

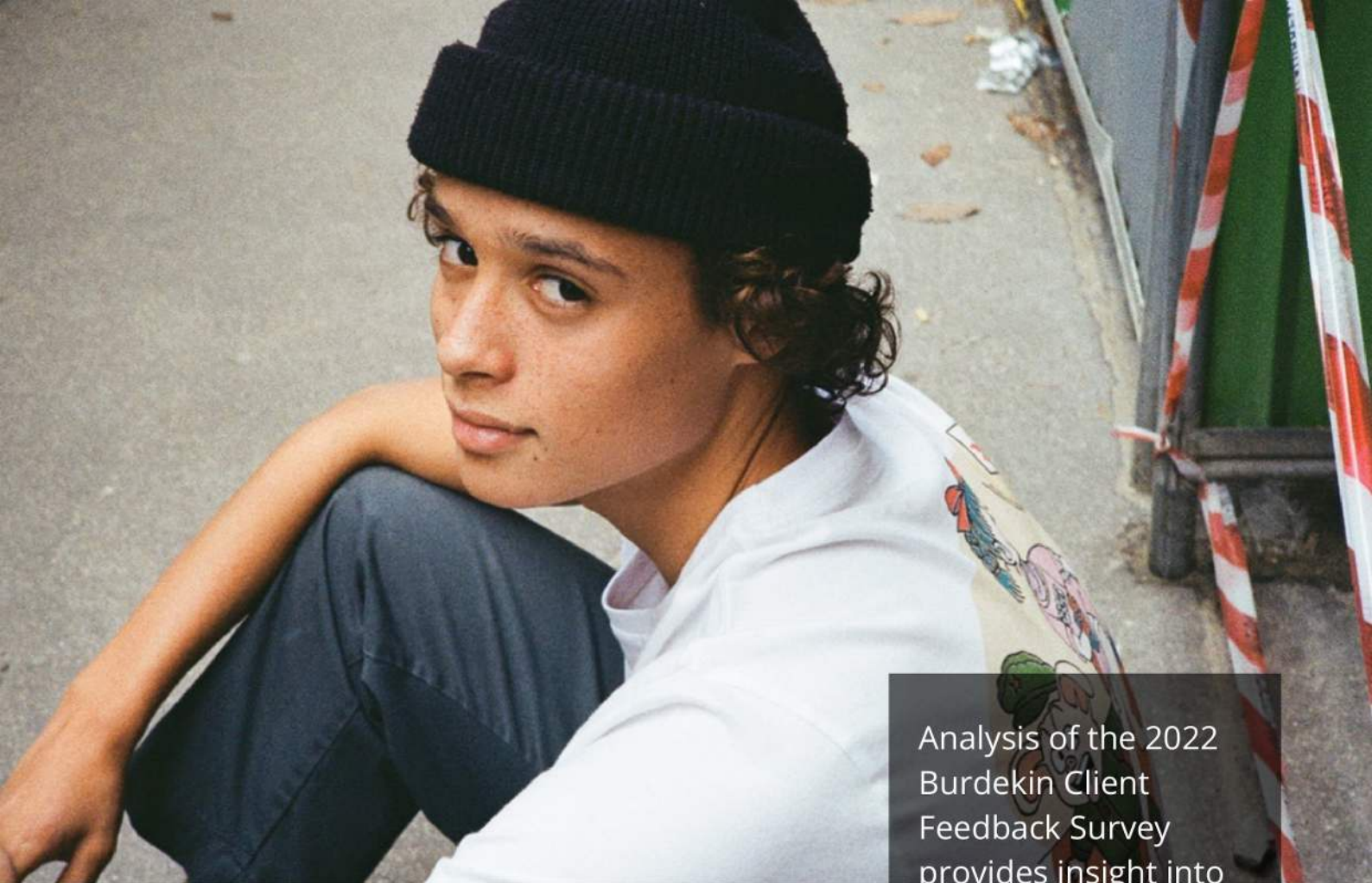


*Our youth, their future.*

# SHOUT BACK

CLIENT FEEDBACK SURVEY 2022





Analysis of the 2022 Burdekin Client Feedback Survey provides insight into how supported, safe and happy young people feel through our services.

