Plain Language Statement (Organisation)

Melbourne School of Population and Global Health,

Faculty of Medicine, Dentistry & Health Sciences

CANVAS:
Collaborative Networks of the Victorian Mental Health Service System (PILOT)

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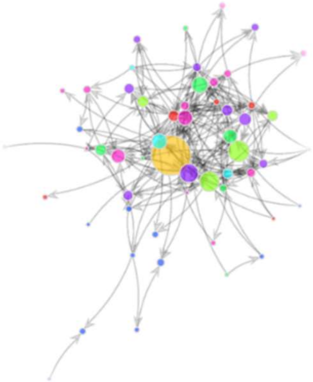
Keeping track of collaboration and services integration

CANVAS is a ***relational* service mapping project**. It is a pilot project run in collaboration between the Victorian Collaborative Centre for Mental Health and Wellbeing and the University of Melbourne School of Population and Global Health and its Social Networks lab.

CANVAS focuses on **how services are connected** to each other, and to other sectors. CANVAS uses social network analysis, an approach which emphasises organisation-to-organisation links like the following:

- Referral pathways, service agreements
- Connections to other sectors (e.g., AOD)
- Collaboration in various forms
- Wished-for collaborations



CANVAS is an opportunity for your organisation to holistically map its complex referral pathways and collaborations with other organisations. By doing so, you are helping the sector to take on recommendations from the Royal Commission into Victoria's Mental Health Service System.

What is my organisation being asked to do?

As a provider of public mental health services for Young People, Adults and Older Adults operating in the Western Metro, Grampians and/or NE Victoria, your organisation is being asked to participate in a pilot service network mapping exercise. This will include answering some factual questions on a data portal on the following topics:

- Your organisation (e.g., name, location, size)
- Mental health services in your organisation (e.g., descriptions, locations, funding sources)
- How your organisation and services are connected to other organisations and services, both inside and outside of the mental health sector.
- Organisational practices in referral and lived experience workforce development.

Stage 1 of the project is a brief questionnaire (~ 20-25 minutes) about the organisation as a whole, to be completed by a lead respondent with a broad strategic and operational overview of the organisation's mental health services (It's also possible to have multiple lead respondents).

Stage 2 is a service mapping extension that involves brief team-specific questionnaires (~ 20-25 minutes). These can be completed by team leaders, or other individual with good knowledge of the team's operations and services, or by the lead respondent.

*Almost all questions are **factual** in nature. Respondents are asked to complete questions to the best of their ability, **from memory**. Consulting others and with documentation is optional.*

*Respondents will **NOT** be asked to subjectively rate the performance, quality, or efficiency of any organisation, service, or personnel. This project **DOES NOT involve** any individual records or data about patients or consumers.*

What are the benefits of taking part?

For your organisation: CANVAS has unique benefits for your organisation's internal reporting and planning.

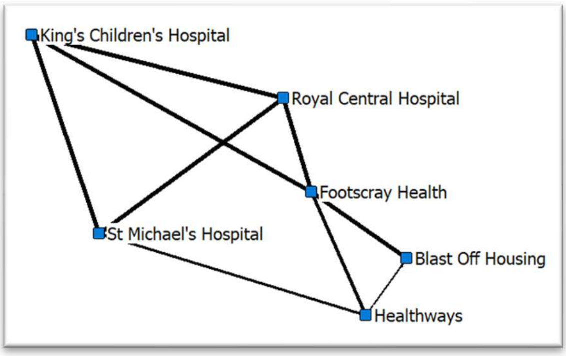
- ❖ You will get a single comprehensive dataset of your organisation's complex referral pathways and collaborative connections to support internal reporting.
- ❖ This enables you to combine and compare this network data with your partner organisations who also take part in CANVAS to support future planning and collaboration.

For the mental health service system: By participating, your organisation will be providing crucial information that will majorly influence mental health services policy and planning in Victoria. Your help will allow us to create an accurate view of the service system, ensuring that upcoming reforms and interventions will be well-suited to your organisation and the sector as a whole.

How will the data be used?

For services planning and continuous improvement: So that the Collaborative Centre can provide advice to other state agencies in service planning and continuous improvement, the following data sharing will occur:

- ❖ **Systems map (Confidential).** An aggregated social network map of organisations (not individual services) will be shared confidentially and securely with the following agencies within Victorian and Commonwealth government.
    - ➢ The Minister for Mental Health (Vic) and office
    - ➢ The Mental Health and Wellbeing Division of the Victorian Department of Health,
    - ➢ The Interim Regional Boards, and successors
    - ➢ The Mental Health and Wellbeing Commission
    - ➢ Primary Health Networks (Commonwealth)
    - ➢ Other state agencies may request the map data, in line with Victorian Data Act 2017, which provides for strong safeguards and oversight.



Network Map (with names)

- ❖ **For Emergencies (Confidential, Opt-out Available):** In the event of a declared public emergency, such as a natural disaster, the research team may provide more detailed service and collaboration data to lead government agencies for planning and recovery efforts. This would include both organisational and services data. Your organization will be notified if this occurs. You can opt-out of this step now, if necessary.

