

Participant information sheet: consumer case studies about quality and safety in aged care

Please note: This participant information sheet is to be read together with the *Participant Interview Consent Form*.

Consumers Health Forum of Australia (CHF) invites you to participate in a telephone interview about your experience of quality and safety in aged care.

This document provides some background information about CHF and tells you about the purpose of these interviews, and what taking part involves. This will help you decide if you want to take part. It also explains how information collected from participants will be used by CHF.

Please read this information carefully and ask any questions about anything that you don't understand or want to know more about.

Consumer Health Forum of Australia

CHF is the national peak body representing the interests of Australian healthcare consumers and those with an interest in health care consumer affairs. CHF works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems. CHF is committed to consumer engagement and ensuring that consumer views are included in advice to the Government on safety and quality issues in health care. Consumer participation in safety and quality will contribute to cultural changes needed among health professionals, health managers, health services and the wider community that are needed for sustainable improvements in quality and safety in aged care.

Purpose of the Interview

The aim is to develop a series of case studies by collecting stories from patients, carers and/or family members to understand their experiences of aged care and highlight the importance of quality and safety.

It is expected that the consumer case studies will capture opportunities for improvement and highlight what is working well across different aged care settings, from a consumer perspective. The consumer case studies will be used to support our response to the Royal Commission into Aged Care Quality and Safety.

Interview Process

If you choose to participate and provide consent, you'll take part in an informal telephone interview. It is anticipated that each interview will take approximately 30-60 minutes. This will take place at a time that you choose between the hours of 8am and 3pm during a weekday in late June to August 2019.

The aim is to learn more about your experience of quality and safety in aged care. You'll talk with the CHF Safety and Quality Policy Officer, Leanne Kelly. She will give you a list of possible questions beforehand. You don't have to read this list, but it may help you to prepare for the interview. If you prefer to talk about other things, that's fine. **Talking about these topics could be upsetting.** Please only talk about things you feel comfortable to talk about. If you'd rather not answer a question or questions, that's fine. You can stop the interview at any time.

What if my story includes a difficult experience?

It can be upsetting to share a story about a difficult health experience. Before you decide to take part, you may like to:

- Talk about it with your health consumer organisation.
- Talk about it with someone you trust.

If reflecting on your experience is upsetting, it could help to:

- Talk to a health professional; or
- Use a phone counselling service, such as [Beyond Blue](#) (1300 224 636) or [Lifeline](#) (12 11 14).

If you decide to participate please note CHF do not have any influence over your future treatment or care and you will not receive any clear benefit as a result of taking part in the interview.

Personal information such as your name and contact information will be collected for the purposes of administering the interview and will be handled in accordance with the [privacy policy](#) of CHF.

Voice recordings of the interviews will be made. The voice recordings of your interview will be kept securely until they are transcribed, and information is analysed. All information about participants, patients, or aged care staff, services and/or organisations will be de-identified in the published case studies. All recordings will be destroyed once the information has been analysed.

After the interview, CHF will invite you to:

- Approve (and make any changes to) the transcript of your interview;
- Identify the high and low points of your experience by highlighting green for positive and/or red for negative experiences on your transcript and returning it to CHF;
- Approve a depiction of your story as represented in the draft case study content.
- Be notified when the case study depicting your story is published and receive a copy.

Your participation in each of these activities is voluntary. This means you do not have to take part in any of these activities. **There are no costs associated with participating, nor will you be paid.** However, sharing your story may benefit others and lead to improvements in the quality and safety of aged care services.

Publication Process

After the interview has been held and the information analysed, CHF will draft content for publication. Generic descriptors may be used to provide context for the stories. The following are examples of these descriptors:

- 'A family member of a consumer receiving community aged care services at their urban home...'
- 'A consumer at a rural residential aged care facility...'

Your name will not be made public. This is to protect your privacy. We will try not to publish details that could let anyone guess who you are. It is possible you could be identified even though your name will not be published in the case study. For example, if you have a well-known experience or live in a small community, some readers may be able to identify you. Please be aware of this risk.

You will have the opportunity to review, provide comment and approve the draft case study content for publication. CHF may also use the de-identified content from the case study in other reports, submissions and presentations.

You can withdraw at any time. Please be aware that if you withdraw **after** you approve the case study content, your story may already have been made public. Your relationship with CHF will not be affected by your decision to take part or not take part.

Questions

If you have any questions about the information contained in the *Participant Interview Consent Form*, or in this *Participant Information Sheet*, please contact:

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Participant Interview Consent Form

Consumer case studies about quality and safety in aged care

The Consumers Health Forum of Australia (CHF) is developing a series of case studies as described in the *Participant Information Sheet* and wishes to interview the participant identified below to collect information to support our response to the Royal Commission into Aged Care Quality and Safety.

Declaration by participant:

I freely consent to participating in an interview on the following basis (please tick):

- I am over 18 years of age
- I have read the *Participant Information Sheet* (or someone has read it to me in a way that I understand).
- I understand the purposes, procedures and risks described in the *Participant Information Sheet*.
- I have had the opportunity to ask questions and I am satisfied with the answers I have received.
- I understand that participation is voluntary, and I am free to withdraw from participation in the interview at any time or to decline to answer particular questions.
- I agree to information that I provide during the interview being collected, recorded, stored, used and disclosed by CHF as set out in the *Participant Information Sheet*.
- I understand that I will be given a signed copy of this document to keep.

Name of Participant: (please print) _____	
Signature _____	Date _____