



# PERCEPTIONS OF NEIGHBOURHOOD AND COMMUNITY CENTRES

SOSC3201 Group Research Proposal



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This research has been requested by Neighbourhood Centres Queensland (NCQ) in collaboration with The University of Queensland (UQ).

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# INTRODUCTION

Neighbourhood and Community Centres (NCCs) are woven within the fabric of Australia's social service sector, and are considered by many to be the "brain banks" of community knowledge (QCOSS, 2017, p. 4). Neighbourhood Centres Queensland (NCQ), the state's peak body representing NCCs, define them as independent, community-based centres that provide context-specific support, services, and connection (NCQ, 2022). Amidst shifting political dynamics, the Queensland social service sector has experienced significant changes, creating challenges and unsettling the position of smaller organisations such as NCCs. Recent neoliberal policies and fluctuations in government funding have encouraged corporatisation in the sector, contributing to a competitive rather than collaborative culture (Nahum, 2020). Indeed, these trends have created operational challenges for NCCs and unsettled their position in a rapidly changing sector (Mundy, 2019, p. 3).

This research aims to explore the perceptions of NCCs in Greater Brisbane's social service sector. To understand where NCCs are placed within the sector, we will examine sector relationships and interactions between NCCs and other stakeholders including: large non-profit organisations, government agencies, community-based organisations, and peak bodies. To address our research aims, the following three fundamental questions will guide our research:

1. How are Neighbourhood and Community Centres perceived by key social service stakeholders within Greater Brisbane?
2. What is the nature of the interactions between Neighbourhood and Community Centres and key stakeholders within the social service sector in Greater Brisbane?
3. What factors influence stakeholder perceptions of Neighbourhood and Community Centres in the Greater Brisbane social service sector?

This proposal will first entail a review of the relevant literature pertaining to NCCs and the social service sector more broadly. Following this, we will discuss our conceptual framework drawing upon ecological systems theory and concepts that will inform data analysis. Subsequently, we will outline the methodology that underpins the trajectory of our research. The implications and outcomes of our findings will also be discussed. The anticipated timeline, budget, and ethical considerations will be detailed to ensure the project is manageable, feasible, and useful.



# LITERATURE REVIEW

## NEIGHBOURHOOD AND COMMUNITY CENTRES AND THEIR HISTORY

Despite NCCs being located at the heart of communities globally, they remain largely underresearched (Choo, 1969, p. 99; Macarov, 1978, p. 157). Defining NCCs proves difficult due to the diverse range of services and support they provide to communities (Healy, 1989, p. 285). Some scholars (Barton et al., 2021, p. 358; Medved, 2017, p. 164) view NCCs as crucial to developing neighbourhood identity, community resilience, and social cohesion. NCCs offer community members a place to learn, seek assistance, and become more involved within their neighbourhood (Neville, 1996, p. 78). Consequently, they are valued for reducing isolation, creating connectivity, and providing safe spaces for marginalised groups (Delgado, 2017, p. 69; Warrell & Ingamells, 2014, p. 24).

Emerging in the late 19th century, the settlement house movement in the United States conceptualised what we now know as community-centred development (Köngeter, 2020, p. 15). The movement's initial aim was to "create productive citizens as agents" and "overcome the divides within the population" (Köngeter, 2020, p. 26). This has since evolved and been adopted globally, which is most prevalent today in the form of NCCs. NCCs emerged in the early 1970s, with a predominant focus on women and "women's issues" (Neville, 1996, p. 74). Their fundamental objective of supporting community members and providing safe spaces has persisted (Neville, 1996, p. 78). Historically, NCCs have maintained a preference for small-scale operations to ensure maximum participation from communities. Their focus on community-based issues, which are context-driven, has traditionally brought people together and fostered social interactions (Neville, 1996, p. 78). This legacy has continued into the way NCCs operate today.

