

MY LIVED ID

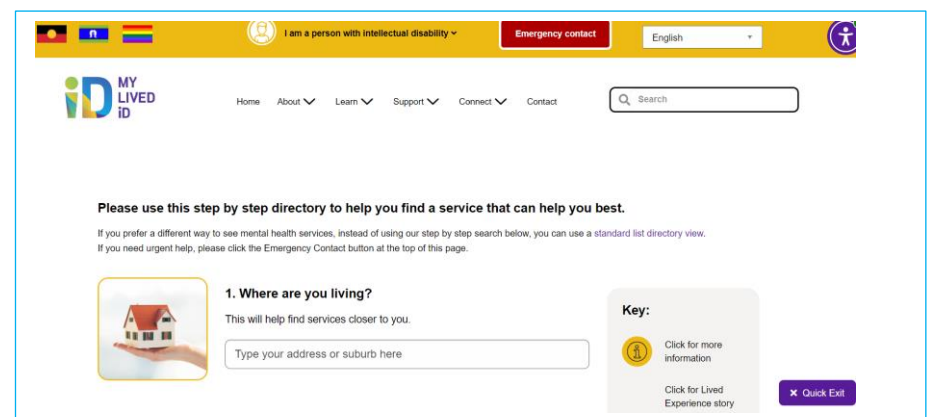
FINDING THE MENTAL HEALTH SUPPORT FOR PEOPLE WITH AN INTELLECTUAL DISABILITY

Improvement opportunity

The My Lived ID website is an online hub for people with intellectual disability, providing access to information, resources, and healthcare services to support their mental health and wellbeing. Funded by the Commonwealth Department of Health, the online platform was developed by the Centre for Developmental Disability Health (CDDH) and its industry partner, Blick Creative. The online platform was launched nationally in August 2022 after significant co-design with people with an intellectual disability, and their parents and carers.

As part of CDDH's continuous quality improvement, a need was identified to improve the accessibility and engagement capacity of the website's mental health directory. The consumer engagement to co-design these improvements was approved by the My Lived ID Steering Committee, while comprises of national disability peak bodies. These include the Victorian Advocacy League for Individuals with Disability (VALID), Carers Australia, LGBTIQ+ Health, National Ethnic Disability Alliance, and First Nations Disability Network and people with an intellectual disability (5 members) and their parent carers (2 members).

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Project Contributors: VALID co-designers



How we engaged consumers

Actualising CDDH's commitment to *Nothing About Us, Without Us*, the engagement process was underpinned by principles placing people with lived experience at the centre, including:

- **Concept development and redesign** - 3 co-design workshops with 6 people with an intellectual disability, supported by VALID to ensure the co-designers were informed and felt empowered to participate.
- **Governance and decision making** - The My Lived ID Steering Committee membership consists of five people with an intellectual disability. The Steering committee advised CDDH on the recommended redesign and redevelopment requirements.



What changed

The co-designers identified the need for the directory to be intuitive and provide the user with step-by-step assistance to find the best mental health support for them.

CDDH engaged Blick Creative, the web designers, to rebuild the directory reflecting the changes identified in the co-design process. The re-design resulted in a new directory that provides:

- Step by Step process within the Mental Health Service Directory. The guided progress prompts the user with simplified questioning and visual cues.
- Additional Easy Read information to describe mental health services within the directory.

