

THE PERSONAL WELLBEING INDEX ADMINISTRATION MANUAL

HOW TO ADMINISTER THE PERSONAL WELLBEING INDEX - FOR SHS PROVIDERS

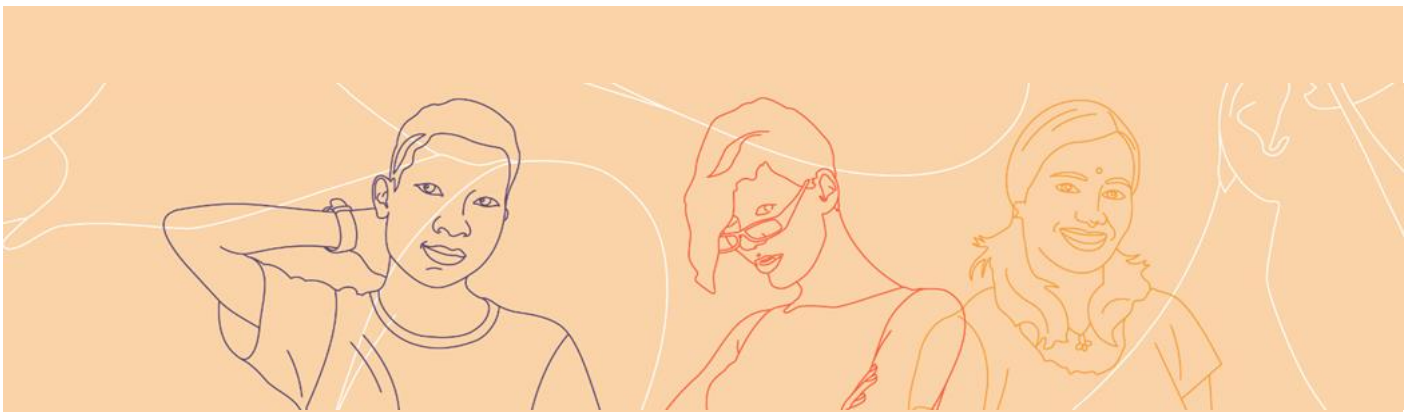


Table of Contents

Purpose of the Administration Manual	3
When to administer the PWI.....	3
Ethical considerations.....	3
When NOT to administer the PWI	4
Administering the PWI to young people.....	4
How to introduce the PWI.....	5
Introducing the Personal Wellbeing Index	6
How to fill in the PWI.....	8
Sharing the results of the PWI.....	10
Template for feeding back PWI results	11
Personal Wellbeing Index Feedback	12
Appendix A: The Personal Wellbeing Index (PWI-SC).....	17
Appendix B: The Personal Wellbeing Index (PWI-A).....	19
Appendix C: Pre-test	21
Appendix D: Information and consent for young people aged 12 to 17 years.....	22

Purpose of the Administration Manual

The key purpose of the administration manual is to explain how to conduct and then report on the Personal Wellbeing Index (PWI). Technical instructions for entering the PWI in CIMS (if your services uses that system) are provided in the CIMS help topics.¹

When to administer the PWI

- **The START PWI needs to be administered within two weeks of a person commencing case management.** Each service provider will have a slightly different approach. For example, some providers have intake workers who will be administering the PWI around the time of case commencement, where appropriate.
- **The PERIODIC PWI will vary depending on the model of care.** They will occur at either three monthly or six monthly intervals to track a person's journey through the service. The minimum length of time between START and PERIODIC PWIs is three months. Providers are to determine whether three or six month intervals are most appropriate for their service delivery. The interval chosen should be achievable based on the patterns of engagement with the person and also aim to be the least intrusive option. Once decided, the interval period should remain the same throughout that person's support. The PERIODIC PWI could be administered as part of a case plan review.
- **The END PWI needs to be administered between 2 to 4 weeks prior to the persons planned exit from the service.** The END PWI could be administered during the exit interview or final case plan review.
- **The PWI needs to be administered at least twice.** Once at the beginning and again at the end of support. Support does not have to meet a minimum length of time to have an end survey completed. The END PWI can be done without a PERIODIC PWI, including for clients that have had a support period shorter than three months.

Ethical considerations

Completing the PWI is **voluntary** for all people. It is critical that people accessing services have enough information, in language they can understand, to make an informed decision about completing the PWI.

This information must include the confidentiality of their results and reassurance that not completing the PWI will have no impact on the support they will receive from services. A person may decide not to complete a PWI at any point in their service support period.

