

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

Statewide peer call-back service – Stage 2: Community Focused Workshops – April 2024

[EOI flyer – about the opportunity](#)

Lived experience engagement opportunity with the Victorian Department of Health Co-facilitated by Impact Co. (Lead Design Agency) and Tandem (Lead Lived Experience Agency)

Content note – please be aware that some content in this document may be distressing – please consider how and when you read this information. Please see the *Tandem Participation Register –Accessibility, safety and support guide* shared with this flyer

Project background and system reform agenda

Recommendation 31 from Royal Commission into Victoria’s Mental Health System calls for development of a statewide call-back service people can contact if they are supporting someone experiencing suicidal thoughts or if they have lost someone to suicide.

The Royal Commission recognised that while families, carers, supporters and friends are essential to helping people experiencing suicidality, they are not well supported by the current system.

Here's what the statewide call-back service aims to offer:

- People can contact the service to schedule a return call at a time that's convenient for them, including late hours
- People who have faced similar challenges (lived experience peer workers) will provide the call-back service
- Peer workers will offer emotional support and practical advice either by phone or online

The call-back service will support the central goal of ensuring families, carers, and supporters are better supported and involved in the Victorian mental health and wellbeing system. You can read more about Recommendation 31 [here](#).

Engagement purpose and timeline

We are seeking to engage individuals with lived and living experiences of supporting someone experiencing suicidal thoughts or having lost someone to suicide. This is an opportunity to identify what is needed to develop the model of care for the statewide peer call-back service. The engagement approach includes two stages:

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Previous Stage 1 Completed – October to December 2023

Stage 1 involved a series of engagement activities to validate the Royal Commission’s recommendations for service delivery, and to develop principles, philosophies and a prototype model of care using a codesign approach. Output: A prototype service model

Current Stage 2: April 2024

Stage 2 will build on the collaborative work undertaken during Stage 1. A series of one-off, 2-hour (online) community-focused workshops are planned for intersecting community groups within the wider the Victorian Community.

Aim of workshops: For families, carers, supporters with lived or living experience of suicide, including bereavement by suicide, to:

- Validate the prototype model of care developed during Stage 1 and
- Identify nuanced service needs as required by, and informed by, community groups within Victoria
- Output: A model of care to guide the Victorian Department of Health in how to choose the future provider for the statewide peer call-back service

Community-focused inclusion

Impact Co., Tandem, and the Department are seeking a diversity of lived and living experience views and perspectives from individuals throughout Victoria. This includes individuals from diverse backgrounds and intersecting communities including First Nations peoples, multicultural/multifaith communities, LGBTQIA+, non-binary and gender diverse communities, neurodiverse communities, disability communities, and those living in regional or metro Victoria.

Impact Co. and Tandem are working with a range of project partners including Youth Disability Advocacy Services (YDAS) to ensure workshops are co-facilitated by someone with shared lived experience to workshop attendees (ie: the workshop for people with disability will be co-facilitated by someone with a similar experience).

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Lived and living experience recruitment needs

Expressions of interest are sought from people with the following carer/family/supporter lived and living experience:

1. lived experience of caring for someone experiencing suicidal behaviour or
2. lived experience of being bereaved by suicide
3. prior experience of using similar telephone or call-back services will be beneficial but not required
4. personally identify with the intersecting personal identity and community groups listed in the community-focused engagement schedule below:

Engagement schedule – Statewide peer call-back service – Community Focused Workshops

- Workshop location/format: Online – Zoom
- Expressions of Interest (EOI) close: 10am, Thursday 21 March 2024
- We are recruiting up to 8 x participants per workshop, with carer, family, supporter lived experience of suicide or bereavement by suicide, from the following community groups:

<u>Date & Time</u>	<u>Statewide peer call-back service – Community Focused Workshop:</u>
Tuesday 2nd April 3pm - 5:30pm	Male carers Carers and supporters who identify as male
Thursday 4th April 3pm - 5:30pm	Multi-Cultural and Multi-Faith carers Carers with multi-cultural and multi faith backgrounds, immigrant or refugee lived experience and/or Carers supporting someone with multi-cultural and multi faith backgrounds, immigrant or refugee lived experience
Tuesday 9th April 5:30pm - 8pm	Young carers (aged 18 to 25) co-facilitated by YDAS and supported by Satellite Foundation Young carers and supporters (aged 18 to 25 years)

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Tuesday 16th April 3pm - 5:30pm	Carers with a disability co-facilitated by YDAS Carers with a disability
Wednesday 17th April 3pm - 5:30pm	LGBTQIA+ carers co-facilitated by Ananda Consulting Carers who identify as LGBTQIA+, non-binary or gender diverse and/or Carers who support someone who identifies as LGBTQIA+, non-binary or gender diverse
Thursday 18th April 3pm - 5:30pm	Carers of people with a disability Carers supporting someone with a disability
Tuesday 23rd April 3pm - 5:30pm	Carers of someone who is neurodivergent Carers of someone who identifies as neurodivergent
Wednesday 24th April 3pm - 5:30pm	Neurodivergent carers co-facilitated by YDAS Carers and supporters who identify as neurodivergent

