

## ***Tandem Participation Register – Call out for Expressions of Interest (EOI)***

# ***Our workforce, our future – Microlearning video project – Jan to Feb 2024***

***Lived and living experience engagement opportunity with the Department of Health  
Facilitated by production company [Wet Fish](#)***

### **About the engagement opportunity – overview and purpose**

[Our workforce, our future - A capability framework for Victoria's mental health and wellbeing workforce](#) has been developed in response to [Recommendation 58 of the Royal Commission into Victoria's Mental Health System](#). Rec 58 is focused on mental health and wellbeing workforce capabilities and professional development.

Released in December 2023, the capability framework aims to support mental health care workers to understand and respond to the needs of consumers, families, carers, and supporters at every point of care.

#### **To support the implementation of the capability framework (*Our workforce, our future*):**

- The Department of Health (the Department) is developing some **microlearning content**, including **short videos** of mental health practitioners, lived experience workforce, consumers and **carers talking to the framework's guiding principles and capabilities**
- The Department would like to engage 5 consumers via the VMIAC Consumer Register and 5 carer/family/supporters via the Tandem Participation Register
- Drawing from personal experiences of accessing treatment and support services from mental health care service providers, selected individuals will be supported to contribute to this project with a 1:1 online pre-briefing session, followed by a 1:1 filming session (in-person or online)

- The pre-briefing session will occur approximately 1 week prior to filming. During the pre-briefing, selected participants will be individually guided to reflect on the framework's principles (in general) and 3 to 4 capabilities (in more depth) leading up to filming
- These short, individual *microlearning videos* will be filmed by production company [Wet Fish](#) on behalf of the Department, either online (Microsoft Teams) or in-person (The Department of Health, 50 Lonsdale, Melbourne)
- The videos will be produced for the mental health workforce and will be accessible online via the [MHPOD \(Mental Health Professional Online Development Program\)](#). Please note, with a MHPOD login, these videos can be accessed by the general public.

### Lived and living experience recruitment needs

Tandem and the Department welcome a diversity of lived/living experience views and perspectives from individuals throughout Victoria. This includes individuals who identify as First Nations peoples, individuals from multicultural/multifaith communities, LGBTQIA+ communities, neurodiverse communities, disability communities, and individuals living in metro and regional Victoria.

#### **We're looking for a total of 5 Register participants.**

These short *microlearning videos* will be filmed by [Wet Fish](#) on behalf of the Department, either online (Microsoft Teams) OR in-person (The Department of Health, 50 Lonsdale St, Melbourne).

#### **We're seeking expressions of interest from individuals who meet the following recruitment needs:**

- a) Family/carer/kin lived and living experience of caring for, supporting and advocating for someone with mental health care challenges to engage with mental health care service providers.
- b) Comfortable being filmed on camera, for video content to be published online and accessible to anyone. The videos will be produced for the mental health workforce and will be accessible via the [MHPOD \(Mental Health Professional Online Development Program\)](#). Please note, with a MHPOD login, these videos can be accessed by the general public.

- c) Comfortable discussing personal experiences relating to the capability framework's 7 practice principles (in general) and 3 to 4 capabilities (in more depth) from *Our workforce, our future*
- d) Comfortable discussing how the principles and capabilities in *Our workforce, our future* will ensure better support, care, and treatment for the person you support, and for you, in your caring role
- e) Able to send a brief video (from your computer/tablet/smart phone) to introduce yourself, your pronouns and which part of Victoria you're based in. This will be utilised in the selection process to gauge:
  - your comfort on camera
  - the quality of the video streaming visual and sound recording (if you're planning to undertake your filming session online over Microsoft Teams rather than in-person)

*Note: If you're expressing an interest to be filmed in-person on the day, and you need support to film a 30 second video of yourself please let us know in your EOI. We'll do our best to schedule and record a quick Microsoft Teams meeting for any shortlisted applicants who require this support.*

*LLE workforce note: The project team would prefer to select individuals with lived and living experience who are **not** currently employed in the Lived and Living Experience Workforce (LLEW) or the mental health care sector (workforce will be engaged separately to contribute to the project). We understand this would rule out many passionate Register members, so instead, we ask Register members to disclose if they're in the workforce when you to express your interest, and we ask that you please "wear your family/carer/supporter hat" to contribute from your personal carer lived and living experience perspective, rather than from a workforce perspective.*

