

Recovery Box Kickstarter Project



Recovery Box Launch

The Recovery Box will change how information about Recovery is made available to Consumers, Carers, Mental Health Professionals and the general public.

For more information www.recovery-box.com

NOT TO BE MISSED

The graphic features a black rectangular device labeled 'Recovery Box' with a blue light on the front. A red circular badge with white text 'NOT TO BE MISSED' is overlaid on the device. The background is a light yellow rectangle with a dark purple header bar containing the text 'Recovery Box Launch'. To the right of the device is a block of text describing the product's impact, and below that is a URL for more information.

Previously Asked Questions & Comments

PAQC's V0.4 220320

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Background

This document is being written as a resource to support the development of the Recovery Box project. The Recovery Box is being supported by SUPER CRO a charity that has been setup to support members bringing ideas and concepts to life.

The idea for this project started to take shape in February 2018 when Pete McGee and Douglas Holmes met in Point Cook to brainstorm how Pete hardware with his TVBoxMcGee business could be used to bring another product to life with a focus on Mental Health.

We created several videos that showed what we were trying to achieve. They can be found here [Please](#) watch these videos to gain an understanding of what we have been doing since February 2018 without any external finance.

In November 2019 we started working on a Kickstarter application that will be launched on 1 March 2020 at 10am. As part of that process we have received feedback through the Kickstarter site and also with emails directly to douglas@supercro.com

The following pages are an attempt to address those questions and comments and this record will be sent to on the SUPER CRO email list as well as being placed on the Recovery box website help page <https://recoverybox.org/help-page/> a link will be on the front of the Recovery Box.

The following image was one of the first comments to come back from the email on 24 February from Sandra Piper. I asked if I could incorporate it into this report and she agreed.



I was excited when I saw the image because it reminded me of the struggles we have gone through getting this project from an idea to a working concept that we now know works. Pete has been very generous with his time and knowledge and bringing this concept to life.

The Kickstarter project if successful we believe will allow us to get a group together that will further test out our theories and show that it will work.

Hopefully you will join us on this journey to bring the Recovery Box project to life.

Comments and Responses

Comment 1: From Kickstarter

I like the idea of something that holds different information. What I couldn't get a real sense of was what the information was, and how it was relevant to me, as a person with lived experience.

Answer 1

With Recovery it's different for each person and in the early development of the Recovery Box we have focused on ensuring that we have hardware and firmware that works regardless of where people are on their journey with Recovery and wherever you are on your journey with technology.

We developed a background paper that show the steps we have gone through and you can read the background on the Recovery Box by clicking [here](#)

When version 1.0 of Recovery Box started up it looks like the image below.

- On the top left corner: you have the City of Sydney Narrative Project website, that when clicked on it opens the Recovery Bus website.
- Alongside this is the YES Survey demonstration website.
- The Zoom Video website is next and this is followed on the left hand side you have APPS,
- When you click on APPS it will show you all the APPS that have been uploaded to the Recovery Box 3
- The next image will take you to a help page on the Recovery Box website www.recovery-box.com with Previously Asked Questions
- The next image is the original APPS: Mad Minds Vidz described in more detail in the background in Appendix B
- The updater image allows you to update all APPS at once without the need to do it one at a time



- Setting allows you to customise your Recovery Box
- The next line of APPS includes a number from the APPS store that you can change to suit your preference. They include: Calm, Colofill. Ambience etc
- The white button on the bottom left hand of the screen is a taskbar where you can load additional APPS depending on how you wish to use the Recovery Box

As we move forward a working group of interested people would be asked to participate and assist with identifying what information would be included.

Because Recovery is personal and can mean different things to different people you have raised an important issue about how it relates to each person. Pete's hopes for the Recovery Box is that people will share what has worked for them so that others can see that what works for me may not work for others. There will be the option where individuals can upload information that will then be made available to others.

Comment 2: From Kickstarter

I think the video needs to have less clutter in the background. Makes it hard to focus on what you are talking about. Need to understand exactly what \$159.00 is for? Not sure would I want to depart with that amount of money if i don't know what the recovery box can do. Like go through each section of the recovery box, etc. How it will help other people by doing a Kickstarter . Good luck.

