

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

Mental Health Focused Health Needs Assessment – Focus Group – Tuesday 13 June 2023

Lived and living experience engagement opportunity facilitated by: North Western Melbourne Primary Health Network (NWMPHN)

Overview and purpose

[North Western Melbourne Primary Health Network \(NWMPHN\)](#) is undertaking a Health Needs Assessment (HNA) focused on mental health and wellbeing needs of people in its catchment, particularly in primary care. The assessment will identify current and future health needs, as well as priorities and gaps.

It builds upon earlier work including the [2022-2025 Health Needs Assessment](#) and [Blueprint for Better Health](#). The NWMPHN project team recognise that a lot has changed since this earlier work – the COVID-19 pandemic changed our communities and health services significantly – while [The Royal Commission into Victoria’s Mental Health System](#) is transforming the mental health and wellbeing system.

NWMPHN would like to speak with people with lived or living experience to check on how the mental health and wellbeing needs of its region are changing under these influences.

NWMPHN will use this information to help coordinate services, decide which services to fund, build skills for mental health and wellbeing workers, and communicate with their networks.

NWMPHNS have a specific interest in primary mental health and wellbeing care (care outside of the Victorian hospital system), and transitions between primary and hospital or bed-based care. It is outside NWMPHNS’s scope to examine experiences of hospital or bed-based care. See the ‘Lived and living experience recruitment needs’ on page 3 for more detail.

Engagement date, time and format

Focus Group – Tuesday 13 June – 2pm to 4pm – Hybrid (in-person and online)

- Small, one-off Focus Group of up to five (5) Tandem Participation Register Members
- NWMPHN will offer a hybrid consultation (in-person or online) to enable greater participation for Register participants in regional Victoria, and those that cannot travel due to illness, injury, disability and/or caring responsibilities. The online format will be via Microsoft Teams – please let Tandem know if you need help setting up access to Teams
- The in-person option will be at the NWMPHN office at, level 1, 369 Royal Parade, Parkville, VIC.
- NWMPHN will ensure participants are heard equally – online and in-person – by engaging two Focus Group facilitators
- NWMPHN will hold separate, dedicated Focus Groups with members of the [VMIAC Consumer Register](#), [NWMPHN People Bank Register](#) and the [SHARC Consumer/Carer AOD Register](#). In the interest of capturing diversity of lived/living experiences and the intent to share engagement opportunities fairly, please let individual Registers know if you have been selected to participate by more than one Register.

Focus Group discussion content

NWMPHN are currently developing the Focus Group session plan, but they will ask questions to understand the current and future mental health and wellbeing needs of people in the North Western Melbourne region. The Focus Group guided discussions could include questions like:

- What worked well and what didn't during your carer/support journey?
- How did you learn or decide which mental health and wellbeing service to access? How easy or hard was it to get the information you needed?
- How effectively did people in your care team share information with each other about your mental health and wellbeing? What do you wish could have been done differently?

Lived and living experience recruitment needs

- Tandem and NWMPHN are seeking participants with a carer/family/supporter lived or living experience in accessing primary mental health and wellbeing services in the NWMPHN region
- Carer/family/supporter participants must live in, or have previous experience accessing mental health and wellbeing services in the NWMPHN region. **The NWMPHN region includes 13 local council areas: Brimbank, Darebin, Hobsons Bay, Hume, Macedon Ranges, Maribyrnong, Melbourne, Melton, Moonee Valley, Moorabool, Merri-bek, Wyndham, and Yarra**
- By primary mental health and wellbeing services, NWMPHN mean anything outside of a Victorian hospital or hospital system. Some examples include:
 - Getting a mental health care plan from a GP
 - Deciding which services to access after getting a mental health care plan
 - Finding a psychologist in the community
 - Phone or internet support services, for example Health to Health or Headspace (this does not include crisis services such as Lifeline)
 - Transferring from hospital-run mental health and wellbeing services to community services
- Mental health care in hospital and hospital settings, as well as care in the community organised by hospitals, are not considered primary services
- NWMPHN are interested in positive experiences, as well as opportunities for improvement.