# Client Survey

The findings tell us about the level of support young people receive from their Case Manager, Youth and/or Support Worker. The feedback includes safety and privacy issues at home and in the community, ability to participate in decision making, overall happiness and suggestions about how to improve support provided.

Results were examined across the entire Burdekin cohort of young people as well as sorted by gender, by location and by cultural identity.

## DEMOGRAPHICS

54 clients took part in the survey



21 MALE

30 FEMALE



YOUNGEST - 13

OLDEST - 28

AVERAGE AGE 18



# Survey Q1

I feel supported and listened to by my Case Manager.



**10% IMPROVEMENT  
ON LAST YEAR!**

# Survey Q2

Thinking about contact with your Case Manager (select one answer to complete each statement).

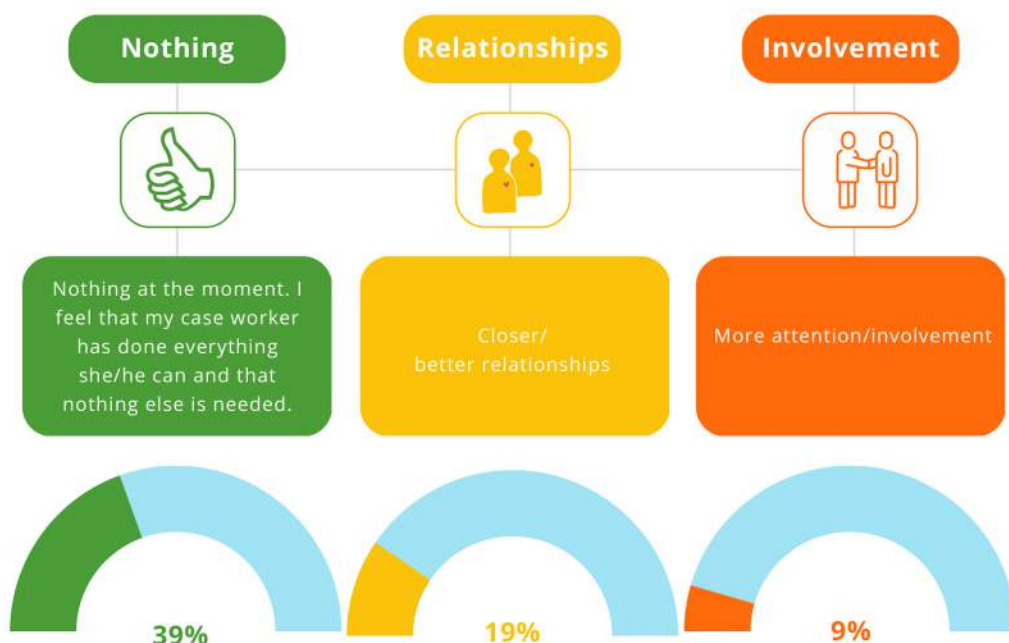
I am happy with the amount of contact I have with my Case Manager via the following means:



**15% IMPROVEMENT  
ON LAST YEAR!**

# Survey Q3

What could your Case Manager do to support you further?



**CLOSER  
RELATIONSHIPS**

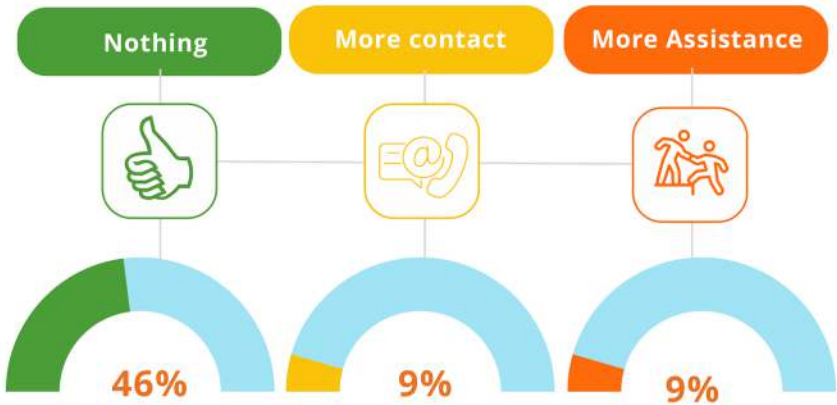
# Survey Q4

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



# Survey Q5

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



THEY DID GREAT!

