

Help seeker – Automated Text Questions

Pre-Conversation

1. LifelineBot: Hi, I'm the Lifeline Text Bot. There may be a short wait while we connect you with a Crisis Supporter. This is a service trial and we will seek feedback following your conversation (link to Terms and Conditions). Text FINISH anytime to stop receiving texts from Lifeline.
2. By replying with a number, please indicate your State or Territory.
1=NSW
2=Vic
3=Qld
4=SA
5=WA
6=Tas
6=NT
7=ACT

Requires text back from Help Seeker

3. LifelineBot: Thank you. A Crisis Supporter will be with you soon. While you wait, we'll ask you five questions that will help us to evaluate this service. To skip a question, text NA.
4. LifelineBot: What is your age? (Text NA if you prefer not to say)

Requires text back from HS

5. LifelineBot: What is your gender?
1=Male
2=Female
3=Transgender
4=Intersex
5=A gender not listed: (please specify)
6=Prefer not to disclose

Requires text back from HS

6. LifelineBot: On scale of "0" (not at all) to "10" (extremely), how distressed are you feeling now? (Text NA if you prefer not to say)

Requires text back from HS

7. LifelineBot: On scale of "0" (not at all) to "10" (extremely), how connected to others do you feel now? (Text NA if you prefer not to say)

Requires text back from HS

8. LifelineBot: On scale of "0" (not at all) to "10" (extremely), how confident are you of being able to cope with your current situation? (Text NA if you prefer not to say)

Requires text back from HS

9. LifelineBot: Thankyou a Crisis Supporter will be with you shortly.

Post Conversation

10. LifelineBot: We are seeking user feedback and would like to ask you 9 questions. The answers you provide will also be used for the evaluation of this service trial. You are under no obligation to take part, but your opinion is important to us. The information you provide will be confidential. For more information about the evaluation, click [LINK](#).

([LINK](#) takes the HS to the following text: Lifeline Text is a pilot trial service. Lifeline is collecting information from users on their experiences with the service, using a series of automated text questions. The information will be used by Lifeline for clinical supervision and quality improvement. Lifeline will also provide the data to the evaluation team at the MASKED. The evaluation will explore how effectively the service reached out to specific target groups and whether it met help seekers' needs. Responses will be confidential and users will not be identified in the evaluation report or in any publications arising from this research. The use of this data for evaluation purposes has been approved by the MASKED Social Sciences Human Research Ethics Committee, number 2018/226.)

11. LifelineBot: To skip a question, text NA. If you don't want to answer any more questions, text FINISH to end this conversation.

12. LifelineBot: On scale of "0" (not at all) to "10" (extremely), how distressed are you feeling now? (Text NA if you prefer not to say)

Requires text back from HS

13. LifelineBot: On scale of "0" (not at all) to "10" (extremely), how connected to others do you feel now? (Text NA if you prefer not to say)

Requires text back from HS

14. LifelineBot: On scale of "0" (not at all) to "10" (extremely), how confident are you of being able to cope with your current situation? (Text NA if you prefer not to say)

Requires text back from HS

15. LifelineBot: On scale of "0" (not helpful) to "10" (extremely helpful), overall how would you rate the support you received from Lifeline today? (Text NA if you prefer not to say)

16. LifelineBot: If text was not available, would you have used another Lifeline service (phone or online chat)?

1=Yes

2=No

3=Don't know

4=Prefer not to disclose

Requires text back from HS

17. LifelineBot: Only 4 more questions! These questions help us know what groups of people are using Lifeline Text. Which of the following do you identify with?

- 1=Straight (heterosexual)
- 2=Gay
- 3=Lesbian
- 4=Bisexual
- 5=Queer
- 6=Questioning or unsure
- 7=An identity not listed: (please specify)
- NA=Prefer not to disclose

Requires text back from HS

18. LifelineBot: Do you identify as of Aboriginal or Torres Strait Islander Origin?

- 1=Aboriginal
- 2=Torres Strait Islander
- 3=Both Aboriginal & Torres Strait Islander origin
- 4=Neither Aboriginal or Torres Strait Islander origin
- NA=Prefer not to disclose

Requires text back from HS

19. LifelineBot: Do you have a disability? (Text all numbers that apply to you.)

- 1=Sensory disability (hearing or sight)
- 2=Physical disability (mobility)
- 3=Learning disability
- 4=Other: (please specify)
- 5=No, I have no disability
- NA=Prefer not to disclose

Requires text back from HS

20. Please enter your postcode or text NA if you don't want to disclose.

21. LifelineBot: Thank you, we appreciate your feedback.

If you would be happy to provide more detailed feedback, please click this [LINK](#) to a short, anonymous online survey that will help us improve the service for others.

