

tandem

The trusted voice of family  
and friends in mental health



# Tandem working with family, carers and supporters in mental health.

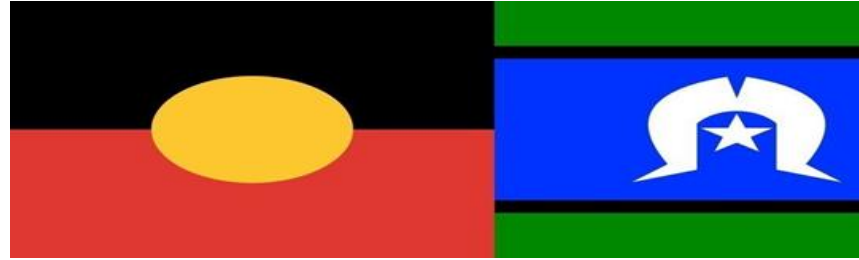
Wendy Ayzit

Manager Tandem Support Services





## Acknowledgment



We pay our respects to the traditional owners of the lands on which we live and work across the Kulin nation and beyond on whose unceded lands we conduct our business.

We respectfully acknowledge elders past present and emerging and welcome any community members here today.

We also acknowledge those with a Living, Lived Experience of supporting someone with mental health challenges, and thank you for your collective wisdom. We celebrate the incredible work that you do every day, to support the people in your life.

## OUR MENTAL HEALTH CARERS



They are partners,  
children, parents, siblings,  
friends and neighbours.



15% are  
young carers.  
(below 25 years of age)



36 hours  
of support is  
provided per week.

**DID YOU KNOW 60,000 VICTORIANS SUPPORT  
PEOPLE LIVING WITH MENTAL HEALTH ISSUES?\***

**UNPAID MENTAL  
HEALTH SUPPORT**

=

**\$3.3 BILLION P.A.**



## Tandem – a short history

- 1994 - Victorian Mental Health Carers Network began with the support of Carers Victoria, the Schizophrenia Fellowship (now Wellways), SANE Australia and ARAFEMI (now part of Mind Australia)
- 2000 - membership of the Network was widened to include different types of organisations working with carers, as well as expanding the number of carer representatives
- 2003 – the Network’s activities had expanded significantly, proving difficult to sustain based on the then volunteer workforce
- 2009 – the Network became incorporated (auspiced by ARAFMI until then)
- 2014 – the Network was re-launched as Tandem, the peak body for Mental Health Carers in Victoria
- 2020 – the release of the Final Report by the Royal Commission into Victoria's Mental Health System
- The Report spoke of an increase to family and carer involvement in the mental health and wellbeing system and confirmed Tandem’s role as the peak body for Family and Friends in Mental Health
- To support Tandem’s critical role as the peak body, the Commission recommended that service agreements between the Department of Health and Tandem should be extended to at least 5 years.



## Tandem is the Victorian peak body and trusted voice of family, carers and supporters in mental health

### Tandem:

- Provides systemic and non-legal advocacy, support with system navigation and referral and the NDIS via the [Tandem Support and Referral Line on 1800 314 325](#)
- Administers the Carer Support Fund – **in 2020 -21, 5548 family/supporters were assisted**
- Administers the Tandem Register, join at: <https://tandemcarers.org.au/Web/Policy/Join-the-Tandem-Participation-Register-.aspx>

### Tandem is a member of:

- The Lived Experience Advisory Group reporting to the Mental Health Ministerial Advisory Group alongside VMIAC
- The Mental Health Ministerial Advisory Group
- State, National and stakeholder expert, technical advisory & steering groups
- Victorian Mental Health Policy Network
- Women's Health Alliance
- Mental Health Carers Australia – unfunded national peak

## Support and Referral Line, Non-Legal Advocacy

### *Responsibilities to Carers*

Clinicians working in the mental health sector, have obligations relating to carers under the:

*Office of the Chief Psychiatrist 'Working together with families and carers' 2018 Guidelines*

*Mental Health Act 2014 (Vic)*

*Carer Recognition Act 2012*

- Families and carers should be recognised, respected and supported as partners in providing support and care to consumers
- Families and carers should be identified and engaged as soon as possible in assessment, treatment and care to consumers
- Services must have clear processes and practices that support open communication with consumers, families and carers regarding information sharing, privacy and confidentiality
- Services are required to have regard for the impact of mental illness on family members and assist families and carers identify their needs, including in relation to the caring role

## NDIS program

- Support and information
- Navigating the sector
- Access and Eligibility
- Complaints Process
- Referral pathways
- Self Advocacy workshops for families and carers



**Tandem is the Victorian peak body and trusted voice of family, carers and supporters in mental health**

### **Benefits of joining Tandem:**

- You become part of a ‘family’ where everyone understands your unique experience as someone who loves, supports and walks alongside someone with mental health challenges
- Access to regular Enews
- Members Updates
- Tandem Time
- Opportunity to participate in shaping the future of mental health and wellbeing services from a family, carer or supporter perspective
- Invitation to participate in paid register activities and consultations or public forums recognising your lived experience expertise from a family perspective
- **You can access these benefits by joining Tandem for free [here](#).**



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## Tandem Support and Referral Line

**1800 314 325**

**Join Tandem for free**

**[tandemcarers.org.au/join](https://tandemcarers.org.au/join)**



@tandemcarers

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