NOTHING, MY SUPPORT WORKERS ARE THE BEST.

I RECEIVE GREAT SUPPORT.

STAY IN TOUCH

MORE CLEANING



# Survey Q6

I feel safe in my home.



*I have everything I need I feel safe in my own home and in the area I live in.*

*I feel safe at home.*

*I dont believe anything can be improved.*

*Friends living nearby.*

*Knowing my room mates better and having some respect.*

*If [name removed] moved out.*



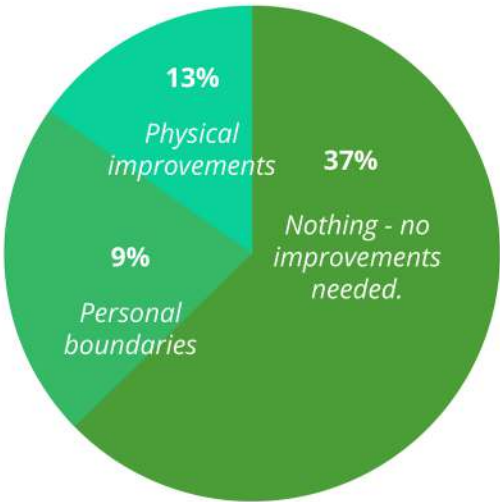
In 2022 83% of young people reported that they either always or mostly felt supported and listened to by their Youth/Support Worker compared with 65% in 2021.



**18% IMPROVEMENT ON LAST YEAR!**

# Survey Q7

What would make you feel more safe at home?



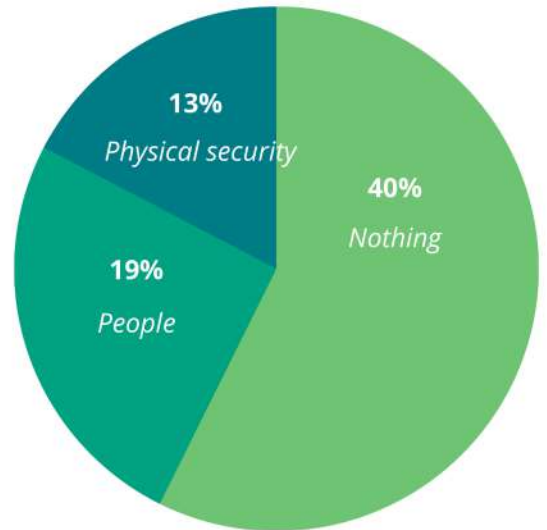
## Survey Q8

I have privacy in my home.



## Survey Q9

What would make you feel like you have more privacy at home?



## Survey Q10

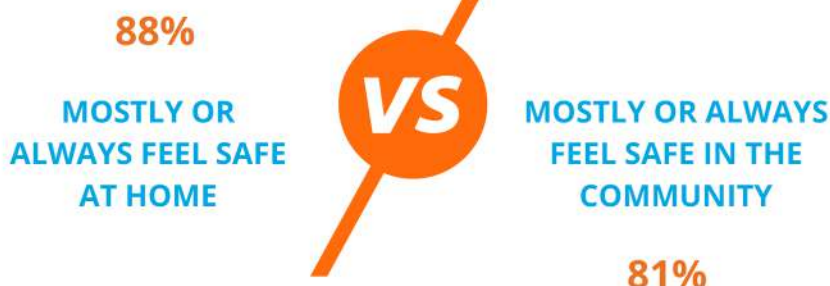
I feel safe outside my home, in the community.