¹ DCJ is currently working with Aboriginal stakeholders to develop a culturally safe and appropriate version of the PWI for use with people accessing your service who are Aboriginal. Additional guidance may be added to this manual, when this version is available for use.

When NOT to administer the PWI:

- If a person refuses to complete the PWI - Whilst the PWI is encouraged to better understand how to support people accessing homelessness services it is not compulsory.
- If a person self identifies, or the provider assesses that they have a cognitive impairment that impacts their ability to complete the PWI.
- If a person arrives triggered or experiencing strong emotions the PWI should be administered on another day. The PWI should **NOT** be administered during signs of excessive distress including (but not limited to): extreme agitation, shaking, a clear desire to leave (either expressed verbally or through actions such as getting up and moving around), any indication that the client is experiencing flashbacks or reliving a traumatic event, and uncontrollable crying.
- Stop administering the PWI if a person becomes triggered when completing the PWI.
- If the person is under 12 years of age – the PWI is not valid for use with this age group.
- If the person is not engaged with an active case plan – current guidelines restrict the PWI to people in case management for reasons of trauma informed and safe experiences for clients.

The **exit** PWI should also not be administered just after a person has received good news, like obtaining housing. Extreme positive moods impact the responses to the questions.

Administering the PWI to young people

The PWI manual recommends asking for approval from a parent or legal guardian when administering the PWI to young people aged under 18 years.

Obtaining parent or guardian consent would not be appropriate if an unaccompanied young person presents to a service. The young person may have no current contact, or have unstable and problematic contact with their parents/guardians.

The DCJ position on the administration of the PWI with young people under 18 years is as follows:

1. Children aged zero to 12 years are not to be given the PWI.

Current advice from the PWI authors is that the PWI is no longer considered valid for use with people aged under 12 years.

2. Children aged 12 to 16 years who are unaccompanied at the service, can provide their own consent to take part.

Consent from this cohort group will only be accepted if the worker is satisfied that the young person has a sufficient understanding and maturity to comprehend what they are consenting to. Use the pre-test to see if they can understand and respond validly to the PWI scale. In these cases use the pre-test example in **Appendix C**.

3. Children aged 12 to 16 years who are with a parent/guardian at the service, will need their consent to take part.

This is in line with the PWI manuals recommendation.

4. Children aged 16 and 17 years can give their own consent to take part.

The PWI authors currently advise that people aged 16 years and over are capable of consenting to use of the PWI, provided they do not have a cognitive impairment.

A recommended consent form for scenarios 2 to 4 is at **Appendix D**. This form will also be available for download from CIMS (for services that use this system).

How to introduce the PWI

The PWI is a reliable and valid outcome tool which means that the questions for the PWI cannot be changed. This is so that everyone who completes the survey has been given the same questions.

Using your own wording or interpretation of the question will make the results invalid and unable to be included in data reporting. The following is a suggested template for introducing the PWI. There are some things you must say, but the way you say these things can be adapted to fit your natural conversations with people accessing your services.

The first step is to help the person accessing your services to understand why the PWI may be helpful to them.

The following template includes some comments from a person who was asked to fill out the PWI. Some people will not need to know all the information below. Your practice wisdom will guide how much information each person accessing your service needs to fully understand the PWI, and to build a curiosity about how their wellbeing score could be helpful to them.

You may want to print this template out and have it easily accessible as a worker guide or client information sheet.

Introducing the Personal Wellbeing Index

What is the Personal Wellbeing Index (PWI)?

- Wellbeing is how you think you are doing. It isn't just about how happy you feel, but includes a combination of things that impact how you think about yourself.
- The PWI was developed by an Australian researcher to measure wellbeing. It has been used with tens of thousands of Australians and people all over the world.
- The PWI has been shown to be a very good indicator of a person's wellbeing.

What is the point of answering these questions?

- The PWI could help you understand how to improve your wellbeing.
- Understanding your own wellbeing can help you find ways to boost your wellbeing.
- Maybe you are thinking 'but I just want housing'. We definitely want to help you with that, but your wellbeing is important too. Improving your wellbeing can help you deal with the obstacles that life can throw at you even when you have housing.

Some people feel a little worried or hesitant about filling in forms. This is what one person thought when they were asked to complete the PWI.

When my worker passed me the paper I thought what is this rubbish – I didn't give him my mind. I thought it was just a piece of paper, but I filled it out as I thought. Then I thought jeez what does this mean.

The questions opened my mind more. I knew these questions would help the worker be able to provide me better help.

I did a second one later and my worker showed me both of them. it made me realise I could change my situation.

