**EXPLANATORY STATEMENT – Survey**

**Project ID: 38021**

**Project title: Tell Gippsland PHN - Community engagement to assess need among people not accessing health care**

**Investigator Details**

Professor Darryl Maybery (Chief Investigator)  
Ms Liz Craig

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You are invited to take part in this study. Please read this Explanatory Statement before you decide to complete the survey. If you would like more information, please contact Maria Garrett via email [maria.garrett@gphn.org.au](mailto:maria.garrett@gphn.org.au) or phone 0447 206 817.

**What is Gippsland PHN?**

Gippsland Primary Health Network (Gippsland PHN) is an independent not for profit organisation working to improve health and wellbeing of people across Gippsland. We use data and information from Gippsland people to learn what is most needed to do that.

**Why are Gippsland PHN and Monash University doing this?**

This study will help Gippsland PHN and Monash University develop new knowledge and understanding to improve the health and wellbeing of people in the region.

The information you share can help Gippsland PHN make it easier for people to get the health care and other support they need. It helps us make better decisions about how we spend money so its most useful and it can help us work with other organisations.

**Who can help?**

We would like to hear from you if you:

1. live, work or study in Gippsland; and
2. do not access health care even if you have a health issue.

**How you can contribute**

You can share your experiences and suggestions in an anonymous survey. We will ask about:

* The main factors influencing your health and wellbeing?
* Reasons you do not access health care (from a doctor, nurse or other healthcare professional)?
* What you do when you have a health problem?
* Examples of what has worked well or suggestions about what would make a difference.

You can complete a survey online or on paper. The online survey can be accessed via the QR code or direct link below. It will take approximately 5-10 minutes to complete.

<https://ghn.qualtrics.com/jfe/form/SV_6mc6enls6NqvCMm>



Participants supported to complete a survey will be offered a $5 coffee voucher.

**Consenting to participate in the study and withdrawing from the study**

Completing the survey is entirely voluntary and we will not ask for any identifying information.

Before sharing information with us, you should understand the information in this document. We will assume you consent if you answer the questions. It will not be possible to withdraw consent once the survey has been submitted as it doesn’t include any identifying information.

**Possible benefits and risks**

This study could help the primary health sector to better meet the community’s health needs.

**Confidentiality**

Survey responses provided on a paper form will be entered electronically and combined with online responses. Only the research team will have access to the full data set to identify common themes. No information that you provide will be possible to use to identify you.

**Storage of data**

All data, analysis and write-up will be kept on a password protected computer. The electronic data will be retained for five (5) years in secure storage. At this time, all results will be destroyed.

**Results**

Summary information will be included in a report to be published on a Gippsland PHN website and may also be published by Gippsland PHN and Monash University in academic journals and at conferences.

Reporting may include developing stories based on several people’s experiences to help describe the major issues regarding health care in the region and how services can work better.

**What to do if you need to talk to someone**

Support services are available 24 hours, 7 days and include online and phone support;

Lifeline (<https://www.lifeline.org.au/>) 13 11 14

Beyond Blue (<https://www.beyondblue.org.au/>) 1300 224 636

Kids Helpline (<https://kidshelpline.com.au/>) 1800 551 800

**Complaints**

If you have any concerns or complaints about this study, please contact the Executive Officer, Monash University Human Research Ethics Committee (MUHREC):

Executive Officer  
Monash University Human Research Ethics Committee (MUHREC)   
Room 111, Chancellery Building D,  
26 Sports Walk, Clayton Campus  
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Thank you,  


**Professor Darryl Maybery, PhD**