

Participant Information Statement

Evaluation of the Supporting Primary Care Response to Family, Domestic and Sexual Violence PHN Pilot

For people sharing feedback as a clinic patient

1. What is this evaluation about?

Our clinic has been part of a national program to improve how general practices recognise and respond to family, domestic and sexual violence (FDSV). The program is funded by the Department of Health, Disability and Ageing (DHDA) and has been running since 2024.

Researchers from the Sax Institute are evaluating what has changed and whether the program has made a difference to patients. Your feedback is an important part of that evaluation.

2. Who is conducting this evaluation?

The Sax Institute has been commissioned by DHDA to conduct this evaluation. The evaluation team includes:

- Dr Alice Knight, Director of Evaluation and Evidence Services, Sax Institute (Evaluation Lead)
- Ms Vincy Li, Deputy Director of Evaluation, Sax Institute
- Dr Sallie Newell, Senior Research Fellow, Sax Institute
- Dr Peter Ninnies, Ninnies Consulting
- Professor Mary Haines, MH Consulting Group

3. Why am I being invited?

You are receiving this invitation because you are a patient of a clinic that has been involved in this program. You do not need to have personally experienced FDSV to take part. Anyone who attended this clinic in the past 12 months is welcome to share feedback.

4. Do I have to take part?

Participation is completely voluntary. If you choose not to take part, this will not affect your care at this clinic or your relationship with any service. If you decide to take part, you can stop at any time without giving a reason.

Because your responses are anonymous, it is not possible to withdraw your submission once it has been sent. If you have not yet submitted, you can close your browser at any time and no information will be saved.

5. What will I be asked to do?

You choose how you share your feedback. You may select one or more of the following options:

- Short survey: a set of simple agree/disagree questions about your experience. Takes approximately 10 to 15 minutes. There is an optional space to add comments at the end.
- Audio recording: speak about your experience in your own words and upload the recording from your phone or device. Optional prompts are provided if you would like a starting point.

- Photo or drawing: share an image that represents something meaningful about your experience, with a short written explanation if you wish.

All options end with the same closing question, asking you to describe the most significant change you have noticed in your life as a result of the care you received. There are no right or wrong answers.

Important: This is not a counselling or therapeutic space. Do not share specific or detailed information about any traumatic experiences or criminal incidents. If you are in immediate danger, please call Triple Zero (000).

6. What are the risks of participating?

The main risk is that thinking about your experiences may bring up difficult or upsetting feelings. If this happens, you can stop at any time using the exit button. Support services are listed at the end of this form.

Because participation is anonymous, the evaluation team cannot identify or contact you based on your submission. The evaluation is not able to refer or connect you with any service based on what you share.

7. What are the benefits?

You are unlikely to receive a direct personal benefit. The main benefit is to help improve the way GP clinics support people experiencing FDSV in the future. Your feedback will help the government, health services, and clinics understand what is working and what needs to change.

8. What will happen to my information?

Your responses are completely anonymous. We do not collect your name, contact details, or any other information that could identify you.

Your information will be:

- stored securely on Sax Institute systems, accessible only to named members of the evaluation team
- used only for the purposes of this evaluation
- not shared with your clinic or any other service in an identifiable form
- not used for any secondary research
- retained for 5 years after the evaluation findings are published, then securely deleted
- handled in accordance with the Australian Privacy Act 1988 and the Australian Privacy Principles

Survey responses and uploaded images are stored on the Qualtrics platform (an IRAP-accredited, Australian-compliant survey platform) before being transferred to Sax Institute secure servers. Audio recordings are transferred to Sax Institute secure servers within one week of submission.

9. Use of anonymised quotes

Anonymised quotes from participants can be a powerful way to communicate findings and contribute to change. At the end of the survey, you will be asked, as an optional Yes or No question, whether you agree to your anonymised words, images, or audio recordings being used in reporting and systemic advocacy related to this evaluation. This is optional and will not affect how your other responses are used.

If you answer No, your contributions will be used for thematic analysis only. No quotes, images, or recordings will ever be published in a way that could identify you.

10. How will I find out about the results?

A plain-language summary of findings will be published on the Sax Institute website. You can access it at www.saxinstitute.org.au/spc-evaluation from approximately early 2027.

11. Questions about this evaluation

If you have questions about this evaluation or your involvement, please contact:

Dr Alice Knight | Director, Evaluation and Evidence Services

Email: alice.knight@saxinstitute.org.au | Phone: (02) 9188 9577

12. Concerns or complaints

If you have a complaint about any aspect of this evaluation, you may contact the UNSW Human Research Ethics Coordinator:

Email: humanethics@unsw.edu.au | Phone: +61 2 9385 6222

Reference number: iRECS6393

Support services

If participating brings up difficult feelings, please reach out. All services below are free and available 24 hours a day:

- 1800RESPECT — 1800 737 732
- Fullstop Australia — 1800 385 578
- 13YARN (First Nations) — 13 92 76
- Lifeline — 13 11 14
- QLife (LGBTQI+) — 1300 555 727
- MensLine Australia — 1300 789 978