



Australian Government  
Department of Social Services

# Data Exchange

Try, Test and Learn Client survey

February 2019

# Using the webinar control panel

Check your sound. This microphone symbol will be red, to show you are 'muted'.

'Muted' means you can't ask questions using your voice.

Type in your questions here

If handouts have been provided, you'll find them here

Group chats can be seen here

The screenshot shows a webinar control panel with a menu on the left and a main content area on the right. Blue arrows point from the text on the left to the corresponding elements in the interface:

- An arrow points from the 'muted' text to the microphone icon in the menu.
- An arrow points from 'Type in your questions here' to the question input field.
- An arrow points from 'If handouts have been provided...' to the 'Handouts: 0 of 5' section.
- An arrow points from 'Group chats can be seen here' to the 'Chat' section.

The interface includes a top menu (File, Options, View, Help), a status bar (Audience view 100%), and a list of controls: Sharing, Webcam, Audio, Dashboard, Attendees (1 of 501 max), Polls (0/0), and Questions. The Questions section is expanded, showing a table with columns for 'Question' and 'Asker'.

X	Question	Asker

Below the table are options for 'Send Privately' and 'Send to All', and a 'Handouts: 0 of 5' section. At the bottom, there is a 'Chat' section and the name 'practise'.

Please ensure your audio is on 'mute' so that no sound is coming from your phone or computer / laptop as this can affect the sound quality during the webinar.

# Using the webinar control panel

When it hasn't be used for some time, the control panel will minimise.

To expand, select the orange arrow



The screenshot shows the GoTo Webinar control panel interface. At the top, there is a menu bar with 'File', 'Options', 'View', and 'Help'. Below the menu bar, there is a list of settings with expand/collapse icons and close buttons:

- Audience view: 100%
- Sharing
- Webcam
- Audio
- Dashboard
- Attendees: 1 of 501 (max)
- Polls (0/0)
- Questions

Below the settings, there is a checkbox for 'Show Answered Questions' which is checked. Below that is a table with the following structure:

X	Question	Asker

Below the table, there are options for 'Send Privately' and 'Send to All'. Below that is a section for 'Handouts: 0 of 5'. At the bottom, there is a 'Chat' section and a footer with the text 'practise Webinar ID: 240-483-987' and the GoTo Webinar logo.

