

Please read the information below before you register for a focus group or interview to learn more about participating in this research project as a user of the Carer Gateway service.

- If you would like to participate in a **focus group**, please click [here](#)
- If you would like to participate in a **telephone interview**, please [email us](#)

## THE PROCESS EVALUATION OF THE CARER GATEWAY

### PARTICIPANT INFORMATION SHEET AND CONSENT FORM

<b>Title</b>	The Process Evaluation of the Carer Gateway
<b>Short Title</b>	The Carer Gateway Evaluation
<b>Project Sponsor</b>	The Department of Social Services
<b>Coordinating Principal Investigator/ Principal Investigator</b>	Poppy Wise
<b>Associate Investigator(s)</b>	Frances McMurtrie, Victoria Lui, Su-Ann Lim, Marcus Orsini
<b>Location</b>	Phone and online interviews

#### Part 1: What does participation involve?

##### 1.1 Introduction

You are invited to take part in this research project because you have been a user of the Carer Gateway service.

This Participant Information Sheet / Consent Form tells you about the research project. It explains the processes involved with taking part. Knowing what is involved will help you decide if you want to take part in the research. Please read this information carefully.

Participation in this research is voluntary. If you don't wish to take part, you don't have to.

If you decide you want to take part in the research project, you will be asked to sign the consent section. By signing it you are telling us that you:

- understand what you have read
- consent to take part in the research project
- consent to be involved in the research described
- consent to the use of personal and health information as described.

You will be given a copy of this Participant Information and Consent Form to keep.

## 1.2 What is the purpose of this research?

Urbis is an independent research company that has been engaged by the Department of Social Services (the Department) to conduct a research study that will help the Department understand how well the Carer Gateway service is being implemented. The Department is the organisation which administers the Carer Gateway program on behalf of the Australian Government. Community-based carer support services across Australia are funded by the Department to deliver Carer Gateway support services, which are accessed through a single phone number and website gateway.

The project is looking to understand how well the Carer Gateway service has been delivered to service users like yourself.

The project is looking to understand:

- the experiences and perspectives of people who have used the Carer Gateway service
- what would help to improve the delivery of the Carer Gateway service.

The research findings will be used to inform decision-making about how the current Carer Gateway service can provide better support to current and future Carer Gateway service users, including informing future service design to improve supports for carers.

## 1.3 What does participation in this research involve?

Your participation in this research will involve taking part in an online focus group, or an online or telephone interview via a software application such as Skype or Zoom with one of the members of the Urbis research team. It is your preference as to whether you would rather engage in a focus group or a one-on-one interview.

Focus groups will last up to 60 minutes, while interviews will last up to 30 minutes. Both are designed to be fairly casual and conversational, rather than too formal, and no prior preparation is needed before the interview.

We will ask you about:

- your experiences so far as a user of the Carer Gateway service
- any experiences you may have had with being transitioned from a former service provider to new Carer Gateway support services
- the impact the Carer Gateway service has had on you since you were transitioned from previous carer services
- how the Carer Gateway service can be strengthened.

#### 1.4 Do I have to take part in this research project?

Your participation in this research project is voluntary. If you don't wish to take part, you don't have to. If you decide that you want to take part and later change your mind, you are free to withdraw from the project at any time up until the submission of the findings in written reports to the Department planned for February 2021 and June 2021.

Please note that as a participant, you will not be reimbursed for your time or any expenses you incur as a result of taking part in this study.

If you decide that you want to take part, you will be given this Participant Information Sheet and Consent Form to sign and you will have a copy to keep.

Your decision on whether you take part or don't take part, or do take part and then withdraw, **will not affect** your relationship with any professional staff or the Carer Gateway service, or the relationship between the person you care for with any services they use. Any information you share in this research project will **not** impact in any way on your eligibility for Government services and/or payments e.g. Carer Payment and/or Carer Allowance.

#### 1.5 What are the possible benefits of this study?

A potential benefit of the study is that receiving feedback on the current service could provide the Department with opportunities to enhance delivery of the current service to provide better support to current and future Carer Gateway service users.

#### 1.6 What are the possible risks and disadvantages of taking part?

There are some risks from participating in this research. Depending on your experience, it is possible you may feel some discomfort or distress answering questions about using the Carer Gateway service. If you do not wish to answer a question during the interview, you can let the researcher know, or they can stop the interview immediately. This will be explained to you at the commencement of the interview.

If you become upset or distressed as a result of your participation in the research project, there are some different supports available to you.

You can contact telephone support services such as:

- **Lifeline (13 11 14)**; or
- **Beyond Blue Support Service (1300 22 4636)**, a 24-hour private and confidential support service.

A further risk of this study is the potential loss of privacy or confidentiality for participants. While Urbis has set in place robust confidentiality and data protection processes, due to the inclusion of focus groups in our methodology we cannot guarantee that the information shared by participants will be kept private by other participants within each focus group. Urbis requests that all participants respect one another's privacy when participating in focus groups as part of this evaluation. Anyone not feeling comfortable to participate in a focus group for any reason (including concerns about privacy) can opt to participate in an individual interview instead.

## 1.8. What if I withdraw from this research project?

Participation in this research is completely voluntary. You can change your mind at any time about your participation in the research up until the time we report our findings to the Department, which is planned for February 2021 and June 2021.

If you do change your mind during the interview you leave or stop the interview at any time. If you do change your mind, Urbis will remove your input before providing the report to the Department.

If you decide to withdraw from the project, please notify a member of the research. You will be asked to complete and sign a 'Withdrawal of Consent' form; this will be provided to you by the research team.

