

SHOUT BACK

**we asked
they answered**

THE burdekin
ASSOCIATION

Our youth. their future.

The Burdekin Association Inc (TBA)

ABN: 98 571 551 434

TBA is a Public Benevolent Institution (PBI) and endorsed as a Deductible Gift Recipient (DGR)

Donations of \$2 and more are tax deductible.

TBA is a registered charity - 10994



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ABN: 98 571 551 434

WVAW



PLEASE DO THINGS



SET

Client Survey

The Burdekin Association Inc
November 2021

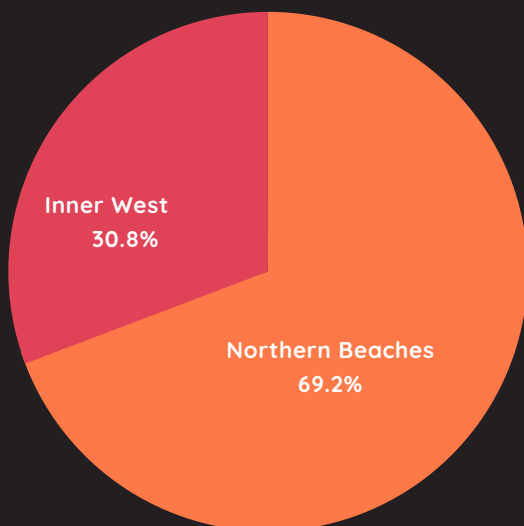
Summary

During the pandemic in 2021 The Burdekin Association undertook a client survey to take the pulse of how young people in our care are doing, what is going well and what is going not so well in our continuous strive to better meet their needs.

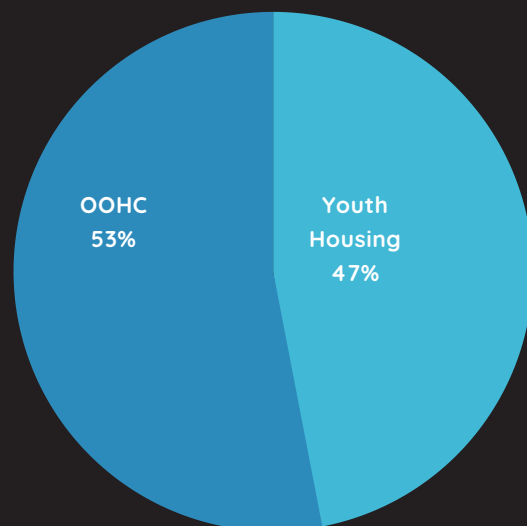
Introduction

Data for the client survey was collected over a period of 3 months via an online survey platform. The survey team comprised of volunteers Amy, Bec and Caitlin, headed by Burdekin employee and Volunteer Manager Jill. The opportunity to participate in the survey was provided to all clients in Burdekin's housing programs – Out of Home Care and Youth Housing – in both the Inner West and Northern Beaches. The survey was conducted mainly during the difficult period of Sydney's lengthy COVID lockdown. This presented the opportunity to undertake a "pulse check" on the state of the service delivery during this challenging time as well as to gather vital client feedback to inform decision-making and get a clear understanding of how well we are doing as a service provider.

Percentage of young people connected with:



Percentage of young people in:



OUR SHARED
FUTURE

Q1 I feel supported and listened to by my Case Manager...

66 answered, 0 unanswered

- 56.06% Always
- 21.21% Mostly
- 19.7% Sometimes
- 1.52% Rarely
- 1.52% Never

Q3 I feel supported and listened to by my Youth/ Support Workers

66 answered, 0 unanswered

- 46.97% Always
- 18.18% Mostly
- 10.61% Sometimes
- 3.03% Rarely
- 1.52% Never



Q4 I feel supported and listened to by my Carer

44 answered, 24 unanswered

- 27.27% Always
- 10.67% Mostly
- 9.09% Sometimes
- 3.03% Rarely
- 0% Never
- 50% N/A i don't have a carer

Q6 What could your Carer do to support you further?

