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Centre

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Participant Information Notice

Survey of Separated Parents

Information Sheet – this is yours to keep for reference

This Participant Information Sheet gives you the information you need to understand the research, and to help you decide if you wish to participate in the study. This information sheet should be read with the Survey of Separated Parents Privacy Collection Notice which is important because it explains what personal information will be collected and how your information will be protected.

Outline of the Survey of Separated Parents

The Department of Social Services is responsible for improving the economic and social wellbeing of families. The Department of Social Services has asked the Social Research Centre to research the experiences of parents who are receiving Family Tax Benefit (FTB), and who may also receive child support payments. This research aims to find ways to improve FTB and the Child Support Scheme, so these programs work better for parents like yourself. Information you provide as part of the research will not affect your FTB or child support payments.

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.

Participant involvement

Why am I being asked to participate?

You are invited to take part in this research because you have been identified as a parent who receives FTB. By sharing your experiences, you could help to improve FTB and the Child Support Scheme.

Do I have to take part?

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

If you initially agree to participate, you can withdraw at any time up until the point your information and feedback has been de-identified. If you withdraw, the Social Research Centre will delete your data. 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.

To withdraw from participating, please contact the Social Research Centre at research.evaluation@srcentre.com.au

What does my participation involve and will I be paid?

This research will involve three research methods which are explained below.

Method	What does participation involve?
Interviews	<p>We will be conducting one-on-one interviews, lasting up to 60 minutes.</p> <p>The interviews will be conducted by the Lotus Social Research Services using Microsoft Teams or Zoom.</p> <p>Individuals who agree to participate will be sent an email to 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 de-identified research data will be transferred into the Australian Data Archive which is managed by the Australian National University.</p> <p>Individuals will receive a GiftPay e-voucher via email of \$100.</p>
3-day online community	<p>We will be conducting a 3-day anonymous 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>The discussions and surveys from the 3-day online community will be converted to a transcript so that trained qualitative research can review the themes that are discussed.</p> <p>Individuals who agree to participate will be sent an email with 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>Individuals 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>
Online survey	<p>We will be conducting an online Qualtrics survey which will take about 15-20 minutes.</p> <p>Individuals who agree to participate will receive a link to the Survey via email.</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>Individuals will receive a GiftPay e-voucher via email of \$30</p>

Participants will be asked questions about their 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.

What will happen with the research results?

The Social Research Centre analyse the results from each research method to 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, provide a summary of the themes arising from interviews and online communities,

analysis from the online survey, lessons learned to inform future research of a similar nature, and conclusions.

The report will not include personal or protected information about participants.

Once the project is complete, the de-identified research data will be transferred into the Australian Data Archive. Storing research findings into 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. More information about the Australian Data Archive can be found here: <https://www.ada.edu.au/>.

Once the de-identified research data has been transferred into the Australian Data Archive, the Social Research Centre will securely delete all identifying personal information. The current expected date of completion is 20 December 2024.

What information will be collected?

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

1. Consent to participate
2. Email address to send relevant information about the research and GiftPay e-voucher
3. For individuals who are interviewed, their first name and telephone number to confirm the interview time and to identify the individual before the interview starts
4. A voluntary short screening survey about the participant and their current circumstances
5. Personal information provided by individuals when participating in the research.

How will my privacy be protected?

The personal information of participants is protected by the *Privacy Act 1988*. The Social Research Centre's Privacy Policy can be found at <https://www.srcentre.com.au/research-participants/privacy>.

More information is available in the Privacy Collection Notice.

All information provided as part of this research will be de-identified after it has been collected.

How will information be collected, stored and destroyed?

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

Survey method	Research Platforms used to collect, store and analyse data
Interviews	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.
3-day online community	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.
Online survey	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 Centres secure drive. Analysis will be saved onto the Social Research Centre's secure drive.

All data that is collected from a research platform will be transferred to the Social Research Centre. The survey results will be stored into the Social Research Centre's secure K drive.

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 participants?

To mitigate any risks to you, participation is completely voluntary, and participants can withdraw at any time, or not answer any questions which make them feel uncomfortable.

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. The Social Research Centre has worked with the Department of Social Services and Services Australia (including social workers) to ensure that the questions in this survey are sensitive and appropriate. However, there is a chance that you may experience feelings of distress. The Social Research Centre has partnered with Dr Lawrence Moloney who will act as an on-call psychologist for any interview participants who experiences distress and wishes additional support.

