TEI guide to developing surveys

March 2020

This document will support service providers to develop initial and follow up surveys to measure outcomes for individual clients. It includes:

* [A template to develop initial and follow up surveys](#_Client_Pre-Survey:_<Insert)
* [Examples of survey questions](#_Example_outcome_statements) (outcome statements) you can use to measure individual and group/community outcomes
* [A check list](#_Checklist_for_developing) to ensure your questions are suitable and will measure the outcomes you want
* [Examples of surveys](#_Tailored_individual_client) to show how you might develop a survey for your service and clients
  + [Example 1. Volunteers organising a community event](#_Tailored_individual_client)
  + [Example 2. Employment skills workshop](#_Tailored_client_outcomes)

**Service providers do NOT need to use this template. DCJ developed this document to support service providers to develop their own survey instrument if they cannot use a validated instrument or SCORE directly.**

You should use this tool if:

* you cannot find a relevant validated instrument.
* you need to measure specific outcomes that are not in SCORE or other validated instruments.
* you want to capture additional outcome information that might not be reported in the Data Exchange.

**Please note:**

* A survey may not be the best way to collect outcome information from some clients. You should use your professional judgement to determine what is appropriate and will work best. For example, in some circumstances observation may be a suitable alternative.
* As with all data collection, service providers must be prepared if clients disclose violence or abuse. If your survey asks about personal and family safety, staff administering the survey should be trained in how to respond appropriately and sensitively.

This document will be updated as we learn more about the best way to measure outcomes in the Data Exchange for the TEI program.

If you have feedback on or questions about the list of outcome statements or templates, please contact [TEIReform@facs.nsw.gov.au](mailto:TEIReform@facs.nsw.gov.au)

# How do I use this document?

Follow the steps below to develop your own initial and follow up survey.

|  |  |
| --- | --- |
| **Step 1. What outcomes do I want to achieve?** | Review your program logic and identify the TEI program client outcomes you are trying to achieve. |
| **Step 2. What SCORE domains are relevant to these outcomes?** | Review Table 1 in the TEI Outcomes Framework. Identify the SCORE domains that are relevant to your activities. |
| **Step 3. What questions can I ask to measure these outcomes?** | Review the list of possible [outcome statements](#_Example_outcome_statements) in this document:   * Populate the initial and follow up survey templates with statements that are relevant to your activity and your client group. * Make any necessary changes to these statements. |
| **Step 4. Should I include qualitative questions in my survey?** | You should only ask qualitative questions if you:   * have somewhere to store the data (you can’t record qualitative data in the Data Exchange) * have the capacity to analyse the data * are going to use the data to better understand client need and outcomes * are going to use the data to improve your service delivery and design   If you decide to include qualitative questions, review the list of examples in this document. Limit the number of questions to 3, to reduce the burden on clients and staff who need to analyse the data. |
| **Step 5. Are my questions suitable?** | Asking the wrong questions, wording them badly or designing surveys poorly can produce meaningless data. Work through the [our checklist](#_Checklist_for_developing_1) to ensure your surveys are suitable, appropriate and will measure your identified outcomes. |
| **Step 6. How do I conduct the survey?** | You can:   * ask a client to complete the survey on their own * ask a support person to complete the survey with or on behalf of the client * work with the client to complete the survey   Your approach will depend on your client’s needs. You should use your professional judgement to decide the best way to conduct the survey. |