A little bit more about the PWI

- The PWI is **NOT** a diagnosis.
- There are **NO** right or wrong answers.
- This is about **YOU** and how you feel.
- You can take as long as you need to fill out the PWI.
- Your answers will not prevent you from receiving any services.
- It is voluntary and won't impact your service provision if you participate or not.

It is a tool to help us have a conversation about the things that can improve your wellbeing. We would like to ask you these questions so we can understand how to support you better.

Why are services using the PWI tool?

All people who are experiencing homelessness or at risk of homelessness, who are in case management, are being asked to fill out the PWI.

There are three reasons we are asking people to complete the PWI:

- 1) Everyone is different. No one has lived your life. The wellbeing tool allows us to understand some of your needs and strengths and helps us provide the support that you want to improve your wellbeing.
- 2) We want to use the PWI data to understand whether our services are effective and to help us find ways to improve our services.
- 3) The Department of Communities and Justice will use de-identified data at a high level to better understand how services improve outcomes for all people accessing homelessness services. They will not look at individual people's data and your name is not included.

The PWI can help you see if your wellbeing changes with support

We would like you to answer the PWI questions at the beginning, during and at the end of the support you are receiving to understand if your wellbeing is improving. If there has not been any change, we can talk about what else might help.

Your rights to confidentiality

Only this service will have access to your personal results from the PWI. Your personal information will remain confidential and we will not share your personal data without your direct permission. No personal information is passed onto any government agencies, unless it is a duty of care issue.

After completion

After you complete the survey, your worker can talk with you about your scores and whether anything could be added to your case plan as a result.

FINISH

How to fill in the PWI

To note. The version of the PWI at **Appendix A** is the PWI –SC (young person version). This is the recommended version of the PWI as it is easier for a large proportion of people accessing homelessness services to interpret and understand. However, if it is appropriate you can use the adult version of the PWI (PWI-A) which is at **Appendix B**. The PWI-SC is the default version on CIMS but the PWI-A is also available on the system.

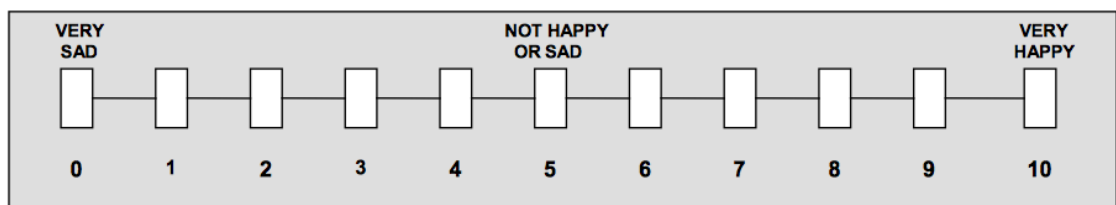
Pre-testing (Optional) - If the person accessing your services has a cognitive impairment, the developer of the PWI suggests using a pre-test to see if they can understand and respond validly to the PWI scale. In these cases use the pre-test example in **Appendix C**.

Before you start conducting the PWI, ensure you have:

- checked that the person is actively engaged in case management,
- assessed the environment and emotional readiness of the person,
- introduced the PWI to them,
- gathered consent as needed, and
- conducted pre-testing as needed.

Next, you should explain the following information:

- There are no right or wrong answers –*These questions are about how you feel. Everyone is different.*
- How the PWI works - *These questions ask you how happy you feel, using a scale from zero to 10. [point to the scale]*
On this scale, zero means you feel VERY SAD. 10 means you feel VERY HAPPY. And the middle of the scale is 5, which means you feel NOT HAPPY OR SAD. (Substitute the word 'satisfied' for 'happy' if using the PWI-A version)



- Sometimes people feel pressured to provide an answer to the PWI that they think the worker wants to hear. Provide reassurance - *We are not here to judge you but to support you. No matter how you fill in the PWI, we are still going to be here to support you.*

- Sometimes people fear that their results will be used against them by government departments. Reiterate confidentiality - *Your name will not be shared with government departments, only your score. Unless there is a duty of care issue.*
- *Being honest is the best way we can understand your needs.*
- *It usually takes five to ten minutes to fill out, but you can take as long as you want.*
- *If you want, I can read out the questions to you or you can find a private place to fill them out yourself.*

Use your judgement as to which version of the PWI is most appropriate for each individual i.e. the school children or adult versions. If the person is choosing to complete the PWI themselves, please remember to make a pen/pencil available to them. If the person chooses to have the PWI read to them, please remember to read the questions word for word, and be ready to record their responses. In both scenarios, the responses will then need to be entered into your data system.