22 answered, 44 unanswered

To only check up on me at least 4 times a day and I need space

Theres lots so it depends. I connect with some better than others.

They support me enough

Nothing more, already supported

Support me and be patient, they also need to understand where I'm coming from sometimes with what I feel.

Q2 What could your Case Manager do to support you further?...

54 answered, 12 unanswered

'Kind of hard because of covid. Probably see them twice a week. I have things I'm going through so it would be good to see them more.'

'I can't think of anything, she is the best case manager ever, she is always so supportive and helpful and really kind ☺. She is also always really on top of things.'

'Listen to my answers more and think more about the questions that I ask.'

'Be here more.'

'Nothing, I'm all set.'

'Stay in contact.'

Q5 What could your Youth/ Support Workers do to support you further?

66 answered, 0 unanswered

'More listening, talking to me when I'm sad (some workers only - I need to feel comfortable), want more workers that I like on sleepovers rather than ones I don't know. I don't like feeling pushed into doing certain things (school, psychology).'

'They do everything.'

'I don't like being on my own, so I'd like them to spend more time with me, going for a walk, sitting on the couch watching a movie or cooking. They do do this but when they don't, I get lonely. I do understand when they have paperwork to do. I'd like to go on bike rides and I really like that Jamie does workouts with me.'

'Communicate and be transparent about everything that is happening or is going to happen'

'They support me enough.'

'Leave me alone and when I say I don't want to hangout to hear me and not to keep asking.'

'Nothing at the moment I have become very independent.'

'See me less.'

Clients were asked about their experience with Carers, Youth Workers and Case Managers. We are pleased that there was an overwhelming sense that clients felt supported and listened to (see below). More than 75% of all respondents felt "Mostly" or "Always" supported and listened to by Case Managers, Youth Workers and Carers. Responses of "Never" and "Rarely" were in the low single digits.

I'M ALL SET



The Burdekin Association has become my second home and I am forever grateful." Male, 26

"The most caring and supportive bunch, definitely happy with everything that's happened." Female, 21

"I've loved working with [my Case Manager], she's easy to talk to and has done everything possible to help and support me." - Anonymous, Female, 25

"I haven't been with Burdekin for long, but I'm very grateful and happy." - Anonymous, Female, 14

"[I'm] extremely happy!" - Anonymous, Female, 22

Q7 Thinking about contact with your Case Manager (single choice responses).

66 answered 0 unanswered

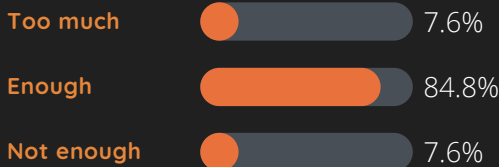
I see my Case Manager face-to-face



I speak to my Case Manager on the phone



My Case Manager and I text message



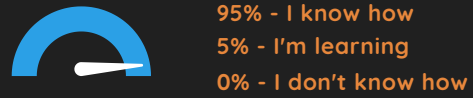
Clients know they are able to access support to develop their living skills further. Additional options identified are cooking and financial skills, knowing how to access doctors & healthcare, and finding external organisations who could assist them. These responses came from less than 10% of respondents for each category.

In both safety & privacy clients reported overwhelmingly feeling “mostly” or “always” safe within their homes. Responses of “rarely” or “never” were in the low single digits but obviously are taken seriously and being attended to.

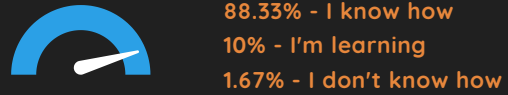
Q8 Only answer this question if you are 15 years or older. Select the answer that most accurately reflects your ability in the following tasks.

60 answered 6 unanswered

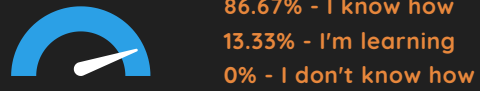
Doing my own laundry



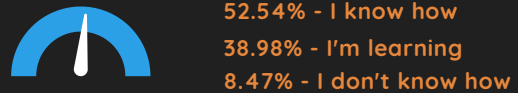
Cooking



Cleaning my room/house



Budgeting & paying my bills



Accessing a Dr. & other healthcare professionals



Getting in touch with other organisations that support me



Q9 For the following statements, please select the answer closest to how you feel.

