Australian Government
Department of Social Services

Data Exchange

Try, Test and Learn Client survey

February 2019

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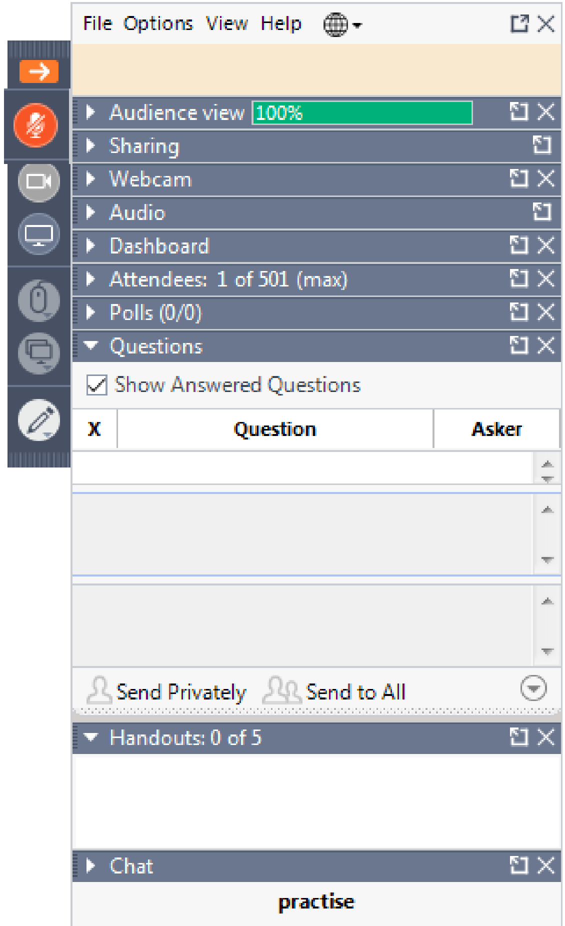
Group chats can be seen here



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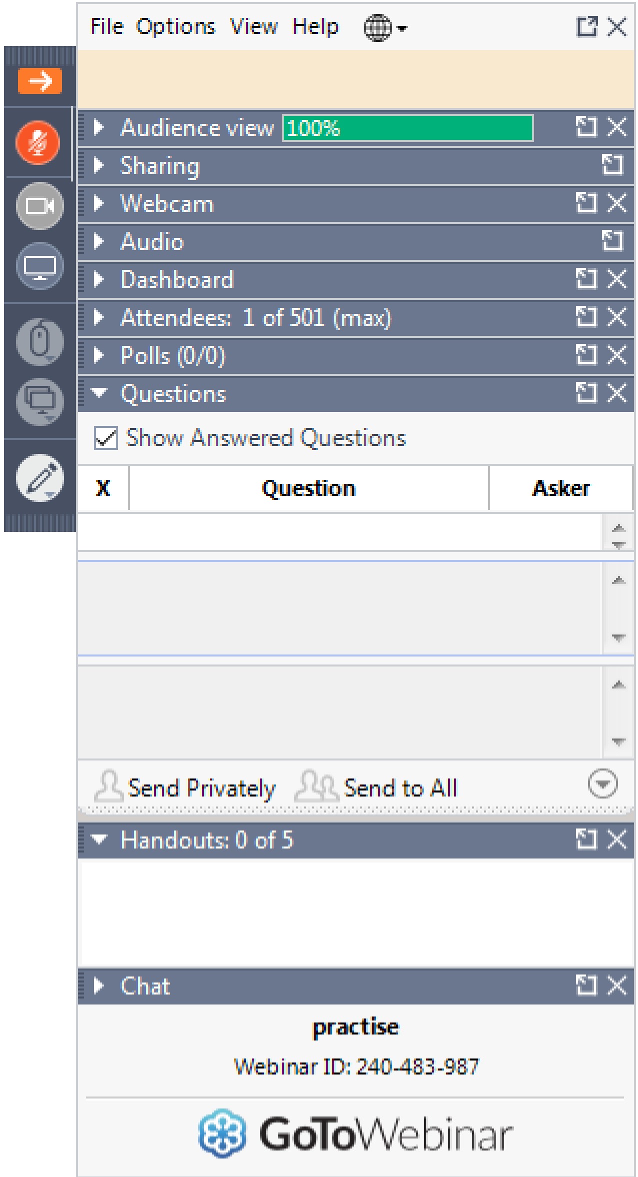

