1. Because telephone/Skype interviewing is an intrusive research tool, the researcher will need to demonstrate to the Committee’s satisfaction:
   a) Why it is the preferred survey method and why the information could not be obtained by other less intrusive means, e.g., self-administered questionnaires.
   b) If questions are of a sensitive nature, how it is intended to minimise the potential for psychological harm and what referral protocol exists for people who experience emotional distress resulting from the interview or the request for an interview.

2. As a general rule, the minimum requirement is that the target population receives a written information sheet which forewarns them that telephone contact will be made. In addition to the normal requirements for an information sheet it should also address the following:
   a) The reasons for obtaining information via a telephone/Skype interview.
   b) How names, addresses and telephone/Skype numbers of the target population were obtained.
   c) The desired interviewee and why this person is chosen.
   d) Details of the nature of the questions to be asked.
   e) When the interview will take place and its length.
   f) The manner in which the target population may prevent telephone contact, e.g., the provision of a refusal form which can be returned to the researcher.

3. A telephone/Skype interview script must be submitted with the application and:
   a) The introduction should be concise, clearly identifying the caller, the university, and referring to the letter. In asking to speak to the intended interviewee, the specific nature of the call should not be disclosed to a third party. For example, it is sufficient to say “I would like to speak to ... regarding a letter we sent to her about women’s health”, rather than “I would like to speak to .... regarding a letter we sent to her about how often she has had Pap tests”.
   b) It must cater for people who do not receive the information letter or lost mail or people who have changed address and retained their telephone numbers. If it is necessary to interview such people, the interview cannot proceed until such time as they are provided with an information sheet, if they are willing to receive one.
   c) If interviewing via Skype, the interviewee needs to be asked if they prefer that audio only or audio and video is used.
   d) If the interview is more than 5 minutes, interviewees should be asked at 5 minute intervals if they are willing to proceed.
   e) Where the questions address sensitive issues, e.g., domestic violence, sexual behaviour, or the subject matter changes during the interview, then interviewees must be told what the next set of questions will cover and their willingness to proceed ascertained.