New Roots


13 January 2017
Acknowledgements

The Cultural and Indigenous Research Centre Australia (CIRCA) wishes to acknowledge Aboriginal and Torres Strait Islander people as the traditional owners of Australia and custodians of the oldest continuous culture in the world, and pay respects to Elders past and present.

We would like to thank all those who generously contributed to the evaluation. We would like to thank the staff of Settlement Services International who generously facilitated access to their clients, case managers and other stakeholders, and beyondblue for their valuable partnership in this evaluation.

We would also like to thank the Movember Foundation for their support of the New Roots project and their participation in the evaluation workshop.

In particular, we would like to thank all the SSI clients and case managers and all the stakeholders who participated so generously in this evaluation.

Settlement Services International (SSI) is a leading not-for-profit organisation providing a range of services in the areas of humanitarian settlement, housing, support for people seeking asylum, multicultural foster care, disability support and employment services in NSW. SSI’s mission is to be a leader in the settlement services sector through the provision of support services that achieve independence for refugees and migrants, underpinned by the lived experience of refugees and migrants.

beyondblue’s aim is for everyone in Australia to achieve their best possible mental health, equipping people with the knowledge, skills and confidence to protect their own mental health, identify when they become unwell and take steps to support those around them. Information and support is provided for people at every stage of life, whatever their need and the beyondblue support service is available 24/7 for people to talk through whatever’s worrying them.

The Movember Foundation is a global men’s health charity whose vision is to have an everlasting impact on the face of men’s health. The Foundation raises funds that deliver innovative, breakthrough programs that allow men to live happier, healthier and longer lives. Millions have joined the men’s health movement since 2003, raising $650 million, funding over 1,000 projects focussing on prostate cancer, testicular cancer, poor mental health and physical inactivity.
Executive summary

The New Roots project aims to assist newly settled Australians to rebuild their mental capital to more fully participate in their community and society. The name of the project originates with the concept of establishing new roots when starting out in a new country, the idea that when a tree is transplanted from one place to another it takes time for it to grow new roots and become strong again. Eventually with enough sun, nutrients and water the tree can grow strong again and have flowers and fruit.

Successful settlement of migrants and humanitarian entrants is often defined as the ability to participate fully in economic, social, cultural and civic life. Conceptual models of integration focus on employment, housing, education and health as both markers and the means of achieving integration (Ager & Strang, 2008). Unsurprisingly, people on a humanitarian visa in Australia can struggle with accessing these essentials especially in the early years of settlement and miss out on the protective benefits in terms of both physical and mental health1.

The mental health of refugee communities is dependent on the broader determinants of health and the New Roots project has been framed within a whole of life approach and a holistic model of health that values masculinity and goes well beyond mental ill health, recognising the promotion and monitoring of wellness is an important element of resettlement.

Cultural and Indigenous Research Centre Australia (CIRCA) were commissioned by beyondblue to conduct an evaluation of the New Roots project. The objective of the New Roots project is to improve the health and wellbeing of males 18-45 who have recently settled in Australia through a humanitarian visa from the Arabic, Farsi-Dari and Tamil speaking communities. Arabic speakers are predominately from Iraq and Syria, Farsi speakers from Iran and Dari speakers from Afghanistan and Tamil speakers are from Sri Lanka (either directly or via southern India).

The New Roots project has been developed by Settlement Services International (SSI) in partnership with beyondblue with donations from the Movember Foundation. The New Roots project was launched in December 2015 and the CIRCA evaluation was conducted between November 2015 and October 2016. Ethics approval was received in May 2016.

The New Roots project is an integrated support model with three components:

- **New Roots Application** – includes information, tips and tools that help with starting a new life in Australia and is available on both iOS and android phones. Information is provided on healthy eating, sleep and rest and exercise; connection with other people; work, study and volunteering; and managing money. It also includes support information and an opportunity to self-assess and reflect on emotional health on a regular basis.

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Online Toolkit for case managers – the Toolkit provided information to improve the skills, confidence and knowledge of settlement case managers in identifying and responding to the social and emotional wellbeing of recently arrived men and was accompanied by face-to-face training.

Community workshops for community leaders – the contents of the New Roots App was reinforced through community workshops for community leaders from each of the target communities. This approach aimed to support the implementation of the project through broader community engagement with the New Roots App.

The evaluation of the New Roots project aimed to identify whether this integrated support model has contributed to improving the social and emotional wellbeing among males recently settled in Australia through a humanitarian visa from Arabic, Farsi-Dari and Tamil speaking communities. This evaluation includes analysis of quantitative and qualitative data collected over two waves to answer the following evaluation questions:

- Should SSI continue to implement the program for the existing communities of interest after the end of the pilot phase?
- What are the key learnings from the New Roots project for future stakeholders and key barriers to translating these learnings into the future?
- Should the program be replicated nationally and/or for other language groups?

An evaluation plan and program logic were developed in collaboration with beyondblue and SSI to provide a strong foundation for embedding evaluation in the implementation of the New Roots project and establishing an evidence base in relation to the effectiveness of this project.

A mixed method evaluation approach was used. Monitoring data included project documentation, community leader workshop session data, data on participation in community launches, data on client numbers/SSI case managers and analytics from the New Roots App and online Toolkit. Evaluation data included interviews with clients, case managers, team leaders, community leaders and self-complete surveys with community leaders and case managers.

**Evaluation findings**

Overall, the monitoring and evaluation data suggests that both the New Roots App and Toolkit have been well received and have had high levels of usage. Qualitative data also identifies a positive response to the New Roots App with increases in knowledge and positive changes in behaviour among SSI clients. Given the progress of the New Roots project towards meeting the identified short-term and medium-term outcomes, it has the potential to contribute to the social and emotional wellbeing of the target population in the future.

“I think the best thing about this App is that I have something in my pocket that I can refer to any time I feel down or I need some sort of help or guidance.” Client
The **New Roots App** was well received and well used by SSI clients as indicated in the data below, and supported by the qualitative interviews.

- The New Roots App is being well used and there is increased awareness and knowledge of health and wellbeing among clients. Acceptability of the App is high and functionality is seen as very good. The provision of the New Roots App in language is highly valued by clients.

- Strong reach in the context of the target market with 2,806 downloads of the New Roots App. There were 293 downloads in Arabic, 280 in Farsi, 151 in Tamil and 2,082 in English. A feature of the App is to be able to switch between languages when using the App, so the language download is not necessarily a reflection of what language the clients are then using to access information.

- In a typical week, 96 users accessed the App and there were approximately 146 sessions. This has been relatively stable over the last four months. The peak in App usage experienced in the middle of July coincides with the 2nd version release of the application being released.

- Google Analytics reports that in the 12 weeks to 1 November 2016, a typical session is 3 minutes and 17 seconds in length and that in a typical session the user navigates 6.1 screens. The data indicates that user engagement is growing with both time of session and average number of screens increasing in more recent months. Combined with the high levels of repeat usage, this is a positive sign that there is a core group of engaged users of the App.

- Users engage with multiple screens and the more popular screens are staying Strong, Eating Well and Beginning a Life in Australia.

- Clients and case managers are using the self-assessment tool and several clients reported positive experiences in using the tool.

- There was evidence that clients had implemented strategies to improve health and wellbeing as a result of using the App, including strategies to reduce distress and increase participation in social and community activities.

- Social and self-stigma related to poor mental health are significant barriers to promotion of the App in the Arabic, Farsi-Dari and Tamil speaking communities.

- Suggestions consistently made by clients for improving engagement with the App included maintaining currency of the App, enhancing connections with real-life stories and increasing engagement with other users.

“It provides really simple tips but they are so important and they work. Just paying attention to my emotion and learning about my own feelings has given me insight that made me feel better.” Client
The **New Roots Toolkit** and training was well received by SSI case managers as indicated in the data below. However, this did not necessarily translate into integration of the App into their casework practice.

- Case managers and team leaders workshop feedback indicates an increase in self-reported knowledge, confidence and capacity against all key topic areas covered in the Toolkit, that they found the workshop helpful and that as a result of the workshop they had increased confidence in having conversations with their clients. However, qualitative discussions indicated that while useful, much of the information was a refresher, rather than new information.

- The biggest increases in knowledge were in relation to the value of the App, the difference between mental wellbeing and mental illness and strategies for their own health and wellbeing.

- All of the case managers and team leaders thought the App would be helpful for their clients. Over half of participants thought the App would be very helpful/extremely helpful. This suggests that there is great scope to continue to develop this information channel moving forward.

- The registrations of the online Toolkit have built to 104 (out of the 181 SSI frontline staff in SSI humanitarian programs) since the launch. This indicates that over one half (104/181 = 58%) of all SSI case managers have accessed these materials.

- While most case managers support the New Roots project and the App and found the training useful, this has not necessarily been integrated in their day to day casework practice.

- As recommended in the interim evaluation (July 2016), a hands-on workshop focussing on the App provided to the case managers was introduced in October 2016, resulting in an increase in understanding and engagement with the App and greater willingness to engage with clients in using the App as part of their casework.

> “I think it’s really great, we are really busy, our job is demanding, if a client uses the App to find information about education, law, migration, employment, everything is updated, it saves us time.” Case manager

**Workshops with community leaders**

- The feedback from the community leaders was broadly very positive with participants engaged with the workshop, gaining new knowledge and leaving with increased confidence about having conversations with community members about stress.

- Community leaders were positive about community use of the App, noting that it was likely to be more popular with younger people due to their familiarity with new technologies.
Community leaders face challenges in relation to understandings of, and preparedness to discuss mental health. This was particularly noted in the Tamil and Syrian community. To some extent, this provides a barrier for community leaders to understanding the importance of mental health and wellbeing in communities, and to promoting the use of the App.

