



HARMONISED

Usefulness for Whānau

Moira Howson & Te Wai Barbarich, Dr
Jackie Feather, Dr Jane Koziol-McLain



Coming up

- What is Harmonised
- Role of whānau
- Research approach
- Findings
- Implications

Harmonised

- Aim to reduce relationship violence for 13-17 year olds.
- Taitamariki Centred (recognise young people as experts)
- Māori centred
- Co-developed with Taitamariki & Research team

The Team

AUT

TE WĀNANGA ARONUI
O TĀMAKI MAKAU RAU

Auckland University of Technology; Oranga Tamariki- Ministry of Vulnerable Children;
University of Otago; Kaitiaki Research Services

<https://auti.aut.ac.nz/sites/fheshealthyrelationresearch/SitePages/Meet%20the%20Hooked%20Up%20Team.aspx>



Acknowledgements

Funding by the New Zealand
Ministry of Business, Innovation &
Employment.



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

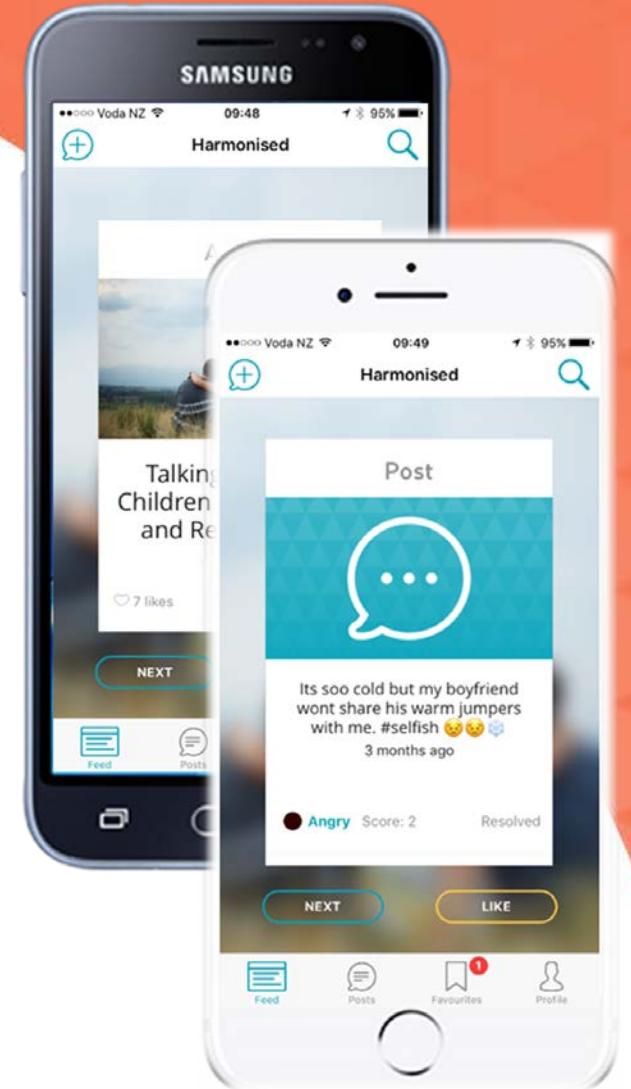
Research Design

- Māori-centered co-design of healthy relationship intervention with taitamariki
- Stepped wedge trial
- 8 high schools across Aotearoa



Summary

- The healthy relationship app developed with taitamariki
- App is a private social network that includes:
 - Articles (e.g., how to talk to your girlfriend)
 - Profile (relationship health, values and emotions)
 - Posts (can share with 'safe people')
 - Supports taitamariki (primary users) and whānau & friends (secondary users)



