

# Thanks for meeting with us!

## We want to cover a few things before we get started...

This is a guide to your participation with The Australian Centre for Social Innovation (TACSI), Adelaide PHN, Country SA PHN, and specialist contracted facilitators.

Talking through this guide may get a bit boring, but it helps make sure we are sharing your story in a way that feels right for you.

If you have any questions - at any point please ask us.

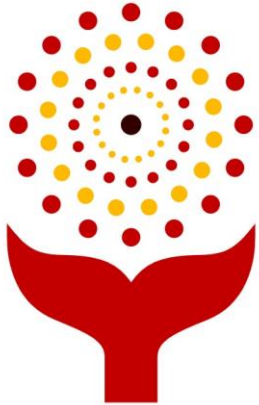


We acknowledge the Custodians of the lands in which we work and live on across Australia. We pay our respects to Elders of the past and present. We are committed to collaboration that furthers self-determination and creates a better future for all.

We acknowledge the world is changing and that all of the challenges facing our society will be more deeply felt by Aboriginal and/or Torres Strait Islander communities.

Embedding a cultural lens across all of our work must be a priority in any strategy that is created and implemented.

# About us



**National Indigenous  
Network Initiative**

NINI is an Aboriginal Community Controlled Organisation committed to fostering self-determination and delivering culturally safe treatments, trauma-informed care, strength-based interventions, and therapeutic services for Indigenous Australians. Our goal is to support safe and healthy families and communities, enhancing their social and emotional wellbeing, including preventing Family, Domestic and Sexual Violence.

NINI is dedicated to working in DFSV services to support safe families. A model of Prevention > Early Intervention > Response > Recovery and healing.

## **Trauma-Informed Practices**

Trauma not transformed is trauma transferred, it can be passed down through the generations. Recognising, understanding and addressing the impacts of trauma, grief & loss is crucial in the healing process, especially considering historical traumas that Indigenous communities may have experienced. A specialised trauma-informed approach helps create a supportive and understanding environment.



An Australian Government Initiative



An Australian Government Initiative

Adelaide PHN and Country SA PHN are working in partnership on this project.

PHNs are independent, not-for-profit organisations funded by the Australian Government.

PHNs work with primary health care professionals and communities to understand their respective region's health and wellbeing needs.

PHNs play a crucial role in supporting health reform by driving local innovation to meet specific local health needs and supporting consistent local delivery of national and co-commissioned programs.

Their primary objectives are to keep people well, particularly people with chronic health conditions and mental illness, and reduce avoidable hospital presentations in their regions. To accomplish this, PHNs deliver national programs using a 'place-based' approach tailoring initiatives to meet their local population's health needs.



# About this project

Project name:

Supporting Primary  
Care to respond to  
Family, Domestic &  
Sexual Violence

Talking with you can help us:

- Improve Primary Care's ability to better Recognise, Respond and Refer for better support to victim/survivors.

# What does taking part in this project mean?

Getting involved, having a conversation with us and the amount of time you spend is all up to you

We are requesting you to take part in our community conversations because you have lived or living experience of the subject, work with victim/survivors or experience working in the primary health care sector.

Participating in the project means meeting with our team to chat about your experiences.

We want to hear about your own 'know how' that has come from your experiences because we believe that this kind of expertise can help others.

We can meet in a place that feels comfortable for you.

You get to choose what and how much you share. You can stop participation at any time, and you are free not to answer questions if you choose.

We're interested in hearing about:

- what's easy and what's hard,
- what's helpful and what gets in the way,
- your ideas of how things could be improved.

We like to keep things informal yet meaningful. That means some of our activities may be different from a regular

interview. But it's always up to you what we do or don't do.

This project runs until January 2025 with conversations taking place over October 7 November 2024.

We'll ask if you'd like to take part in:

## A conversation

An informal conversation about your experiences with primary health and other services. This means:

- meeting you at a time and place of your choosing,
- asking you questions about what works and what doesn't,
- taking non-identifying photos, audio recordings, and notes with your consent,
- card sorting: Using picture cards to talk about likes and dislikes,
- journey mapping: Drawing your experience of what happens when interacting with primary health,
- sharing your observations about accessing primary health and other services along your journey.

# How will my information be used?

We'll always keep personally identifiable information <sup>[[SEP]]</sup> separate from your name and story.

The information you share with us will be used to make a report and recommendations to the Adelaide PHN and the Country SA PHN (who are funding this work) in order to design a program that will be piloted in your community / region from mid-2025, unless at any point you ask us to exclude what you've shared.

What we talk about today and in the future will be used to help us:

- Learn about the challenges you experience and your ideas for how things could be better,
- Come up with opportunities and solutions to help others in similar situations,
- Share what we learned in different ways,
- Help us share real stories about what life is really like with those people who make decisions about services, policy and commissioning.
- Help us do better work with people.