“...young people are very comfortable with using their smartphones which means this project is very suitable for them, but older people who are not familiar with the technology, I don’t think they show an interest or follow it up.” Community leader

### Conclusions and Recommendations

<table>
<thead>
<tr>
<th>Conclusions</th>
<th>Recommendations</th>
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<tbody>
<tr>
<td>The success of the New Roots project indicates that the existing project should be continued by SSI beyond the pilot. There is also potential to scale the project up to other categories of visa holders and/or other languages.</td>
<td>1. SSI should continue to implement the program for the existing communities of interest after the end of the pilot phase. It is also possible that SSI could scale up the project to include other visa categories and/or language groups.</td>
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<td>The overall results indicate that it may be possible to replicate the program nationally since settlement support services are provided nationally by different providers depending on the jurisdiction. However, success would depend on the strength of partnerships with comparable service providers in other states. If the program was to be expanded nationally a business case would need to be developed.</td>
<td>2. beyondblue and the Movember Foundation should consider opportunities to support SSI in further implementation of the New Roots project.</td>
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<td>The overall results suggest that the App is being well used and that there is increased awareness and knowledge of health and wellbeing among clients. Acceptability of the App is high and functionality is very good. The provision of the App in languages is highly valued by clients.</td>
<td>3. Replicating the program nationally and/or for other language groups is feasible but would require building strong partnerships with organisations providing key settlement programs to the target populations in other jurisdictions and based on an appropriate business case.</td>
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<td>Some participants noted that the purpose of the App had not been clearly explained to them, with some receiving a link to the App via SMS with no follow up.</td>
<td>4. Build key partnerships to extend the use of the App, for example, with providers of the Adult Migrant Education Program.</td>
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<td>Clients are using the self-assessment tool.</td>
<td>5. Develop KPIs for the New Roots project and track these regularly (e.g. number of screens, number of users).</td>
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<td>6. Include New Roots App hands-on demonstration in SSI client induction courses and in any suitable client orientation sessions.</td>
<td>7. Ensure appropriate collection of monitoring data for the self-assessment tool as a priority.</td>
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<td>7.</td>
<td>There was evidence that clients had implemented strategies to improve health and wellbeing as a result of using the App, including strategies to reduce distress and increase participation in social and community activities.</td>
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<td>8.</td>
<td>Following the impacts of the social media strategy, a focus on promotion through social media marketing should be implemented to increase client awareness of the App.</td>
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<td>9.</td>
<td>There were several suggestions consistently made by clients for improving engagement with the App. Currency of the App was seen as important along with connections to real-life stories and engagement with other users.</td>
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<tr>
<td>10.</td>
<td>Maintain currency of the New Roots App and Toolkit and make users aware of updates through regular notifications.</td>
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<td>11.</td>
<td>Explore opportunities to increase client engagement through the use of, for example, more videos, incorporating stories/feedback from other users.</td>
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<td>12.</td>
<td>While most case managers support the New Roots project and the App, and found the training useful this has not necessarily been integrated in their day to day casework practice.</td>
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<td>13.</td>
<td>Implementation of the App into the case manager network faced challenges in relation to organisational culture change and the adoption of new tools. The major barriers to case managers promoting the App to clients were lack of time, lack of engagement with the App and for some case managers, a lack of understanding of the potential value of the App for clients were also barriers.</td>
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<td>14.</td>
<td>Additional hands-on workshops focussing on the App provided to the case managers saw an increase in understanding and engagement with the App and greater willingness to engage with clients in using the App as part of their casework. Workshop feedback forms indicate an increase in self-reported knowledge, confidence and capacity against all key topic areas covered in the Toolkit. However, qualitative discussions indicated that while useful, much of the information was a refresher, rather than new information.</td>
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<td>15.</td>
<td>Community leaders face challenges in relation to understandings of, and preparedness to discuss mental health. This was particularly noted in Tamil and Syrian communities. To some extent, this provides a barrier for community leaders to understand the importance of mental health and wellbeing in communities, and to promoting the use of the App.</td>
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<td>16.</td>
<td>Combine social media promotion with a targeted workshop style approach to engage community leaders with a hands-on experience of the App and an opportunity to discuss the importance of mental health and wellbeing in their communities.</td>
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1. Introduction

1.1 Project Background

Successful settlement of migrants and humanitarian entrants is often defined as the ability to participate fully in economic, social, cultural and civic life. Conceptual models of integration focus on employment, housing, education and health as both markers and the means of achieving integration (Ager & Strang, 2008). Unsurprisingly, people on a humanitarian visa in Australia can struggle with accessing these essentials especially in the early years of settlement (Hugo, 2011) and miss out on the protective benefits in terms of both physical and mental health.

The New Roots project was developed to assist new humanitarian visa holders through this arrival process to enable them to more quickly participate fully in Australian society. Promoting and monitoring of wellbeing is therefore important and essential element of resettlement.

The New Roots project (the Project) was developed to improve the health and wellbeing of males 18-45 who have recently settled in Australia through a humanitarian visa from the Arabic, Farsi-Dari and Tamil speaking communities, and to enable them to more quickly participate fully in Australian society.

The Project used the Mental Health Continuum Model, developed by the Mental Health Commission of Canada, as a framework to provide practical advice and strategies to enable people to rebuild their mental health and wellbeing, through a holistic model, so they can more fully participate in their community and society.

Figure 1 – Mental Health Continuum Model

<table>
<thead>
<tr>
<th>Healthy</th>
<th>Reacting</th>
<th>Unwell</th>
<th>Illness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Fluctuations in mood</td>
<td>- Nervousness, sadness</td>
<td>- Anxiety, anger, hopelessness</td>
<td>- Excessive anxiety, rage</td>
</tr>
<tr>
<td>- Normal sleep</td>
<td>- Trouble sleeping</td>
<td>- Disturbed sleep</td>
<td>- Depressed mood</td>
</tr>
<tr>
<td>- Physically well, full of energy</td>
<td>- Tired/low energy, muscle tension</td>
<td>- Fatigue, aches &amp; pain</td>
<td>- Exhaustion, illness</td>
</tr>
<tr>
<td>- Socially active</td>
<td>- ↓ social activity</td>
<td>- Social withdrawal</td>
<td>- ↓ perform tasks</td>
</tr>
</tbody>
</table>

**Prevention**

**Treatment**

*Actions*

- Break problems into chunks
- Nurture support systems
- Maintain healthy lifestyle

- Recognise limits
- Rest, food, exercise
- Coping strategies
- Identify and minimise stressors

- Identify and understand distress
- Talk to someone
- Seek social support

2 Mental Health Commission of Canada, http://www.mentalhealthcommission.ca/English/initiatives/11893/working-mind
While men and women are susceptible to mental illness, men respond in different ways to women, may be influenced by their age, marital status, parental status, employment status, sexuality, cultural background and geographical location (Hall and Partners Open Mind, 2012). beyondblue’s evaluation of marketing campaigns encouraging men to take action to protect the mental health recommended that more targeted campaign elements would be likely to increase the engagement of men from culturally and linguistically diverse (CALD) backgrounds (Ipsos SRI Project, 2014).

Given the important role of culture, an analysis of effective strategies to support the engagement of men from CALD communities around depression and anxiety was commissioned by beyondblue. While the review found that there was limited peer-reviewed evidence, it concluded that targeted communication strategies that are culturally appropriate using terminology and vignettes which are congruent with community values, should be implemented within a holistic model of wellbeing (Correa-Velez & Lubajo, 2013). The review also recommended participatory and community development approaches which actively involve men, their families and ethnic communities, along with online and mobile technologies, as part of the mix of communication strategies with people from CALD backgrounds around depression and anxiety (Correa-Velez & Lubajo, 2013).

While there is very limited data on the uptake of mobile technologies or smartphones among culturally and linguistically diverse communities in Australia, one study documented the multiple uses of, and reliance on, mobiles by refugees and asylum seekers in countries of transit, immigration detention and in resettlement in Australia (Leung, Finney Lamb, & Emrys, 2009).

1.2 New Roots Project

The objective of the New Roots project is to improve the health and wellbeing of males recently settled in Australia through a humanitarian visa from the Arabic, Farsi-Dari and Tamil speaking communities. The name of the Project and the App originates with the concept of establishing new roots when starting out in a new country, the idea that when a tree is transplanted from one place to another it takes time for it to grow new roots and become strong again. Eventually with enough sun, nutrients and water the tree can grow strong again and have flowers and fruit.

The New Roots project has been developed by Settlement Services International (SSI) in partnership with beyondblue and funded with donations received from the Movember Foundation. Development of the Project included consultations with community members and leaders from Tamil, Farsi and Arabic speaking backgrounds and included the establishment of three Community Advisory Groups to guide the project and provide feedback throughout the development and implementation process.

In this project:

- Arabic speakers are predominately from Iraq and Syria
- Farsi speakers from Iran and Dari speakers from Afghanistan
- Tamil speakers are from Sri Lanka (either directly or via southern India).
The mental health of these communities is dependent on the broader determinants of health and the integrated service model has been framed within a whole of life approach and a holistic model of health that values masculinity and goes well beyond mental ill health. The Project assists newly settled Australians to rebuild their mental capital in order to more fully participate in their community and society.

The Project uses a strengths-based approach to improving men’s wellbeing, an approach that aligned with the SSI’s case management framework and a focus on prevention linked to the Mental Health Continuum (Figure 1). Each project component seeks to promote wellbeing in the early stages of settlement in Australia. All three project components encouraged the respective target audiences – men, case managers and community leaders – to take action, in different ways, to promote the wellbeing of clients and build on strengths in the community.

The New Roots project is an integrated support model with three components:

- New Roots Application (the App) – available on both iOS and android phones
- Online Toolkit for case managers – accompanied by face-to-face training to support the aims of the Project
- Community workshop for community leaders – to support the implementation of the App.

The three components of the model were piloted for a 12-month period in NSW from December 2015.

The Project was not designed to actively support people experiencing high levels of psychological distress. Through existing case management processes, these people would be referred to specific services by their case manager. The Project does not aim to replace face-to-face contact with clients but provides additional resources and access to further contacts for support.

1. The New Roots Application

The New Roots Application aims to facilitate:

- Personal wellbeing, including physical and mental wellbeing, confidence, safety and self-esteem
- Social participation, including building English proficiency, participation in community life
- The capacity to access and use community and government services.

The New Roots Application (The App) includes six discrete modules of information particularly useful to people newly arrived in Australia – eating, sleeping and exercise; connecting with other people; work, study and volunteering; beginning life in Australia; and managing money. The App includes a range of in-language information providing written advice, videos, tips and strategies, appropriate contacts for support. It also includes interactive activities and a self-assessment tool which provides
an opportunity to self-asses and reflect on emotional health on a regular basis. A full layout map of the App is provided at Appendix 1.

The App is available in IOS and Android formats and can be easily shared electronically. The App is available in English, Arabic, Farsi/Dari and Tamil and users can move between languages. The App does not aim to replace face-to-face contact with clients, but provides additional resources and access to contacts for further support.

The App was launched on 8 December 2015, and promoted to clients directly through their case managers as well as through media activities including print, radio, ethnic media, social media campaigns as well as direct SMS messaging to case managers. Across SSI physical locations the App was promoted through the circulation of posters, business cards and postcards.

The content of the New Roots Application has been reinforced through an online Toolkit for case managers within the settlement services sector and a community workshop for community leaders from each of the target communities.