NOTE to worker: if asked a question about a word in the PWI, please respond by saying:

- *The questions are about how you feel. I can't help you with the words of the questions because I don't want to influence your response. Remember this is about YOUR wellbeing and there are no right or wrong answers, just how you feel about the questions. If you are struggling with a question just think about the question you have been asked in a way that makes sense to you and your wellbeing.*

If they tell you again that they cannot understand the question.

- *If you still feel unsure about a question and feel you can't answer it, just leave it blank and skip to the next question.*

Remember you can't provide:

- The meaning of specific words (this is why we are using the PWI-SC version of the tool, so all abstract words have been removed). The reason this is important is because the PWI is a subjective tool. That means it is the person's perception of their wellbeing. When we start defining words, we may make the person feel that they should respond to the question in a certain way.
- Specific direction on the 11-point scale in relation to any question of the PWI. But we can do a trial question to help the person feel confident answering questions using the scale. See the pre-test at **Appendix C**.

Sharing the results of the PWI

It is important to share the results of the PWI. The conversation will allow you to better understand the person's wellbeing. Even where the score is very high, it is important to check that the data reflects their actual wellbeing.

The following are guidelines to feeding back PWI data.

Be timely	Feedback the results within two weeks (where possible).
Show you value confidentiality	Be sure the setting for your conversation is private.
Remind each person about the purpose of the PWI	It's not a diagnosis, it is just to understand their wellbeing and to better support their needs.
Use the feedback template	Use the template on the next page to guide a conversation about their wellbeing.
Let the person elaborate on their responses	Provide the person accessing your services with an opportunity to respond to each of the PWI questions to ensure they are an accurate description, and to obtain any further information about factors that may have impacted their results. This information is to guide case management. Please note that PWI scores cannot be changed.
Address any questions or concerns	People may have questions, or they may want to provide new information.
Thank them	Let the person know that their results will be used to help support them, and also to help improve the support your services provide to other people accessing services in the future.

Template for feeding back PWI results

PWI results are typically translated into a standard 0 – 100 scale format (to allow easy comparison with other tools). Feedback on the PWI can be given about the overall score and/or the score of each domain.

CIMS (and approved equivalents) will automatically calculate the overall (mean) score once an individual's results are entered into the system. This result is known as the individual's Personal Wellbeing Index. This result does not include the score for the global life satisfaction question. This result cannot calculate if all the scores are either 0 or 10, or if a question is left unanswered. In this case, feedback should focus just on the scores for each domain.

Translating each separate domain score to a 0 – 100 scale is done simply by shifting the decimal point to the right. E.g. a score of 7 becomes 70 points, or a mean score of 6.56 becomes 65.6 points.

The following feedback template is based on the default version of the PWI (PWI-SC). If you use the adult version you will need to change the wording of the questions.

You and your team may have other ideas on how to make the feedback template more person friendly or relevant to the people accessing your service. Feel free to customize the template as needed.

You may want to print it out and have it easily accessible as a worker guide. You may also want to create an editable version that can be customised and provided to clients.

Note: Average scores have been taken from [Appendix E Normative Data from Report 28.0 of the Australian Unity Wellbeing Index - Normative Ranges Calculated from Individual Data](#) (pg. 32). DCJ will make every effort to use latest research on the PWI for our data interpretation guidance.

Personal Wellbeing Index Feedback

The PWI was developed to measure wellbeing.

Your Personal Wellbeing Index score is _____. This is [higher or lower] [choose one] than the average Australian score of 75.2.

Many people will experience low wellbeing scores at some point in their life. A low wellbeing score does not mean your wellbeing will stay low. When wellbeing scores are low they can be improved through support. We will be asking you to complete another PWI later on to track how you are going.

Remember a score is not a diagnosis, it is just information to guide you in improving your wellbeing. This information can help to build your resilience.

There are many ways to improve someone's wellbeing. Being aware of your wellbeing helps you take the steps needed to improve your wellbeing.

I'm going to go through all of the PWI domains (areas) of wellbeing, but you will get to decide which areas you want to focus on.

Global Life Satisfaction

Q. How happy are you with your life as a whole?

Your results indicate that your score on happiness with your life as a whole was _____. This is [higher or lower] [choose one] than the average Australian score of 77.6.