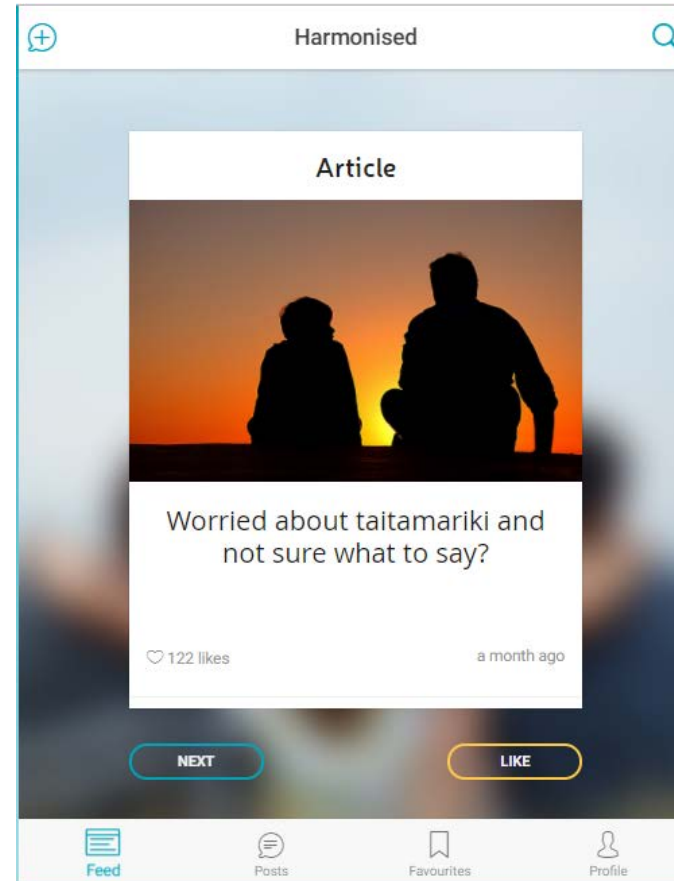
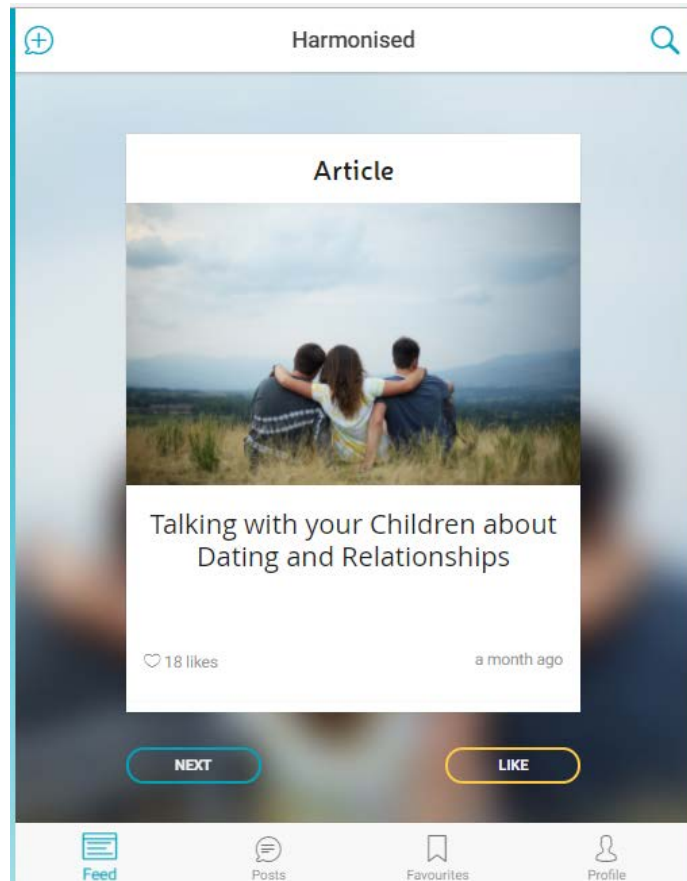
Role of whānau

Why do whānau have a role on the app?

