

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

Tandem Website Redesign – 1:1 User Experience Testing – Dec 2023

Lived and living experience engagement opportunity with the Tandem Communications Team

Project Lead: Tess Young, Tandem Communications Lead

Facilitated by: [Digital Garden](#)

Engagement opportunity – Background and purpose

Tandem is redeveloping its website to better meet the needs of families, carers and supporters in Victoria – and particularly, our members.

One of our goals for this project is to make our website more attractive and easier to use for a wider audience of people, including young carers (aged 16-25), aged carers (over 70 years), First Nations People, and those from multicultural communities.

We would like to involve people from our intended audience groups in the design of our website to ensure that we're achieving this goal.

Members of the Participation Register have already been involved in an unpaid activity (called a 'tree testing activity'), the results of which were used to determine the information architecture (site structure) for the website.

This next stage will be used to test the proposed user interface (UI) design for the website.

These 1:1 User Experience Testing sessions will be with two team members from Digital Garden who will share a link to the newly developed test website. They will ask you to share your screen while you respond to a series of questions or tasks, and to "think aloud" as you navigate through the test website. The aim of this exercise will be to test the main user flows and the overall experience of the design.

Please note, we're keen to work with Register members with different technical abilities or experience, to ensure the new design works for everyone.

Lived and living experience recruitment needs

Tandem and Digital Garden welcome a diversity of lived/living experience views and perspectives from individuals throughout Victoria. This includes individuals from diverse backgrounds including First Nations peoples, multicultural/multifaith communities, LGBTQIA+ communities, neurodiverse people and people who live with a disability.

We are looking for a total of eight participants.

We're seeking expressions of interest from family/carer/supporters who meet one or more of the following lived and living experience recruitment needs:

- A person who is aged between 16-25 years
- A person who is 70 years or older
- A First Nations person
- A member of the CLEW Network
- A person from a non-English speaking background
- A person from regional Victoria
- Someone who has less experience navigating websites, someone who might describe themselves as "not tech savvy", someone who does not have regular or reliable access to the internet in their home or community.
- Someone who is passionate and experienced in digital literacy, in particular someone who is passionate about or experienced in implementing accessible and inclusive design principles.

Accessibility

These engagements will be held online to enable greater participation for Register participants in regional Victoria, and those that cannot travel due to injury, illness, disability, 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 or [Neighbourhood House](#)
- 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

Engagement schedule and format

Engagement name: Tandem Website Redesign – 1:1 User Experience Testing – Dec 2023

Location/Format: Online – [Google Meet](#)

Date time options

- There will be 8 x online 1:1 User Experience Testing sessions scheduled between Tuesday 5 December and Tuesday 12 December 2023
- Please let us know your availability in your EOI – in order of preference – for up to 3 x date and time options:

Tuesday 5 December 2023 <ul style="list-style-type: none"> • 10:30am - 11:30am OR • 3:30pm - 4:30pm 	Friday 8 December 2023 <ul style="list-style-type: none"> • 11:00am - 12:00pm OR • 2:30pm - 3:30pm
Wednesday 6 December 2023 <ul style="list-style-type: none"> • 11:00am - 12:00pm OR • 2:30pm - 3:30pm 	Monday 11 December 2023 <ul style="list-style-type: none"> • 11:00am - 12:00pm OR • 2:20pm - 3:30pm
Thursday 7 December 2023 <ul style="list-style-type: none"> • 10:30am - 11:30am OR • 2:00pm - 3:00pm 	Tuesday 12 December 2023 <ul style="list-style-type: none"> • 10:30am - 11:30am OR • 2:00pm - 3:00pm

Please note:

- Support and troubleshooting to ensure you can access [Google Meet](#) will be provided by Tandem and Digital Garden in the week leading up to the session
- These sessions will be video-recorded and shared within the Digital Garden project team for note-taking purposes. Once the note-taking process has been completed, each video recording will be deleted.

