



## **Guideline for *Online Safe Space* Chats with MHFFTas**

We hope that you enjoy our *Online Safe Space* – an opportunity to share how you are feeling with others who understand the ups and downs of being a family member or friend of someone affected by mental ill health. We will also host guest speakers and share relevant videos or podcasts from time to time. Our content and discussion themes will be guided by you.

Our *Online Safe Space* chats are hosted using the video call platform, Zoom. For each video chat session, we have a maximum of 15 users (minimum 1 user). This is so we can make sure that everyone has the opportunity to contribute to the conversation. Our online video chats are open to all family members and friends affected by mental ill health who are aged 18 and over, and who are living in Tasmania.

We have put the following guideline together to help everyone get the most out of our *Online Safe Space* chats:

### **1. Practice your Zoom video call, or, join your session early**

When you register to attend one of our scheduled video chats, you will be provided with a link to the video chat and to the zoom program we use (this is so that you can install the program if you have not used it before). It is quite straightforward to join the video chat, but we recommend either practicing in advance, or, trying to join a few minutes early, especially if it is the first time that you have used Zoom.

Zoe will be online fifteen minutes before the video chat starts to help anyone who would like to practice their Zoom call before we begin.

If you have any problems joining, or would like some assistance using the Zoom program, please email Zoe at [Special.Projects@mhfamiliesfriendstas.org.au](mailto:Special.Projects@mhfamiliesfriendstas.org.au).

### **2. Be an active participant in the video call**

We would really like to hear about how you are feeling and whether you have any tips that could help your fellow participants. You are one of the experts and everyone in the group will value what you have to say. If you would rather just listen to the conversation, that is also ok.

In Zoom, as well as talking onscreen, you can type a comment or question using the chat function (we can show you where this is at the start of our session). Our presenter or group facilitator will see your comments and will respond to them throughout the discussion.

## **Our Vision**

Families and friends of people affected by mental ill health are understood, respected, valued and supported to build their capacities and improve their quality of life.



### **3. Be respectful and supportive**

When speaking during the video chat, or when typing a comment or question, please be respectful of other participants, our presenters and our MHFFTas staff.

We also ask that you be supportive and sensitive to how other participants may be feeling.

You may disagree with something said by another participant, but please communicate any disagreement in a constructive manner. Any participant who is not respectful or supportive of others will be blocked from the current call and future video chats.

### **4. Take time out if you need it**

If something comes up for you during our video chat session, we encourage you to take some time out if you need it. You can do this by either turning off your camera, or, choosing to leave the Zoom session.

If you do turn off your camera or leave the Zoom session, one of our MHFFTas team will be in touch – just to check in and hear your feedback.

### **5. Your privacy**

When you join an online Zoom chat, we recommend that you do not use your full name. You will also need to enter the password provided in your registration email to enter the video call. This is to ensure that your privacy and confidentiality is respected.

### **6. Zoom and feedback**

If you have not used Zoom before and would like some help, you can find step-by-step guidelines on our website. If things are still feeling a bit unfamiliar, you can get in touch with Zoe by emailing [Special.Projects@mhfamiliesfriendstas.org.au](mailto:Special.Projects@mhfamiliesfriendstas.org.au).

If you have any feedback on the video chats you've attended, or have ideas for future video chats, we would love to hear from you! Please send them to Zoe at [Special.Projects@mhfamiliesfriendstas.org.au](mailto:Special.Projects@mhfamiliesfriendstas.org.au).

We hope you have found this guideline helpful and look forward to seeing you on a video chat soon!

Thank you to our friends at Carers UK and Carers Wales, who have assisted in the development of our *Online Safe Space* Guideline.

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