



My Service
Story

Data Exchange Client Survey Workshop

May – June 2017

Workshop Agenda

What is the client survey and why are we piloting it?

How was the survey developed and tested?

What have we learned from the pilot so far?

What are we proposing as a result of this feedback?

Timeframes and next steps

What is the client survey?

An illustration of a stylized landscape. A light blue road with dashed white lines curves over a dark blue hill. An orange car is driving on the road. The text "My service story" is written in white serif font on the dark blue hill. The background features green hills and dark blue trees.

My service
story



My Service Story

The client survey is intended to be an independent mechanism to capture:

- the clients point of view on the outcomes they are achieving or have achieved
- the value clients place on the services they have received
- their feedback on how services met their needs (satisfaction)

Why have a client survey?

An illustration of a stylized landscape. A light blue road with dashed white lines curves over a dark blue hill. An orange car is driving on the road. The text "My service story" is written in white serif font on the dark blue hill. The background features green hills and dark blue trees.

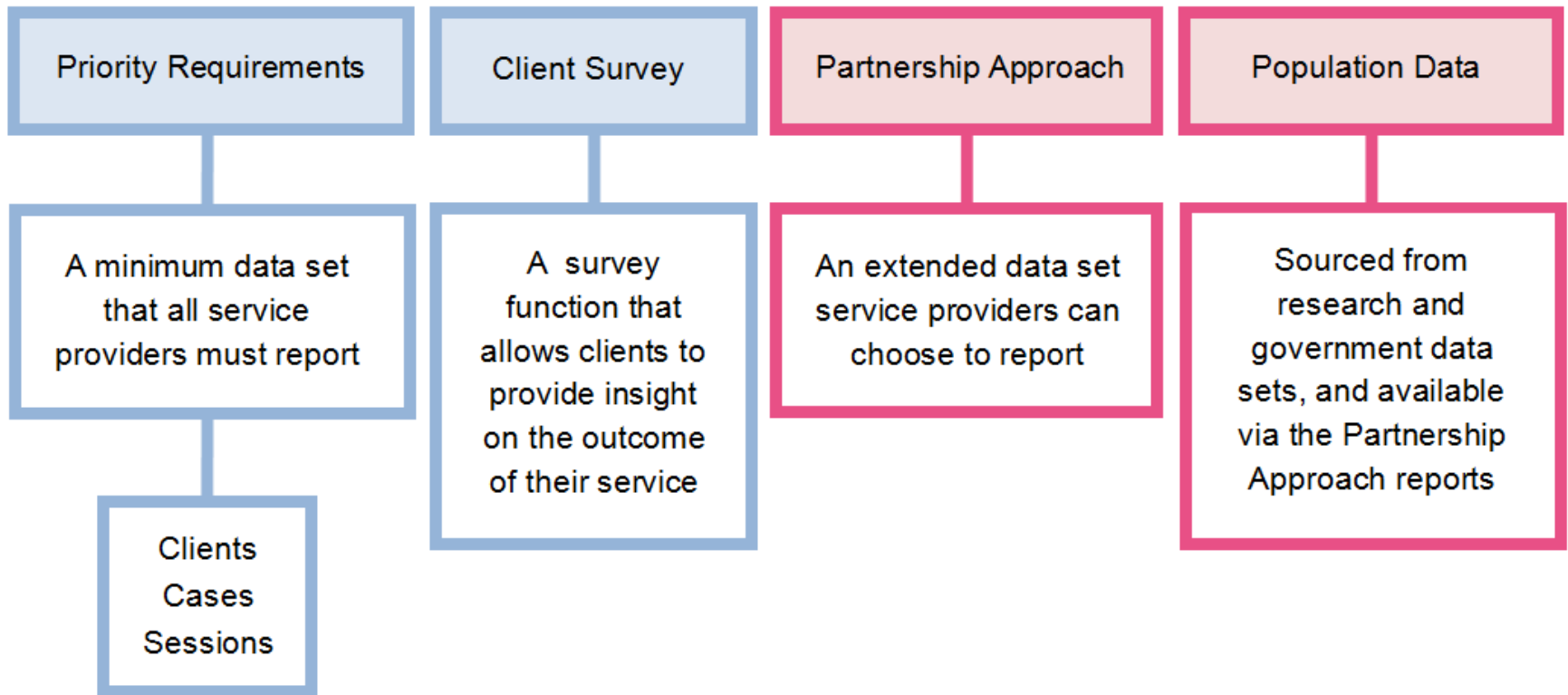
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- To increase the number of clients with outcomes data captured through Data Exchange reporting
- To allow organisations in the partnership approach to compare / contrast their outcomes data with results collected separately in the survey
- To allow organisations that have not opted into the partnership approach to gather client outcomes and meet KPI's 4 and 5 of their grant agreements
- To provide an opportunity for clients to share their service experience

