

# Information sheet

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## Review of Auslan service use in primary care

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## Introduction

Thank you for your interest in this review, which you are invited to take part in because you are a health professional or practice manager who works in a primary care setting. This information sheet provides an overview of the review and how you can contribute. Please read it carefully and contact the project team at Australian Healthcare Associates (AHA) if you have any questions.

## What is this review about?

Given the central role of primary care within the healthcare system, good communication is critical to ensuring positive outcomes for both patients and their healthcare team. However, a lack of access to qualified interpreters in primary care can make it difficult for people who communicate via Auslan to discuss and make informed decisions about their health and health care.

To help understand and address this problem, the Australian Department of Health and Aged Care (the department) has engaged AHA to explore the current use of Auslan interpreting services in primary care settings, and how this could be improved.

As part of this review, we are seeking input from a wide range of stakeholders, including people who work in primary care settings – whether they have used Auslan interpreting services in their practice or not – Auslan interpreters and representatives of the organisations they work for, peak bodies in the Deaf and health sectors, and Auslan users and their family members.

**Note:** This review is looking specifically on the use of Auslan interpreting services in primary care (i.e. non-hospital) settings. Access to Auslan services in hospitals and other settings is very important, but is not the focus of this review.

## What will I be asked to do?

If you agree to participate, we will need about 15 minutes of your time to ask you a few questions about:

- your awareness and use of Auslan and spoken language interpreting services
- what works well and what does not work well in organising and working with Auslan interpreters
- what would enable greater use of Auslan services in primary care
- information and resources that would help raise awareness of Auslan services.

If you decide to take part, you can do so between 1 May and 30 June. You can choose to answer the survey questions:

- **Online**, by visiting <https://bit.ly/3UNt1jv> on any internet-enabled device.
- In a **phone or video call** with a member of our team, by emailing us at [auslan.review@ahaconsulting.com.au](mailto:auslan.review@ahaconsulting.com.au) with your preferred time and date. We will follow up with you to confirm the details.

Regardless of how you choose to answer the questions, at the end of the survey you will have the opportunity to enter a draw for one of 8 gift cards, each worth \$200. This is optional. If you choose to enter the draw you will need to provide your name and contact details. We will contact winners in early July.

You will also be invited to opt-in to an online focus group in July to discuss your experiences and perspectives on Auslan interpreting services in more detail, and/or to a second round of consultation in September, when we will be gathering feedback on our initial findings and prototype resources for promoting Auslan services in primary care settings. Opting in at the time of your initial survey does not mean you have to participate in the focus group or second consultation. If you choose to provide feedback in the second round there will once again be the option to do so online or over the phone with a member of our team.

Completing any of the survey tells us that you understand the information you've been given about the review, are willing to take part, and agree to us using the information you provide. You are free to withdraw at any time, however if you do so before the end of the survey, or decide not to provide your contact details, we will not be able to identify and delete your responses. If you decide to withdraw from the project after providing your contact details, you can email [auslan.review@ahaconsulting.com.au](mailto:auslan.review@ahaconsulting.com.au) and ask for your responses to be destroyed.

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

We do not anticipate that taking part in this review will present any significant risks to you, nor is it likely to have any direct benefit. However your contribution may help inform the way that Auslan interpreting services are organised and delivered in primary care settings in future.

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

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

All data will be kept strictly confidential, and our report will present information in a way that no individual can be identified.

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

We expect to submit our findings to the department in December 2023. The department reserves the right to publish the findings on its website. If you wish, you may contact us at [auslan.review@ahaconsulting.com.au](mailto:auslan.review@ahaconsulting.com.au) from 1 April 2024 and we will let you know if the findings are available.