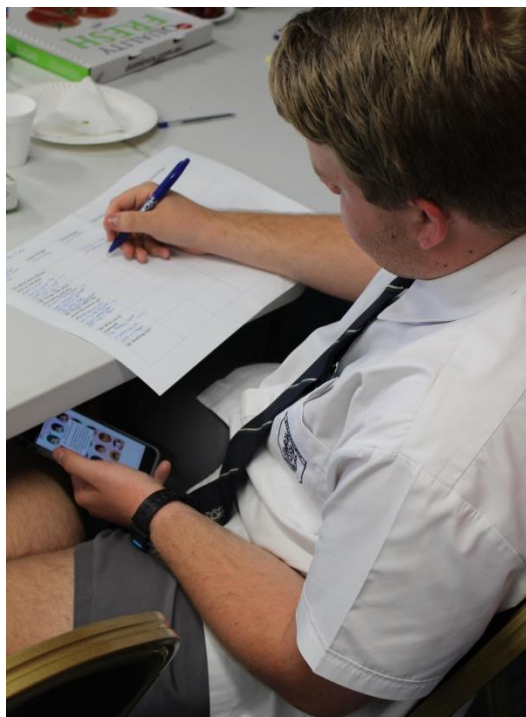


North Metropolitan committee member providing feedback on the wireframe

Broadly, young people thought that the app included a range of features that were helpful, however, some provided feedback that they thought the wireframe would only be successful if it was well utilised among their peers.

9. Changes incorporated into the wireframe

The feedback from young people was incorporated into a final version of the wireframe.



10. Advisory Committee Meeting Six and final presentation

The final session of the advisory committees will include providing final feedback to young people on the changes that have been made to the app based on their feedback, as well as a presentation of the work of the Committees to key stakeholders and the Commissioner for Children and Young People.

Each advisory committee will also be filming a video summarising their activities over the year. These videos will be published on the Commissioner's website (ccyp.wa.gov.au) in early 2018.

Geraldton Advisory Committee member exploring the wireframe