
Tandem Participation Register

Data privacy, collection, storage and use statement

Lived and living experience engagement opportunity facilitated by Tandem

Project Title: Tandem consultation to inform the elimination of seclusion and restraint

Project Dates: March - June 2023

Background

The Victorian Government has engaged Tandem to undertake a consultation process to obtain the perspectives of a broad range of carers, family, supporters and kin on the strategy towards the elimination of seclusion and restraint in a confidential, safe and supported way.

The consultation proposed will document family, carers and supporters' ideas and recommendations for reducing the need for seclusion and restraint and respond to the Victorian Government's process for drafting the strategy for eliminating seclusion and restraint, including its vision and underlying principles.

As part of this project, Tandem will conduct consultation group sessions with carers, families, supporters and kin of people who have experienced, witnessed or felt at risk of restrictive interventions and who would like to provide their perspectives on the elimination of seclusion and restraint.

This statement outlines how we will collect and utilise your information and manage your privacy when you express interest in participating in this project and if selected when you participate in a consultation group.

This statement outlines how we will collect and utilise your information and manage your privacy when you:

- Express interest in participating in the Tandem Seclusion and Restraint Consultation
- Participate in one of the consultation groups either online or in person

What we will do with your contact details?

Registration information is collected as part of the expression of interest stage so that Tandem can:

- confirm that you are eligible to participate
- ensure participants are selected who represent the diversity of the Victorian community
- contact you to arrange participation

Your registration information will not be used for any other purpose.

What will we do with the information collected in the consultation groups?

We will prepare report/s for the department summarising the evidence collected in the consultation group sessions. This information will be used in developing the Victorian Government's strategy towards the elimination of seclusion and restraint. The report/s will not contain any personally identifying details. The report will be shared with the Department of Health, Safer Care Victoria and project governance groups and may be published.

Quotes may be included in the report to illustrate the particular issue. These may be reproduced by the Victorian Department of Health in the strategy or other public-facing documents. If a comment you make is used, you will be referred to by a pseudonym or alias, and every effort will be made not to use any quotes that could identify an individual. You can also tell us if you do not want to be quoted in the report.

The report and findings, including de-identified quotes, may also be used by Tandem in publicly available advocacy communications, publications, and presentations to promote family, carers, supporters, and kin views on this important reform agenda.

What information will be collected during the interview?

You will be asked to share your first name during the group session for the limited purpose of facilitating the session. You are welcome to use a pseudonym if you wish. During the group session, you will be asked questions and invited to contribute your perspective on eliminating seclusion and restraint in mental health and wellbeing service delivery.

You may choose to provide personally identifying information about yourself during the interview. If your contribution contains personally identifying information, reasonable steps will be taken to anonymise it before it is incorporated into any publication or report.

We also request that you not provide any potentially identifying information about anybody else in your responses. If this happens, we will take reasonable steps to destroy any such information that is inadvertently provided. Providing any potentially sensitive (e.g. cultural background) or health information is voluntary.

Recording and destroying the data collected

The consultation group's responses will be captured (recorded and scribed) by the Tandem group facilitators. The sessions will be transcribed, ensuring the transcription process includes de-identification. Any personally identifying information will be deleted permanently as soon as it is no longer required. Once the transcription is completed, the recording will be destroyed immediately or after 6 months, whichever occurs first.

Interviews conducted on Zoom

If you have agreed to attend an online session with Tandem, this will be hosted on Zoom. Zoom processes information in the United States of America and other countries. To enable you to attend the interview, Tandem will upload your registration details to Zoom. If you do not wish for this to occur, please let Tandem know so that an alternative participation arrangement can be made. Zoom's Privacy Statement sets out how they handle your data.

Correcting and amending information provided via the consultation group

You can contact Tandem at any time to access or correct the information that you provide through the recruitment and consultation process for this project. Accessing or correcting information will not be possible if it has been permanently de-identified or deleted.

Contact - Tandem Participation Register

If you have any questions about this lived and living experience engagement opportunity, please contact the Tandem Participation Register Coordinator:

- Phone (03) 8803 5555
- Email mhcregister@tandemcarers.org.au
- Monday to Friday, 9am to 5pm

Free Tandem Support and Referral Line - 1800 314 325

If you need support, contact our Tandem Support and Referral Line. This free service provides support, information and referral to the family members, friends and carers of people living with mental health challenges and is open during office hours.

- Phone 1800 314 325
- Email info@tandemcarers.org.au
- Monday to Friday, 9am to 5pm

Please note that we are not a crisis service. If you or someone else may be at risk of suicide please contact: Lifeline [13 11 14](tel:131114) - Suicide Helpline [1300 651 251](tel:1300651251) - Kid's Help Line [1800 55 1800](tel:1800551800)