Through the initial adoption of a horizontal organisational structure, NCCs sought to maintain focus on identity, relationships, and understanding (Neville, 1996, p. 75). In the 1980s, however, a hierarchical structure was adopted to improve efficiency and productivity. This change in power dynamics was initially resisted but eventually accepted (Neville, 1996, p. 75). During this time, NCCs according to Healy (1989, p. 287) filled a gap in service delivery as their position allowed them to support communities in ways that other organisations could not. Their growth and success of operations enabled NCCs to shift from being volunteer-operated to receiving increased government funding to employ staff (Neville, 1996, p. 76).



Importantly, NCCs deliver countless services to communities including food and emergency relief. They also often operate as launchpads to refer community members to other service providers in the sector (Mundy et al., 2022, p. 5). Rooney (2004, p. 204) highlights how NCCs have often been overlooked due to their smaller administrative capacity in comparison to larger organisations. Evidently, external factors largely influence the future role of NCCs in Great Brisbane (Warren & Ingamells, 2014, p. 26). Most NCCs receive government funding, making them particularly sensitive to political changes and disruptions (Mundy et al., 2022, p. 5).

## **THE AUSTRALIAN SOCIAL SERVICE SECTOR: POLITICAL CHANGE AND NEOLIBERALISM**

The social service sector is a complex and diverse system comprising a range of government, non-profit and private sector service providers (Productivity Commission, 2012, p. 2; Wiles, 1994, p. vi). Through its delivery of a variety of support services, the sector plays a vital role in assisting the well-being and functioning of individuals, families, and communities (Community Door, n.d., para. 2; Productivity Commission, 2012, p. 2). Historically, much of Australia's approach to social service delivery and welfare has been underpinned by the notion of a 'fair go' (Gray, 2011, p. 3). In the settler colonial period, social services and welfare were primarily delivered through labour-related systems of wage arbitration, religious organisations, and charities (Gray, 2011, p. 4). Referred to as the "wage-earners' welfare state", the period following Federation and up until the 1980s saw social protection being predominantly delivered through a state-regulated labour market (Gray, 2011, p. 4). Since then, the social service sector has evolved significantly due to a range of neoliberal economic measures such as increased marketisation of social services and economic rationalism.

Braedley and Luxton (2010, p. 22-26) view neoliberalism as an ideology that favours economic capitalism, individualism, privatisation, and market dominance. A number of scholars attribute neoliberalism as a major force behind the restructuring of social services and funding management as well as contributing to the overall marketisation and managerialism of the sector (Garrett, 2010, p. 340; Wallace & Pease, 2011 p. 133). However, others argue that managerialism can be resisted if stakeholders work alongside each other in building new alliances, engaging in collective activity, and political campaigning (Carey, 2007, p. 94; Gray et al., 2015, p.194). Yet research on this topic in Australia and its influence on NCCs are scarce (McDonald & Jones, 2000, p. 19).



Since the early 1980s, Australian governments have embraced neoliberal policies to focus more on improving the nation's global economic competitiveness, thus producing challenges for the sector (Cheshire & Lawrence, 2005, p. 435). Reflected in Marston's (2014, p. 154) work, Queensland's social service sector has not been immune to these changes as it has historically been underfunded and subject to some of the nation's harshest austerity measures. This legacy was established in the 1970s and 1980s when the Bjelke Petersen Government underinvested in education, health, and welfare (Marston, 2014, p. 154). Similar measures were implemented following the Global Financial Crisis in 2008 when the Newman Government made extensive cuts to government expenditure on social services (Marston, 2014, p. 154). The Queensland Council of Social Services (QCOSS, 2012, p. 6) estimated that total government expenditure on social services and support was reduced from 12.96% in 2011-12 to 10.72% in 2012-13 (Marston, 2014, p. 154).

The implementation of neoliberal government policies has also significantly impacted the structural and organisational frameworks of non-government organisations (Wallace & Pease, 2011 pp. 132- 134). This has inevitably encouraged many organisations in the social service sector to move away from their original community-based approach and toward an efficiency-focused business model (Gray et al., 2015, p. 370). Research has demonstrated that the autonomy of stakeholders has been impacted by increased competitive practices in the sector (Evans et al., 2005, p. 73; Mundy, n.d.). Thus, these changes to autonomy have unsettled the role and relationships between stakeholders (Evans et al., 2005, p. 73; Mundy, n.d.). This is particularly the case for NCCs, whose roles and positions remain underresearched.

