

## Accessibility, safety and support guide

[Statewide peer call-back service – Stage 2: Community Focused Workshops – April 2024](#)

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### Tandem Participation Register – Accessibility, safety and support guide

*Here's some more detail about accessibility, safety and support relating to the following lived and living experience engagement opportunity:*

[Statewide peer call-back service – Stage 2: Community Focused Workshops – April 2024](#)

- *This is not required reading*
- *We hope this information is helpful as you work through your EOI*

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#### 1. Expression of Interest (EOI) and selection process notes

- In the interest of sharing opportunities to contribute to mental health and wellbeing system reform fairly amongst the lived experience community throughout Victoria, participation in these workshops is

managed by an expression of interest and selection process

- We understand and acknowledge that individual carers, and the individuals you support, have complex and unique lived and living experiences, including complex and unique relationships and connections with diverse, intersecting personal identities and community groups
- We'll do our best to map all expressions of interest received across the engagement schedule for inclusion in at least one workshop, in-line with your EOI
- Participation is funded by the Victorian Government Department of Health, and group sizes are kept small (up to 8 participants per workshop) to support safe and meaningful engagement opportunities
- Due to funding limitations, we cannot guarantee all individuals who express their interest will be selected to participate
- Complete EOIs received for the Young Carer session will be shared with Satellite foundation – selection, support and remuneration will be managed by Satellite Foundation
- If you're a member of the Tandem Participation Register, we'll let you

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know about future opportunities to contribute you lived/living experience to the Victorian mental health system reform agenda. [Join the Tandem Participation Register \(tandemcarers.org.au\)](https://tandemcarers.org.au)

## 2. Accessibility, safety and peer support

Tandem, ImpactCo and the Department aim 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 experiences in the mental health system.

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

### Accessibility

- Please include any access needs or accommodations in your EOI or feel free to contact the Tandem Participation Register to discuss, email

[mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au) or phone 03 8803 5555

- The format of engagement opportunities will be held online and/or 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
- You will need a computer, tablet, or smart phone, stable internet connection, email account and access to a free Zoom 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 or [Neighbourhood House](#)
- Contributing to online workshops: Participant contributions will be accepted verbally during the online discussion and in writing via the online meeting chat, and by email up to a week after the session. Post-session feedback or additional contribution can be sent to the Tandem Register and forwarded on your behalf, with your details included or anonymously.

### Safety and peer support

- Tandem Peer Support will be made available for these engagement

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opportunities. Selected participants will be provided with further information about the support available, and how to access support throughout the engagement period (during and after the session)

- Individuals selected for the Young Carer session will be supported and remunerated by Satellite Foundation
- Participants are also encouraged to contact the [1800 Tandem Support and Referral Line](https://www.tandemcarers.org.au) – Monday to Friday, 9am and 5pm – see below or visit our website for more detail
- Engagement support such as 1:1 debriefing after a session can be arranged with the Tandem Participation Register, phone 03 8803 5555 or email [mhcregister@tandemcarers.org.au](mailto:mhcregister@tandemcarers.org.au)

### 3. 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.

You can call us for free – 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

#### More information

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

Please note, the Tandem Support and Referral Line is not a crisis service. If you or someone else may be at risk of suicide please contact one of the crisis support providers listed here:

#### 4. Crisis Support Providers

**Lifeline:** 13 11 14 (24/7 crisis support)  
[www.lifeline.org.au](https://www.lifeline.org.au)

**SuicideLine Victoria:** 1300 651 251 (24/7 crisis support)  
[www.suicideline.org.au](https://www.suicideline.org.au)

**Kid's Help Line:** 1800 55 1800 (24/7 crisis support)  
[www.kidshelpline.com.au](https://www.kidshelpline.com.au)

**First Nations:**  
**13YARN crises support line:** 13 92 76 (24/7 crisis support)  
[www.13yarn.org.au](https://www.13yarn.org.au)

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**Thirrili postvention suicide support: 1800**

**805 801** (24/7 crisis support)

[www.thirrili.com.au/postvention-support](http://www.thirrili.com.au/postvention-support)

**LGBTQIA+:**

**Rainbow Door (Switchboard): 1800 729 367**

(10am-5pm, everyday)

[www.rainbowdoor.org.au](http://www.rainbowdoor.org.au)

**QLife: 1800 184 527** (3pm - midnight,  
everyday)

[www.qlife.org.au](http://www.qlife.org.au)