



## The Way Back Information & Privacy Sheet

Welcome to Hunter Primary Care's Way Back Support Service. The Way Back is designed to support people who have recently experienced a suicidal crisis or attempted suicide. The Way Back can provide support for up to three months assisting with safety planning and connection to the services in the community that are right for you.

The Way Back works in collaboration with the Calvary Mater Newcastle Hospital supporting people who have presented to hospital following a deliberate self-poisoning. There are also additional referral pathways including Hunter New England Mental Health Unit, Hospital Emergency Departments, Safe Haven and Suicide Prevention Outreach (SPOT) teams.

### What will participation in The Way Back mean for me?

A Support Coordinator will work with you for up to three months to develop and put in place a personalised support plan based on your needs. This can include:

- encouraging and supporting you after discharge from hospital;
- working with you to develop a safety plan;
- referring and connecting you to clinical and community-based support services;
- helping you to make, keep and attend appointments with other services
- meeting with you in the community and/or via phone or text, depending on what you prefer.

The Way Back is not a crisis service. However, as part of safety planning, we will help you identify emergency and crisis support options.

### What am I being asked to provide consent for?

- **Consent to participate and collect my personal information:** Participation is voluntary. By participating, Hunter Primary Care is required to collect and hold routine personal information about you, to allow us to provide you with the best possible service. This will include information such as your name, contact details, health information and services provided to you.
- **Consent to contact your Primary Nominated Professional (optional):** With your permission, we will contact your nominated health professional (such as GP) to let them know we are supporting you. This is usually by letter at the start and towards end of support period.
- **Consent to share anonymised data with the Commonwealth Department of Health (optional):** If you consent, your anonymised data will be shared with the Commonwealth Department of Health for the purposes of service evaluation. This information may include your age, date of birth, gender, details about your current needs and the services you are referred to, previous suicidal thoughts or self-harm and data about your mental wellbeing, but will not include your name, address or Medicare number.



## Your Privacy is important to us

Hunter Primary Care is committed to providing you with the highest level of service and confidentiality, and this includes protecting your privacy. Hunter Primary Care is bound by privacy legislation protecting personal information, and takes these responsibilities seriously.

Your personal information is treated very carefully, stored securely, and only accessed by people who have a role in your support. If information needs to be shared with others (for example if you are being referred to another service), your consent will be sought.

There are some situations when the service is required to disclose your information to a third party. This is consistent with all health service and includes:

- If you are at serious risk of suicide or self-harm
- If you tell us that someone else is in danger of serious harm or a serious crime has been committed
- If there are concerns for the wellbeing of a child
- If our file notes are subpoenaed by a court of law

The Way Back is required to share certain non-identifiable details about participants and the support provided with the program's funders (Hunter New England Central Coast Primary Health Network - HNECCPHN). This is used for program management, quality improvement and monitoring service delivery.

If you have any questions don't hesitate to chat to us. For further information regarding our Privacy Policy, please visit <https://hunterprimarycare.com.au/privacy-policy/>

## What happens if I change my mind or need to update my information?

Participation in The Way Back is voluntary and you may withdraw from participation at any time. We encourage you to keep this information sheet for future reference. You may update your information (including what you have consented to) at any time.

## How can I provide feedback?

Hunter Primary Care welcomes feedback about our services from people who are involved with them. Towards the end of your support period, we will reach out to you for feedback but you are also welcome to get in touch at any time. Whether you have a compliment for a staff member, a suggestion for improvement, or a concern about something that has happened, you are encouraged to let us know. We take any complaints or concerns seriously. For more information on feedback, including the complaint policy, please visit Hunter Primary Care's Feedback Policy is available on <https://hunterprimarycare.com.au/feedback-policy/>

You can contact us via the following options:

- In person: you can chat to your Support Coordinator or ask to speak to the Manager
- By mail: Hunter Primary Care, PO Box 572, Newcastle NSW 2300
- By email : [thewayback@hunterprimarycare.com.au](mailto:thewayback@hunterprimarycare.com.au)
- By phone: [1300 364 184](tel:1300364184)