Amidst these differing approaches and recent years of rapid change, there is uncertainty about where NCCs are situated in relation to other sector stakeholders. Our research will address a critical gap in the literature by examining how NCCs are perceived by sector stakeholders, their value within the sector, and the ways in which NCCs can better service and support communities.



# CONCEPTS & FRAMEWORK

## ECOLOGICAL SYSTEMS THEORY

All systems, both ecological and social, experience change over time, involve interactions both internally and externally, and act at a range of varying levels (Forbes et al., 2021, p. 3). Systems theory offers theoretical frameworks for understanding and analysing patterns, interactions and structures of such systems. Holistic analysis of entire systems is a key consideration that underpins systems thinking approaches (Forbes et al., 2021, p. 3).

We propose that the social service sector can be considered a “complex adaptive system comprised of multiple interacting components” (Forbes et al., 2021, p. 3). For our research, we will be drawing on Bronfenbrenner’s (1979) ecological systems theory to frame the sector as an ecosystem (Appendix A). Whilst first articulated in the field of psychology, ecological systems theory has been widely utilised in a variety of fields such as health, education and social work. However, more recently it has been applied to service systems more broadly (Woolcott et al., 2019, p. 3).

Ecological systems theory puts forth that a person’s life is constituted and shaped by five levels of influence: microsystems, mesosystems, exosystems, macrosystems and chronosystems (Woolcott et al., 2019, p. 3). Each of these accounts for individual, social, institutional, cultural, and temporal environments, respectively. Described by Bronfenbrenner (1979, p. 22) as a “nested arrangement of structures, each contained within the next”, the ecological systems theory model provides a framework in which these layers and interactions within a system can be examined as an interdependent whole (Neal & Neal, 2013, p. 723). More recent theorists have highlighted that Bronfenbrenner’s conceptualisation of social-ecological systems as nested, obscures the relationships that exist between levels. Rather Neal and Neal (2013, p. 723), modify Bronfenbrenner’s ecological systems thinking as networked, “where systems at different levels relate to one another in an overlapping but non-nested way” (Appendix A).

Crucially, this modification of Bronfenbrenner’s framework will enable an understanding of the interactions and relationships within the social service sector alongside the more specific implications for NCCs. In using this framework, Woolcott et al. (2019, p. 2) highlight that “shifting the focus on relationships between and among providers, and measuring and mapping connections and flows between individuals, groups, and organisations will provide a new way of thinking in bridging the disconnect between service levels”. Important to our study, this ecological approach to systems thinking has crucial synergies with foundational principles held in community development (Ife, 2016, p. 253).



## ECOLOGICAL CONCEPTS

Concepts of ecology are central to Bronfenbrenner's ecological systems theory and underlie community development research and praxis (Ife, 2016, p. 255). Prominent community development theorist Jim Ife (2016), articulates an ecological perspective to community development in which he draws on the concepts of holism, diversity and interdependence. As discussed, these are central concepts within the framework of systems thinking. Using these ideas to frame our understanding of the social service sector will help us to account for the perceptions and relationships that exist between NCCs and other stakeholders.

Holism is underpinned by the assertion that every event or phenomenon is considered a component of a whole and can only be understood through its relationship to a larger system (Ife, 2016, p. 50). In using this concept, NCCs will be examined in relation to the broader social service sector (Keast, et al., 2011, p. 4; QFCA, 2020, p. 4). Secondly, the principle of diversity accounts for the diverse organisms that exist within a system and acknowledges that from diversity comes adaptability to meet the needs of communities (Ife, 2016, p. 50). Ife (2016, p. 50) highlights that a diversity of actors and responses ensures the strength and resilience of a system as a whole. Diversity is reflected in differing capacities and methods of operation that various actors use in the social service sector. For example, to ensure overall sector resilience, it is important to have organisations that operate at the local level as well as organisations that have state-wide capacity (Mundy, 2019, p. 2; QCOSS, 2017, p. 4).