*Selection process note: The process will include de-identified shortlist prepared by Tandem, with final selection will to be completed in collaboration between Tandem and the Department of Health. VMIAC and the Department of Health will follow the same process when selecting individuals with Consumer lived and living experience.*

## EOI close date and time

**10am, Monday 22 January 2024**



## Engagement schedule and format

<p><b>Engagement name</b></p>	<p><b>Our workforce, our future – Microlearning video project – Jan to Feb 2024</b></p>
<p><b>Time Commitment</b></p>	<p>There will be 2 x scheduled half day engagement sessions per person, including pre and post session contribution (8 x hr total time commitment)</p>
<p><b><u>Engagement 1 of 2</u></b> <b><u>1:1 Briefing Session</u></b></p> <p><b>Location/Format</b> <b><u>Online – Microsoft Teams</u></b></p>	<p><b><u>Engagement 1 of 2 – 1:1 Briefing Session</u></b></p> <p><b>Activity summary and time commitment</b> Week of 5<sup>th</sup> February</p> <ul style="list-style-type: none"> <li>• Scheduled 1:1 briefing session (1 hr) facilitated by Wet Fish production company. A member of the Department Project Team may also be present on the day to assist</li> <li>• Pre-reading to be provided 1 week prior (0.5 hr) to briefing session</li> <li>• Out-of-session preparation for filming (2.5 hrs) reflecting on the capability framework’s guiding principles and 3 to 4 capabilities</li> <li>• Total time commitment: Half day – up to 4 hrs (between 30 Jan and 14 Feb)</li> </ul> <p><b>Date/time options*</b> The following timeslot options are available on <b><u>Wednesday 7 February and Friday 9 February 2024:</u></b></p> <ul style="list-style-type: none"> <li>• 9.30am to 10.30am</li> <li>• 11am to 12pm</li> <li>• 1pm to 2pm</li> <li>• 2.30pm to 3.30pm</li> </ul> <p><i>*In your EOI, please let us know your availability – in order of preference – for up to 3 x date and timeslot options</i></p>
<p><u><a href="#">Continued on the next page...</a></u></p>	

<p><b><u>Engagement 2 of 2</u></b> <b><u>1:1 Filming Session</u></b></p> <p><b>Location/Format</b> <b><u>Online OR In-person</u></b></p> <p><i>*In your EOI, please advise your preference for:</i></p> <p>1. <b><u>In-person OR online</u></b></p> <p><b>AND</b></p> <p>2. <b><u>Your availability – in order of preference – for up to 3 x date and timeslot options</u></b></p>	<p><b><u>Engagement 2 of 2 – 1:1 Filming Session</u></b></p> <p><b>Activity summary and time commitment</b> <b>Week of 12 Feb 2024</b></p> <ul style="list-style-type: none"> <li>• 1:1 filming session (1 hr) facilitated by Wet Fish production company. A member of the Department Project Team may also be present on the day to assist</li> <li>• Post-session video review and approval for release (week of 26 Feb) and any other feedback (up to 3hrs)</li> <li>• Total time commitment: Half day – up to 4 hrs (between 14 Feb and 26 Feb)</li> </ul> <table border="1" data-bbox="566 779 1412 1279"> <tr> <td data-bbox="566 779 981 1279"> <p><b>Location/Format: <u>Online</u> –</b> <b>Microsoft Teams</b></p> <p><b><u>Wednesday 14 February</u></b> <b><u>online</u> filming session</b> <b>timeslot options:</b></p> <ul style="list-style-type: none"> <li>• 10am to 11am</li> <li>• 11:30am to 12:30 pm</li> <li>• 2pm to 3pm</li> <li>• 3.30pm to 4.30pm</li> </ul> </td> <td data-bbox="997 779 1412 1279"> <p><b>Location/Format: <u>In-person</u></b> <b>- Department of Health, 50 Lonsdale St, Melbourne</b></p> <p><b><u>Friday 16 February in-person</u></b> <b><u>filming session</u></b> <b>timeslot options:</b></p> <ul style="list-style-type: none"> <li>• 10am to 11am</li> <li>• 11:30am to 12:30 pm</li> <li>• 2pm to 3pm</li> <li>• 3.30pm to 4.30pm</li> </ul> </td> </tr> </table>	<p><b>Location/Format: <u>Online</u> –</b> <b>Microsoft Teams</b></p> <p><b><u>Wednesday 14 February</u></b> <b><u>online</u> filming session</b> <b>timeslot options:</b></p> <ul style="list-style-type: none"> <li>• 10am to 11am</li> <li>• 11:30am to 12:30 pm</li> <li>• 2pm to 3pm</li> <li>• 3.30pm to 4.30pm</li> </ul>	<p><b>Location/Format: <u>In-person</u></b> <b>- Department of Health, 50 Lonsdale St, Melbourne</b></p> <p><b><u>Friday 16 February in-person</u></b> <b><u>filming session</u></b> <b>timeslot options:</b></p> <ul style="list-style-type: none"> <li>• 10am to 11am</li> <li>• 11:30am to 12:30 pm</li> <li>• 2pm to 3pm</li> <li>• 3.30pm to 4.30pm</li> </ul>
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**Remuneration**

