

Participant Information Sheet

Research Title: Perceptions of Neighbourhood and Community Centres in Greater Brisbane

Researchers:

Hello, our names are Emily Rexa, Rauha Firaq, Zoe Nethery, Rowena Johns, Bronte Bratton and Emily Scott. We are undergraduate Social Science students at The University of Queensland (UQ) and we are conducting this research on behalf of our Industry Partner organisation, Neighbourhood Centres Queensland (NCQ). The research is conducted as part of the year-long course in the Bachelor of Social Science (coordinated by Professor Paul Henman).

Professor Paul Henman (p.henman@uq.edu.au), who teaches in UQ's School of Social Science, is the Chief Investigator for this research project. Dr Lynda Shevellar (l.shevellar@uq.edu.au) is a Senior Lecturer based in UQ's School of Social Science. She is the Academic Advisor of this project.

To contact members of the research team, please do so via email: SOSC3201_NCQ@uq.edu.au.

Project Information:

Thank you for your interest in participating in this research project. Please read the following information about the project so that you can decide whether you would like to be involved. Please feel free to ask any questions you might have about your involvement in the project. If you decide to participate in this research, please remember that your involvement is voluntary. If you decide to take part and later wish to withdraw, you are free to do so at any time without explanation. Upon withdrawing, you will be given the option to remove your data from the project. Withdrawing from the project will not affect your relationship with UQ or NCQ. Upon reviewing this Participant Information Sheet, you will be given a Consent Form to sign should you wish to participate.

What is this research about?

The purpose of this study is to examine perceptions of Neighbourhood and Community Centres (NCCs) in Greater Brisbane's social service sector. NCCs are independent, community-based centres that provide context-specific support, services and connections. This project seeks input from large non-profit organisations, government agencies, community-based organisations, and peak bodies to understand where NCCs are placed in the social services sector. The research has been requested by Neighbourhood Centres Queensland (NCQ) in collaboration with The University of Queensland. This research will assist NCQ in advocating the value of NCCs, clarifying their role in the sector, and enabling them to more effectively serve community needs.

What will I need to do?

Should you agree to participate in the research, you will be invited to take part in an interview. Informed by your current role in the organisation you work for, questions will explore your observations and perceptions of NCCs, trends in the social services sector, and interactions between stakeholders. Prior to this, you will be asked for your informed consent to participate in the interview. Additionally, we will ask for you to consent to the following:

1. To have the interview audio recorded (optional);
2. To allow researchers to take notes during the interview;
3. To have the organisation you work for acknowledged in the report (optional).

Interviews will take between thirty minutes to an hour and will be occurring in August and September 2022. Interviews may be conducted in person at your place of work, a public location (e.g. cafe) or on your preferred online platform for the convenience of participants.

What are the possible benefits of taking part?

Your involvement in this project will positively contribute to significant research for the sector. Benefits arising from this research may include: strengthening collaboration between social service stakeholders, clarifying the value of NCCs and place-based approaches in responding to community needs, and

providing input to inform NCQ's strategic decisions within the sector. The final report may be shared with the Neighbourhood and Community Centres Strategic Repositioning Committee (NCCSRC). The NCCSRC aims to develop and implement a current NCC strategic framework to further assist government-funded NCCs across Queensland. Beyond contributing to key research, there will be no direct personal benefit, monetary or otherwise, to participants of this research.

What are the possible risks and disadvantages of taking part?

Participation in the study will not expose you to any risks beyond those experienced in your everyday lives. Questions will not be of personal or sensitive nature. If you feel distressed or upset at any time, we can skip questions, take a break or stop the interview completely. Participant names and other identifying information will not be disclosed in any report or publication produced from this project. Participants will be given the choice of whether the organisation they represent will be named in the acknowledgement section of the report. There is a slight risk of identification due to the relatively small number of participants in the research. However, all possible measures will be taken by the researchers to ensure anonymity and confidentiality. These include assigning pseudonyms and codes to all identifying information at the point of transcription, as well as deleting audio recordings upon your review of the interview transcript. You will be given the opportunity to review and verify the transcription of your interview.

What will happen to the information about me?

All information collected about you will remain confidential. The 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 personal data will be stored as a separate document on a password-protected platform. The database is accessible by the research team only, and once transcriptions have been approved by participants, the audio recordings will be deleted from the database to further ensure confidentiality. In the actual writing of the report, a list of participating organisations will be presented in the acknowledgements of the report, should consent be given.

What will happen if I decide to withdraw?

Your participation in this research is voluntary and you are free to withdraw from the research anytime without needing to provide any explanation. Should you decide to withdraw, all the personal information collected about you will be destroyed and will **not** be used in the research. Upon withdrawing, you will be given the option to remove your contribution from the project. To withdraw, please contact the research team via email: SOSC3201_NCQ@uq.edu.au.

Can I hear about the results of this research?

A Participant Feedback Sheet summarising the research findings will also be disseminated to all participants. The research findings will be presented in a written report which will be provided to NCQ for their own purposes. A video summarizing our research will also be made publicly available. In any publication and/or presentation, information will be provided in such a way that you cannot be identified.

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

This study adheres to the Guidelines of the ethical review process of The University of Queensland and the National Statement on Ethical Conduct in Human Research. You are free to discuss your participation in this study with the researcher contactable at SOSC3201_NCQ@uq.edu.au. If you would like to speak to an officer of the University not involved in the study, you may contact the Ethics Coordinator at +617 3365 3924 / +617 3443 1656 or email humanethics@research.uq.edu.au.

This research Ethics ID number: 2022/HE000893

Thank you for your participation and for contributing to an important area of social service sector research in Greater Brisbane. The project team values, appreciates and acknowledges your contribution to this study.