Additionally, interdependence is a crucial component of systems thinking which acknowledges the intrinsic relationship between actors within a system. This idea recognises actions as having consequences and implications for all components of the system (Ife, 2016, p. 51). In the social service sector, organisations and actors are dependent on each other to operate. It is important to recognise how they work together to serve the community in different yet interconnected ways (Carey et al., 2020, p. 4). Therefore, the concept of interdependence is imperative in systems thinking. The ecological concepts of holism, diversity, and interdependence highlight the value of implementing a systems approach to frame our research regarding the social service sector. Establishing a clear and defined conceptual framework will inform our thinking and methodology, ensuring data collection and analysis are consistent with our research aims.





# STATEMENT OF METHOD

## RESEARCH AIM AND DESIGN

Our research aims to make explicit the perceptions and position of NCCs among other service providers in Greater Brisbane. To do so, a qualitative research design using the interpretivist paradigm will be utilised (Lincoln et al., 2013, pp. 202-206). This approach to research “seeks to understand subjective meaning and reconstruct latent meaning” (Rosenthal, 2018, p. 18). Examining the language used by participants in this manner enables us to identify the factors influencing the perceptions held of NCCs by each stakeholder, thereby allowing us to answer our research questions. In particular, we will use grounded theory for data analysis. The theory’s ability to move “back and forth between empirical materials and efforts to conceptualise them” (Clarke, 2019, p. 6) allows us to guide our research based on the themes arising from the collected data (Dey, 2004, pp. 80-81; Flick, 2007, pp. 18-20). This bottom-up perspective is particularly useful as it ensures we explore all possible influences on perceptions of NCCs held by stakeholders, without skewing findings through researcher bias.

## DATA COLLECTION

To address our research aims, participation is delimited to four stakeholder categories within the social service sector: large non-profit organisations (e.g. Anglicare), government agencies (e.g. Queensland’s Department of Communities, Housing and Digital Economy), community-based organisations (e.g. Micah Projects), and peak bodies (e.g. QCOS). To ensure representation from each stakeholder group, purposive sampling will be used to identify the most relevant participants for the research. This sampling method is most suitable, given the narrow scope of the research design (Flick, 2007, pp. 26-27). Additionally, snowball sampling will be utilised, drawing upon the existing networks of NCQ, our Academic Advisor, and recruited participants. Doing so expands our recruitment outreach while ensuring additional participants are relevant to the research (Flick, 2007, p. 28).

We are aiming for our sample size to reach conceptual saturation through interviewing approximately fifteen participants, with representation across the four stakeholder groups (Lewis & Nicholls, 2003, pp. 57-58). We intend to involve stakeholder representatives with experience working within the community, particularly focusing on roles such as community engagement officers. Our sample size has been delimited to be manageable considering our resource constraints and the time limitations of the academic semester.



To retrieve relevant information from participants pertaining to our research aims, we will be conducting hour-long semi-structured interviews. These will be conducted in-person or over *Zoom*, at a convenient time and location for participants. Informed by their current role in their organisation, participants will be asked questions which explore their observations and perceptions of NCCs, trends in the social service sector, and interactions between stakeholders (Appendix B). This interview structure will facilitate the exploration of participants' experiences and provide rich data for analysis (Cross & Galletta, 2013, pp. 45-46). With the consent of participants, we will record the interviews through an audio recording device, after which the recording will be transcribed. Additionally, we will be taking handwritten notes throughout each interview, allowing us to collect data in the event of a participant not giving their consent to be audio recorded. Transcripts will be sent to participants to obtain their verification of the information prior to use in data analysis.

