

PLAIN ENGLISH STATEMENT FOR PARTICIPANTS



Project Title: Collaborative action research with the Better Health Network (BHN)

Research Group Contact Details

Name	Email	Mobile Number
Brigid O'Brien	brigid.obrien@nioda.org.au	0408 181 565
Carla Martins	carla.martins@nioda.org.au	0412 235 370
Justine McLeod	justine.mcleod@nioda.org.au	0424 577 024
Joanna Tilkeridis	joanna.tilkeridis@nioda.org.au	0419 322 546
Stephanie Gaylard	stephanie.gaylard@nioda.org.au	0436 026 085

Principal Supervisor

Name	Email	Mobile Number
Dr Brigid Nossal	brigid.nossal@nioda.org.au	0412 250 381

Any questions related to the nature of this project may be directed to a member of the Research Group or NIODA Research Supervisor listed above.

1. Course of Study

NIODA Master of Management and Leadership (Organisational Dynamics), Unit 9: Action Research

2. Project Aims and Your Involvement

Collaborative Action Research is a type of research that is designed not just by the researchers, but also jointly with the research partners in the organisation, and the research participants (you). As we collect information, it is incorporated into the next stage, allowing it to change the design of the project. The purpose of this research project is to explore the way that changes are made and accepted by staff across Better Health Network, after the recent amalgamation of three distinct Community Health Centres. This will happen in a Research Project which will be designed by the Research Team and the Joint Action Research Group.

The Joint Action Research Group (JARG) consists of members from BHN and two members of the Research Team.

The JARG will include:

- | | |
|-----------------------------|---|
| - George Robinson | Director Oral Health, Children, Family & Disability Support |
| - Amie Reed | Executive Director People & Culture |
| - Amanda Murphy | Acting CEO |
| - Shaheen Rispoli-Yovanovic | People & Culture Business Partner |
| - Amanda Wilson | Director Quality, Risk, Compliance & Clinical Safety |
| - Sally Hoffmann | Director Strengthening Communities & Social Impact |
| - Justine McLeod | NIODA Researcher |
| - Jo Tilkeridis | NIODA Researcher |

The purpose of the JARG is to assist the researchers by managing the project together, thinking about and discussing the information and ideas that come up in the research work together to understand how changes and plans for change might be impacting the organisation. The JARG will be established at the start of the Research Project and will meet regularly to make sure that:

1. the research project proceeds in an ethical manner and manages risk;
2. there is a way for observations and theories developed through the research to be thought about, tested and adapted as required;
3. the research project is paying attention to the changing needs of the organisation.

We anticipate that the JARG will meet at least three times during the research project. The duration and frequency of these meetings will be discussed and mutually agreed with the project sponsor and JARG members.

3. Research Methods

The anticipated research methods will involve:

- **Face-to-face interview**

One to one or small group interviews will be held by the Research Team which may utilise strategies such as picture cards or drawing to express thoughts and feelings, as well as questions and answers with a focus on the use of metaphor. Telephone or email conversations may be held for follow up information, as well as to arrange/confirm research activities.

- **Group workshops**

Group workshops which may utilise strategies such as picture cards to express thoughts and feelings as well as questions and answers with a focus on the use of metaphor.

- **Audio-taping or video-taping**

With the permission of participants, Interviews/workshops will be recorded where possible to assist with data analysis and accuracy of material.

- **JARG meetings**

Up to 3 meetings of the JARG to make sense of the data gathered, plan and reflect on actions taken. These meetings may include facilitating conversation to playback data, and to clarify any themes, thoughts, patterns that are emerging.

- **Observation**

Up to three observations of team meetings will occur, involving the observation of a group, without participation, as a way of researching the culture.

- **Studying the dynamics within the research team**

Secondary information for the research will likely be created by researchers during their reflection activities and will provide further information for the research project

Please Note: This research does not involve deception.

Researchers will provide clear guidelines and contracting to establish a safe learning environment with participants prior to commencing any activity.

4. Management of Risks to Participants

The Research Group will take active steps to minimize the possibility that participation in this project may cause personal harm (physical or emotional). These actions include;

- Weekly meetings with a Research Supervisor to review project progress and monitor participation risk management.
- Careful design of data gathering methods (see section 5).
- Confidentiality and data privacy policies and guidelines (see section 6).
- The option to withdraw from participation and withdraw consent for use of data (see section 11)

5. Data Collection and Storage:

During the Study:

- Email interactions with all participants will be held in the Research Group's private NIODA email accounts .
- The Research notes of interviews, meetings and other activities, including descriptions of incidents, quotes and the researcher teams' emotional responses and personal reflections will be stored in the Research Group's NIODA student drive (private drive for research group).
- Photographic copies of any documents or images and/or recordings captured on mobile phones (password protected) and transferred to the Research Group's NIODA student drive and deleted from mobile phones.
- Handwritten transcripts of interviews will be transferred and stored electronically on the Research Group's NIODA share drive and hard copy notes will be destroyed via secure paper recycling at researchers place of work.
- Electronic files and email accounts on the Research Group's computers and mobile phones will be password protected.

Following the completion of the study:

- The data collected will be stored in a secure password protected NIODA share drive after the conclusion of the project in accordance with the NIODA ethics guidelines. Only the Research Group plus NIODA supervisor will have access to this drive. After a period of five years, the drive will be deleted.
- Electronic files and emails will be deleted and hard copy notes will be destroyed via secure paper recycling at researchers place of employment.

6. Confidentiality of findings will be maintained by:

The Researchers will ensure that no individual or the organisation can be identified in reports or publications. Researchers will disguise as much as possible references to the organisation under study, and to individuals in reports and publications.

Every possible effort will be made to ensure that all data relating to individual staff is de-identified in documents provided to the JARG and in discussions at JARG meetings. “De-identified” means that the name, quotes or other information that could identify a staff member will not be referenced. Other information that is of a sensitive nature or poses a risk of some sort to the staff member may also be de-identified.

7. Benefits of the project to the participant and to society in general:

Individuals may benefit from participating in the Research Project in the following ways;

- Raised awareness of the extent to which the systems and culture of the organisation and the dynamics within BHN enable or disable change.
- Develop knowledge and capability to have a positive impact on BHN’s capability to deliver its mission
- Potential insights, ideas and actions that may lead to improvements in the capacity to achieve the changes desired by BHN post merger.

The project may contribute the following benefits to wider society in the following ways;

- Application of project insights via the JARG to the wider organisation (BHN) and to other organisations in the Community Health Centre system
- Application of project insights to the wider body of knowledge relating to change enablement in environments where mergers are increasingly more common

8. Method of complaint or queries:

If you have any complaints or queries that the Research Group or Research Supervisor has not been able to answer to your satisfaction, you may contact the Chairperson of the NIODA Human Research Ethics Committee (email: HREC@nioda.org.au).

9. Withdrawal of Consent and/or Withdrawal of Participation

You have the right to withdraw from active participation in this project at anytime up to the date of the Exit Meeting which will be the final meeting between the researchers and BHN, after which no further research will be undertaken. If you withdraw consent to participate, data from your participation will not be used. **You are asked to complete the “Withdrawal of Consent Form” or to notify the researcher by email or telephone that you wish to withdraw your consent for your data to be used in this research project.**

There are no disadvantages, penalties or adverse consequences for not participating or for withdrawing prematurely from the research, or changing a request for confidentiality.