The Data Exchange Framework



Data Exchange Outcomes



The client survey will not replace the need for, or value of, outcomes data collected through the partnership approach, or data that an individual organisation might collect to measure outcomes and inform their activities.

How was the survey developed?

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Research and Evaluation Phase

- 4 waves of research over 18-months
- Developed using control / focus groups of clients from varying demographic backgrounds who had accessed a range of social and health services
- Developed in consultation with organisations delivering a range of DSS and DOH programs
- Developed in consultation with the Australian Institute of Family Studies (AIFS) and the Department of Prime Minister and Cabinet Behavioural Economics Team (BETA)

Key Findings

Clients:

- Welcome and value the opportunity to tell their story
- Indicated they would participate in a survey if it would benefit people or improve services
- Did not want their individual results shared with providers
- Were more likely to engage with the survey if delivered on the premises

Key Assumptions – a pilot starting point

- The survey is online only (web-based)
- A client must complete both a pre and post survey
- The survey is comprised of approximately 50 questions, drawn from existing population-wide surveys mapped to SCORE
- Mandatory for all eligible clients to be offered the survey, but voluntary for clients to participate
- A single survey for all programs, including most SCORE domains

Key Assumptions – a pilot starting point

- The survey would be completed at the location of service delivery
- The survey would take 10 minutes to complete (per survey)
- The survey would only be available to clients 18 + and in English (*exemptions applying where significant barriers to participation arose, such as mental impairment, language, literacy, technology, or safety*)

Client Survey Discussion Paper

- A discussion paper on the client survey was open for comment on the Data Exchange website until 31 March 2017
- 30 responses to the discussion paper were received
- 7 key themes emerged



Piloting the client survey

An illustration of a landscape with a road curving over a hill. A small orange car is driving on the road. The text 'My service story' is written in white on the dark blue area under the road. The background features green hills and dark blue trees.

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Client Survey Pilot

The purpose of the pilot was to:

- Trial survey implementation with organisations
- Trial clients' willingness to participate in the survey

During the first phase of the pilot:

- 61 organisations nominated to participate
- 12 training workshops were delivered
- The survey was offered to clients from late January 2017
- 296 surveys have been completed as at 23 May 2017

Demonstration of the existing client survey

An illustration of a stylized landscape. A light blue road with a dashed white center line curves across the scene. An orange car is driving on the road. The background consists of green hills and dark blue evergreen trees. The text 'My service story' is written in a white serif font across the lower part of the road.

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Pilot feedback

An illustration of a landscape. A light blue road with a dashed center line curves over a dark blue hill. An orange car is driving on the road. The background features green hills and dark blue evergreen trees.

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Feedback from providers in the pilot

Clients:

- Are time poor
- Want to provide feedback on the service they received
- Would like to complete the survey outside of service delivery
- Are surveyed for a lot of other reasons
- Question the need to provide similar data to what's already asked at intake (name, date of birth, gender)

Feedback from providers in the pilot

Staff:

- Can be resistant to change (staff knowledge of survey)
- Clients with low levels of English language or IT literacy need assistance
- Vulnerable clients will likely require staff support to complete the survey
- These factors will impact on the length of time required to complete the survey and will have repercussions for both staff and clients

