# Interview guide: <insert project>

# Background

*<Insert project background>*

# Research Objectives

Specifically, this research aims to provide:

*<Insert research objectives>*

# Equipment required

*<Insert stimulus and equipment required for the in-depth interview (e.g. audio recorder, sticky notes, sharpies, note pad, pen)>*

# Participants

*<Insert participant requirements>*

# Session Introduction

***As the facilitator, on the arrival of the participant, introduce yourself and colleagues, show them into the room and make sure the participant is in a comfortable environment to speak. Have the participant sign a consent form or sign-in sheet (these can be in-house templates or are often provided by recruiters). Provide them with water/refreshments, inform them of the amenities, security and the fire evacuation process. Inform the participants that any time they would like to take a break to let you know.***

* Thank you for agreeing to participate today in this in-depth interview.
* The conversation today will help us ***[insert description]***. The insights you provide will be used to understand ***[insert purpose]***.
* We have scheduled ***[insert interview length]*** for this session.
* If you feel uncomfortable answering any of the questions, let us know and we will skip the question. We can stop the interview at any time. The interview is confidential and will only be used for research purposes to inform this project.
* To help us capture all of the responses you give, we would like to record some of our conversations today. Your information will not be shared outside of government and this data will only be used for the purposes and duration of this research project. Your responses will remain anonymous, and your personal details will not be included in the report. Are you happy for us to record this session?

Any questions? If you are happy with that approach, we’ll get started.

# In-depth Interview Questions

***Note: The questions are intended to be a guide only and to highlight the key themes and core questions that should be asked in order to meet your research objectives. While it is important to cover off the core themes in your conversation, the order of discussion and specific wording of the questions is less important – the focus should be on maintaining the flow of discussion.***

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| ***Introduction*** | **Demographics and context**  *Note: It is recommended to include a few general questions up front to build rapport, enable the participant to feel at ease and understand their demographics and context.* |
| *Core Question* | EXAMPLE: Can you tell me a little about yourself? |
| *Probing Questions* | EXAMPLE:  How long have you lived here?   * Friends/family? * What do you love doing? * Are you currently employed at the moment? |

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| ***Theme 1*** | **EXAMPLE: Employment history** |
| *Core Question* | EXAMPLE: Can you tell us a little about your employment career? |
| *Probing Questions* | EXAMPLE:   * In what industry was your last job? * Have you always worked in the same field, or have you done a variety of different roles? * Have you ever had an issue in the workplace that resulted in you leaving that job? * Have you done any tertiary study (i.e. University or TAFE)? * Have you ever done any volunteering? * Have you had any periods of unemployment? |

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| ***Theme 2*** | **EXAMPLE: Last job hunting experience (customer journey)** |
| *Core Question* | EXAMPLE: In thinking about the last job you applied for: |
| *Probing Questions* | EXAMPLE:   * What motivated you to apply for your last job? * How did you hear about the job?   + PROBE: Online? Word of mouth?   + Is that typically how you hear about jobs? * How did you apply for the job? * Did you seek out any help with your application?   + PROBE: family, friends, community organisation, online assistance, Centrelink?) * Did you have an interview? * Were you successful in getting the job?   + IF YES: Why do you think you got it?   + IF NOT: Why do you think you didn’t get if? – PROBE: experience, qualifications, didn’t do well in the interview? |

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| ***Theme 3*** | **EXAMPLE: Employment obstacles (pain points)** |
| *Core Question* | EXAMPLE: What are the biggest obstacles you face in your job hunting? |
| *Probing Questions* | EXAMPLE:   * What are some challenges you have faced in the past? * What makes things really hard?   + PROBE: Transport, health, confidence, availability of jobs |

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| ***Theme 4*** | **EXAMPLE: Overall job seeking improvements** |
| *Core Question* | EXAMPLE: What could make your job seeking experience easier? |
| *Probing Questions* | EXAMPLE:   * What would make it easier for you to gain employment? * What could be done to overcome some of the obstacles you identified earlier? * What assistance do you need to help with gaining employment?   + PROBE: Training, skills, where to get experience, volunteering etc. |

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| ***Summary*** | **In summary...** |
| *Core Question* | EXAMPLE: What would be the most important thing to consider to improve job seeking experiences for Queenslanders? |
| *Probing Questions* | EXAMPLE:   * What would make a real difference to you? * Is there anything else you would like to add that I may not have asked about? |

# Close Session

That’s all the questions we have for you today, thank you very much for agreeing to participate.

***Note: Ensure the participant has signed the sign-in sheet and inform them that the recruiter will be in touch regarding their incentive payment (if incentive is being provided).***