

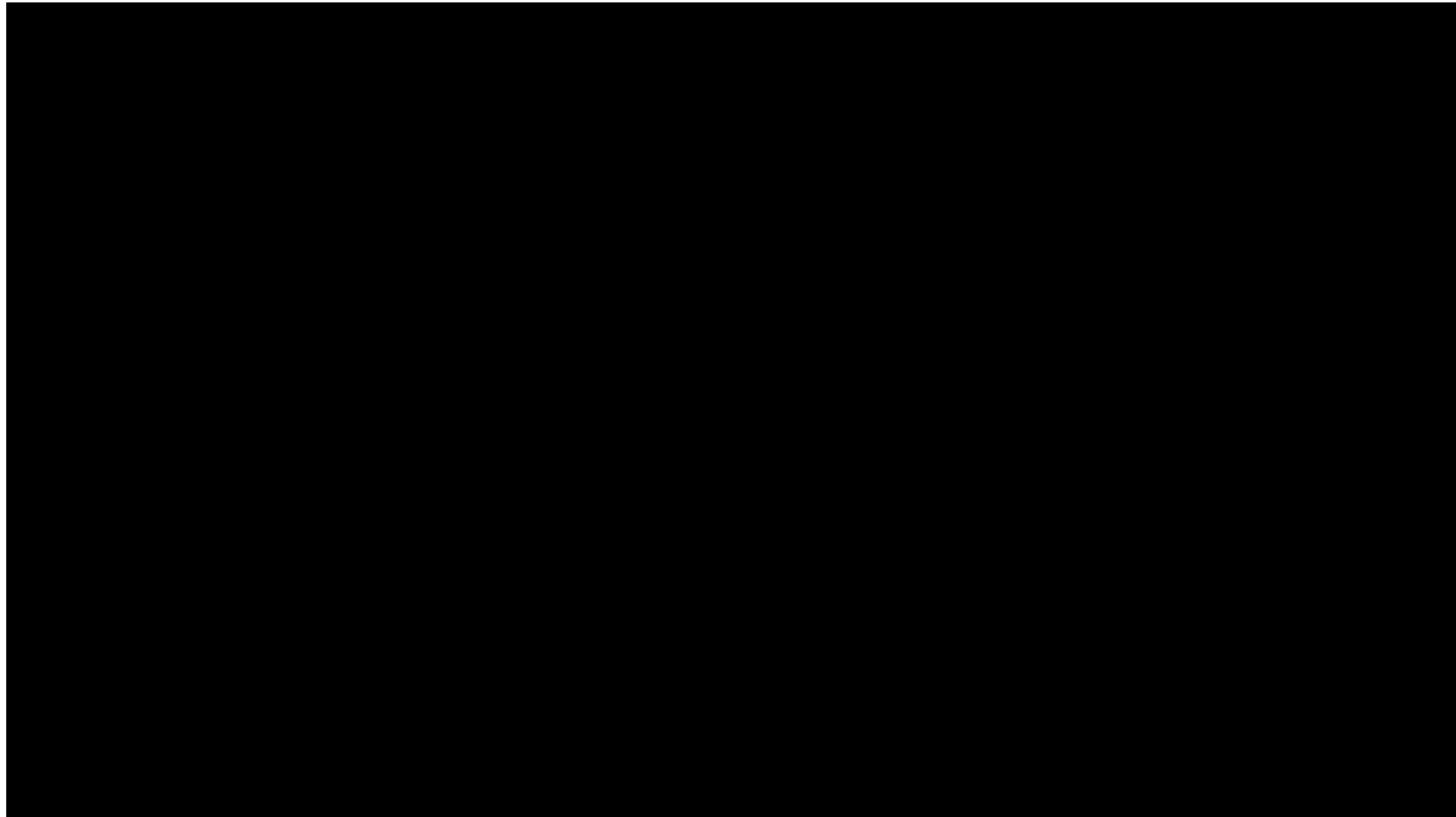


Designing services to meet people's needs in mental health

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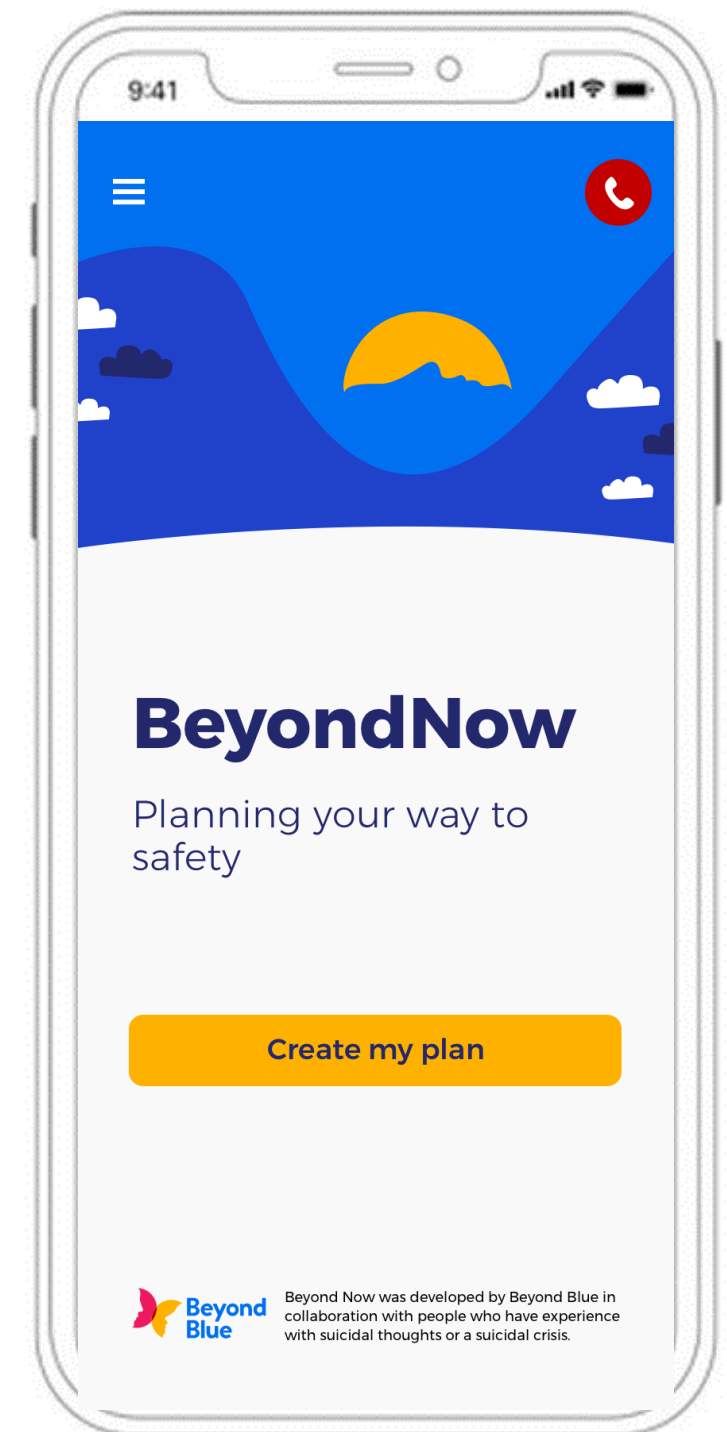
14 August 2019

Beyond Now



Beyond Now by the numbers

- Downloads: 81,878
- Safety plan completions (app): 34,436
- Safety plan completions (webpage) 6305





An introduction to the Beyond Blue forums



What are the forums?

Threaded discussion area on Beyond Blue site where members seek support from peers to:

- Reduce symptoms of depression, anxiety and other mental health conditions
- Encourage behaviour change to allow individuals to achieve best possible mental health
- Reduce self-stigma associated with mental health issues by encouraging individuals to share stories with peers, families and friends

Mental health			
Forums	Threads	Posts	Last reply
Suicidal thoughts and self-harm Trigger warning: this forum is pre-moderated and may contain distressing material. Immediate support is not available via this forum. Further guidance on posting provided inside.	543	5527	by Bigblue 1 hour ago
Relationship and family issues Anything to do with managing relationships, including separation, loneliness, divorce, family, and friendships.	2302	16408	by bindi-QLD 17 minutes ago
Anxiety Space for discussion of generalised anxiety disorder (GAD), social anxiety, phobias, obsessive compulsive disorder (OCD) and intrusive thoughts, panic attacks, and eating disorders.	2487	17552	by Brad22 32 minutes ago
Depression Space for discussion of major depression, bipolar disorder, cyclothymic and dysthymic disorders, and BPD (borderline personality disorder).	2822	22789	by Scruffy1 11 hours ago

My employer fired me after I lodged a workcover claim. by Robbed , 10 hours ago	3	by bindi-QLD 19 minutes ago
Dealing with a cheating ex by T[here] , 08 Feb	25	by T[here] 1 hour ago
Pregnant and now alone by Bella2200 , 21 hours ago	3	by quirkywords 2 hours ago

Topic: Suicidal Post a reply

2 posts, 0 answered

teenytiny 3 February 2018 Report Post

Hey,