| Checklist for developing surveys  |  | | --- | | **Are the outcomes I’m trying to achieve realistic?** | | Ensure the outcomes you measure in your survey are realistic, and can be practically achieved. Will you be able to see a change in this outcome because of your activities? Think about:   * the type of activities you will conduct * the intensity of your service * how long clients will participate in the service   E.g. If you run a one-off workshop to help people find employment, you might see an increase in the clients’ knowledge and skills. However, it is unlikely you will see a change in their behaviour and employment.  However, if you run 12 workshops over 6 months, with the same group of clients, you might see a change in their employment outcome. |  |  | | --- | | **Do my questions cover the key outcomes we’re trying to measure?** | | The questions you include should cover the key outcomes you are trying to achieve.  Think about the potential responses clients might give to your questions – what information will you end up with? Will this information be useful?  E.g. You run cooking classes with the elderly. The purpose of this activity is to support attendees to feel connected to their community and to reduce isolation. You would ask questions that measure this outcome, for example, ‘I have supportive relationships with people in my community’.  This activity might also develop the attendees cooking skills, however, this isn’t a key outcome of the activity. |  |  | | --- | | **Are the outcome statements in my initial and follow up surveys the same? Have I used the same domains?** | | Any outcome statements you use, must be in both the initial and follow up surveys. You need to ask clients the exact same questions, for the same domains, to determine if your service has had an impact.  You only need to ask satisfaction and qualitative questions at the end of service delivery. However, you can collect this information more frequently if you think it will be valuable. |  |  | | --- | | **Are the questions appropriate for my client group?** | | Ensure the wording of your questions is appropriate for your clients.  Think about your client’s age, literacy levels, language barriers, physical or mental communication barriers etc. Can you adapt the questions so they better suit your client group? |  |  | | --- | | **Are my questions simple, short and clear?**  **Will my clients understand the questions**? | | Your questions should be simple and easy to understand. If your clients don’t understand the question they won’t know how to answer and the data you collect won’t be useful. Avoid using jargon and complex language. |  |  | | --- | | **Will my clients be willing to answer the questions? Will the questions cause harm to my clients?** | | Ensure your questions are sensitive to your client’s circumstances. There may be some questions client’s feel uncomfortable answering or will not want to answer. Certain kinds of questions, such as those that remind a client about a threatening experience, may produce emotional distress.  Are these questions absolutely necessary? If so, be careful with your wording to ensure clients feel comfortable answering these questions.  As with all data collection, you must be prepared if clients disclose violence or abuse. If your survey asks about personal and family safety, staff administering the survey should be trained in how to respond appropriately and sensitively.  Further, a survey may not be the best way to collect this information. Think about how you can collect this information in a way that does not harm or pose a risk to your clients. |  |  | | --- | | **Have I asked too many questions?** | | Limit your questions to those most relevant to your desired outcomes. The length of your survey will affect response rates. This may mean you only have 1 or 2 questions. |  |  | | --- | | **Does my question focus on one issue only?** | | Avoid double barrelled questions. Refer to one thing at a time. Asking clients if they have ‘good physical and mental health’ means we won’t know if their answer refers to physical, mental or both. |  |  | | --- | | **Can my questions be interpreted consistently?** | | Avoid vague questions that could be interpreted differently.  E.g. ‘I have frequent contact with other people’ – for some people this could mean every day, for others, it might only mean once a week.  Ask specific questions. E.g. ‘I have contact with other people at least twice a week’. | | | |

