

PARTICIPANT INFORMATION SHEET – Health Professional

Ongoing evaluation of the National Diabetes Services Scheme (NDSS)

[UTS APPROVAL NUMBER ETH21-6701]

WHO IS CONDUCTING THIS RESEARCH?

My name is David Sibbritt and I am a Professor of Epidemiology at UTS. I am undertaking this study with Ms Shannon Lin, Prof Prabhu Sivabalan, Prof Jon Adams, A/Prof Roger Chen, Prof Joanne Travaglia, Prof John Evans, Dr Wenbo Peng, Dr Moira Scerri, Prof Bronwen Dalton, Dr Marlene Payk, and Mr Adnan Gauhar. Dr Kerry Warner will conduct the focus group.

WHAT IS THE RESEARCH ABOUT?

We are conducting this study to support the objective evaluation of the National Diabetes Services Scheme (NDSS) programs and services. The purpose of this focus group is to evaluate the NDSS. We will be asking health professionals about their interactions with the NDSS including your awareness of, or involvement with NDSS programs and services.

WHY HAVE I BEEN INVITED?

You have been invited to participate because you are a Health Professional delivering services to people living with diabetes, or you are part of a professional network that is involved with delivering services to people living with diabetes.

FUNDING

Funding for this study has been received from Diabetes Australia and the Department of Health.

WHAT DOES MY PARTICIPATION INVOLVE?

If you decide to participate, please read this Participant Information Statement carefully and ask any questions that you have. If you are happy with the information provided and would like to be interviewed, you will need to fill out a consent form and return it to the researchers before the focus group is conducted. The researchers will then contact you to arrange the focus group. A phone number and email address have been provided for you to contact the researchers in the invitation letter.

You will be in a small focus group of five to eight people, made up of other health professionals for people with diabetes. The one-off focus group will be held via a virtual meeting (via teleconferencing facilities such as ZOOM) with your permission, which lasts 1-1.5 hours. That online focus group will be organised at a time that suits all participants and will be audio-recorded. Following the focus group, the audio recording will be transcribed by a professional service. A summary of your input will be emailed to you to verify if required.

You will be given a \$50 Coles/Myer gift voucher that cannot be used to purchase alcohol or tobacco to thank your participation and time. Please note, your personal information that is not relevant to the focus group will not be collected.

ARE THERE ANY RISKS/INCONVENIENCE?

Yes, there are some risks/inconveniences.

The first inconvenience is the relatively long time taken to attend this focus group. You may experience fatigue. You will be offered time to break from the group if you need it and may request a break at any time. Secondly, if you hear other participants talk about their experiences you may feel some distress, depending upon the topic of discussion at that time. We hope that the setup of the small focus group discussion would promote an environment where you and your peers can support each other safely and confidentially. If this occurs and you feel that you need to talk to someone about how you are feeling, please inform the researchers immediately. You can skip any questions that you do not wish to answer and can stop your interview at any time.

You might also want to talk to your general practitioner or a psychologist if you still do not feel well after the focus group. We have listed the relevant organisations in the last section of the page for support.

DO I HAVE TO TAKE PART IN THIS PROJECT?

Participation in this project is voluntary. It is completely up to you whether or not you decide to take part.

If you do take part, you can stop at any time without providing a reason. If you decide not to participate or to withdraw from the project, it will not affect your relationship with the researchers or Diabetes Australia and will not affect your use of National Diabetes Services Scheme (NDSS) programs/services/products.

WHAT IF I WITHDRAW FROM THIS RESEARCH PROJECT?

If you wish to withdraw from this study once it has started, you can do so at any time without having to give a reason, by sending an email to ndssevaluation@uts.edu.au or call 02 9514 8021. However, it may not be possible to withdraw your data from the study results if we have already had your identifying details removed.

WHAT WILL HAPPEN TO INFORMATION ABOUT ME?

By signing the consent form you consent to the researchers collecting and using information about you for this study. You can also give us your verbal consent before the focus group starts. All the information about you will be treated confidentially. Your name will be replaced with a pseudonym and all potentially identifying details will be removed following transcription, including content with details that may make you recognisable. Your information will only be used for this study and it will only be disclosed with your permission, except as required by law.

All data collected from the focus group discussion will be de-identified (i.e. without your personal information) before analyses. All information collected will be kept in password-protected files on the secure UTS eResearch server. Only the Project Manager of this evaluation Courtney Krahe, who is not involved in the focus group and related data analysis, will have access to your consent forms.

The study results will be presented in the reports to the Funder. You will be able to obtain a summary copy of the report on request. In any publication, information will be provided in such a way that you cannot be identified.

After the completion of the study, all focus group data and consent forms will be archived in a de-identified form under the University of Technology Sydney's data management policy.

WHAT IF I HAVE ANY QUERIES OR CONCERNS?

If you have any queries or concerns about the project that you think we can help you with, please feel free to contact us via email ndssevaluation@uts.edu.au or call 02 9514 8021.

If you feel distressed, please consider contacting the following services:

- Your local doctor (GP)
- Lifeline 13 11 14: A 24-hour telephone counselling line for crisis support and suicide prevention. Lifeline also offers a range of self-help resources and an online crisis support chat service. (<https://www.lifeline.org.au/131114/>)
- Beyond Blue 1300 22 4636: An Australian organisation working to reduce the impact of depression and anxiety in the community by raising awareness and understanding, empowering people to seek help, and supporting recovery, management and resilience (<https://www.beyondblue.org.au/>)
- NDSS Helpline 1800 637 700: A helpline for people with diabetes, their family members and carers to talk to a health professional about managing their diabetes; get advice on diabetes self-management, and learn more about NDSS products. (<https://www.ndss.com.au/services/ndss-helpline/>)

If you would like to talk to someone who is not connected with the research, or if you have any concerns or complaints about any aspect of the conduct of this study that you wish to raise independently of the research team, please contact the Ethics Secretariat on 02 9514 2478 email or Research.ethics@uts.edu.au and quote the UTS HREC reference number. Any matter raised will be treated confidentially, investigated and you will be informed of the outcome.

NOTE:

This study has been approved in line with the University of Technology Sydney Human Research Ethics Committee [UTS HREC] guidelines. If you have any concerns or complaints about any aspect of the conduct of this research that you wish to raise independently of the research team, please contact the Ethics Secretariat on ph.: +61 2 9514 2478 or email: Research.Ethics@uts.edu.au, and quote the UTS HREC reference number. Any matter raised will be treated confidentially, investigated and you will be informed of the outcome.

CONSENT FORM – Health Professional

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I _____ [*participant's name*] agree to participate in the project being led by Professor David Sibbritt from the School of Public Health, University of Technology Sydney (+61 2 9514 8021).

I have read the Participant Information Sheet or someone has read it to me in a language that I understand.

I understand the purposes, procedures and risks of the focus group as described in the Participant Information Sheet.

I have had an opportunity to ask questions and I am satisfied with the answers I have received.

I freely agree to participate in the focus group as described and understand that I am free to withdraw at any time without affecting my relationship with the researchers and the University of Technology Sydney, my use of National Diabetes Services Scheme (NDSS) programs/services/products, and my relationship with Diabetes Australia and the Department of Health.

I am aware that I can contact David Sibbritt, Courtney Krahe or the UTS Ethics Secretariat if I have any concerns about the study.

I agree to be: Audio recorded

Name and Signature [participant]

___/___/___
Date

Name and Signature [researcher or delegate]

___/___/___
Date