



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

Community consultations – Mental health and wellbeing access policy and triage guidelines – March to June 2023

A series of lived and living experience engagement opportunities facilitated by KPMG on behalf of the Mental Health and Wellbeing Division, Victorian Government Department of Health

Overview

The Department of Health is conducting a series of consultations with the Victorian community to support the development of a mental health and wellbeing access policy and updated triage guidelines.

This important work is in response to the [Royal Commission into Victoria's Mental Health System](#) which heard extensive evidence that the current mental health and wellbeing system is fragmented, difficult to navigate, and not accessible.

[The Royal Commission recommended](#) the development of an access policy and new triage guidelines for Local Mental Health and Wellbeing Services (LMHWS), Area Mental Health and Wellbeing Services (AMHWS) and Statewide services to ensure all Victorians have the best possible access to our mental health and wellbeing system as it undergoes system transformation.

The goal of the community consultations is to develop an access policy and updated triage guidelines for testing and further refinement. Your experiences and ideas will help draft these documents which aim to create a responsive, safe and consistent approach to seeking mental health and wellbeing support in Victoria.

Background to the reform – further info

If you would like more info on this area of reform, please see:

- The [Royal Commission into Victoria's Mental Health System](#)
 - *Recommendation 6: Helping people find and access treatment, care and support* and
 - *Recommendation 7: Identifying needs and providing initial support in mental health and wellbeing services* for more detail.
- The *Access policy and triage – EOI Supporting Information* document attached to the *Expression of Interest* email sent by the Tandem Register Team.

About the opportunity

The Department of Health would like to hear from people with lived and living experience (LLE) of seeking support from Victoria's mental health and wellbeing system.

The Department is particularly interested in understanding your experience of accessing (or being unable to access) the mental health and wellbeing system, as well as your experience of mental health triage.

Engagement format

There are a number of one-off engagement opportunities to contribute to the discussion, including:

- **3 x 3-hour online workshops** of up to 20 consumers, carers, families and supporters, and up to 20 service providers (including lived experience led services and peer workers) – see scheduled dates/times in the *Engagement Schedule* on the next page
- **Up to 8 x 1.5-hour online small group discussions** of up to six consumers, carers, families and supporters – see scheduled dates/times in the *Engagement Schedule* on the next page
- **1 x large group feedback session** of up to 40 consumers, carers, families and supporters as well as service providers and organisational representatives who have participated in the consultation series. *All participants will be invited to attend the reflection and validation forum. Unfortunately, there will not be an opportunity to attend the reflection and validation forum if you have not participated in either a workshop or a small group discussion – **date/time to be scheduled in May 2023**

Workshops participants will include consumers, families, carers and supporters. Participants will be recruited from VMIAC, Tandem and SHARC. Representatives from service providers (including lived experience-led services and peer workers) may also participate in the 3-hour workshops.

Indicative discussion content

The facilitators will work with groups to explore questions like:

- 'What does an inclusive and accessible service look like?'
- 'What should accessing the future mental health and wellbeing system feel like?'
- 'Where have you seen a triage processes done well where complex areas have been explored safely?'



Engagement schedule

Workshops

Workshops help bring together multiple communities and perspectives along the lifespan to actively work through key considerations for the access policy and triage guidelines. During the workshop smaller separate spaces will be created via virtual ‘break out rooms’ for different groups to discuss the various ideas and priorities.

One-off, 3-hour workshops will take place at the following dates/times:

- 1. Workshop 1: Infant, children and family mental health and wellbeing: Tuesday 7 March, 9:30am-12:30pm**
- 2. Workshop 2: Youth mental health and wellbeing: Wednesday 8 March, 9:30am-12:30pm**
- 3. Workshop 2: Adults and older adults mental health and wellbeing: Thursday 9 March, 9:30am to 12:30pm**

As per the schedule above, the department is seeking diversity of carer/family/supporter lived and living experience in supporting individuals to access (or attempting to access) mental health and wellbeing services through these different stages of life. As a rough guide, the person you have lived/living experience supporting would be considered:

- Infant, children and family = early childhood to early teenage
- Youth/Young people = Teenage to young adult (up to 25 years)
- Adults and older adults = Adult aged 25 years and older

Small group discussions

These conversational deep engagement sessions seek to contextualise diverse experiences, identities, and sensitive stories to identify potential challenges and insights for the access policy and triage guidelines. The conversation may be tailored to dive into a diverse set of topics dependent on participants making up each small group.

One-off, small group discussions (1.5 hours) will take place at the following dates/times:

- 1. Tuesday 14 March, 1:00pm to 2:30pm**
- 2. Friday 17 March, 9:30am to 11:00am**
- 3. Tuesday 21 March, 11am to 12:30pm**
- 4. Thursday 23 March, 2pm to 3:30pm**
- 5. Friday 24 March, 9:30am to 11:00pm**
- 6. Friday 24 March, 1:30pm to 3:00pm**
- 7. Monday 27 March, 11:30am to 1:00pm**
- 8. Tuesday 28 March, 1:00pm to 2:30pm**

Continued on the next page...



One-off, large feedback session of up to 40 consumers, carers, families and supporters as well as service providers and organisational representatives who have participated in the consultation series - **Date/time to be scheduled in May 2023**

All conversations will be conducted online (Microsoft Teams or Zoom TBC). Participant preference for in-person, small group discussions in metro Melbourne may be accommodated where possible.

Lived and living experience recruitment needs

The Department of Health are seeking a diversity of lived and living experience (LLE) and backgrounds for this engagement.