## Part 2: How is the research project being conducted?

### 2.1. What will happen to information about me?

With your consent, the research interview will be audio recorded, typed up and used by the Urbis research team to help us write our report.

Prior to analysis, all interview data will be de-identified using a process where all names are replaced with a reference number. Further, any potentially identifying information (e.g. other peoples' names, locations, occupations, personal situations etc.) will also be redacted and deleted from our records. The record of names and reference numbers will only be accessible by members of the Urbis team, and will be stored in a password secure system.

Your opinions and suggestions might be included in the report we write for the Department, but your name or any other information that could identify you will not. This means that anyone reading the report won't know who said what. The report may be made public or shared with other organisations.

Everyone who participates in the research can also elect to receive a summary of the findings via email, by indicating your email address on the attached consent form. This will include a summary of findings from the interviews and focus groups undertaken.

All data gathered from the research, which includes your interview responses, will be treated confidentially by Urbis and will be managed and stored in accordance with the requirements of the Privacy Act 1998. Please note if you are participating in a focus group, confidentiality of information disclosed in the focus group cannot be guaranteed by Urbis. Participants are asked to respect the confidentiality of information disclosed by other participants in the focus group.

Following the study, all data will be kept secure on password-protected computer accounts via the Microsoft Teams platform and accessed only by the members of the research team. All data held on Microsoft Teams is stored in Australia and is subject to Australian legislation. The data you provide will only be used for the specific research purposes of this study. In line with research guidelines, the data will be destroyed after a period of five years.

In accordance with relevant Australian privacy and other relevant laws, you have the right to request access to your information that is collected and stored by the research team. You have the right to request that any information with which you disagree be corrected. Please inform the research team member named at the end of this document if you would like to access the information.

### 2.2. Complaints and compensation

This research project has been approved by the Bellberry Human Research Ethics Committee (#2020-12-1238)

If you have any concerns or worries about how this research is being done, you can contact the person responsible for the research at Urbis – Frances McMurtrie at [fmcmurtrie@urbis.com.au](mailto:fmcmurtrie@urbis.com.au) or (02) 8424 5105.

You can also contact the Bellberry Human Research Ethics Committee on (08) 8361 3222

All concerns and complaints will be treated confidentially.

### 2.3. Who is organising and funding the research?

Urbis is a research company that has been contracted by the Department of Social Services to conduct this research. The project is being funded by the Department of Social Services.

### 2.4. Who has reviewed the research project?

All research in Australia involving humans is reviewed by an independent group of people called a Human Research Ethics Committee (HREC).

The ethical aspects of this research project have been approved by the Bellberry Human Research Ethics Committee.

This project will be carried out according to the *National Statement on Ethical Conduct in Human Research (2007)*. This statement has been developed to protect the interests of people who agree to participate in human research studies.

The Bellberry Human Research Ethics Committee has reviewed and approved this study in accordance with the *National Statement on Ethical Conduct in Human Research (2007) – incorporating all updates*. This Statement has been developed to protect the interests of people who agree to participate in human research studies. Should you wish to discuss the study or view a copy of the Complaint procedure with someone not directly involved, particularly in relation to matters concerning policies, information or complaints about the conduct of the study or your rights as a participant, you may contact the Operations Manager, Bellberry Limited on 08 8361 3222.

### 2.5. Further information and who to contact

For more information about any aspect of the research, you can contact:

#### Urbis

Francesc McMurtrie  
(02) 8424 5105  
[fmcmurtrie@urbis.com.au](mailto:fmcmurtrie@urbis.com.au)

If these staff members are not available at the time your ring or email, they will get back to you as soon as they can.

You can also contact Urbis if you decide afterwards that you would like to access the personal information you have provided to us, or no longer want to take part in the research.

### 2.6 Reviewing HREC approving this research and HREC Officer contact details

Reviewing HREC name	Bellberry Limited
Contact	Operations Manager
Telephone	(08) 8361 3222



**Please note:**

You will be asked to agree to this Declaration in the online booking system for the focus group or via email for the telephone interview.

## **THE PROCESS EVALUATION OF THE CARER GATEWAY PARTICIPANT CONSENT FORM**

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<b>Short Title</b>	The Carer Gateway Evaluation
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<b>Coordinating Principal Investigator/ Principal Investigator</b>	Poppy Wise
<b>Associate Investigator(s)</b>	Frances McMurtrie, Victoria Lui, Su-Ann Lim, Marcus Orsini
<b>Location</b>	Phone and online interviews

### **Declaration by participant**

- I have read the Participant Information Sheet or someone has read it to me in a language that I understand.
- I understand the purposes, procedures and risks of the research described in the project.
- I have had an opportunity to ask questions and I am satisfied with the answers I have received.
- I freely agree to participate in this research project as described and understand that they are free to withdraw at any time during the project without affecting their future care.
- I understand that I will be given a signed copy of this document to keep.
- I am 18 years of age or older.



**Please note:**

Should you wish to withdraw from this research project, you can email Urbis for a copy of this form.

## **THE PROCESS EVALUATION OF THE CARER GATEWAY FORM FOR WITHDRAWAL OF PARTICIPATION**

<b>Title</b>	The Process Evaluation of the Carer Gateway
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<b>Project Sponsor</b>	The Department of Social Services
<b>Coordinating Principal Investigator/ Principal Investigator</b>	Poppy Wise
<b>Associate Investigator(s)</b>	Frances McMurtrie, Victoria Lui
<b>Location</b>	Phone and online interviews

### **Declaration by Participant**

I wish to withdraw from participation in the above research project and understand that such withdrawal will not affect my (including the person I care for) relationships with the researchers or the Department of Social Services.