



# Survey of Separated Parents

## Further information

### Who is conducting this research (who is the research team)?

The Social Research Centre is an independent research organisation owned by the Australian National University. We have partnered with the Australian National University, Lotus Social Research Services, Valiant Press and Dr Lawrence Moloney on this project. We are not a part of the Department of Social Services, Services Australia, or any other Government Department.

If you have any questions or concerns about the research, or if you have any complaints about any aspect of the project or the way it is being conducted, please contact [research.evaluation@srcentre.com.au](mailto:research.evaluation@srcentre.com.au) via email. All contact with the Social Research Centre will be treated confidentially.

This research project has Human Research Ethics Committee approval. If you wish to contact or make a complaint to the Committee who approved this research, you can contact Bellberry Limited at [bellberry@bellberry.com.au](mailto:bellberry@bellberry.com.au) or 08 8361 3222 [Project # 2024-04-503]

### Why am I being asked to participate?

You are invited to take part in this research because you have been identified as a separated parent who receives Family Tax Benefit.

Your views could help shape policies that support parents across Australia and help the Government to ensure parents receive the financial support they are entitled to. By sharing your experiences, you could help to improve Family Tax Benefit payments and the Child Support Scheme.

### Do I have to take part?

No. Your participation is voluntary meaning you can choose to take part.

If you agree to participate, you can withdraw at any time up until your data has been de-identified. To withdraw from participating, please contact [research.evaluation@srcentre.com.au](mailto:research.evaluation@srcentre.com.au)

Once your information has been de-identified, it will not be possible to withdraw your responses as we cannot link your identity to your responses. If you choose to withdraw, the Social Research Centre will delete your data.

### What does my participation involve and will I be paid?

This research will involve three survey methods. You have been pre-assigned to a research method, and will only be invited to participate in one of these methods. You will find out which group you have been assigned to when you complete the Expression of Interest form. You will not be able to switch to a different group.

Method	What does participation involve?
<b>If you have been invited for an INTERVIEW</b>	<p>You have been invited to participate in a one-on-one interview, lasting up to 60 minutes.</p> <p>The interviews will be conducted by the Lotus Social Research Services or the Social Research Centre using Microsoft Teams or Zoom.</p> <p>If you agree to participate we will ask you for your email so that we can contact you to</p>



Method	What does participation involve?
	<p>arrange an interview time.</p> <p>The interviews will be recorded and converted to a transcript so that trained qualitative researchers can review the themes that are discussed. We will review and de-identify your information when it is transcribed into text.</p> <p>Once the project is complete, the deidentified research data will be transferred into the Australian Data Archive which is managed by the Australian National University.</p> <p>You will receive a GiftPay e-voucher via email of \$100.</p>
<p><b>If you have been invited to join the ONLINE COMMUNITY.</b></p>	<p>You have been invited to participate in a three-day online community, which will take about 15-20 minutes per day.</p> <p>An online community is a research platform which can host online discussion boards and individual surveys with a secure invitation only. The online community is anonymous, and a trained researcher will post questions, facilitate and moderate discussions and ask follow-up questions.</p> <p>If you agree to participate, we will email you a link to Recollective which is the research platform we will use for the online community.</p> <p>Once the project is complete, the de-identified research data will be transferred into the Australian Data Archive which is managed by the Australian National University.</p> <p>You will receive a GiftPay e-voucher via email of up to \$100 (\$25 per day across the 3 days, and an extra \$25 for completing all activities).</p>
<p><b>If you have been invited to complete the SURVEY</b></p>	<p>You have been invited to participate in an online Qualtrics survey which will take about 15-20 minutes.</p> <p>If you agree to participate, we will ask you to provide your email address so that we can send you a link to the Survey.</p> <p>Once the project is complete, the de-identified research data will be transferred into the Australian Data Archive which is managed by the Australian National University.</p> <p>You will receive a GiftPay e-voucher via email of \$30.</p>

You will be asked questions about your experience, including with FTB requirements. Some parents receive child support, and if they do, they will be asked questions about their experience with applying for child support and managing their payment arrangements.

