

# Review survey methodology

## *Purpose of Review surveys*

The Review surveys have been developed by Social Ventures Australia with funding from the Citi Foundation. The purpose of the Review surveys is to enable youth employment program providers to collect feedback from young people, in order to better understand what's working well in a program and what could be done differently, as well as to give organisations the means with which to understand and communicate their impact.

## *Shared measurement*

Social purpose organisations that work with young people on their journey to employment do not have a common approach to understanding the effectiveness of their programs or the impact that their programs have on young people's lives. This hinders their ability to demonstrate value, improve their practice and learn from others working in the sector.

The Review shared approach to measurement empowers organisations by providing a set of tools that have been specifically designed to meet the needs of the youth employment sector and their stakeholders. It enables organisations to understand their programs and outcomes and to learn from results across different programs. Review saves organisations valuable resources that would otherwise be used to develop their own frameworks and tools.

## *The goal: young people in employment*

Supporting young people to find and maintain work is the ultimate goal of all social purpose organisations working to improve the employment outcomes of young people, however there is no common definition of success.

The Australian Government's definition of success is based on the proportion of job seekers who sustain their employment for four, 12 and 26 weeks. However, these measures are too narrow as it tells us nothing about young people's experience of work or job quality and does not allow us to measure whether a young person is closer to work, even if they are not yet employed.

## *Review: a broader definition of employment outcomes*

Review creates a common definition of success by enabling youth employment providers to not only measure whether a young person has moved from unemployment into paid employment, but to also measure the quality of the job that a young person finds themselves in, as well as their journey to employment.

The Review framework uses the below subjective and objective indicators to measure job quality:

### *Subjective:*

- Job satisfaction

*Objective:*

- Type of work
- Number of hours
- Use of skills (education, training, qualifications)
- Opportunities for learning and development

Review also enables organisations to measure whether a young person is closer to employment by measuring progress against employability factors\* important to achieving a successful job outcome.

- **Attitude to work**  
A young person's outlook and approach to learning and work. This includes their general feelings about participating in work and their aspirations.
- **Capacity to access labour market opportunities**  
A young person's confidence to find work; the knowledge and skills required to find a job, including understanding how to search for jobs and present themselves to employers.
- **Career direction**  
A young person's career direction including their ability to develop a plan for employment.
- **Qualifications, education + training**  
A young person's enrolment in and attainment of qualifications and accreditations, and further education or training that will help with their future career.
- **Networks**  
A young person's connection to people that are likely to support them to find employment.

\*Source: [A strategy for evaluating Empowering YOUTH Initiatives](#)

*Review survey methodology*

There are three written surveys which can be either self-administered by young people or conducted in person. The surveys have been designed to be completed by young people aged 16-24 years. The number of questions that a young person answers in each survey is dependent on their individual circumstances. Each survey takes 2-8 minutes for a young person to complete.

All questions in the surveys are mandatory unless otherwise stated e.g. barriers to work, free text responses.

The surveys combine yes/no questions, multiple choice questions with predefined answers offering respondents the possibility to choose among several options, and 7-point Likert scale questions which ask respondents to grade on a "very satisfied" to "very dissatisfied" scale and a "strongly agree" to "strongly disagree" scale. The surveys each have one optional open-ended question which provides respondents space to elaborate on their answers. This contributes to improving the interpretation of the overall results and provides valuable qualitative data in addition to quantitative data.



Survey one is completed by a young person at the beginning of a program (within the first two weeks). Survey one is used as a baseline against which to measure whether the employment, education and employability outcomes of young people have been improved as a result of the program and are sustained following the end of the program.

Survey one has a minimum of 16 questions and a maximum of 21 questions. These questions are designed to capture demographic information, education qualifications, work experience, readiness for work, and personal factors that may affect a young person's ability to find and maintain work. Questions are based on the [Job Seeker Classification Instrument](#) (JSCI) which is a survey used by the Australian Government Department of Education, Skills and Employment and Government funded employment services providers.

Survey two is completed by a young person at the end of a program. Survey two has a minimum of six questions and a maximum of 12 questions. These questions focus on program implementation with a view to improving program design and performance, as well as measurement of program outcomes. They facilitate a better understanding of the process of change, of what works, what doesn't and why. Questions have been designed to track the features of an effective youth employment program as well as to measure outcomes, as per the Review outcomes framework (see appendices).

Survey three is completed by a young person after they have left a program (approximately three months after). This helps to measure whether the employment, education and employability outcomes of young people have been sustained since the end of the program. Survey three has a minimum of four questions and a maximum of 11 questions.

### *Privacy*

Some of the information collected in the Review surveys is personal information and may be considered sensitive under the Privacy Act. It is the responsibility of each organisation to check their own obligations in relation to the Australian Privacy Principles and Privacy Act.

Organisations using the Review platform will not have access to individual survey data. This has been designed to protect the privacy and confidentiality of young people responding to the surveys.

The Review Participant Information sheet has been developed as a template to be used by Providers when advising young people of their rights in relation to the surveys. There is also a consent form at the beginning of each survey which a young person must agree to before progressing. Young people do not have to complete the surveys and their decision to stop will not affect the support they receive.

