

## **TITLE: The Well: Learn Plan Share and Connect**

### **BACKGROUND**

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Over the years our partners have consistently raised concerns that all the great work being done is not being shared, consequently time and resources are lost in duplicating effort and repeating past errors. This lack sharing hampers the ability of organisations to respond in innovative and collaborative ways to complex health and wellbeing problems affecting local communities.

*Complex or “wicked problems... “cannot be solved through traditional models of service-based program delivery. To achieve this many elements are needed including collaboration and promotion of a knowledge sharing culture to scale and sustain innovation practices (1&2)*

*The sharing of best practice information assists organisations to connect and hear about one another’s innovation approaches and lessons learnt. Having a knowledge hub that assists in sharing data, best practice evidence, tools, research and projects has been identified as one of the important ways to facilitate collaboration and innovation.(3)*

The Well was launched in May 2018 as an online open source information and knowledge hub. The site has been in development for a number of years, however in 2017/2018 it underwent a major user testing and redesign process to streamline its functionality and enhance the user experience.

The users of The Well are health and social professionals working on improving complex health and wellbeing issues for people in the Eastern metropolitan area of Melbourne (ie Yarra Ranges, Knox, Maroondah, Boroondara, Monash, Whitehorse and Manningham).

The aim of The Well is to provide a place where practitioners can go to Learn, Plan, Share and Connect around a range of health and wellbeing topics including Family Violence, Alcohol misuse, Food Security, Obesity, Mental Illness, Healthy Aging, as well as access information and practice insights on topics such as collective impact, co-design, evaluation etc.

### **PARTNERS**

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Outer East Primary Care Partnership (OEPCP)

Inner East Primary Care Partnership (IEPCP)

Action on Alcohol Flagship Group (AAFG)

Womens Health East (WHE)

Together for Equality and Respect Partnership (TFER)

Eastern Metro Region Aged Care Collaboration

Australian Urban Research Infrastructure Network (AURIN)

Honest Fox

Fireworks PR

A range of other partners were involved in user testing

### **METHOD**

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This initiative is based on both formal and informal consultations with PCP partner agencies to define a common problem, around easy and reliable easy access to quality information about

complex health issues, local knowledge and practice wisdom. The PCPs have taken leadership role in facilitating a shared definition of the problem and in designing, building and testing The Well as a creative solution for this issue.

Throughout this process the PCP has sourced and provided significant resources to progress the work and engaged numerous experts and key stakeholders to develop and test The Well, create its content, brand and market it and to evaluate its effectiveness.

The PCPs currently provide a key role in engaging with and growing the user base of The Well, content management and quality and monitoring and reviewing the effectiveness of The Well based on a defined Outcomes Framework.

## **OUTCOMES**

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Through the improved access to information, knowledge and practice wisdom and others practitioners The Well will:

- positively influence the practice of the users assisting them to provide better health and wellbeing outcomes for the clients/communities they work.
- strengthen their collaboration enhancing their capacity to respond to complex health issues.

We are currently surveying users to collect baseline data and we will continue to survey users overtime to determine the effectiveness of The Well in achieving these outcomes.