



Hunter
PRIMARY
CARE



THE WAY BACK SUPPORT SERVICE: Hunter Trial PRIVACY STATEMENT

Who are we?

We are The Way Back Support Service, a *beyondblue* initiative aimed at providing support to you in the first few months following self-poisoning treated at Calvary Mater Newcastle. The trial is funded until January 2018.

What information do we routinely collect about you?

To enable us to support your care and recovery, we ordinarily collect and store your name, date of birth, contact details (phone, address & email), and brief notes summarising your contact with our service. We store this information in a client information management system, which is password protected and only accessible to The Way Back Support Service. We only use personal information for the purposes for which it was given to us – that is to contact you and provide support as part of the activities of The Way Back Support Service.

Who sees this personal information?

The privacy of this information is protected by law, and we are required to ensure your privacy in a number of ways. We treat your information in the strictest confidence and store it securely. We act in accordance with the Australian Privacy Principles that you can see at <http://www.oaic.gov.au> or you can ask us for a copy. We will destroy any unsolicited information about you that we may receive, that is information which is unnecessary in helping us to support you.

Any personal information you provide during your contact with The Way Back Support Service will only be seen by relevant The Way Back Support Service staff members with a few limited exceptions. Only if there is a medical emergency, or at other times where we are permitted under privacy law, will we share the least information necessary to support you. This may include with your support person or alternative contact person you nominate. We are bound to act under the law, so if we are legally required to disclose some information to a third party, for instance, if there is a court order or some child protection concerns, then we will do so. We will do our best to keep you informed at all times. We will ask for your permission before sharing information with your GP or other treatment or support agency.

For more information about your privacy, rights and responsibilities or how to provide feedback to the service please visit www.hunterprimarycare.com.au * or call ☎ **1300 364 184**.

Please turn over for important information about the evaluation of this service and how it is relevant to the information collected from you as part of your contact with the service.

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PARTICIPANT INFORMATION STATEMENT

Did you know the service will be evaluated?

The Way Back Support Service is a new initiative funded by *beyondblue* that is being trialled in the Hunter. The evaluation of this trial service is being conducted by a team of people including Professor Greg Carter, Professor Ian Whyte, Professor Terry Lewin, Ms Katrina Delamothe, Ms Roslyn Barker, Dr Katie McGill, Ms Danielle Adams, Associate Professor Cathy Mihalopoulos and Dr Lisa Whitson.

There are many components to the evaluation and we will be using lots of different information to help us work out whether the service is helpful, whether it makes a difference to people's recovery, what would improve the service and whether the service should be continued after the trial period.

Because this is a trial program, does that change how any information I provide is used?

Since The Way Back Support Service is a new trial we would like to use some of the information you provide us with for the purpose of evaluating the service and to invite you to provide feedback about the service. The information that will be used to help evaluate the service will include whether people's needs are met through contact with the service, whether other services have been used for support, if there have been any changes in a person's wellbeing, and feedback about the service. Any data used for evaluation will use a number code only and will not be linked with any identifying information such as name or address. This data (which will be identified by a number code only) will be securely stored on a password protected computer at The Way Back Support Service and at the Calvary Mater Newcastle. The only people who will be able to access this database will be members of the research team.

How is the evaluation relevant to me?

As a user of the service, your perspective is important. As outlined, we will be using some information that is collected as a regular part of contact with the service to help us work out if the service helps people generally in their recovery or not. However, you will also be able to provide us with your individual perspective in other ways- you will be invited to complete a short service feedback survey and we will also be inviting people at different times to tell us more about their individual perspective.

It's your choice!

It is important that you know that it is your choice whether you want to support any aspect of the evaluation. If you decide you do not wish your information to be used for the evaluation just let your Support Coordinator know. You can also change your mind at any stage and you do not need to give us a reason. Taking part in the evaluation will not provide you with any specific benefits - but it should also not expose you to any specific or additional harm or disadvantage. Whether you decide to take part or not will not affect the care provided by The Way Back Support Service or any other health or community service.

If you do not wish to have any of the information you provide used for the purposes of evaluation or if you have any questions or concerns, just let your Support Coordinator know.

Want to find out more about the evaluation?

This research has been approved by the Hunter New England Research Ethics Committee of Hunter New England Health (Reference Number: 16/02/17/5.05).

If you want to know more or have any questions or concerns about the evaluation, you are welcome to contact Danielle Adams (Operations Manager) on 1300 364 184.

If you have any concerns or complaints and would like to talk to an independent person (not involved in the research project), you can contact: Dr Nicole Gerrand, Manager, Research Ethics and Governance, Hunter New England Local Health Network, Locked Bag 1, New Lambton, NSW 2305; Ph (02) 49 21 4950; Em- hnehrec@hnehealth.nsw.gov.au