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

A [list of support services](#) is available here.

Survey of Separated Parents Contact details

Social Research Centre	If you have any queries 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 via email. All contact with the Social Research Centre will be treated confidentially.
Bellberry Limited	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 or 08 8361 3222 [Project # 2024-04-503]
Office of Australian Information Commissioner	If you are not satisfied after having contacted us and given us a reasonable time to respond, then we suggest that you contact the Office of the Australian Information Commissioner by: Post: GPO Box 5218 Sydney NSW 2001 Phone: +1300 363 992 Email: enquiries@oaic.gov.au

APP 5 Privacy Collection Notice (pdf)

Survey of Separated Parents

Privacy Collection Notice – this is yours to keep for reference

The Social Research Centre will collect personal information from participants as part of this research.

If you agree to participate, the Social Research Centre may collect your information (including any personal information) for one or more of the above purposes. This notice is designed to ensure you are aware of the purpose and certain matters in relation to that collection, as required by the Privacy Act.

As part of this research, your information may be disclosed to Social Research Centre partners, or used within research platforms the Social Research Centre has licensing arrangements with.

More information about how we handle your personal information is set out in the Social Research Centre's [Privacy Policy](#). Your personal information is protected by law, including under the [Privacy Act 1988 \(Cth\)](#) (the Privacy Act).

This Privacy Collection Notice should be read with the Participation Information Notice.

Outline of the Survey of Separated Parents

The Department of Social Services has asked the Social Research Centre to research the experiences of parents who are receiving Family Tax Benefit (FTB), and who may also receive child support payments. This research aims to find ways to improve FTB and the Child Support Scheme, so these programs work better for parents like yourself. Information you provide as part of the research will not affect your FTB or child support payments.

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 Lawrie Moloney on this project.

Participating is voluntary

Participation is entirely voluntary, and participants can withdraw at any time without providing an explanation. Participants are not able to withdraw after their information has been de-identified, as we will not be able to link you to your responses.

Personal information will be collected

As part of this research, you will be asked to provide information, including personal information. Mostly, it is your choice what personal information you provide to us.

If you agree to participate in this research you will be asked to provide your email address and complete a short screening survey. You will also provide personal information in the answers you provide as part of this research which is using three research methods:

- 60 minute face to face interviews (via Microsoft Teams or Zoom)
- 3-day online community
- online survey.

What is 'personal information' and 'sensitive information'?

'*Personal information*' is information or an opinion about an identified individual, or an individual who is reasonably identifiable. This applies whether the personal information is true or not and whether the personal

information is recorded in a material form or not. For example, personal information can include an individual's name, signature, residential address, phone number, email address, date of birth, photographs, employment information, location information from mobile devices and internet protocol addresses.

'*Sensitive information*' is a subset of personal information. It includes information or an opinion about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of associations or unions, sexual orientation or practices, criminal record, or health, genetic or biometric information. Health information includes any information regarding whether an individual has a disability and the nature of their disability.

Who is collecting your personal information?

Your personal information is being collected by the Social Research Centre (and research partners), who have been asked by the Department of Social Services to conduct this research.

What personal information will we collect?

Through your participation in this research, we may collect some personal information (some of which could be sensitive information) if you choose to provide that information to us.

The personal information **we will require** includes your:

- email address so that we can send you information about the research and your GiftPay voucher, and
- (for individuals participating in an interview) - first name and phone number.

The personal information we will ask for, but is **optional to provide**, includes:

- Demographic information in the screening survey - Age range, gender; relationship status, current household living arrangement (such as other adults in the home), if you are currently receive an income support or social security payment, your household's total income range, your personal annual income range, and the age range of your youngest child; and
- The responses you provide during participation in the research.

Please only provide information that you are comfortable to provide.

We will handle your response in accordance with the Privacy Act as it will be 'personal information'. We will collect your information (including any personal information) for one or more of the purposes specified in this Privacy Notice.

How we collect your personal information

Your personal information relating to your personal views and lived experience may be collected if you choose to participate in this research. We will do this by:

- collecting information when you opt in to participate
 - requesting your email (interviews, online community, online survey),
 - requesting your first name and contact number (voluntary to confirm interviews)
 - the optional short screening survey; and
- collecting information provided by you when you participate in the research.