Feedback from providers in the pilot

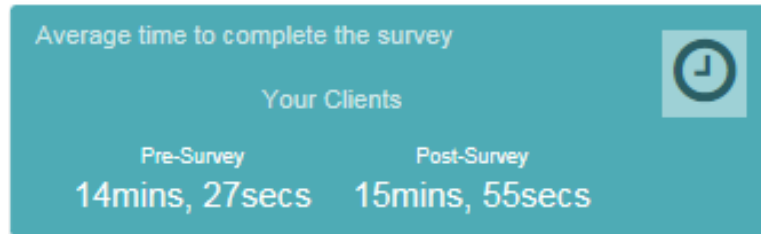
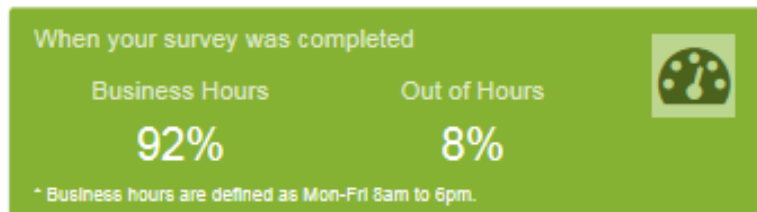
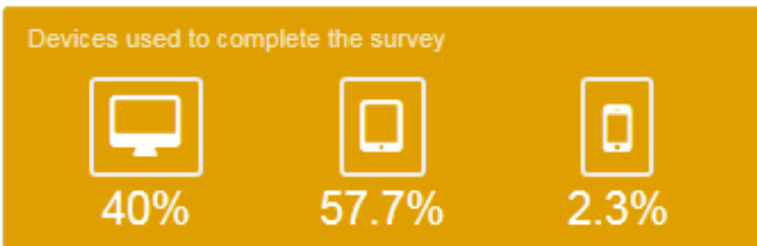
Logistics:

- Finding space on premises to administer the survey
- Financial impacts on human and IT resources to support survey delivery
- Access to reliable internet, particularly in rural and remote locations
- Providing / investigating alternate methods for completing a survey
- Survey methodology: is having a pre and post survey the best option for all services? Particularly those that are one-off, sporadic or unpredictable

Feedback from providers in the pilot and other stakeholders

- Clients may feel over-surveyed / survey fatigued
- The survey may duplicate existing data collection under DEX
- Some of the survey questions could be considered too personal or intrusive, and may lead to clients disengaging with the survey and the service
- Survey questions could be more program specific, and could be entirely non-mandatory
- Having client survey data available to them

