

Refugee Experiences in Australia Study: Participant information sheet

Attachment 13 – Participant information sheet (English)

Study title

Refugee Experiences in Australia Study

Investigators

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Introduction

You have been asked to take part in this study because you have arrived in Australia within the last 10 years after being granted a refugee or non-refugee humanitarian visa and have engaged with The Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) network, the Scanlon Foundation Research Institute, or Multicultural Marketing and Management (MMM).

Background

Thank you for your interest in the Refugee Experiences in Australia Study, an important national study. Having your voice heard through doing this survey is one way you can help contribute to improving settlement journeys for future refugees and humanitarian entrants who come to Australia.

Who is doing this research?

In Australia people are asked questions in surveys all the time to help improve services. This survey is being conducted by the Social Research Centre in partnership with the Scanlon Foundation Research Institute (Scanlon Institute).

The Scanlon Foundation Research Institute (<https://scanloninstitute.org.au>) supports research to understand the challenges faced by migrants in Australia. The Social Research Centre (<https://srcentre.com.au>) is an independent Australian social research organisation based in Melbourne owned by the Australian National University (ANU).

What is the research about?

The research aims to capture your experience of settling in Australia, views on belonging and connection as well as how you have been supported since arriving in Australia.

The survey is presented online and for most questions, you will be asked to choose your response from a list of options that will be displayed. Occasionally you might be asked to type a short response.

The survey will be available in English, Arabic, Assyrian, Burmese, Chin, Dari, Hazar Aghi, Karen, Nepali, Swahili, and Tigrinya.

If you would like to express your interest in completing the survey, please call 1800 023 040 or email voices@srcentre.com.au.

Who is participating in the survey?

As part of this research, we are speaking to other humanitarian entrants and refugees across Australia who have arrived within the last 10 years, to understand how it was for them to settle in Australia.

To participate in the research, you must:

- be aged 18 and above
- a resident in Australia as of the date of interview
- have been granted a refugee or non-refugee humanitarian visa between 1 June 2013 and 31 December 2023. This includes those who may have subsequently changed status (for example, became citizens). You do not need to be the primary applicant and may be a family member who was granted the same visa as a secondary applicant.

What about my privacy?

All information you provide is **confidential** and is used for research purposes only – this means your details will not be shared with anyone who is not in the research team. Any information used in reporting will be deidentified – meaning your name and any information specific to you will not be used. Your personal information will not be shared with the Australian Government.

Your privacy is protected by Australian law. The study is carried out in compliance with the [Privacy Act 1988 \(Cth\)](#), the [Privacy \(Market and Social Research\) Code 2021](#) and the [Australian Privacy Principles](#).

The Social Research Centre's Privacy Policy can be found at <https://srcentre.com.au/privacy-policy>. Your personal information is protected by the *Privacy Act 1988*. The Scanlon Foundation Research Institute is following this same privacy policy as part of this research.

IP address details are collected to ensure there are no duplicate survey respondents and that all respondents are located in Australia. While interim data files contain the IP addresses, they will be stored in a separate file from the data once fieldwork has been completed to ensure confidentiality.

The survey platform, Unicom Intelligence (formerly IBM SPSS Data Collection), is a US-based company and all such companies are covered by the US Patriot Act, meaning that any data may be accessed via US security organisations with a warrant, even when the servers are housed in Australia. Participants should note that, some data from your participation in this study will be sent overseas or shared with persons outside Australia. The regulatory regimes governing data access and use in other countries may not be the same as those that are in place in Australia. If you have any questions about this direct them to the Principal Investigator.

If you have any questions or concerns or require a translator to read the above policy to you, please contact the Social Research Centre on 1800 297 015 or email voices@srcentre.com.au.

The Bellberry Human Research Ethics Committee has reviewed and approved this study in accordance with the National Statement on Ethical Conduct in Human Research (2023) incorporating all updates. This Statement has been developed to protect the interests of people who agree to participate in human research studies. Should you wish to discuss the study or view a copy of the Complaint procedure with someone not directly involved, particularly in relation to matters concerning policies, information or complaints about the conduct of the study or your rights as a participant, you may contact the Director of Operations, Bellberry Limited on 08 8361 3222.

What's in it for me?

Sharing your experiences will help improve the support available to humanitarian entrants and refugees when they arrive in Australia. This is an opportunity for you to help improve the settlement journey for the new arrivals to Australia.

To thank you for your time, you will receive a \$20 e-gift card as a thank you. Note the incentive will be sent to your mobile phone via SMS shortly after your survey completion. (Note the incentives are sent manually, so it may take several days for it to arrive due to processing time).

Are there any risks to me?

Because of the research topic, you could experience some discomfort or sad feelings during or after the interview. We will not ask you why or how you came to Australia. Instead, we will focus on how things have been for you since settling in Australia and if anything could have been done to improve that experience. Before taking part in this research, you should speak to someone you trust and make sure you feel comfortable and safe doing the interview.

Because your support service promoted this research you may feel you have to participate to keep receiving support. If you decide you do not want to be part of the research, it will not harm your relationships with your support service, the Scanlon Institute or the Social Research Centre.

As this research is funded by the Department of Home Affairs, you may feel that things you say could affect Australian Government support or assistance, or citizenship or visa applications. Whether you choose to participate in the research or not, the support or assistance you receive from the Australian Government or other services will not be impacted. Being part of this research will not change anything about any citizenship or visa applications you or people close to you have.

If you decide you do not want to be part of this research, you can stop at any time. If, after you've completed the survey, you wish to withdraw from the project, you can contact the Principal Investigators (details below) and let them know. If you have not provided contact details at the time of the survey we will be unable to identify your survey responses and delete the data. Where you have provided contact details for us to identify your survey data, the data you've provided will be deleted and not used in further analysis and reporting. If your information has already been used in reporting, this will not be able to be removed.

The Social Research Centre is dedicated to protecting your privacy and has a range of systems in place to protect you from any possible risk (see above for 'What about my privacy?'). Your survey data is confidential as far as the law allows and you can select 'Don't know' or 'Prefer not to say' for any questions you do not feel comfortable to answer.

How will my information be stored?

The research team will securely store your information on password-protected computers at the Social Research Centre. The Social Research Centre and the Scanlon Institute will destroy all data associated with the project after five years. Bellberry will destroy all administrative data associated with the project after fifteen years in accordance with Bellberry guidance BA G11 Researcher data storage and retention (available at www.bellberry.com.au).

Who can I contact if I want confidential support?

The following emotional and psychological support services are free, confidential. If you experience any discomfort or wish to speak with anyone, you can contact them:

- Beyond Blue: 1300 224 636;
- Lifeline: 13 11 14;
- Suicide Call Back Service: 1300 659 467;
- Centre for Migrant And Refugee Health Inc. 03 8382 2125
- Foundation House: Supporting Refugees to Rebuild their Lives (03) 9389 8900
- Companion House (02) 6251 4550
- MHERL, Mental Health Emergency Response Line – 24 hrs. Metro 1300 555 788, Peel 1800 676 822 (for free translation service phone TIS 131 450)

Who can I contact if I have a complaint or concern?

If you have a complaint or concern about the research you can contact the following individuals:

Name Role Organisation	Contact details
Kylie Brosnan Principal Investigator Executive Director, the Social Research Centre	Email: kylie.brosnan@srcentre.com.au Phone: +61 488 455 505 (mobile) or +61 3 9236 8500 (reception)
Director of Operations Bellberry Limited	Email: bellberry@bellberry.com.au Phone: +61 8 8361 3222

Ethics Committee Clearance

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