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

Recommendation 6(4): New Mental Health Website – Co-Design Workshops – February to June 2023

Lived and living engagement opportunity facilitated by ImpactCo. on behalf of the Lived Experience Branch within the Victorian Government Department of Health's Mental Health and Wellbeing Division

Overview

The Lived Experience Branch within the Department of Health's (DOH) Mental Health and Wellbeing Division (MHWD) is co-designing a new website, in line with recommendation 6(4) of the [Royal Commission into Victoria's Mental Health System](#)

The website will support Victorians to connect with and navigate information and services that can support their own or their loved one's mental health and well-being.

[Impact Co](#), a consultancy with expertise in co-design and experience working with folks with lived and living experience has been engaged by the DOH to support the co-design of the new website:

- Impact Co will work with 12 people (co-designers) with lived and living experience including consumers, families, carers and supporters, to co-design the development of the website
- A project Steering Group overseeing this project is chaired by the Lived Experience Branch and includes membership from MHWD and peak bodies, including [VMIAC](#), [SHARC](#) and [Tandem](#)

Previous Phase 1: Digital Experience Workshops – August to September 2022

Phase one of the project occurred in 2022 with a group of lived and living experience co-designers and included developing some visual aspects and functions of the website - this phase concluded in 2022.

Current Phase 2: Recommendation 6(4): New Mental Health Website - Co-Design Workshops - February to June 2023

Phase two, the current phase, commenced in January 2023 and will involve further co-design towards the initial build of the website. The Co-Design Workshops will commence in February and conclude in June 2023.

Engagement purpose and format

Through workshops, co-designers will contribute to the project goal to co-design a website that provides clear, up-to-date information about Victoria's mental health and wellbeing system that helps users to:

- Understand their mental health needs;
- Identify service and support across all relevant provider types; and
- Access online self-help resources.

The website also needs to provide tailored information for families, carers and supporters.

The Co-Design Workshops will be run online, via Zoom. Participants will be asked to engage with video and audio. If there is anything we can do to support you in engaging via this method please let us know during the recruitment period.

Engagement schedule / Time commitment

Total commitment is expected to be 12 x Online Workshops (Zoom) over the period of February to June 2023, ranging from 2 to 4 hours per workshop:

- Workshops will be run on Tuesday and Thursday mornings
- Initial workshops are planned for Tuesday 14 February and Thursday 16 Feb, 10am - 12pm
- There will be some out-of-session reading, including pre-reading for Workshops and review of workshop outputs. There may be further opportunities for out-of-session work depending on need and availability.

Selection process and outcome timelines

The Tandem Participation Register will provide a shortlist interested participants to ImpactCo. Impact Co. will call shortlisted Register members from Friday 3 February 2023, prior to making the final selection. This will enable Impact Co. to discuss and confirm your availability to commit the engagement schedule and answer any queries you may have.

Lived and living experience recruitment needs

ImpactCo., on behalf of the Department, are seeking a total of 12 co-designers, ideally an even mix of 6 consumer perspectives, and 6 family/carer/supporter perspectives. Tandem and ImpactCo. will recruit participants with diversity of lived and living experiences and perspectives of family/carer/supporters and the person you support. For example, this may include:

- 'Young carer' lived experience (currently or previously)
- Lived experience supporting access to services in regional Victoria (currently or previously)
- First Nations Peoples and people from culturally and linguistically diverse backgrounds
- [Content warning]: Lived experience caring for a loved one experiencing suicidal ideation.



Notes:

- *This opportunity covers Phase 2 of the Project. Phase 1 was developed by a previous partner, Today Strategic Design, and involved consumer and family/carer/support workshops to produce a product vision statement, product principles, draft designs and prioritise product features.*
- ***We welcome anyone who participated in Phase 1 (Digital Experience Workshops – August to September 2022) to apply for this opportunity. ImpactCo. are looking for up to 2 co-designers who participated in phase 1.***

Remuneration

Lived experience engagement at the 'Co-Design' remuneration rate, per Workshop:

- \$218.00 - Half day rate (up to 4 hours) or
- \$435.00 - Day rate (4 to 8 hours)

Payment in 4-hour blocks includes the workshop itself, as well as any pre-session preparation and post-workshop contribution, review, and feedback.

Other parties present during the Co-Design Workshops

Workshops will be run by Impact Co. Representatives from the Department of Health will also be present during some workshops, as well as other project partners. This includes Salsa Digital as technical lead (ie. building the website), Today Design as brand and visual lead, and a content partner yet to be confirmed. During the establishment phase time will be taken to develop relationships between all relevant stakeholders.

Accessibility, safety, inclusion and support

Impact Co. will aim to provide a positive and engaging atmosphere throughout the workshops. However, we recognise that sometimes working on projects like this can be challenging and can prompt participants to reflect on their own experiences in the mental health system.

To help make this experience a safe and positive one, Impact Co. will prioritise:

- **A consent-led environment - this means that Impact Co. will:**
 - Provide choices and options for how co-designers participate and how their information will be used
 - Agree on topics that the group is and is not comfortable discussing
 - Check-in and seek co-designer permission regularly
 - Use invitation and inquiry rather than instructions or directions

- Slow down when facilitating, allow for silence, and regularly pause to get co-designer feedback

- **Inclusion - this means that Impact Co. will:**
 - Provide multiple options for modes of communication (e.g., chat box, emails, phone calls, voice recordings, drawings)
 - Be mindful of sensory differences
 - Be open and flexible to people's needs
 - Be strengths-focused
 - Be culturally safe
 - Be trauma-informed
 - Be aware of and attend to power differences

- **Accessibility**
 - These Co-Design Workshops will be held online 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/mobile 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

- **Support**
 - Optional pre-session and post-session support is accessible via the Tandem Register Team – please let us know if you would like individual pre-session briefing and/or post-session debriefing (20 to 45 minutes over zoom or phone). We'll schedule some group de-brief sessions over Zoom around the project schedule (Feb to Jun)
 - In-session Support will also be available. This will be organised by ImpactCo. and the Department of Health. Selected participants will be provided with further information regarding the In-session Support available, and how to access support during and after each workshop.
 - 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 final page of this document for more detail



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 **Recommendation 6(4): New Mental Health Website – Co-Design Workshops** in a reply email to mhregister@tandemcarers.org.au by **10am, Friday 3 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 pages 2-3
 - 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 indicated by ImpactCo.:

Total commitment is expected to be 12 x Online Workshops (Zoom) over the period of February to June 2023, ranging from 2 to 4 hours per workshop:

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- Initial workshops are planned for Tuesday 14 February and Thursday 16 Feb, 10am - 12pm



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.

**Note: Your full name, email address, phone number, basic demographic data and intersectional identity information will be provided to ImpactCo. and the Department of Health. ImpactCo. 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*

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 mhregister@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