



# FAQ | For Research Participants

## 1. Who is the LOTE Agency, and what does it do?

The LOTE Agency is a team of inclusive communication and engagement experts that has been working with multicultural communities across Australia since 1998.

- We specialise in designing people-focused solutions to solve social challenges, partnering with government, businesses, and not-for-profits to create programs that reflect the voices and needs of diverse communities.
- Our goal is to ensure that everyone, no matter their background, has equal access to information and opportunities.
- As a verified social enterprise, we put social good first, donating 50% of our profits to projects that benefit the community..

By participating in our research, you're helping to make Australia a more inclusive place.

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## 2. What is a research project?

- A research project collects people's opinions, ideas, or experiences to improve products, services, or programs.
  - You might answer questions in a survey or join a group discussion, either online or in person. Your input helps create better outcomes for everyone.
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## 3. Why should I participate in this research?

**Your voice matters!** Your input helps make sure people from all backgrounds are heard in research outcomes.

**You will be rewarded.** Based on the project, we offer incentives, usually in the form of a Woolworths gift card.

**Your privacy is protected.** You will remain anonymous unless you choose to share your contact details for specific reasons.

**You can invite others.** You may be rewarded for referring friends who meet the criteria for some projects.

**You'll contribute to important topics.** Our projects have covered topics such as; water safety, sustainability, community well-being, healthy relationships, and access to support services.

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## 4. Will you be sharing my personal information?

No, your information will stay private and secure.



- We follow The Research Society [Guidelines](#), which means your data is protected and only used for research purposes. Your answers are combined with others and reported as a group so that no one can identify you.
  - The only exception is if you give written consent for us to share your details with our project partners so they can contact you about future projects. This is rare.
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## 5. How will you use my responses?

Your information will only be used for research purposes.

- We follow strict guidelines from [The Research Society](#) to protect your privacy.
  - Your answers will be grouped with others so that no one can identify you.
  - We will never share your personal details without your written consent, and only if it's required for specific projects. This is rare.
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## 6. How do I know this is a legitimate research project?

The LOTE Agency has been a trusted leader in inclusive communications since 1998. As members of [The Research Society](#) Australia, we follow strict rules to ensure our research is ethical, reliable, and respectful. Our approach includes:

- Ethical Conduct- We treat participants with honesty and respect.
  - High Standards- Our methods are designed for accuracy and trustworthiness.
  - Privacy Protection- Your data is kept secure and only used with your permission.
  - Continuous Improvement- We use the latest research techniques to provide a better experience for you.
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## 7. What type of projects do the LOTE Agency do?

- Our projects cover a range of relevant topics such as; water safety, sustainability, community well-being, healthy & respectful relationships, sports programs, utilities and services, access to health information, community support services and many others.
- Since our beginnings in 1998, we have contributed to over 15,000 projects and worked with 100's of reputable organisations across the country to deliver quality outcomes, including;

*Multicultural Workers Centre, Monash Migration and Inclusion Centre, Respect Victoria, Australian Sports Commission, Cricket NSW, Ausnet, Sydney Water, Head and Neck Cancer Australia, The Cancer Council, Ambulance Victoria, CFA, Deakin University, Macquarie University, Department of Social Services Australia, Department of Justice and Community Safety Victoria and Sustainability Victoria (to name a few).*

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## 8. Do I need to pay to participate?

No, you will never need to pay to participate in a research project with us. In fact, you will always be paid for your time (see item 9).

It is not legitimate if anyone asks for a registration fee or payment. Please contact us via [insights@loteagency.com.au](mailto:insights@loteagency.com.au) if you have any concerns about this.

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## 9. Will I be paid for my time?

Yes, we offer rewards for your participation, such as Woolworths gift cards. The amount depends on the size and type of the project.

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## 10. Why didn't I pass the survey?

Our surveys are designed to find participants who meet specific criteria for each project. If you didn't pass, it's simply because the project wasn't the right match for your profile. We encourage you to join future research opportunities that may be a better fit.

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## 11. Will I still be paid if I'm ineligible?

No, participants are only paid if they qualify for and fully complete a research activity.

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## 12. Will my transport expenses be reimbursed?

