OURHERD

POWERED BY

batyr

FEED SAVED

Jayanti, Sydney

Happiness can be found in the darkest of times

BREAKUPS DEPRESSION RESILIENCE

Not afraid of being a vulnerable human being and embracing who I am...

VIEW THEIR STORY

Home   Account

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Share Stories, Create Change

→ **What is OurHerd?**

OurHerd is a mental health storytelling app that empowers young people to share their unique experiences within the mental health realm. We aim to create a community that is inspired and strengthened by stories of tough times, resilience and hope.

By reducing the barriers to speaking out on mental health and tough experiences, we aim to break the current stigma that leaves many feeling isolated in their struggles and without a voice. Our aim is to shift the culture from awareness to action, and empower young people to take a proactive approach to their mental wellbeing.

Our app serves three type of users:

Story Creators/ Story Consumers
- By increasing mental health literacy, encouraging help seeking behaviour, and reducing internalised stigma.
- Improving informed self care, initiating earlier intervention and improving the recovery journey.

Data Consumers
- Using data from the app to tailor program/cohort needs
- Data from stories contributing to better mental health services, policies and programs

→ **Our Purpose**

OurHerd was created in collaboration with over 600 young people and 75 mental health experts, alongside 182 academic articles reviewed. We continue to engage with informed research at every stage of development, including our partnership with Western Sydney University assessing OurHerd's outcomes and pathways to impact.

→ Benefits

In line with an independent report done by WSU, OurHerd was found to deliver the following key benefits to early adopters:

- By providing a community of stories, young people reported not feeling alone in their struggles
- Young people wanted to take control of their own mental health by seeking information and supporting others

Users who engaged with the platform regularly reported that they were adopting strategies shared by other young people into their self care routines, highlighting the practical positive impact of the platform.

→ Engaging with the app

To tackle the statewide ban on phones during school hours, OurHerd is developing a web accessible form of the app so users still have access to mental health resources and are able to share stories online.

→ Age restriction

Any user wishing to share a story must be over the age of 14.

→ Emotional Capacity

All story publishers must partake in a DQ5 survey to produce a distress score indicator which reflects they are in a stable and healthy mind frame. Users who indicate signs of distress are redirected towards tailored mental health resources.

For story consumers, OurHerd is a place that can be accessed any time, anywhere for when young people feel ready to take the first step in exploring their experience with mental health. We've built an environment to foster a positive, supportive and non-judgemental community in order for young people to feel safe in sharing their lived experience story.

→ Pre-Moderation

Safety is at the core of our platform, as every story we publish goes through a rigorous moderation process. This means no story goes live onto the feed until one of our highly trained Lived Experience Team members review the story for safety purposes.

If there is anything of concern they will reach out to that specific user to recommend adjustments to make it safe to share on the feed. Additionally, if there is a concern for the users safety they will reach out to the user and encourage them to access relevant help seeking services. OurHerd does not currently allow commenting to regulate safe community interactions and prevent trolling and online bullying.

→ Data collection

The only mandatory information needed to create an account is an email for administrative purposes. Users are able to adopt an alias as their name, and all other demographic information is optional. OurHerd will never sell or share users' personal information to third parties. (More Info)

The data that is collected is used for the following:
- conducting research, pilot studies or surveys;
- employee and volunteer recruitment;
- improving the quality of the Batyr Services and the services we provide;
- enhancing the user experience through the use of analytics

→ Local Servers

All data is stored on Local Servers which are based onshore in Sydney as per the Australian Privacy Act 1988, and the Privacy Amendment Act 2012.

→ End-to-end Encryption

Ourherd has security measures in place designed to protect against the loss, misuse and alteration of the information under our control. Security measures include the encryption of feed posts, moderation stories and other self-reported data during transmission and at rest. Ourherd uses standard Secure Socket Layer encryption that encodes these posts and transcripts during transmission. All posts and transcripts are maintained on secure services for a period of time, as defined by relevant laws.

End-to-end encryption (E2EE) technology prevents any unauthorised third party from accessing user communications.

→ De-Identified Data

All data is deidentified and stored anonymously

→ Restricted Access to Database

Access to the database is restricted to internal team members at Batyr who all have current WWCC and Police Checks.

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Every page in the app has a 'lifesaver ring' in the top corner that has a range of help seeking services categorised by mode of access; eg Call, Text, online, local etc. These services include:
- Direct connection to Emergency services through 000
- Direct access to Lifeline's Crisis support text service
- Direct access to Online forums (Headspace, Kids helpline, Beyond Blue)