Answer 2

This comment raised a number of questions and I will address each of them below.

The video is made by an amateur in the video making department. This is because we have no money to pay to get a professional video made and its difficult to get people with the Skills and Knowledge to put time into developing a quality project.

In our newsletter SUPER CRO Standards issue 2 & 3 [click here](#) for more information we have a list of things that we need to move this forward.

The cost of \$159 per unit is high. This is because of the small numbers of product we are purchasing and the cost of having a backend that requires resources in the Cloud. Unfortunately nobody is willing to donate money or resources that will alleviate this in the short term.

You have highlighted why we have started the SUPER CRO and spent time in obtaining charity status with the Australian Charities and Not for Profit Commission.

It also is why we have chosen Kickstarter to raise awareness about the Recovery Box project and tried to keep the cost down to a minimum.

We are a small group at present, consumers don't want to be involved in developing a bureaucracy, however to be able to be independent and have a voice that reports back to its membership having a legal entity that is independent from Government and others will take time.

As SUPER CRO grows it will raise funds from the different projects that it is supporting different members with and if you can see some of the projects we are working on [here](#).

Comment 3: From Kickstarter

Hi Douglas, as you are probably aware I know nothing about what works and what doesn't work on kickstarter. So that's my disclaimer for what follows.

As a general comment, I think there is way too much text generally and, specifically, about the development and background. By way of contrast, I don't think there's enough information about what the box will deliver. It seems to me that it will, in part, be an aggregator of information that is available elsewhere, which is useful but not very exciting. There is talk about apps but no information about what they might be. It would be helpful to have a screen which showed the apps that have currently been uploaded (with some explanation in the text perhaps.) I don't think that home screen is very exciting.

Overall, I don't have a clear idea of where the project is going. Yes, I understand that the aim is to provide consumers, etc. with better information. However, how a user might navigate through the box to find information that was relevant to them has not been explained.

Sorry to be so negative but I hope it is constructive criticism.

All the best with it

Answer 3

This comment raised a number of questions and I will address each of them below.

With Kickstarter I started researching which of the crowdfunding sites would best suit projects that SUPER CRO is supporting and what resources they had that would bring some benefits to these projects.

Tomorrow morning at 10am I am hoping that research will bear fruit and raise the funds needed to get the Recovery Box project to stage 2.

The advice I have received from Kickstarter has already paid off with the amount of interest in what we are doing with the Recovery Box project.

With your next point I would encourage you to take the time to read through Answered 1 and 2.

With your next point we are working on developing some short videos that will address these questions.

Comment 4 From Messenger

I had a look at the Kickstarter, and I can't quite get my head around how this is different to something like a web app? At first I thought it was so people didn't need to have internet could still access resources.

In terms of the video, people tend to have really short attention spans these days and jumping straight into what it is and how it could benefit would be 👍

Overall it's not clear to me exactly what it does and what the advantages are to other options.

Answer 4

We are aware of the issues you raise - see previous comments and answers

Hopefully we will find people with the skills to address the issues your comments raise.

Our plan is to raise awareness about the Recovery Box. We will encourage people to become involved by joining with us to either: assist with identifying where we could access funds to contract people to do the tasks or have a way of delaying payment for there services until the product is creating its own cash flow.

Comment 5 From Kickstarter

I think I understand the concept. Consumer generated information for recovery. Making this accessible. I think this is really useful.

I am unsure how it works. Consumers upload to a database what they want to share and that is easy to browse through for others ?

How are consumers using the box connected to form networks of support?

You are doing a Kickstarter campaign to cover costs for production? Is it for distribution as well? And has that been initiated?

Answer 5

I will answer your question here and include them in the PAQC's that will go on the www.Recovery-box.com help page

I think I understand the concept. Consumer generated information for recovery. Making this accessible. I think this is really useful. We do too that is why we started the project

I am unsure how it works. Consumers upload to a database what they want to share and that is easy to browse through for others ?

The Recovery Box will be the gateway to the information and as the awareness and support grows we will look at other ways to let people have access to the information

How are consumers using the box connected to form networks of support?

You are doing a Kickstarter campaign to cover costs for production? Is it for distribution as well? And has that been initiated?