- Whānau central to identity, wellbeing and protection of taitamariki
- Importance of parental involvement in success of interventions
- Importance of help seeking and disclosure
- Most importantly, taitamariki wanted safe access to whānau members for support

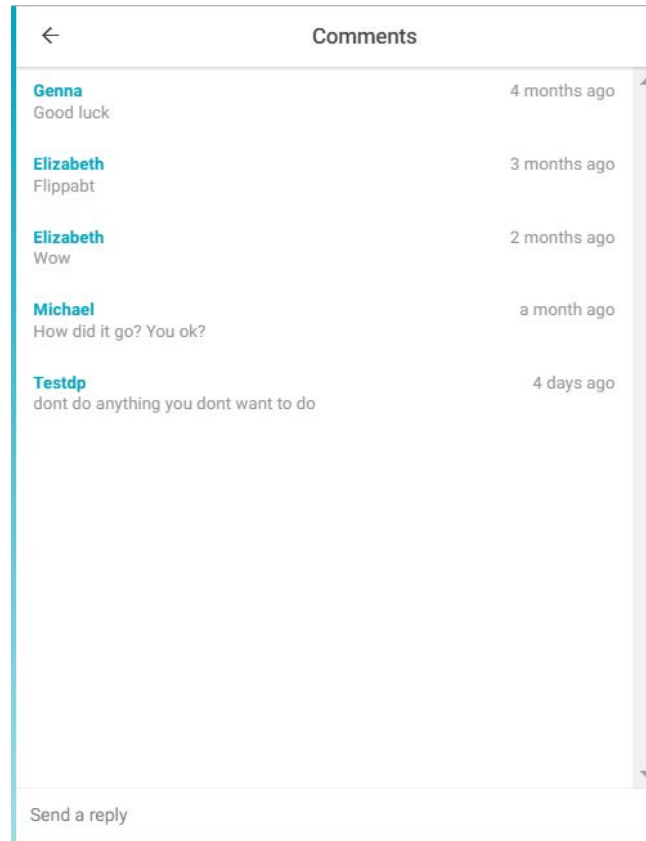
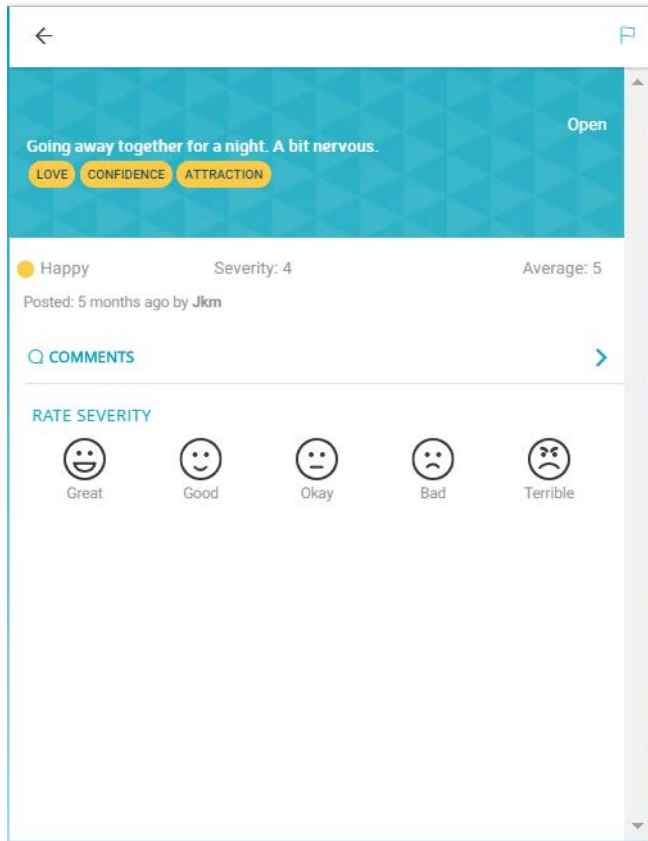
What can whānau access?

- Articles



What can whānau access?

