




Lifeline Australia

Lifeline Voices: Terms of Engagement

Approved 26 June 2025

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Lifeline Voices: Terms of Engagement

 This document outlines the terms of Lifeline Voices and what you can expect from your involvement.

1.1 What to expect

At Lifeline Australia, we are deeply committed to supporting Australians during tough times and ensuring their safety from suicide. We recognise that this is not achievable without people like you.

Your insights, experiences, and perspectives are invaluable to us. By actively engaging with our products and services, you offer us the guidance and feedback required for continuous improvement and adaptation to the changing needs of those we serve.

By choosing to be a Lifeline Voice, you become a vital partner in our ongoing journey to make a positive impact on the lives of Australians who may be facing tough times. Your willingness to share your thoughts, preferences, and suggestions has the power to drive meaningful change.

We really look forward to working with you.

1.2 Can I be part of this?

In order to become a Lifeline Voice you need to:

- Live in Australia
- Be aged 18+
- Be comfortable to communicate in English
- Be open to telling us about your experiences to help Lifeline improve
- Have experienced or supported others with mental health challenges, crisis or suicidality. *You choose and define if your experiences fit this description.*

1.3 How will I be involved?

We know everyone has their own preferences for how they'd like to participate and contribute. We have a range of different participation options available to you, and you can choose which type of engagements you express interest in.

The different ways you can participate include:

1:1 Interviews

- Where we ask you to use our product or website while we observe and ask questions to learn how we can make it better and more user-friendly.
- Where we invite you to give us insights into your experiences. These insights can help us ascertain whether new products/services are worth pursuing.

Focus Groups

- Coming together with a small group of others to talk about a product, service, or topic, sharing your thoughts and opinions to help improve it.

Surveys

- A way for us to ask you a set of questions to understand your thoughts, preferences, and experiences quickly and easily.

Content Review or user testing

- Where you can check and provide feedback on the information and/or materials on our website (or other platforms), to make sure they are clear, accurate, and useful for you.
- Or test out a new digital tool, or website and give us feedback about whether it works for you or not

Project-specific details

For all engagements, you will receive clear instructions specific to the engagement you have signed up for. For 1:1 user testing research, 1:1 interviews, and focus group engagements, you will receive specific project details, objectives, and expectations, including the estimated time commitment and the expected outcomes.

1.4 How will I be contacted and how often?

We will contact you via the email address you provided in your initial application.

We understand that everyone has busy lives. While participating, we kindly request that you respond to our communications within 72 hours whenever possible.

1.5 Am I committed to staying involved?

We value your choice in the level of involvement you have in our projects.

You can choose to increase or decrease, pause or cancel your involvement, at any time, based on your comfort and availability.

Opt-out and withdrawal.

You have the right to opt-out of engagement opportunities at any time without any repercussions. We respect your decision, and it will not affect any future engagement opportunities with Lifeline Australia.

To opt out email lifelinevoices@lifeline.org.au.

Flexible engagement.

We understand that life can be unpredictable, and your availability may change. You can choose not to express interest in opportunities.

1.6 What will happen with my personal information?

Lifeline Australia respects your privacy and confidentiality. Any information shared during your involvement will be handled with the utmost care and in accordance with our [privacy policies](#).

The experiences and ideas you share will be de-identified and used to inform how we design and improve our products and services. All information is stored securely and will never be disclosed to third parties.

If you would like to change your details, or access a copy of your information, please follow the process outlined in the [privacy policy](#).

1.7 Will I be paid for my involvement?

We are unable to engage in this important work without your valuable contributions. To show our appreciation for your time and effort, we would like to offer a Digital Gift Card for each engagement you participate in. The Gift Card amount will vary depending on the type/s of engagement/s you participate in. Further details will be communicated to you as engagement opportunities arise.

To be clear, your participation as a Lifeline Voice will be as a volunteer only, not as an employee or contractor of Lifeline Australia.

1.8 How will I know the value of my involvement?

We know it's important that you have options to see how your involvement has contributed to the work we're doing.

For engagements in which you participate or contribute, we'll give you options to be informed about how your contributions informed the project, product, service and/or Lifeline's broader mission.

Lifeline Australia will keep you informed about how your input has shaped our understanding and what we will do as a result of hearing your input and feedback.

1.9 Our commitment to you

Emotional support

We understand that participating in discussions or experiences related to mental health and crisis situations can be emotionally challenging. Lifeline Australia is committed to your wellbeing, and after engaging in any sessions that may be emotionally taxing, you will be given support options. Your mental and emotional health matters to us.

Inclusivity and accessibility

Lifeline Australia is committed to providing an inclusive and accessible engagement experience. If you have any accessibility needs or require accommodations, please

inform us in advance so that we can make the necessary arrangements to facilitate your participation.

Evaluation and continuous improvement

Lifeline Australia is committed to ongoing evaluation and improvement of the engagement process. You may be asked to provide feedback on your experience to help enhance future engagements.

Feedback and communication

Lifeline Australia encourages open and honest feedback about your engagement experiences. Your input will help us continually improve our engagement process.

We are here to listen, assist, and address any concerns promptly. If you have any concerns or questions, please feel free to reach out to the email below.

lifelinevoices@lifeline.org.au

Thank you for your commitment to Lifeline Australia. Your involvement is a beacon of hope, a source of inspiration, and a catalyst for change. We look forward to working together to make a positive impact on the mental health and wellbeing of Australians.