### *Pilot and testing of the tools*

The Review surveys were tested throughout a pilot period from September 2019 and February 2020. Seven organisations and 40+ young people from diverse backgrounds and locations across Australia tested the tools. The surveys have since been updated based on the feedback collected and observations from the project team.

For more information or to provide feedback about the Review surveys please contact [review@socialventure.com.au](mailto:review@socialventure.com.au)



Appendix 1

Review survey questions aligned to the features of effective youth employment programs

Young people are asked at the end of a program to rate the below statements on a 7-point Likert scale “strongly agree” to “strongly disagree”. Where there are two questions related to a feature the average score is measured.

<b>Program features</b> <b>An effective youth employment program...</b>	<b>Survey questions</b>
Recognises young people’s strengths and aspirations	The program helped me to focus on what I am good at
Supports young people to develop goals for employment and where relevant life goals	I know what kind of work I would like to do in the future  I know what I need to do next to reach my work goals
Identifies and responds to the range of issues experienced by young people	The program helped me with some of the things in my life that are making it hard for me to find work
Builds trusted relationships with young people	There is someone from the program that I trust to go to for help or advice
Includes activities that support young people to develop employability skills	N/A – not measured in Review surveys as each program will focus on different employability skills
Includes activities that support young people to develop technical skills that meet specific job needs	N/A – not measured in Review surveys as each program will focus on different technical skills
Provides young people with high quality relevant information that supports their search for work	I know how to find a job  I know what jobs are available in my area



Provides young people with opportunities to gain practical work experience	The program gave me the chance to get useful work experience
Connects young people with employers	The program gave me the chance to meet people who work in jobs I am interested in
Provides support to young people for the time needed for them to reach their employment goals	I know where I can get help if I need it  Since the end of the program, I got help when I needed it (survey three only; post-program follow-up)

Appendix 2

Review outcomes framework

Priority outcome	Indicator	Questions to ask to get information about the indicator	Person you can ask the questions	Data source	Frequency with which you will gather the data	How data will be stored
Young people are employed in good quality jobs	% of young people that have secured paid employment	Are you currently in paid work? (y/n)	Young person	Review surveys	Start of program, end of program + 3 months follow up	Review platform
	% of young people that are in good quality jobs	How satisfied are you with your job? *	Young person	Review Surveys	End of program + 3 months follow up	Review platform
		What kind of job do you have? <ul style="list-style-type: none"> <li>- Casual or temporary</li> <li>- Apprenticeship or traineeship</li> <li>- Permanent / ongoing</li> <li>- Self-employed</li> </ul>	Young person	Review Surveys	Start of program, end of program + 3 months follow up	Review platform
		Are you still looking for work? <ul style="list-style-type: none"> <li>- No</li> <li>- Yes, because my job is unpaid</li> <li>- Yes, because I want more hours</li> <li>- Yes, because my job doesn't use my skills</li> <li>- Yes, because (free text)</li> </ul>	Young person	Review Surveys	End of program + 3 months follow up	Review platform

\*7 point Likert scale – “very satisfied” to “very dissatisfied”

Young people are employed in good quality jobs	% of young people that are in good quality jobs	Do you think you are learning things in your job that will help with your future career? (y/n)	Young person	Review Surveys	End of program + 3 months follow up	Review platform
Young people are in education or training	% young people enrolled in education and training that will help with their career	Are you studying at the moment? (y/n) Are you studying something that will help with your future career? (y/n)	Young person	Review Surveys	Start of program, end of program + 3 month follow up	Review platform
Young people have improved attitudes towards work	% of young people that report an improved attitude to work	How much do you agree with the following? ** Having a job is important to me	Young person	Review Surveys	Start of program + End of program + 3 months follow up	Review platform
Young people have increased networks	% of young people that report they know more people who can help them find work	How much do you agree with the following? ** I know people who can help me find work	Young person	Review Surveys	Start of program + End of program + 3 months follow up	Review platform
Young people have improved capacity to access labour market opportunities	% of young people that report increased confidence to find work	How much do you agree with the following? ** I think my chances of getting work are good	Young person	Review surveys	Start of program, end of program + 3- months follow up	Review platform
	% of young people that report improved job search skills	How much do you agree with the following? ** I know how to find a job	Young person	Review Surveys	Start of program, end of program + 3- months follow up	Review platform
	% of young people that report an improved knowledge of the labour market	How much do you agree with the following? ** I know what jobs are available in my area	Young person	Review Surveys	Start of program + End of program	Review platform



Young people have improved career direction including ability to career plan	% of young people that report that they know what work that they would like to do in future	How much do you agree with the following? ** I know what type of work I would like to do in the future	Young person	Review Surveys	Start of program + End of program + 3 months follow up	Review platform
	% of young people that report that they have a plan to reach their career goals	How much do you agree with the following? ** I know what I need to do next to reach my work goals	Young person	Review Surveys	Start of program + End of program + 3 months follow up	Review platform

\*\* 7 point Likert scale – “strongly agree” to “strongly disagree”