What are the things you want to focus on most to help improve your wellbeing? It's ok to be unsure. There is no right way. Wellbeing is a journey that starts here. I can also help you understand how different services may improve or support your wellbeing

Strength (choose domain/s with highest score)

The results suggest that [refer to the domain with the highest score - standard of living/ health/ achieving in life/ personal relationships/ personal safety/ feeling part of the community future security] is a personal strength for you. Does that sound right to you? How do you think this supports your wellbeing?

Are there more things you can do here to build on this strength?

If a person has a low score for every domain of the PWI, talk about their courage in turning up to the service.

It's not easy asking for support. It takes courage. Most people would rather give help than ask for help. But we all need help or support at some point in our lives. All of us. Sometimes asking for support is the bravest first step we can take to improving our lives.

Standard of Living

Q. How happy are you with the things you have? Like the money you have and the things you own?

Your results indicate that your score on standard of living was _____. This score is [higher or lower] [choose one] than the average Australian score of 77.8.

[If low] That means you may be struggling with the things you need to pay for, like food, rent, bills. Does this sound right?

[If average and over] This means you feel like you have enough money to pay for things like food, rent, bills does this sound right?

What are the things that are affecting your standard of living?

Health

Q. How happy are you with your health?

Your results indicate that your score on health was _____. This score is [higher or lower] [choose one] than the average Australian of 74.7.

[If low] This means you may be struggling with your physical health or your emotional health? Does this sound right to you? What are the things that are affecting your physical or emotional health?

[If average or higher] This may mean your physical health and emotional health are not an issue for you at the moment? Does that sound right?

Achieving in life

Q. How happy are you with the things you want to be good at?

Your results indicate that your score on achieving in life was _____. This score is [higher or lower] [choose one] than the average Australian score of 73.6.

[If low] What you are currently achieving in life is an area of vulnerability for you at this time. Does this sound right to you? What do you think may be affecting this area of your life? What sort of things could you do, or I could support you with that may help you feel more satisfied with your personal achievements?

[If average or higher] This may mean you feel like you are achieving what you want to at this moment. Does that sound right?

Relationships

Q. How happy are you about getting on with people you know?

Your results indicate that your score on relationships was _____. This score is [higher or lower] [choose one] than the average Australian score of 79.5.

[If low] Does this sound right to you? Research indicates that our relationships play an important role in our wellbeing. Some people who feel disconnected from people they care about can feel lonely. What do you think may be affecting your ability to connect with other people? What sort of things could you do, or could I do to support you building stronger relationships?

Worker note: Building a strong, professional relationship with a worker can help people feel supported when their wellbeing is challenged.

[If average or higher] This means you feel like you are supported in your relationships at the moment. Does that sound right to you? How do your relationships help support you?

Safety

Q. How happy are you about how safe you feel?

Your results indicate that your score on how safe you feel was _____. This is [higher or lower] [choose one] than the average Australian score of 79.0.

[If low] Does this sound right to you? Research indicates that feeling safe is critical to wellbeing. Sometimes when people have experienced a lot of stress

and trauma in their lives it can be hard to feel safe. What do you think is impacting your ability to feel safe? What could I do to help you feel safer?

[If average or higher] This means you are happy with how safe you feel at the moment. Does this sound right to you? Are there things you do that help you feel safe?

Community Connectedness

Q. How happy are you about doing things away from where you are currently living?

Your results indicate that your score on your connection to the community you live in was _____. This score is [higher or lower] [choose one] than the average Australian score 70.9.

[If low] Does that sound right to you? Feeling connected to community can help you feel like you belong. All human beings have a need to feel like they belong. What do you think is impacting your ability to connect to the community you live in? Are there things you can do, or I can support you with that may help you feel more connected to your community?

[If average or higher] This means you feel connected to where you live at the moment. Does this sound right to you? What are the things that help you feel connected?

Future security

Q. How happy are you about what may happen to you later on in your life?

Your results indicate that your score on how you feel about your future security was _____. This score is [higher or lower] [choose one] than the average Australian score 71.0.

[If low] Does this sound right to you? Your score in future security shows you may not be feeling confident about what the future might hold. By taking some steps to understanding why you feel this way, you may help improve your wellbeing. Are there things I can do to support you? What are some things that you think you could do that might help?

[If average or higher] This means you feel ok about your future life. Does this sound right to you? What makes you feel confident about your future?

PWI changes over time

CIMS (and approved equivalents) contain a web diagram so that people can see the changes in PWI scores over time.

The following examples show how you can use the diagram to start a conversation about changes.

If the score is now higher:

E.g. Your PWI score for relationships was 20 when you first completed the PWI and now it is 40. It is still in the low range, but the score indicates that you feel a little more connected. Does this sound right?