Agenda

Overview of the TTL client survey

Organisations’ role in survey delivery

TTL Client survey walkthrough

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Overview of the TTL client survey

Try, Test and Learn (TTL) Fund

- Develops and funds new or innovative policy responses aimed at improving workforce participation or capacity to work for groups at risk of long term welfare dependence.

- Data Exchange enables project monitoring, and de-identified linkage to other data sets such as welfare payments data.

TTL client survey

The survey aims to capture:

- Basic information about each person,
- Involvement with work and study,
- How they see themselves, and
- Potential barriers to work and study.

What is the survey?

The survey is:

- A online survey, with ‘text-to-speech’ functionality,
- Can be completed on a desktop computer, laptop, device or smartphone,
- One survey – offered at the start and end of a program, sometimes in the middle.


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Client eligibility

- All clients over 18 years old accessing a TTL funded program are eligible to complete the survey.
- All clients under 18 years old who are considered a mature minor are eligible to complete the survey.

Client exemptions

Exemptions apply where:

- The client is **not able to consent** to participate.
- There is a **significant barrier to participation** such as mental impairment, language barriers, technology barriers, safety issues.
- The client is in **acute distress**.
- The client is **not fluent in English**.


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Organisations role in survey delivery

Survey administration

TTL organisations’ role in survey administration is to:

- Offer the survey as part of service delivery.
- Invite clients after determining their ability to consent and no conditions for exemption are present.
- Identify and overcome barriers to participation.
- Initiate participation through a login page.

Timing for client invitations

Clients are to be invited to complete this survey three times at most:

1 - at the beginning of the service

2 - where they were unable to participate at the start of the service

3 - at the end of the service

* The survey questions remain the same, regardless of when the client is invited to participate.

Survey administration steps

1. Consider where the survey will be delivered

2. Invite the client to participate

3. Offer the 'Participant Information Sheet' to clients.

4. Seek the client's consent to participate

5. Log in to the survey

6. Support the client (if required)

Step 1

Step 1	Consider where the survey will be offered

How will the client participate?

- Using a provided device, onsite? If so, set up a private location where clients can complete the survey and secure the device.
- On their own device, onsite? Will your organisation offer Wi-Fi?
- On the clients device, at a location of their choosing? If so, ensure the client has access to support should they find the survey distressing.

Step 2

Step 2	Invite the client to participate in the TTL client survey

Invite clients:

- Where the client is not experiencing distress,
- Is over 18 years old, or under 18 but considered a mature minor, and
- Has the ability to offer informed consent by understanding:
  - the types of questions that will be asked
  - that the survey is voluntary
  - they can exit at any time; and
  - their response will not affect services.

Step 3

Step 3	Offer the ‘Participant Information Sheet’ to clients

This step is **critical**. When inviting clients, you must outline the information in the ‘Participant Information Sheet’ and offer the client a copy, or send it electronically. The key information is:

- the purpose and use of the survey
- the use of information
- the number of times they will be invited to participate
- the collection of personal information
- privacy
- that their response (or not) will not affect services
- how clients can exit the survey


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Step 4

Step 4	Seek the client's consent to participate

Consent will be obtained from survey respondents by an implied consent process:

- Once you have shared the information in the 'Participant Information Sheet'.
- They have verbally agreed to complete the survey.

