

ReachOut NextStep: Co-designing an online help- seeking tool for young people

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ReachOut Australia



THE UNIVERSITY OF
MELBOURNE

YOUNGANDWELL
Cooperative Research Centre





Tough Times

Working out the hard stuff

Wellbeing

Improving your everyday life

The Toolbox

Best apps for brain and body

Get Involved

Pitch in to help others

Forums

Join the conversation

Looking for something?

Search ReachOut.com

 Search

Welcome to ReachOut.com

The help you need, where and when you need it.

[Find out more](#)

All about peer pressure

There's a line between fitting in and being yourself. Find out more about peer pressure.

[Learn more](#)



Going through a tough time?

ReachOut NextStep can:

1. Help you work out what's going on
2. Provide personalised support recommendations

[Open tool in sidebar](#) 

Learn more about...

Party Drugs



Sex and relationships



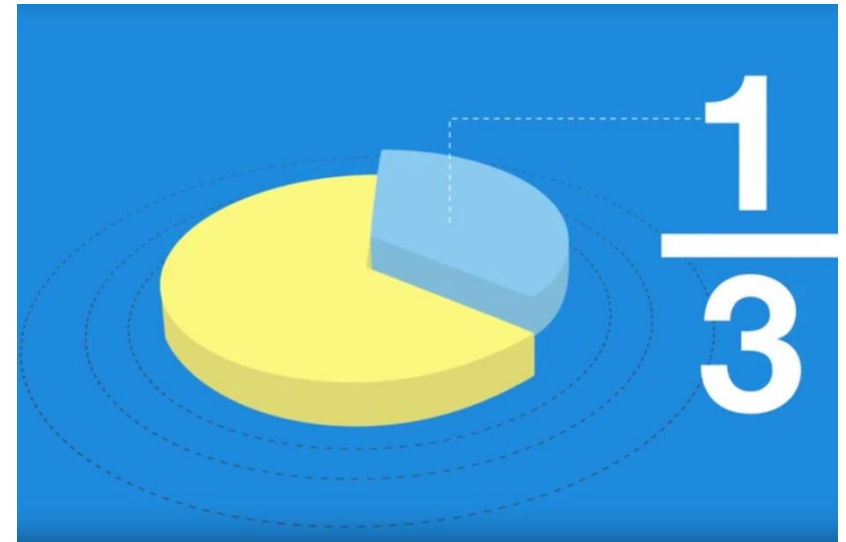
Friends and family



The problem



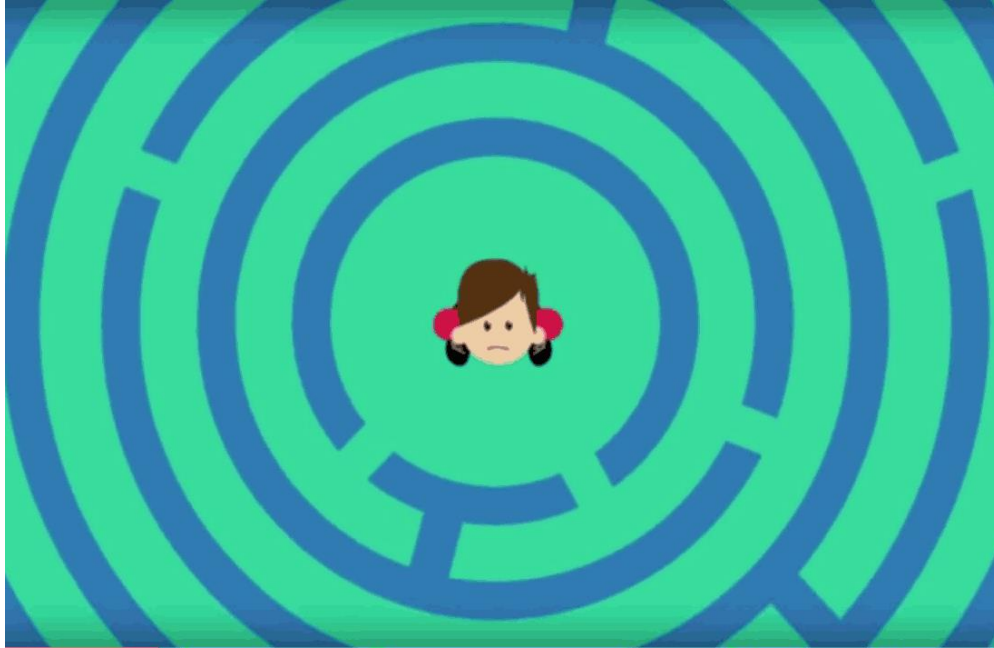
1 in 4 young Australians suffers from a mental health difficulty.



