# Beginning the Focus Group Discussion

## Welcome & Overview – Slide 1

1. We'd like to begin by acknowledging the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

2. Thanks for coming along to today's group chat. My name is xx, I'm a clinical psychologist and mental health researcher at the Black Dog Institute. And this is xx, who is also a mental health researcher. Today you'll have the opportunity to share your thoughts on digital tools and resources, how you use technology and your views on existing apps and wellbeing resources. We're hoping you can discuss your experiences, give us your advice, and bounce ideas off each other. Our end goal is to design a really great digital program for young people's mental health, and to do that we need to hear from you and have you co-design it with us. I'll be asking you a bunch of questions She'll be assisting with running the group and will also be monitoring the chat function and answering and comments or questions that pop up there.

Slide 2

A few things to remember before we start:

1. **Share ideas:** We understand speaking up in this forum may be a bit weird at first, so with that in mind, let's do our best to create a space that is comfortable and inclusive. We want to hear from everyone, even if your ideas and opinions differ from others in the group. We're recording the session because we don't want to miss any of your comments, but only the research team will have access.
2. **Chat function:** You can type responses in the chat function. check participants can see where the chat function is. Ask them to respond with a "hi"
3. **Support:** If you feel a little overwhelmed or uncomfortable during the discussion, send xx or I a message via private chat.
4. **Questions:** Talk freely as much as you can. Use the hand up function if you'd like to speak and don't want to interrupt – *ask participants to test the hand up.* Because it's a bit different to a face-to-face chat, we'll do our best to make sure we hear from everyone. If we check in with you and have nothing to say, that's ok!
5. **Take turns:** We ask that you mute your microphone when you're not talking. You can respond via chat if you have an idea that you want to contribute while someone else is talking. But remember to turn your mic on when you do want to talk!
6. **Privacy** - For privacy everyone has chosen a nickname, please use these when talking to one another, and we won't use any names in our reports. Please try not to talk about anything too personal (eg your home address etc) or use your surnames.
7. **Optional video**
8. **Optional participation** - If you need to leave the call, please let us know, if you don't, we will contact you to check in.

Does anyone have any questions? Well, let's begin. Begin opening question….

# Focus Group Script

## Young People

1. **Who are Youths aged 12-16 (assume the groups are broken down into 12-14/14-16 minimum) similarities / differences / needs / likes / dislikes / fears / maturity vs immaturity / experiences / preconceptions / willingness to engage**

2. **Youths and Technology: how / why / where / what / likes / dislikes / fears / barriers**
   a. **How do youths aged X use technology?**
   b. What do you do online? What do you use the internet for? E.g play games, watch shows, talk to friends, email, social media sites, browsing
   o Where do you access (home, school)?
   o What devices do you use to access the internet? E.g., a mobile device (tablet or phone) or computer?
   o Do you have your own personal phone or devise?
   o How do you connect with others online e.g. chat rooms, forums, blogs, linkedin, Flickr, Pinterest, YouTube, commenting, posting links, sharing photos etc?
       o If you do access social media sites, which ones do you use e.g. Facebook, Twitter, Instagram, Ticktock, Snapchat etc?
           1. Why use them? What do you like, not like, about them?
       o Do you connect with people you know, or people you've met online, or both?
       o What are the advantages of connecting with people this way? What are the disadvantages
   • How do you use the internet if you need privacy?
   o Can you give us an example of a time you used the internet to learn something? Any examples of apps or websites that you've learnt something from?
   o Do you care about the developer or the organisation behind the app? (credibility)
   c. **What do they like, not like about the technology they use?**
      **What Apps do you use?**
   o What apps/ websites do you currently use?
       i. **Why**
       ii. **What do you like about them**
       iii. **How did you find them**
       o How do you decide which apps or programs to use?
           o Price? Do you have a budget?
           o Word of mouth – Do your friends recommend?
           o Store recommendations and reviews?
   o How do you choose an app to use (search function, recommendation…)
   o What Apps do you use that you really love? What do you like about those Apps? How often do you use these Apps?
       o How can we make our own app interesting/ engaging?
       o What incentives would make you want to use it more than once (e.g. feedback, seeing increasing scores etc? e.g., levelling up, badges, competition)
       o Are interactive features import to you? (e.g. animated clips, videos, chat-bot, text, characters)
   o What are some of the barriers (annoying things) you experience in using apps?
       o Ask about passwords and PIN numbers
       o What will make it less likely to return to an App

