SURVEY TEMPLATE

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| Rationale and explanation for survey choices | Example survey questions and text |
| **Welcome:** | |
| Explanation of purpose:  Insert explanation about the survey/data collection. | We are asking you to complete this survey as it will provide valuable information about the services [name of organisation or specific name of service] provides and what it achieves for people. This information will be valuable in assisting [name of organisation] to improve their services and outcomes for consumers. We think the survey will take about 10 minutes. Thank you for your time in completing this survey, we really appreciate your input. |
| Consent to collect data:  Insert consent clause, if needed where the aim is to share data outside the organisation. | The information you provide will remain confidential and you cannot be identified. We will share all the information we collect from the surveys with our research partner [name of organisation] so that we can work together to collate and analyse the information and use the results to improve our services. If you are not happy for us to share your answers with our research partner, please do not complete this survey. |
| **Section 1: About the services you have used** | |
| Service type and dosage:  Insert questions about service used, frequency, duration and intensity of service used. NOTE: some organisations have the ability to link data collection with consumer records so that information about these aspects are already known. For example, within a single service type, all consumers might be automatically sent a survey 6 months after intake, or one month after formal service exit. Services may be able to auto-populate or link to this information without needing the consumer to complete this section. | * 1. What [name of organisation] service have you most accessed in the last 12 months?   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * 1. How long have you been accessing/did you access this service?   Less than a month  1-2 months  3-6 months   7-12 months   More than 12 months   * 1. How frequently do you access this service?   Hardly ever/occasionally  One a month or less  Once a fortnight   Once a week   Two or more times a week |
| **Section 2: About what’s changed in your life** | |
| Measurement of outcome: Selected outcome 1  Insert the suggested survey question for your selected outcome 1 or insert your own.  Your own might include those from a related measurement tool, for example your organisation might use the Kessler 10 for Anxiety and Depression which you might use to measure the mental health domain, or might use HILDA to measure aspects of Finance domain. | 2.1 Please think about[insert outcome]. For example, [insert definition of outcome].  How has your [insert outcome] changed since coming to [name of service]?  Got a lot worse  Got a bit worse  Not changed\*   Got a bit better   Got a lot better   Not relevant to me   * ONLINE DROP DOWN BOIX: If answer ‘Not changed’ => get drop down box:   My situation did not change but it was maintained and is stable   My situation required change that did not happen  Too early to tell or to expect change |
| Qualitative explanation of change  Consumers indicate they would rather tell the story of change not tick boxes. Services may choose to only ask the qualitative question (not 2.1) and then use the data to code the comments against the outcomes tree and a rating scale of change or other analysis/coding framework. | 2. 2 Tell us about what changed for you in relation to your [insert selected outcome] |
| Measurement of service contribution to outcome: Selection outcome 1  Insert the suggested survey question for your selected outcome 1 or insert your own. | 2.3 Do you think [name of service] made a positive contribution to your [insert outcome]?  No, not at all  Yes, to some extent (a little)  Yes, to a large extent (a lot) |
| Qualitative explanation of service contribution  Consumers indicate they would rather tell the story of change not tick boxes. | 2.4. Please explain what was the service’s contribution to the change you achieved? (e.g. what did they do that helped you achieve this outcome?) |
| Measurement of outcome: Selected outcome 2  Insert the suggested survey question for your selected outcome 2 or insert your own | 2.5 Please think about[insert outcome]. For example, [insert definition of outcome].  How has your [insert outcome] changed since coming to [name of service]?  Got a lot worse  Got a bit worse  Not changed   Got a bit better   Got a lot better   Not relevant to me |
| Measurement of service contribution to outcome: Selection outcome 2  Insert the suggested survey question for your selected outcome 2 or insert your own | 2.6 Do you think [name of service] made a positive contribution to your [insert outcome]?  No, not at all  Yes, to some extent (a little)  Yes, to a large extent (a lot) |
| Measurement of outcome: Selected outcome 3  Insert the suggested survey question for your selected outcome 3 or insert your own  (Repeat insert of as many outcomes as relevant. Consider the response burden for consumers regarding the length of survey. We recommend no more than 3 outcomes) | 2.7 Please think about[insert outcome]. For example, [insert definition of outcome].  How has your [insert outcome] changed since coming to [name of service]?  Got a lot worse  Got a bit worse  Not changed   Got a bit better   Got a lot better   Not relevant to me |