ONLY 1/3 of them seek help.

King et al.(2010)

Barriers



- **ACCESS**
- **AUTONOMY**
- **AWARENESS**
- **CONFIDENTIALITY**
- **FEAR**
- **VALIDATION**

Solution

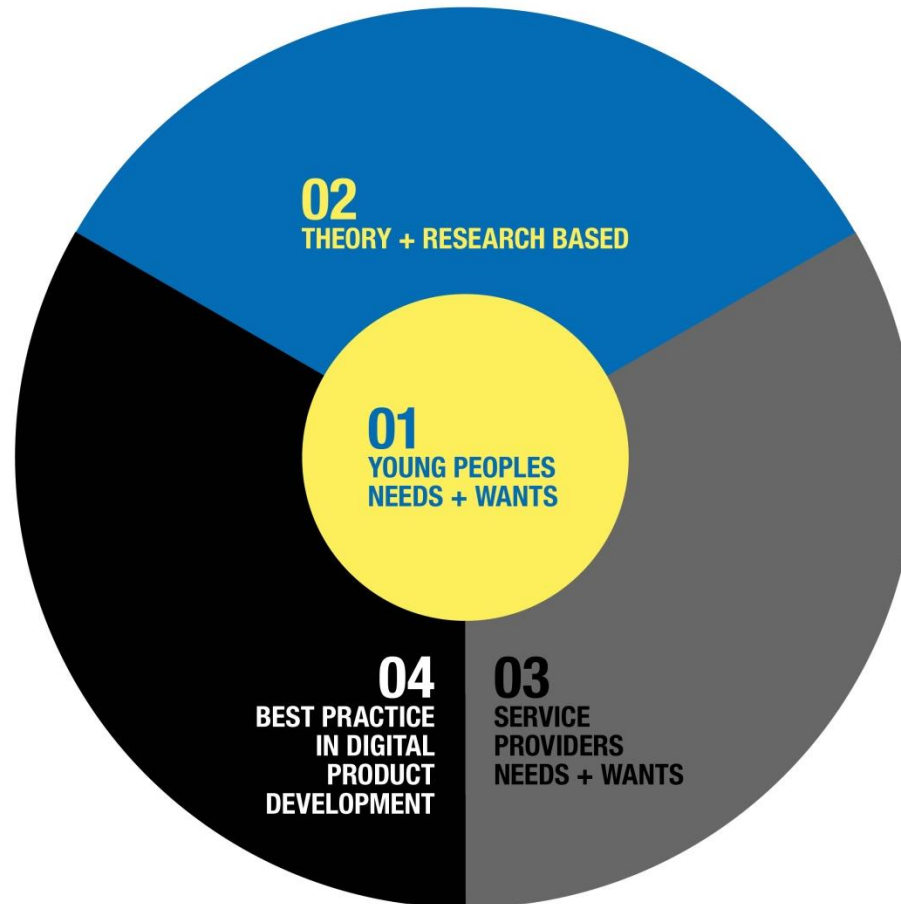


OBJECTIVE

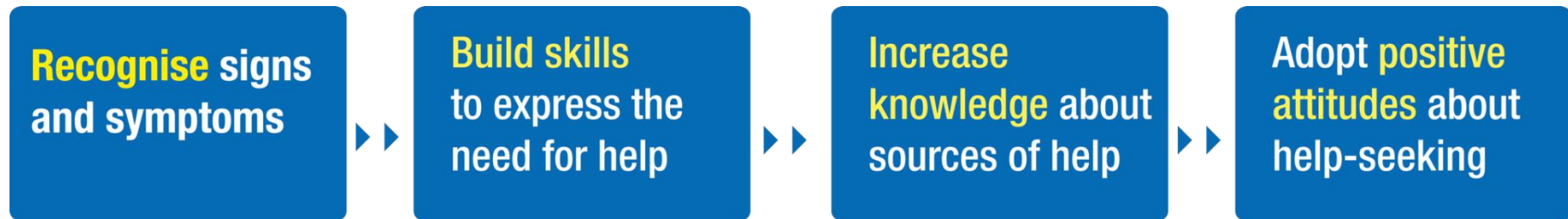
Develop and evaluate of an online tool which supports young peoples mental health and wellbeing, and facilitates help-seeking through the Australian mental health landscape.



