

Design of new entry way into the sexual violence response system

Online update session

Concepts included are as of 31st October 2023

Combined pack for presentations held on
28 Feb, 1 March and 25 March



Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//



Karakia

Whakataka te hau ki te uru
Whakataka te hau ki te tonga
Kia mākinakina ki uta
Kia mātaratara ki tai

E hī ake ana te ātākura
He tio, he huka, he hau hū

Tihei mauri ora!

Cease the winds from the west
Cease the winds from the south
Let the breeze flow over the land
Let the breeze flow over the ocean
Let the red tipped dawn come with
a sharpened air
A touch of frost, a promise of a
glorious day

Housekeeping



The session will be recorded for note taking purposes only



Microphones should be muted (helps to reduce background noise!)



Please use the chat function to ask any questions or make comments



Please have your camera turned on and name visible (where possible)

Today's session (90 minutes)

- ☐ Opening, Housekeeping and your Hosts
- ☐ Whakawhanaungatanga
- ☐ Quick refresh of the problem and work so far
- ☐ Overview of the design concept as of Feb 2024
- ☐ Waharoa Design Working Group
- ☐ Feedback session


For the session on 25 March, attendees were given an overview of the feedback themes from 28 Feb and 1 March session as well.

Recap

Whakarongorau Aotearoa has been contracted to complete design options for a 'Front Door' to ACC's Integrated Services for Sensitive Claims (ISSC), embedded within Safe to talk .

- **Create an effective entry point for Survivors into the ISSC process**
- **Improve the Survivor experience accessing ISSC support**
- **Connect Survivors with ISSC Suppliers/Providers**

We identified 'Communities of Need', whose needs have been / will be considered during phases one and two:

- 
- Women
 - Men
 - Children and young people
 - Tāngata whenua
 - Pasifika communities
 - Refugee communities
 - Disabled communities
 - LGBTQIA+ communities
 - Whānau/significant others
 - People from rural communities
 - Survivors of Intimate Partner Violence
 - Communities impacted by socio-economic challenges



