**EGL Survey Process and Considerations**

**Prerequisites for the interviewer:**

* Good familiarity with the questions, and what kind of information each one is trying to elicit so that the interviewer can re-word / explain the question in multiple ways, and so that they can interpret people answers to determine the score they should be given.
* Having good communication skills is essential, and an ability to explain information in plain English. Also, it is preferable for the interviewer to not be familiar to the people being interviewed to try and limit any pressure people might feel to respond in a particular way.
* Experience in asking open (but not leading) questions to elicit more information from people to help with determining what their final score would be.

**Considerations / Validity Challenges:**

* Ideally it would be good to have people self-report what they believe their situation to be (to avoid any bias from interviewers). However, this was a challenge as many participants had limited ability for introspection, and sometimes a personal grievance that wasn’t directly related to our meeting would occupy their thoughts and cloud their scoring.
* Therefore, the interviewers scored the participants answers in line with the response criteria and then cross check their scoring after the interview. If there was a discrepancy between scores, we would discuss why each interviewer chose the score and try to reach an agreement. If an agreement could not be made on the score, then the lower score would be chosen.
* We used both a 5-answer option and a 3-answer option set of Easy Read questions. When asking participants to self-report, and choose their own option, the 3-option was useful in reducing the cognitive load for the participants, but it did reduce our ability to accurately record their situation. When the interviewer was scoring the participant’s answers the 5-option was perhaps better, as it did not impact on the participant, and had greater ability to record their situation.
* Important to use a random selection process to ensure that a diverse sample is interviewed, and not just the people who wished to volunteer (who tend to give more positive answers).

**Interview Set Up:**

* Essential to have people’s networks and teams involved to assist with getting people there and helping with explaining the reason for the interview beforehand e.g. with support they can start formulating their ideas on how happy they are, and how successful the service is before the survey.
* Creating an informal interview environment was important to encourage people to feel free to speak openly. We performed the interviews in a group setting (approx. 6 people) and provided morning or afternoon tea, we also encouraged people to move around if they needed to, and we took regular breaks (the interview generally took 2.5 hrs). We also gave approximately half an hour at the start of the interview to allow for introductions e.g. where we are from, what we do for work / fun. This information was very useful for facilitating discussion throughout the interview.
* People were given the option to have a support person attend with them, but it was important to make it clear with these people that they needed to be careful that they were not influencing people’s answers.
* We found that discussing the Enabling Good Lives model was an intimidating topic for most people if they were not already familiar with it. Therefore, we discussed it in the context of how happy people are with their support (see information sheet that was sent to people below).

*Hi,*

*You are being invited to participate in a survey with …………………………...*

*The survey is about:*

* *Your support plan*
* *Your dreams and goals, and if you’re making progress towards them*
* *Your involvement in the Community*
* *Your team of support workers, how well they communicate and if there is room for improvement.*
* *How well we’re doing at* [*in*sert your agency's name here] *to support you to live a good life*

*The interview will take about 2.5 hours, but that’s mostly so you don’t feel rushed and can enjoy some morning or afternoon tea.*

*We really appreciate your feedback, and hope you can join us*