**The New Roots Application**
The New Roots App is divided into six sections which lead to other levels of information, as described below:

- **Staying Strong** – Eating Well, Strength and Fitness, Feeling Strong, Self-Assessment Tool, other useful Tools (e.g. breathing exercise, budget tool)

- **Connect with People** – Hear from other people (videos), stay connected, popular activities (places to visit, things to do, community events), playing sports (including low cost sports and local clubs)

- **Work, Study, Volunteer** – information on finding work and studying in Australia and a video and further information on volunteering

- **Managing Money** – Staying smart (contracts, scams, debt and legal aid), Housing and Accommodation, Saving Money

- **Beginning a Life in Australia** - family in Australia, Australian society, law, the Health system, Visa and Citizenship

- **Support** – emergency, wellbeing, health and general support information.
2. The New Roots Toolkit

E-learning in the workplace is a critical tool where learning by staff can take place on-demand and where staff have much greater control over the pace and content of their learning which can then improve the effectiveness of the training (deRouin, Fritzche & Salas 2004).

The New Roots Toolkit (the Toolkit) is designed to provide online training to improve the skills, confidence and knowledge of settlement case managers in identifying and responding to the social and emotional wellbeing of recently arrived men. The Toolkit draws on adult learning principles and builds on existing skills and knowledge of settlement case managers to provide an accessible and useful learning resource.

The Toolkit consists of four modules:

- **Module 1 - Wellbeing and settlement** (social and emotional wellbeing, introduction to the New Roots App, understanding the impact of settlement on wellbeing, phases of settlement).

- **Module 2 - The spectrum of mental health and wellbeing** (signs and symptoms of anxiety and depression and psychological trauma, common stressors and challenges in settlement, screening tools).

- **Module 3 - Engaging clients** (using the App with clients, having the conversation about mental health and wellbeing, using the App to start a conversation about mental health).

- **Module 4 - Taking action** (setting goals and achieving them, self-care for case managers).

The Toolkit also aims to assist case managers in integrating the New Roots App into their casework, in supporting client use of the New Roots App, and to complement existing case work practice.
3. Community workshops for community leaders

Initial community consultations with Tamil, Farsi and Arabic-speaking community members identified a shared responsibility for care of community members and a strong ethos of the value of community support among community leaders. Community workshops were conducted with community leaders to support project implementation and encourage community understanding of both the Project and the New Roots App.

Promotion

Following the New Roots project launch in December 2015, a wide range of promotional activities were implemented including:

- Mainstream media promotion resulting in news articles on ABC, SBS, Mashable and a range of blogs and websites. The Project also received coverage on mainstream TV news programs ABC News 24, Radio National’s AM and PM and 702 Sydney.

- Targeted promotion resulting in news articles including SBS Arabic, Farsi and Tamil radio stations and websites. These are considered extremely valuable as they are delivered in the languages of the target communities. Ethnic and language-specific organisations, media and websites have also been targeted.

- Extensive social media promotion through Facebook, Twitter and YouTube including an advertising campaign that promoted videos of the New Roots Ambassadors, refugees who have successfully settled in Australia and who are respected community leaders speaking on the value of the New Roots project and the App (e.g. Hameed Kherkhah and Dr Munjed Al Muderis). These videos were reposted through Facebook and Twitter posts by SSI.
An SMS Campaign also promoted the App to case managers who work with the project target group.

2,000 business cards and postcards were designed and distributed to all SSIs organisational partners, including all Migrant Resource Centres in Sydney and community hubs at Bankstown, Blacktown and Parramatta.

1.3 Target Audience

The primary target audience for the Project are men aged 18 – 45 years recently settled in Australia, through a humanitarian visa, who are accessing case management services from SSI, and who identify as belonging to the Arabic, Farsi/Dari and Tamil speaking communities.

Between 1 January and 30 September 2016, SSI supported a total of 3,132 males between the age of 18-45 on a humanitarian visa:

- 1,284 male Farsi-Dari speakers, primarily from Iran and Afghanistan
- 1,054 male Arabic speakers, primarily from Iraq
- 794 male Tamil speakers, primarily from Sri Lanka.

While the primary target audience are men who are accessing case management services from SSI, it is acknowledged that the App may be accessed by other community members from each of the three language groups who are not SSI clients, as it can easily be shared electronically and accessed online.

The Australian Humanitarian program resettled approximately 13,750 people across Australia in 2015/2016.\(^3\) In 2016/2017, these numbers are set to rise significantly following an announcement by the Australian Government in September 2015 that Australia would accept an extra 12,000 people

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affected by the conflict in Iraq and Syria. SSI commenced supporting some of these people during the project period.

In NSW, the DSS Settlement database\(^4\) reports 7,633 new settlers arriving between 1 July 2014 and 30 June 2016 across the language groups covered in the New Roots App.

On that basis, the potential audience for the App is much greater than those who are supported by SSI. At this stage, it is not possible to assess whether those who have downloaded the App are accessing case management services from SSI.

The qualitative evaluation focuses on the outcomes for SSI clients. Throughout this document, target audience refers to this primary target audience of male SSI clients who have recently settled in Australia, through a humanitarian visa, from the Arabic, Farsi/Dari and Tamil speaking communities.

Of these people, the tool is designed for and more effective for those who do not experience high levels of psychological distress. SSI uses the Refugee Health Screener (RHS-15) in its humanitarian programs. RHS-15 is a 15-item screening tool, developed specifically for refugee populations after arrival in a settlement country (Hollifield, Verbillis-Kolp et al. 2013), that is used by SSI to guide case management decisions in HSS and appropriate referral to mental health services. It is available in multiple languages including Arabic, Farsi and Tamil. Scores equal or greater than 17 trigger a discussion for referral to mental health professional/GP.

In January to June 2016 around two-thirds of SSI clients had an RHS-15 score equal to or lower than 16, in line with the target audience for the App. The percentage of total SSI clients with an RHS-15 score equal to or lower than 16 were 74.93% (Arabic speaking), 65.31% Farsi speaking and 61.88% Tamil speaking.

2. Monitoring and Evaluation Framework

2.1 Evaluation Objectives

The evaluation of the Project aims to identify whether this integrated support model has contributed to improving the social and emotional wellbeing among males recently settled in Australia through a humanitarian visa from Arabic, Farsi-Dari and Tamil speaking communities. A key outcome of the evaluation will be to enable beyondblue, the Movember Foundation and SSI to make a fully informed decision whether the three-tiered integrated support model could be replicated nationally in the future.

In conducting this evaluation CIRCA’s role was to:

- Provide general advice to beyondblue and SSI during the development phase
- Obtain ethical clearance
- Implement the methodology detailed in the evaluation plan
- Work with SSI and beyondblue to identify existing data sources that could be incorporated into the evaluation
- Collaborate with beyondblue and SSI on the implementation of the knowledge translation plan and the communications plan
- Provide advice on the proposed length of the pilot for each component of the Project
- Provide detailed analysis of the data collected in respect of each Project component

Develop recommendations for beyondblue, the Movember Foundation and SSI to consider, including advice on translating learnings from the Project to other settlement service providers, and other providers of support to humanitarian programs.

2.2 Development of the Evaluation Plan

An evaluation plan was developed to provide a strong foundation for embedding evaluation in the implementation of the Project and establishing an evidence base in relation to the effectiveness of this Project. The plan was developed following a workshop on 11 August 2015 with representatives from beyondblue, SSI and community representatives. SSI representatives included the project managers and team leaders from the Humanitarian Settlement Services (HSS) program and the Status Resolution Support Services (SRSS). Draft documents were prepared for this workshop, including a program logic, evaluation questions, and a data source table, and these were revised in collaboration with participants. These revised documents were later reviewed by beyondblue and SSI project managers and formed the foundation for the program logic and the evaluation methodology.
2.3 Program Logic

The following diagram summarises the program logic. A number of assumptions have been made in developing this program logic:

- The App includes several modules, including staying strong; connecting with people; work, study and volunteering; beginning your life in Australia; and managing money. The program logic assumes that for the modules on work, study and volunteering, beginning your life in Australia and managing money, the likely outcome will be an increased level of knowledge, and not necessarily behaviour change given the complex factors that influence outcomes in these areas. For the components focusing on staying strong and connecting with people, the program logic assumes there will be a change in knowledge and potentially a change in behaviour in relation to implementing strategies for maintaining and improving social and emotional wellbeing.

- The Project does not aim to replace face-to-face contact with clients, and assessing whether case managers integrate the App in case work is an important outcome that has been included in the program logic.

- The App is easily accessible, and can be shared electronically, and recommended by others. The program logic focuses on the outcomes for the primary target audience (young male SSI clients who have recently settled in Australia, through a humanitarian visa, from the Arabic, Farsi/Dari and Tamil speaking communities).
## Inputs

- **Funding from beyondblue through donations received from the Movember Foundation beyondblue & SSI staff resources**
- **Project Advisory Group that oversees development & implementation**

## Activities

<table>
<thead>
<tr>
<th>SSI clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Roots App developed that provides information &amp; resources about staying strong; connecting with people; working, studying and volunteering; beginning your life in Australia; and managing money.</td>
</tr>
<tr>
<td>Promotion of New Roots App to SSI clients through launch, case managers and community leaders</td>
</tr>
</tbody>
</table>

| Target audience access New Roots App |
| Increased awareness and knowledge of health and wellbeing (staying strong and connecting with people); working, studying and volunteering; beginning your life in Australia; and managing money. |
| For example: Increased knowledge of the benefits of physical exercise, a healthy diet, staying socially connected, and sleep and rest on mental wellbeing. |
| Increased understanding of psychological distress. |
| Increased understanding of pathways to work, study & volunteering. |

| Case managers access online Toolkit |
| Case managers support the Project |
| Case managers understand benefits/relevance of New Roots App |
| Case managers integrate the use of the New Roots App into their casework. |
| Case managers promote/support clients to use New Roots App |
| Improved understanding of the impact of settlement on wellbeing; the mental health continuum; and screening tools. |
| Increased knowledge, confidence and capacity of SSI case managers to identify signs and symptoms of depression, anxiety, and psychological distress in clients and have the conversation about mental health and wellbeing with clients. |

## Outputs

| SSI case managers |
| Online Toolkit developed that provides information on the New Roots App; social and emotional wellbeing; the impact of settlement on wellbeing; identifying psychological distress; screening tools; 'having the conversation' with and supporting clients; and self-care. |
| New Roots App and online Toolkit promoted to SSI case managers through launch, staff meetings, team meetings, and other internal staff communications. |

| Case managers access online Toolkit |
| Case managers support the Project |
| Case managers understand benefits/relevance of New Roots App |
| Case managers integrate the use of the New Roots App into their casework. |
| Case managers promote/support clients to use New Roots App |
| Improved understanding of the impact of settlement on wellbeing; the mental health continuum; and screening tools. |
| Increased knowledge, confidence and capacity of SSI case managers to identify signs and symptoms of depression, anxiety, and psychological distress in clients and have the conversation about mental health and wellbeing with clients. |

## Short-term outcomes

### SSI clients:
- Increased knowledge of the benefits of physical exercise, a healthy diet, staying socially connected, and sleep and rest on mental wellbeing.
- Increased understanding of psychological distress.
- Increased understanding of pathways to work, study & volunteering.