Lived experience engagement at the ‘Involve’ remuneration rate:

- \$180.00 (Involve half day rate – up to 4 hours) per scheduled session (x2)
- Total of 2 x payments
- Payment for a 4-hour block includes the scheduled engagement, as well as any pre-session preparation and any post-session contribution, evaluation or feedback
- EFT Payment processing ASAP within 14 business days of each scheduled session (x2)

**EOI close date and time**

**10am, Monday 22 January 2024**

## MHPOD Microlearning videos: Example questions for reflection

- Please see the example questions below, selected individuals will be asked to reflect on and respond to from their personal lived and living experience
- No need to include your responses in your EOI – these examples are included here to give you an idea of what to expect, if selected



### Principles questions:

1. Why do you think these principles are important?
2. What does it look like when these principles are applied to the care, support, and treatment you and the person you support receive?
3. Can you tell us about a time when these principles were applied?

### Capabilities questions:

1. Why is this capability important to you?
2. What does this capability look like when it is applied to the care, support, and treatment you and the person you support receive?
3. Can you talk about a time that this capability was applied and what it meant to you?

**Image 1: 7 Practice Principles – the common values, approaches, attitudes and ways of working that guide all practice**

### Relevant online links/resources

- View and download the complete document and supporting resource links here: *Our workforce, our future: A capability framework for Victoria's mental health and wellbeing workforce* [Our workforce, our future | health.vic.gov.au](https://health.vic.gov.au/our-workforce-our-future)
- Direct link to the 7 Practice Principles [Principles | health.vic.gov.au](https://health.vic.gov.au/principles)
- Direct link to the 15 Capabilities [Capabilities | health.vic.gov.au](https://health.vic.gov.au/capabilities)

**Image 2: 15 Capabilities – the knowledge and skills required to deliver safe and effective care, support and treatment in the Victorian mental health and wellbeing system**



Image 1 and 2 source: *Our workforce, our future: A capability framework for Victoria's mental health and wellbeing workforce* [ourworkforce.ourfuture / health.vic.gov.au](http://ourworkforce.ourfuture.health.vic.gov.au)

### **Engagement opportunity – IT Accessibility note**

*This engagement opportunity will include options for filming in-person (metro Melbourne) or online (Microsoft Teams) to enable greater participation for Register participants in regional Victoria, and those that cannot travel due to injury, illness, disability, or caring responsibilities.*

*To contribute to this engagement, you will need access to:*

- An email account
- Microsoft Teams account
- A computer/tablet/smart phone with a working video camera and microphone – the video and audio must be clear – without delays or interference
- A stable internet connection

*Tandem may be able to assist in providing internet access at the Tandem Office in Abbotsford and/or searching for IT support services available at your local library or [Neighbourhood House](#)*

*Please include any access support needs in your EOI or feel free to contact the Tandem Participation Register Coordinator to discuss – phone 03 8803 5555 or email [mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au)*

### **EOI format options – Accessibility and support:**

*Please see pages 9 to 12 for full detail about how to express your interest (EOI)*

