

Participant Information Sheet

Research Title: Exploration of the efficacy of mental health care management system in Australia

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Thank you for your interest in participating in this research project. Please read the following information about the project so that you can decide whether you would like to take part in this research. Please feel free to ask any questions you might have about our involvement in the project.

If you decide to participate in this research, please keep in mind that your participation is voluntary. If you do not wish to take part, you do not have to. If you decide to take part and later change your mind, you are free to stop at any time, and you would not need to give any explanation for your decision to stop participating. If you choose to stop participating, your data will not be used in the research.

You will be given the Participant Information and Consent Form to sign, and you will be given a copy to keep. Your decision whether you take part, or not to take part, or to take part and then withdraw, will not affect your relationship with the University of Queensland.

What is this research about?

This is an early exploration of the current efficacy of mental health care management system and processes in Australia. We are looking into the challenges, gaps, shortcomings and opportunities to improve the quality of the management system from practitioners' perspective. The aim of the study is to make recommendations for the designing of more efficient and robust digital intervention systems to offer better services to Australia.

What will I need to do?

If you agree to participate [explain details of participation – note audio recording of interview and clearly state **a)** duration of participation, **b)** location of participation, [*if applicable*] **c)** acknowledgement of participation and thanks (e.g. gift cards, reimbursement for expenses etc.)

What are the possible benefits of taking part?

You will not receive remuneration for participation. However, exploring the system issues within the mental health care system in Australia can offer numerous benefits, including enhanced treatment effectiveness, addressing barriers to access, improved resource allocation, standardization of practices, and targeted training for professionals. Additionally, informed

policymaking and systematic improvements can lead to a more efficient mental health care structure. Better care can also boost workforce productivity, address disparities, ensure inclusive care, foster new interventions, provide research opportunities, empower patients, and offer better support to families and caregivers.

What are the possible risks and disadvantages of taking part?

The nature of the study means that there is limited risk to participants who are involved beyond the risks present in the ordinary activities of daily living and in viewing a computer monitor.

What will happen to the information about me?

All information collected about you will remain confidential. The data collected for this research will be stored electronically and will be protected by passwords. Transcriptions will be de-identified but will be paired to retain the connection of manager and technical staff member to the project. Data will not be shared with other people outside the project and results from the study will not reveal this pairing or any information about them or their organizations. No names, addresses or any other identifying information will be included in any report on the project. The data will be used only for this project. Publications and data collected (de-identified) as a result from this study will be made available in UQ eSpace, UQ's public institutional repository, to allow the dissemination of research. I understand that given the small number of participants, it is not possible to guarantee complete anonymity.

The non-identifiable data to be used in future research that is an extension of or related to this project after receiving human research ethics approval.

It is anticipated that the results of this research project will be published and/or presented in a variety of forms. In any publication and/or presentation, information will be provided in such a way that you cannot be identified, except with your express permission.

What will happen if I decide to withdraw?

Your participation in this research is voluntary and you are free to withdraw from the research anytime without needing to provide any explanation, and you would not receive any penalty or bias as a result of your withdrawal. Should you decide to withdraw, all the information collected from/about you will be destroyed and will not be used in the research.

Can I hear about the results of this research?

You will be asked if you would like a copy of the summary of research findings from the phase of the project in which you participated. If you wish to receive this information, we will ask you for your contact information so that we can send this information to you. This information will be kept on a project contact list database that can be accessed only by team members.

Who can I contact if I have any concerns about the project?

This study adheres to the Guidelines of the ethical review process of The University of Queensland and the National Statement on Ethical Conduct in Human Research. Whilst you are free to discuss your participation in this study with the researcher contactable on sh.roohygohar@business.uq.edu.au and avijit.sengupta@uq.edu.au if you would like to speak to an officer of the University not involved in the study, you may contact the Ethics Coordinator on +617 3365 3924 / +617 3443 1656 or email humanethics@research.uq.edu.au

This research Ethics ID number: 2024/HE001230

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