

Frequently Asked Questions

How will NWMPHN ensure the privacy and security of data?

Surveys will be sent only to people who have said it is ok to contact them on their health referral form. You do not have to take part in the survey if you do not want to. If you do take part, your responses will be anonymous. This means we will not know which responses are yours.

At certain points in the surveys, you will be asked how your mental health service is helping you. If you choose to answer these questions, you will also be asked if you would like to share your responses with your health professional. This is voluntary, and you do not have to take part. If you would like to share your responses with your health professional, he or she will be able to see your responses to those questions only.

NWMPHN is working with a health survey company called Cemplicity to help us with the surveys. The data collected will be stored securely.

Even if you do not take part in the survey, your personal details will be deleted from the Cemplicity system. This will happen once invitations are sent and when responses are received. Cemplicity will not use any personal details for any purpose other than this.

What will we do with the information we collect?

North Western Melbourne PHN (NWMPHN) will use this information to help us understand what services are doing well and how they could be better. We will do this by asking people questions about their experience and how the service has helped them. Once we know what can be improved we will work with the service to make some changes.

What information will health professionals see?

Health professionals will see anonymous survey responses of their clients. They will only receive this information when 5 clients have taken part in the survey. This information will be given to them as a group, not on an individual basis. This will make sure that the health professional is not able to identify the client.

Health professionals will use this information to understand what they are doing well and how they can improve their services.

Why will I receive more than one survey?

The program is designed to get feedback at different stages of your care. This is to help us understand if the service is making a difference to you. Surveys will be sent based on the following plan:

- Survey 1 – when the person is first referred for services
- Survey 2 – three months after their referral
- Survey 3 – six months after Survey 2

At any point, if you would like to stop receiving surveys, you will have the chance to opt-out.

Who can I contact for more information?

If you have any questions about these surveys, please contact CAREinMIND team at NWMPHN on (03) 9088 4277 or careinmind@nwmpnh.org.au

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