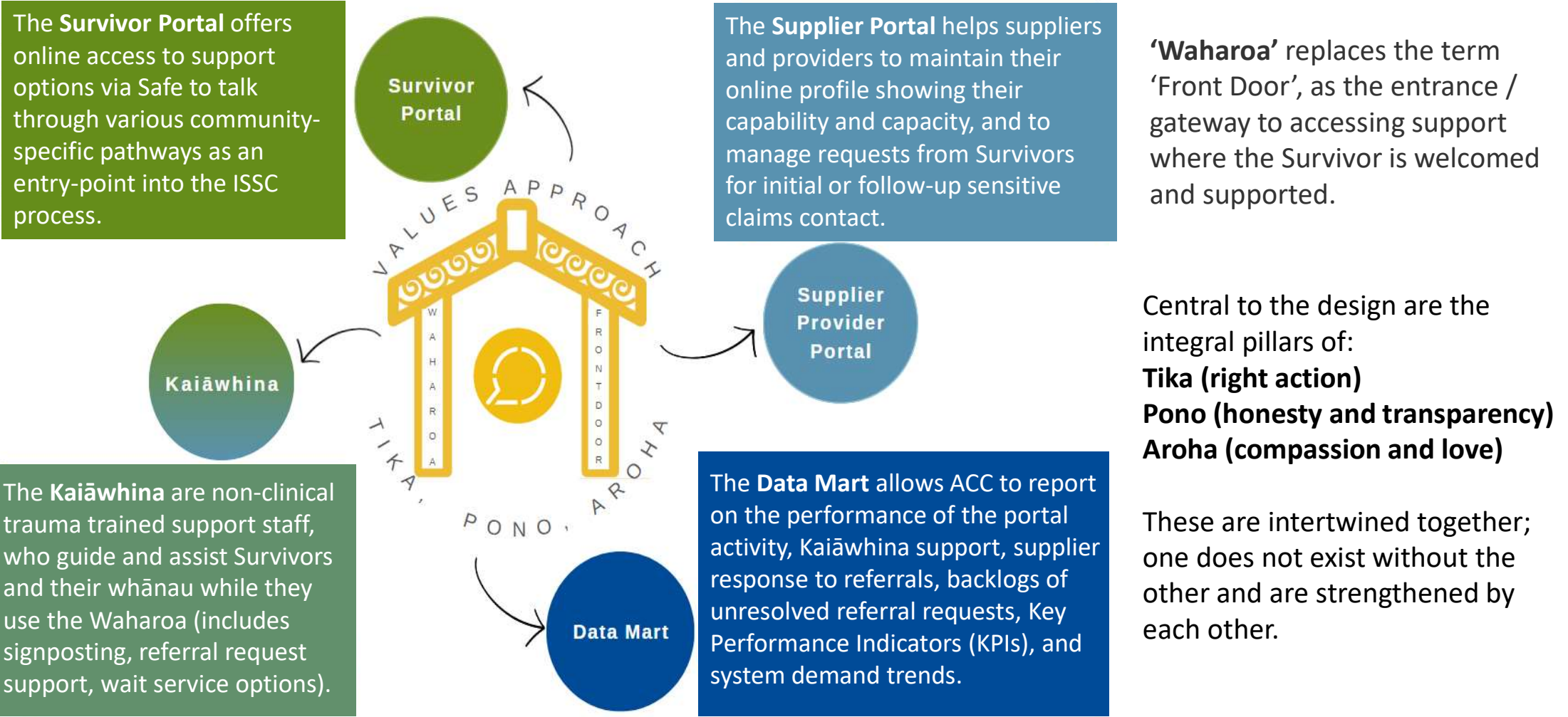
KŌRERO MAI KA ORA
SAFE TO TALK

Launched in 2018, Safe to Talk offers support via phone, text, webchat & email.

Staffed by a team of dedicated trauma-informed professionals experienced in the sexual harm sector, the service provides survivor centred brief emotional & crisis support.

Current volume is approx. 10K contacts per year which are funded through the Ministry of Social Development (MSD).

Concept design- The Front Door / Waharoa



- Access to support materials
- Access Supplier/Provider directory
- Access referral requests & updates
- Self-service and/or Kaiāwhina support
- Access options for interim support
- Access to ISSC information



- I contribute to equity for all
- I am part of the support network
- I open doors to referrals & options
- I provide ISSC information
- I provide signposting
- I give aroha, care, & safety



- I can access and update my profile
- I can view and accept referral requests
- I can opt in/out of the wait service
- I can access Kaiawhina support
- I have access to data reporting
- I have capacity visibility