Recordings will be stored securely on The University of Queensland's Research Data Manager (UQRDM) alongside transcriptions generated from interview recordings. For anonymity, details of each participant will be anonymised from the point of transcription, with each participant being given a pseudonym and codes for identifying information. A record of these pseudonyms, codes and corresponding identifiable data will be stored as a separate document on the same password-protected platform, which is accessible only to the research team. All handwritten notes will also be digitised and anonymised, after which the hardcopy will be destroyed. Upon participants reviewing transcripts, the audio recordings will be deleted from the database to further ensure confidentiality. While all quotes and other uses of the data will be anonymised to protect individuals' confidentiality, participants will be given the choice of whether the organisation they represent will be named in the acknowledgement section of the final report.

## **DATA ANALYSIS AND INTERPRETATION OF RESULTS**

Prior to analysis, audio recordings will be transcribed by the research team. To ensure ethical compliance, only reviewed and anonymised transcripts will undergo data analysis. Given our time limitations, we will be using the free software *Otter* to aid with transcribing recordings, and *NVivo*, with access provided by UQ, to assist with thematic analysis. To allow for participant-driven themes to arise from the data, we will be using grounded theory. This enables the data to be "stimulated through interaction with that empirical world, not in isolation from it" (Dey, 2004, p. 84).



Thematic analysis of data will occur in three stages: open coding, axial/selective coding, and identifying themes (Clarke, 1997, pp. 63-94; Dey, 2004, p. 81). The coding process will be distributed amongst the research team, and an iterative approach will be taken to ensure the most accurate analysis. An interpretivist perspective will be utilised by the research team to mitigate researcher bias in the coding process (Lincoln et al., 2013, pp. 202-206). While this may pose a challenge, we will develop a detailed codebook and refine it throughout the data analysis process (Clarke, 1997, pp. 63-94). For the most accurate analysis and consistency across coding, cross-examinations will be conducted by the research team. Themes arising from the analysed data will then be used to draw conclusions and address our research questions.

## **IMPLICATIONS AND OUTCOMES**

The likely impact of this research is that it will clarify perceptions of NCCs held by representatives from relevant government agencies, large NGOs, peak bodies, and community-based organisations. NCQ will subsequently benefit from this knowledge as it may allow them to strengthen collaboration with social service stakeholders, understand how to more effectively meet community needs, and inform their strategic decisions within the sector. For research participants, there will be no anticipated direct benefit, monetary or otherwise, to their participation beyond contributing to key research.

Upon completion of the study, research participants will be provided with a Participant Feedback Sheet, detailing the results of the research in clear, accessible language. The findings of the research will be compiled in a final report and disseminated to NCQ for their own purposes. It may also be utilised by the Neighbourhood and Community Centres Sector Repositioning Committee. A publicly available video will also be created by the research team providing a summary of the research findings. This video will be presented at a research showcase where other research groups, advisors, industry partners and invited guests will be in attendance.

Through conducting this research, the team will learn how to design, implement and present original qualitative research in response to a critical gap in the literature. The current research on NCCs and their position within the social service sector is limited, particularly in the Greater Brisbane context. Hence, our findings will contribute to the knowledge of NCCs, literature surrounding the challenges and trends within the social service sector, as well as community development more broadly. The research may also have significant implications for future policy planning in the sector, and for NCQ's future operations and decision-making.



## TIMELINE

This project will be guided by the timeline outlined in Appendix C. Due to the overlapping nature of several tasks, time management is essential to the success of this project. Upon receiving approval for our Ethics Application, we will begin recruiting participants and scheduling interviews.

## BUDGET

This project will not receive any financial support from UQ, therefore all expenses will be covered by the research team. Appendix D outlines the anticipated costs arising from this project - note that all expenses will be kept to a minimum, with communication and documentation taking place online when possible. .

## ETHICAL CONSIDERATIONS

Our research engages with professionals by using only publicly available contact data for recruitment and collects non-sensitive data. For these reasons, our project is considered low risk. Therefore, only two potential ethical concerns are identified: consent and privacy. To mitigate issues surrounding consent, participants will be provided with a Participant Information Sheet outlining expectations of their involvement in the research, and a Consent Form to be signed prior to any data collection. Participants will be required to obtain permission from an appropriate senior manager/CEO prior to data collection to participate in the study. This ensures that they are able to speak on behalf of their organisation, and can provide invaluable input to our study.

