

Participant Information Sheet (PIS)

Opportunity to give feedback for your recent call with Lifeline.

Please note: This is a feedback interview, not a crisis support call. If you need immediate support, please call Lifeline on 13 11 14, or in an emergency, call 000.

Providing feedback will not impact your relationship with Lifeline or your ability to use our services in the future.

We welcome and value the voices of people from all cultures, backgrounds, and walks of life. Lifeline is evaluating a new approach (called Support Navigation) to help us make informed decisions about how to better connect people with the right services, while making sure you feel heard and supported.

What to expect

Lifeline has partnered with an independent evaluation team from Social Ventures Australia (SVA). You are invited to a one-on-one phone interview with an SVA researcher to talk about your experience.

- The interviews will be conducted in English
- You have the option to speak to Jimmy (He/Him) or Louise (She/Her) from SVA
- It will take about 15 to 20 minutes, and you can choose a time that suits you
- You will receive a reminder text 15 minutes before the interview time you have chosen
- With your permission, they will audio-record the call so they can accurately capture your feedback. This recording will be deleted immediately after their notes are typed up. You can also choose not to have the audio recorded and continue with the interview, this will be confirmed at the start of the call

We would love to hear your thoughts on whether the call and the support options felt helpful, and we welcome any suggestions for how we can do better. We have a few questions to guide us, but you can focus on whatever parts of the support process you want to share.

For example, we might ask:

- *Did you feel like the Crisis Supporter listened to you and understood what you were going through?*
- *How helpful was it when they suggested other support options?*
- *Is there anything they could have done differently to be more helpful?*

You will not be asked to discuss the personal circumstances or the distress that led you to call Lifeline.

Your choice and safety

Your participation is entirely voluntary. You can answer as few or as many questions as you like. You can also change your mind and withdraw your feedback after the interview is over.

- **Privacy:** You may want to consider finding a private space where you can talk freely. You are also warmly welcome to have a support person present with you if you choose.
- **Support:** We understand that reflecting on your experience might bring up difficult emotions. If you feel upset and unable to continue, we invite you to pause or stop the interview at any time.
- **Accessibility:** Please let us know if we can arrange any supports to help you take part.

Supports available to you

If you experience any distress during your participation in the interview, several support options are available:

- Lifeline contact options:
 - Phone: 13 11 14 (Available 24/7)
 - Text: 0477 13 11 14 (Available 24/7)
 - Website: <https://www.lifeline.org.au/get-help>
- Beyond Blue (1300 22 4636)
- You may also request a debriefing session with a trained counsellor. If you would like to access this option, please inform the interviewer.

Software and hardware

SVA uses secure online data management systems through Microsoft SharePoint. All information related to this research will be stored directly and securely within these systems

Safe storage

Data will be collected and stored securely by SVA as per the organisation's Privacy and IT Security Policies. Prospective participant contact information that is shared with the research team will be stored in one file, per SVA Privacy and IT Security Policies.

Privacy

The research team will take notes on each of the interviews in a separate spreadsheet file. Access to these notes will be limited to the SVA Evaluation team members. Once all interviews have been completed, these notes will be analysed for key themes and insights. The names of interviewees will not be recorded in the notes, rather, each interviewee will be referred to as 'Interviewee 1', 'Interviewee 2', etc.

In some cases, individual responses may be quoted in the report. In these instances, the quote will be deidentified. Interview comments will be shared with Lifeline in aggregate form only.

Disposal/destruction

If the participant provides permission, a recording will be taken of the interviews, and audio transcribed using voice transcription software. The recording will then be deleted within two weeks of the interview being completed, and the transcription saved (again, anonymously) on SVA's secure network.

Feedback regarding the interview process

If you have any comments, feedback or complaints about the interview or interview process in general, [please provide your feedback here](#).