- Private posts - if invited to view and possibly comment



Research approach

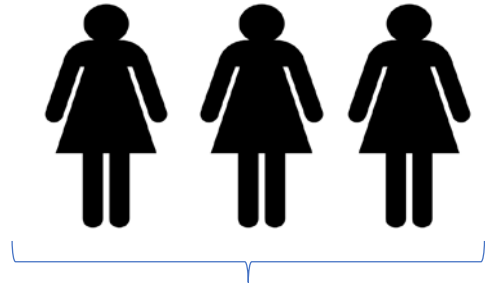
Aim of the research

- To explore the usefulness of the Harmonised app for whānau, through a user experience co-inquiry method
- Part of overall usability testing
- Inform further app development

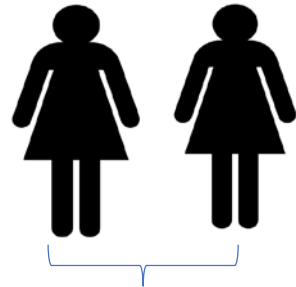
User experience co-inquiry

- New approach to exploring user experience with mHealth / eHealth interventions
- Modified “think aloud” usability inquiry
- User centred and clinician facilitated
- Qualitative analysis of:
 - user context
 - usability issues
 - usefulness

Participants: Mothers



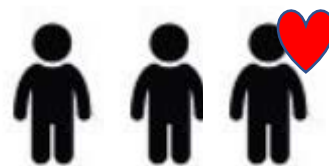
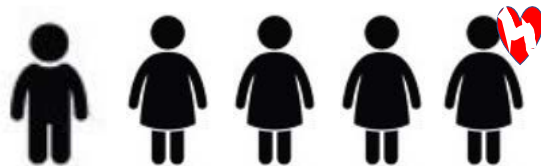
Māori



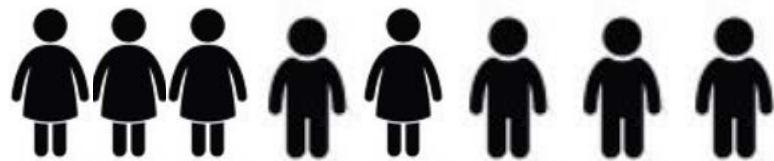
Pakeha



Pasifika



**Children aged
13-17**



**Other children
aged 2 – 25**

Key findings

Usefulness of Harmonised

User context	Usability issues	Usefulness
Safety for my children	Security Moderated /monitored Safe adult Anonymous posting	✓ Access safe adult advice ✓ Resources and education ✓ Safe way to share information
Communication	Adult available Posting Article content	✓ Encourages help seeking ✓ Initiate conversations ✓ Advice on how to communicate
Different needs	Primary user focus Content / information	✓ Helping my kids helps me ✓ Content meets my specific needs
Functionality	Ease of use Aesthetics	✓ Easy to navigate ✓ Appealing modern design

Some feedback

.. write all this blah, blah, blah on it instead of just hurting themselves.... Because do you know that might stop some of the suicidal shit. (NP)

Friend groups can turn bad quite easily, and suddenly someone that you've shared all your intimate confidences with is able to use those against you. (HB)

I had no idea that that was the average age, it is 15. I was just so shocked by that. I did say to the boys, "Oh my gosh," quite shocked, and, "Watch out for these horny girls." (WH)

Hints. Helpful hints. You know it in your head but it's not coming, sort of, you're not sure how to say it. (TD)

How are you going to stop someone posing to be a such-and-such's auntie and it's a 55-year-old man? (WH)

Implications

Implications for user experience co-inquiry

- Inclusion of a safety scale to methods of evaluating mHealth and eHealth user experience
- How to focus the *secondary* users (e.g. parents) on how they use an app or intervention vs approaching it as the *primary* user

For Harmonised

- Positive engagement by mothers
- Assurances of **safety** paramount
- Review content regularly – focus on **communication**
- Functionality improvements suggested
- Project underway to interview tane and extended whānau

More information

- <https://harmonised.co.nz/>
- For references please contact:
moira.howson@aut.ac.nz