What do you think is improving your connections? What else could you do, or I do, to support building stronger connections around you?

OR if the score is now lower:

E.g. What do you think caused your connections to decline/drop over time? Did something happen?

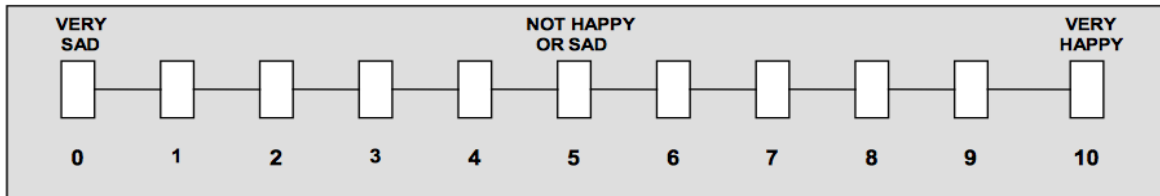
What do you think you can do to help build stronger connections? What can I do to help you build those connections?

FINISH

Appendix A: The Personal Wellbeing Index (PWI-SC)

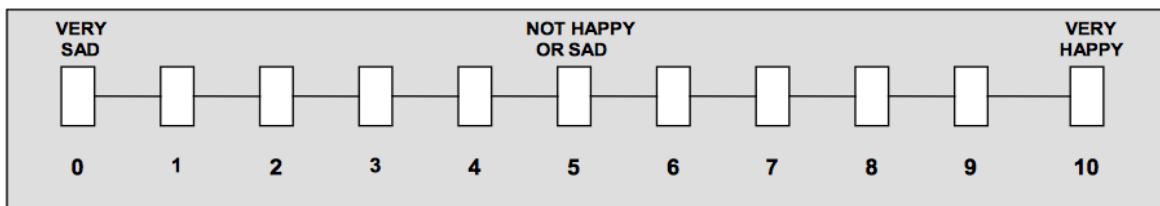
[Global Life Satisfaction]

How happy are you... **with your life as a whole?**



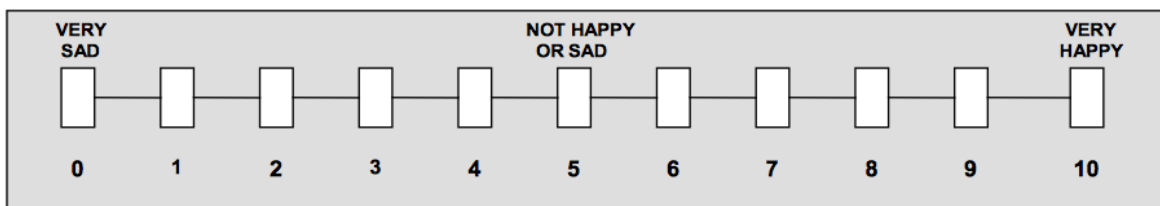
[Domain: Standard of Living]

How happy are you... **about the things you have. Like the money you have and the things you own?**



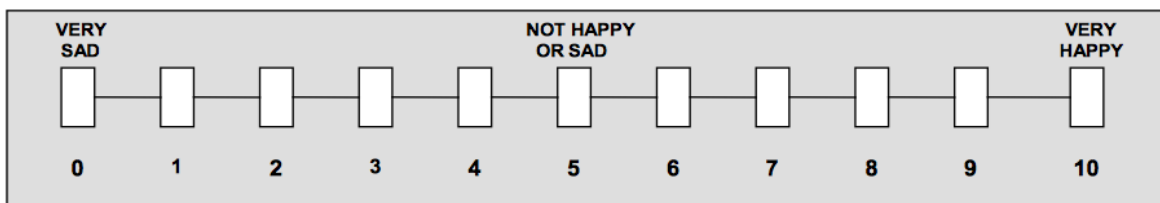
[Domain: Personal Health]

How happy are you... **with your health?**



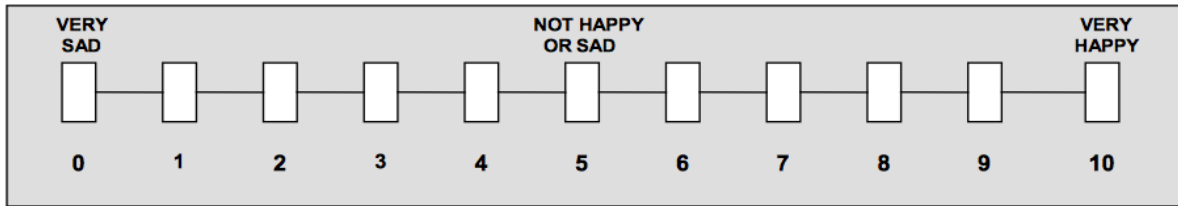
[Domain: Achievement in Life]