# Initial Survey: <Insert name of program/activity>

|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Assessment completed by\*:  O Self-assessment  O Support person assessment  O Practitioner assessment  O Joint assessment |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | \*Practitioner to complete |

1. Circumstances and Goals

Below are some statements about your life circumstances and goals. Please state whether you agree or disagree with these statements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **[Add and delete rows below as needed]** | Strongly Disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |

# Follow up Survey: <Insert name of program/activity>

|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Assessment completed by\*:  O Self-assessment  O Support person assessment  O Practitioner assessment  O Joint assessment |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | \*Practitioner to complete |

1. Circumstances and Goals

Below are some statements about your life circumstances and goals. Please state whether you agree or disagree with these statements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **[Add and delete rows below as needed]** | Strongly Disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |

1. Satisfaction

Below are a series of statements about your satisfaction with the service you have received. Please state whether you agree or disagree with each of these statements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **[Add and delete rows below as needed]** | Strongly Disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |
| <Insert outcome statement> | 1 | 2 | 3 | 4 | 5 |

**<Optional: Insert qualitative question>**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**<Optional: Insert qualitative question>**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**<Optional: Insert qualitative question>**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Example outcome statements

# Circumstances

| **TEI program client outcome** | **Circumstances SCORE Domain** | **Example outcome statements** |
| --- | --- | --- |
| **Social and Community**  Increased participation in community events  Increased sense of belonging to their community | Community participation and networks | I have supportive relationships with people in my community |
| I have a person I can lean on in times of trouble |
| I have someone I can go to for help when I need it |
| I feel connected to my community |
| I get involved with local activities/groups |
| I participate in events in my local community |
| I am able to contribute to my local community |
| **Health**  Improved health of children and young people  Improved parental health | Physical health | My physical health does NOT negatively impact my daily life |
| I have good physical health |
| I have a healthy lifestyle |
| I avoid risky behaviours that negatively impact my physical health |
| Mental health, wellbeing and  self-care | My mental health does NOT negatively impact my daily life |
| I find my day-to-day life stressful |
| I can easily cope with the daily challenges of being a parent |
| I have good mental health |
| I avoid risky behaviours that negatively impact my mental health |
| I spend time doing things I enjoy |
| **Safety**  Reduced risk of entry into the child protection system | Personal and family safety | My family and I have ongoing physical safety |
| My family and I have ongoing emotional safety |
| I feel safe at home |
| I am aware of the importance of safety for my children |
| **Economic**  Sustained participation in employment | Financial resilience | I have the skills to manage my money |
| I have enough money to deal with an emergency (e.g. unemployment, accident) |
| Employment | I am happy with my current employment |
| My current employment is suitable to my needs |
| I am employed in suitable work |
| Material wellbeing and necessities | I am satisfied with my standard of living |
| I can afford to pay for the essentials (e.g. food, petrol, bills). |
| I have good access to the material resources (e.g. food, clothes) I need. |
| My family and I have access to the basic things we need (e.g. food, clothes) |
| **Education and skills**  Increased school attendance and achievement | Age-appropriate development | My child’s development is on track |
| Education and skills training | I am happy with my current education/training |
| My current education/training is suitable to my needs |
| I am supported to learn new skills |
| I go to school five days a week |
| I am enrolled in and attend university/TAFE |
| **Home**  Sustained safe and stable housing | Family functioning | My family functions well |
| My family communicates well |
| I get along well with my family |
| I have supportive relationships with my family/children/parents |
| I have healthy relationships with my family/children/parents |
| I have a strong relationship with my child/family/parents |
| I have a positive relationship with my child/family/parents |
| Housing | My family and I have adequate housing |
| My family and I have stable housing |
| I am satisfied with the home I live in |
| I have safe and stable housing |

# Goals

| **TEI Program Client Outcomes** | **Goals SCORE Domain** | **Example outcome statements** |
| --- | --- | --- |
| **SCORE goals sit across all TEI program client outcomes** | Knowledge and access to information | I know how to [insert goal]  (e.g. find work, manage my child’s behaviour, keep my family safe) |
| I know how to access the services I need |
| I have access to the information I need |
| I am aware of my childs stages of development |
| I can work out what to do if I have a problem |
| Skills | I have the skills I need to [insert goal]  (e.g. find work, manage my child’s behaviour, keep my family safe) |
| Behaviours | My current behaviour has a positive impact on my ability to achieve my goals |
| I have recently done dangerous or illegal things |
| Empowerment, choice and control to make own decisions | I feel empowered to make decisions to improve my life circumstances |
| I feel confident I can [insert goal] (e.g. find work, manage my child’s behaviour, change things in my community) |
| I feel confident I can care for my children |
| I feel confident I can make decisions about my life |
| I can control and influence my life circumstances |
| I feel heard in my community |
| I am engaged in local decision-making |
| Engagement with support services | I find it easy to work with services to achieve my goals |
| I find it easy to talk to people about my needs |
| I know how to get help when I need it |
| I have good access to support services and facilities |
| I can access services the services I need |
| Impact of immediate crisis | I am facing an immediate crisis |

# Satisfaction

|  |
| --- |
| **Satisfaction SCORE domains** |
| Overall, the service listened to me and understood my issues |
| Overall, I am satisfied with the services I have received |
| Overall, I am better able to deal with issues I sought help with |
| **Other satisfaction statements** |
| I enjoyed participating in this event/activity |
| I would recommend this service/activity/event to other people |
| The service helped me to achieve my goals **OR** [insert goal relevant to service] |

# Open-ended Questions

How did the program/activity impact you?

What did you like best about the program/activity and why?

What did you like least about the program/activity and why?

# Tailored individual client outcomes survey: Example 1

Volunteers organising a community event

This is an **example** of a survey for community members who volunteered to organise a community event.

The service facilitates a number of planning sessions and supports the volunteers to organise the event.

The purpose of this activity is to support local community members to:

* belong to their community
* engage with their community on issues that impact them.

In this example, we have included 1 statement for the Circumstance SCORE domain – Community Participation and Networks.

* I feel connected to my community

We have also included statements for two Goal SCORE domain:

* Skills: I have the skills I need to support my community
* Empowerment, choice and control to make own decisions: I feel empowered to engage with my community on issues that affect me

The service conducts the survey twice – at the first planning session and after the community event.

They report the clients initial and follow up SCOREs into the Data Exchange after each relevant session.