For public use:

- ❖ **Services Directories (Opt-out Available):** To raise awareness of services, the Collaborative Centre may seek to make public some basic information, such as the organization's name, service descriptions, locations, catchment areas, and general funding sources. This is similar to existing service directories, but your organization can opt-out of this step if desired.

For research and knowledge transfer (de-identified):

- **De-identified data for Research:** Public outputs from this pilot will include reports, academic publications, and presentations. These outputs will not name organizations. Data summaries, such as network maps and tables, will be anonymized to minimize the risk of re-identification.
- **Knowledge translation events and workshops.** The Collaborative Centre will host various roundtable knowledge translation forums that will seek to gain insight into how sector partners interpret the data, and how they think it should be used to boost collaboration.
- **Future uses for Research.** Services mapping may be useful across multiple public service sectors (e.g. housing, disability, family violence, etc). These sectors often link up with mental health services to do their job. For this reason, the information you provide will be stored in a confidential databank, so that future service mapping projects can use this data to better understand how multiple sectors work together. Any future uses will be consistent with the terms of this research and governed by ethics approval. You will be informed of future uses.

Your data will be protected.

- **Personal information will be kept strictly confidential.** A small amount of identifiable data will be collected from employees completing the survey, including their name, contact details, and job title. This personal information will be securely stored and kept strictly confidential by the research team. It is only used for recontact and research purposes.
- **Data security**. All data will be securely held in line with modern and comprehensive security protocols. Any outputs held within State government will be managed in accordance with the Victorian Protective Data Security Framework (VPDSF), which includes strict standards for data classification, risk management, access control, and incident response.

What are the risks of taking part?

For organisations. The main risk is simply inconvenience – there will be some time requirement involved in data collection. Secondly, although we will use de-identified network data in research outputs, there remains a chance that someone with very specific knowledge may be able to re-identify your organisation using the data provided. Participating in the service directory may increase this small risk. Your organisation can also opt-out of public disclosure, if necessary.

For individual employees. For the individuals completing the survey, there is very little risk. We are asking organisations to set aside employees' time for this project. The survey itself will ask for a small amount of information about the employee, including their name, contact details, and job title. This topics addressed in the survey are not sensitive in nature, and all personal information will be kept strictly confidential in a secure manner. Despite this confidentiality, the employee's participation (or non-participation) may be seen by viewable to others within their organisation.

Does my organisation have to take part?

Participation is voluntary. The organisation, and any individual employee, can decline to participate, or decline to answer particular questions. Your organisation can also elect to participate only in Stage 1 questionnaire, if desired. Should you change your mind you can withdraw at any time and, at your request, we will delete any unprocessed records from our research.

Do I have to participate?

From the perspective of the research team and the Collaborative Centre, your personal participation is voluntary. You can refuse to participate. You may also refuse to answer certain questions. No explanation will be necessary. You may also withdraw consent at a later time and at your request we will delete any unprocessed records from our research.

However, please be aware of your organisation's expectations and note that some of your responses will be viewable to the organisation. If you are concerned about how your organisation views your participation, we encourage you to contact the person who nominated you, and/or your immediate supervisor.

How do we participate?

To participate, please start by selecting a lead respondent within your organisation. This person should be knowledgeable about the organisation's operations and its relationships with other organisations. However, this respondent doesn't need to collect all the information by themself; the specialised questionnaire site allows for additional respondents to add their knowledge to answer questions.

The lead respondent should have, or have received, proper authority to participate in this study on behalf of the organisation. The lead respondent should ideally be able to delegate tasks to service teams, to gain additional data. A participation information sheet is included in these materials.

Who is funding this project?

This project is wholly funded by the Victorian Collaborative Centre for Mental Health and Wellbeing.

Will I hear about the results of this project?

If you agree to being contacted by the Collaborative Centre about the results, you will receive periodic emails about the release of research reports and other resources. Notice of these outputs will also be posted on the Collaborative Centre's website. Wherever possible, this notice will include the output itself.

Is there any potential conflict of interest?

A potential conflict of interest could arise for one external investigator on this project who holds a dual role, as both a Co-CEO of the Victorian Collaborative Centre for Mental Health and Wellbeing and also a faculty member of the University of Melbourne. We have and will embed appropriate steps into all of our decision making, management, and project supervision processes to manage this potential. Specifically, this investigator's role in this project is strictly in their capacity as Co-CEO of the Collaborative Centre.

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

This project has human research ethics approval from The University of Melbourne [29919]. If you have any concerns or complaints about the conduct of this research project, which you do not wish to discuss with the research team, you should contact the Research Integrity Administrator, Office of Research Ethics and Integrity, University of Melbourne, VIC 3010. Tel: +61 3 8344 1376 or Email: research-integrity@unimelb.edu.au. All complaints will be treated confidentially. In any correspondence please provide the name of the research team and/or the name or ethics ID number of the research project.

Where can I get more information?

If you would like more information about the project, please contact canvas-project@unimelb.edu.au or Colin Gallagher (colin.gallagher@unimelb.edu.au).

Additional Researchers:
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