### SSI case managers:
- Increased dialogue between SSI case managers and their clients about social and emotional wellbeing.
- SSI clients are better supported by case managers in relation to anxiety, depression and psychological distress, including assisting clients to set goals and take action to promote and maintain wellbeing, and seek professional support when needed.

### Community leaders:
- Increased awareness of strategies for self-care for mental health and wellbeing.

## Medium-term outcomes

### SSI clients:
- Increased awareness and knowledge of health and wellbeing (staying strong and connecting with people); working, studying and volunteering; beginning your life in Australia; and managing money.
- For example: Increased knowledge of the benefits of physical exercise, a healthy diet, staying socially connected, and sleep and rest on mental wellbeing.
- Increased understanding of psychological distress.
- Increased understanding of pathways to work, study & volunteering.

### SSI case managers:
- Improved understanding of the impact of settlement on wellbeing; the mental health continuum; and screening tools.
- Increased knowledge, confidence and capacity of SSI case managers to identify signs and symptoms of depression, anxiety, and psychological distress in clients and have the conversation about mental health and wellbeing with clients.

## Long-term impact

- **Improved social & emotional wellbeing among males recently settled in Australia through a humanitarian visa from Arabic, Farsi-Dari and Tamil speaking communities**

## Workshop for community leaders

### Community leaders developed that provides information on:
- Anxiety, depression & psychological distress;
- Strategies to support men in the community experiencing anxiety, depression & psychological distress to take action;
- Encouraging a community-wide conversation to help reduce stigma.

### Support from community leaders sought

| Community leaders undertake workshop |
| Community leaders support the Project |
| Community leaders encourage/support target audience to use New Roots App |
| Improved understanding of anxiety, depression & psychological distress; and strategies to support men in the community. |
| Increased knowledge, confidence and capacity of community leaders to have the conversation about anxiety, depression and psychological distress. |

| Increased dialogue between community leaders & target audience about anxiety, depression and psychological distress and strategies for supporting social and emotional wellbeing. |
| Community leaders reinforce messages of the New Roots App in relation to social and emotional wellbeing among target audience. |

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**CIRCA: New Roots Evaluation Report, 13 January 2017**
2.4 Evaluation Methodology

A mixed methods approach was used which included two waves of data collection to answer the evaluation questions below.

- Should the program be replicated nationally and/or for other language groups?
- What are the key learnings from the Project for future stakeholders and key barriers to translating these learnings into the future?
- Should SSI continue to implement the program for the existing communities of interest after the end of the pilot phase?

A combination of monitoring data (data collected routinely as part of monitoring the Project) and evaluation data (data collected specifically as part of the evaluation) was used in this evaluation. Wave 1 data was collected November 2015 to July 2016 and Wave 2 data was collected August 2016 – October 2016.

2.5 Data Collection

<table>
<thead>
<tr>
<th>Activity</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring data</td>
<td>Wave 1:</td>
</tr>
<tr>
<td></td>
<td>November 2015 – July 2016</td>
</tr>
<tr>
<td></td>
<td>Wave 2:</td>
</tr>
<tr>
<td></td>
<td>August 2016 – October 2016</td>
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<td></td>
<td>Wave 1:</td>
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<tr>
<td></td>
<td>March 2016 – July 2016,</td>
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<td></td>
<td>Wave 2:</td>
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<tr>
<td></td>
<td>August 2016-October 2016</td>
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<tr>
<td></td>
<td>Wave 1:</td>
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<td></td>
<td>Wave 2:</td>
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<tr>
<td>Evaluation data</td>
<td>Wave 1:</td>
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<td>Wave 1:</td>
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<td>Wave 1:</td>
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<tr>
<td></td>
<td>Wave 2:</td>
</tr>
</tbody>
</table>
## 2.6 Monitoring Data

The following table outlines the different sources of monitoring data (data collected routinely as part of the Project) reported on in this progress report.

<table>
<thead>
<tr>
<th>Data source</th>
<th>Method of collection / data collected</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall</strong></td>
<td></td>
</tr>
<tr>
<td>Project documentation</td>
<td>CIRCA will review documentation associated with the development and implementation of the New Roots (Integrated Support for Refugee Men) project.</td>
</tr>
<tr>
<td>Data from the community launches</td>
<td>SSI will collect data in relation to attendees at each of the community launches. CIRCA will collaborate with SSI in relation to collecting this data.</td>
</tr>
<tr>
<td>SSI clients</td>
<td></td>
</tr>
<tr>
<td>Analytics from New Roots App</td>
<td>The App analytics will track and report on:</td>
</tr>
<tr>
<td></td>
<td>- Number of unique users</td>
</tr>
<tr>
<td></td>
<td>- Demographics of the users including age, gender, location and length of time in Australia</td>
</tr>
<tr>
<td></td>
<td>- User navigation paths and which components of the App users are accessing</td>
</tr>
<tr>
<td></td>
<td>- What actions users are taking e.g. following a link, whether the person downloaded it</td>
</tr>
<tr>
<td></td>
<td>- Different user groups’ behaviour</td>
</tr>
<tr>
<td>SSI case managers</td>
<td></td>
</tr>
<tr>
<td>Analytics from online Toolkit</td>
<td>The analytics from the online Toolkit tracks and reports on:</td>
</tr>
<tr>
<td></td>
<td>- Number of users and profile of users</td>
</tr>
<tr>
<td></td>
<td>- Which modules of the Toolkit case managers are using and completing</td>
</tr>
<tr>
<td>Community leaders</td>
<td></td>
</tr>
<tr>
<td>Community leader workshop data</td>
<td>SSI will collect data in relation to the numbers of community leaders completing the workshops and the communities/organisations they represent.</td>
</tr>
</tbody>
</table>
# 2.7 Evaluation Data

The following table outlines the different sources of evaluation data that have been collected and reported on in this project report. The qualitative data is being collected in two waves.

<table>
<thead>
<tr>
<th>Data source</th>
<th>Methodology</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SSI clients</strong></td>
<td><strong>13 client interviews</strong></td>
</tr>
<tr>
<td><strong>Qualitative interviews</strong></td>
<td>CIRCA’s bilingual research consultants conducted face-to-face in-depth interviews with 13 SSI male clients aged 18-45 years who have used the New Roots App. Participants were recruited through SSI, information about the research was provided to participants and appropriate consent was obtained.</td>
</tr>
<tr>
<td><strong>SSI case managers and team leaders</strong></td>
<td><strong>10 interviews and 34 self-complete surveys</strong></td>
</tr>
<tr>
<td><strong>Qualitative interview</strong></td>
<td>CIRCA conducted in-depth interviews with SSI team leaders and case managers who work with clients in the target group. A total of 10 interviews were conducted.</td>
</tr>
<tr>
<td><strong>Self-complete survey</strong></td>
<td>Case managers completed a paper-based survey following the Toolkit training session. This survey explored how the training contributed to: knowledge/understanding of anxiety, depression and psychological distress; confidence to have conversations with clients; awareness of strategies to provide advice and support to clients, and intentions for promoting the App with clients.</td>
</tr>
<tr>
<td><strong>Community leaders</strong></td>
<td><strong>9 interviews and 63 self-complete surveys</strong></td>
</tr>
<tr>
<td><strong>Qualitative interviews</strong></td>
<td>CIRCA conducted in-depth interviews with community leaders who have undertaken the community leader training session and have been engaged in the Project. A total of nine in-depth interviews were conducted with community leaders.</td>
</tr>
<tr>
<td><strong>Self-complete survey</strong></td>
<td>Community leaders completed a paper-based survey following the training session. This survey explored their perceptions of the value of the Project and how the training contributed to: their knowledge/understanding of anxiety, depression and psychological distress, their confidence to have the conversation about anxiety, depression and psychological distress, their awareness of strategies to provide advice and support to men in the community to take action; their awareness/perceptions of community discussions and stigma in relation to anxiety and depression; and intentions for promoting the App and generating community dialogue.</td>
</tr>
</tbody>
</table>
2.8 Ethics Process

CIRCA prepared and submitted an ethics application to conduct the evaluation to Bellberry Limited Human Research Ethics Committee. Bellberry Limited is a national, private not-for-profit organisation providing streamlined scientific and ethical review of human research projects across Australia. Bellberry Limited aims to promote and improve the welfare of research participants and the quality, efficiency and effectiveness of research. Ethics approval was not received until the end of May 2016 which caused delays to the start of the evaluation.
3. Overall Evaluation Finding

Overall, the monitoring and evaluation data suggests that both the New Roots App and Toolkit have been well received with high levels of usage. Qualitative data also identifies a positive response to the New Roots App, increases in knowledge and positive changes in behaviour among SSI clients. Given the progress of the New Roots project towards meeting the identified short-term and medium-term outcomes, the Project has the potential to contribute to the social and emotional wellbeing of the target population in the future.
4. New Roots App Evaluation Findings

4.1 Reach and Usage of the New Roots App

Reach

From the launch on 8 December 2015 until the 1 November 2016, there have been a total of 2,806 downloads of the New Roots App. There were also an additional 1,000 licenses purchased from the App store by SSI for a phone replacement project, to provide case managers with easy access to the App to use with their clients.

It can be noted from the data that there was an increase in downloads in May and June and relatively few additional downloads in the previous months and the months subsequent to May and June. In March and April, the number of additional downloads was 114 and 94 respectively. In May and June, the number of additional downloads was 275 and 269 respectively. In July and August, downloads settled back to similar levels as the earlier months at 88 and 128 respectively.

The increase in downloads in May and June coincides with a Facebook advertising campaign targeted directly to demographics of people in NSW who speak Arabic, Farsi and Tamil. There were technical issues with the Facebook advertisement and it only linked to the Android version of the application. The increase in downloads of the App was predominantly attributable to Android users. This suggests that the Facebook activity successfully drove the increased downloads in May and June.

Figure 2 – New Roots Downloads

There have been 1,710 downloads from iOS since launch and 1,096 from Android, representing 61% and 39% of downloads respectively. There were 293 downloads in Arabic, 280 in Farsi, 151 in Tamil and 2,082 in English. A feature of the App is to be able to switch between languages when using the App, so the language download is not necessarily a reflection of what language the clients are then using to access information.
It is important to note that given that the App is freely available for anyone to download, it may be that others outside the primary audience have accessed the App. Analysis of the usage data in the last 12 weeks, however, indicates that the majority of usage was in NSW, with 84% of sessions conducted by NSW users (6% Victoria, 5% Queensland).

In the context of the primary target audience of 3,132 SSI clients between the age of 18-45 on a humanitarian visa, this represents a strong reach for the App. The mental health sector does not have sufficient sharable data to develop download benchmarks. The comparison of the number of downloads to the target population indicates the Project was successful in reaching the community.