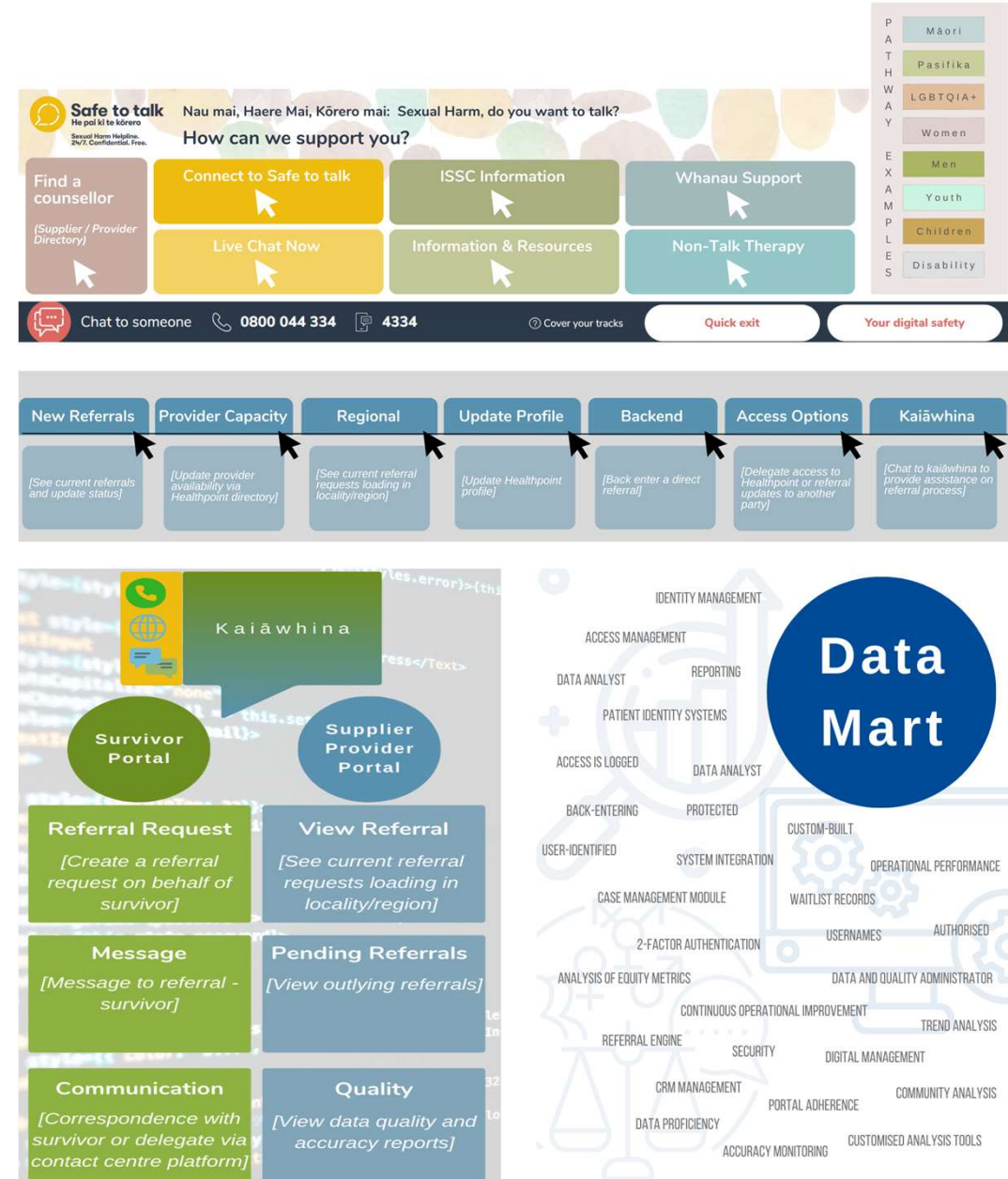


- Data capture: Survivor demographics
- Data capture: waharoa access demand
- Data capture: equity provision
- Data capture: referral requests & uptake
- Data capture: Kaiāwhina activity
- Data capture: appointment fulfillment

Work so far ... Phase Two

“The design is to be informed by active and extensive engagement”

- ✓ Continual prototyping ideas and feedback from suppliers/providers, SVCAP (ACC Customer Advisory Panel), ACC and internal clinical staff.
 - ✓ Customer journey mapping
 - ✓ User prototyping
 - ✓ Waitlist management
 - ✓ Capacity visibility
 - ✓ Technical integration
- ✓ Established the ‘Waharoa Working Group’ for further development of prototypes and final deliverables.
 - ✓ In-person workshop
 - ✓ On-line fortnightly sessions (ongoing)
- ✓ External stakeholder engagement and input.



Waharoa Design Working Group

The **Waharoa Design Working Group** include voices from various communities and specialties, helping to ensure the design options remain true to our design principles and values model.

Work begun with a two-day in-person workshop session on the 8th and 9th February where members had the opportunity to Whakawhanaungatanga with each other and the design team, alongside stakeholders from ACC and MSD.

Design work included:

- User profiles
- Walkthrough feedback
- Customer journey mapping
- Prototype walkthrough
- Concept discussions

The Working Group is now working through various design challenges, meeting fortnightly via online sessions ...

Design Challenge

How does the Kaiāwhina* role work?

We have a basic overview of the kaiāwhina role.

