Supplementary material BMJ Open

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Protocol for managing participant distress in the context of an interview



• The participant (1) indicates they are experiencing a high level of stress or emotion during the interview, or (2) shows behaviours, such as crying or withdrawal, which suggest that the interview is too stressful

Step 1 response

- Stop the interview
- •Time will be spent with the participant and assistance provided, within the scope of interviewers' abilities, to discuss their concerns and support them

Review

- If the participant feels able to carry on, the interview will resume
- If the participant is unable to carry on, go to Step 2

Step 2 Response

- •The participant will be encouraged to contact their GP, identified support person or local psychological services, or an anonymous helpline (Lifeline or beyondblue), or
- •The interviewer will offer, with the participant's consent, to contact one of these supports on the participant's behalf

Follow up

- The interviewer will follow up with a phone call to ensure that the participant is all right (with the participant's consent). During this time, the information previously provided regarding local psychological support services will be, once again, provided, or
- The interviewer will encourage the participant to call if they experience increased distressed in the hours/days following the interview

Protocol for managing distress