

WHY SURVEYS?



Workers often feel that conducting surveys with people accessing their service is just a 'tick-a-box' activity to collect data for compliance measures or reporting to funding bodies.

Reframing this mindset to see the meaning and beneficial ways that survey tools can be used in your practice can greatly improve your practice approach and connection with service users.

Use your data to advocate for your consumers. Having evidence to support your claims will be effective for change.

Data collection can not only aid evaluation, but also support program development and growth. Use your data as a learning opportunity.

Approach survey questions in a conversational way. This can help build great rapport and engage with service users and help in better identifying needs. Use deep listening, and take your time!

Clearly explain to people the purpose of asking these questions. This will help make the discussion more meaningful and mitigate feelings of research and evaluation being 'done to' them.

HELPFUL RESOURCES

[How to write a survey questionnaire for evaluation: A guide for beginners](#) - Australian Institute of Family Studies (AIFS)

[Using a survey to collect data for evaluation: A guide for beginners](#) - AIFS