

INFO FOR RESPONDENTS TAKING PART IN IN-PERSON RESEARCH PROJECTS

Thankyou for agreeing to take part in our in-person research project.

We have many different type of research projects being conducted in-person.

- Focus groups
- Accompanied shops (meeting a research in a store)
- Depth interviews
- In-home visits

Our clients often have a limited time and often have another group or interview straight after so we need you to read the following requirements so you know what we expect of you during the session.

In your confirmation email you should have received the address and in most cases a map with further information. If you didn't get this please get in touch with us ASAP.

The group or depth start time is the time that it starts. You need to arrive early so the interview can start on time (there is often another session straight after so we need this to start on time). If it's at a focus group venue there is a timeframe for these to run and we can't stay longer in the venue.



1. Please look up where to park prior to leaving home so you know where to park and ensure you allow enough time to find a park. Moving your car during the session is **NOT** possible.



2. Please ensure you have been to the bathroom prior to the session starting. You are required to be attending the research session for the entire time so bathroom breaks are not acceptable during the session. If you need to go to the bathroom please do this as soon as you arrive as once the session starts you are not able to leave the room. Again, please ensure you arrive early to be able to do this before the session starts.

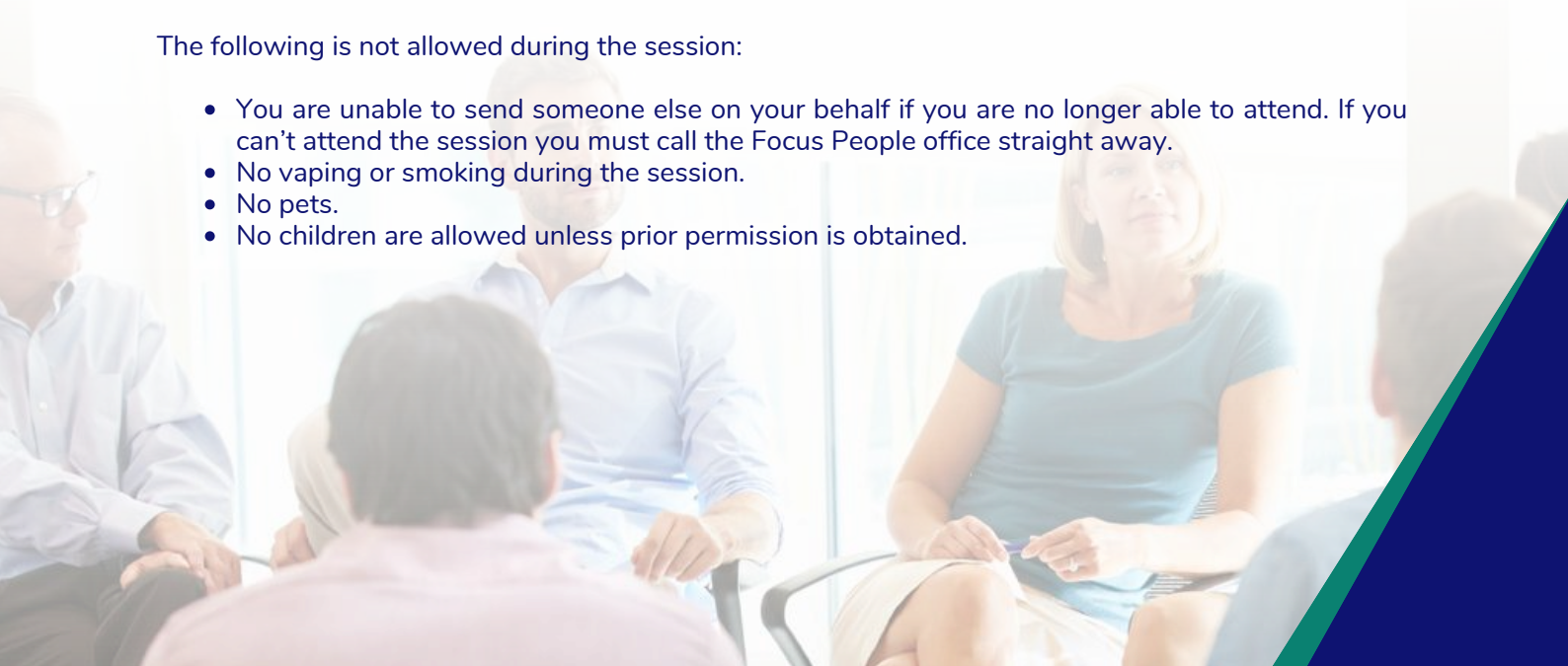


3. When asked something in the session please don't respond with just simply yes or no answers - expand on why you would give this answer and your reasons behind this.

When you arrive at the venue you will be asked to sign your name on a sign-in-sheet so that we know that you have taken part in the session. The client or venue then returns this to Focus People.

The following is not allowed during the session:

- You are unable to send someone else on your behalf if you are no longer able to attend. If you can't attend the session you must call the Focus People office straight away.
- No vaping or smoking during the session.
- No pets.
- No children are allowed unless prior permission is obtained.





Bringing children to a focus group.

If you need to bring a child over the age of 12 they must be able to sit in the reception area and they are not allowed in the focus group room. There will be no one to look after your child in the reception area- we highly recommend you don't bring children or teenagers of any age.

For some depth interviews our clients allow children under the age of 12 months of age but permission must be granted prior.

If you are unable to get a babysitter please contact us and we will contact our client about this.

What to do if you are running late for the session?

Try calling the Focus People office on (03) 9599 4200. If you are calling outside of our business hours then call the venue directly or call the emergency number that is on our answering machine.

In most cases the client has a cut-off time and if you are not there by that time then you won't be allowed into the session. You will **NOT** be paid if you are running late. It is very important to arrive early.

Cash Payments

On some occasions you get paid in cash at an in-person session but since COVID very few clients pay in cash. If you happen to get paid in cash please check the payment amount is correct before you leave. If any issues please address this with the researcher.

In most cases you will get paid after the session with a gift voucher that is sent to your email. Your confirmation email will have the exact details on this.

If I get cancelled by Focus People (or one of their clients), do I still get paid?

You only get paid if you take part in the project. Under The Research Society Code, there's no specific rule requiring full payment of an incentive if a session is cancelled, particularly when the cancellation is outside of our control. If our clients cancel the project for any reason, this is beyond our control. Incentives are intended to recognise a participant's time for attending the group or taking part in the project. If you have taken time off work to attend please do consider this before agreeing to attend. The incentives are for people actually taking part in the session and is not a form of income as such. If the client gives us very little notice we sometimes do offer a part-payment - this will be communicated with you at the time if this is to occur.

If you don't think you are able to take part as you can't meet these requirements please do let us know - taking part in an in-person session might not be suitable for you. Please call our office on (03) 9599 4200 or email us: info@focuspeople.com.au.

**WE LOOK FORWARD TO YOU TAKING PART IN THE UPCOMING RESEARCH PROJECT.
HOPE YOU ENJOY THE SESSION!**

**Don't forget that we recruit respondents of all ages in all areas of Australia.
Please ask your family or friends to register with us at www.focuspeople.com.au**

