Project Report

* indicates a required field

Research Title
Improving Young New Zealanders’ Mental Health: How the Internet Puts Young People in Touch with Psychological Support
This question is read only.

Please provide a short summary of the work that was completed as part of this project / research *
We have successfully completed the proposed research which sought to identify effective ways the internet could be used to facilitate young people’s access to mental health support.

The research project was conducted in two phases. In the first phase of the research we completed digital interviews with 37 young people and identified the kinds of online messages most likely to prompt youth engagement with mental health services. During the second stage, we conducted a series of workshops with 67 participants in which we co-designed online messages to facilitate young people’s engagement with off-line mental health support.

We have produced a summary report outlining the key findings that will be sent to service providers and policy makers (see the uploaded document).

The research has informed a number of academic outputs including contributions to a book, one completed Honours dissertation, one journal article completed and under review, and a second journal article in preparation.

Describe the “who, what, where, when and why” of your initiative

Timing

Is your project / research complete? *
◉ Yes ○ No
If your initiative is still in progress, pick "no"

Start Date 01/02/2019
Finish Date 31/12/2021
Must be a date.

Milestones

What have been the major steps / stages (i.e. milestones) involved in delivering your initiative to date?

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Description</th>
</tr>
</thead>
</table>

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<table>
<thead>
<tr>
<th>Consulting with stakeholders and youth advisors</th>
<th>Set up youth/cultural advisory committee and discussed ideas with relevant stakeholders.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtaining ethics approval</td>
<td>Prepared and submitted detailed research documents to the University of Auckland Human Participants Ethics Committee. Received approval for the study.</td>
</tr>
<tr>
<td>Phase One Data Collection</td>
<td>Recruited participants and interviewed 37 young people about their experiences and observations of online mental health support practices and preferences in youth networks.</td>
</tr>
<tr>
<td>Phase One Data Analysis and Report Writing</td>
<td>Analysed the data and wrote up findings of Phase One in the form of an Honours dissertation. This was re-worked into a journal article and submitted for publication, with data also informing a book on youth mental health.</td>
</tr>
<tr>
<td>Phase Two Data Collection</td>
<td>Recruited participants 67 participants and ran 6 workshops to co-design online messages that would facilitate young people's access to mental health services.</td>
</tr>
<tr>
<td>Phase Two Data Analysis and Report Writing</td>
<td>Analysed data and wrote up in a journal article (still to be completed).</td>
</tr>
<tr>
<td>Write summary report</td>
<td>Wrote summary report for service providers and policy makers.</td>
</tr>
<tr>
<td>Disseminate summary report</td>
<td>Send out summary report to relevant stakeholders including youth participants, service providers and policy makers in early 2022.</td>
</tr>
<tr>
<td>e.g. planning; major activities; evaluation</td>
<td></td>
</tr>
</tbody>
</table>

**Outcomes**

**What outcomes were generated as a result of this project / research?**

Outcomes are the changes that have occurred for the beneficiaries of your initiative. Generally outcomes can be framed as an increase or decrease in one or more of the following:

- Skills, knowledge, confidence, aspiration, motivation, (these are generally **immediate** or short-term outcomes)
- Actions, behaviour, change in policy (these are generally **intermediate** or medium-term outcomes)
- Social, financial, environmental, physical conditions (these are generally **long-term** outcomes)

Immediate outcomes occur directly following an activity (e.g. within 1 month); intermediate outcomes are those that fall between the immediate and long-term (e.g. between 1 month and 2 years); and long-term outcomes are those we expect to see years later (e.g. 2, 5, 10 or 50 years after the activity).
We also want to learn more about how you tracked the outcomes of your initiative - what you measured and how.

If you need more help understanding what outcomes are, read the help sheets at [www.ourcommunity.com.au/evaluation](http://www.ourcommunity.com.au/evaluation)

**List your initiative's outcomes and attached information in the following table. Leave blank any fields that do not apply to your project.**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Were these outcomes anticipated?</th>
<th>Timeframe</th>
<th>Indicator</th>
<th>Verification Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased knowledge about young people’s online mental health practices</td>
<td>Anticipated</td>
<td>Long-term</td>
<td>Academic outputs</td>
<td>Journal articles published</td>
</tr>
<tr>
<td>Identification of the kinds of online messages that could be used to facilitate young people’s access to mental health services</td>
<td>Anticipated</td>
<td>Long-term</td>
<td>Academic outputs</td>
<td>Journal articles published</td>
</tr>
<tr>
<td>Practical recommendations for mental health services to use the internet to engage youth with mental health support</td>
<td>Anticipated</td>
<td>Long-term</td>
<td>Report to service providers</td>
<td>Report sent to service providers</td>
</tr>
<tr>
<td>Developing data collection methods for youth research</td>
<td>Anticipated</td>
<td>Long-term</td>
<td>Academic outputs</td>
<td>Journal articles published</td>
</tr>
<tr>
<td>Researcher skill development</td>
<td>Anticipated</td>
<td>Intermediate</td>
<td>Student Honours dissertation</td>
<td>Dissertation passed</td>
</tr>
</tbody>
</table>

Outcomes are the changes that you believe were generated or influenced by your initiative. See information above.

**What (if anything) did you change in your approach and practices as your project research proceeded, and why?**

We chose to do individual interviews using WhatsApp instant messenger as this has, in our recent research, proved to be a better fit for young people and particularly useful in...
capturing their online practices which can be communicated through screenshots as well as
digital descriptions. While we had not initially planned to use this data collection method for
the current research it allowed the flexibility to interview participants through this period
of COVID-19 restrictions. We were also forced to change our strategy for running co-design
workshops with some run online via Zoom or in limited locations in response to COVID-19
restrictions.

