

Participant Information Sheet

Responses to trust breaches in non-profit organizations

Purpose

Non-profit organizations play a unique role in sustaining the fabric of society, with a core mission to serve the needs of a particular part of the community. These organizations typically rely on the trust and goodwill of their stakeholders (e.g. members, staff, partners) to achieve their mission and operate effectively. Yet, non-profit organizations are not immune to trust breaches that can undermine this goodwill. This study seeks to understand how CPA Australia responds/has responded to (alleged) inappropriate conduct, and importantly how the organization's responses impact on stakeholder trust and contributions to the organization (e.g. membership,). This research will offer concrete recommendations for preventing trust failures in non-profit organizations more generally, and effectively responding to preserve or repair stakeholder trust when they do occur.

Participation details

Participation in this study involves a **confidential interview for about 45 minutes and completion of a short 5 minute survey** at the end of the interview. The interview will be conducted by an experienced researcher from the University of Queensland and will take place either in-person at a location of your choice or over the telephone. You will be asked about your association with CPA Australia, your perceptions of the alleged trust breach in this organization, your views on how effectively the organization responded, as well as your trust in the organization.

Your **interview and survey responses will only be used for research purposes, and only aggregated results will be reported** to maintain complete anonymity. Your thoughts and opinions are important and your participation in this study will contribute to a better understanding of how non-profit organizations can effectively respond to trust breaches and preserve stakeholder trust.

Your rights

Participation in this study is **voluntary** and you will be given the choice to select either a Coles/Myer **gift card of AUD \$30** or a donation to Oxfam of \$30 in appreciation of your time. No risk of harm is expected as a consequence of your participation in this study. You may withdraw from the research at any time without penalty. If you withdraw, any information you provided up to the point that you withdraw will be deleted and not included in the study. This research will not benefit you directly; however, the results of the research will increase knowledge on trust breaches and repair within the non-profit sector.

Your confidentiality is important. If you choose to participate in this study, you will be allocated a participant code. With your permission, the interview will be audio-recorded and all identifying information will be removed from your interview transcript. You will be given the option to receive a copy of the interview transcript and to edit it before inclusion in the study. **Findings will only be reported in an aggregated way and no individuals will be identifiable.** Information obtained from this project will be stored as electronic files (password protected) on a secure computer at The University of Queensland which can only be accessed by the researchers involved in this study. While it is unlikely that this research will uncover illegal

activities, if such activities are disclosed, they will be kept confidential by the researcher, who is under no obligation to disclose such activity. While a pseudonym will be used to conceal the identity of the organization (i.e. CPA Australia), there is a possibility that the organization could be recognized in the final research output.

Your decision to participate in this research will not influence your ongoing services or relationship with the CPA Australia, nor your current or future relationship with the University of Queensland. Participant data will be stored for a minimum of five years after the completion of the project, in accordance with the University of Queensland Policy 4.20.06 and §601.3/C149 of the University Sector Retention and Disposal Schedule. At the end of this time period, the electronic files will be deleted.

This study adheres to the Guidelines of the ethical review process of The University of Queensland and the *National Statement on Ethical Conduct in Human Research*. Whilst you are free to discuss your participation in this study with project staff (contact details provided below), if you would like to speak to an officer of the University not involved in the study, you may contact the Ethics Coordinator on 07 3365 3924. Finally, if you are interested in receiving information about the results of this study upon its conclusion, you can obtain a summary of findings by emailing the Principal Investigator.

Yours sincerely,

Principal Investigator

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