



## Improving Lifeline's Services - Consultation Explainer

### Project summary and goals

We want to better understand the needs of people who have called Lifeline for help regularly (around 16 or more times per month). We want to hear about what it was like for you when you called.

We are providing different ways for you to share your experiences:

- An online survey, open until 12 April
- Over the phone with one of the team, between 8-19 April
- A focus group session with other people who have called Lifeline, 17 April 1-2.30pm, AEST

You can select how you want to be involved at the link here:

[https://lifelineaustralia.au1.qualtrics.com/jfe/form/SV\\_cOMpFux3o6ZrTlq](https://lifelineaustralia.au1.qualtrics.com/jfe/form/SV_cOMpFux3o6ZrTlq)

We will collect details of your experiences and ideas of how things could be better. These will be reviewed by the project team who are looking at the design of Lifeline services, at what is working and what could be improved. You will not be asked to share specific examples of distress or personal experiences, instead we want to find out what you needed or hoped to get from Lifeline and if your needs were met. You only need to tell us what you feel comfortable sharing.

We wholeheartedly welcome feedback from those who call Lifeline as it helps us improve our service. We want to hear your honest feedback and this will not impact your access to or use of Lifeline services in the future. Your input is really valuable to us, and we are committed to creating the best experience possible for all people seeking help.

All data will be collected, recorded and stored in line with the [Lifeline's Privacy Policy](#). If you have any questions about the consultation contact the project team at [improvements@lifeline.org.au](mailto:improvements@lifeline.org.au)

### Details for the online survey:

What experience or skills do you need to complete the survey?

- Have had an experience of calling Lifeline regularly (around 16 or more times per month) either currently or in the past.
- Be happy to share your ideas in a written online survey
- Be able to read and write in English

Practical things:

- The survey will take around 15 minutes to complete. The survey will be available at this link [https://lifelineaustralia.au1.qualtrics.com/jfe/form/SV\\_cOMpFux3o6ZrTlq](https://lifelineaustralia.au1.qualtrics.com/jfe/form/SV_cOMpFux3o6ZrTlq) and will be open until 12 April.
- You can stop the survey at any time. We are unable to withdraw responses due to your responses being anonymous (unless you choose to provide your contact details to be part of the focus group).
- It is an online survey and you will need a computer, tablet or mobile to complete it. On the first page of the survey you can choose if you would prefer to tell us about your experience over the phone by providing your phone number and preferred days and times for a call.



## Details for the Phone Consultation

### What experience or skills do you need to give feedback on the phone?

- Have had an experience of calling Lifeline regularly (around 16 or more times per month) either currently or in the past.
- Be happy to share your ideas on the phone, with a project team member who works at Lifeline
- Be able to communicate in English

### Practical things:

- To let us know you're interested in participating click the option *Request a phone call to have a chat with a Lifeline team member* at [the link here](#).
- Phone calls will take place Monday – Friday, between 8-19 April.
- The phone call will last about 20 minutes.
- We will ask you some questions about your experience using Lifeline services. All questions are optional. You can stop and withdraw at any time.

## Details for the Focus Group

### What experience or skills do you need to be part of a focus group?

- Have had an experience of calling Lifeline regularly (around 16 or more times per month) either currently or in the past.
- Be happy to share your ideas in an online group conversation- either verbally or typing them in the chat
- Be willing to respect other people and listen to their ideas even if they are different to yours

### Our Commitment

- The two Lifeline team members leading the group will help to ensure everyone's voices are heard.
- We will ask when you sign up "Are there any ways we can support you to feel comfortable and participate fully in the session?" and do our best to respond to people's requests to help people feel comfortable.
- We will work to create a safe space for the online focus groups by not asking you to tell us details about times of distress, offering access to debrief with a member of the Lifeline team with mental health training if needed and where possible co-facilitating with someone who has a lived experience of calling Lifeline.

### Practical things:

- The focus group will be held on 17 April, 1-2.30pm AEST.
- To let us know you're interested in participating click the option *Share your email so we can send you details about a focus group in April* [at the link here](#).
- You can leave the focus group at any time.
- The focus group will be held online on Zoom. You will have the best experience on a computer, or tablet but it is also possible to join from a phone. Instructions on how to join will be sent via email.
- You will receive a \$180 gift voucher as a thank you. To receive this we will need to provide either an email address or postal address to send it to you. The vouchers will be sent within 2 weeks of the session.