Approach



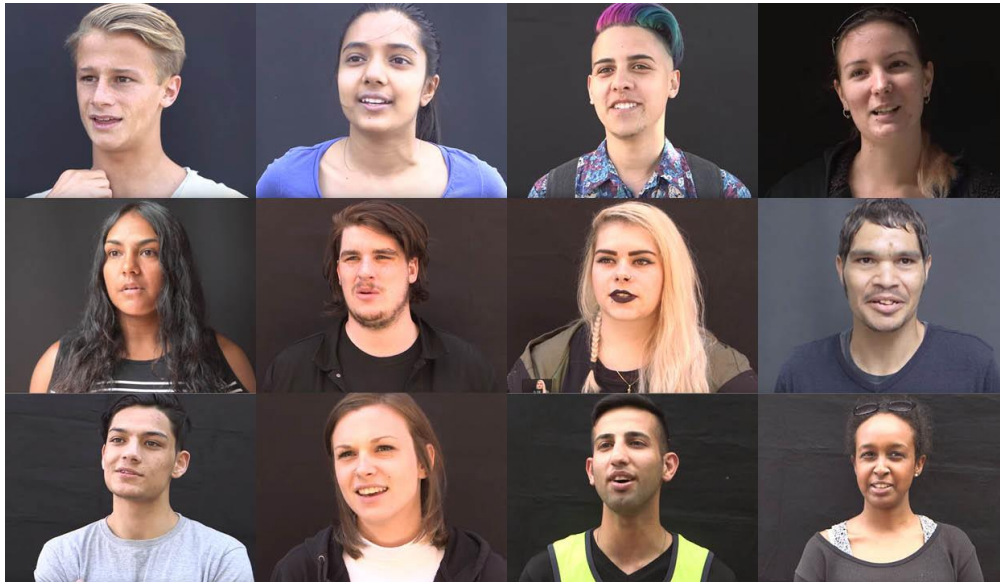
Help-seeking theory



Rickwood et al, (2005)

Co-design and youth involvement

600+ young Australians participated in the project



- Help-seeking workshops
- MVP concept testing
- MVP prototype + UX testing
- Academic pilot study
- Academic RCT
- Functionality workshops
- Phase 2 concept testing
- Phase 2 prototype and UX testing
- Content and multimedia workshops
- Ongoing Youth Advisory group

User Goals

- Enable me access anytime on any device
- Walk me through the process
- Validate my feelings
- Show me I'm not alone
- Give me a sense of hope
- Tune into me (my changing needs)
- Make it easy to act/connect
- Give me a place to start and show me what's next

Value

When taking their first steps to actively seek help, young people are stepping into the unknown and outside their comfort zone.

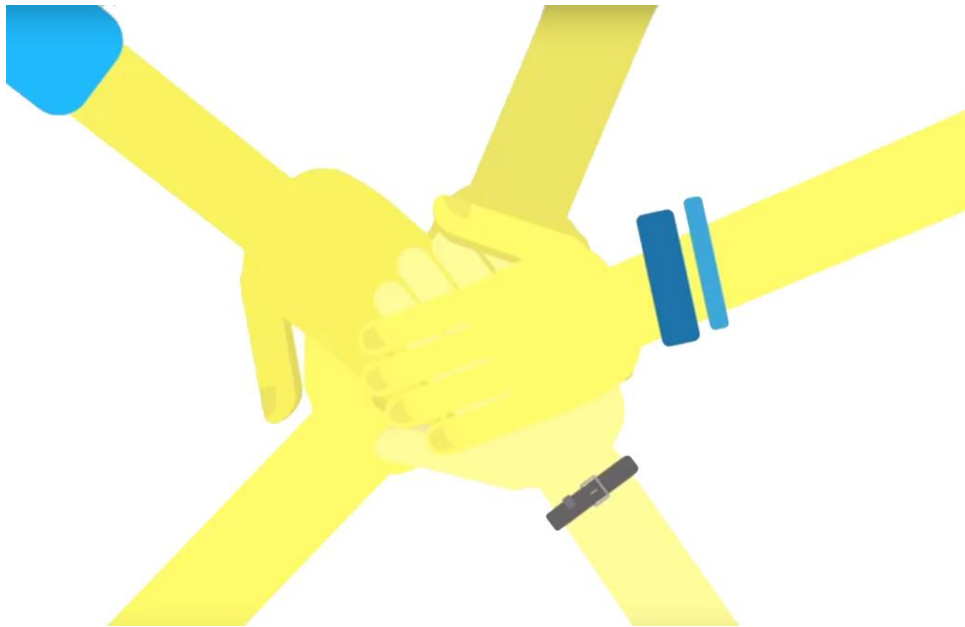
ReachOut NextStep can help simplify this process and provide a starting point.