# 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.







# 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.

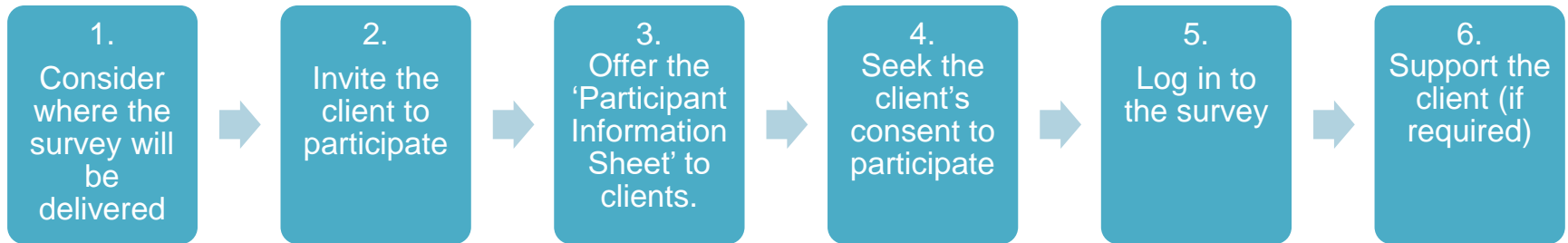
# Timing for client invitations

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





# 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



# 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.

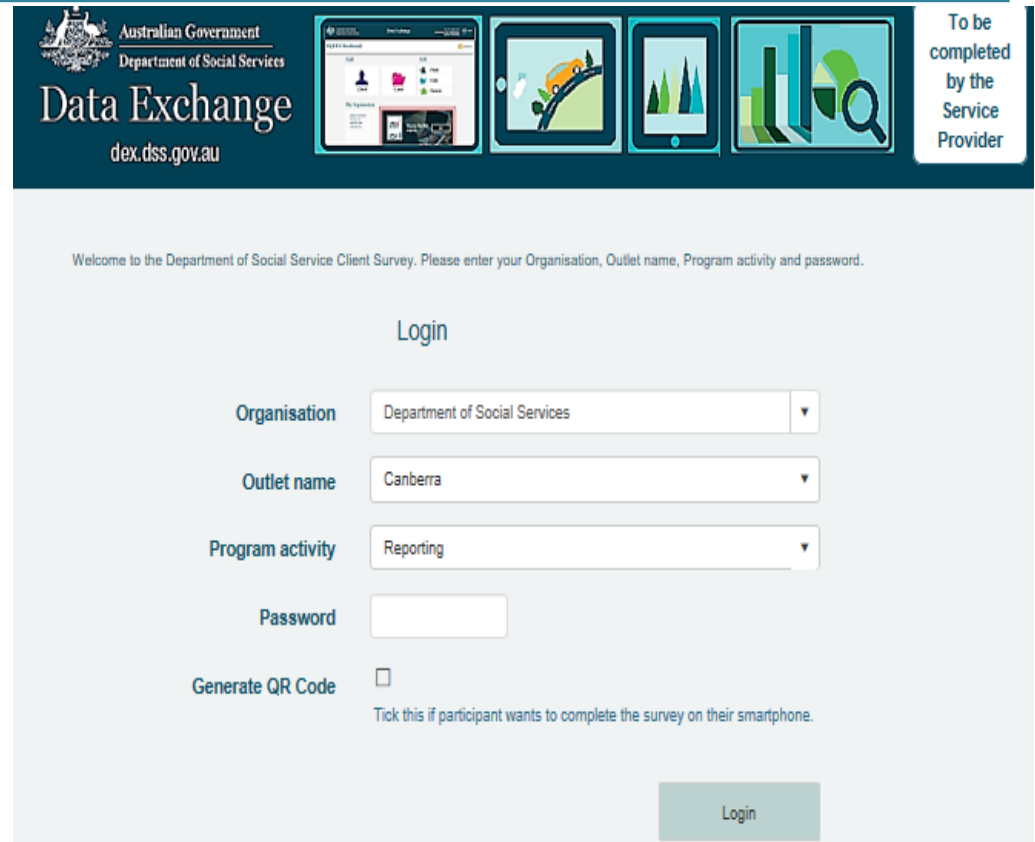
A client is considered to have offered consent when they have clicked the 'START SURVEY' button at the end of the TTL client survey welcome page.

# Step 5

## Step 5 Log in to the survey

Enter your:

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



The screenshot shows the login interface for the Data Exchange. At the top, there is a header with the Australian Government logo, the text 'Australian Government Department of Social Services', and the 'Data Exchange' logo with the URL 'dex.dss.gov.au'. To the right of the header are four icons representing different devices and a bar chart, and a box stating 'To be completed by the Service Provider'. Below the header, a welcome message reads: 'Welcome to the Department of Social Service Client Survey. Please enter your Organisation, Outlet name, Program activity and password.' The main form area is titled 'Login' and contains four dropdown menus: 'Organisation' (set to 'Department of Social Services'), 'Outlet name' (set to 'Canberra'), and 'Program activity' (set to 'Reporting'). There is also a password input field. Below the password field is a checkbox for 'Generate QR Code' with the instruction 'Tick this if participant wants to complete the survey on their smartphone.' A 'Login' button is located at the bottom right of the form.

# 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'.







# 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
- [tte.helpdesk@dss.gov.au](mailto:tte.helpdesk@dss.gov.au)



## Data Exchange Helpdesk

- Help with Data Exchange
- Technical questions



Collect. Report. Evaluate.

## Data Exchange website

- Training material and policy support documentation
- Subscribe to receive updates



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# Questions