Participant remuneration

Lived experience engagement at the ‘Collaborate/Codesign’ remuneration rate:

- \$231.00 (half day rate – up to 4 hours) total per scheduled workshop
- Payment for a 4-hour block includes the scheduled engagement, as well as any pre-workshop preparation and any post-workshop contribution, evaluation or feedback
- EFT Payment processing ASAP within 14 business days of each scheduled session

How to submit an Expression of Interest (EOI)

Online form – please submit your EOI online here:

<https://www.surveymonkey.com/r/TandemEOI-Peercallback>

Expressions of Interest (EOI) close: 10am, Thursday 21 March 2024

OR follow the instructions in the form below/attached to submit your EOI via email

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Contact us

If you have any questions about this lived and living experience engagement opportunity, please contact the Tandem Participation Register – Monday to Friday, 9am to 5pm:

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

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[EOI form](#)

Next steps – Express your interest

Expressions of Interest (EOI) close: **10am, Thursday 21 March 2024**

Step 1

Online form – please submit your EOI online here:

<https://www.surveymonkey.com/r/TandemEOI-Peercallback>

OR

Email – written, video or audio recordings will be accepted

- Reply in the body of your email OR use the EOI form (Microsoft word) attached
- Email to mhcregister@tandemcarers.org.au with the subject line *Statewide peer call-back service – Stage 2*
- Please include a brief response to questions (1 to 9) below

EOI Support

If you cannot record and send an EOI response in written or spoken English please contact the Tandem Participation Register to schedule an EOI Session (20-30 minutes) before the EOI close date. We can record your EOI over the phone, Zoom or Microsoft Teams – let us know your preference

Contact us

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<u>Expression of Interest Questions</u>	<u>Expression of Interest – Your Response</u>
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*	

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[EOI form](#)

<p>5. Your phone number*</p>	
<p>6. Please let us know which workshop you would like to contribute to*</p> <p><i>Please refer to the engagement schedule (pages 3 to 4 of the EOI flyer)</i></p> <p><i>If your lived and living experience is relevant to more than one workshop, please let us know – <u>in order of preference – for up to 2 x workshops</u> you would like to contribute to.</i></p> <p><i>For example, you may have young carer lived/living experience and personally identify as LGBTQIA+ and Neurodivergent. 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. Due to funding limitations, we cannot guarantee all individuals who express their interest will be selected to participate</i></p>	
<p>7. A few words (up to 250 words) about why you would like to contribute this project?*</p> <p><i>Please refer to the Lived and Living experience recruitment needs (page 3 of the EOI flyer)</i></p> <p><i>Bullet points are fine – we just need to know your lived experience is relevant and your</i></p>	

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<p><i>current availability to commit the engagement schedule and format</i></p>	
<p>8. Intersectional identity/diverse communities – optional inclusion*</p> <p>We welcome carers, family and supporters from diverse backgrounds to share perspectives from their own, unique lived and living experiences.</p> <p>If you, and the person you support, are happy to share – please let us know if you, or the person you support, identify with any intersecting identities/ communities including:</p> <p>First Nations Peoples, Multicultural/multifaith communities (let us know your cultural background), LGBTQIA+, non-binary and gender diverse communities, Disability communities, Neurodiverse communities, and any other community group not listed here.</p>	
<p>9. Any access needs or accommodations to support participation in the online workshop (eg. closed captioning) – optional inclusion*</p>	

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[EOI form](#)

Step 2 – EOI Outcome Notification

- 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 selection and current availability, details of the engagement, including the schedule and format, support available and applicable remuneration amount (as per this document).
- Following confirmation of selection, Impact Co. will email you directly on behalf of the department, throughout the engagement process, such as: Calendar invitation(s) and 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*
- *Complete Expressions of Interests received for the Young Carer session will be shared with Satellite foundation – selection, support and remuneration will be managed by Satellite Foundation*
- *Shortlisted participants’ 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 of Health, Impact Co and YDAS. This data will be deidentified and used for project planning, selection, and inclusion purposes only.*
- *Selected participants’ contact details (full name, email address, phone number) and engagement participation/attendance data will be shared by Tandem, Impact Co and the Department. Impact Co. will use your contact information, primarily email, for all engagement communication such as official calendar invitations, online meeting links (zoom), engagement updates, pre-reading, evaluation and feedback. Tandem, Impact Co. and the Department will share engagement participation/attendance data for participant remuneration and financial record-keeping purposes.*