**Usage**

The following data is based on the 12 weeks to 13 November 2016 and is sourced from Google Analytics unless otherwise indicated.

Google Analytics reports that in a typical week, 96 users accessed the App and there were approximately 146 sessions. This has been relatively stable over the last four months. The peak in App usage experienced in the middle of July coincides with the 2nd version release of the App being released. It is important to note that the full data was only available on Google Analytics after this release. This peak is therefore likely to have been driven by the release of the new version and increased data availability rather than a surge in usage.

**Figure 3 – New Roots App Usage**

![New Roots App Usage](Image)

**Engagement**

The level of engagement with the App was explored in a number of ways for this report. Google Analytics was interrogated for the typical length of session, the typical number of screens and the extent of new users compared to repeat users of the App. The data was analysed for the 12 weeks ending 13 November 2016 unless otherwise stated.

In a typical week, half of the sessions on the App lasted under 10 seconds, 16% of sessions were between 11 seconds and 60 seconds and a third of the sessions were over one minute.
In a typical week, 72% of the users of the App had used the App before (repeat users) and 28% were first time users. The majority of users being repeat users is something that should be taken into consideration for ongoing content updating and creative development of the App. This is also a measure which can be used in the future to monitor uptake of the App (First Time Users) as new migrants enter the country.

Google Analytics reports that in the last 12 weeks, a typical session is 3 minutes and 17 seconds in length and that in a typical session the user navigates 6.1 screens.

It is worth noting that on the face of it, the reported session time of 3 minutes and 17 seconds looks to be contrary to the length of session times reported previously (50% being 10 seconds or less, 16% at 11-60 seconds and 34% 60 seconds plus). The reason for this apparent discrepancy is that Google Analytics measures time based on the timing of the last user interaction with the App. If the user only views the home screen and then exits the App, their timing on the App is recorded as 0 seconds by Google Analytics. The difference in the two datasets can be accounted for by the fact that the 3 minutes and 17 seconds’ average does not include those who only viewed the home page.
and then exited (Google Analytics therefore recording 0 seconds as time spent on the App) whereas
the seconds breakdown includes users who viewed the home page and then exited.

The data indicates that user engagement is growing with both time of session and average number
of screens increasing in more recent months. Combined with the high levels of repeat usage, this is a
positive sign that there is a core group of engaged users of the App.

Figure 6 – Engagement

![New Roots App Engagement](image)

Screen Viewing

Google Analytics was interrogated to determine which screens were the most regularly viewed in the
12 weeks to 13 November and the screens were ranked based on amount of views. The table below
indicates the screen rankings against the level of the screen. There are several screen ‘levels’
indicated on the table. Level 1 are the six screens on the home page (Staying Strong, Work, Study,
Volunteer, Life in Australia, Connect with People, Managing Money and Support). Level 2 refers to
the next series of screens that open up from any level 1 screen. Level 3 screens are those that open
up from a Level 2 selection and so on.

The top two viewed level one screens were Staying Strong and Beginning a Life in Australia. The
top two viewed level 2 screens were Popular Activities (within Connect with People Screen) and Work
(within Work, Study, Volunteer screen). Comparing prices also ranked strongly given that it is a level 4
screen and therefore requires some navigation to get to.

The Self-Assessment screen, which is a level 2 screen which can be used as a mood tracker, ranked
as the 18th most popular screen, with 1.5% of views. It should be noted, however, that the Self-
Assessment screen coding in Google Analytics had only been set up for iOS Traffic at the time of
writing this report. The Self-Assessment screen achieved a 1.7% share of iOS Traffic. This latter
figure is therefore a better representation of the share the Self-Assessment tool is achieving.
Google Analytics also enables an exploration of the sequential choices that users make i.e. the way that users navigate through the App. The navigation data was explored over the time period from 17 January to 13 November and was based on 20,013 sessions.

When users are on the Home Screen, the most likely subsequent page view is Staying Strong, with 17% of the visitors moving on to the Staying Strong screen. The next most popular choices are Connecting with People and Managing Money. About 1 in 5 users went out of the flow from the Home screen (drop offs).
From Staying Strong, the most likely subsequent page view is Eating Well, with 28% of users navigating to this screen. Strength and Fitness, Self-Assessment and Feeling Strong screens have similar levels of interest as a subsequent page view at 12%, 13% and 10% of next page views respectively. Useful Tools is a less likely navigation from the Staying Strong page, receiving only 4% of subsequent page views. Only 4% of users drop off from the Staying Strong screen.
From the Connect with People screen, users are most likely to navigate to the Hear from Other people screen, with a 38% share of subsequent page views.

Overall, the downloads of the App to date have been relatively successful. The majority of users are accessing the range of sections of the App and in particular, Staying Strong and Beginning a Life in Australia. This is supported by the qualitative data.

4.2 Client Interviews

Thirteen face-to-face in-depth interviews were conducted with male clients of SSI aged 18-45, including six Arabic speaking clients, six Farsi speaking clients and one Tamil speaking client. Most clients interviewed had been using the App for two or three weeks, the longest period of use was two months and the shortest was a few days.

All client participant interviews were conducted by bilingual researchers or in a few cases with an interpreter. Participants were provided with an incentive payment to cover the costs of attendance. Clients were recruited through their SSI case managers and interview appointments were organised through the SSI New Roots Project Manager.

Client recruitment provided some challenges. Some clients were unwilling to be interviewed and a few failed to attend appointments, despite in-language phone call reminders prior to appointments. This is not an unexpected result in working with participants who are living in stressful and sometimes unpredictable situations. Feedback from SSI indicates that clients from a Tamil-speaking background often experienced higher levels of psychological distress which may have impacted adversely on their capacity to participate. This feedback is borne out in the RHS-15 data presented earlier in this report with Tamil clients having higher rates of high psychological distress compared to Arabic and Farsi-speaking clients in SSI’s humanitarian programs in the period July 2015-June 2016.

Several participants noted that the purpose of the App had not been clearly explained to them and in some cases clients reported that a link to the App was sent to them via SMS or email without any
introduction or follow up from the case manager. Client participants who had been introduced to the App and shown how it works by their case manager had found this approach very helpful and they were more confident and regular users of the App.

Overall perceptions of the App

Feedback about the structure of App was consistently positive. Client participants commented and demonstrated in the interview that they found the App easy to navigate and understand.

“I found the App very easy to use. Its Arabic was plain and the way it is divided makes sense.” Client

“I have used the App five or six times, every time I spent about 20 minutes on it, very easy to use.” Client

The fact that the App was a helpful resource that is easily accessible and available if the person is carrying a mobile was also valued.

“I think the best thing about this App is that I have something in my pocket that I can refer to any time I feel down or I need some sort of help or guidance.” Client

Access to information in the client’s language was noted as a particular advantage of the App and was highly valued by all the client participants interviewed. Some client participants noted that they moved between their own language and English and found this feature valuable.

“I am happy that it is in Arabic. I don’t think I would have used it if it was not in Arabic.” Client

Client participants described the information in the App as being reliable and accurate about important topics for newly arrived community members that could help to reduce misconceptions about life in Australia and smooth the transition to a new country. This ‘trustworthiness’ was seen as a valuable aspect of the App that would inspire confidence in the information provided. It was also noted that the App should be regularly updated and that users should be noted when updates occur.
All client participants said that the information covered in the App is relevant and useful, in particular, for new arrivals. This is not surprising as the App is designed for new arrivals. However, some clients commented that the information was also useful for people who had been in Australia for some years.

Client participants noted that it would be helpful to be introduced to the App, either by their caseworker or in the context of an SSI training session. Endorsement of the App, particularly by someone who is trusted, was highly valued. Several clients noted that being shown how the App works in a face-to-face setting was the best way of getting and understanding of the App.

Several client participants commented that although it is true that most people have access to a smartphone, the cost of Internet data usage might be a barrier to some people using the App, particularly for downloading the videos. Some clients noted that they would like to see the App available offline.

“The App does need Internet connection but that is not a problem for me. But I know a friend of mine who is conscious about the data usage because he only has limited data on his mobile.” Client

**App sections and features**

The App has six major sections – Staying Strong, Connect with People, Work, Study, Volunteer; Managing Money; Beginning a Life in Australia and Support. Most sections of the App held interest for some client participants. Popular sections of the App included Staying Strong, Connecting with People, and Managing Money. Several clients identified the Strength and Fitness and Eating Well
sections, which are sub-sections of Staying Strong as beneficial in providing new and useful information.

“I liked the Staying Strong part more than any other part in the app. I think it is practical and the tips there are good. It made sense to me that eating well and exercising are related to my mental wellbeing. This was not something new to me but it is a reminder and it is a good one.” Client

Most client participants interviewed described the general information about Beginning a life in Australia as useful, although it was also seen as very wordy and difficult to read for some clients. Some clients nominated information about study and volunteering as particularly useful and others noted that having access to useful contacts for support was helpful as well as the tips on saving money, including the budgeting tool. Many client participants noted that there was something in the App for everyone.

“I definitely recommend the App to others. But I think everyone will get what they need from the App. For me, at the moment, the most important thing is to find employment or possibly further training.” Client

Connection to others was seen as very important and something that people often lose when arriving in a new country. The Stay Connected section and some of the ideas about what you can do to connect with others and to explore Sydney was new information and highly valued. It was also noted that this information could be localised to where the person is or at least include some options in western Sydney.

“I like the idea of cooking a meal and inviting a friend and also the idea of visiting a new place. There are many interesting suburbs in Sydney and the App motivated me to explore them.” Client

Most client participants appreciated the videos and noted that they were a particularly useful way of providing a connection to others, to stories and to information on relationships. Videos were particularly useful because they provided easy to understand information without the need to read a lot of content. Several clients suggested that more videos should be included in the App. Overall, there was a clear call for more images and less words.

“The best feature in the whole App for me are the videos. I think I learn better by watching something than reading. I loved the fact that
Implementation of client strategies to reduce distress

Client participants spoke about the usefulness of some parts of the App that helped them reduce distress, stress and anxiety such as the recommendations on physical exercise and eating well and how these applied to their overall wellbeing.

About half the clients interviewed had used the self-assessment tool and several had used the breathing and bubble wrap exercises. Clients who had used the self-assessment tool reported that it was easy to use and helpful. Some found that the tool provided them with an increased awareness and an opportunity to check-in on their own wellbeing, focusing on potential issues or problems, such as sleeplessness.

“Young the self-assessment tool makes me aware of nervousness, restlessness and sleeplessness. I also liked the question about feeling “worthless”, because it dawned on me that by helping my friend who was grieving I got a sense of worth and that I was not worthless”. Client

Client participants who had used the self-assessment guide noted that it was useful, the questions were seen as clear and simple and the results provided a good guide to how they are feeling. However, some clients noted that they wouldn’t necessarily take action as a result of the assessment recommendation that they should contact a GP, and suggested that other options, e.g. talking to family or a friend, could be provided.