- Written responses, video or audio recordings will be accepted
- Please email your brief EOI (text, video or audio) to the Tandem Participation Register [mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au)

### **EOI support**

*For Register members who don't feel comfortable or are unable to record an EOI response in written or spoken English:*

- Please contact the Tandem Participation Register to schedule an EOI Session (about 20 minutes) within the application period
- We can schedule and discuss your EOI over the phone, Microsoft Teams or Zoom
- Please note the Tandem Register is a small team and we ask that EOI phone sessions are reserved for Register members who need to this accommodation



## Next steps – How to Express your Interest as a Tandem Participation

### Register member:

#### Step 1

Please send your brief expression of interest with subject line *Our workforce, our future – Microlearning video project* in a reply email (written, video or audio recording) to [mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au) by 10am, Monday 22 January 2024 including a brief response to questions 1 to 9 below:

<b>Expression of Interest Form: Our workforce, our future – Microlearning video project</b>	
1. Your full name*	
2. Your preferred pronouns (he/him – she/her – they/them – prefer not to say)*	
3. Your age/age range*	
4. Your email address*	
5. Your phone number*	
6. Please let us know your current availability to commit to Engagement Schedule below (see pages 4 to 5 for more detail):	
Engagement 1 of 2: <u>1:1 Briefing Session – Online</u>	<p><b>Date/time options*</b></p> <p>The following timeslot options are available on <u>Wednesday 7 February</u> and <u>Friday 9 February 2024</u>:</p> <ul style="list-style-type: none"> <li>• 9.30am to 10.30am</li> <li>• 11am to 12pm</li> <li>• 1pm to 2pm</li> <li>• 2.30pm to 3.30pm</li> </ul> <p><i>*Please let us know your availability – in order of preference – for up to 3 x date and timeslot options</i></p>

<p><b>Engagement 2 of 2:</b> <b><u>Filming Session – Online</u></b> <b><u>OR In-person</u></b></p>	<p><b>Date/time options*</b></p> <table border="1" data-bbox="571 405 1393 880"> <tr> <td data-bbox="571 405 991 880"> <p><b>Location/Format: <u>Online</u> –</b> <b>Microsoft Teams</b></p> <p><b><u>Wednesday 14 February</u></b> <b><u>online</u> filming session</b> <b>timeslot options:</b></p> <ul style="list-style-type: none"> <li>• 10am to 11am</li> <li>• 11:30am to 12:30 pm</li> <li>• 2pm to 3pm</li> <li>• 3.30pm to 4.30pm</li> </ul> </td> <td data-bbox="991 405 1393 880"> <p><b>Location/Format: <u>In-person</u></b> <b>- Department of Health, 50</b> <b>Lonsdale St, Melbourne</b></p> <p><b><u>Friday 16 February in-</u></b> <b><u>person</u> filming session</b> <b>timeslot options:</b></p> <ul style="list-style-type: none"> <li>• 10am to 11am</li> <li>• 11:30am to 12:30 pm</li> <li>• 2pm to 3pm</li> <li>• 3.30pm to 4.30pm</li> </ul> </td> </tr> </table> <p><b><i>*Please let us know your preference for <u>in-person</u> OR <u>online</u> AND your availability – in order of preference – for up to <u>3 x</u> <u>date and timeslot options</u></i></b></p>	<p><b>Location/Format: <u>Online</u> –</b> <b>Microsoft Teams</b></p> <p><b><u>Wednesday 14 February</u></b> <b><u>online</u> filming session</b> <b>timeslot options:</b></p> <ul style="list-style-type: none"> <li>• 10am to 11am</li> <li>• 11:30am to 12:30 pm</li> <li>• 2pm to 3pm</li> <li>• 3.30pm to 4.30pm</li> </ul>	<p><b>Location/Format: <u>In-person</u></b> <b>- Department of Health, 50</b> <b>Lonsdale St, Melbourne</b></p> <p><b><u>Friday 16 February in-</u></b> <b><u>person</u> filming session</b> <b>timeslot options:</b></p> <ul style="list-style-type: none"> <li>• 10am to 11am</li> <li>• 11:30am to 12:30 pm</li> <li>• 2pm to 3pm</li> <li>• 3.30pm to 4.30pm</li> </ul>
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<p><b>7. A few words (up to 250 words) about why you would like to contribute this project?*</b></p> <p>Please list 3 or 4 capabilities that you resonate with and would be happy to discuss on film.</p> <p><b>Hints:</b> <b><i>Please refer to the ‘Lived and Living experience recruitment needs’ on <u>pages 2 to 3</u></i></b></p> <p><b><i>Bullet points are fine – we just need to know your lived experience is relevant to the engagement opportunity, you understand the</i></b></p>			