**If questions pop up later on, there are people you can reach out to!**

If you change your mind about something you have shared or have questions about this project, contact:

**Specialist facilitator: Robert Leidig**

**Phone 0488 078 976**

**Email: robertl@nini.au**

OR Danielle from TACSI. Here's their details:

**Phone:** 0481 981 957

**Email:** danielle.abbott@tacsi.org.au

We want to share and honour what you've told us by using what we learn from you to make a difference in the future.

Here are some of the ways we represent stories and photos after a conversation – if that's alright with you:



**A fictional character** for workshops or co-design.



**In presentations** for supporters or the public.



**A project summary** on our website.



**A report** for supporters or the public.



**Insights** that can inform commissioning decisions

# A few things to keep in mind...

We take your privacy very seriously; we will only use your information with your permission.

We will respect your privacy and preferences:

- **Your privacy and the information you share with us will be kept safe:** Any identifiable information on paper or electronic information will be stored in a way that is only accessible to the project team.
- **We won't use your real name:** We give everyone a made-up name throughout the process.
- **We won't use your image without your permission:** Any photos of you will be stored in a way that only the project team can access. We'll ask for your consent before using an image of you outside of the project team.
- **We're obligated to keep you and others safe.** If you tell us something that suggests you or others might be at risk of harm, we are obligated to share any relevant information with the appropriate people. We will tell you first and make sure that it is shared in a safe and supportive way.
- **We're not linked to other services:** What you tell us will not affect any current or future services you may be participating in or outcomes of legal decisions.
- **We don't make referrals:** We are not service providers and cannot directly refer. However, if things come up for you please reach out and we will make

sure you have access to the support you need.

- We want to **avoid repeating work that's already being done by others.** Right now, several agencies are running projects similar to ours, including the Royal Commission into Domestic, Family, and Sexual Violence. To prevent duplication, we may share general information with these other projects. We will not share any personal details about you, and you will not be identified in any way.
- **Sector only:** while we won't identify individual people, it's important to be able to talk about services or organisations we've consulted in a general way. This means that in reports that include comments from sector participants, there is a chance you could be indirectly identified due to the known location or context, even if we don't provide a specific list. Please let us know if you have any concerns about this.

**After talking about tough stuff, it can help to talk to a good listener. We recognise you might feel comfortable talking to someone you're already connected to.**

Write their name here to remind you:

.....

# Consent form

I ..... have read (or, where appropriate, have had read to me) and understood the information provided in the Information Sheet. Any questions I have asked have been answered to my satisfaction. I agree to participate in the conversations and activities described to me for the length of time required.

## By signing this form, I understand:

- the information sheet I was provided.
- the activities I may be asked to participate in.
- that notes, voice recordings, photos will be used to inform the development of the project.
- any information and stories I share will be de-identified and stored in folders that only the project team can access.
- real names or any information that could be used to identify me/us will not be revealed or shared with any other organisations other than those authorised or required by law.
- participation is voluntary and will not affect any services I receive.
- I can withdraw my consent by contacting TACSI, the Adelaide PHN, or the person I've had this conversation with at any time.
- I can stop the conversations and/or activities and/or refuse to answer any questions at any time.
- I was given the opportunity to have a support person with me during the explanation of this information sheet.
- I can have a support person who I choose present during the interview and/or activities.
- all of my questions have been answered about this project to my satisfaction.
- I consent to take part in this conversation.
- if I feel uncomfortable or triggered at any point, TACSI, the Adelaide PHN, or the facilitator of this conversation will work together to help me find the right support.



# During this conversation, may the facilitator of the conversation<sup>1</sup>

(circle yes or no)

Take notes	Yes	No
Make a voice recording	Yes	No
Take photos to use pictures publicly for this project	Yes	No
Take photos to use publicly on other TACSI or Adelaide PHN projects	Yes	No

Do you have any specific considerations when it comes to photos? Please write them below:

.....  
.....

Name of participant: .....

I agree to participate (tick box if yes)

Verbal consent received (tick box if yes)

Date of consent.....

How the conversation happened  Phone  Zoom  Other (please specify)

Signature:..... Date: .....

If you would like us to share any public outputs from this project with you, please write your email address here:

.....

<sup>1</sup> This person will either be from TACSI, the Adelaide PHN, Country SA PHN, or a contracted facilitator by the PHNs.

# One last thing, before we get started...

Is there anything you would like us to know?

*Cultural or religious considerations?*

*Family sensitivities?*

*Personal preferences?*

*Other questions?*

**We value you, your  
story, and the time  
you spend with us.**

We really appreciate you taking the time to meet with us and we appreciate you sharing your story in a way that will help us help others.

*Thank You!*