What the survey data is telling us

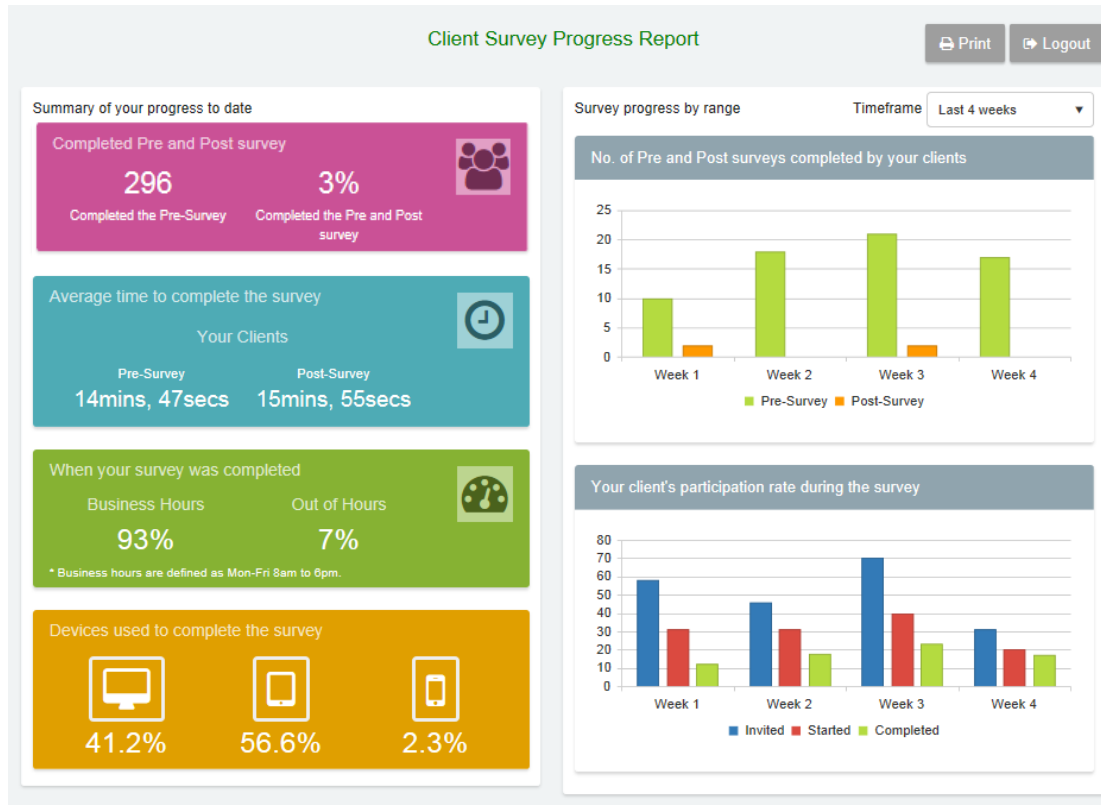


- Average where not needing assistance 14mins 32secs
- Average where assistance is required 24mins 01secs

86% of clients who start the survey, are completing it

Clients who undertake the survey are on average responding to 94% of the non-mandatory questions.

Existing report for the survey



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Survey report in development

Client Survey Dashboard Pilot - Pre-Survey Results Overview

Date Range

- By Calendar Week
- By Calendar Month
- By Calendar Year
- By Quarter

All_Presurvey.SurveyType

- Pre(58)
- Pre(113)
- Pre(114)

Activity

- Children and Parent Support Services
- Commonwealth Financial Counsell...
- Communities for Children - Facilitat...

Delivery Organisation

- Anglicare
- Arabic Welfare Incorporated
- Carers NSW Incorporated
- Carers Tasmania Inc
- Carers Victoria Incorporated