66 answered 0 unanswered

	ALWAYS	MOSTLY	SOMETIMES	RARELY	NEVER
I participate in decisions made about my education	54.55%	18.18%	15.15%	6.06%	6.06%
I participate in decisions made about my health	66.67%	16.67%	9.09%	4.55%	3.03%
I participate in decisions made about where I live	43.94%	25.76%	15.15%	6.06%	9.09%
I am given the opportunity to participate in local activities, events & sports	48.48%	15.15%	18.18%	12.12%	6.06%

Q10 Please complete the sentence below with the answer closest to how you feel safe in my home...



66 answered 0 unanswered

- 51.52% Always
- 31.82% Mostly
- 13.64% Sometimes
- 1.52% Rarely
- 1.52% Never

SAFETY

Q12 Please complete the sentence below with the answer closest to how you feel have privacy at home...

66 answered 0 unanswered

- 65.15% Always
- 36.36% Mostly
- 4.55% Sometimes
- 1.52% Rarely
- 1.52% Never

Q13 What would make you feel like you had more privacy at home?

43 answered 23 unanswered

If some of the case workers didn't open all my shutters when they come to MY home

Not getting checked up more then 4 times a day. Having more space in the house. Not having carers on we don't like and having people we don't feel comfortable.

Being able to close the gaming room door. Having privacy when having calls with my family, I don't want them supervised.

I live in a hall so people are always knocking on each other's doors, so you can't really change much about that

Not much really I rarely get strangers knocking on my door or anything.

Knocking on the door Even though I feel like I get as much privacy as needed, I still don't feel completely privat. But its as private as it should be, otherwise I wouldn't be as safe.

Keeping it calm



I don't like when people come in before getting a response after knocking

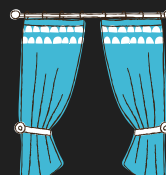
A better door on the bathroom. It's a sliding door with no lock

A lock on my door

That other kids would respect my boundaries

It's fine

Curtains



Q11 What would make you feel safer at home?

51 answered 15 unanswered

Other young people not spitting

Getting rid of the other tenant

Nothing, I have cameras and that makes me feel safe

Having family over more and seeing friends, Theres nothing you could really

Not exposing where I live

I made a crack in the front door which has not yet been fixed. My bedroom windows don't make me feel safe.

Not so many male carers that i don't know; not new carers and not new ones overnight. want to know who will on overnight.

Knowing the workers and stop adding new workers and let me get out of the house once in a while to see friends.

It's a struggle to feel safe anywhere most days

I feel safe but I would feel safer if I had more people around me I knew

Client self-reporting on engagement in decision-making raised they didn't always feel able to fully participate in all areas of decision making.

It is worth noting specifically that decisions around education, living arrangements and local activities / events had quite a few respondents reporting as "sometimes" or lower.

Q14 To what extent do you agree with the following statements?

66 answered 0 unanswered



In terms of self-reporting around identity, this highlighted some potential areas of improvement - especially around clients not feeling that they are able to fully engage with, share and explore their cultural identity.