Participants will be given the opportunity to review their transcript prior to data analysis, allowing them to ensure the correct information is captured. Subsequently, all audio recordings will be deleted. In order to maintain confidentiality, the identifiable details of each participant will be anonymised through the use of pseudonyms and codes. Participants will also have the choice to disclose or omit the name of their organisation in the acknowledgement section of the report. All quotes and other uses of the data will remain anonymous in any findings presented.

All data and the document containing identifiable information will be stored on the password-protected UQRDM platform, accessible only to the research team. Data will be stored for a period of five years, after which it will be permanently deleted.

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# APPENDICES

## APPENDIX A: ECOLOGICAL SYSTEMS THINKING

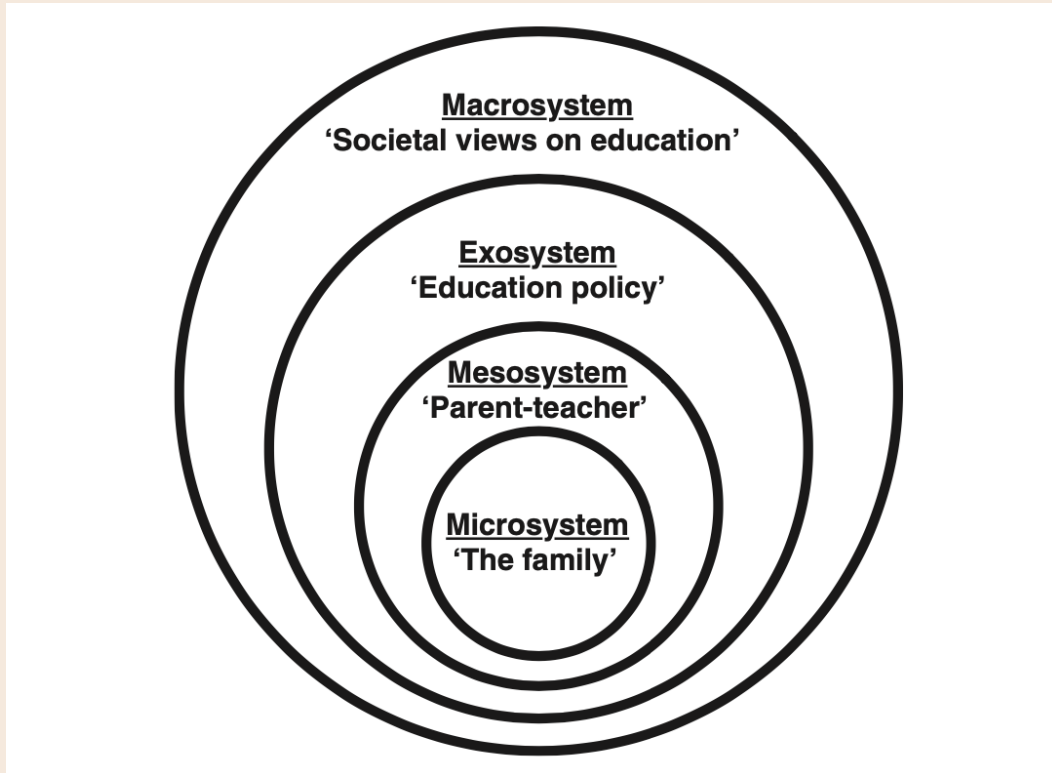


Figure 1: Neal and Neal's (2013) application of Bronfenbrenner's Ecological Systems Theory as a Nested Model.

