

HOW WILL MY INFORMATION BE USED?

Sharing your experience with primary health services for Mental Health and AOD

Why are we asking for your experience?

Western Victoria PHN (WVPHN) is re-designing primary health services for people with Mental Health and/or AOD issues. We want to work with people who have lived experience, carers, community, and service providers to ensure everyone in the community has access to the health services that they need.

Your experiences are:

- a great way for WVPHN to learn about people's and service providers' experiences of primary health services for Mental Health and/or AOD
- a powerful source of information about primary health services and can inform better decision making about these services.

It's important to note that sharing your experience is not an opportunity to receive counselling or a complaints process. It is not a process for formally reporting an adverse event that may have occurred during care or treatment. Please speak to your health care provider if you would like to make a formal complaint.

What we would like to know

We are very keen to hear about your experiences with primary health services for Mental Health and/or AOD. You can tell us about your experience as a service provider or a community member. We would like to know what is working well and not working well with these services.

What will we do with what you tell us?

The first stage involves us learning about your experience with current primary health services for Mental Health and/or AOD in western Victoria. We want to hear your experiences to make sure the knowledge, thoughts and feelings of the community and service providers of western Victoria are at the centre of the design process.

Your experiences will help us understand what is working well and what the challenges are for people accessing services. We will create a deidentified summary of the key issues from your experiences and the information we have already gathered and will give you the opportunity to review and provide feedback.

In June/July 2021 we will invite you to participate in designing what the primary health services for Mental Health and AOD could look like. We will share a deidentified summary of your experiences to help the design process.

Sometimes individual experiences can be very powerful. We will only share individual experiences if you are comfortable to do so, with your consent, and these experiences will remain deidentified. We will never share your individual experience without asking you first. If you consent to your experience being shared, we will remove any identifying information and you will have the opportunity to approve the final experience.

What will your participation involve?

You can share your experiences in a variety of ways:

- Sharing your stories/experience on Meeting Place
- Participating in the discussion forum on Meeting Place
- Completing a survey on Meeting Place
- Telling us your experience over the phone

If you choose to share your experience or participate in discussions on Meeting Place this will be visible to everyone registered for Meeting Place.

Possible risks

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

- Talk about it with someone you trust
- Review your self-care plan if you have one or consider creating one, see below for some templates:
 - [Black Dog Institute template](#)
 - [Roses in the Ocean template](#)

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

- Talk to a [health professional](#); or
- Use a counselling service, such as [BeyondBlue](#) (1300 22 4636) or [Lifeline](#) (13 11 14)

To protect your privacy, your participation is anonymous, your name will not be made public and you can choose your screen name on Meeting Place. In our summary of the experiences we hear, we will try not to publish details that could let anyone determine your identity. It is possible you could be identified even though you are anonymous. For example, if you have a well-known experience, some readers may be able to identify you. Please be aware of this risk before you agree to take part.

Please see the table below of who will see your experience.

Ways to share your experience	Who will see your experience?		
	Western Victoria PHN staff listed under 'Who's listening'	Community Members who have registered for Meeting Place	Health professionals or organisations who provide mental health support or services
Posting your experience on Meeting Place	✓	✓	✓
Discussion forum on Meeting Place	✓	✓	✓
Survey on Meeting Place	✓	x	x
Phone interview	✓	x	x
Summary of deidentified experiences	✓	✓	✓

What If I change my mind?

You can withdraw from the project at any time. Please be aware that if you withdraw after you approve the deidentified summary of experiences, the summary may have already been made public.

How will we inform you of the outcomes?

You will be notified by email when the summary of the deidentified experiences has been completed. From here, you will have the opportunity to review the summary and provide feedback. Common themes across the experiences we hear will be in the summary and it may not directly reflect your individual experience. This summary will be shared publicly as part of the design phase of primary health services for Mental Health and AOD in western Victoria.

You will be invited to participate in the design phase in June/July 2021.

The final model for primary health services for Mental Health and AOD in western Victoria will be shared with all participants on Meeting Place late 2021.

Where can I find out more?

You can ask any questions under 'Ask a question' on Meeting Place.