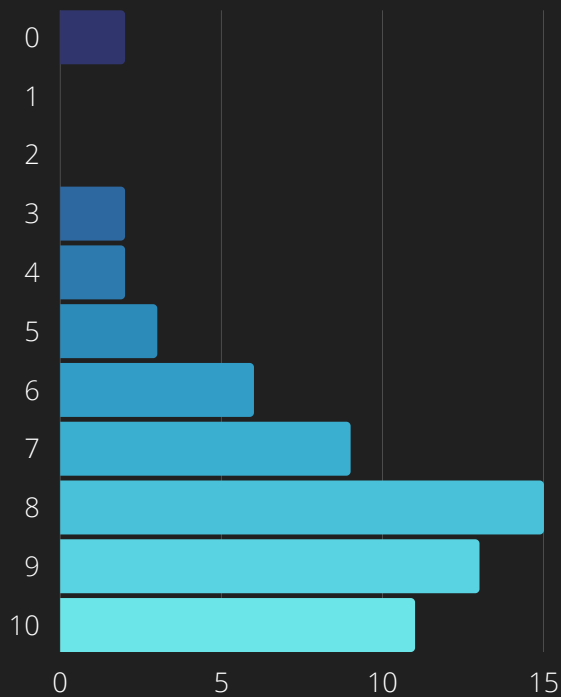
	Strongly agree	Agree	Disagree	Strongly disagree
I feel comfortable and supported being 'me'	45.45%	46.97%	6.06%	1.52%
I feel accepted by those around me	46.97%	50%	1.52%	1.52%
I have a clear sense of my cultural identity and what it means to me	36.92%	49.23%	10.77%	3.08%
I would like to know more about my culture	31.82%	37.88%	24.24%	6.06%
I spend time with others who share the same cultural identity as me	24.24%	31.82%	33.33%	10.61%

Q15 Overall, based on your experience with The Burdekin Association in the last 6 months, how happy are you with the support you've received, on a scale of 1-10? 1 = Not Happy At All 10 = Extremely Happy (Please use the slider to select your happiness rating)

Out of 66 individuals 11 gave 10 out of 10.

3 people didn't answer.

20.6% gave 9 out of 10



Q16 Who would you talk to or contact if you are not happy with the support you are getting from The Burdekin Association?

57 answered 9 unanswered



House manager

Case worker

Not sure

Mum, grandma, boss

My friend or god mom

The high-end boss

DCJ

My grandma or my friends

Q17 What, if anything, could The Burdekin Association do to better support you? (Please comment below)

53 answered 13 unanswered

Deal with the complaints that I have and involve me more in my Leaving Care Plan

They support me enough

Internet and more money

If I didn't have to move away from the community I'm used to

Let me see family more and let me do things on my own

A second room! getting more things for my room - stuffed toys, pillows; more filipino food; get the carers that we really like :)

Nothing, you guys are all good

Buy me things that I need, like a phone, bike, boxing bag to help me with anger

Giving me a time to heal something if I were facing hard situation.... otherwise everything is sooo good...very understanding...

Give more opportunities

More activities

More gaming equipment

I would love to take Ukrainian lessons

THANK YOU!



I really appreciate all the things Burdekin does for me for example: Giving me a place to live, A budget for my food shop, A clothes allowance, an activity budget, Support I am

The most caring and supportive bunch, definitely happy with everything that's happened :)

"Pretty good and makes me feel safe." - Jeike, Male, 14

"You have always been amazing and committed to helping." - Matthew, Male, 20

"It has been very good so far." - Salote, Female, 14

"Supportive and reassuring." - Serena, Female, 21

"I feel well supported and am extremely grateful for being put with the organisation." - Gabriella, Female, 19

Q18 Is there anything else you would like to share about your experience with The Burdekin Association? (Please comment below)

51 answered 15 unanswered

NAH
NOPE

I've really enjoyed my time with Burdekin, I feel like I've matured quite a bit

Don't take so long making decisions

People are nice and supportive (some of them) and I feel bad for the people that I threw chairs at and yelled at

It's a good place overall

I love gaming FYI.

Pretty good and makes me feel safe

Feel like if something wrong they should let us know straight away instead of later where there are repercussions