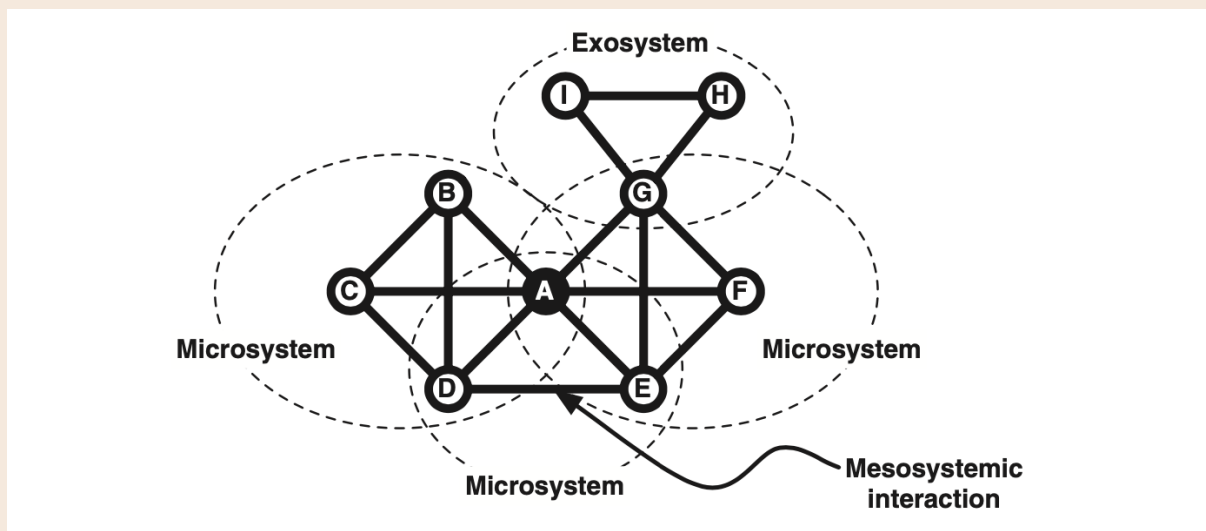


Figure 2: Neal and Neal's (2013) modification of Ecological Systems Theory as a Networked Model.

## APPENDIX B: INTERVIEW GUIDE

### Research Questions:

1. How are Neighbourhood Community Centres perceived by key social service stakeholders within Greater Brisbane?
2. What is the nature of the interactions between Neighbourhood Community Centres and key stakeholders within the social service sector in Greater Brisbane?
3. What factors influence stakeholder perceptions of Neighbourhood and Community Centres in the Greater Brisbane social service sector?

### Key themes to explore:

1. Perceptions of NCCs
2. Nature of interactions with NCCs
3. Influencing factors

### Resources required:

- Ensure you know where the interview is and the person's full name
- Participation Information Sheet
- Participation Consent Form
- Pen
- Recording device

### PRE-INTERVIEW PROCESS:

#### A. Introduce yourself and thank them for agreeing to participate.

"Good Morning/Afternoon/Evening, my name is xxx and I am an undergraduate student from The University of Queensland. Thank you for agreeing to participate in this interview, I really appreciate you taking the time out of your day to be here".

#### B. Confirm they have read the information sheet and understand the purpose of your study. Ask them to tell you what they think it's about.

#### C. Address terms of confidentiality and sign consent form.

#### D. Turn the audio recorder on.

#### E. Explain the purpose of the interview:

"Today I would like to have a chat with you and hear about your experiences with Neighbourhood and Community Centres".

**Emphasise that there are no wrong or right answers – you are interested in their honest thoughts and beliefs.**

**Explain how Neighbourhood and Community Centres will be referred to as NCCs throughout the interview.**

**F. Provide an opportunity for them to seek clarification and ask questions.**

**G. Interview questions/themes.**

As a semi-structured interview process, the interview will be based on four main themes with possible probe sub-questions as listed below:

#### **INTERVIEW SCHEDULE:**

##### **Professional Background**

First we'd like to know a little about your role and your organisation.

1. What does your organisation do? [*prompt: current role/responsibilities*]
  - a. How long have you worked in the social service sector and in what area of the sector?
  - b. What are your organisation's current aims and activities/programs?

##### **Social Service Sector**

As mentioned in the Participant Information Sheet, our research is interested in the role of Neighbourhood and Community Centres in the social service sector in the Greater Brisbane Area. The following questions will look at Greater Brisbane's social service sector more broadly.

