

Health Design Lab

LGBTIQA+ Safe Healthcare



PARTICIPANT INFORMATION

This document outlines the Department of Health and Aged Care's LGBTIQA+ Safe Healthcare project, what activities we will be conducting and how you can participate. This information is yours to keep.

What is the project about?

The Health Design Lab are conducting a research project which aims to gain a deeper understanding of primary healthcare provision for Lesbian, Gay, Bisexual, Trans, Intersex, Queer, A-sexual and other diverse genders and sexualities (LGBTIQA+) people. We will be conducting our research in a range of areas and communities across Australia, and are particularly interested in *speaking with health care providers who's main service focus is not on the LGBTIQA+ community.*

How can you help?

You are being asked to participate in an interview in February - March 2024. We are contacting medical practices and health clinics by phone to see if staff from the practice would like to participate, and we will arrange a suitable time for individual interviews. The interview may take place in-person or over a video call. As part of in-person interviews, we are interested in observing and taking photos of the spaces where the care takes place (e.g. waiting room, treatment area). We will ensure staff members or members of the public are not in any photos.

What is the Health Design Lab?

The project is being conducted by the Health Design Lab. We are a specialised team within the Australian Government Department of Health and Aged Care. We gather insights from people about their real-world experiences to help the department better understand how its policies and programs impact the lives of everyday Australians. This in turn allows us to inform how policy should be designed and implemented in future.

What will we talk about?

We are interested in talking to you as a health professional or practice staff member about your experiences with LGBTIQA+ patients, including your professional and personal journey that has shaped the care you provide today, what has helped or hindered you in providing care for LGBTIQA+ patients, and what could support you in the future.

How much time will it take?

Interviews will take *one-hour* and will be conducted online or in person at a place of your choosing.

What are my rights as a participant?

There are no right or wrong answers. We want to understand and explore you and your experiences.

- You do not have to answer a question or participate in an activity if you do not want to
- You can choose to cease the interview at any time.
- You can choose not to be photographed or recorded (voice or video recording)
- We can provide you with briefing prior or debriefing after your activity if you would like
- While it is unlikely that participants will be upset from the experience or interview, if needed we can refer you to support services.

Will the project benefit me?

The results from this project will help the Department of Health and Aged Care improve Australia's health systems and processes generally, and will particularly support service providers who provide care for LGBTIQ+ people.

Will contributions made remain anonymous?

All aspects of the project, including results, will be anonymous. Any personal information, such as your name and contact details, will be removed from the data and replaced by a unique identifier. Only the project team will be able to use the unique identifiers to link contributions to individual contact details for administration purposes.

How will my personal data be stored?

All information including audio-recordings, video, photographs and/or transcripts will be stored securely at the Department of Health and Aged Care in accordance with legislation (including the Archives Act 1983), departmental recordkeeping policy (Corporate Business Rule Number 2 (CBR2), and applicable Records Authorities issued by the National Archives. Your data will be stored for a minimum of 10 years. If it has not been accessed in this timeframe, an application will be lodged with the department for it to be destroyed.

What will happen to the information I provide?

The de-identified outputs from the project will be presented in a report and other artefacts to the Department of Health and Aged Care and may be shared outside the agency if it supports continuous improvement in the healthcare system.

Can I withdraw from the project?

Participation in this project is voluntary. You are free to withdraw at any time throughout the project and you do not have to give a reason.

Can I tell other people about the project?

Yes, you can tell other people about the project.

What if I require further information about the project or my involvement in it?

If you would like to know more at any stage, please feel free to Design.Lab@Health.gov.au

What if I have a complaint or any concerns?

If you have any concerns or complaints about the conduct of this project you can contact the Australian Government Department of Health and Aged Care: ethics@health.gov.au