So, I've come from a background of abuse; both physical and emotional within the home from the age of 5 or 6 and sexual assault from a family friend. I left home and I've been struggling more than ever because I'm not used to being treated so nicely and having people actually care about me. It's just so distressing for me. I have been thinking about suicide a lot lately and it's been an obsession. School has been exempt because I'm in such a bad state. I don't even know if I want to get better anymore but, it would hurt the people around me. I'm just frustrated with myself.

7 posts

Forums traffic overview 2018



1.3m

unique visitors



16,094

new registrations



27%

of all unique visits to the Beyond Blue website



2,800

volunteer hours
(12-15 active champions)



74,390

posts made



23%

of all new threads posted are in Suicidal Thoughts section

What do community champions do?

- Actively look for and reply to unanswered posts, drawing on lived experience
- Welcome new members and help them find their way around – particularly connecting with other members or threads similar to theirs
- Help community be a vibrant, respectful, and enjoyable place
- Start new threads on topics of interest re: hope, recovery and staying well
- Refer any concerns about a member's wellbeing to moderators

What do moderators do?

- Read and assess **all content** submitted through forums and social media channels (over 10,000 posts per month)
- Approve, edit, remove content as appropriate
- Manage problem and at-risk users, including escalation to Beyond Blue Support Service
- Write public and private responses to users
- Keep up to date notes and records of actions taken

After using the forums



54%
less depressed
56%
less anxious



36%
consulted health professional



38%
talked to someone close to
them about depression or
anxiety



66%
made a lifestyle change that
supported recovery: change
in diet, exercise, reduction in
drugs/alcohol

Hall & Partners | Open Mind. (2015-17). *Online forums, a research report for beyondblue.*