

Professor Jenny Bowman  
School of Psychology, Faculty of Science, University of Newcastle  
University Drive, Callaghan NSW 2308  
02 4921 5958



**Information statement for research project:  
CHRONIC DISEASE PREVENTIVE CARE EXPERIENCES AND PREFERENCES OF CONSUMERS WITH  
MENTAL HEALTH ISSUES ACCESSING SUPPORT FROM COMMUNITY MANAGED ORGANISATIONS**

*Information statement  
Document Version 3: 11<sup>th</sup> December 2019*

Researchers from the University of Newcastle are investigating the role that Community Managed Organisations (CMOs) play in improving the physical health of consumers with a lived experience of a mental health issue. As someone who accesses support from One Door we are interested in hearing about your experiences with the service, particularly around any care provided for your physical health.

**Why is the research being done?**

To investigate what care is being provided by CMOs in NSW to support the physical health of people accessing their services. The research will focus on any support provided to help with health behaviours like improving sleep, healthy eating, being physically active, quitting smoking or reducing alcohol consumption.

**Who can participate in the research?**

People who have accessed services from One Door in the past 6 months are eligible to participate. You must be at least 18 years of age, speak and understand English, identify as having a lived experience of a mental health issue, and have a telephone number we can contact you on, to participate.

**What will you be asked to do?**

The survey is a telephone interview and will be completed verbally over telephone/mobile phone. The interviewer will read out a question, and then read out a list of answers for you to choose from. There are no right or wrong answers, we are just interested in your opinion and experiences. Once the survey starts you will be asked some questions about your health behaviours, including your physical activity, healthy eating, sleep, smoking and alcohol consumption. The survey will also ask you about any support provided by One Door to improve your health behaviours, and how you would most like to receive this support. The surveys will be conducted by interviewers located at Hunter New England Population Health (HNEPH).

**How much time will it take?**

The survey is expected to take around 30 to 40 minutes to complete.

### **What are the risks or benefits of participating?**

The information collected is strictly confidential and poses no risk to you as an individual. It is possible that participation in the research project may cause some distress related to difficult experiences or concerns you have about your health. If this occurs, you are under no obligation to answer questions and may stop the survey at any time without needing to tell us the reason. You can contact your community managed organisation or we have provided a list of mental health support services at the end of this document. Although there will be no direct benefits, participating will help us determine how consumers of community-managed organisations would like to receive support to improve their health behaviours.

You will receive a \$20 supermarket gift voucher to compensate for the time required to undertake the interview.

### **What choice do you have?**

Participation is voluntary. You do not have to participate if you do not want to. Staff from One Door will not know whether you did or did not participate in the telephone interview. Your decision to participate or not will not impact the care you receive from One Door in any way. If you do decide to participate, you may withdraw from the phone interview at any time without having to provide an explanation. You will receive the supermarket gift voucher regardless of completion.

### **What do you need to do to participate?**

If you think you may be interested and would like more information about the survey you can let the research team know you are happy to be contacted in one of the following ways:

1. You can send an email or text message to the research team on the following email address or phone number to provide your consent to be contacted. If this option suits you, please include the following information in the message: your name, contact phone number, your centre location, and best time for the research team to call you.

Email address: [cmoconnect@newcastle.edu.au](mailto:cmoconnect@newcastle.edu.au)

Phone number: 0420 557 867

2. You can type the following link into your computer internet browser to let the research team know you are happy to be contacted. You will be asked to enter your details including your name, contact phone number, your centre location, and best time for the research team to call you:

Link: [https://uonpsychology.au1.qualtrics.com/jfe/form/SV\\_3Ulh1QodY6tt9xH](https://uonpsychology.au1.qualtrics.com/jfe/form/SV_3Ulh1QodY6tt9xH)

Please be assured this is a secure site and your privacy will be protected. Qualtrics Privacy Statement is available at <https://www.qualtrics.com/privacy-statement/>

3. You can scan the following QR code with a 'QR code scanner' app on your mobile phone. You will be asked to enter your details including your name, contact phone number, your centre location, and best time for the research team to call you.



Please read the details on your QR code scanner App for privacy information. Please be assured the research team will store data securely.

4. You can call the research team to provide your contact information using the following telephone number. If the phone call is unanswered, please leave the following information in a voicemail message; your name, contact phone number, your centre location, and best time to be contacted. Phone number: 02 4913 8128

In a few weeks, a member of the research team will call you to explain the project and ask you if you would like to participate. The telephone call will come from a number starting with 02 4924 6xxx, so you will know it is the research team calling. If the team member calls at a time you cannot talk, they can arrange with you a suitable time for them to call back. If you do not answer the telephone they will attempt to call you back. The interviewers will send you a text message after you return the consent form, with information about when they will call. The interviewers may also leave you a voice message to let you know they have tried to call you.

#### **What will happen to the information you give us?**

All the answers you provide to use will be treated in **strict confidence**. These answers will be entered onto our computer and stored securely. Reports that are based on the survey information will only refer to the entire group of people surveyed. Individual people or their answers will NOT be identified. The data collected may be published in a scientific journal and presented at scientific conference(s). Data will only be reported or published at aggregate level and no responses will ever be identified as those of a specific individual. The report of the results from the survey that will be provided to One Door will not identify you in any way. Findings of this research will be presented in one or more Higher Degree Research (HDR) theses. It is estimated a final report will be available by February 2020. You will be asked if you would like to receive a summary of the final report by email at the end of the telephone interview.

#### ***Further information about the Project***

If you would like further information please contact Prof Jenny Bowman on 02 4921 5958. Thank you for your time and consideration.

Yours sincerely,



Professor Jenny Bowman  
School of Psychology  
The University of Newcastle  
Telephone: 4921 5958  
Email: Jenny.Bowman@newcastle.edu.au

#### **Co Investigators/Researchers**

Dr Magdalena Wilczynska  
Dr Kate Bartlem  
Dr Tara Clinton-McHarg  
Dr Sonya Murray

Ms Joanna Latter  
Ms Grace Hanly  
Dr Olivia Wynne  
Dr Julia Dray

### **Research Students**

This research will form part of three student's research studies:  
Miss Lauren Gibson (PhD) – Supervised by Professor Jenny Bowman  
Ms Brook Austin (Honours) – Supervised by Dr Tara Clinton-McHarg  
Miss Rosie Lipscomb (Honours) – Supervised by Dr Tara Clinton-McHarg

### ***Complaints about this research***

This project has been approved by the University's Human Research Ethics Committee, Approval No. H-2019-0077.

Should you have concerns about your rights as a participant in this research, or you have a complaint about the manner in which the research is conducted, it may be given to the researcher, or, if an independent person is preferred, to the Human Research Ethics Officer, Research Services, NIER Precinct, The University of Newcastle, University Drive, Callaghan NSW 2308, Australia, telephone (02) 4921 6333, email [Human-Ethics@newcastle.edu.au](mailto:Human-Ethics@newcastle.edu.au).

### **Support Services**

Lifeline 13 11 14  
<https://www.lifeline.org.au/>  
Mental Health Line 1800 011 511  
<https://www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx>