**Participant Information Statement**

*Group Four-A: Customers of restaurants with robots*

***Research Study: Service robots in everyday spaces***

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1. **What is this study about?**

We are conducting a research study about how service robots are transforming service and social life in everyday spaces. We want to learn more about how service robots are changing the nature of service, consumption and urban spatiality across different countries and cultural contexts, to guide policy and research on the future of work, the social implications of robots, and human-robot interaction in the service sector and smart cities. Taking part in this study is voluntary.

Please read this sheet carefully and ask questions about anything that you don’t understand or want to know more about.

1. **Who is running the study?**

The study is being carried out by the following researchers:

* Dr Justine Humphry, Media and Communications, Faculty of Arts and Social Sciences, University of Sydney, Australia
* Dr Chris Chesher, Media and Communications, Faculty of Arts and Social Sciences, University of Sydney, Australia

This study is being supported by the School of Art, Communication and English (SACE External Grant Application Award).

1. **Who can take part in the study?**

We are seeking to interview customers of restaurants with robots in Australia. We are interested to learn about how these robots are experienced by customers, and if this technology offers a specific appeal or attraction to attending these spaces. Participants will be invited by a physical flyer circulated in the restaurants.

1. **What will the study involve for me?**

Participation involves a 15 minute “vox pop” interview in-person which will be

audio/video recorded.

You will be asked questions about how you came to learn of this restaurant, and your perceptions about having a robot in the venue.

The interview will be conducted in English.

This interview will be audio-recorded for the purposes of transcription. After the interview, we will send you a copy of the transcript to check and add any comments or corrections.

1. **Can I withdraw once I’ve started?**

Being in this study is completely voluntary and you do not have to take part.

Your decision will not affect your current or future relationship with the researchers or anyone else at The University of Sydney.

If you decide to take part in the study and then change your mind you can withdraw by completing the attached withdrawal of consent form and returning it by email. You can withdraw at any time, up until the point of publication. There will be no consequences for your withdrawal.

During the interview, you may refuse to answer any questions that you do not wish to answer.

If you choose to withdraw, we will not collect any more information from you. Please let us know at the time you withdraw what you would like us to do with information we have collected about you up to that point.

1. **Are there any risks or costs?**

Aside from giving up your time, we do not expect that there will be any risks or costs associated with taking part in this study.

1. **Are there any benefits?**

You will not receive any direct benefits from being in the study.

1. **What will happen to information that is collected?**

By providing your consent, you are agreeing to us collecting information about you for the purposes of this study.

Any information you provide us will be stored securely and we will only disclose identifiable information with your permission, unless we are required by law to release information. We are planning for the study findings to be published.

You will not be individually identifiable in these publications.

The interview data for this project will be used for analysis purposes only. A summary participant interviews will be generated, with interview quotes used as illustrations.

The interview data will be stored on the University of Sydney’s secure data server. These files will be destroyed after a retention period of twenty years.

1. **Will I be told the results of the study?**

You have a right to receive feedback about the overall results of this study. If you would like to receive a summary of our findings, please provide your contact details on the attached consent form. This feedback will be in the form of a brief lay summary.

1. **What if I would like further information?**

When you have read this information, the following researcher/s will be available to discuss it with you further and answer any questions you may have:

* Dr Justine Humphry, Media and Communications, Faculty of Arts and Social Sciences

Phone: 0286275854| Email: [justine.humphry@sydney.edu.au](mailto:justine.humphry@sydney.edu.au)

* Dr Chris Chesher, Media and Communications, Faculty of Arts and Social Sciences  
  Phone: +61 404 095 480| Email: [chris.chesher@sydney.edu.au](mailto:chris.chesher@sydney.edu.au)

1. **What if I have a complaint or any concerns?**

The ethical aspects of this study have been approved by the Human Research Ethics Committee (HREC) of The University of Sydney [INSERT HREC Approval No. TBC] according to the *National Statement on Ethical Conduct in Human Research (2007).*

If you are concerned about the way this study is being conducted or you wish to make a complaint to someone independent from the study, please contact the University:

Human Ethics Manager

[human.ethics@sydney.edu.au](mailto:human.ethics@sydney.edu.au)

+61 2 8627 8176

***This information sheet is for you to keep***