“I think it is good. Every time I used it I got the result that I was depressed which was the way I felt. The questions are relevant and there are only a few questions which is good. Usually when I am too depressed and I want help, I go to my GP.” Client

Two clients noted that the self-assessment tool was giving them an overly negative assessment compared to how they experienced their own mental state, rating them as more depressed than they felt they were, which concerned them.

“I’ve used this tool maybe three or four times. Half of the times it tells me almost exactly how I feel but half of the times it tells me I am too depressed when actually I do not feel like that. But the questions that it asks are good and keep me thinking about how I feel.” Client
Most clients interviewed referred to general difficulties that surrounded discussing mental health in their communities and said that they believed the App would be a useful tool to help discussion about mental health with their community members. However, some participants noted that cultural issues also impacted on their views on using the self-assessment tool.

“It provides really simple tips but they are so important and they do work. Just paying attention to my emotion and learning about my own feelings has given me an insight that made me feel better. I saw the “bubble wrap” and the “mediation” in Mind Relaxation I would not use them personally. I don’t know maybe it is something cultural but I don’t think they are working for me. I also did not use the self-assessment tool.” Client

Project contribution to client wellbeing

Many clients interviewed reported impacts on behaviour such as changes to eating, sleeping, cooking, physical activity, connecting with others, and getting involved in social and community activities. For many client participants, the information was new and they were prepared to use it. Many clients interviewed had made changes to diet and physical activity.

“I especially used and liked the eating part and the exercising part, they made me especially aware about eating outside. I have decided to cut on outside food (junk food) This will help me save money and eat healthy. I also liked the food facts of the App, I did not know, for example, soft drinks had so much sugar in them.” Client

“I have read through a few sections. I did not go to all sections. I spent most of the time on the exercise section of the App. I find it really interesting and as result of that I Googled even more exercises. I have done these exercises on two occasions in the morning using the App”. Client

Several clients noted that they had changed behaviours because of the App and/or acquired new knowledge that they could use.

“On the weekend after I used the App, I started writing my budget exactly like how it is in the Budget Tool. I didn’t use the electronic one in the App because I am more comfortable with numbers on paper, but this is a good way to get finances under control.” Client
Client participants reported that they found the sharing of real-life stories and experiences in the videos very helpful and motivating. Most clients noted that they would like to see more of this kind of approach, either in more videos or in a blog or space devoted to client stories.

“I wish there was a section where I could read about the experience of other refugees especially those who arrived recently. I want to know how they got work, how they are spending their free time and how they are finding the Australian society.” Client
5. New Roots Toolkit Evaluation Findings

5.1 Workshop Surveys

New Roots Online Toolkit workshops were conducted in Parramatta and Bankstown in April/May and attracted a total of 34 attendees. The workshops provide training in the online Toolkit which aims to improve the skills, confidence and knowledge of settlement case managers in identifying and responding to the social and emotional wellbeing of recently arrived men.

The feedback from the 34 attendees was broadly very positive, with almost all participants reporting that the sessions increased their knowledge levels across the key topic areas, that they found the workshop helpful and that as a result of the workshop they had increased confidence in having conversations with their clients.

Caseworker and team leaders reported a significant increase in their knowledge base across all the topic areas covered in the workshop. The biggest increases in knowledge were the App and advantages, the difference between mental wellbeing and mental illness and strategies for their own health and wellbeing.

Figure 8 – Changes in Knowledge

<table>
<thead>
<tr>
<th>Compared to before the workshop, have you experienced a change in knowledge of the following....</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Participants (n=34)</td>
</tr>
<tr>
<td>A big increase</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>New Roots App uses and advantages</td>
</tr>
<tr>
<td>Difference mental wellbeing and mental illness</td>
</tr>
<tr>
<td>Strategies for own health and wellbeing</td>
</tr>
<tr>
<td>Culturally appropriate client conversations on mental health</td>
</tr>
<tr>
<td>and wellbeing</td>
</tr>
<tr>
<td>Settlement impact on social, emotional and physical wellbeing</td>
</tr>
<tr>
<td>Action plan with clients to support health and wellbeing</td>
</tr>
</tbody>
</table>

All participants noted that they thought the workshop was helpful and roughly two in three of the participants rated the workshop very/extremely helpful.

**Figure 9 – Helpfulness of Workshops**

The vast majority of participants felt more confident talking to their clients about mental health and wellbeing as a result of the workshop. This suggests that the workshop approach is a good format for engaging and supporting case managers and their leaders.

**Figure 10 – Confidence in Having Conversations**

Opportunities to further improve on workshop content and format

During the Wave 1 interviews with case managers, participants were also asked for suggestions on how the workshop could be improved. Responses from participants suggested that there are opportunities to consider expanding the length of workshop sessions by providing participants with more direct experience of both the App and the online Toolkit.
Following a recommendation in the CIRCA evaluation progress report that case managers would benefit from a workshop which focussed solely on the New Roots App, a hands-on App workshop was delivered by SSI to 36 case managers/team leaders during October and November 2016. These hands-on workshops provided an opportunity for case managers to explore the App in more detail and discuss opportunities and strategies to support clients in using the App. The workshops were well received and appeared to motivate participants to engage more fully with the App and the Project, with participants reporting a greater likelihood of both promoting the App and supporting clients to use the App. There are no survey results from these workshops but feedback is provided in the qualitative results.

5.2 The New Roots App Approach

All of the case managers and team leaders interviewed reported the App would be helpful for their clients. Over half of participants thought the App would be very helpful/extremely helpful. This suggests that there is considerable scope to continue to develop this information channel moving forward.

Figure 11 – Helpfulness of the New Roots App

<table>
<thead>
<tr>
<th>How helpful do you think the New Roots app will be for your clients?</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Participants (n=34)</td>
</tr>
<tr>
<td>Extremely helpful</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>6</td>
</tr>
</tbody>
</table>

“More demonstrations of the App and website itself.”

“Have a break and run a bit longer.”

“More time maybe? Full day with computers.”

“More encouraging of feedback of audience – less prescriptive.”

Comments by case managers
Promotion of New Roots App

Case managers and their leaders left the workshop with strong intentions to share what they had learnt with over 70% of participants reporting that they were highly likely to introduce the App to their clients and 70% reporting that they were highly likely, and 30% quite likely to talk to other staff about the online Toolkit and the App.

One of the key objectives of the workshop sessions was to increase registration for the online Toolkit. The number of registrations for the Toolkit only increased from 90-96 in May and June (three additional registrations in May and three additional registrations in June). Some case managers may have registered for the Toolkit prior to the workshops but the data does suggest that there may also be barriers to case managers and team leaders actively using the online toolkit. Some of these barriers are outlined in 6.4.

Figure 12 – Sharing Information

<table>
<thead>
<tr>
<th>Sharing information from the workshop about the New Roots app and the online toolkit</th>
<th>% Participants (n=34)</th>
</tr>
</thead>
<tbody>
<tr>
<td>After today, how likely is it that you will talk to other staff about the online toolkit and the New Roots app?</td>
<td>Very likely</td>
</tr>
<tr>
<td>From what you have heard, how likely is it that you will introduce the New Roots app to some of your clients?</td>
<td>Very likely</td>
</tr>
</tbody>
</table>

5.3 Use of the Online Toolkit

The registrations of the online Toolkit have built to 104 (out of the 181 SSI frontline staff in SSI humanitarian programs) since the launch. This suggests that over half of all SSI frontline staff in SSI humanitarian programs have accessed these materials. The majority of registrations occurred between December and February. Since March, the number of registrations has flattened with an average of two to three new registrations per month.
The completions data for the modules was analysed based on data from December 2015 to 1 July 2016. There had been 96 registrations for the online toolkit at this point. Modules 1 (understanding the impact of settlement on client wellbeing) and Modules 4 (taking action and setting goals including case manager selfcare) are the modules that have proved the most popular, with roughly two-thirds of registrations completing these modules. Just under half of registrations are completing Module 2 (the spectrum of mental health and wellbeing including common stressors and challenges of settlement and screening tools) and Module 3 (engaging clients in discussion of mental health and wellbeing and using the App).

This indicates, that whilst two-thirds of those who accessed the materials are accessing the overall information about the App, less are getting exposure to the details in Module 3 around how to effectively engage their clients with this tool. This is interesting feedback in context with the qualitative interviews and reinforces that more needs to be done to ensure case managers are comfortable with using the App to start a conversation about mental health and wellbeing and help clients gain more independence and confidence.

The table below shows the number of registrations over time:

<table>
<thead>
<tr>
<th>Date</th>
<th>Registration</th>
<th>Previous period (Change)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/12/2015</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>15/02/2016</td>
<td>62</td>
<td>34</td>
</tr>
<tr>
<td>29/02/2016</td>
<td>83</td>
<td>21</td>
</tr>
<tr>
<td>14/03/2016</td>
<td>84</td>
<td>1</td>
</tr>
<tr>
<td>28/03/2016</td>
<td>87</td>
<td>3</td>
</tr>
<tr>
<td>02/04/2016</td>
<td>90</td>
<td>3</td>
</tr>
<tr>
<td>01/06/2016</td>
<td>93</td>
<td>3</td>
</tr>
<tr>
<td>01/07/2016</td>
<td>96</td>
<td>3</td>
</tr>
<tr>
<td>01/08/2016</td>
<td>102</td>
<td>6</td>
</tr>
<tr>
<td>01/09/2016</td>
<td>102</td>
<td>0</td>
</tr>
<tr>
<td>01/10/2016</td>
<td>103</td>
<td>1</td>
</tr>
<tr>
<td>01/11/2016</td>
<td>104</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL</td>
<td>104</td>
<td></td>
</tr>
</tbody>
</table>
5.4 Interviews with Case Managers and Team Leaders

In-depth interviews were conducted with 10 case managers/team leaders who had attended a caseworker workshop session. Some participants had also attended a hands-on New Roots App workshop session.

While the App was well received by most case managers, implementation of the App into the case manager network faced some challenges in relation to organisational culture change and the adoption of new tools, which are outlined in detail below.

**Perception of the New Roots App**

The App is highly valued by case managers who saw it as being a very useful tool for their clients. Most of the case managers interviewed had downloaded the App during the New Roots workshops or shortly afterwards and had been enthusiastic about encouraging clients to use the App. Case managers were broadly supportive of the App and reported that they could see the benefits of the app for their clients and that it provided useful, easy-to-understand information, particularly in areas such as eating, exercise, connecting with other people, and helping clients with trouble sleeping. They also noted that the App was easy-to-use and that clients valued the in-language information. Case managers were also positive about the use of videos and the broad range of information available, including the sections that would help clients maintain their physical and mental wellbeing.
However, the positive response to the App by case managers has only translated into limited promotion of the App to clients. Case managers noted that the main barrier to spending time with clients to talk about, download or explain the App was limited time and high caseloads. Case managers noted that they were under pressure to deliver on their KPIs and the New Roots App was another burden on their already heavy caseloads. Some case managers noted that they would have liked to follow up on clients’ use of the App but never really had the time.