How happy are you... **with the things you want to be good at?**



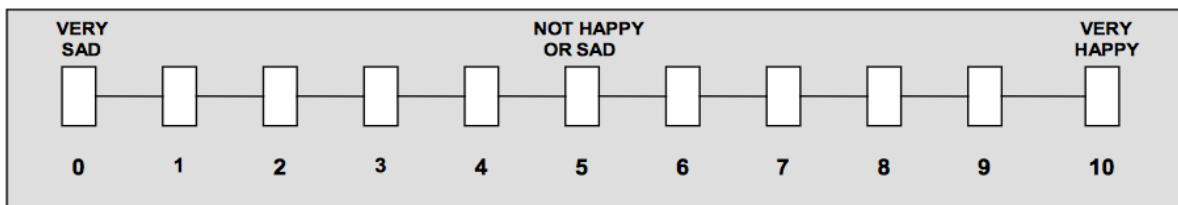
[Domain: Personal Relationships]

How happy are you... **about getting on with the people you know?**



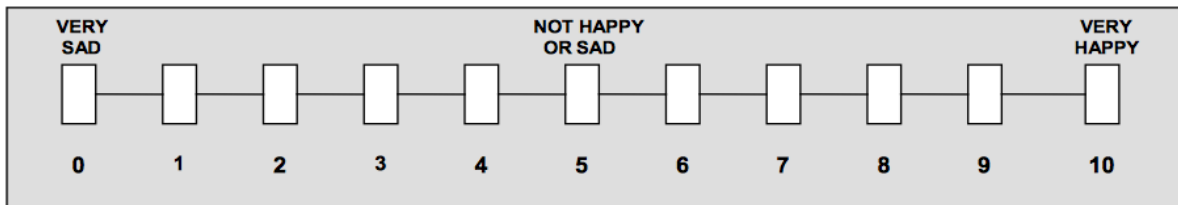
[Domain: Personal Safety]

How happy are you... **about how safe you feel?**



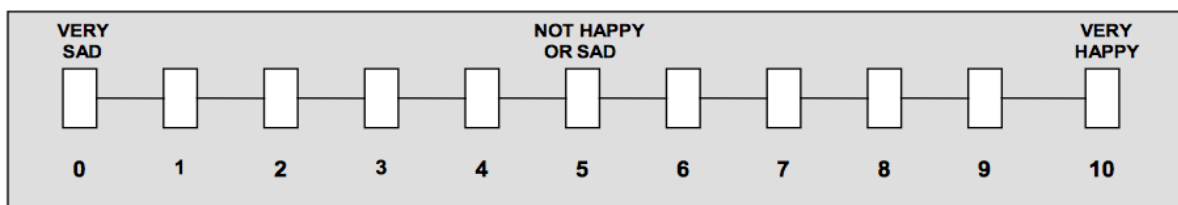
[Domain: Feeling Part of the Community]

How happy are you... **about doing things away from where you are currently living?**



[Domain: Future Security]

How happy are you... **about what may happen to you later on in your life?**



Appendix B: The Personal Wellbeing Index (PWI-A)

[Global Life Satisfaction]

Thinking about your own life and personal circumstances, how satisfied are you **with your life as a whole**?

No satisfaction at all											Completely Satisfied
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Domain: Standard of Living]

How satisfied are you **with your standard of living**?

No satisfaction at all											Completely Satisfied
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Domain: Health]

How satisfied are you **with your health**?

No satisfaction at all											Completely Satisfied
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Domain: Achieving in Life]

How satisfied are you **with what you are achieving in life**?

No satisfaction at all											Completely Satisfied
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Domain: Relationships]

How satisfied are you **with your personal relationships?**

No satisfaction at all											Completely Satisfied
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Domain: Safety]

How satisfied are you **with how safe you feel?**

No satisfaction at all											Completely Satisfied
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Domain: Community Connectedness]

How satisfied are you **with feeling part of your community?**

No satisfaction at all											Completely Satisfied
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Domain: Future Security]

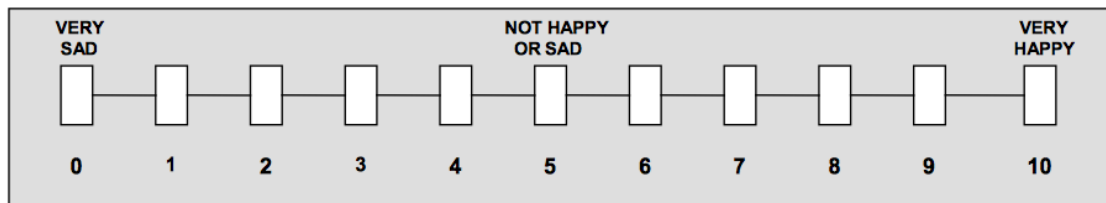
How satisfied are you **with your future security?**

No satisfaction at all											Completely Satisfied
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix C: Pre-test

Provide the following instructions to test the person's ability to understand the scale.