<p><b>engagement purpose, and can commit to the engagement schedule and format</b></p> <p><b><i>If selected, following a 1:1 briefing session, you will be filmed talking about the capability framework’s principles (in general) and reflecting more deeply on 3 or 4 capabilities of your choice.</i></b></p> <p><b><i>Please choose 3 or 4 capabilities that you think will make the most impact to you and the person you support.</i></b></p> <p><b><i>Consider how these capabilities will improve your experience with mental health care service providers.</i></b></p> <p><b><i>Note: You only need to list 3 or 4 capabilities at this point. No need to document your reflections at this stage. Selected participant’s reflections will be guided by the facilitator in the briefing session.</i></b></p>	
<p><b>8. Intersectional identity/diverse communities – optional inclusion*</b></p> <p><b>We welcome carers, family, kin and supporters from diverse backgrounds to share perspectives from their own, unique lived and living experiences.</b></p> <p><b>If you and the person you support are happy to share – please let us know <u>if you, or the person you support, identify with any intersectional identities or communities including:</u></b></p>	

<ul style="list-style-type: none"> <li>○ <b>First Nations Peoples</b></li> <li>○ <b>Multicultural/multifaith communities (let us know your cultural background),</b></li> <li>○ <b>LGBTQIA+, non-binary, and gender diverse communities,</b></li> <li>○ <b>Disability communities,</b></li> <li>○ <b>Neurodiverse communities,</b></li> <li>○ <b>Any other community group not listed here</b></li> </ul>	
<p><b>9. Please email a brief video from your computer/tablet/smart phone to introduce yourself, your pronouns and which part of Victoria you're based in.</b></p> <p><b>Hint:</b>  <i>This short video will be utilised in the selection process to gauge:</i></p> <ul style="list-style-type: none"> <li>• <i>your comfort on camera</i></li> <li>• <i>video and sound quality if you're planning to undertake your filming session online over Microsoft Teams (rather than in-person)</i></li> </ul> <p><b>EOI support note:</b>  <i>If you're expressing your interest to be filmed in-person, and you need support to record a 30 second video of yourself, please let us know in your EOI. We will do our best to schedule and record a Microsoft Teams meeting for any shortlisted applicants who require this support.</i></p>	

## Step 2

- The Tandem Register will be in touch as soon as possible, within a week of the EOI close date to notify the outcome (selected or not selected)
- If you are selected to participate in this engagement opportunity, Tandem will send you a detailed *confirmation of selection email* to confirm your current availability and all upcoming engagement details, including the engagement schedule and format, support available, and applicable remuneration amount, as per this document
- Following confirmation of selection, the Department and their engagement facilitator, Wet Fish, will email you directly throughout the engagement process, such as: Calendar invitation(s), online meeting link(s), pre-reading, privacy and consent statement, engagement updates, feedback and evaluation.

### **\*Personal information and privacy notes:**

- *Outcome notification following the Expression of Interest process (selected or not selected) will be emailed by the Tandem Participation Register [mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au)*
- *Selected participants' contact details (full name, email address, phone number) and basic demographic data, generalised lived and living experience (e.g. Family carer LLE – sibling, Supporter LLE – Friend, Young carer LLE – child to parent, etc), and optional intersectional identity/community information will be provided to the Department and their engagement facilitator, Wet Fish. This data will be de-identified and used for project planning and inclusion purposes only.*
- *The Department and their engagement facilitator, Wet Fish, will use your contact information (primarily email) for all engagement communication such as official calendar invitation(s), online meeting link(s), engagement updates, pre-reading, evaluation and feedback.*
- *The filming sessions will be video-recorded and published online. Please note, with a MHPOD login, these videos can be accessed by the general public. Selected participants will be provided with a talent release form at least one week before the first engagement session. Tandem will collaborate with the selected participants, the Department Project Team and Wet Fish to ensure each individual participant understands and is comfortable with the agreement prior to commencement of the engagement.*