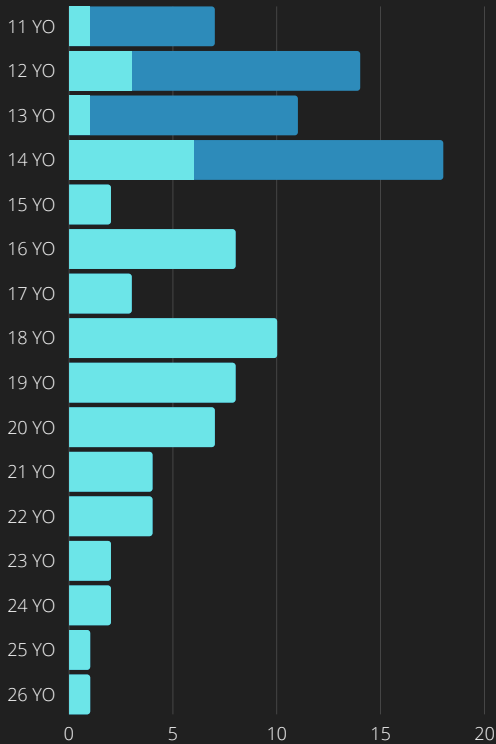
There not the most consistent

Extremely happy

Q19 Finally, a few questions about you. Please tell us your...

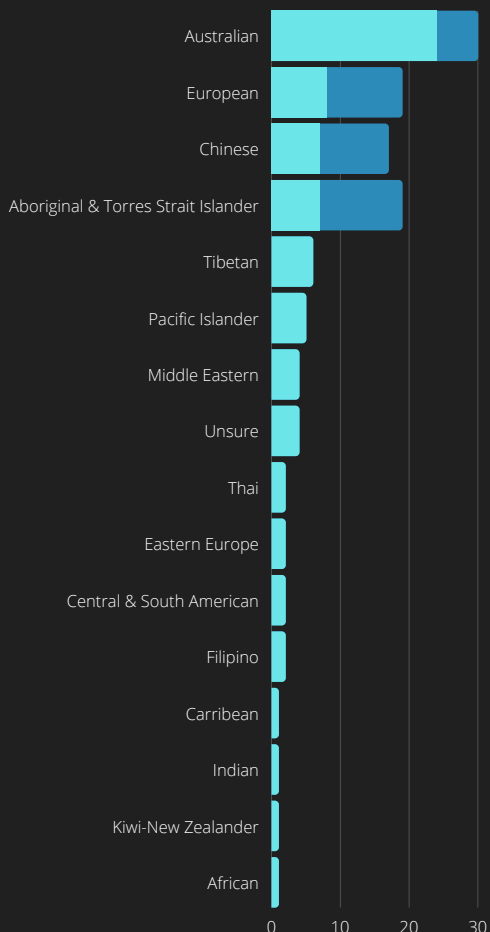
Out of 64 individuals, 10 were aged 18, 6 were aged 14, 3 were 12 and 8 were 16.

2 people didn't answer.



Cultural background

64 answered 2 unanswered



Gender

Female - 39

Male 24

Other



Out of 64 respondents, 39 identified as female, 24 as male and 1 wasn't sure. 2 people didn't answer.

"I really appreciate all the things Burdekin does for me (for example: giving me a place to live, a budget for my food shop, a clothes allowance, an activity budget, support.) I am really grateful for what you guys do for me, thank you everyone!" - Angela, Female, 16

"They are great at helping young people get on their feet in awful times in their lives." - Ava, Female, 22

"Helped to change my life and focus on my mental health issues." - Elizabeth, Female, 19

"I feel so grateful to be a part of such an amazing organisation and wouldn't know where I'd be without their help." - Eryn, Female, 20

Cultural identity was provided in the form of an open-ended response. As a result, some respondents responded with multiple cultural identities, some provided ambiguous terms such as, "wog", and so responses were grouped into the categories shown below.. "Australian" (and similar responses identifying the respondent as such) formed the largest group. Responses showed nevertheless that there is significant diversity in cultural identity amongst Burdekin's clients. Four respondents did not know their cultural background, and five respondents did not answer this question.



OUR SHARED
FUTURE

NEXT STEPS

TO GAIN FURTHER INSIGHTS FROM THE QUALITATIVE DATA WE COLLECTED IN THE
FORM OF OPEN-ENDED RESPONSES;

TO DEVELOP APPROPRIATE INDIVIDUAL RESPONSES AND FOLLOW UP ACTION;

AND

TO REVIEW COMMON THEMES TO INFORM OUR CURRENT PRACTISE.

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