# Initial survey – volunteering to organise a community event

|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Assessment completed by\*:  O Self-assessment  O Support person assessment  O Practitioner assessment  O Joint assessment  \*Practitioner to complete |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. Circumstances and Goals

Below are some statements about your life circumstances and goals. Please state whether you agree or disagree with these statements.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | | Disagree | | Neither agree nor disagree | | Agree | Strongly Agree |
| **I feel connected to my community.** | 1 | | 2 | | 3 | | 4 | 5 |
| **I have the skills I need to support my community** | 1 | | 2 | | 3 | | 4 | 5 |
| **I feel empowered to engage with my community on issues that affect me.** | 1 | 2 | | 3 | | 4 | | 5 |

# Follow up survey – volunteering to organise a community event

|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Assessment completed by\*:  O Self-assessment  O Support person assessment  O Practitioner assessment  O Joint assessment  \*Practitioner to complete |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. Circumstances and Goals

Below are some statements about your life circumstances and goals. Please state whether you agree or disagree with these statements.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | | Disagree | | Neither agree nor disagree | | Agree | Strongly Agree |
| **I feel connected to my community.** | 1 | | 2 | | 3 | | 4 | 5 |
| **I have the skills I need to support my community** | 1 | | 2 | | 3 | | 4 | 5 |
| **I feel empowered to engage with my community on issues that impact me.** | 1 | 2 | | 3 | | 4 | | 5 |

1. Satisfaction

We would like to know if you are satisfied with your volunteering experience. Please state whether you agree or disagree with each of these statements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| **I am satisfied with the support I received to volunteer.** | 1 | 2 | 3 | 4 | 5 |

**How did your volunteering experience impact you?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What did you like best about volunteering to organise a community event and why?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What did you like least about volunteering to organise a community event and why?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Tailored client outcomes survey: Example 2

Employment skills workshop

This is an **example** of a survey for community members who participate in a one-off employment skills workshops.

The purpose of the workshop is to support clients to:

* better understand how to apply for work
* develop their skills to apply for work
* increase their confidence to apply for work.

The service will also links clients with other employment services if needed.

In this example, we have included four statements that relate to different Goal SCOREs:

|  |  |
| --- | --- |
| **Knowledge** | I know how to apply for a job |
| **Skills** | I have the skills to apply for a job |
| **Empowerment, choice & control to make own decisions** | I am confident in my ability to apply for a job |
| **Engagement with relevant services** | I know of other services I can engage to help me find work |

The service conducts the survey twice – before the workshop begins and at the end of the workshop.

They report the clients initial and follow up SCOREs into the Data Exchange for the session.

**NOTE:** If you run a series of workshops, over a longer period of time, you could measure a change in the client’s employment outcome. This example above is for a single workshop. As such, we will not be able to measure if clients have found work.

Example 2

# Initial Survey – Employment Skills Workshops

|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Assessment completed by\*:  O Self-assessment  O Support person assessment  O Practitioner assessment  O Joint assessment  \*Practitioner to complete |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. Circumstances and Goals

Below are some statements about your life circumstances and goals. Please state whether you agree or disagree with these statements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| **I know how to find work.** | 1 | 2 | 3 | 4 | 5 |
| **I have the skills needed to find work.** | 1 | 2 | 3 | 4 | 5 |
| **I feel confident in my ability to find work.** | 1 | 2 | 3 | 4 | 5 |
| **I know of other services that help me find work.** | 1 | 2 | 3 | 4 | 5 |

# Follow up survey – Employment Skills Workshops

|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Assessment completed by\*:  O Self-assessment  O Support person assessment  O Practitioner assessment  O Joint assessment  \*Practitioner to complete |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. Circumstances and Goals

Below are some statements about your life circumstances and goals. Please state whether you agree or disagree with these statements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| **I know how to apply for work.** | 1 | 2 | 3 | 4 | 5 |
| **I have the skills needed to apply for work.** | 1 | 2 | 3 | 4 | 5 |
| **I feel confident in my ability to apply for work.** | 1 | 2 | 3 | 4 | 5 |
| **I know of other services that can help me find work.** | 1 | 2 | 3 | 4 | 5 |

1. Satisfaction

We would like to know if you are satisfied with today’s workshop. Please state whether you agree or disagree with each of these statements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| **The service listened to me and understood my issues.** | 1 | 2 | 3 | 4 | 5 |
| **I am satisfied with the services I have received.** | 1 | 2 | 3 | 4 | 5 |
| **I am better able to deal with issues I sought help with.** | 1 | 2 | 3 | 4 | 5 |

**How did the employment skills workshop impact you?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What did you like best about the workshop and why?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What did you like least about the workshop and why?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_