

Evaluation of the Provisional Payments Pilot

Survey Participant Information Sheet for Pilot Participants

This Participant Information Sheet is for you to keep.

You are invited to take part in this evaluation of the Provisional Payments Pilot. Please read this Participant Information Sheet before deciding whether to take part. Ask questions about anything that you don't understand or want to know more about.

Before deciding whether to take part, you might want to talk about it with a relative, friend, or local health worker.

Why am I being contacted?

When submitting your mental injury claim to your employer, you agreed to be part of the pilot for the Provisional Payments Pilot for Emergency Workers. Included in this pilot was an evaluation component. While this is an invitation to take part in this evaluation, participation is voluntary, and you do not have to participate if you do not want to.

Choosing not to participate in this evaluation will NOT affect your provisional payments in any way.

What is the purpose of this evaluation?

The Department of Justice and Community Safety's (DJCS) Workplace Safety and Service Delivery Reform Branch has contracted an internal departmental Consulting Team to conduct the evaluation of the Provisional Payments Pilot. This Consulting Team is from the DJCS's Evidence and Insights Branch.

The Provisional Payments Pilot commenced mid-2019 to assist emergency workers to access payments for treatment and services while they wait for their mental injury claim to be determined. This evaluation will determine if this pilot is meeting its objectives, whether any changes are needed, and whether it can be expanded to include private organisations and/or physical injury claims. The findings will also inform the reforms to WorkCover due in 2020.

How do I participate?

If you decide to take part, participation involves completion of an online survey (you can also ask for a paper-based survey). This survey will take approximately 10 minutes to complete and looks at your experience of the pilot, including what worked and did not work for you as well as any suggestions for improvement.

If you would like to take the survey, please contact the Consulting Team at consulting@justice.vic.gov.au or call Hannah Paddon (details on pg. 3).

Your participation is voluntary. We are grateful for any contribution you would like to make.

This is not an evaluation of you. We want to hear your thoughts about the pilot.

We will not ask you about your mental health injury or its cause.


How else can I help?

If you want, you can also participate in an interview about your experiences of using the pilot. This interview will take approximately one hour and examines in more depth what happened with your claim, the services you used, and any suggestions for improvements.

Please contact the Consulting Team listed in the section 'for further information and who to contact' if you are interested in participating in the interview.

Do I have to take part?

Your participation is voluntary. You do not have to take part if you do not want to. You can stop the survey at any time, and you do not have to answer any questions that you do not feel comfortable answering. There will be no consequences if you choose not to participate in the survey. Due to the anonymous nature



of this survey, your emergency service employer or agency will not know if you choose to participate or not.

For the survey, you can withdraw prior to and during the survey but you cannot withdraw once you have completed the survey and submitted your answers. The survey was designed to be anonymous. Therefore, once you have submitted it, your answers cannot be removed. This is because the survey does not collect identifiable information, such as your name, that would allow us to identify your responses.

What are the possible benefits of taking part?

We are very grateful for your contribution as it will help inform the future operation of this scheme and the associated reforms to WorkCover. However, there is no clear benefit to you from your participation.

What are the possible risks of taking part?

We recognise that talking about your experiences may be upsetting. If you become upset or distressed as a result of answering this survey, you can stop. You can also talk to someone from your Employee Assistance Program, Beyond Blue (ph: 1300 22 4636), or Lifeline (ph: 13 11 14). Furthermore, Phoenix Australia (ph: 03 9035 5599), and/or Head to Health (www.headtohealth.gov.au) are great resources to know.

What will happen to information about me?

The protection of your confidentiality and privacy is very important. The survey does not collect an identifying information about you, such as your name.

Only the Consulting Team will have access to the information you provide us, such as your survey data. All information you provide will be stored securely on a password protected computer at the DJCS for a period of five years.

We will not personally identify you in the final report. We may use direct quotes or examples in the report, but all identifiable information will be converted into a pseudonym or code. This means your response may be changed to remove any potentially identifiable information, and you will be given a new name or a number.