Remuneration

Lived experience engagement at the 'Involve' remuneration rate:

- \$180.00 (Involve half day rate – up to 4 hours) total per scheduled session
- Payment for a 4-hour block includes the scheduled engagement, as well as any pre-session preparation and any post-session contribution, evaluation or feedback
- EFT Payment processing ASAP within 14 business days of each scheduled session

Expression of Interest (EOI) format and support options:

Please see pages 5 to 6 for full detail about how to express your interest

- **Preferred format: Please email your brief expressions of interest (EOI) to the Tandem Participation Register**
- **Written responses, video or audio recordings will be accepted**

Alternatively, for Register members who don't feel comfortable, or are unable to, record an EOI response in written or spoken English:

- Please contact the Tandem Participation Register to schedule an EOI Session (about 20 minutes) within the application period
- We can capture you EOI over the phone, Microsoft Teams or Zoom
- Please note the Tandem Register is a small team and we ask that EOI phone sessions are reserved for Register members who need to this accommodation

EOI close date and time: 10am, Friday 24 November 2023

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

Register member:

Step 1

Please send your brief expression of interest with subject line: **Tandem Website Redesign – 1:1 User Experience Testing** in a reply email (written, video or audio recording) to mhcregister@tandemcarers.org.au by **10am, Friday 24 November 2023** including a brief response to questions 1 to 8 (see pages 5 to 6):

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*
5. Your phone number*
6. Please let us know your current availability to commit to Engagement Schedule:

Location/Format: Online – [Google Meet](#)

- There will be 8 x online 1:1 User Experience Testing sessions (1hr) scheduled between Tuesday 5 December and Tuesday 12 December 2023
- Please let us know your availability in your EOI – in order of preference – for up to 3 x date and time options:

Tuesday 5 December 2023 <ul style="list-style-type: none"> • 10:30am - 11:30am OR • 3:30pm - 4:30pm 	Friday 8 December 2023 <ul style="list-style-type: none"> • 11:00am - 12:00pm OR • 2:30pm - 3:30pm
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Thursday 7 December 2023 <ul style="list-style-type: none"> • 10:30am - 11:30am OR • 2:00pm - 3:00pm 	Tuesday 12 December 2023 <ul style="list-style-type: none"> • 10:30am - 11:30am OR • 2:00pm - 3:00pm

Please see Questions 7 to 8 on the next page ...

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 2*
 - *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***
- We welcome carers, family and supporters from diverse backgrounds to share perspectives from their own, unique lived and living experiences. 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 intersectional identities or communities including:**
- **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.**

Step 2

- 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 current availability and all upcoming engagement details, including the engagement schedule and format, support available and applicable remuneration amount, as per this document
- Following confirmation of selection, the engagement facilitator, Digital Garden, will email you directly 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*
- *Selected participants' full name, email address, phone number, basic demographic data and optional intersectional identity information will be provided to the engagement facilitator, Digital Garden. This data will be deidentified and used for project planning and inclusion purposes only.*
- *The engagement facilitator, Digital Garden, will use your contact information (primarily email) for all engagement communication such as official calendar invitation(s), online meeting link(s), engagement updates, pre-reading, evaluation and feedback.*
- *These sessions will be video-recorded and shared within the Digital Garden project team for note-taking purposes. Once the note-taking process has been completed, each video recording will be deleted.*



How to Express your Interest if you're not a Tandem Participation Register Member yet ...

- Please find out more about eligibility and how to join online 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

Contact

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

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

Register Engagement Opportunities – Accessibility, safety, and support

Tandem aims 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 our 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

- 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
- The format of these engagement opportunities 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/smart phone, stable internet connection, email account and access to [Google Meet](#) 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](#)
- 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 forwarded on your behalf, with your details included or anonymously.

Peer support

- Tandem 'Peer Support on Call' will be made available for these engagement opportunities via the 1800 Support and Referral line.
- Tandem members are also encouraged to contact the [1800 Tandem Support and Referral Line](#) – Monday to Friday, 9am and 5pm – visit our website or the next page of this document for more detail
- Post-session support such as engagement debriefing is also available through the Tandem Participation Register – phone 03 8803 5555 or email mhcregister@tandemcarers.org.au

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 support service

You can call us for free between 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

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 Register membership), you also have access to individual advocacy, support and referral through an Advisor. 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 and friends can access this support and referral service by becoming a [member](#) of Tandem.

More information

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

Email info@tandemcarers.org.au

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)