With Kickstarter it's all or nothing with the funding and we get access to the funds, 21 days after the project closes on 29 April. So far it's been word of mouth and through our email updates. The SUPER CRO www.supercro.com has been setup as a charity to support the work we do

Comment 6 From Kickstarter

I have been thinking about this project because something has bugged me about it and I think I have worked it out. While I think the idea of a co-designed, internet supported, suite of home recovery support tool(s) is a terrific idea and an obvious market for mental health consumer and carer organisations to target; I have questions (I can't answer) about the 'box' element, (which you have probably already considered), but just in case.

I think that there is a range of options *technologically* speaking about whether this could or should in fact be a website, an on-line forum, an app for the phone, a data-stick full of tools or something similar (or a couple of these together) which might also influence the capacity for the 'Box' to link to networks of real live people, rather than *necessarily* a box.

So I was just wondering if the technological method of delivery is also something the co-design meeting would consider? Maybe get a techy to go over some options for the meeting to pick between?

If the Box becomes a 'black box' and the meeting sort of decides what kind of Box it is *as well as its content*, I think you would expand the potential for this project.

Just my thought, but it may be this is already what you have in mind?

Answer 6

All the information is currently available on websites or apps. The Recovery Box just brings the information together and makes it easy for people to get useful information.

I have started a PAQC's (Previously Asked Questions and Comments) <https://recoverybox.org/help-page/> where comments and questions will be answered.

Using Kickstart to raise awareness is working and will lead the project team to having the information available in a variety of ways like the ideas you have identified below.

We have broken down the project into a number of stages. Stage 2 is to raise funds to have 50 boxes out in the community as part of ensuring the information we have is good quality and endorsed by the individuals and groups. This will include having a reference group that is prepared to meet regularly and use the box.

If the current group had unlimited funds we would be working in a different way, however we don't and even if we reach our Kickstarter goal of \$10,881 that will only allow us to purchase

the boxes, postage and a small amount to compensate Pete McGee to put the firmware on the box and post out to those who want to get involved.

So I will include this conversation in the next PAQC's

I am meeting with Alex office tomorrow and we have a Zoom meeting at 3pm.

Happy to make a time to show you where we are up to with the box. Happy to organise a time on a Friday if that will work for you.

Question 1: Who Owns the Recovery Box

Answer to Question 1

This is a question that comes up on a regular basis. Pete McGee has developed the concept and therefore owns the Intellectual Property.

Pete has joined the SUPER CRO and asked for assistance to develop the Recovery Box as one of the projects that members of SUPER CRO support.

As SUPER CRO has developed and started on its journey of becoming an independent legal entity it has developed policies and procedures that allows Pete to take a position as a Responsible Person with SUPER CRO.

The SUPER CRO Conflict of Interest policy and registry clearly states the processes we have gone through to ensure that we have clear guidelines about how Members, Directors and Responsible Persons can safely be involved with SUPER CRO if they have an idea about a product that they believe will benefit other consumers. e.g This means because recovery box is Pete's project he has to withdraw from any votes or super cro related decisions around recovery box due to conflict of interest so that his only decisions involving recovery box are in the development.. As such in accordance with the conflict of interest policy.

SUPER CRO believe that with the right marketing, further product development and more awareness that the Recovery Box project will be one of many products that will come out of this idea that Consumers could Run Organisations that work.

We need to acknowledge the support we have had from people like Gary Parker, Koleen Garrison and Melissa Patrick from Kansas and also the support we have received from the Georgian Mental Health Consumer Network

Question 2: Why do we need the Recovery Box, we could just use Google and could find all the information

Answer to Q 2:

Yes you could use Google and find all the information is the simple answer.

The Recovery Box has come from identifying people who are at different stages with their Recovery Journey: this not only includes consumers, it also involves Carers, Mental Health Professionals and the General Public.

What we are doing with the Recovery Box is spending time identifying and sourcing Recovery tools, techniques, videos, academic papers, programs and other things that have been shown to work for many people over a long period of time.

This will allow all the stakeholder involved to reduce the amount of time searching and identifying information that has been Peer reviewed and Peer tested. Participants will have the opportunity to include information they have found useful and to find out how other Peers on the site relate to that information