- Naming and responsibilities (and what it will not do)
- The rationale for the hours and times (*Safe to talk*, Find Support, ACC ISSC calls)
- Identify the escalation process and handover
- The training, cultural safety and support requirements for the role
- How does the role work with the other *Safe to talk* positions
- Agreed definitions on trauma informed, and what we mean by lived experience for recruitment





FEEDBACK SESSION

Survivor portal - Directory and making a request for appointment

In the survivor portal (website), we are proposing an online tool for users to:

- View a Supplier/Provider directory
- Make a selection based on their preferences
- Request an appointment

Our current prototype allows selection filters based on what is important to the Survivor (but not too many choices), which then populates a list of matches. Providers that can be saved or be submitted as an appointment request.

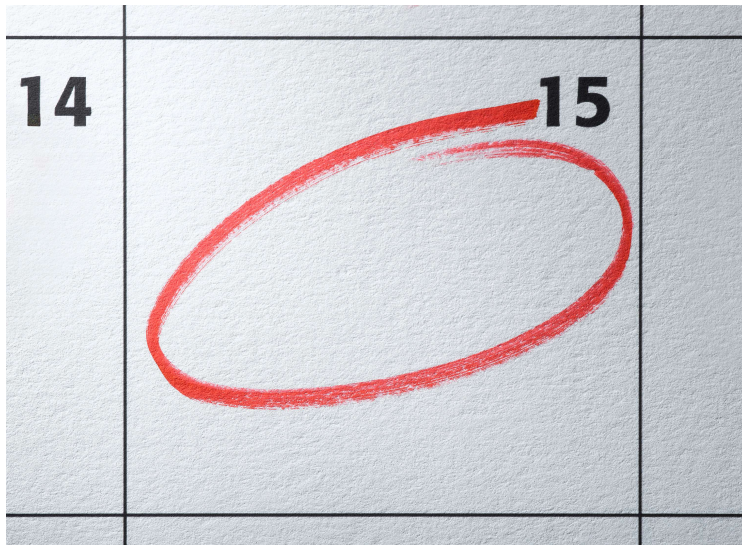
Within the current prototype design, Survivors will be offered a regular check-in while they are on the waitlist, which is either delivered through the Kaiāwhina role or Suppliers can provide waitlist support themselves.

The screenshot shows the 'Safe to talk' website interface. At the top, there is a header with the logo 'Safe to talk' (Kōrero mai ka ora) and the text 'Sexual Harm Helpline. 24/7. Confidential. Free.' To the right of the header are links for 'Find Support', 'Menu', and 'Search'. Below the header, a message states: 'If you have experienced sexual abuse at any time, you can access funded counselling and other supports through ACC. Use this tool to find a therapist that can support you and request an appointment.' A note below this message says: 'Please note that some who have experienced sexual abuse overseas or are a non-resident might not qualify for the funded support. However, a counsellor will provide you with options. The Safe to talk team are here to chat.' The main section is titled 'Find a therapist' and contains a search form with the following fields: 'Region', 'District', 'Preferred ethnicity' (with a subtext 'besides NZ European'), 'Gender preference', 'Accessibility needs', 'Specialist area', 'Name', 'Local area', and 'Organisation'. A 'Search' button is located to the right of the 'Preferred ethnicity' field. Below the search form, there are four buttons: 'How Safe to talk supports you?', 'Other supports (general directory)', 'How ACC funded support works', and 'Chat LIVE CHAT'. To the right of the 'Chat LIVE CHAT' button is a 'Talk 0800 044 334' button. At the bottom of the page, there is a dark blue footer bar with a 'Chat to someone' button, the phone number '0800 044 334', a '4334' button, a 'Cover your tracks' button, a 'Quick exit' button, and a 'Your digital safety' button.

It is work in progress.....

There is lots to unpack for all users, from the survivor experience, to the supplier, and provider experience. We are currently working on feedback from the Waharoa Design Working Group on the next iteration of the prototype and going through a customer journey to work out the details and steps.

Availability – Why and definitions



Current assumption

To provide an empowering experience and reduce traumatisation for the Survivor, we need to provide Survivors with choice, control and power within the options available for support.

Therefore, the directory will need to provide information about availability and the anticipated wait time.

Definitions

Currently availability /capacity have been talked about interchangeably. For this design work, our current working definition is;

- **Availability:** Is where a provider has available appointment times within a period of time. and has the capacity to take on another client within their caseload.
- **Capacity:** A supplier has the staffing hours to meet the demand of people currently wanting appointments.



