

DVA website testing information sheet for providers

This information sheet provides information about the website testing session, consent, how we will collect and use information, and how we will manage your personal information.

Testing session

- The online testing session will be held on Microsoft Teams and take no longer than 30 minutes.
- You will be the only **participant** in the session, along with 1 DVA facilitator and 1 DVA notetaker.
- You will be asked to test a prototype (example) of the enhanced website to review enhancements and make sure it meets user needs.
- You will need to share your screen during the session so we can follow how you are using the website.
- You will be asked to complete 2 or 3 tasks to understand how you would navigate the website.
- We'll use the information from the testing session to further refine the prototype before we officially launch the enhanced website.

Privacy and data protection

- You can leave the testing session at any time or skip any part that you are not comfortable with.
- The testing session will be recorded, and notes will be taken to make sure we capture your feedback accurately.
- The recording will be used for internal documenting only and will not be shared outside the DVA project team.
- Transcripts of the testing session will be de-identified and stored in line with DVA's record keeping policies.
- If you don't feel comfortable being recorded, please email the project team:
WEBSITE.ENHANCEMENT.PROJECT@dva.gov.au
- To withdraw your consent at any time you can email the project team:
WEBSITE.ENHANCEMENT.PROJECT@dva.gov.au or call 1800 838 372.
- For any other questions, please email the project team: WEBSITE.ENHANCEMENT.PROJECT@dva.gov.au.

Participation in website enhancement project website testing

The purpose of this form is to seek your agreement to participate in the user testing session and your consent to participate in any video recording of the session. The video footage will be used for the internal documenting of the discussions during the session.

My participation in the website testing session

I understand that:

- my participation in this session is voluntary.
- I may choose not to discuss particular issues or experiences and can leave the session at any time, and this will not have any impact on my eligibility for, or access to, benefits and services provided by DVA; and
- that reports of the session will be de-identified so that no information which identifies participants will be shared outside the project team.

I agree to raise immediately any concerns or areas of discomfort during the session with the facilitator.

Videography

I understand that:

- I am under no obligation or compulsion to consent to being recorded;
- I may withdraw my consent for my video(s) to be used at any time.

Please tick here to indicate your consent to being recorded:

☐

Consent

Please sign below to indicate that:

- you have read and you understand the information on this form;
- any questions you might have about the session have been answered; and
- you consent to participate in the user testing session as outlined on this form.

Name (participant)

Signature

Date

I will be participating in this activity on my organisation's paid time:

☐

Yes

☐

No