## Enhancing Consumer Engagement through Digital Innovation in Mental Health and Substance Use Services

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**Background:** In our increasingly digital world, clients want to engage in support services through a flexible and accessible modality. Online, self-service options (e-health services) provide an option to meet the need of those who traditionally have not been engaged by clinician-led services. Lives Lived Well (LLW) is integrating digital technology into the delivery of services. Our Digital Services Program, initiated in August 2023, underscores our commitment to future-proofing clinical services, expanding client reach, and improving early engagement and clinical intervention through digital platforms.

**Description of Model of Care/Intervention:** Through personalised client profiles and self-service options, clients interact with content, chat with clinicians, and access targeted coping skills. 50 clients will be selected for the pilot from a pool of individuals who have enquired, but not engaged in LLW's traditional service offerings. The pilot participants will receive a range of light-touch clinical interventions, utilising a stepped care model complemented by access to routine self-monitoring via visualisations of clinically validated outcome measures.

**Effectiveness/Acceptability/Implementation:** Client engagement will be evaluated, including client and service level factors that influence acceptability of the digital platform as an effective alternative to clinician-led interventions. Initial results from the pilot will demonstrate the feasibility of the self-service model, along with a roadmap for expanding access to the digital platform across services. The online self-service modules' effectiveness will be evaluated in line with the completion of outcome measures.

**Conclusion and Next Steps:** The integration of the digital platform with existing clinical services enhances the accessibility of early treatment and harm reduction strategies for those yet to engage in clinician-led interventions.

**Implications for Practice or Policy** (*optional*)**:** Services are to consider digital services as a feasible option to overcome common treatment barrier such as time commitment, geographic isolation and stigma. Implications for cost-of-service delivery and value-based healthcare will be discussed.

**Disclosure of Interest Statement:**

LLW has self-funded all work contributing to the development of the digital platform to date.