If you consent to participate, it is important to ensure you read the [Participant Information Sheet](#) and the [Privacy Collection Notice](#) so that you understand what participation involves and how your privacy and information will be protected.

**What information will be collected?**

If you agree to participate in this research we will ask you for the following information before you start:

1. Your consent to participate
2. Your email address so that we can send you relevant information about the research and your GiftPay e-voucher



3. If invited to interviews, your first name and telephone number to confirm your interview time and confirm it is you at the interview
4. An optional short screening survey about you and your current circumstances
5. Personal information based on the answers you provide.

We will re-check your consent before each research activity starts.

**What will happen with the research results?**

The Social Research Centre will draft a report for the Department of Social Services which may be published on their website. The report will explain the research that was undertaken, and provide a summary of the themes from interviews and online communities, analysis from the online survey, lessons learned to inform future research of a similar nature, and conclusions.

Importantly, the report will not include personal or protected information about any of the participants. This means that you will not be able to be identified in the research findings and publication.

Once the project is complete, the de-identified research data will be transferred into the Australian Data Archive managed by the Australian National University. Storing research findings in the Australian Data Archive means this de-identified information can be used for future research if this is approved by the Department of Social Services. This will ensure that your input has the greatest potential for impact. It is also best practice to keep research transparent and open and maximise the value of publicly funded research. More information about the Australian Data Archive can be found here: <https://www.ada.edu.au/>

**How will my information be collected, stored and destroyed?**

How your information is collected and stored will depend on which survey method you were invited to. The Privacy Collection Notice provides more information about the research platforms used.

<b>Survey method</b>	<b>Research Platforms used to collect, store and analyse data</b>
<b>Interviews</b>	The interviews will be conducted and recorded using Microsoft Teams or Zoom. Recordings will be transcribed to support analysis of themes by trained qualitative researchers. The transcripts will be reviewed to remove any identifying information. Recordings and transcripts will be saved onto the Social Research Centre’s secure drives.
<b>3-day online community</b>	The online community will be conducted on the Recollective platform which sits on Amazon Web Services (AWS). All data, audio and video collected will be stored in the AWS in Sydney, Australia. Recollective use speech-to-text transcription via the Google Cloud Platform. Analysis will be saved onto the Social Research Centre’s secure drives.
<b>Online Survey</b>	The online survey will be conducted using Qualtrics. Qualtrics survey results are password protected and accessible only by approved project team members. Once the survey is closed, the survey results will be stored into the Social Research Centre drive. Analysis will be saved onto the Social Research Centre’s secure drives.

The Social Research Centre will destroy all personal data associated with the project within 30 days of project completion.



## What are the possible risks to me?

Keeping everyone safe is our top priority.

Possible risks in this research are low and include the investment of time to participate in the study.

For some participants, reflecting upon their post-separation arrangements may raise difficult emotions. We have tried to ensure that the questions in this survey are sensitive and appropriate. However, there is a chance that you may experience feelings of distress.

If the researcher learns that there is an immediate danger to you or someone else during the interview, they are required by law to share this information with someone who can help to ensure your or someone else's safety. They will not need your permission for this, but they will inform you if they need to contact specific services or support.

To mitigate this risk your participation is completely voluntary, and you can withdraw at any time, or not answer any questions which make you feel uncomfortable.

We have also put together this list of [support services](#) which you can download to reach out to the best support for you.

For interview participants, we also have an on-call clinical psychologist specifically assigned to this research project, who you can contact if you need to speak to someone following your interview.

Before asking you to participate in this research, we will make sure that you are comfortable with taking part, and you understand what is being asked of you.

If you do not want to participate, no further action is required. We will not contact you again.

If you have questions and would like further information, please contact [research.evaluation@srcentre.com.au](mailto:research.evaluation@srcentre.com.au)