Thank you for helping share the **2019 Sharing the stories of Australian Muslims Survey**.

There are a number of frequently asked questions in this document that address commonly asked questions about this survey, its distribution, respondent privacy and Quantum Market Research. While we want respondents to contact Quantum Market Research for any queries or issues, we acknowledge that some people might come directly to you.

If you have any other questions about the research, you can get in touch with the Commission or Alexis Polidoras from Quantum Market Research on (03) 9289 9599 or via email at alexisp@qmr.com.au

FAQ for organisations

**Q: Who is Quantum Market Research and why are they running the survey?**

A: Quantum Market Research is an accredited market and social research agency based in Melbourne. Quantum will carry out the research project for the Commission. This ensures the results will be independent and robust.

Quantum is a member of the Australian Market and Social Research Society (AMSRS) and their membership details can be found [here](https://www.amsrs.com.au/research-company-directory/search/?command=viewEntityContact&entityType=1&entitySerial=10713&membershipSerial=9050). Quantum is accredited to the International ISO standard for market, social and opinion research AS ISO 20252. Their processes are regularly audited (internally and externally) to ensure they meet this standard.

**Q: How do we distribute the survey?**

A: We will provide you with a unique survey link and introductory email/EDM/social media template content to go alongside the link. Each organisation has a unique link so the Quantum researchers can keep track of the source.

**Q: Who should we send the survey out to?**

A: The survey should be sent to people who identify as Muslim or a part of the Muslim community. It should also be sent out to any member or affiliate organisations in your network who also work with people who identify as Muslim or a part of the Muslim community. At the beginning of the survey we ask this question to screen out anyone who does not meet the criteria to participate in the research. Individuals must be at least 15 years of age to complete the survey.

**Q: When do we have to send out the survey?**

A: The survey will launch on **Friday the 19th of July** and be open for a little more than five weeks.

It will close at midnight on **Friday the 29th of August**. We urge you to send the survey out as soon as possible to your members/contacts/networks to get the word out early.

**Q: Is the survey available in different languages?**

A: The survey is available in:

* English
* Arabic (العربية)
* Dari ( دری)
* Urdu (اردو)

The respondent can simply select their preferred language at the start of the survey.

**Q: How do we distribute the survey?**

A: We will provide you with a unique survey link and introductory email/EDM/social media template content to go alongside the link. Each organisation has a unique link so the Quantum researchers can keep track of the source.

**Q: Are the topics sensitive and may upset people?**

A: We acknowledge the potential sensitivities within the research. Topics include Islamophobia and experiences of unfavourable treatment based on race, religion or ethnicity. The Commission and Quantum have worked collaboratively to create a survey that is sensitive to the Australian Muslim audience. ‘Prefer not to say’ options have been provided where possible. There are some questions which relate to the Christchurch mosque shooting of March this year. These are **voluntary** and the respondent can skip past these if they wish to do so.

**Q: If anyone is upset by the topics in the survey, where can I direct them for help?**

A: If they require any support in association to their experiences with this survey, the below resources are available.

* Beyond Blue: Call 1300 22 4636 (available 24/7) or visit <https://www.beyondblue.org.au/>
* Lifeline: Call 13 11 14 (available 24/7) or visit <https://www.lifeline.org.au>

If they wish to make a report of any incidents of Islamophobia that they have experienced, the Islamophobia Register of Australia is available at <https://www.islamophobia.com.au/>

FAQ for respondents

For any queries related to the survey, respondents should contact surveys@qmr.com.au. This will be communicated in the invitation template. However, some may choose to get in contact with you directly (i.e. in person, via email or telephone)

Please refer them to the surveys@qmr.com.au email or call Quantum Market Research during business hours on (03) 9289 9599. Below are common FAQs from respondents.

**Q: Where is my information stored?**

A: Quantum Market Research stores data on secure servers in Sydney, Australia. Find out how Quantum handles the collection, use and disclosure of information in Quantum Market Research's privacy policy found here: <http://qmr.com.au/index.php/privacy-policy/>

**Q. Are my responses anonymous and will I get contacted again after the survey?**

A: All responses are anonymous, confidential and will not be linked to you in any way.

However, the Commission is interested in speaking more with Australian Muslims about their experiences, and would like to re-contact a selection of people who have answered this survey to discuss their experiences in greater depth. This is voluntary and you can opt-in **at the end** of the survey. You can also choose **not** to provide your contact details if you do not wish to be contacted. Your responses will not be linked to you in this instance.

If you do provide your contact details, they may be linked to the responses you provide in this survey for the purpose of selecting which people the Commission would like to get further information from. Your details will **not** be used for any other purpose – you will not receive any unsolicited materials from the Commission or Quantum.

**Q: Will I receive spam or marketing emails in relation to the survey?**

A: No. Quantum Market Research will **not** use respondent emails or personal information for future marketing or research purposes. Your participation is only valid for the 2019 Sharing the stories of Australian Muslims research project.

**Q: Help, how do I open the link?**

A: The link should be hyperlinked and you can simply hover your mouse over and click to open it. If you are still having issues, try copy/pasting it into your browser.

If this does not work and you continue to have issues, please email surveys@qmr.com.au with the details of your problem. Please include a screenshot if possible. You can also call Quantum Market Research during business hours on (03) 9289 9599.

**Q: I’m having problems completing the survey and keep getting error codes?**

A: Try using a new type of browser.

If this does not work and you continue to have issues, please email surveys@qmr.com.au with the details of your problem. Please include a screenshot if possible. You can also call Quantum Market Research during business hours on (03) 9289 9599.