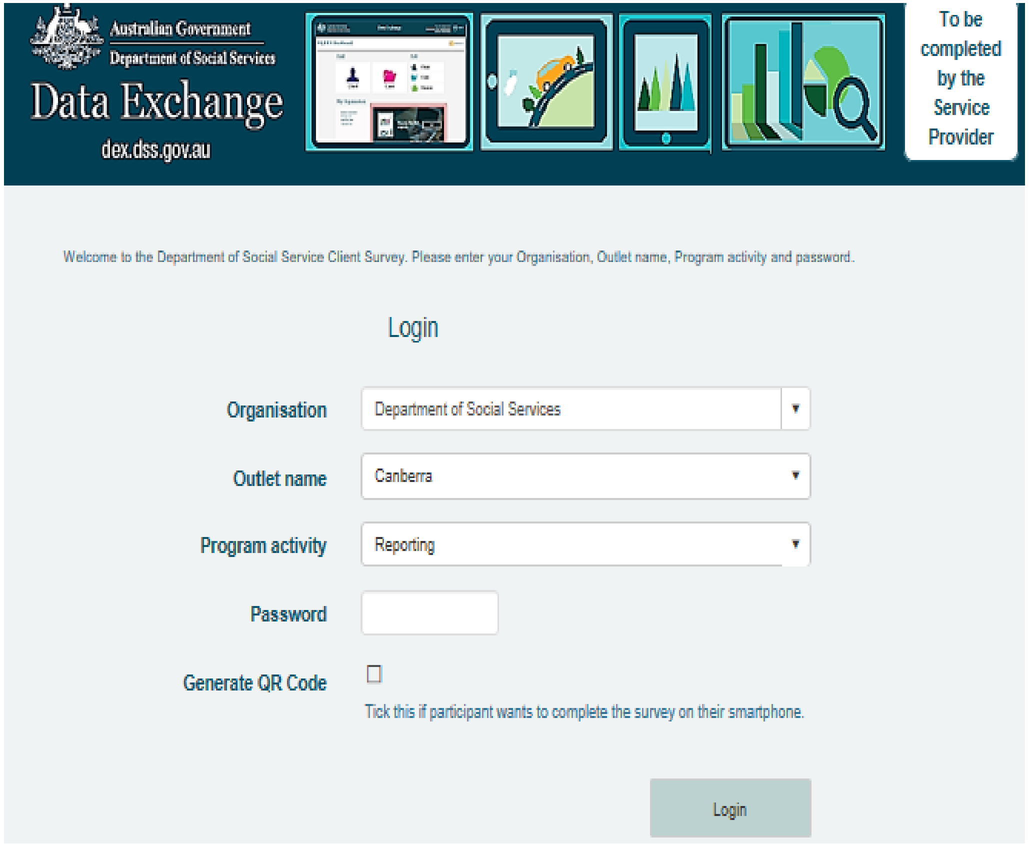
A client is considered to have offered consent when they have clicked the 'START SURVEY' button at the end of the TTL client survey welcome page.

Step 5

Step 5	Log in to the survey

Enter your:

- Organisation,
- Outlet,
- Program activity (Try Test and Learn, Tranche 1 or 2),
- Password.



Step 6

Step 6	Support the client (if required)

The safety and wellbeing of the client is always paramount.

Ensure clients have access to supportive people or a support service, should they find the survey distressing.

Clients completing the survey at home will have access to information about support in the ‘Participant Information Sheet’.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Answers…

TTL Client Survey Report

- The report is in development.
- Organisations will be able to access aggregate, de-identified data only.
- Release of data is dependent on a sufficient sample size of responses, to protect clients privacy.

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Survey walkthrough

Key points:

- The survey should be offered to all clients, keeping in mind the inclusion and exclusion criteria.
- Organisations must adhere to the ethics approved survey delivery approach.
- Seek DSS advice if in doubt.

Where to get help:

Funding arrangement manager

- TTL Fund questions
- Reporting milestone/KPI issues

TTL Evaluation

- Questions about the TTL client survey
- Help with the TTL evaluation
- ttle.helpdesk@dss.gov.au

Data Exchange Helpdesk

- Help with Data Exchange
- Technical questions

Data Exchange

Collect. Report. Evaluate.

Data Exchange website

- Training material and policy support documentation
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Questions