2. Can you please tell me about the trends you have observed in the social service sector in Greater Brisbane? [*prompt: government/political change/funding*]
  - a. How have challenges to the community (e.g. covid/floods) affected these trends?
  - b. What constraints (if any) have you observed on stakeholders in the sector?  
[*prompt: constraints on NCCs, their organisation, government etc*]
3. How does your organisation/workplace understand place-based approaches?
  - a. Does your organisation incorporate a place-based approach? If so, how?

##### **Neighbourhood and Community Centres**

The following questions will focus on Neighbourhood and Community Centres in particular.

4. What role do you think they play in the social service sector and in the community?  
[*prompt: offer definition of NCCs, What needs do you think they meet?*]
5. How visible do you think NCCs are?
  - a. What do NCCs do well?
  - b. How could they better service communities?
6. How do you think your organisation/workplace perceive NCCs?
  - a. Have these perceptions changed over time?

b. If yes, what do you think triggered this change?

7. What interactions, past or present, have you had with NCCs? What is the nature of these relationships with NCCs? *[prompt: types/lengths/do you draw on NCCs]*
  - a. Did you find these interactions worthwhile? Why/why not?
  - b. What opportunities for future engagement with NCCs can you envisage?
  - c. How could interactions improve?
  - d. What other stakeholders do you have interactions with? *[prompt: Community-based organisations, government agencies, large non-governmental organisations, peak bodies etc.]*
8. Can you identify any areas of the social service sector that are particularly supportive or unsupportive of NCCs and the work they do? *[prompt: what do you think influences these attitudes?]*
9. What do you think the future of place-based organisations are?

### **Additional Questions**

10. Do you have any other observations or insights you would like to share? Are there any other questions that we should be asking?

### **POST-INTERVIEW**

**H. Thank them for participating. Let them know how they could contact you if they have any questions or concerns. Let them know they'll receive a copy of the transcript. If we have any further questions, is it okay if we reach out to you via email?**

## APPENDIX C: TIMELINE

Task	April	May	June	July	August	September	October	November
Annotated Bibliography <i>[Assessment Item]</i>	✓							
Work in Progress Presentation <i>[Assessment Item]</i>	✓							
Ethics Application <i>[Assessment Item]</i>		✓	✓					
Research Proposal <i>[Assessment Item]</i>			✓					
Contact Participants				•				
Conduct Interviews & Collect Data					•	•		
Produce Transcripts & Gain Approval From Participants					•	•		
Research Project Reflection <i>[Assessment Item]</i>					•			
Analyse Data						•	•	
Participant Feedback Sheet <i>[Assessment Item]</i>						•		
Writing Final Report						•	•	
Video Production						•	•	
Submit Draft Report to UQ <i>[Assessment Item]</i>							•	
Submit Video to UQ <i>[Assessment Item]</i>							•	
Revise Report From Feedback and Submit Final Research Report							•	•
Provide Final Report to NCQ								•

## APPENDIX D: BUDGET

<b>Expenditure Type</b>	<b>Details</b>	<b>Estimated Cost</b> To individual members of the research team	<b>Estimated Cost</b> To The University of Queensland
Transport	Public Transport	\$30*	N/A
	Petrol and Parking	\$40*	N/A
Communication	Email and Wi-Fi connectivity	<i>N/A (Cost already absorbed by participants)</i>	<i>N/A (Free Wi-Fi provided on campus)</i>
	Zoom software potentially required for interviews	N/A	<i>N/A (Access supplied to students by the university)</i>
Transcription Software - Otter	Software that will be used to aid transcription of audio recordings	<i>N/A (Free software)</i>	N/A
Analysis Software - NVIVO	Software that will be used to aid qualitative analysis of data	N/A	<i>N/A (Access available on campus, free subscription offered by the university)</i>
Printing (\$0.09 per sheet at UQ)	Printing off documents and other necessary materials	<i>\$5.40 (4 pages per participant, \$0.90 per researcher)</i>	N/A
<b>Total</b>		\$30.90 - \$40.90	\$0

\*Members of the research team would be using either Public Transport OR Personal Transport