“A couple of case managers reported sitting down with clients in face-to-face sessions and explaining how to use the App and the value of the different sections. Case managers who were designated New Roots project advocates were more likely to make more effort to engage clients. Case managers who had attended the recent hands-on workshops which focussed solely on the App were also more likely to make additional efforts to interest clients in the App.

“I only got a couple of clients to use it. I would explain it (to clients) and they didn’t seem interested — I would give them the flyer for New Roots and say this is something to consider, but I left it up to them if they decided to use it or not. I would show it to them on my phone, usually show them in their language, issues about health, looking after yourself, acknowledging they were going through a difficult time at the moment. I would give them the poster about how to download it and leave it up to them.” Case manager
More commonly, case managers mentioned the App to clients, provided a promotional card and/or sent the client a text or email to either notify or remind them. In general, based on client reporting, the face-to-face approach has been more effective in engaging clients. Team leaders had not been very active in promoting the App to case managers, despite attending the training and several commented that they “should have done more”.

“I probably haven’t pushed it as much as I should, would be good to have more on the benefits, why is it good, reasons to use it, how can it improve things.” Team leader

As discussed previously, the New Roots application is aimed at recently arrived humanitarian visa entrants. However, the targeting of the App does not appear to be well understood by case managers and team leaders, some of whom noted that the App was not as useful for humanitarian entrants who have been in Australia for three years or more have already managed to access the information they require and have often developed their own networks of resources and information.

Barriers to the use of the New Roots App

Although most clients appear to have access to smartphones, case managers continue to identify access to smartphones as a barrier for some clients. Case managers noted that some clients may not have smartphones, may not know how to use their smartphone to its full capacity, may not be familiar with using apps and may have concerns about the potential costs of downloading data such as videos. Client literacy was also identified as an issue, particularly when accessing the primarily text based sections of the App in Beginning a Life in Australia section.

“For me, a lot of people would be not motivated, they’d be put off by so much to read through.” Case manager

“For some clients are not literate in their own language, so reading is not useful. It needs to be more audio than text, speaking in language would be good.” Case manager

There was also significant concern expressed in relation to the persistence of stigma around mental illness which meant some clients were unwilling to discuss or take up the App. The concept of counselling was also noted as being foreign to many clients who may not understand the need for the App at all.
Case managers also commented that some of the information on the App is less useful for those clients whose temporary visa status means that some services and resources may not be available to them and who have very specific stressors such as visa determination issues. Some case managers also suggested that the App could be broadened to be useful to clients on a wider range of visa classifications.

Some case managers also raised concern that the App is competing with many other sources of online information which are easily accessible, such as other apps and google searches, games etc. However, the fact that the information was in one place, targeted and that it is available in language was seen as highly valuable by most case managers.

However, the major barriers to case managers promoting the App to clients appeared to be lack of time. Lack of engagement with the App and for some case managers, a lack of understanding of the potential value of the App for clients were also barriers. These results point to the value of an ongoing and more carefully targeted communication and engagement strategy directed at case managers.

**Integrated use of the New Roots App into SSI casework**

The integration of the New Roots App into SSI casework has been limited. Most case managers identified limited time and pressure of work as the major challenge to integrating the App into their casework and in promoting it to clients. The team leaders noted that more time probably needed to be allocated to exploring and discussing the App as a team but this had not happened, largely due to time constraints.

Most team leaders were also not aware of exactly how they were meant to promote the App within their teams and there didn’t appear to be an implementation/dissemination strategy for team leaders or case managers. The idea of nominating someone on the team as a New Roots Advocate, as reported by one case manager, appeared to be an effective strategy and one that could be adopted across the organisation.

Several case managers noted that the App could save them time and allow them to focus on key issues with clients, and these case managers were more likely to encourage greater client engagement with the App.
Some case managers where not sure who the App was targeted at and did not necessarily understand that it was not intended for use with clients with complex needs. However, several case managers noted the many pressures that new arrivals face and their view was that an App would sometimes be low on the client’s list of priorities.

One caseworker also noted that it can feel awkward to suggest a client download an App when they need your help, and you are not sure that the App will be able to help them. The one-on-one connection to clients is highly valued by case managers and while it has been made clear that the App doesn’t replace the case manager, some anxiety remains for case managers around this issue.

Several case managers working with asylum seekers who have been in Australia for three years noted that the App had come too late to be useful to their clients who “have been in limbo for so long that everyone has found a way to cope”. However, they reiterated the usefulness of the App for new arrivals.

Not all case managers understood the intentions of the App or target audience for the App or that it was an adjunct rather than a replacement for on-on-one support. There is a need for better engagement and communication with case managers and team leaders to ensure that the App is promoted appropriately throughout that client support network. The research also suggests that case managers need more information on the benefits of using the App along with advice and support on how to assess when the App is suitable for client use, how to talk to clients about the App, how to encourage use of the App and an understanding of the potential of the App to meet client needs.

**Self-assessment tool**

The case manager response to the self-assessment tool was mixed, with some case managers using it with clients and others unable to provide any client feedback on the tool. Several case managers reported that it was simple and easy-to-use and that they sometimes used it in preference to their
current assessment tool. The fact that client progress could be tracked and discussed with case managers was seen as valuable.

“Case managers like the self-assessment tool. They do it with the clients and find it useful. It’s simple, about how they are coping. My team have been using it, sitting with the clients and doing it that way.” Team leader

Several case managers expressed concerns for clients who may receive high scores on the self-assessment but would not necessarily follow up with seeking support, or where the result (e.g. to see a GP) may cause them anxiety.

“What do they (clients) do with the result they get? If it says, see a GP, do they go, who do they turn to for support, and what if that assessment causes them more stress.” Case manager

Time was also raised as an issue, in terms of having the time available to work through the self-assessment results with clients. While the App provides some independence for clients this was not often recognised as a positive by case managers.

“If we had more time for case managers to go through the self-assessment tool, that would make it more useful.” Team leader

Perception of workshop and online New Roots Toolkit

The training provided to case managers in the workshops was highly valued and seen as very useful although all case managers interviewed saw it more as a refresher course, or a reference, reinforcing what they already knew rather than providing any new knowledge. Most case managers felt that they were already well equipped in their knowledge and confidence in recognising indications of poor mental health in clients and being able to have conversations about mental wellbeing with clients.

None of the case managers interviewed had referred to the Toolkit since the training. The main barrier to regular use of the Toolkit was a sense that this was information case managers already knew. Limited time was also cited as a barrier to accessing the Toolkit. Most case managers did not note any changes in their practice as a result of the training beyond awareness and thinking over some of the issues discussed.
One case manager however, noted that the training had helped them to be more proactive and focus on preventative approaches rather than waiting for the problems to arise. The caseworker noted that they had been reminded to keep people on the well side of mental health rather than just waiting to respond to crisis.

All case managers noted that they expected the initial training to focus more on the App and that more time spent on the App would have been useful to them. Case managers noted that the training was only an introduction to the App and that more in-depth and hands-on training would have been more effective in engaging them.

After the CIRCA progress report recommendation in relation to hands-on training, 36 case managers and team leaders attended a hands-on workshop which focussed on using the App. This was a successful approach and case managers who attended the workshop were more likely to engage clients in using the App.

Some case managers and team leaders noted that it was hard to get people to training unless it was apparent that there would be direct benefits or if it was compulsory training and that these factors could be considered in relation to the Toolkit and App training. It was noted that some case managers could not see the benefit of the New Roots training and therefore didn’t attend.

“If they can’t see an obvious benefit from training, even if they value training and engaging their clients in different ways, it is still hard to get them there. If they think they will get strategies for dealing with mental needs or opportunities for referral pathways, they are always really eager and interested and willing to engage because it is immediate information that they can often refer to directly afterwards – it’s a clear benefit.” Team leader
Deciding which clients, the App was suitable for was something that was seen as requiring some thought by case managers and would also benefit from discussion with team leaders and other case managers. One caseworker suggested that approaches to using the App could have been usefully discussed in the training and explored in practical ways such as through role play.

Case managers reported that the structures to allow them to share what they had learnt (in the training) with others wasn’t available. While it was imagined that they could do this in team meetings, there was often a full agenda, which made discussion difficult. Some case managers felt that everyone needed to attend some form of training in relation to the App to ensure that they understood it and that it can be effectively shared with clients.

“I suppose we are the barrier to its use, clients can’t use it if they don’t know about it.” Case Manager
6. New Roots Workshops Evaluation Findings

6.1 Community Workshops

Workshops were held with 88 community leaders from the Arabic, Farsi, Dari and Tamil speaking communities.

Feedback from the Community Workshops

The feedback from the attendees was broadly very positive with participants engaged with the workshop, gaining new knowledge and leaving with increased confidence about having conversations with community members about stress.

Almost everyone reported an increase in knowledge across the key topic areas and quite a few (roughly 40%) reported significant increases. Participants reported gaining more knowledge on the link between physical, social and emotional wellbeing and the common signs and symptoms of stress. Leaving the workshop, participants felt they had learnt more about strategies and the kinds of conversations they could have with new community arrivals on health and wellbeing. Thus, the workshop did a great job of expanding community knowledge base in this area.

Figure 14 – Experience of Change in Knowledge

<table>
<thead>
<tr>
<th>Compared to before the workshop, have you experienced a change in knowledge of the following....</th>
<th>% Participants (n= 63)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategies for supporting the mental and emotional wellbeing of new community arrivals</td>
<td>68 A big increase, 29 A little Increase, 3 No Increase, 1 Don't know</td>
</tr>
<tr>
<td>Culturally appropriate client conversations on mental health and wellbeing</td>
<td>63 A big increase, 27 A little Increase, 8 No Increase, 3 Don't know</td>
</tr>
<tr>
<td>Link between physical, social and emotional wellbeing</td>
<td>62 A big increase, 24 A little Increase, 11 No Increase, 4 Don't know</td>
</tr>
<tr>
<td>Common signs and symptoms of stress</td>
<td>51 A big increase, 38 A little Increase, 8 No Increase, 4 Don't know</td>
</tr>
</tbody>
</table>

All the participants agreed that the workshop was easy to understand and everyone apart from two people felt the workshop was relevant for their community. This suggests that the workshop attracted an engaged audience and was pitched at the right level.
Feedback about the community workshops suggested that workshops of this kind could successfully be expanded more broadly to engage other community members.