Remuneration

Lived experience engagement at the 'Involve' remuneration rate per scheduled session (Focus Group):

- \$175.00 (Half Day rate – up to 4 hours)
- Payment in 4-hour blocks includes the meeting (focus group), as well as any pre-session preparation and any post-session contribution.

Next steps – How to Express your Interest as a Tandem Participation Register member:

Step 1

- If you're not a Tandem Participation Register member, please find out more about eligibility and how to join on our website here: tandemcarers.org.au/register
- We encourage you complete the Online Application Form 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.

Step 2

Please send your brief Expression of Interest (EOI) with subject line **Mental Health Focused Health Needs Assessment – Focus Group – June 2023** in a reply email to mhregister@tandemcarers.org.au by **10am, Monday 5 June 2023 including your response to questions 1 to 8 below/overleaf:**

1. Your full name*
2. Your preferred pronouns (he/him - she/her - they/them)*
3. Your age*
4. Your email address*
5. Your phone number*
6. Your current availability to the commit the engagement schedule and your preference to attend in-person or online?
 - **Focus Group – Tuesday 13 June – 2pm to 4pm – Hybrid (in-person and online using Microsoft Teams)**
7. A few words (up to 250 words) about why you would like to contribute this project?
 - Please refer to the 'Lived and Living experience recruitment needs' on page 3
 - Bullet points are fine – we just need to know your lived experience is relevant to this engagement opportunity
8. Intersectional identity/diverse communities – optional inclusion*
 - If you and the person you support are happy to share, please let us know if you or the person you support personally identify with any intersectional identities or communities including: First Nations peoples, culturally and linguistically diverse

(CALD) communities (let us know your cultural background), LGBTQIA+, non-binary, and gender diverse communities, Disability/All Abilities communities, Neurodiverse communities, and any other community group not listed here.

**Personal information and privacy notes:*

- *Your full name, email address, phone number, basic demographic data and optional intersectional identity information will be provided to North Western Melbourne Primary Health Network (NWMPHN)*
- *When shared from Tandem to NWMPHN, basic demographic data and optional intersectional identity information will be deidentified and only used for project purposes.*
- *Outcome notification following the Expression of Interest process (selected or not selected) will be emailed by the Tandem Participation Register mhcregister@tandemcarers.org.au*
- *After which, NWMPHN will use your contact information (primarily email) for all engagement communication such as official calendar invitations, online meeting links (Microsoft Teams), engagement updates, pre-reading (if applicable), evaluation and feedback.*

Contact

If you have any questions about this Register lived and living experience engagement opportunity, please contact the Tandem Participation Register Coordinator:

Phone (03) 8803 5555 | Email mhcregister@tandemcarers.org.au

Accessibility, safety, and support

NWMPHN aim to provide positive, safe and meaningful engagement opportunities. NWMPHN and Tandem recognise that contributing lived/living experience insights to projects can be challenging, as it prompts participants and facilitators to reflect on our own 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**

- The format of these engagement opportunities will be held hybrid (online and in-person) to enable greater participation for Register participants in regional Victoria, and those that cannot travel due to illness, injury, disability or/or caring responsibilities
- If joining online, you will need a computer/tablet/mobile phone, a stable internet connection, an email account and access to Microsoft Teams to fully participate.
- 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
- Please include any access 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

- **Support**

- Optional, small group or 1:1 pre-session and post-session support will be tailored to each engagement opportunity and delivered by the Tandem Register Team. Selected participants will be emailed details of the support approach, for example small group or 1:1 pre-briefing and debriefing sessions to be scheduled (20 to 45 minutes over Zoom or phone).
- Tandem In-session Peer Support will be available for this engagement opportunity. Selected participants will be provided with further information regarding the In-session Peer Support available, and how to access support during and after the session.
- Tandem members are also encouraged to contact the [1800 Tandem Support and Referral Line](#) Monday to Friday, 9am and 5pm – please visit our website or refer the final page of this document for more detail

Free 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 service.

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

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)

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 Tandem Participation Register membership), you also have access to individual advocacy, support and referral through an Advocate.

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, friends, and carers can access the Advocate Service by becoming a [member](#) of Tandem

For more information please call [1800 314 325](tel:1800314325) or email info@tandemcarers.org.au

The Advocate can advise on the use of the [Nominated Persons and Advance Statement](#) components of the Mental Health Act