Outlet

- Arabic Welfare Broadmeadows Office
- Bathurst Centre
- Berri

Number of Completes



242

6 Post Survey

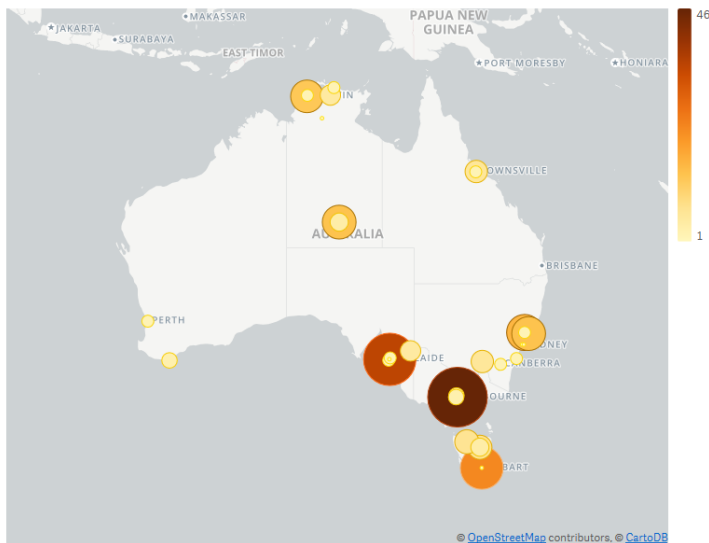
Number of Incompletes



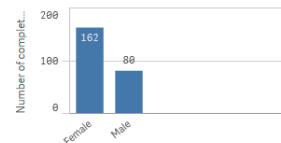
40

2 Post Survey

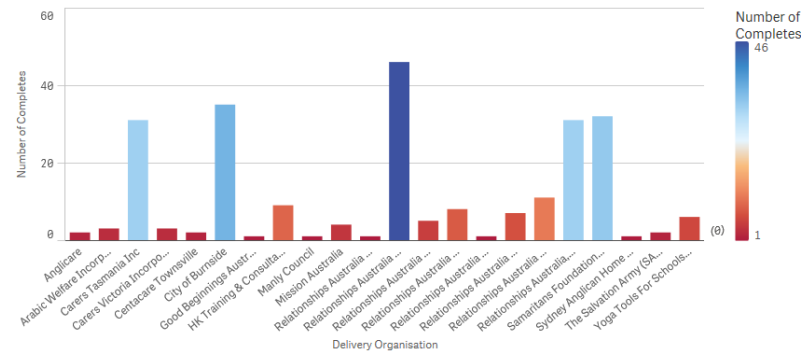
Outlet by Location (point)



Completes by Gender



Completes per Organisation



Survey report in development

Client Survey Dashboard Pilot - Pre-Survey Results Overview 2

Date Range

By Calendar Week

By Calendar Month

By Calendar Year

By Quarter

Q All_Presurvey_SurveyType

Pre(58)

Pre(113)

Pre(114)

Q Activity

Children and Parent Support Services

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Communities for Children - Facilitati...

Q Delivery Organisation

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Arabic Welfare Incorporated

Carers NSW Incorporated

Carers Tasmania Inc

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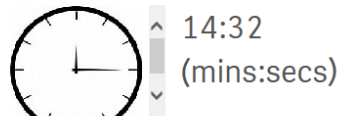
Q Outlet