“*It is very useful session and helpful especially to new arrivals of refugees, I suggest to repeat and improve it with more information about the services concerned*”

“*It was excellent*”

“*Was a great workshop, very well put together.*”

“*That was perfect.*”

Community leaders

The vast majority of participants felt that the workshop largely increased (63%) or slightly increased (31%) their confidence to talk to community members about stress. Nearly two-thirds of participants reported a large increase in their confidence levels. This indicates that the workshop format is a good way to engage the community around health and wellbeing and stress.
Perceptions of the New Roots App

The App overall was perceived as being helpful for new arrivals to the country. There is some polarisation in response though which we did not see in the caseworker workshops. At one extreme, one third of participants felt the App is extremely helpful whereas at the other end of the scale, one quarter felt that it was not very helpful. The “not very helpful” responses were driven by the Tamil and Syrian participants. The extreme positivity was driven by the Farsi and Arabic participants.

Similarly, there was a polarised response on the likelihood that participants will talk to people in their community about strategies for supporting social and emotional wellbeing. Tamil and Syrian community leaders were less positive about acting on the information they received in the workshop. Iranian community leaders and Farsi and Arabic speaking community leaders were more likely to report that they were likely to share the information they had received with their communities.
## 6.2 Community Leader Interviews

Nine community leaders were interviewed from the list of attendees at the Community Leader workshops provided by SSI. Three community leaders were interviewed from each language group, i.e. Tamil speaking, Arabic speaking and Farsi/Dari speaking. Prior to carrying out the interviews, several Tamil community leaders who were approached by phone said that they did not wish to be interviewed and did not remember having attended a workshop.

### Community leaders support of New Roots App

Two community leaders had introduced community members or relatives to the App and both had received positive feedback. One community leader had mentioned it to community members but did not know whether the App had subsequently been used. One community leader noted that with more hands-on support to understand and use the App, he would be more likely and able to use it with community members.

The remaining seven community leaders had not yet encouraged or supported the target audience to use the App. The main reason that community leaders had not encouraged use of the App was their own uncertainty about how to use it, or a perceived lack of tangible support that could help them to explain it to community members. Nevertheless, even those who had not used the App indicated that they supported the App in principle and that they would encourage people to use it if they could be given guidelines to accompany downloading the link, or more concrete instruction on how to use it.

There was a strong feeling across language groups that the direct involvement of community groups such as social, sporting and religious groups was the most productive way to promote understanding and use of the App.

Several community leaders believed that a mobile phone app is more useful for younger people and that there would be people in their communities who would not find a mobile phone app accessible.
While the New Roots project was not described to community leaders as a “mental health” or “mental illness” program, but rather as a program to support settlement, community leaders themselves focussed on the relationship to mental health and interpreted much of the information provided through this lens, which for some triggered a concern about sensitivities to mental health in their communities.

Most of the community leaders interviewed reported that they have high levels of experience and knowledge in supporting community members who were experiencing anxiety, depression and psychological distress. However, community leaders across the language groups all described a community reticence to discuss mental health issues. Several community leaders felt that the App provided them with a useful tool to introduce discussion about mental wellbeing within the broader context of providing relevant information to new arrivals. Over time, they felt that this could lead to reduced stigma associated with poor mental health.

Three community leaders reported that they have gained a better understanding of the links between exercise and diet, work and education and increasing individual wellbeing, which they felt was a useful aspect of the App and highly applicable to supporting men in their communities. Several community leaders felt that the App was useful for women and men and people of all ages and visa status.

The reticence around discussing mental health was reflected in the community leader responses in discussing promotion of the App. One community leader said that the App worked on a personal rather than community level and could not see that there was a need for community discussion around issues of depression and anxiety. Tamil leaders explained that even though they were aware of some community members having used the App, it seemed rude to ask about the effects of using it and they were worried that they would hurt the feelings by having such a conversation.

The community leaders interviewed have not yet introduced many community members to using the App. Nevertheless, many community leaders did indicate a belief that the App would be useful to
support them to address and reinforce messages about social and emotional wellbeing within their communities.
7. Conclusions & Recommendations

The New Roots Project aims to assist newly settled Australians to rebuild their mental capital to more fully participate in their community and society through an integrated support model. We know that the mental health of refugee communities is dependent on the broader determinants of health and the New Roots project is a holistic model of health, which recognises that the promotion and monitoring of wellness is an important element of resettlement.

The evaluation of the Project aims to identify whether this integrated support model has contributed to improving the social and emotional wellbeing among males recently settled in Australia through a humanitarian visa from Arabic, Farsi-Dari and Tamil speaking communities. The evaluation includes analysis of quantitative and qualitative data and examines the outcomes and impacts of the three key elements of the Project – the mobile phone Application, the online Toolkit and the community workshops.

The monitoring and evaluation data indicates that the Project has generally been well received by SSI staff, clients and community leaders and that the New Roots App and Toolkit have high levels of usage. Qualitative feedback also identifies a positive response to the New Roots App, with increases in awareness and knowledge of health and wellbeing and positive changes in behaviour among SSI clients. There was evidence that some clients had implemented strategies to improve health and wellbeing as a result of using the App, including strategies to reduce distress and increase participation in social and community activities. The acceptability of the App is high among clients and case managers and it was noted as being easy to access and use. The provision of the App in languages was highly valued by clients.

Overall, the New Roots project has made progress towards meeting the identified short-term and medium-term project outcomes, and it has the potential to contribute to the social and emotional wellbeing of the target population in the future. This success indicates that the existing Project should be continued by SSI beyond the pilot stage. There is also potential to scale the Project up to other categories of visa holders and/or other languages.

It may also be possible to replicate the program nationally since settlement support services are provided nationally by different providers depending on the jurisdiction. However, success would depend on the strength of partnerships with comparable service providers in other states. If the program was to be expanded nationally a business case would need to be developed.

**Recommendation 1**
SSI should continue to implement the program for the existing communities of interest after the end of the pilot phase. It is also possible that SSI could scale up the project to include other visa categories and/or language groups.

**Recommendation 2**
Beyondblue and the Movember Foundation should consider opportunities to support SSI in further implementation of the New Roots project.
Recommendation 3
Replicating the program nationally and/or for other language groups is feasible but would require building strong partnerships with organisations providing settlement programs to target populations in other jurisdictions and be based on an appropriate business case.

While both the App and Toolkit have been well used, with increased awareness and knowledge of health and wellbeing among clients, there are opportunities to expand and consolidate usage, including use of the App self-assessment tool.

Opportunities to expand the use of the App and Toolkit within SSI through existing induction and orientation courses need to be consolidated. Expanding beyond SSI clients could be explored through partnerships with key organisations who could use the App and Toolkit in their own courses and programs.

The data currently available on the use of the self-assessment tool is limited and collection of appropriate data would provide a better understanding of current use. There are also opportunities to expand the use of the self-assessment tool and this could be achieved by working closely with case managers and clients to more clearly explain the benefits and use of the tool.

Some client participants noted that the purpose of the App had not been clearly explained to them. There appears to be significant value for clients in being introduced to the App by a case manager and the stated project outcome of integrating the use of the New Roots App into SSI casework remains a valid one. At the same time, promotion of the App directly to clients through social media appears to be effective and should be continued.

Recommendation 4
Build key partnerships to extend the use of the App, for example, with the Adult Migrant Education Program.

Recommendation 5
Develop KPIs for the New Roots project and track these regularly (e.g. number of screens, number of users).

Recommendation 6
Include New Roots App hands-on demonstration in SSI client induction courses and in any suitable client orientation sessions.

Recommendation 7
Ensure appropriate collection of monitoring data for the self-assessment tool as a priority.

Recommendation 8
Following the impacts of the social media strategy, a focus on promotion through social media marketing should be implemented to increase client awareness of the App.
Suggestions for improvements to the App to encourage engagement were made by client participants throughout the evaluation. These included ensuring currency of the App information and enhancing connections to real-life stories and opportunities for engagement with other App users. Clients also expressed a preference for less words and more images. The use of videos was highly valued and should be extended where possible.

**Recommendation 9**  
Maintain currency of the New Roots App and Toolkit and make users aware of updates through regular notifications.

**Recommendation 10**  
Explore opportunities to increase client engagement using, for example, more videos, incorporating stories/feedback from other users.

While most case managers interviewed supported the New Roots Project, valued the App, and found the Toolkit training useful, this has not necessarily been integrated in their day to day casework practice. While case manager workshop feedback forms indicated an increase in self-reported knowledge, confidence and capacity against all key topic areas covered in the Toolkit, qualitative discussions indicated that much of the Toolkit information was seen as a refresher or a resource, rather than new information.

Implementation of the App into the SSI case manager network faced challenges in relation to organisational culture change and some resistance to the adoption of new tools. The major barrier noted by case managers to promoting the App to clients was lack of time and this appears to have led to a lack of widespread engagement with the App among case managers. One case manager talked about being a ‘New Roots advocate’ and this role of champion is a strategy that could be explored further by SSI.

Engagement of SSI case managers is critical to the ongoing success of the New Roots project. Additional hands-on workshops focussing on the App provided to the case managers (recommended in the CIRCA progress report) saw an increase in understanding and engagement with the App and greater willingness to engage with clients in using the App as part of the SSI casework role.

**Recommendation 11**  
Given the challenges of organisation culture change, engagement opportunities for SSI case managers need to be maximised through training opportunities and an intensive communication and engagement strategy.

**Recommendation 12**  
The pilot demonstrated that the most effective staff engagement strategy was the hands-on, workshops implemented after the interim evaluation and these workshops should be maintained as a core element in future iterations of the project.
**Recommendation 13**
Include an introduction to the New Roots Toolkit and App in all frontline settlement staff induction courses, and any appropriate training courses, and provide case managers with the opportunity to discuss and explore the benefits and challenges involved in using the App and in encouraging clients to use the App.

Community leaders are important in supporting and promoting the New Roots project and they have been engaged through the community leader workshops. However, the community leaders face challenges in relation to understandings of, and preparedness to discuss mental health and wellbeing in their own communities. This was particularly noted in Tamil and Syrian communities. To some extent, this has provided a barrier for community leaders to promote an understanding of the importance of wellbeing in communities, and to promoting the use of the App.

**Recommendation 14**
Combine social media promotion with a targeted workshop style approach to engage community leaders with a hands-on experience of the App and an opportunity to discuss the importance of mental health and wellbeing in their communities.
8. References


Appendix 1

The App layout or overview chart, is on the following page.
Support

This option will be available on every screen offering the following support services:

- Useful network
  Add your local GP/medical centre or a friend you trust to the list.
- Medical support
  After-hours GP hotline on 1800 022 222
  Emergency medical assistance, call '000' and ask for an ambulance
  Not an emergency call the health direct line on 1800 022 222 and speak to registered nurse
- Wellbeing support
  Lifeline (13 11 14)
  beyondblue Support Service on 1300 22 4636