

CONSENT TO CONTACT FORM

Project: The Innovative Models Promoting Access-to-Care Transformation (IMPACT) Program

Professor Grant Russell
School of Primary Health Care
Phone: 0400 467 310
email: grant.russell@monash.edu

You are invited to give consent for Professor Grant Russell or a qualified member of his study team to contact you in the next month about participating in a research study.

Are you willing to be contacted about the IMPACT study? (Circle one)

YES NO

If yes, you will be contacted at a later date. Please include your contact information below.

- Home Phone: _____ Preferred time (Circle one): AM or PM
- Mobile: _____
- Home address: _____

You authorise the Monash Health clinician to disclose your name and telephone number to the research team for the purpose of being contacted about the IMPACT research study.

Your personal information will be kept confidential.

Your contact information will be used by the researchers to invite you to participate in a research study that seeks to help people to connect with a General Practitioner (GP).

Your decision to be contacted by the researchers will have NO impact on the services that you currently receive or will receive in the future through clinical or other service providers. This consent is effective immediately. Your consent to be contacted can be cancelled by you at any time.

Name: _____
Signature: _____
Date: _____

If not client, relationship to client: _____
Name of client (If not provided above): _____

EXPLANATORY STATEMENT

Project: The Innovative Models Promoting Access-to-Care Transformation (IMPACT) Program

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This information sheet is for you to keep

Invitation to Participate: You have been invited to participate in a research study to investigate the effectiveness of a health service broker intervention to help people to access primary care services through connection to a General Practitioner (GP). Please read this Explanatory Statement in full before deciding whether or not to participate in this research. If you would like further information regarding any aspect of this project, you are encouraged to contact the researchers via the phone number or email address listed above.

Purpose of the research: The IMPACT research is an international partnership of researchers from Canada and Australia. The IMPACT research team has worked closely with members of the community, clinicians and government to tailor an intervention to help people to link to a GP with whom they are likely to form a long-term relationship for health care.

What does the research involve: You have been invited to participate because you have indicated that you would like assistance to connect with a GP.

Should you choose to participate in this study, you will be invited to:

- Complete a survey with the help of a member of the research team. The survey includes questions about who you usually go to for health care, any barriers you face when looking for health care and your experience of the care you received. We will ask you to complete the survey at the start of the study and then again at the end. Each survey should take between 30 and 45 minutes.
- Participate in an interview with a member of the research team. The interview will build on your responses to the survey and provide the research team with more details about your experiences. We may ask you to participate in the interview at the start of the study and then again at the end. Each interview should take between 20 and 40 minutes.

Funding: This project is being funded by the Australian Primary Health Care Research Institute.

Consenting to participate in the project and withdrawing from the research

Your participation in the research study will start when you have read this Explanatory Statement, signed the attached Consent Form and returned the Consent Form to the researchers.

Participation in any research project is voluntary. If you do not wish to take part, you do not have to. If you decide to take part and later change your mind, you are free to withdraw from the project. However, you will only be able to withdraw data prior to the linkage and aggregation of data. After this time any data you provide will be unidentifiable.

Implications of declining participation or withdrawal: Your decision to participate or not participate, as well as your decision to withdraw from the study at a later date, will have **NO** impact

on the services that you currently receive or will receive in the future through clinical or other service providers.

Remuneration: In recognition of your time to participate in data collection, you will receive a \$25 Coles gift card.

Possible benefits and risks to participants: You may experience minor inconvenience or discomfort relating to the time taken to participate in this study. There is no immediate personal benefit from participation in this study. However, your participation will allow the researchers to determine the effectiveness of the intervention on access to primary care for the broader community.

Services on offer if adversely affected: In the unlikely event that you experience distress during or after participation in this study, please contact, free telephone based counselling services. This service is not affiliated with the researchers.

Beyondblue 1300 22 4636

Lifeline

13 11 14

Confidentiality: Your participation and any information you provide will be kept confidential. To ensure confidentiality, unique codes will be assigned to all clients who consent to complete the study surveys. Unique codes will be in the form of serial numbers assigned incrementally and located on the front of the surveys (e.g. 0001).

If you choose to participate, your name will be recorded by the researchers against the unique code in a separate, password-protected file so that survey and interview data can be linked. Names are only used to ensure linkage is accurate. Non identifiable data will be recorded against the unique code rather than against the names of participants. Interviews will be audio recorded and transcribed. The audio files and transcripts will be coded using the same approach as the surveys. Any personal information that could potentially identify you will be removed from the interview transcripts or changed.

Once linkage has been completed, the code will be removed from the data to be used in the research. Any personal information you provide will not be made identifiable in any publications and presentations that will result from this research. Responses will be reported as a summary of group results in such a way that no one can be identified.

Your individual information will be accessible only to the research group or agents of the Monash Health Human Research Ethics Committee (MH HREC). It will not be given to any other person, persons or organisations. The MH HREC may look at research records to make sure it is operating according to good clinical practice. This would not violate your confidentiality.

Storage of data: Paper-based research data will be stored securely in a lockable filing cabinet at the research office for seven years. Electronic data, including audio recordings, will be stored in password-protected files on a computer server. These will be accessible only by the research team. Following publication of the study results, electronic de-identified data will be stored in a discipline specific data repository. Other genuine researchers may request access to these de-identified data in the future. Access will only be granted if they agree to preserve the confidentiality of the information as requested in this form. Their access will also require approval from the original research team as well as approval from a Human Research Ethics Committee at their home institution.

Results: It is hoped that this research will form the basis of research publications in journals, conference presentations, oral presentations, and a report to various organisations. Both the

report and publications can be made available to you. Furthermore, if you would like a copy of the results, you may request these by contacting the researchers. Individual participants will not be identifiable in any reports resulting from this study.

Complaints

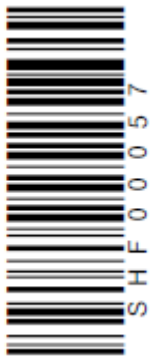
Should you have any concerns or complaints about the conduct of the research, you are welcome to contact

Name: Ms. Deborah Dell
Position: Manager, Human Research Ethics Committees
Telephone: (03) 9594 4611

Thank you, -



Professor Grant Russell



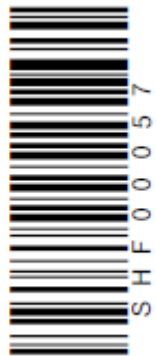
CONSENT FORM

Community Participants

Project: The Innovative Models Promoting Access-to-Care Transformation (IMPACT) Program

Chief Investigator: Professor Grant Russell

I have been asked to take part in the Monash University research project specified above. I have read and understood the Explanatory Statement and I hereby consent to participate in this project.



I consent to the following:	Yes	No
Completing a researcher-administered pre- and post- intervention survey to describe usual care, barriers faced when trying to access care in the past and experiences of past care		
An audio-recorded, semi-structured pre- and post- intervention interview for an in-depth exploration of survey responses		

Name of Participant _____

Participant Signature _____

Date _____