Arabic Welfare Broadmeadows Office

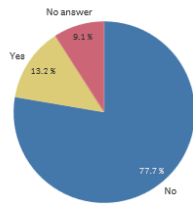
Bathurst Centre

Berri

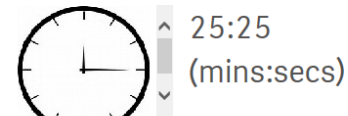
Avg. Time to Complete



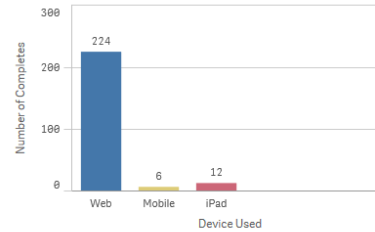
Service Provider Assistance



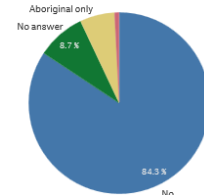
Avg. Time to Complete - Assisted



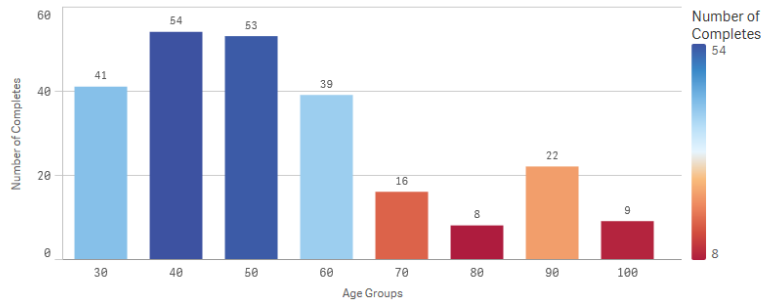
Device Used



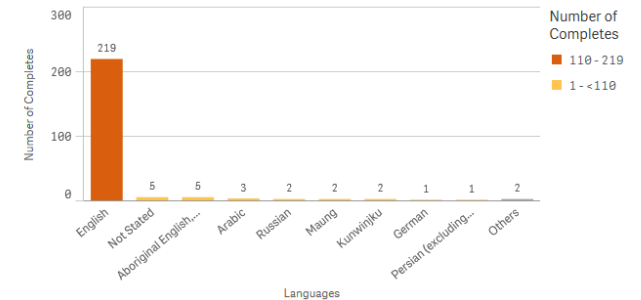
Clients by ATSI



Individual Clients by Age, Group



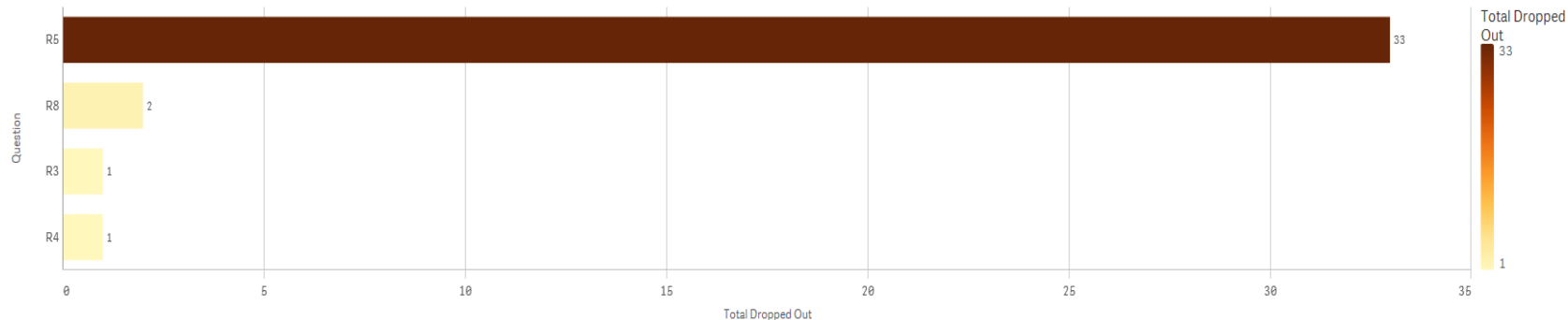
Top 10 Languages



Survey report in development

Drop-outs by Question

Drop-outs by Question, sorted descending



Drop-out Questions, sorted descending

Question #	Q	Question Text	Q	Dropout_Total
R5		*Where did you spend most of your time over the last 4 weeks?		33
R8		About you * Please provide the following details about your permanent residence.		2
R3		Are you of Aboriginal or Torres Strait Islander heritage?		1
R4		About you * Do you currently have a permanent place to live?		1

**What are we proposing as a result
of this feedback?**

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Simplifying the language

- ‘Plain English’ review – to identify ways questions can be changed to be easier to understand and more client focused
- Cultural sensitivity review - to further consider topics that could be sensitive to clients of various backgrounds
- Alternative question sets – to identify new questions, clearer defined questions, or altered questions to target best results

Alternate ways to deliver the survey under consideration

Paper based survey

The Department is committed to investigate this option. While it may address some barriers it also raises significant issues around privacy.

Off-line survey

The Department is exploring the possibility of having the survey available in an off-line mode for completion on a tablet type device.

Telephone assisted surveys

The Department is considering if we could offer telephone assisted surveys for clients who have language or IT barriers.

Review of the policy behind the survey

The Department is open to looking at whether the current policy settings are right for the survey.

We welcome suggestions that would aid in this process and have included a section to capture your immediate thoughts in today's feedback form.

Language barrier improvements

- Adding an audio loop to the survey tool
- Translating the survey

Targeting questions to program objectives

The Department is looking at whether the questions offered to clients can be linked to identified outcomes that program activities are seeking to address.

Alternate ways to deliver the survey

Email

The Department has earned ethics approval to send clients the survey by email for the next phase of the pilot

One-off version of the survey

The Department is developing a one-off survey that captures:

- Basic demographics
- Client reasons for seeking assistance and selecting the service
- Combined pre and post outcomes against the reasons the client was seeking assistance for
- Client-rated satisfaction with services

Demonstration of the one-off survey

An illustration of a stylized landscape. A light blue road with dashed white lines curves over a dark blue tunnel. An orange car is driving on the road. The background features green hills and dark blue evergreen trees.

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Timing and Next Steps

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Timing of implementation

After considering the feedback from the sector the Department has decided to move to a soft launch of the survey which will run from

1 July to 31 December 2017

This period of time will:

- Give organisations time to prepare for the launch of the client survey
- Be used to test the once off survey and additional enhancements to the survey

Next Steps

Organisations are encouraged to prepare to offer the client survey from 1 July :

- Preparing staff and attending survey training workshops
- Identifying resource requirements

All enquiries: myservicemystory@dss.gov.au