

Your experience of settling in Australia

Funded by the Australian Government Department of Home Affairs

Participant Information Sheet - HSP refugees (telephone survey & interview)

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Thank you for your interest in this study. Please read the information about the study so that you can decide whether you would like to take part and contact us if you have any questions.

What is this study about?

We want to understand your experience of settling in Australia and the support you received. We want to know what works well and what needs to improve.

Do I have to take part in the study?

Taking part in the study is voluntary. If you do not want to take part, you do not have to. If you choose not to take part, this will not affect your relationship with the Department, or the support you receive.

What do I need to do?

About 1 week after receiving the link to this Participant Information Sheet, you and another adult member of your household will receive a phone call from an interviewer from a market research company, McNair, who will either speak your preferred language or use an interpreter to ask you the survey questions. You will answer a 30-minute survey over the phone and about 9 months later they will contact you again to ask some more questions. The Department of Home Affairs will provide to us some information from your visa application which we will add to the answers you provide in your survey. We will ask you to provide your contact details so that we can contact you for the follow up survey. We will ask if you want a summary of the findings and whether you are willing to take part in an interview. Only a few households will be chosen.

What if I am chosen for an interview?

If your household is chosen, an invitation email and consent form will be sent to you about 1 month after the survey interview. The follow-up interview will take place about 9 months after the first interview. You can agree to take part by signing the consent form, sending an email/text or you can phone and tell us. The interview will take 45 minutes or up to 90 minutes with an interpreter. You can choose whether we do the interview using video (e.g., Zoom or Teams) or telephone and whether you want to be interviewed by a male or female interviewer. If you agree, we will record the audio from the interview. If we use Zoom or Teams, only the audio will be kept.

Why is it important for me to take part?

The findings will help improve the settlement of refugees and humanitarian migrants in Australia.

Is there any benefit for me?

There is no direct benefit to you, you will be helping improve the settlement for other humanitarian entrants. If you are chosen for a qualitative interview, we will give you a \$40 gift card for each interview.

Who will know I have taken part in this study?

Only the University of Queensland and the Department of Home Affairs will know you took part. Your Humanitarian Settlement Program Service Provider (including your case manager) will not know you have taken part unless you tell them.

Are there any risks for me?

Risks from participating are low. Talking about your experiences of settlement in Australia may make you feel uncomfortable. If any of the questions make you feel uncomfortable you do not need to answer them. The interviewer may skip a question if they notice that you are uncomfortable with the question. You may ask a friend to support you during the interview, your comfort is important to us.

What will happen to the information about me?

Your survey data will be stored by the Department of Home Affairs with a unique identifier that links back to the other information the Department holds about you. The survey data with the unique identifier will be shared with the University of Queensland. All of your personal information (e.g., your name and contact details) will be confidential and stored by the University of Queensland. The University of Queensland will store your survey and interview data separately from your personal information on the University of Queensland's secure Research Data Management system (UQRDM) and according to strict access protocols. Only personnel who are approved by the Project Lead can access this data. Your survey and interview data will be linked with data collected by the Department of Home Affairs (e.g., education). The Department of Home Affairs will not be given your interview data directly or know if you take part or not in the interview part of the study.

Your deidentified survey and interview data will be combined with other participants data when writing about the results of the study, and you will not be able to be identified from the results. The project team expects to present the results in a variety of ways such as infographics, presentations and reports. The results may also be used for research and teaching purposes in the future. Once this project has finished, de-identified data will be archived according to the University's data retention policy.

What will happen if I decide to withdraw?

If you change your mind, you are free to stop taking part at any time (including the second survey or interviews), and you will not need to say why, just let the project team know. Your decision to stop taking part will not affect the support you receive. If you would like any data you have provided to

be destroyed, please let the project team know and depending on when you leave the study, they may be able to remove the data.

Can I hear about the results of this research?

The evaluation ends in June 2025 and the key findings will need ministerial approval before they can be publicly available. After the key findings have been published, you will be sent a summary of the findings if you said you would like a copy. If you have any questions about the findings, please contact the project team at any time at crisp@uq.edu.au, or the Project Manager, Sarah-Ann Burger, at sarahann.burger@uq.edu.au or on 07 3443 1023.

Who can I contact if I have any concerns about the project?

This study follows the Guidelines of the ethical review process of The University of Queensland and the National Statement on Ethical Conduct in Human Research. You are very welcome to contact the project team at any time at crisp@uq.edu.au, or Project Manager, Sarah-Ann Burger, at sarahann.burger@uq.edu.au or on 07 3443 1023. If you would like to speak to an officer of the University not involved in the evaluation, you can contact the Ethics Coordinator on +617 3365 3924 / +617 3443 1656 or email humanethics@research.uq.edu.au This research Ethics ID number: 2022/HE001057