



PARTICIPANT INFORMATION STATEMENT

Supporting impactful communication and engagement during the COVID-19 pandemic with culturally and linguistically diverse communities

Dr Holly Seale, University of New South Wales

HC: HC200776

1. What is the research study about?

You are invited to take part in this research study. Given the ongoing nature of this pandemic, and the potential for a COVID-19 vaccine being available in the future, there is an urgent need to strengthen communication efforts with individuals from culturally and linguistically (CALD) backgrounds to ensure that community engagement is enhanced and there is appropriate ongoing adherence with response strategies.

This new project will examine the factors impacting on current communication practices focused on COVID-19 and explore other strategies that could be used to support future communication processes. A focus will be around support engagement with a future COVID-19 vaccine.

2. Inclusion/Exclusion Criteria

Before you decide to participate in this research study, we need to ensure that it is ok for you to take part. The research study is looking recruit people who meet the following criteria:

- Are aged 18 years and older
- Identify as culturally and linguistically diverse (including those born overseas or in Australia),
- Speak English
- Can complete the consent process to participate in this study.

3. Who is conducting this research? The study is being carried out by the following researchers:

- *Associate Professor Holly Seale, School of Population Health, UNSW*
- *Associate Professor Anita Heywood, School of Population Health, UNSW*
- *Lisa Woodland, Director, NSW Multicultural Health Communication Service*
- *Associate Professor Ben Harris-Roxas, South Eastern Sydney Research Collaboration Hub*
- *Dr Abela Mahimbo, UTS*
- *Ikram Abdi, School of Population Health, UNSW*

4. Do I have to take part in this research study?

Participation in this research is voluntary. If you do not wish to take part, you do not have to. Your decision will not affect your relationship with The University of New South Wales, or the other institutions involved. This Participant Information Statement tells you about the research study. Knowing what is involved will help you decide if you want to take part in the research. Please read this information carefully.

5. What does participation in this research require, and are there any risks involved?

If you decide to take part in the research study, you will be asked to participate in a telephone interview. It should take around 30-40 minutes to complete. During the interview, we will ask you what you think about the approaches used to communicate to community members during the COVID-19 pandemic, and about new ways to improve engagement with the community.

To ensure we collect the responses accurately, we seek your permission to digitally record the interview. If you would like to participate but do not wish to be recorded, you will need to discuss the options for your participation with the research team. We don't expect the questions to cause any harm or discomfort, however if you experience feelings of distress as a result of participation in this study you can let the research team know and they will provide you with assistance. Alternatively, you can seek support from <https://www.beyondblue.org.au/>.



PARTICIPANT INFORMATION STATEMENT

Supporting impactful communication and engagement during the COVID-19 pandemic with culturally and linguistically diverse communities

Dr Holly Seale, University of New South Wales

HC: HC200776

6. What are the possible benefits to participation?

While there will not be any personal benefits associated with participating in this study, we hope to use the results to inform the development of future communication and promotion strategies. In recognition of your time, we will provide you a \$50 voucher, which will be mailed to you after the completion of the interview. Your postal address will only be used for this purpose.

7. What will happen to information about me?

If you are happy to participate in the research study, we will ask you to verbally provide consent prior to the interview being undertaken. By providing consent, you agree to the research team collecting and using the information provided for the research study. Your data will be kept for 7 years *after* the project's completion. Any information that individually identifies you will be removed, and a code will be assigned to your record, and only the research team will have access to the link between the code and their identity

The information you provide is personal information for the purposes of the Privacy and Personal Information Protection Act 1998 (NSW). You have the right of access to personal information held about you by the University, the right to request correction and amendment of it, and the right to make a complaint about a breach of the Information Protection Principles as contained in the PPIP Act. Further information on how the University protects personal information is available in the [UNSW Privacy Management Plan](#).

You will be asked to provide your consent for the research team to share or use the information collected from you in future research that:

- Will be specific to the aims of this research
- Will be an extension of, or closely related to, the original project; or is in the same general area of research
- Will be used in any future research.

Your information will only be shared in a format that will not identify you. If you wish to review the interview transcript, please contact Dr Seale on h.seale@unsw.edu.au

8. How and when will I find out what the results of the research study are?

The research team intend to publish and/ report the results of the research. All Information will be published in a way that will not identify you. You have a right to receive feedback about the overall results of this study. If you would like a short summary of the study findings, please email Dr Holly Seale at h.seale@unsw.edu.au

9. What if I want to withdraw from the research study?

If you do consent to participate, you may withdraw at any time. You can do so by contacting the research team and telling them you no longer want to participate. Your decision not to participate or to withdraw from the study will not affect your relationship with UNSW Sydney. If you decide to leave the research study, the researchers will not collect additional information from you. The research team will destroy any information about you that was collected during your participation in the study.

10. What should I do if I have further questions about my involvement in the research study?

The person you may need to contact will depend on the nature of your query. If you require further information regarding this study or if you have any problems which may be related to your involvement in the study, you can contact the following member/s of the research team:



PARTICIPANT INFORMATION STATEMENT

Supporting impactful communication and engagement during the COVID-19 pandemic with culturally and linguistically diverse communities

Dr Holly Seale, University of New South Wales

HC: HC200776

Research Team Contact Details

Name	Dr Holly Seale
Position	Senior Lecturer
Telephone	(02) 9065 1319
Email	h.seale@unsw.edu.au

What if I have a complaint or any concerns about the research study?

If you have a complaint regarding any aspect of the study or the way it is being conducted, please contact the UNSW Human Ethics Coordinator:

Complaints Contact

Position	UNSW Human Research Ethics Coordinator
Telephone	+ 61 2 9385 6222
Email	humanethics@unsw.edu.au
HC Reference Number	HC200776