Recognising the diversity and intersectionality of those with LLE, we are seeking expressions of interest from:

- People with LLE supporting someone experiencing mental ill-health or distress and have experienced challenges in accessing (or attempting to access) treatment and support through Victoria's mental health and wellbeing system
- People interested in generating ideas for a new access policy for the mental health and wellbeing system in Victoria
- People available and willing to attend a workshop or small group discussion to share your insights and experience

People from First Nations communities, culturally and linguistically diverse backgrounds, LGBTQIA+ communities, and from rural and remote communities are encouraged to participate.

Remuneration

Participants will be remunerated at the 'Codesign' rate:

- \$218.00 – Half day rate (up to 4 hours) per session (workshop/small group discussion)
- Payment for 4-hours includes the scheduled session, as well as any pre-session preparation and any post-session contribution/feedback.

Participant safety and support

Pre-consultation support

This optional virtual group space will be made available in the 15-30 minutes before a consultation event. Facilitators will check-in and provide support to ensure you can comfortably participate in the upcoming session. Further details will be provided in the participant briefing pack which will be shared with participants.

In-session lived experience peer support

In-session support will also be available. This will be organised by KPMG, Tandem and VMIAC. Selected participants will be provided with further information regarding the in-session support available, and how to access support during and after each workshop.

Post-session support

Upon completion of each workshop/small group discussion, Tandem Register group debriefing sessions will be held over Zoom by the Tandem Register Team (optional support). Individual, 1:1 debriefing can also be provided by Tandem Register Team as needed.

Please do not hesitate to reach out the Tandem Register Team – call (03) 8803 5555 Monday to Friday, 9am to 5pm, or email mhcregister@tandemcarers.org.au

Tandem members are also encouraged to contact the [1800 Tandem Support and Referral Line](#) anytime between 9am and 5pm, Monday to Friday – please visit our website or refer the last page of this document for more detail.

Other

- Participants are welcome to bring a support person to the workshops or small group discussions, just let us know if you would like to do so in your expression of interest, or any time leading up to the scheduled session.
- VMIAC and Tandem will work closely with the Department of Health and KPMG to provide pre, post and in-session lived experience peer support. Optional pre-session and post-session support is accessible via the Tandem Register Team.
- Tandem, KPMG and the Department are committed to ensure the safety of all participants during the workshops and small group discussions and will welcome any additional feedback or suggestions during or after the sessions, and throughout the engagement period (March to June 2023).



Accessibility

- These Co-Design Workshops will be held online (Microsoft Teams or Zoom TBC) to enable greater participation for Register participants in regional Victoria, and those that cannot travel due to illness, injury, disability, and caring responsibilities. Participant preference for in-person, small group discussions in metro Melbourne may be accommodated where possible.
- You will need a computer/tablet/smart phone and a stable internet connection to join
- 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

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

Step 1

- *If you're not already 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 completing the Online Application Form*
- *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 **Community consultations – Mental health and wellbeing access policy and triage guidelines** in a reply email to mhcregister@tandemcarers.org.au by **10am, Friday 24 February 2023** including:

1. Your full name*
2. Preferred pronouns (he/him - she/her - they/them)*
3. Age*
4. Email address*
5. Phone number*
6. A few words (up to 250 words)** about why you would like to contribute this area of [mental health and wellbeing reform](#)
 - *Please refer to the 'Lived and living experience recruitment needs' on page 4 and the engagement schedule pasted below*

- *Something brief/bullet points are fine – we just need to know your lived experience is relevant to this engagement opportunity*

7. Your current availability to commit to the engagement schedule as follows:

WORKSHOPS*

One-off, 3-hour workshops will take place at the following dates/times:

1. Workshop 1: Infant, children and family mental health and wellbeing: Tuesday 7 March, 9:30am-12:30pm
2. Workshop 2: Youth mental health and wellbeing: Wednesday 8 March, 9:30am-12:30pm
3. Workshop 2: Adults and older adults mental health and wellbeing: Thursday 9 March, 9:30am to 12:30pm

**Please let us know your interest and availability, in order of preference, for 1, 2 or 3 workshops, as per the schedule above. Depending on the responses received you may be asked to participate in 1 or more workshops.*

SMALL GROUP DISCUSSIONS*

One-off, small group discussions (1.5 hours) will take place at the following dates/times:

1. Tuesday 14 March, 1:00pm to 2:30pm
2. Friday 17 March, 9:30am to 11:00am
3. Tuesday 21 March, 11am to 12:30pm
4. Thursday 23 March, 2pm to 3:30pm
5. Friday 24 March, 9:30am to 11:00pm
6. Friday 24 March, 1:30pm to 3:00pm
7. Monday 27 March, 11:30am to 1:00pm
8. Tuesday 28 March, 1:00pm to 2:30pm

**Please let us know your interest and availability, in order of preference, for up to 3 small group discussions, as per the schedule above. Depending on the responses received your may be asked to participate in 1 or more small group discussions.*

8. Intersectional identity/diverse communities – optional inclusion**

- If you're happy to share, please let us know if you or the person you care for identify with any intersectional communities/identities including: First Nations peoples, culturally and linguistically diverse (CALD) communities, LGBTQIA+, non-binary, and gender diverse communities, Disability/All Abilities communities, Neurodiverse communities, and any other community group not listed here.



Privacy and personal information notes:

**Your full name, email address, phone number, basic demographic data will be provided to KPMG and the Department of Health. KPMG and the Department of Health will use your contact information for all engagement communication such as official invitations, online meeting links, engagement updates, pre-reading (if applicable), evaluation and feedback.*

***Lived and living experience and intersectional identity information shared with Tandem via your EOI will be deidentified and shared with KPMG and the Department of Health for session planning purposes only.*

Contact - Tandem Participation Register

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

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

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