## How to Express your Interest if you're not a Tandem Participation Register Member yet ...

- Please find out more about eligibility and how to join online [tandemcarers.org.au/register](https://tandemcarers.org.au/register)
- We encourage you complete the Online Application Form [tandemcarers.org.au/register](https://tandemcarers.org.au/register) however you're welcome to submit an Expression of Interest (EOI) to participate in your first engagement opportunity without joining the Register
- If you're selected to participate in this engagement, we'll contact you to capture your payment details, give you an overview on the how the Register works, and discuss the option to join the Tandem Participation Register for future engagement opportunities

## Contact

If you have any questions about this lived and living experience engagement opportunity, please contact the Tandem Participation Register:  
Phone (03) 8803 5555 | Email [mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au)

## **Register engagement opportunities – Accessibility, safety, and support**

**Tandem aims to provide safe and meaningful engagement opportunities. We recognise contributing lived and living experience insights to projects can be challenging, as it prompts all involved – including participants and facilitators – to reflect on our experiences in the mental health system.**

**We encourage all Tandem Register members to make the most of the support available through the Tandem Participation Register, at any stage throughout (before, during and after) the engagement process.**

### **Accessibility**

**Please include any access needs in your EOI or feel free to contact the Tandem Participation Register to discuss over email, phone or Zoom (with closed captions enabled) – phone 03 8803 5555 or email [mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au)**

- *The format of these engagement opportunities will be held in-person and online to enable greater participation for Register participants in regional Victoria, and those that cannot travel due to illness, injury, disability or caring responsibilities*
- *You will need access to a computer/tablet/smart phone, stable internet connection, email account and Microsoft Teams account to fully participate. Tandem may be able to assist in setting up and testing access to Microsoft Teams, and providing internet access at the Tandem Office in Abbotsford, or searching for IT support services available at your local library or [Neighbourhood House](#)*

### **Peer Support & Engagement Support**

- **To access Peer Support for any immediate emotional distress that may occur throughout the engagement period, Tandem members are encouraged to contact the [1800 Tandem Support and Referral Line](#) – Monday to Friday, 9am and 5pm –.All Tandem Lived Experience Advisors have carer/family/supporter lived and living experience. Visit our [website](#) or the next page for more detail**
- **Lived and living experience Engagement Support such pre-session briefing and post-session debriefing is available through the Tandem Participation Register – phone 03 8803 5555 or email [mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au) – selected participants can contact us to schedule a 1:1 pre-brief or debrief session over the phone, Zoom or Microsoft Teams.**

## **Tandem Support and Referral Line - 1800 314 325**

**The Tandem Support and Referral Line provides support, information and referral to the family members, friends and carers of people living with mental health challenges**

**Tandem encourages all Register members to use this support service**

**You can call us for free between Monday to Friday, 9am-5pm, to:**

- **Speak with someone who understands your situation**
- **Seek general advice, advocacy and information on services to meet your needs**
- **Seek support with NDIS access and plan issues**

### **Who can call the Tandem Support and Referral Line?**

**Family members or friends who are supporting a person with mental health issues are eligible to use Tandem's Support and Referral Service.**

**If you are a [Tandem member](#) (in addition to Register membership), you also have access to individual advocacy, support and referral through an Advisor. This may include:**

- *Assisting family and friends to understand their rights and responsibilities under relevant legislation and service policies and procedures*
- *Empowering members to advocate effectively on their own behalf and*
- *Providing family and friends with appropriate referrals.*

**Family and friends can access this support and referral service by becoming a [member](#) of Tandem.**

### **More information**

Visit [Support and Referral Line \(tandemcarers.org.au\)](https://tandemcarers.org.au) | Call [1800 314 325](tel:1800314325) |

Email [info@tandemcarers.org.au](mailto:info@tandemcarers.org.au)

**Please note that we are not a crisis service. If you or someone else may be at risk of suicide please contact: Lifeline [13 11 14](tel:131114) - Suicide Helpline [1300 651 251](tel:1300651251) - Kid's Help Line [1800 55 1800](tel:1800551800)**