



Participant Information Sheet

Integrated Carer Support Service (ICSS) Survey

Project Title: Impact evaluation of the Integrated Carer Support Service and carer support programs

What is the project about?

The Australian Government funds a range of carer support programs, and this survey will collect the views and experiences of Australian carers on Carer Gateway.

This survey will be a part of a larger evaluation that will provide information on three carer support programs:

- Carer Gateway
- the Young Carer Bursary Program and Young Carers Network
- Your Caring Way.

The purpose of the evaluation is to assess how the programs are meeting carer support needs and if they are improving wellbeing and participation for carers.

THIS MEANS THE RESEARCHERS WANT TO FIND OUT WHAT IS WORKING WELL AND WHAT CAN BE IMPROVED ABOUT THE YOUNG CARER BURSARY PROGRAM AND YOUNG CARERS NETWORK.

Who is conducting the evaluation?

This evaluation project is being conducted in partnership by the Social Policy Research Centre at University New South Wales Sydney (UNSW Sydney), the Social Research Centre (SRC), and the Ipsos Aboriginal and Torres Strait Islander Research Unit (ATSIRU). This project is being conducted over the period of April 2022 to June 2024.

The evaluation is funded by the Department of Social Services (DSS).

THIS MEANS THE RESEARCH IS RUN BY THE SOCIAL POLICY RESEARCH CENTRE, SOCIAL RESEARCH CENTRE, AND IPSOS ABORIGINAL AND TORRES STRAIT ISLANDER RESEARCH UNIT. THE AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES PAID FOR THE RESEARCH.

Who is involved in the project?

This evaluation project is being conducted by researchers from the UNSW Sydney, SRC and Ipsos ATSIRU.

Social Policy Research Centre at University New South Wales Sydney	The Social Research Centre	Ipsos ATSIRU
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Researchers: Ilan Katz, Trish Hill, Bruce Bradbury, Cathy Thomson and Liz Adamson, Massimiliano Tani Bertuol	Researchers: Kylie Brosnan, Sue Khor, Stevie-Rae McMillan, Natasha McDonald	Researchers: Sharon Barnes, Michael Barnes
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Why have I been invited to participate?

You have been invited to participate because you have registered with Carer Gateway. By taking part in this evaluation you will be contributing to improving services for carers.

Privacy and your personal information

You were selected to participate in this survey because you are registered with Carer Gateway and agreed to participate in research. Your personal information is protected by law, including the Privacy Act 1988. All information you provide is confidential and will be used for evaluation **purposes only**. Participation in this evaluation is **voluntary** and **will not affect any government assistance, services or income support you receive**.

Do I have to participate?

Participation in this evaluation is entirely voluntary, meaning if you don't want to participate, you do not have to. You can decide at any time during the evaluation that you no longer wish to participate, you do not have to say why. If you include an email address in your survey response, you can withdraw your survey data by emailing the UNSW contacts below. If you withdraw by July 2023 your survey data won't be used in reports for this project. If you withdraw by February 2024, your deidentified survey data will not be provided to the Department of Social Services for future projects. If you decide not to participate in this evaluation, it will not impact your access to services provided by the Australian Government.

THIS MEANS YOU CAN SAY NO TO DOING THE SURVEY.

What will I have to do if I do participate?

The survey will take approximately 20 minutes to complete. Go to www.srcentre.com.au/cgsurvey to start the survey. If you would prefer to complete the survey over the phone, please call 1800 023 040 (quote Reference C1). If you do not want to participate, please simply disregard or delete this invitation.

Your survey responses are anonymous.

No identifying information will be connected to your survey responses.

Your agreement to participate in the survey is inferred by clicking on the submit button at the end of the survey.

How will my information be used?



Your information will be used to create a report for the Department of Social Services who is funding this evaluation. The Department will use this report to improve carer support services.

No-one will know that you have participated in the survey.

Intellectual Property for the project data and copyright will be held by the Department of Social Services. The Department may reuse survey data in future evaluations of carer support programs.

The researchers will send you a copy of the summary of the evaluation report if you provide either an email address or postal address at the end of the survey.

How will my information be kept confidential?

All information you provide will be kept confidential and used for this evaluation and future evaluations of the Carer Gateway. All data will be de-identified in any reporting. This means no names or other identifying information will be used. Your personal information is protected by the Privacy Act 1988.

The UNSW, SRC and Ipsos ATSIURU uphold their obligations and participants' rights under the Australian Privacy Principles (APP). We will not disclose any personal information or personally identifiable information to a third party for a purpose other than conducting this evaluation unless we have your express prior consent or are required to do so by an Australian law or a court/ tribunal order.

The privacy policies of the organisations involved in this evaluation are available online.

- UNSW: <https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/privacypolicy.pdf>
- SRC: <https://www.srcentre.com.au/research-participants/privacy>
- Ipsos': <https://www.ipsos.com/en-au/search?search=privacy+policy>
- Department of Social Services: <https://www.dss.gov.au/privacy-policy>

Services Australia: <https://www.servicesaustralia.gov.au/privacy-policy>

What are the benefits of taking part?

