1. **What is the research study about?**

You are invited to take part in this research study. This study aims to assess the use of health interpreters in primary care for patients who are refugees in four countries, USA, Australia, Ireland and Canada. The findings of the survey will be use inform policy regarding access to interpreters in primary care as well as standards and education for primary care.You have been invited because of your interest or involvement in refugee health.

1. **Who is conducting this research?**

The study is being carried out by the following researchers:

Professor Mark Harris, Centre for Primary Health and Equity, University of New South Wales

Professor Fern R Hauck, International Family Medicine Clinic, University of Virginia, USA

Professor Anne MacFarlane, Primary Health Care Research, University of Limerick, Ireland

A/Professor Kim Griswold, Family Medicine, University of Buffalo, USA

A/Professor Kevin Pottie, Bruyere Institute, University of Ottawa, Canada

1. **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 health professionals who work in primary care.

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

Participation in any research study is voluntary. If you do not want to take part, you do not have to. If you decide you want to take part in the research study, you will be asked to:

* Read the information carefully (ask questions if necessary);
* Complete the online questionnaire.

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

If you decide to take part in the research study, we will ask you to complete an anonymous online questionnaire. The questionnaire will ask you questions about your use of interpreters for patients who are refugees.It should take 15-20 minutes to complete.

We don’t expect this questionnaire 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.

1. **What are the possible benefits to participation?**

We hope to use information we get from this research study to advocate for and develop better interpreter services and support and training for primary health care in their use.

1. **What will happen to information about me?**

Submission of the online questionnaire is an indication of your consent. By clicking the ‘I agree to participate’ button you are providing your permission for the research team to use information provided by you for the research study. Your data will be kept for a period of 7 years after the project’s completion. We will store information about you in a non-identifiable format at the Centre for Primary Health Care and Equity at the UNSW. The information you provide will only be used to analyse the use and barriers to use of interpreters in primary care and make comparisons across the countries involved.

Researchers at UNSW are required to store their any aggregated data in the UNSW data repository, this is a system called ResData. Once the aggregated data is deposited into this repository it will be retained in this system permanently. It will however be retained in an un-ientifable format.

1. **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 study in a variety of ways. All information published will be done in a way that will not identify you. If you would like to receive a copy of the results you can let the research team know by email ([m.f.harris@unsw.edu.au](mailto:m.f.harris@unsw.edu.au)) We will only use these details to send you the results of the research.

1. **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 this by closing the questionnaire. If you withdraw from the research we will destroy any information that has already been collected. Once you have submitted the questionnaire however, we will not be able to withdraw your responses as the questionnaire is anonymous.

1. **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:

**Research Team Contact**

|  |  |
| --- | --- |
| **Name** | Professor Mark Harris |
| **Position** | Executive Director |
| **Telephone** | +61293858384 |
| **Email** | [m.f.harris@unsw.edu.au](mailto:m.f.harris@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** | Human Research Ethics Coordinator |
| **Telephone** | + 61 2 9385 6222 |
| **Email** | [humanethics@unsw.edu.au](mailto:humanethics@unsw.edu.au) |
| **HC Reference Number** | *HC17828* |