We may cover transport costs for some in-person research activities. Details will be provided when you are invited to participate in these projects.

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## 13. Can I choose the payment method for my reward?

We typically provide rewards as Woolworths gift cards. We will let you know if other options are available during the recruitment process.

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## 14. How can I learn about new research opportunities?

You can sign up for updates via our [research site](#) or [insights@loteagency.com.au](mailto:insights@loteagency.com.au). We'll contact you when we have projects that match your profile.

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## 15. How are participants recruited?

We recruit participants through a mix of online registrations, community outreach, and community referrals. We focus on finding people from diverse backgrounds to ensure our research is inclusive and representative.



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## 16. What is the difference between focus groups and interviews?

- **Focus Groups:** Small group discussions where participants share opinions and ideas together.
- **Interviews:** One-on-one conversations for more detailed or personal feedback.

Both can be held either online or in person, depending on the project requirements.

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## 17. How do I know if this is a scam?

The LOTE Agency is a [verified social enterprise](#) and a member of [The Research Society Australia](#). We follow strict ethical guidelines and always respect your privacy. If you have concerns, you can contact us at [insights@loteagency.com.au](mailto:insights@loteagency.com.au).

Here are some great resources to protect yourself and/or report scams in Australia: [cyber.gov.au](http://cyber.gov.au) and [acc.gov.au/stayprotected](http://acc.gov.au/stayprotected)

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## 18. Are you affiliated with the government?

We work with a variety of organisations, including government, corporate, and not-for-profit groups, but we are an independent agency.

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## 19. Can I participate if I'm not fluent in English?

Yes. We welcome participants from all language backgrounds. Our research often involves interpreting services or materials available in other languages to make it easier for everyone to participate.

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## 20. Can I participate if I am not an Australian citizen?

Yes. You don't need to be an Australian citizen to join. You are welcome to participate as long as you meet the specific criteria outlined for the project.

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## 21. What is expected of me?

We simply ask you to share your honest opinions or experiences by answering questions in a survey or participating in a group discussion. If something doesn't make sense, feel free to ask for clarification. Your participation is voluntary, and you can stop at any time.

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## 22. What if I don't want to answer one of the questions?

You are not required to answer any questions you're uncomfortable with. You can skip questions or stop participating at any time, and your decision won't affect your participation in future projects.

**Note:** If your survey is incomplete, you will most likely *not* be paid for participation.

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## 23. What if I have participated previously?

We value repeat participants! You are welcome to join as long as you meet the criteria outlined for each project. Sometimes, the requirements might establish that you can't participate if you've already shared your views on similar topics.

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## 24. Can I invite my friends & family to contribute?

Yes, we encourage you to refer friends or family who meet the criteria for some projects. Just let us know in advance by contacting [insights@loteagency.com.au](mailto:insights@loteagency.com.au).

**Note:** In some cases, you may receive a referral fee if your contact fits the project criteria and completes the required task.

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## 25. Where can I go for help if the research involves a sensitive topic?

We understand that conversations about belonging, identity and community well-being can be sensitive and sometimes difficult. If participating in any of our research raises concerns, we want you to know that participation is optional, and you can opt-out at any time (see item 22. above).

Your well-being is our priority, and we encourage you to reach out to support services available if you need them:

- In any crisis, please contact 000 immediately.
  - For urgent support, phone [131 450](tel:131450), visit [Lifeline](http://Lifeline.org.au).
  - For confidential support with family violence, contact [1300 Respect](http://1300Respect.org.au) or visit [1800respect.org.au](http://1800respect.org.au).
  - Access the range of priority services listed via [Mental Health Victoria](http://MentalHealthVictoria.org.au).
  - Access [Embrace Multicultural Mental Health](http://EmbraceMulticulturalMentalHealth.org.au) to find support in your language.
  - Find multilingual health and wellbeing resources via [Health Translations](http://HealthTranslations.org.au).
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## Still have questions or feedback?

Learn more or register for upcoming research projects with LOTE:

<https://multiculturalmatters.com.au/>

For feedback on your experience or to ask something else, contact our research team at [insights@loteagency.com.au](mailto:insights@loteagency.com.au)