"It was very self-paced. There's a lot of fear in seeking help that you may be judged or not be able to do it privately and at your own pace"

"When you're distressed you want a simple, clear recommendation but you also want choice if it doesn't work for you"

Service providers

Drawing on the expertise of 10 other leading mental health service providers



- **CONSULTATION**
- **EXPERTISE**
- **EFFECTIVENESS**

ReachOut NextStep



ReachOut NextStep



ReachOut NextStep Emergency Help

Are you 18-25 and going through a tough time?

You're not alone. ReachOut NextStep will recommend the best support options for you.

1 Select what you're feeling 2 Choose what to work on 3 Personalise your outcome 4 Explore your options

Watch how it works

FAQs > Privacy >

Items selected 0 / 113

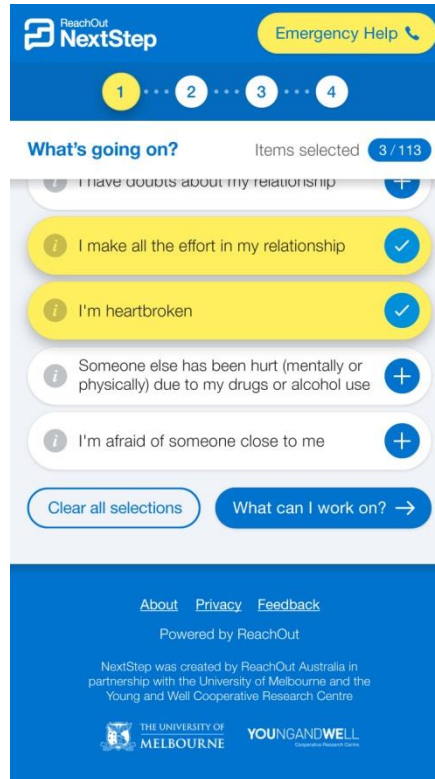


What's going on?

Choose as many as you like.

Not sure? Go straight to general support >

- My friends (or family) are worried about my drug and alcohol use
- I don't feel in control of how much I use or drink



ReachOut NextStep Emergency Help

1 2 3 4

What's going on?

Items selected 3 / 113

- I have doubts about my relationship
- I make all the effort in my relationship
- I'm heartbroken
- Someone else has been hurt (mentally or physically) due to my drugs or alcohol use
- I'm afraid of someone close to me

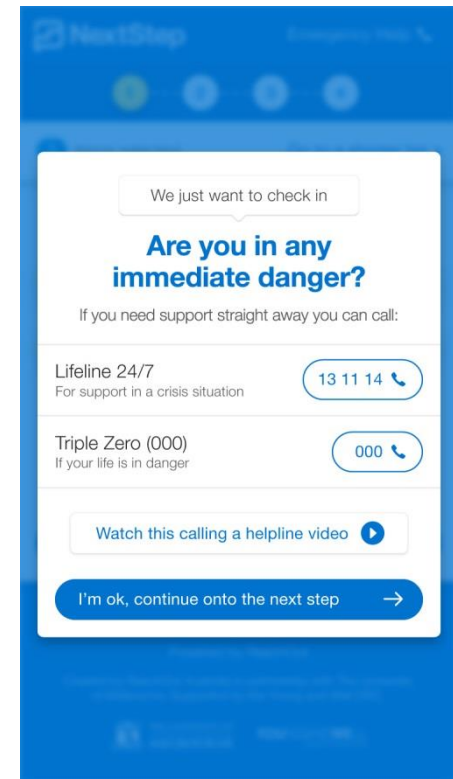
Clear all selections What can I work on? →

About Privacy Feedback

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NextStep was created by ReachOut Australia in partnership with the University of Melbourne and the Young and Well Cooperative Research Centre

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We just want to check in

Are you in any immediate danger?

If you need support straight away you can call:

Lifeline 24/7 For support in a crisis situation 13 11 14

Triple Zero (000) If your life is in danger 000

Watch this calling a helpline video

I'm ok, continue onto the next step →