

PARTICIPANT INFORMATION SHEET AND INFORMED CONSENT FORM

Project Title: Evaluation of the Indigenous Business Australia's (IBA's) Business Solutions Program

Researcher: The evaluation team consists of Nicky Thatcher, Douglas Smith, Bhiemie Williamson, Alison May, Sandra Levers, Dr Richard Allan, Professor Joe Remenyi and Dr Nicole Sweaney

Organisation(s): Sustineo has been engaged by the National Indigenous Australians Agency (NIAA) to undertaking this independent evaluation.

What is the project about?

The National Indigenous Australians Agency (NIAA) has commissioned this evaluation/review of the Business Solutions Program (the Program). The purpose is to measure the achievements of the contract between NIAA and Indigenous Business Australia (IBA) and find out how well the products and services have worked for the Program so far. The results will inform the future design of the Program.

The aims of the evaluation are to:

- Assess whether the design and delivery of the Program meets the needs of Indigenous businesses;
- Assess how well the Program has achieved its intended outcomes; and
- Identify opportunities to improve the governance, management and delivery of the Program.

Who is involved in the project?

An evaluation team from Sustineo is carrying out this evaluation project. It is being led by Nicky Thatcher, with support from Douglas Smith, Bhiemie Williamson, Alison May and Sandra Levers. The team is supported by expert advice from Dr Richard Allan, Professor Joe Remenyi and Dr Nicole Sweaney. The project is expected to be completed by mid- 2022.

The NIAA has commissioned the research to help the government make delivery and funding decisions related to business support services and access to business financial products provided under the Program.

Why have I been invited to participate?

You have been invited to participate in this online survey as you are an owner or senior manager of an Indigenous-owned business (more than 50% Indigenous-owned). You may also have received a product or service through IBA's Business Solutions Program between the period 1 July 2016 to 30 June 2021.

If you give permission at the end of the survey, you can go into a draw to win one of three \$500 vouchers to purchase ICT equipment for your business.

What will happen to my information?

Information you share during this online survey will be used to help us find out what worked in the delivery of the Program, and what could be improved in the design and delivery of the Program.

Any information we gather during the whole study that can be identified with you will remain confidential unless otherwise permitted by you or as required by law.

We expect the final evaluation report will include a series of small case studies that showcase the Business Solutions Program and Indigenous business journeys. If you are in any of these case studies,

we will ask for your permission before including it in the report. We will also ask you to approve the wording and any images we use.

Project outputs, such as the draft and final evaluation report, become the property of NIAA at the completion of the project. The final evaluation report will be delivered as a web accessible document. It is NIAA’s policy to publish reports, however it is up to NIAA whether the final report is published in whole or in part. It is anticipated that at least some, or all, of the report will be published.

You will retain any Intellectual Property from your own personal interview/ yarning discussion.

What are the potential risks?

The potential risks/discomforts in this project include you reflecting on your experiences where there is trauma or discomfort. This is an unavoidable component of the evaluation because we seek to understand your access to business support services, both positive and negative. There is a risk that you may experience some distress when asked to share your experiences and how they have impacted you and your business.

Should any of the information shared during this online survey cause you any distress or trauma, the following Australia-wide helplines are available to support you.

Helpline/ Counselling service	Description	24-hour service?	Contact
GriefLine	Provides support to people experiencing loss and grief, at any stage in life. Moderated online forums are also available.	No	(03) 9935 7400 (National) 1300 845 745 (National landline only) Mon-Sun: 6am – 12am (AEST) Griefline
Lifeline	A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff. Online chat and text services are also available.	Yes*	13 11 14 Lifeline (link is external) Text service: 0477 13 11 14 Mon-Sun: 12pm – 12am (AEST) Online chat service: Mon-Sun: 7pm – 12am (AEST) *Text and online chat services not available 24/7
MensLine Australia	A telephone and online counselling service for men with family and relationship concerns. MensLine is staffed by professional counsellors who are experienced in men’s issues.	Yes	1300 789 978 MensLine Australia (link is external) MensLine Australia – Online chat and video counselling
Samaritans	Provides anonymous crisis support, for issues such as relationship or family problems, loss and bereavement, financial or job-related worries, illness, addiction and suicide.	No	135 247 Mon-Sun: 10am – 10pm (AEST) Samaritans

Data storage and giving materials to AIATSIS

During the project, data collected in the online survey will initially be secured in the data collection platform Qualtrics. Qualtrics has been identified as the most appropriate online survey tool to protect project material. Any extra data and interview summary notes will be stored securely on Sustineo's ICT network. Sustineo's information systems are cloud-based and encrypted using 256-bit Advanced Encryption Standard (AES).

