

# FAMILY E-HUB: A SCALABLE DIGITAL SOLUTION FOR FAMILY-INCLUSIVE MENTAL HEALTH CARE



A world-first digital platform designed to support families navigating mental health, alcohol and other drug use, and trauma-related challenges.

**Families often experience limited inclusion in mental health care, with support typically centred on the individual receiving treatment. This creates gaps in communication, shared understanding, and coordinated care - particularly when services are difficult to access.**

## Innovation Summary

The *Family e-Hub* is positioned to support families in collaborating virtually, synchronously and asynchronously. Most current digital resources are developed for use by individuals with an identified condition and within a defined age range. The *Family e-Hub* is uniquely designed to be diagnosis independent and accessible across the lifespan.

The Family e-Hub :



Is a **self-guided, evidence-informed web-based resource hub** built specifically for families - one that focuses on relationships, shared understanding, and connection, and brings the foundations of systemic family therapy into an online environment for the first time.



Is **grounded in best-practice and lived experience**: Built on evidence-informed design and lived experience perspectives, the platform reflects key service gaps and user needs, ensuring it is acceptable and practical within personalised care pathways.



**Accelerates access to support**: Safely and acceptably offers first-tier elements of family care in the absence of a clinician, and/or alongside therapeutic engagement at a time and place most comfortable for the family.



**Decreases demand on specialist services**: Aimed to reduce reliance on specialist services for families, while positively impacting both family cohesion and individual mental health outcomes for all family members.



**Addresses a critical accessibility gap**: The *Family e-hub* addresses a critical accessibility practice gap through a safe, interactive digital bridge to family inclusion that is scalable and sustainable.

## What this means for families

The *Family e-Hub* will enable families and professionals to:

- 1 engage in a structured process that supports the **safe sharing of information** and **collaboration** around treatment planning with family members,
- 2 **communicate family perspectives** back to clinicians,
- 3 enabling families to **articulate their perspectives and needs**
- 4 **advocate for inclusion**
- 5 **raise concerns** regarding consumer risk and safety, and
- 6 **personalise and share** a library of resources and activities.

In doing so, the *Family e-Hub* will target established determinants of mental health outcomes – including family functioning, caregiver and consumer wellbeing, and timely access to care - shifting family inclusion from a clinician-dependent practice to a **universal, accessible, scalable, and service-embedded capability**.

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## The design and evidence base

Developed through a PhD research program using a rigorous, participatory co-design approach, included:



Families with lived experience



Family therapists



Digital mental health professionals

## The research identified:

- 1 How families would engage online.
- 2 How shared activities could be completed together.
- 3 How to ensure choice, safety, and inclusion across diverse family structures and cultures.

## Research publications

[Essential Design Principles for a Family Digital Mental Health Intervention: A Delphi Study.](#)  
*Journal of Marital and Family Therapy (2025)*

[Design of Digital Mental Health Platforms for Family Member Cocompletion: Scoping Review](#)  
*Journal of Medical Internet Research (2024)*

## Project Partnerships

### Victorian Department of Health

Funding partner supporting development and resource creation.

### Portable

Digital partner providing secure hosting and platform infrastructure.

## Future Directions and Funding Partnerships

The Bouverie Centre is seeking strategic investment and partnerships to scale beyond its initial implementation.

Future priorities include:

- 1 **Expanding targeted content by partnering with services.**
- 2 **Embedding advanced AI capabilities to enhance user experience**
- 3 **Integrating with health service systems**
- 4 **Strengthening evaluation and outcomes measurement**

This investment will enable broader access to family-centred care and support system-wide transformation in mental health service delivery.



Learn more about the research



For more information  
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The *Family e-Hub* will be available to Bouverie families from **October, 2026.**