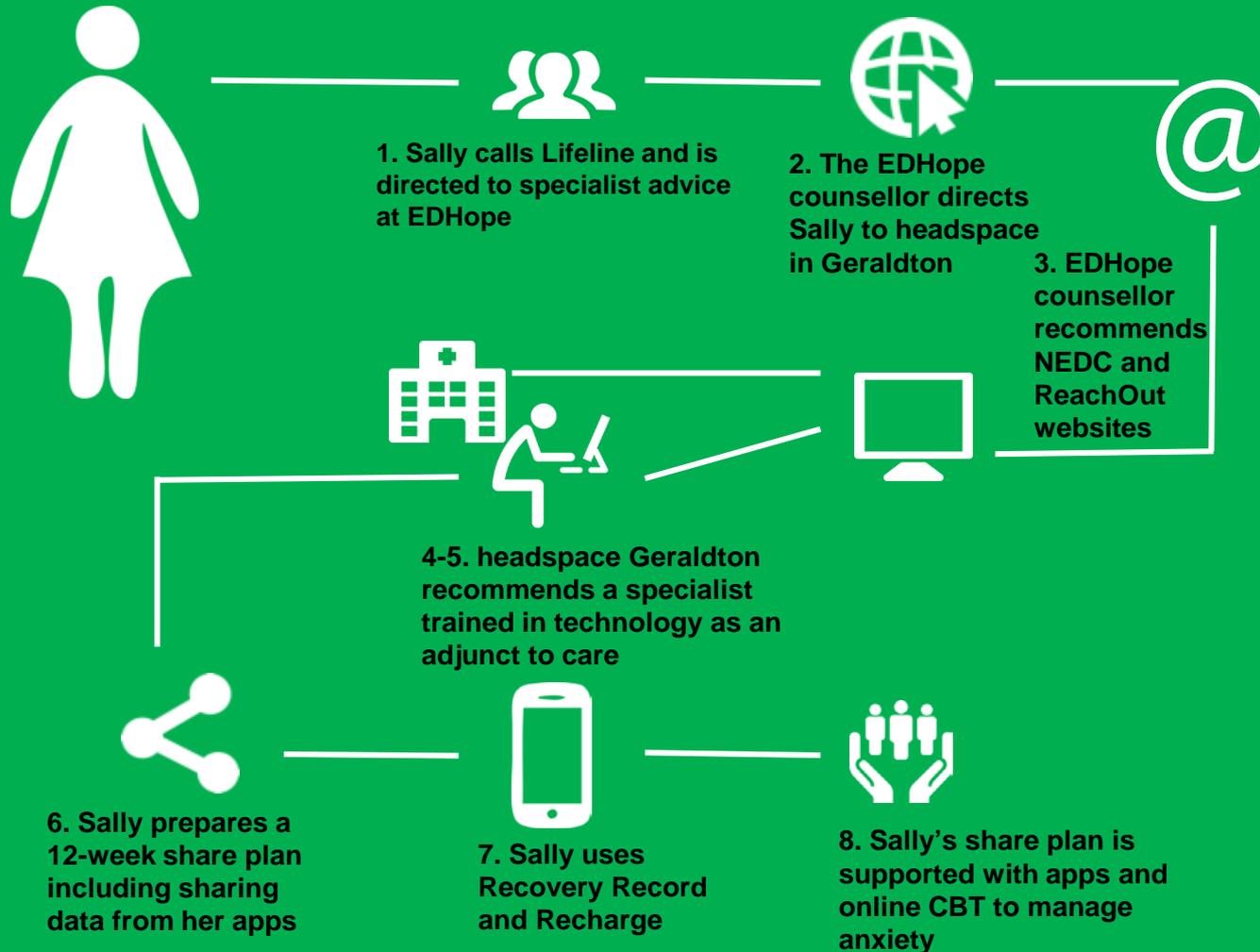


// A user journey through Synergy – an integrated mental health system

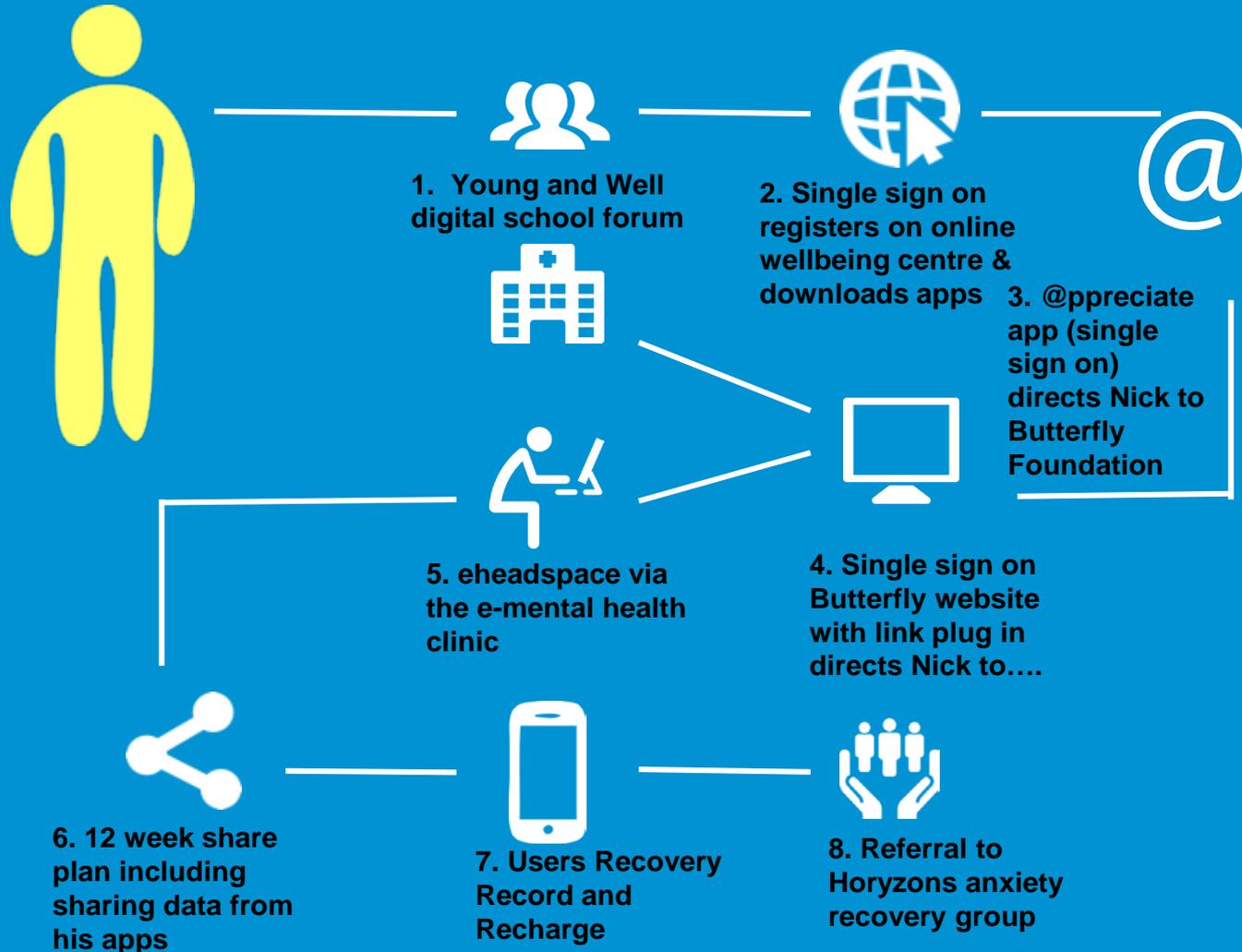
17-year-old Sally in Geraldton with an eating disorder



1. Sally calls lifeline and because she described issues with eating is triaged to Eating Disorder Hope (EDHope)
2. The EDHope counsellor directs Sally to headspace in Geraldton
3. EDHope counsellor also recommends National Eating Disorders Collaboration (NEDC) and ReachOut.com
4. Sally prints information to take to her headspace visit
5. Headspace Geraldton recommends a specialist trained in using technology as an adjunct to care
6. Sally develops a 12 week share plan which she implements with online support from a multidisciplinary team who have access to her data and plan
7. Sally uses the Recovery Record app and Recharge during her treatment to manage her eating
8. Sally's share plan is further supported with apps and online cognitive behavioural therapy to manage anxiety