Feedback session

For 28 Feb and 1 March

Availability (feedback)

Design from [Findyourmidwife](#)

What are your thoughts on the way this site shows availability?

1. What do you like?
2. What do wonder about?

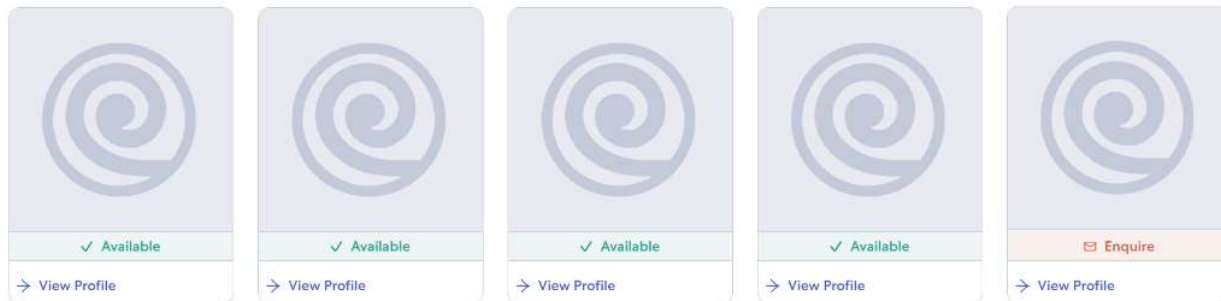
Your Available Results

Ngā hua

REFINE SEARCH

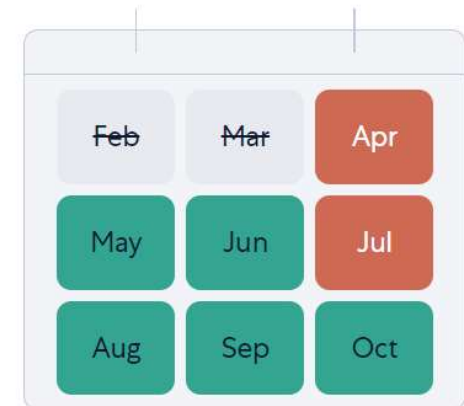
PRINT

42 Search Results



My availability for your month due

✓ Available for your due date



● Available ● Enquire

Availability (feedback)

Design from Gumboot Friday

What are your thoughts on the way this site shows availability?

1. What do you like?
2. What do wonder about?



Ethnicity: NZ European

Language: English


🕒 Available within 6-9 days

Average response time is 108 hours



➕ ADD TO YOUR CHOICES


YOUR CHOICES

When you finish adding people you like, you can contact them here.

[REACH OUT](#)



38 matches of 367 practitioners ^[X]


