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## PARTICIPANT INFORMATION SHEET AND CONSENT FORM

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**Title:** 'Assistance Dog Refusals in Australia'

### **Chief Investigator**

Dr Amanda Müller  
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Flinders University  
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### **Description of the study**

This project will investigate the rates and types of assistance dog refusals. It will collate group information from people who use the Paws Rights app. This project is supported by Flinders University, College of Nursing & Health Sciences.

### **Purpose of the study**

This project aims to gather grouped information to inform organisations such as the Human Rights Commission of the magnitude of the problem of assistance dog refusals. The information will also be used in journal publications, presentations, and reports on this issue.

### **Benefits of the study**

The sharing of your experiences will help to raise awareness of assistance dog refusals among those who have not experienced it personally and do not fully understand the barriers such refusals pose.

### **Participant involvement and potential risks**

If you agree to participate in the research study, you will be asked to use the Paws Rights app and agree to your data to be pooled into a group dataset. You may be approached for participation in later research.

The researchers do not expect the questions to cause any harm or extra discomfort to you beyond what you will feel already from being refused access. However, if you experience feelings of distress as a result of participation in this study, please let the research team know immediately. You can also contact the following services for support:

- Lifeline – 13 11 14, [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue – 1300 22 4636, [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Human Rights Commission - <https://humanrights.gov.au/>

### **Withdrawal Rights**

You may, without any penalty, decline to take part in this research study. If you decide to take part and later change your mind, you may, without any penalty, withdraw at any time without providing an explanation. Any data collected up to the point of your withdrawal will be securely destroyed.

### **Confidentiality and Privacy**

Only researchers listed on this form have access to the individual information provided by you. Privacy and confidentiality will be assured at all times. The research outcomes may be presented at conferences, written up for publication or used for other research purposes as described in this information form. However, the privacy and confidentiality of individuals will be protected at all times. You will not be named, and your individual information will not be identifiable in any research products without your explicit consent.

No data, including identifiable, non-identifiable and de-identified datasets, will be shared or used in future research projects without your explicit consent.

### **Data Storage**

The information collected may be stored securely on a password protected computer and/or Flinders University server throughout the study. Any identifiable data will be de-identified for data storage purposes unless indicated otherwise. All data will be securely transferred to and stored at Flinders University for five years after publication of the results. Following the required data storage period, all data will be securely destroyed according to university protocols.

### **How will I receive feedback?**

On project completion, a short summary of the outcomes will be provided to all participants via the email you provided when you use the Paws Rights app.

### **Ethics Committee Approval**

The project has been approved by Flinders University's Human Research Ethics Committee (Project ID 4576).

### **Queries and Concerns**

Queries or concerns regarding the research can be directed to Amanda Muller, [amanda.muller@flinders.edu.au](mailto:amanda.muller@flinders.edu.au), who will be happy to receive any comments, questions, and concerns. If you have any complaints or reservations about the ethical conduct of this study, you may contact the Flinders University's Research Ethics & Compliance Office team via telephone 08 8201 2543 or email [human.researchethics@flinders.edu.au](mailto:human.researchethics@flinders.edu.au).

Thank you for taking the time to read this information sheet which is yours to keep.