

PARTICIPANT INFORMATION SHEET

Introduction

You are invited to take part in this research study because you are the carer of a child who has attended the Paediatric Acute Review Clinic (PARC) located on Coffs Harbour Health Campus (CHHC). Before deciding whether to participate in this study, it is important that you understand the study and what it will involve. Please read the following information carefully and discuss it with others if you wish. For more information about this study, please contact the [Coordinating Principal Investigator](#) (contact details listed below).

1. What is the purpose of this study?

The purpose of this study is to learn about the experiences of families who have used the Paediatric Acute Review Clinic (PARC). The information we collect will help us to understand how satisfied families are with the care provided and how the clinic could be improved in the future.

2. What is involved in this study?

If you choose to take part, you will be asked to complete a short online survey (in Qualtrics) about your experience with PARC. The survey will take about 10-15 minutes to complete, and will ask about the ease of accessing the service, your satisfaction with the care, and any suggestions for improvement. If you have any questions about the survey, please contact the research team. As the survey is anonymous, there is no way for us to withdraw your responses. Participating or choosing not to in this survey will not impact your child's health.

All data will be de-identified to protect participant privacy, and any results published from this study will be presented in aggregate.

3. What if I don't want to take part in the study?

Participation in the study is voluntary. If you do not want to take part, you do not have to. Your decision to participate or not will not affect your relationship with the clinic or the MNCLHD now or in the future.

4. Are there any risks to me in taking part in this study?

Participation in this survey is considered low risk. The following may occur:

1. Temporary feeling of discomfort

- Some questions in the survey may ask about your experiences with PARC and your satisfaction with care. Thinking about difficult experiences may cause **temporary feelings of stress, frustration, or sadness**.
- The likelihood of this is expected to be **low**

2. Inconvenience

- Completing the survey may take **10–15 minutes**, which may cause minor inconvenience or disruption to your routine. You can complete this survey at a time convenient to you.

3. Breach of confidentiality

- There is a very **low risk** that information could be accidentally accessed by someone outside the research team. However, given that the survey is anonymous, this presents very low risk to you.

How we will manage these risks:

- The survey is **anonymous** and will not collect your name or other identifying details.
- All data will be stored securely on password-protected systems located in MNCLHD or CSU.

- You do **not** have to answer any questions you do not feel comfortable with.
- If completing the survey raises distressing feelings, you may wish to contact a health professional, such as a General Practitioner, or:
 - **Beyond Blue 1300 22 4636.**
 - **Lifeline: 13 11 14 (24/7)**

5. What will happen to information about me?

If you agree to complete the survey, you consent to the research team using your anonymous responses for the purposes of this research study. The anonymous responses that you provide for this project will be stored for a minimum of 5 years after any publication of the research results.

You consent to the research team sharing or using your responses in future research that will be an extension of, or closely related to, the original project. Information (survey responses) collected from you in an electronic format is stored on a Mid North Coast LHD or CSU password-protected computer. It is only accessible to the approved research team.

6. What if I want to withdraw from the research study?

You may choose to withdraw from the study at any time before submitting the survey, without penalty or adverse consequences.

You may select “I do not agree to participate” on the consent page of the online Qualtrics survey, or you may exit the survey before submitting your responses. In this case, no information will be recorded.

It will not be possible to withdraw your data or have your responses removed after you submit your survey responses.

7. Why have I been invited to participate in this study?

Because you are a caregiver/parent of a child who has attended the Paediatric Acute Review Clinic (PARC).

8. Will I benefit from this study?

There may be no direct benefit to you or your child; however, your feedback may help improve the PARC services in the future for children, families and the border community.

9. Will taking part in this study cost me anything, and will I be paid?

Participation will not cost you anything, and nor will you not be paid.

10. How will my confidentiality be protected?

Your responses are anonymous; only the research team can access the data.

11. If I wish to, how can I provide specific and identifiable feedback on the PARC?

If you would like to provide specific feedback about the PARC clinic, additional to the survey responses, you are encouraged to do so. Information can be found here: <https://mncld.health.nsw.gov.au/contact/#feedback>. Complaints may be addressed, as detailed below.

Survey responses will be reviewed fortnightly by the site PI to determine whether follow-up is required, ensuring that any participant concerns are appropriately addressed.

12. Where can I get more information about the study?

If you would like to know more about the study, you can contact the following member of the research team:

Name: Dr M Mamun Huda
Position: Senior Lecturer in Medicine (Biostatistics and Public Health)
Telephone: 02 6365 7049
Email: mhuda@csu.edu.au

Ethics approval

This research has been reviewed and approved by the North Coast NSW Human Research Ethics Committee (HREC) as meeting the requirements of the *National Statement on Ethical Conduct in Human Research (2023)*. The HREC reference number is # HREA432 2026/ETH00181.

If you are concerned about how this study is being run or you wish to make a complaint to someone independent from the study, please contact:

Contact: The Executive Officer, North Coast NSW Human Research Ethics Committee
Email: NNSWLHD-Ethics@health.nsw.gov.au
Telephone: (02) 6672 0269

For complaints related to the conduct of this study at Coffs Harbour Health Campus, please contact the MNCLHD Research Governance Officer, via email at MNCLHD-RGO@health.nsw.gov.au or mobile 0428 882 170 or 0473 853 782 and quote reference number: 2026/STE00279

Details of the study and the research team:

Study title:	Evaluating Hospital-Related Outcomes and Carer Experiences Associated with the Paediatric Acute Review Clinic (PARC) in the Mid North Coast Local Health District [HREA432 2026/ETH00181]
Human Research Ethics Committee Reference number:	
Study Sponsor:	Charles Sturt University (CSU)
Coordinating Principal Investigator / Principal Investigator:	Dr M Mamun Huda (CSU), Co-ordinating Principal Investigator Dr Michael McCarron (CHHC), Principal Investigator
Associate Investigators	Miss Shivanshu Garg (CSU), Dr Catherine Keniry (CSU), Dr Stephanie White (CHHC)
Site(s):	Coffs Harbour Health Campus Paediatric Acute Review Clinic

Thank you for considering taking part in this study.

This information sheet is for you to keep.



SCAN FOR SURVEY

https://csufobjbs.au1.qualtrics.com/jfe/form/SV_bEJ92byqEWaLulw



SCAN FOR MORE INFORMATION

<https://science-health.csu.edu.au/schools/medicine/research/student-md-projects/parc>