

# Participant information sheet

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## Evaluation of the NACAP

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## Introduction

On behalf of the Department of Health and Aged Care, Australian Healthcare Associates (AHA) is evaluating advocacy services delivered by the Older Persons Advocacy Network (OPAN) and its members under the National Aged Care Advocacy Program (NACAP).

The NACAP is an Australian Government program that provides free and confidential advocacy support to older people and their representatives. It also helps aged care staff understand their responsibilities and the aged care rights of the people in their care.

The NACAP is managed by OPAN and delivered by 9 OPAN member organisations nationwide:

- QLD – Aged and Disability Advocacy Australia (ADA Australia)
- ACT – ACT Disability, Aged and Carer Advocacy Service (ADACAS)
- Tas – Advocacy Tasmania
- WA – Advocare
- SA – Aged Rights Advocacy Service (ARAS)
- NT (postcodes 0852 to 0872) – CatholicCare NT
- NT (postcodes 0800 to 0851) – Darwin Community Legal Service
- Vic – Elder Rights Advocacy (ERA)
- NSW – Seniors Rights Service

**You are invited to take part if you have received information, advocacy, education, or a Home Check In from a NACAP service provider.** Definitions of these services are provided at the end of this information sheet in the glossary.

This information sheet tells you about the evaluation and what is involved, to help you decide if you want to take part.

Please read this information carefully and contact the project team at AHA on 03 8632 9503 or at [nacap@ahaconsulting.com.au](mailto:nacap@ahaconsulting.com.au) if there is anything that you don't understand or want to know more about. Before deciding whether or not to take part, you might also want to talk about the evaluation with someone you trust.

Participating in this evaluation is voluntary. If you don't wish to take part, you don't have to. If you do decide to take part, you can change your mind at any time.

If you are helping someone to fill out this survey, read all questions as written (you can add clarification if required). Record responses as provided and do not discuss them with anyone else.

## **What is this evaluation about?**

This evaluation is exploring:

- how NACAP services are being delivered across Australia
- whether these services are meeting the needs of older Australians
- how NACAP services could be improved in the future.

## **What will I be asked to do?**

You are invited to complete a survey that will take 10-15 minutes to complete. It asks about the type of support you received from the NACAP service and how satisfied you

were with the support you received. You can also write comments about your experience if you like. The survey will also ask you optional questions about your background, personal characteristics and the type of aged care you currently receive (if any) so that we know if different types of people have different experiences of NACAP services.

You can choose to complete the survey on your own or with support from someone you trust. If you decide to take part, you can do so between 2 January and 31 March 2024.

There are 3 ways that you can complete the survey: online, over the phone, or on paper.

### **Completing the survey online**

Visit this link <https://bit.ly/3Ty1TpX> on any device that is connected to the internet.

### **Completing the survey over the phone**

You can contact us directly to organise a suitable time to do the survey: call 03 8632 9503 or email [nacap@ahaconsulting.com.au](mailto:nacap@ahaconsulting.com.au).

If you need an interpreter we will organise and pay for one for you. Please let us know your preferred language. If you are deaf and/or find it hard hearing or speaking with people on the phone, you can call via the National Relay Service:

- Voice relay number – 1300 555 727
- TTY number – 133 677

- SMS relay number – 0423 677 767
- Video relay instructions:  
[www.accesshub.gov.au/services/video-relay](http://www.accesshub.gov.au/services/video-relay).

Alternatively, you can give your advocate permission to give your contact details to us and we will give you a call. Please ask your advocate to let us know if you have any special communication needs, like if we should call you via the National Relay Service or organise and pay for an interpreter.

### **Completing the paper survey**

You can phone AHA on 03 8632 9503 or email [nacap@ahaconsulting.com.au](mailto:nacap@ahaconsulting.com.au) and ask us to send you a paper copy of the survey and a reply-paid envelope. Alternatively, you can give your advocate permission to give us your contact details and we will call you to ask for your postal address.

Complete the survey using a blue or black pen and when you are done, send it back to us using the envelope provided. You can also ask your advocate or other member of staff at your NACAP service to post it for you if you wish.

### **Will I be reimbursed for participating?**

At the end of the survey you will have the option of entering a draw to win one of 10 \$50 gift cards (per state or territory). To do so you will need to provide your name and phone

number. This is optional and you can participate in the survey without providing these details if you prefer. Gift cards will be drawn in April 2024 and we will contact winners by phone to obtain a mailing address for the gift card.