Sort by: Distance  



🕒 Available within 6-9 days


I have worked as a school counsellor at

Sort by: Availability  



🕒 Available within 2 months

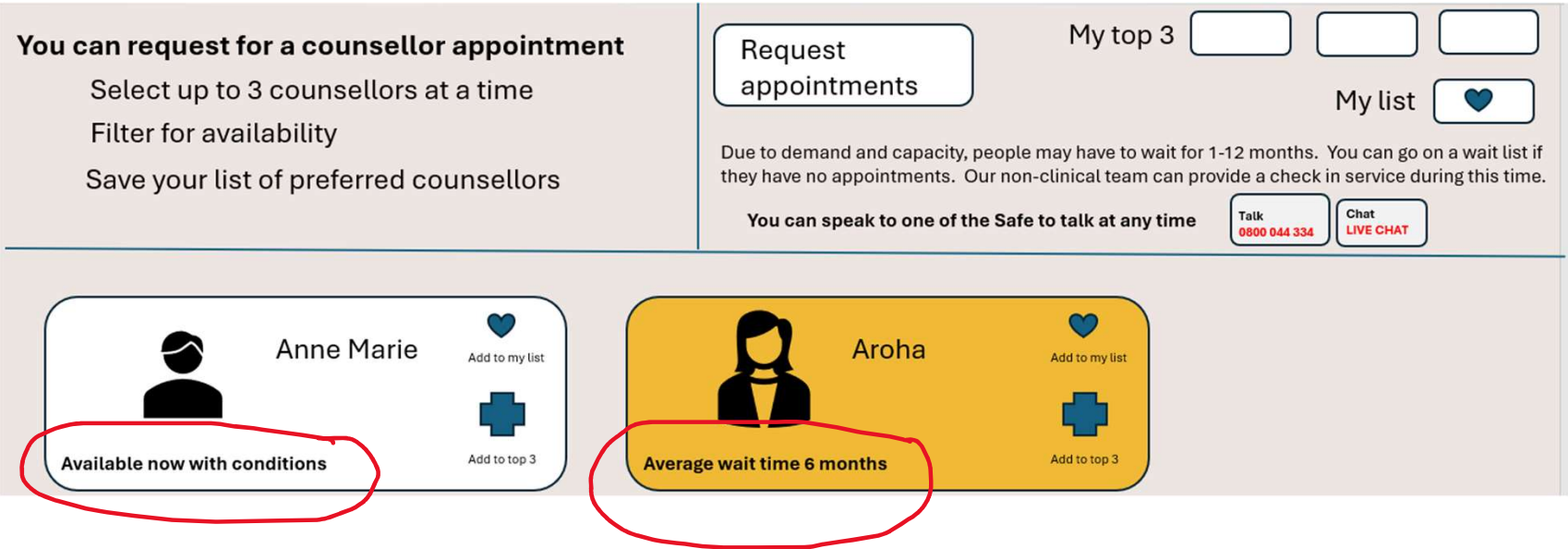
I love helping young people express



🕒 Available within 3 weeks

I hope to make my clients feels warmly

Availability (feedback)



What are your thoughts on the way this page shows availability?

Prototype 3/ Feb 2024 tested with Waharoa Working Group



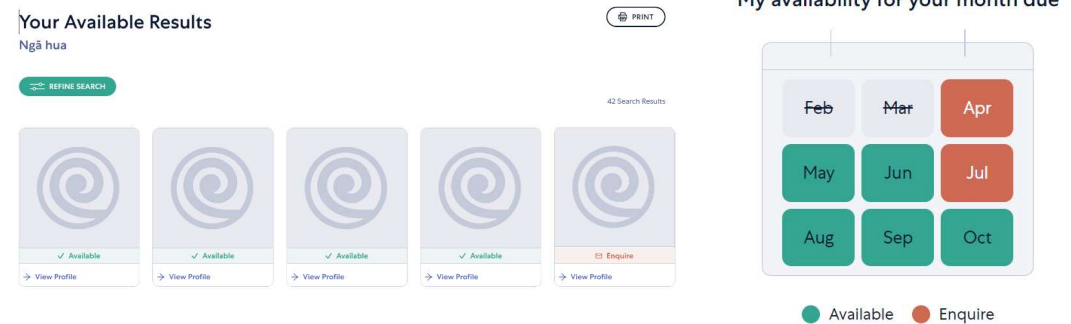
Feedback session

Held on 25 March

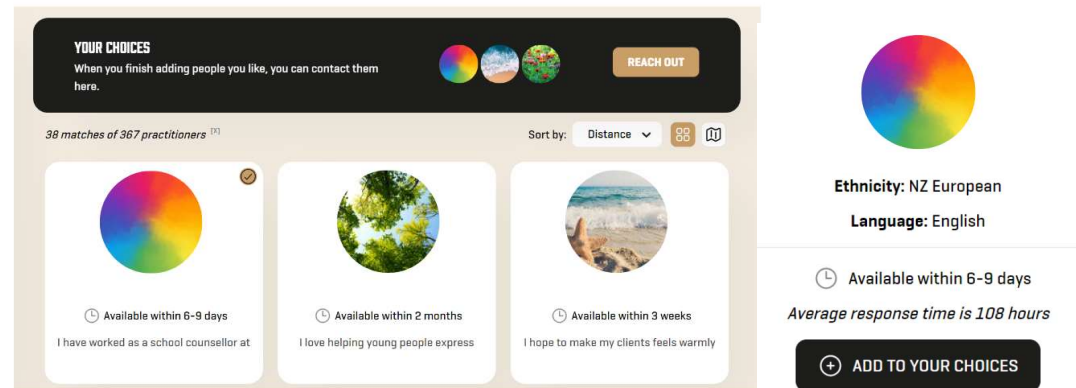
Feedback themes from 28 Feb and 1 March session