How do I get a copy of the results?

The report for this evaluation, including the results from this survey, will be finalised in late 2020. Following approval from the Minister for Workplace Safety, this report will be shared with all pilot stakeholders, such as Victorian government departments and officials, emergency service organisations and agencies, and with relevant insurers such as Worksafe. This report will also include a one to two-page summary of the findings.

Due to the anonymous nature of this survey, we will not have your contact details to provide you with the summary of the findings. Please contact the Consulting Team at consulting@justice.vic.gov.au if you would like to receive the summary.

Did this evaluation receive ethical approval?

This evaluation has received ethical approval from the Justice Human Research Ethics Committee (CF/19/24680). Should you have any concerns or complaints about the conduct of this evaluation, please contact:

Secretary
Justice Human Research Ethics Committee
Department of Justice and Community Safety
Telephone: (03) 8684 1514
Email: ethics@justice.vic.gov.au

For further information and who to contact:

The person you may need to contact will depend on the nature of your query. If you want any further information concerning this evaluation or if you have any problems which may be related to your involvement in the evaluation, you can contact any of the following people:

Evaluation contact person:

Hannah Paddon
Evaluation and Reviews Consultant,
Consulting
Evidence and Insights Branch
Department of Justice and Community Safety
Telephone: (03) 8684 1548
Email: consulting@justice.vic.gov.au

Complaint contact person:

Kim Kaplan
Manager, Consulting
Evidence and Insights Branch
Department of Justice and Community Safety
Telephone: (03) 8684 8318
Email: consulting@justice.vic.gov.au

Additional information for Victorian Police Members Only

If you have a complaint concerning the manner in which this project titled 'Evaluation of the Provisional Payments Pilot' is being conducted, please contact:

Secretariat
Research Coordinating Committee
Corporate Strategy and Governance Department
Level 5, Tower 1, Victoria Police Centre
637 Flinders Street
Docklands, Victoria, 3008
T: (03) 9247 3385
F: (03) 9247 6712
E: research.committee@police.vic.gov.au

Participants should be aware of confidentiality of police information provisions under the Victoria Police Act 2013, and in particular the following Sections 227 and 228.

Section 227 Victoria Police Act 2013 states:

'Unauthorised access to, use of or disclosure of police information by members or former members of Victoria Police personnel – summary offence':

(1) A member or former member of Victoria Police personnel must not, without reasonable excuse, access, use or disclose any police information if it is the duty of the member or former member not to access, make use of or disclose the information.

Penalty: 240 penalty units or imprisonment for 2 years or both.


(2) Without limiting what may be a reasonable excuse, it is a reasonable excuse if the member or former member took reasonable steps not to access, use or disclose the police information.

Section 228 Victoria Police 2013 states:

Unauthorised access to, use of or disclosure of police information by members or former members of Victoria Police personnel—indictable offence

(1) A member or former member of Victoria Police personnel must not access, use or disclose any police information if—

- (a) it is the duty of the member or former member not to access, use or disclose the information; and
- (b) the member or former member knows or is reckless as to whether the information may be used (whether by the member or former member or any other person) to—

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- (i) endanger the life or safety of any person; or
 - (ii) commit, or assist in the commission of, an indictable offence; or
 - (iii) impede or interfere with the administration of justice.

Penalty: 600 penalty units or imprisonment for 5 years or both.

(2) An offence against subsection (1) is an indictable offence.

Participants should also note that Section 95 of the Constitution Act 1975 provides that a person employed in any capacity (whether permanently or temporarily) in the service of the State of Victoria should not:

- (a) publicly comment upon the administration of any department of the State of Victoria;
- (b) use except in or for the discharge of his official duties any information gained by or conveyed to him through his connexion with the public service; or
- (c) directly or indirectly use or attempt to use any influence with respect to the remuneration or position of himself or of any person in the public service.