### **What are the possible benefits?**

Taking part in this evaluation will have no direct benefit for you. However, your contribution may help inform how NACAP services are delivered in the future.

### **What are the possible risks?**

Some people might find that completing the survey leads them to think about their aged care needs, or of negative experiences with the NACAP or other services in the past, which may be upsetting.

If you feel upset while completing the survey over the phone, our trained staff member will help you manage your distress.

If you feel upset while completing the survey online or on paper, or after you have finished the survey, please discuss this with someone you trust; this might be a family member, a friend or your advocate.

You can also contact one of the following services:

- Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyondblue Support Service – 1300 22 4636 or [www.beyondblue.org.au/get-support/get-immediate-support](http://www.beyondblue.org.au/get-support/get-immediate-support)

## **Do I have to take part?**

No, completing the survey is completely voluntary. If you decide to take part and later change your mind, you are free to stop at any time. If you provide contact details at the end of the survey and then decide to withdraw from the evaluation, you can contact us by 15 April 2024 and ask for your survey responses to be destroyed. If you do not finish the survey, submit it anonymously and then decide to withdraw, or decide to withdraw after 15 April, we will not be able to identify and delete your survey responses.

Your decision to complete the survey, or not, will not affect the support you receive from the NACAP, or from any current or future aged care service providers.

## **What will happen to information I provide?**

Any information you provide to AHA will be kept strictly confidential. We can only disclose your individual survey responses with your permission, or as required by law. If someone helps you to complete the survey they will be aware of the information you have provided, but they will

not be able to access the information once your survey is submitted to AHA.

During the survey period, your responses will be stored on secure, Australian-based servers held by the Qualtrics platform. When the survey closes, we will securely transfer this data to a password-protected server at AHA. It will be stored there for 5 years after we submit our final report, and then destroyed.

If you choose to provide your name and phone number at the end of the survey (and your postal address, if you win a gift card), we will delete these details after all gift cards have been sent in April 2024.

We expect that about 1,500 people will complete the survey. Our report will combine information from everyone who participates so that no one can be identified from their responses. If we quote any of your individual responses, we will take extra care to ensure any information that could be used to identify you is removed from the quote. We ask that you also try to protect other people's privacy by avoiding identifying them in the information you give us.

## **Will I hear about the results of this evaluation?**

We expect that the findings of this evaluation will be submitted to the Department of Health and Aged Care in June 2024. The department may publish the findings on its website. Because we will not have your contact details, we



will not inform you if and when the results are published. If you wish, you may contact us at [nacap@ahaconsulting.com.au](mailto:nacap@ahaconsulting.com.au) from October 2024 and we will let you know if the findings are available.

### **Who is funding this evaluation?**

This evaluation is funded by the Australian Government Department of Health and Aged Care.

### **Where can I get more information?**

More information about the project is available on AHA's website. You can also contact the project team by phone 03 8632 9503 or email [nacap@ahaconsulting.com.au](mailto:nacap@ahaconsulting.com.au).

### **Who has reviewed this project?**

The Bellberry Human Research Ethics Committee has reviewed and approved this study in accordance with the National Statement on Ethical Conduct in Human Research (2007 – incorporating all updates). This Statement has been developed to protect the interests of people who agree to participate in human research studies. Should you wish to discuss the study or view a copy of the Complaint procedure with someone not directly involved, particularly in relation to matters concerning policies, information or complaints about the conduct of the study or your rights as a participant, you may contact the Operations Manager, Bellberry Limited on 08 8361 3222.

## Consent

Completing any or all of the survey questions tells us that you understand the information you've been given about this evaluation, are willing to take part, and agree to us using the information you provide.

## Glossary

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### NACAP service

### Definition

#### Information about aged care

*Information* might include how to access aged care services or what your rights are. This service usually needs one or two phone calls

#### Education

*Education sessions* provide information to a group of older people, their families or representatives. They can be held in a residential aged care facility or in a community setting. Sessions can cover a range of topics, including aged care rights, preventing elder abuse, and others.

#### Advocacy

*Advocacy support* is where an advocate stands alongside someone seeking support. An advocate represents their views and concerns and ensure their voice is heard in relation to a specific issue. Advocacy may

**NACAP  
service**

**Definition**

involve assisting the person to understand their rights and options, supporting them to resolve issues, or access services they need. It includes individual advocacy or self-advocacy support and usually involves multiple interactions.

**Home Care  
Check In**

*Home Care Check Ins* are when a Community Support Advocate calls or visits you at home to provide options to maintain your independence and well-being. They might also refer you to and help you to connect with the community and other supports.