

The Way Back Support Service Participant Information Sheet

Welcome to The Way Back Support Service (The Way Back). The Way Back was developed by Beyond Blue and is designed to support people who have recently experienced a suicidal crisis or attempted suicide. The Way Back provides you with non-clinical, practical support in the community for up to three months. Participation is voluntary and support is guided by your needs.

In the Hunter, The Way Back works in collaboration with the Calvary Mater Newcastle Hospital for people who have presented to hospital following a deliberate self-poisoning. There are some additional referral pathways including Hunter New England Mental Health Unit. The Way Back is a free service and is delivered by Hunter Primary Care. It is funded by Beyond Blue, the Commonwealth and NSW Ministry of Health with local funding distributed by Primary Health Network.

What will participation in The Way Back mean for me?

After leaving hospital, your Support Coordinator will work with you for up to three months to develop and put in place a personalised support plan based on your needs. This can include:

- encouraging and supporting you following discharge from hospital or community mental health service;
- working with you to develop a safety plan;
- referring and connecting you to clinical and community-based support services;
- helping you make, keep and attend appointments with other services; and
- meeting with you in the community and/or keeping in touch via phone or text, depending on what you prefer.

Your Support Coordinator will collect information from you and about you, in order to prepare your support plan and provide you the most appropriate support.

How will my privacy be protected?

Hunter Primary Care is committed to providing you with the highest level of service and confidentiality, and this includes protecting your privacy. Hunter Primary Care is bound by privacy legislation protecting personal information, and takes these responsibilities seriously.

Your personal information is treated very carefully, stored securely, and only accessed by people who have a role in your support. If information needs to be shared with others (for example if you are being referred to another service), your consent will be sought. For further information regarding Hunter Primary Care's Privacy Policy, please visit <https://hunterprimarycare.com.au/privacy-policy/>

What am I being asked to provide consent for?

You are being asked whether you agree to participate in The Way Back Support Service.

As part of this, you agree to The Way Back collecting and holding routine personal information about you, to provide you with the best possible service and connect you with the most appropriate support for your circumstances.

The Way Back is required to share certain non-identifiable details about participants and the support provided with the program's funders (Hunter New England Central Coast Primary Health Network - HNECCPHN).

Optional Consents:

You are also being asked if you agree to certain non-identifiable data being collected and shared, to assist with the improvement and evaluation of The Way Back Support Service. You do not have to agree to this. There are two parts:

- *State and Commonwealth Government:* To assist with routine service improvement and evaluation, anonymised data about The Way Back is shared with the State and Commonwealth Department of Health. If you consent, the type of information shared may include age, date of birth, gender; but will not include identifiable details such as name, address or Medicare number.
- *National Evaluation:* The Way Back is currently undergoing a national evaluation. If you agree to take part, Hunter Primary Care will collect some additional information about your current needs, the services you are referred to, additional gender information, previous suicidal thoughts or self-harm, and your mental wellbeing. Strategic Data, an independent technology company, will link this evaluation data with routine service data to provide a full picture of your care; and the linked information will be shared with an evaluator evaluating the service.

If you want more information about this or do not wish your data to be used for these purposes speak to your Support Coordinator or indicate on the consent form. You can change your mind at any time.

What happens if I change my mind or need to update my information?

If at any time you would like to discuss or change your mind you can do so by contacting us at Hunter Primary Care. Participation in The Way Back is voluntary, you may withdraw from participation at any time. We encourage you to keep this information sheet for future reference.

You may update your information (including what you have consented to) at any time by contacting The Way Back Support Service on 1300 364 184 or TheWayBack@hunterprimarycare.com.au

How can I provide feedback?

The Way Back Support Service and Hunter Primary Care welcome feedback about our services from people who are involved with them. Whether you have a compliment for a staff member, a suggestion for improvement, or a concern about something that has happened, you are encouraged to let us know. For further information regarding Hunter Primary Care's Feedback Policy, please visit <https://hunterprimarycare.com.au/feedback-policy/>

Invitation to Participate in Evaluation

The evaluators are interested in speaking with participants of the service about their experience with The Way Back. If you would like to be contacted by the evaluator to learn more about being part of the evaluation, let your Support Coordinator know or email us at TheWayBack@hunterprimarycare.com.au.

Contact Us

If you would like to discuss any aspect of this Information Sheet or the service you are receiving you can contact us on 1300 364 184 (Mon-Fri). For more information about Hunter Primary Care and full details of HPC's Privacy Policy and Feedback Policy, please visit www.hunterprimarycare.com.au