| Measurement of service contribution to outcome: Selection outcome 3  Insert the suggested survey question for your selected outcome 3 or insert your own.  (Repeat insert of as many outcomes as relevant. Consider the response burden for consumers regarding the length of survey. We recommend no more than 3 outcomes) | 2.8 Do you think [name of service] made a positive contribution to your [insert outcome]?  No, not at all  Yes, to some extent (a little)  Yes, to a large extent (a lot) |
| Barriers to outcomes  Insert a question to identify the barriers to outcomes attainment. This question:   * helps identify barriers to address via service design and delivery or other change actions (e.g. advocacy) * recognises that not all outcomes are achievable without other systemic or other changes. | 2.9 What was the biggest barrier to you achieving positive changes / outcomes?  Please tick all that apply:  Housing issues (e.g. housing not affordable, not available, not suitable)  Money issues (e.g. low income, debts, lack of financial management skills)  Personal issues (e.g. mental health, drug and alcohol, personal trauma/crisis, difficulty in supporting children)  Insufficient family/community support (e.g. lack of support, social isolation, family violence)  Negative judgement or attitudes of others (e.g. made to feel guilty or ashamed by other people, was discriminated against)  Transport issues (e.g. isolated from people and services due to transport issues)  Inadequate services (e.g. waiting times to get service, not enough time provided to client, cost of services, ineligible for certain services)  Poor service quality (e.g. services not helpful, unskilled staff, received poor treatment from services)  Don't trust services / government (e.g. fear involvement of child protection, don’t feel safe with services/staff)  Don’t know what support is available (e.g. government services, community services)  Other (please tell us) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Service contribution to other unanticipated and broad outcomes  Insert question to test if outcomes have been achieved beyond those areas you have selected | 2.10 Tick any other areas of your life where the [name of service/organisation] has helped bring about positive change  Daily life (e.g. access to basics like food, bedding, clothing, sanitation/shower, personal care, telecommunications etc).  Choice and empowerment  Learning, skills and development  Employment  Family  Finance  Health  Housing  Justice  Safety  Service access and government benefits  Social inclusion  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Improvement related to presenting issues  This question is part of the data collected by DEX (Australian Department of Social Services) for services funded via this Dept. | 2.11 Are you now better able to deal with the issues you sought help with?  No  Occasionally  Sometimes  Mostly  Always |
| **3. About the services you received and the way they were delivered** | |
| Process measures  Services have a range of process, quality, practice standards and measures (e.g. respect for consumer, treating consumer with respect; treating consumer as expert of their situation; working in partnership etc). Insert questions to measure performance around the *way* services were delivered, and the *way* staff worked with consumers | [This section has been left intentionally blank as this has to be customised to service type, sector, practice standards and approaches] |
| **4. Service improvement** | |
| Service improvement  Insert questions to identify areas for and suggestions about service improvement | 4.1 What would improve the service? What could [name of organisation/service] do differently / better?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **5. Targeted strategic question/s** | |
| Ad hoc strategic data collection  Insert any questions related to targeted issues e.g. special advocacy issues that are current, information about additional unmet needs etc. |  |
| **6. About you** | |
| Demographics  Select and insert demographic questions relevant to your cohort. Services may also select questions from population surveys (e.g. ABS) where they wish to make direct comparison to demographic characteristics of a wider population. Maintaining the same question format enables direct comparison. | 6.1 What gender do you identify as?  Female  Male  Other |
| 6.2 What is your age?  18-24 years  25-44 years  45-64 years  65-74 years  75 years and over |
| 6.3 What is the post code where you live most of the time?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Targeted demographic questions relevant to your service | 6.4 e.g. Aboriginal; CALD; income level; income type; how long waiting for service? |
| **7. Feedback on survey process** | |
| Feedback to inform survey design in future | 7.1 Tell us how you found doing the survey. Tick all the boxes that apply to you.  Too long  Didn’t make sense  Didn’t like thinking about my situation  Liked being asked if the service had made a difference in my life  Quick to do  Made sense  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **8. Any other comments** | |
| Opportunity for consumer to have a say about other things | Is there anything else you would like to tell us?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **9. Thank you** |  |
| Thank you  Insert thank you message  Insert link to any remuneration process or ‘prize’ draw | Thank you for taking the time to complete the survey. Your answers are VERY important to us. The information will be used by [name of organisation] to help improve services in the best interests of the people and communities [name of organisation] serves. |
| Instructions on how to submit or return if by mail/email. | Please press the submit button.  Please return by mailing to: |