There may not be any immediate or direct benefits to participating in this evaluation. However, by participating in the evaluation, you will be able to share your experiences of the Carer Gateway and contribute to the Department's effort to improve support system for carers.

What are the potential risks?

Some carers may find answering survey questions about their experiences of caring and accessing and using services difficult. If you feel any distress answering an questions you can skip it and go to the next question, take a break or you can stop completing the survey at any time.

A list of Support Services for carers is provided below and in the survey.

How can I access debriefing and support services?

The following services are free, confidential and available nationally. If you experience any discomfort or wish to speak with anyone, you can contact them.

National Crisis Support Services		
Lifeline		13 11 14
Beyond Blue		1300 224 636
1800 RESPECT (sexual assault, family and domestic violence)		1800 737 732
Blue Knot Foundation (adult survivors of childhood trauma)		1300 657 380
Mental Health Online		
Kids helpline		1800 55 1800
Headspace (12-25 year olds, family and friends)		1800 650 890
ReachOut		
SANE Australia		1800 187 263
GROW (mental wellbeing programs)		1800 558 268
Suicide Call Back Service		1300 659 467
MensLine Australia		1300 789 978
QLife (LGBTIQ+ support)		1800 184 527
Embrace Multicultural Mental Health (CALD)		(02) 6285 3100
National Financial and Family Support Services		
Centrelink (Family Assistance Office)		13 61 50
Child Support Agency (child support)		13 12 72
National Debt Helpline		1800 007 007
Family Relationship Advice Line (advice and referral)		1800 050 321
Relationships Australia		1300 364 277
Indigenous Support Services		
NSW	Aboriginal Counseling Services	0410 539 905
QLD	Gallang Place Counselling Services	(07) 3844 2283
SA	Nunkuwarnin Yunti Counselling Services	(08) 8392 3500
NT	Headspace Darwin (for young people, not specifically Aboriginal and Torres Strait Islander)	(08) 8931 5999

Support and information are also available at the Social and Emotional Wellbeing and Mental Health Services in Aboriginal Australia (sewbmh.org.au). You can also seek emotional support from your local GP.

THIS MEANS IF SOMETHING IS WRONG YOU CAN STOP. YOU CAN TALK TO SOMEONE WHO CAN HELP YOU BY CALLING ONE OF THE PHONE NUMBERS ABOVE.

How will my data be stored?

During the project, the survey data will be stored at SRC and at UNSW in password protected secure folders only accessible to the approved researchers.

All data will be secured in folders (electronic) only accessible by password or key by identified researchers. All data collection will be undertaken in accordance with The Research Society Code of Practice, ISO 20252 Standards and the Market and Social Research Privacy Principles. The University of New South Wales, The Social Research Centre and Ipsos ATSIRU are fully compliant with the Australian Privacy Principles.

The information will be kept for a minimum of 7 years after the completion of the evaluation.

UNSW will also provide an electronic copy of survey data to the Department of Social Services where it will be stored in a password protected system. This copy will not contain any identifying information about you.

THIS MEANS THE FULL RECORDING OF WHAT YOU SAY OR THE FULL WRITTEN COPY OF WHAT YOU ANSWERED CAN ONLY BE SEEN BY THE RESEARCHERS.

Will this evaluation ask about culturally restricted information?

This evaluation will not collect culturally restricted information.

What are the criteria for participating?

The inclusion criteria for this evaluation:

- Aged 16 years and over
- Client of the Carer Gateway (ICSS)

Who can I contact if I have questions about the evaluation or want to withdraw my data?

If you have any questions about the evaluation, you can contact:

- Ilan Katz Social Policy Research Centre, UNSW Sydney, ilan.katz@unsw.edu.au
- Trish Hill at SPRC, UNSW Sydney, p.hill@unsw.edu.au.

Who can I contact if I have a complaint or concern?

If you have a complaint or concern about how the evaluation is being conducted, you can contact the following individuals:

- Ilan Katz, Professor Social Policy Research Centre, UNSW Sydney 2052
ilan.katz@unsw.edu.au
- The Executive Director of Research, AIATSIS, 51 Lawson Crescent, Acton ACT 2601, (e) ethics@aiatsis.gov.au
- The Chair of the AIATSIS Research Ethics Committee, AIATSIS, 51 Lawson Crescent, Acton ACT 2601, (e) ethics@aiatsis.gov.au
- Department of Social Services Feedback, GPO Box 9820, Canberra ACT 2601, (e) complaints@dss.gov.au or call 1800 634 035.
- If I think there has been a breach of my privacy I can write to the Office of the Australian Information Commissioner, GPO Box 5218 Sydney NSW 2001 or call 1300 363 992.



Ethics Committee Clearance

The ethical aspects of this evaluation project have been approved by the AIATSIS Research Ethics Committee (EO336-20220621).

THIS MEANS YOU CAN CONTACT SOMEONE IF YOU HAVE QUESTIONS ABOUT THE STUDY OR YOU ARE NOT HAPPY ABOUT ANY PART OF THE STUDY.

Thank you,

A handwritten signature in black ink, appearing to read 'KAB'.

Dr Kylie Brosnan