// A user journey through an integrated mental health system

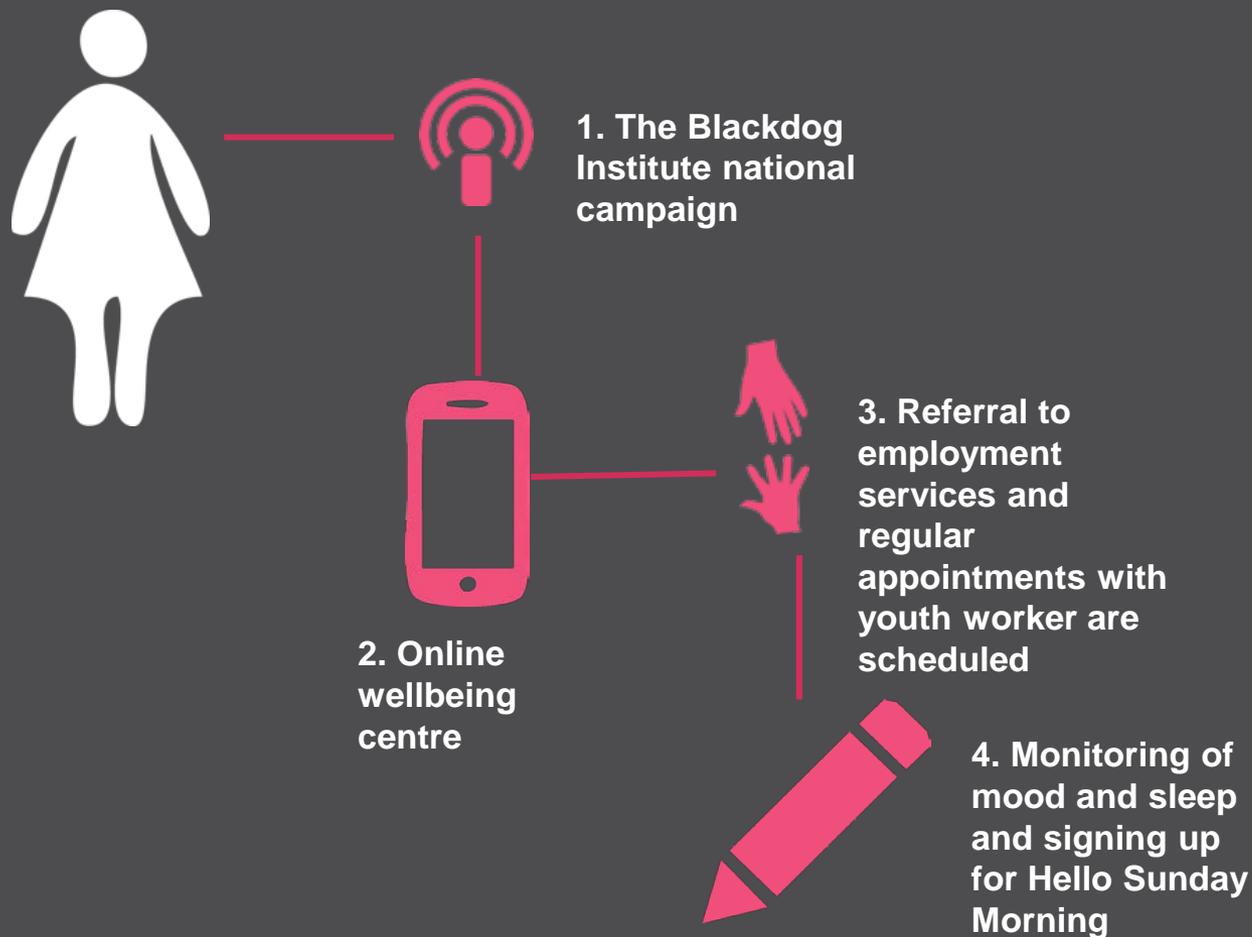
14-year-old Nick in Kalgoorlie, WA, with eating and sleeping concerns



1. Kalgoorlie is a Young & Well digital town. At a school forum Nick hears about Kids Helpline
2. Nick logs onto Kids Helpline and the counsellor suggests he registers for the online wellbeing centre and downloads the @ppreciate app
3. @ppreciate app directs Nick to Butterfly website with link plug in. This directs him to the e-mental health clinic in partnership with e-headspace
4. Nick chooses the clinic, develops a 12 week share plan which he implements with online support from a multidisciplinary tea who have access to his data and plan. He also uses the Recover record and Recharge app during treatment to manage eating
5. At the end of his 12 weeks he is referred to Horyzons anxiety recovery group from Orygen Youth Health Research Centre

// A user journey through a synergised mental health system

18-year-old Jill in Esperance with alcohol and substance abuse issues



1. Jill sees the Blackdog Institute campaign to increase mental health and wellbeing literacy in Aboriginal and Torres Strait Islanders
2. Using link on her mobile, Jill is directed to the online wellbeing centre. She is recommended to use the iBobbly app, a program specifically aimed at combatting suicidal ideation in Indigenous young people. This allows her to access help confidentially and in her own time
3. Via Next step and using data collected using iBobbly, Jill is then referred to a local employment services and is scheduled to check in with a youth worker once a week to monitor her progress
4. Jill uses Recharge, a mood and sleep app to monitor her daily activity and to help address her issues with alcohol signs up for Hello Sunday morning

// a user journey through a synergised mental health system

14-Year-Old Paul in East Perth with anxiety



1. Paul's mum, Lisa sees the headspace campaign to promote help-seeking for young men
2. Lisa recommends Paul log onto headspace.org. Using the next step plug-in, Paul is directed to his local headspace site. Next step provides relevant information for download on referral
3. Paul and Lisa visit the headspace site together for Paul's assessment by a clinician and share his information from next step. Assessment determines Paul needs to see a clinical psychologist for treatment
4. While waiting for first appointment headspace directs Paul to specific apps for young men on the online wellbeing centre
5. Six sessions with a clinical psychologist, enhanced by access to data (encrypted) from the apps Paul has been using
6. Once discharged from care, Paul joins Horyzons recovery program. Horyzons has access to data from next step, online wellbeing centre, apps and headspace to support Paul's recovery