We were unable to get as much geographical diversity as we would have liked due to the
disruptions of Covid19. As result our findings may not have relevance for rural communities.
We did, however, exceed the overall number of participants we had estimated our proposal.
We may use this information to help inform others undertaking similar work.

What did you learn as a result of undertaking this project/program? *

We gained knowledge about young people's online practices in relation to mental health
and the barriers to their engagement with services and support. We also identified online
messages that would be most effective in encouraging young people to make better use of
the professional support available to them in their local communities.

We had anticipated that it would be useful to engage young people in thinking about issues
related to their own mental health, but we were nonetheless surprised and impressed at the
creativity and ingenuity young people displayed in designing online messages that youth
would relate to.

There were also some unanticipated learnings from this project. We learned to be flexible
about recruitment and data gathering strategies in the face of COVID-19 restrictions.
We took special care not to intrude on communities struggling with issues related to the
pandemic and associated lockdown and were unable to use schools as a site of recruitment
as we had planned due to the challenging circumstances they were facing. In the face
of these barriers, we were forced to explore alternative ways of finding participants and
enhanced our knowledge and skill in using online data gathering methods.

We are particularly interested in lessons that may help others undertaking similar work. Think about
what you learned about your inputs (money, skills, personnel, time - too much; too little; about right?);
your assumptions (were they 100% right, only partly right, or were the results a complete surprise?);
and the context of the project/program (timing; targeted beneficiaries; geographic settings - were they
right; wrong; about right?)

How will you share your learnings from this project/research? *

We have/will share our learnings from this research in several different ways:

We have written a report summarising the main findings that will be sent to service
providers and policy makers working in areas relevant to youth mental health.

We have written a book that makes use of data from the project to shed light on young
people's mental health practices online.

We have written one article based on Phase One of the study which is currently submitted to
the journal, Child and Youth Services Review. A second article is in process based on Phase
Two of the study and will be submitted in the new year.

We have not been able to present at conferences over this period given that most were
cancelled because of COVID-19.

What mediums were used to share the learnings? Have you reached the audience you expected?

We'd love to see some visual and audio representations of your work. Please share below.
Upload files:  
Filename: InternetNZ Stakeholder Report 2021 Gibson & Trnka.pdf  
File size: 296.7 kB

Provide web link:  
Must be a URL

Provide additional details:  
This project has informed several publications:
Adeane, E. & Gibson, K. Bridging the gap with mental health services: Online messaging that works for young people. Submitted to Child and Youth Services Review.
Please include captions, if relevant

Can we use your media content in our own communications?  
◉ Yes ○ No ○ Please contact us first  
e.g. in our annual report

Financial Report  
* indicates a required field

Project Income & Expenditure

Please provide details of any project income (funds received) and project expenditure (funds spent) to date.  
Use the ‘Notes’ column to provide any additional information you think we should be aware of.

<table>
<thead>
<tr>
<th>Income Description</th>
<th>Income Type</th>
<th>Confirmed Funding?</th>
<th>Income Amount ($)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet New Zealand</td>
<td>Philanthropic Grants</td>
<td>*</td>
<td>$28,000.00</td>
<td>Total grant from Internet New Zealand</td>
</tr>
</tbody>
</table>
### Expenditure

<table>
<thead>
<tr>
<th>Expenditure Description</th>
<th>Expenditure Type</th>
<th>Expenditure Amount ($)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research assistance</td>
<td>Salaries and Wages *</td>
<td>$16,648.00</td>
<td>Data recruitment, collection, transcribing and analysis</td>
</tr>
<tr>
<td>Consumables</td>
<td>Other Expenditure</td>
<td>$6,779.00</td>
<td>Participant vouchers, printing, software</td>
</tr>
<tr>
<td>Travel</td>
<td>Other Expenditure</td>
<td>$473.00</td>
<td>Travel for research</td>
</tr>
<tr>
<td>Phone plan</td>
<td>Other Expenditure</td>
<td>$1,784.00</td>
<td>Mobile phone expenses</td>
</tr>
</tbody>
</table>

### Income and Expenditure Totals

<table>
<thead>
<tr>
<th>Total Income Amount</th>
<th>$28,000.00</th>
<th>This number/amount is calculated.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Expenditure Amount</td>
<td>$25,684.00</td>
<td>This number/amount is calculated.</td>
</tr>
<tr>
<td>Income - Expenditure</td>
<td>$2,316.00</td>
<td>This number/amount is calculated.</td>
</tr>
</tbody>
</table>

Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:

Due to COVID-19 we were not able to spend the budget allocated for conference travel and were prevented from travelling for research purposes. We, however, required more research assistant resources to manage the challenges of participant recruitment and of transcribing a higher number of interviews and workshops than anticipated.

### Certification and Feedback

**Feedback**

You are now nearing the end of this form. Before you review your application and click the SUBMIT button please take a few moments to provide some feedback. (If you would rather provide anonymous feedback, please go to {{ Grantmakers: provide a link to an anonymous survey or delete this sentence }})

Please indicate how you found the acquittal process:
- ○ Very easy
- ○ Easy
- ○ Neutral
- ○ Difficult
- ○ Very Difficult
How many minutes in total did it take you to complete this form?
120
Estimate in minutes (i.e. 1 hour = 60 minutes)

Please provide us with your suggestions about any improvements and/or additions to this form that you think we need to consider:
I found it hard to make sense of the requirement to detail outcome, indicator and verification method as these are not familiar concepts in my field of work.