Here is a measure of happiness. I am going to ask how happy you feel from Zero - 10.



Zero means you feel VERY SAD [Point to the left side of the scale].

10 means you feel VERY HAPPY [Point to the right side of the scale].

And the middle of the scale is 5, which means you are NEITHER HAPPY NOR SAD [Point to the middle of the scale].

“Do you understand this?”

If ‘Yes’: Proceed to tasks below.

If ‘No’: Repeat just once, then add the following:

So, four to zero [Point from 4 to 0] means feeling sad to very sad, six to ten [Point from 6 to 10] means feeling happy to very happy.

Ask the following questions.

1. *If you felt VERY HAPPY, where would you point? (exaggerate VERY HAPPY) [Respondent must point to 10 for a correct response]*
2. *If you felt VERY SAD, where would you point? (exaggerate VERY SAD) [Respondent must point to zero]*
3. *If you felt A LITTLE BIT HAPPY, where would you point? (say LITTLE BIT in a soft tone) [Accept any score from 6-8]*

Appendix D: Information and consent for young people aged 12 to 17 years

A copy of the consent form for young people aged 12-17 is on the next page.

This form should be printed and read out to clients. This form will also be available for download from CIMS (for services that use this system).

Completed consent forms should be kept on file.

Verbal consent can be obtained where needed but this should then be marked on the form.



The Personal Wellbeing Index (PWI) - for young people, aged 12 to 17 years – Information and consent

What is it?

The Department of Communities and Justice is introducing the Personal Wellbeing Index (PWI) to its services. The PWI will be used with people in Case Management, to understand their overall wellbeing, and wellbeing in different areas of life.

The PWI has seven questions about your personal wellbeing.

Your worker can read you the questions and you tell them your answers. Or you can find a private place to fill the questions out yourself.

How does this work?

Results are entered into our private data system. The PWI is used at the start, the middle and the end of your work with the service.

You will be asked questions about how happy you feel, using a scale from zero to 10. On this scale:

- zero means you feel VERY SAD.
- 10 means you feel VERY HAPPY.
- 5 is the middle of the scale, which means you feel NOT HAPPY OR SAD.

There is no right or wrong answer. Just think of the question you have been asked, in the way it makes most sense to you.

You can take as much time as you need, there is no time limit for the PWI.

Will I be identified?

No. Only this service will have access to your personal results from the PWI. Your personal information will remain confidential and we will not share your personal data without your direct permission.

No personal information is passed onto any government agencies, unless it is a duty of care issue. De-identified overall wellbeing scores will be shared with the Department of Communities and Justice.

De-identified Information from the PWI will be used by homelessness services across NSW to understand the best way to support people on their journey out of homelessness.

What Happens Now?

If you are happy to complete the PWI, please sign this form and we will keep a copy for our records.

If you don't want to participate, that is fine - just let us know. You will still be able to receive support.

Things to remember:

- The PWI is NOT a diagnosis.
- There are NO right or wrong answers.
- This is about YOU and how you feel.
- You can take as long as you need to fill out the PWI.
- Your answers will not prevent you from receiving any services.

For young people aged 16-17, or unaccompanied young people aged 12-15 years:

I give my consent to complete the PWI and understand that I can withdraw my consent at any time.

<i>Name:</i>	<i>Signature:</i>	<i>Date:</i>
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OR

I hereby confirm that verbal consent was provided by_____

<i>Worker name:</i>	<i>Worker signature:</i>	<i>Date:</i>
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For young people, aged 12 to 15 years, where the parent or guardian is present:

As the parent/guardian of _____ (young person's name) I give my consent for them to complete the PWI and understand that I can withdraw my consent at any time.

<i>Name:</i>	<i>Signature:</i>	<i>Date:</i>
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OR

I hereby confirm that verbal consent was provided by_____

<i>Worker name:</i>	<i>Worker signature:</i>	<i>Date:</i>
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