How will this research be conducted?

Interviews	The interview will be conducted and recorded by either Microsoft Teams or Zoom .
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	Analysis of information from the interviews will focus on understanding the major themes from the feedback provided by participants. This analysis will be led by trained qualitative researchers.
3- day online community	If you opt in to participate in the 3-day online community, the Social Research Centre will register you on the Recollective platform. This will involve the Social Research Centre adding your email and which group you are in to Recollective. After the online community ends, analysis of information from the online community will focus on identification of major themes. This analysis will be led by trained qualitative researchers.,
Online survey	If you opt in to complete the survey, the Social Research Centre will email you a link to the Qualtrics online survey. The Social Research Centre will send Qualtrics a unique identifier that has been created for you to make sure that it is you who is completing the survey.

Why we collect your personal information

Your personal information will be collected for the purposes of conducting this research and to understand the lived experiences of parents who receive FTB for a child from a previous relationship.

The information collected through this research will be used to create 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 arising from interviews and online communities, analysis from the online survey, lessons learned to inform future research of a similar nature and conclusions.

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

Once the project is complete, the Social Research Centre will store the de-identified research data into the Australian Data Archive which is managed by the Australian National University. Storing research findings into 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/>

Who we disclose your personal information to

All entities (including research partners and research platforms) contracted by the Social Research Centre are subject to strict confidentiality, privacy and security obligations. The Social Research Centre also has licensing arrangements in place with a number of online research platforms and tools. All data will be stored on Australian servers.

Information about each research partners and research platforms.

Australian National University	Leading researchers (Professor Matthew Gray and Professor Bruce Smyth) will support the analysis of findings and the development of the research report.
Lotus Social Research Services	Subject matter experts in conducting qualitative interviews and supporting the analysis of results.
Valiant Press	Responsible for mailing the participant invitation letter.

Dr Lawrie Moloney, Clinical psychologist	Dr Maloney will act as an on-call psychologist, available to support any participants or researchers who experience heightened distress.
Pacific Solutions Transcription	Responsible for transcribing recorded content.
Qualtrics	Qualtrics is a cloud-based platform used to create and distribute web-based surveys.
Microsoft Teams or Zoom	Used for videoconferencing and recording of interviews.
Recollective	Recollective is an online research platform that will allow participants to engage in the activities anonymously. This interactive platform allows exploring of themes and responsive adjustment of research questions across a 3-day window.

Storage of personal information

All personal information collected is held on servers located in Australia. Services Australia and the department retains effective control over any personal information held on our cloud, and the information is handled in accordance with the Australian Privacy Principles.

Any information disclosed to research partners will be handled in accordance with the Privacy Act, the Department of Finance's Management Advisory Services Panel Head Agreement, and stored in accordance with agreed security protocols.

The Social Research Centre will take reasonable steps to protect your personally identifiable information as you transmit your information from your computer to our website and to protect such information from loss, misuse, and unauthorised access, use, modification, disclosure, alteration, or destruction.

Because the privacy of your information is so important to us, the Social Research Centre uses the ISO 27001 Information Security Management framework to apply global best practices in data security. Every year we are audited by ISO-Experts to retain our accreditation (current certification number: ISOEX-110045-2). This International Standard provides guidance and specifies requirements for establishing, implementing, maintaining and continually improving an Information Security Management System.

However, you should keep in mind that the transmission of information over the Internet is never completely secure or error-free. In particular, e-mail sent to or from this website may not be secure, and you should therefore take special care in deciding what information you send to us via e-mail. The Social Research Centre uses a secure portal for the completion of online surveys.

Disposal of personal information

The Social Research Centre will destroy or de-identify your personal information as soon as reasonably practicable once it is no longer required to complete the social research for which it was collected. We may, in certain circumstances, be required by law to retain your personal information after our research has been completed. In this case your personal information will continue to be protected in accordance with this Policy.

Survey of Separated Parents Contact details

Social Research Centre	If you have any queries 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 via
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Office of Australian Information Commissioner	If you are not satisfied after having contacted us and given us a reasonable time to respond, then we suggest that you contact the Office of the Australian Information Commissioner by: Post: GPO Box 5218 Sydney NSW 2001 Phone: +1300 363 992 Email: enquiries@oaic.gov.au