- o What makes an app cringeworthy?
- **d. What are their concerns about security and privacy? Do they even have concerns??**
  - o Do you care about privacy features? How do you assess this? Do you like to have an app password protected or is your phone passcode enough?
- **e. Current understanding, comfort and willingness towards use of sensory data – activity, sleep, location, conversations**
- o Added – What are your thoughts around sensory data (e.g., phone tracking sleep, steps, location, conversations)?
- **f. Games – why / what / how**
- **g. Use of rewards to encourage engagement (e.g., levelling up, badges, competition)**
- **h. Use of Reminders**
- o Added – How do you feel about reminders/ push notifications? Do you find reminders are useful so you don't forget to use programs etc? Delivery ? (SMS, email?)
- **i. Understanding, comfort and willingness towards Inclusion of social networking**
- o Added – Some young people have talked about having social networking in an mental health app – what do you think about this? How would it be helpful/ unhelpful? (also ask about social networking habits in 2a)
- **j. Describe the most engaging school app that they have used and why?**
- o Added - Describe the most engaging school app that they have used and why?
- **k. Technology and parents – barriers, behaviours, annoyances**
- o Do you ask for parental permission? Do your parents restrict your technology use? How do you feel about this?
- o What types of controls are on your devices? (restricted access to websites, downloading apps)

**3. Youths and mental health: experiences / preconceptions / judgements / fears / barriers / willingness to engage / previous behaviours**

- **a. General views and understanding about MH**

- o Do you think that depression and anxiety are mental health issues present in your school, amongst classmates, your friends, other young people your age?
- **b. MH help-seeking behaviours (including online help-seeking)? At what point in their journey do they seek help**
- o What specifically would they be seeking help for (improve mood, fit in more with peers etc)
- o If you were feeling worried or down, how would you get support?
- o If you had the option of seeking help face-to-face, online, phone, or text, what would you prefer? Why?
- o In your opinion, how do young people seek help for these mental health issues?
- o What would you do if you thought a friend or classmate was struggling and feeling depressed?
- o What barriers stop young people from seeking help?
  - o What do you feel like you or someone seeking help needs?
- o How comfortable do you think young people feel approaching the school counsellor/ psychologist/ general practitioner/ or their parents about their mental health?
- **c. Youths understanding, comfort and willingness towards Monitoring and EMAs**

Added – How would you feel about monitoring your health and wellbeing via an app? (e.g., rating how your feeling on a regular basis)

**d. Use of online resources**

o What do you think about the idea of using an App or online program for help with your mental health/wellbeing?
- o What would be good about it?
- o What would be not so good about it?
- o Would people need to have mental health problems in the first place?
- o Would you be interested in using an App or online program to help you improve your mental health?

o Would you ever search online to find information or online programs for mental health support?

o Do you feel like there is a need for more information and support? Or do you feel like you can handle it easily?

o What do you find most helpful when you are having a tough time?

o Have you ever downloaded an app to help with your mental health/wellbeing?

o If there was an app that could help you with your mental health/wellbeing, would you download it? Why? Why not?

o What do you think about the idea of using an online program to help young people who are feeling down?
- o Would this be different if the program had therapist support?
- o Would you prefer therapist support to be via phone call, text, email

## Mental Health Professionals

**1. Clinicians/ MHP – limitations and controls / concerns / level of involvement/ dissemination barriers**

**a. What sorts of clinical presentations do you work with?**

**b. In a general sense, what sorts of resources or tools would help improve the therapy you deliver? (e.g., automated appt reminders, regular symptom monitoring, homework support, crisis support)**

**c. How confident are you in incorporating digital interventions in your practice?**

**d. Do you currently use digital interventions/programs?**
- **i. Which ones?**
- **ii. What is good about them?**
- **iii. What is not so good about them?**
- **iv. How did you find them/choose them?**

o Generally, what do you think about the idea of young people using an App or online program for help with their mental health/wellbeing?
- o What could be good about it?
- o What could be not so good about it?

o Do you believe online therapies can help young people experiencing mental health problems? Why/ Why not?

o Do you believe there is a need for an online CBT mental health treatment program to reduce symptoms of depression and anxiety in young people aged 12 to 18 years? Why/Why not?