All material collected as part of the evaluation will be securely held and only accessible by people directly involved in the project and who require access to do their job under the contract. This material will also be held according to government requirements.

Any personal information such as names and contact details that Sustineo collects during the course of the evaluation will be destroyed following the successful completion of the project. Other material collected as part of the evaluation, such as survey data sets, may be provided to NIAA for potential reference and available for use in a future Indigenous business study seeking to measure the success of the Program over time. Your permission is sought for any de-identified material relating to your responses being used in this way. Should a future study occur, new consent will be sought from you prior to the collection of any new material.

Culturally restricted information

We do not anticipate that culturally restricted or sensitive information will be gathered as part of the evaluation. However, when you review the notes from our discussion, please identify anything you consider to be culturally restricted. If you identify anything, we will confirm with you how you would like this information cared for. This includes whether you would like it removed altogether, if we can use parts of it, or if we are free to use it for the study.

Contact

If you have questions or concerns about the research, please contact the evaluation lead, Ms Nicky Thatcher via email: BSPevaluation@sustineo.com.au.

Complaints

If you wish to complain about the consultation process, you can contact the following people:

- Ms Karen Redshaw, Advisor, Business and Economic Policy Branch, National Indigenous Australians Agency, Karen.Redshaw@niaa.gov.au
- The Executive Director of Research, AIATSIS, 51 Lawson Crescent, Acton ACT 2601, ethics@aiatsis.gov.au
- The Chair of the AIATSIS Research Ethics Committee, AIATSIS, 51 Lawson Crescent, Acton ACT 2601, ethics@aiatsis.gov.au

If you think there has been a breach of your privacy you can write to:

- the Office of the Australian Information Commissioner, GPO Box 5218 Sydney NSW 2001 or call 1300 363 992.

Ethics Committee Clearance

The ethical aspects of this research project have been approved by the AIATSIS Research Ethics Committee.

PARTICIPANT INFORMATION SHEET AND INFORMED CONSENT FORM (CONTINUED)

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Organisation(s): Sustineo has been engaged by the National Indigenous Australians Agency (NIAA) to undertake this independent evaluation.

1. I understand what this project is about.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. I voluntarily agree to participate in this study.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. I understand that I can withdraw from the project at any time.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. I understand what will happen to the information I share during the evaluation project as explained to me.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. I understand that if I provide consent and contact details at the end of the survey, I will go into a draw to win a voucher for \$500 to purchase ICT equipment for my business.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6. I understand the potential risks and possible broader benefits of participating in this research as explained to me.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7. I understand that the results of this evaluation may be published in a public or other forum.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8. I understand that the researcher(s) do not have the discretion to provide me with a copy of the final project report that is produced as a result of this evaluation.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9. If the report is published by NIAA, I want the researcher(s) to give me a copy of the final project report that is produced as a result of this research.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
10. I understand that the copyright in the Final Evaluation Report of IBA’s Business Solutions Program produced as a result of this research resides with NIAA. This means that the researcher(s) cannot reproduce the information that is in the evaluation report without first getting permission from NIAA.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11. If the final survey data sets and/ or IBA customer information to be provided to NIAA contains my de-identified data, but which could be used to identify me, I:	<input type="checkbox"/> give permission for my information to be used in a future study seeking to measure the success of the Program over time, or <input type="checkbox"/> don’t give permission for my information to be used in a future study seeking to measure the success of the Program over time	

Signatures

Participant to complete:

- I am 18 years or over.
- I have read the Participant Information Sheet and Informed Consent Form (or someone has read it to me in language I understand) and I agree with it.

Name: _____

Signature: _____

Date: / /

This form is to be emailed by the respondent prior to participation in any consultation or should consent not be provided for all aspects of the consent form when responding online.

Email (to send a copy of this form): BSPevaluation@sustineo.com.au

By providing consent on the first page of the online survey, implied consent to participate is assumed and return of the form is not required

Researcher to complete:

- I have described the nature of the research to the Participant and I believe that they understood and agreed to it.

Name: _____

Signature: _____

Date: / /