- About design aspects.** “Use of colour is helpful.... Simple and clear text... icons... ask people if they have had counselling before”
- Use of availability.** “I like I don’t have to give a date.. Available in period of time seems helpful....Could we show inactive when we have no capacity.....what happens when availability changes”.
- Complexity of clients and triage.** “To complete assessment we need to understand complexity and needs.....triage is important to help provider.”
- Workload demand.** “Whose role will be to update it?each supplier works differently.....provider centric puts too much work on them.”
- Other ideas** – “ Is there something we offer to support people to be ready for the counsellor.....would it be friendly for advocates?... have lived experience involved and they need to be assured their feedback will be implemented..”

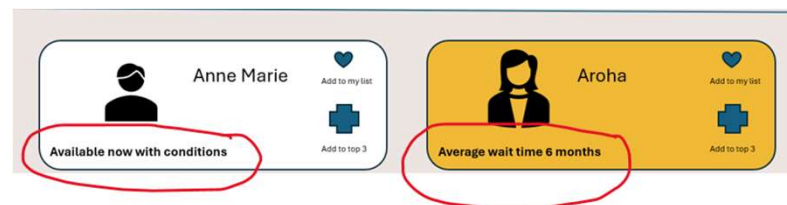
From Online sessions held 28 Feb and 1st March



Design from [Findyourmidwife](#)



Design from [Gumboot Friday](#)



Prototype 3/ Feb 2024
tested with Waharoa
Working Group



Survivor/ client

“ I need some indication of when I will get an appointment... I need some indication of how long I will be on the wait list”.



Within 4 weeks for initial appointment only



Within 8 weeks



Within 3 months



Within 6-12 months

What is realistic?

What is the time period we should NOT show a therapist 's listing

I wonder?

Waitlist



How might this
work for you as a
supplier or
provider?

With the Waharoa design, it will have the ability to manage a national wait list.

This might include having:

- ✓ A national view of demand and availability that comes through the Waharoa.
- ✓ A regional, urban or local view of demand and availability.
- ✓ A view of the survivor needs and demographics.
- ✓ A view of supplier and their providers.
- ✓ A kaiāwhina team to provide information and guide people to the best support pathway e.g. clinical escalation, wait service, prioritisation or non-ACC pathways e.g Safe to talk AND support the management of the waitlist.

Scenario:

After a discussion with a survivor, the Kaiāwhina team assesses that they have been on the wait list far too long, has some immediate needs, and new information indicates she might need a different therapist.

1. The Kaiāwhina hands over the survivor to clinical team of Safe to talk.
2. The Kaiāwhina **uses the online system to identify availability options and fit** and then calls a supplier to discuss options.
3. Kaiāwhina goes back to Survivor with an update, request permission to change therapist, and that a supplier will now ring to confirm an appointment time.

WHAT'S NEXT?

We will be taking the feedback from today into the design to share with the Working Group. We will also send you a copy of the presentation for your reference.

If you'd like further information please visit: ACC/

<https://www.acc.co.nz/for-providers/provider-contracts-and-services/evolving-integrated-services-for-sensitive-claims/>

Contact via email:

Waharoa.design@whakarongorau.nz

Subject line: Waharoa Feedback

*Ehara taku toa i te toa takitahi. Engari he toa takitini.
'My strength is not the strength of one. It is the strength of many'*



CLOSING



THANK YOU

KARAKIA

Whakawaatea te noa i a mātou
Whakawaatea te hau otaota i runga i a au mātou
Whakawaatea te taurekarekatanga i runga i a mātou
Kia maranga mai au ki runga
Ui e, taiki e!

*Clear away and free us from the negative noa
Clear away and free us from the winds of rubbish
Clear away and free us from the state of being a slave
So we may rise above*