(This conversation will automatically close in 5 mins).

May result in a text back from HS

Help Seeker: Online Survey

You are on this web page because you may be willing to participate in a survey about your experiences with the Lifeline text crisis support service. The following provides you with more information about the survey before you decide to participate.

The MASKED has been commissioned by Lifeline Australia to evaluate the crisis text service. This involves conducting surveys to gain an understanding of users' experience with the text service. Information gathered from the surveys will be used by Lifeline Australia to further refine the service to better meet the needs of the Australian community.

The survey will take approximately 5 minutes to complete. The survey is designed to help us understand how useful the service has been, whether it has reached target groups, and how it might be improved. We will ask you about your opinions of the text service. For example, you will be asked, "How easy or difficult was Lifeline text to use?"

Please be assured that your identity is not known to the evaluators conducting this survey. Any feedback provided by you cannot be related to you in the future. Individuals will not be identified in the evaluation report or in any publications arising from this research. Please also note that your participation in the survey is completely voluntary and you are free to stop the survey at any time or withdraw your response by contacting the project manager on the number below. Your decision to participate, not participate or withdraw from the survey will not have any impact on your relationship with Lifeline Australia or the MASKED.

If you become distressed at any point in the survey, please contact: Lifeline 131114.

This research has been reviewed by the Human Research Ethics Committee of the MASKED. If you have any concerns or complaints regarding the way this research has been conducted, you can contact the MASKED Ethics Officer on (contact number provided) and quote the reference number 2018/226. If you have any further questions, please contact the Project Manager on (contact details provided).

Thank you for your interest in this research.

Click a link to the survey tool...

I consent for the information I have given in the following survey to be used only for the purposes of research and evaluation of Lifeline Australia's text crisis support service. I understand that all of my answers will be treated in the strictest of confidence and that this is an anonymous survey.

Please tick here to say that you have read this:

Survey Questions

1. Can you tell us briefly what prompted you to contact Lifeline text today? What was the main issue you wanted help with?

2. When you contacted Lifeline text, did you feel unsafe or threatened due to any of the following reasons? (Tick all that apply)

- Thoughts of suicide
- Deliberate self-harm
- Family or domestic violence
- Homelessness
- Own abuse of drugs or alcohol
- Abuse of drugs or alcohol by another person
- Self-destructive behaviour (e.g., dangerous driving)
- Other (please specify):
- No, I did not feel unsafe or threatened at that time

3. How safe or threatened did you feel after the Lifeline text conversation?

1 – Less safe 2 – No change 3 – A little safer 4 – Much safer

4. How easy or difficult was Lifeline text to use?

1 – Very difficult 2 – Difficult 3 – Neutral 4 – Easy 5 – Very easy

5. Why did you choose to text rather than using one of the other Lifeline services (phone or online chat)?

6. If text was not available, would you have sought help through Lifeline's phone or chat service? Yes/No

7. In which country were you born?

8. Do you speak a language other than English at home? Yes/No

9. What is your employment status?

- Employed for wages
- Self-employed
- Out of work and looking for work
- Out of work but not currently looking for work
- A homemaker
- A student
- Military
- Retired
- Unable to work

10. What is your relationship status?

- Single (never married)
- Married, or in a domestic partnership
- Widowed
- Divorced
- Separated

11. The questions below ask about your experience with different places people might get help dealing with personal crisis issues or suicidal thoughts. For each place, please indicate by ticking one box whether you have tried it and, if so, how helpful it was to you.

Place to get help	I have not tried this	I found it unhelpful	I found it somewhat helpful	I found it helpful	I found it very helpful
Call a crisis line					
Use a web-based crisis chat service					
Text a crisis line					
Talking to your GP					
Talking to a therapist or counsellor					
Talking to a psychiatrist					
Going to an emergency department					
Talking to family members					
Talking to friends					
Online peer support					
Talking to clergy or a spiritual advisor					

Please add any comments about other places to get help that have or have not been useful for you:

12. How likely would you be to recommend the Lifeline text service to others?

1 – Extremely unlikely 2 – Unlikely 3 – Neutral 4 – Likely 5 – Extremely likely

13. Do you have any additional comments about Lifeline text?

Thank you for taking part in this research. Your feedback provides valuable information to help us improve the Lifeline text service.