**e. In your view, what aspect of a digital program should health professionals consider before endorsing it?**
- i. Main concerns about endorsing an online program

- What are the main concerns endorsing an online program for a young person?

 

 

    **f. I'd like to know about what elements you'd like to see in a digital program**

        **i. Can you describe a digital program that you would you be happy to promote?**

- What are the main features you'd like the program to contain? (symptom monitoring, weekly progress reports, homework tasks)
- What type of resources would help you endorse the program? (e.g., external coaching or supported use, training on how to incorporate the program into your practice, handouts etc.
- What therapeutic content would you like to see in an online program (cognitive monitoring and restructuring, relaxation, problem solving, goal setting, activity scheduling, assertiveness training, exposure)?
- What are the most important features to consider that would engage a young person?
- Would the program be adjunctive to f2f or standalone.
    - Transdiagnostic or diagnostic specific - Would the program be diagnostic specific, or more general (e.g., symptoms of anxiety and depression)?
- 

    **g. What degree of support would they be willing to provide?**

- What level of support (regular contact, requested contact or no contact) do you think is needed?

 

## Parents/Guardian

1. **Parents and Technology – allowances / limitations and controls / likes / dislikes / fears Parents and mental health – experiences / fears / barriers / willingness to engage**

    **a. What are your thoughts around the need for mental health and wellbeing interventions for young people?**

        i. Are they currently adequate?

        ii. What are they lacking or what are their limitations?

        iii. What are their benefits, or what is good about them?

        iv. If there is a gap, where is it? In accessibility or effectiveness?

        **v.** How would you seek help for your child if they needed help for their mental health/ wellbeing?

    **b. How involved do parents/carers want to be?**

- How would you like to be involved in a program to support your child?
    - Information about the program –
    - Parent module?
    - Email updates?

    **c. Parents/clinicians' beliefs, understanding and willingness towards delivering MH intervention via technology**

Supplementary Material 1. Focus group guide

- Do you believe online therapies can help young people experiencing mental health problems? Why/ Why not?
- What are your thoughts regarding face-to-face care compared to online mental healthcare?
  - Do you believe online programs are effective?
- What are the main barriers endorsing an online program for your child?
  - Concerns about privacy?
  - Completing the treatment?
  - Access?
  - Tech problems?
  - Meeting child's needs?
  - Any other problematic factors?
- What are the main factors that would help you endorse an online program for your child?
  - Cost?
  - Accessibility?
  - Parental involvement/ monitoring?
  - Safety?
  - Effectiveness?
  - Clinician support?
- Overall, do you think an online mental health program would be beneficial your son or daughter or their friends? Why/Why not?

d. **Controls they need to feel comfortable**

- How comfortable would you feel with a mental health professional such as a psychologist or doctor referring your son or daughter to an online mental health program?
- How comfortable would you feel with your son or daughter going online and referring themselves to this program/ accessing a program independently?

e. **Awareness of any issues MH – at what stage**

- What do you think about the idea of using an App or online program for help with a young person's mental health/wellbeing?
  - What would be good about it?
  - What would be not so good about it?
  - Would the young person need to have mental health problems in the first place?
  - Would you be interested in using an App or online program to help you improve your mental health?

f. **Technology - allowances vs. barriers**

- Does your child have their own personal mobile phone?
  - What influenced your decision to give (or not) them their own device?
  - What sort of controls do you have in place over their phone?
  - What do you monitor?
  - At what age did they receive access?
- If not, do they have online access at home?
- What concerns do you have about your child using technology?

Supplementary Material 1. Focus group guide

# Focus Group Closing

## All groups:

- Summarise session….Our purpose was to …..What you've told us is…... Does that sound right? Have we missed anything?
- If there is time, invite participants to reflect on the main ideas, and ask if they have any additional thoughts to share.
- Email us with any additional things you think of.
- We will be in touch in a few weeks to clarify your thoughts and attitudes and to ask you to comment on prototypes.
- Shortly you will receive an email containing your give voucher…

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