**NOTHING MY PRIVACY AT HOME IS FINE.**

**SUCH AS NOT ALLOWING OTHER PEOPLE TO 'GO IN MY ROOM'.**

**NOT HAVING TO "TELL THEM WHERE I AM GOING".**





# Survey Q11

## Independent living skills

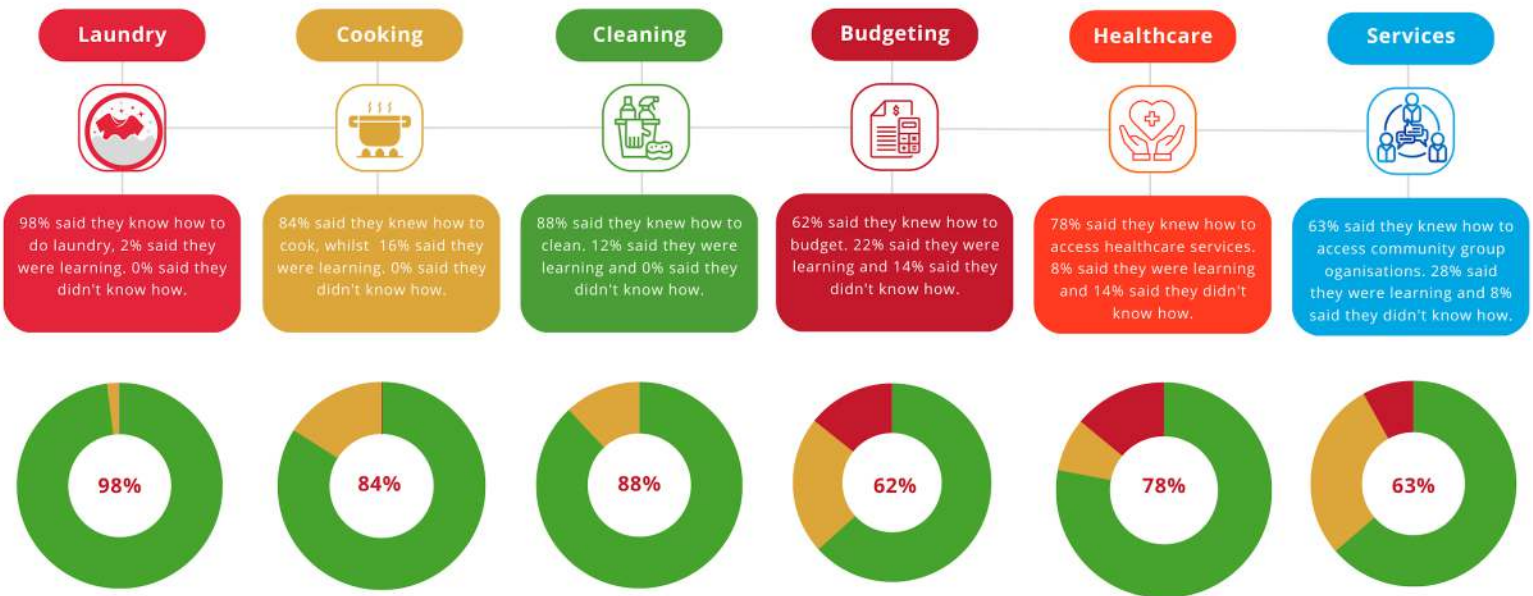
Almost all Burdekin clients reported knowing how to do laundry (98%), cooking (84%) and cleaning (88%).

This compares with 95% of those in 2021 who knew how to do their own laundry, 88% how to cook and 87% how to clean.

Over a third of young people reported not knowing how, or still learning how to get in contact with support organisations in the community, and roughly one in 5 (22%) reported not knowing or still learning how to access a doctor or healthcare.

This compares with 52% budgeting, 69% accessing healthcare and 64% accessing community services in 2021.

## Respondents - 50



# Survey Q12

## Participation in decision making and events.

Burdekin clients were also surveyed about their ability to participate in decision making. Across each area – education, health, residence and local activities – young people reported no higher than 65% for ‘always’ being able to participate in decision making.

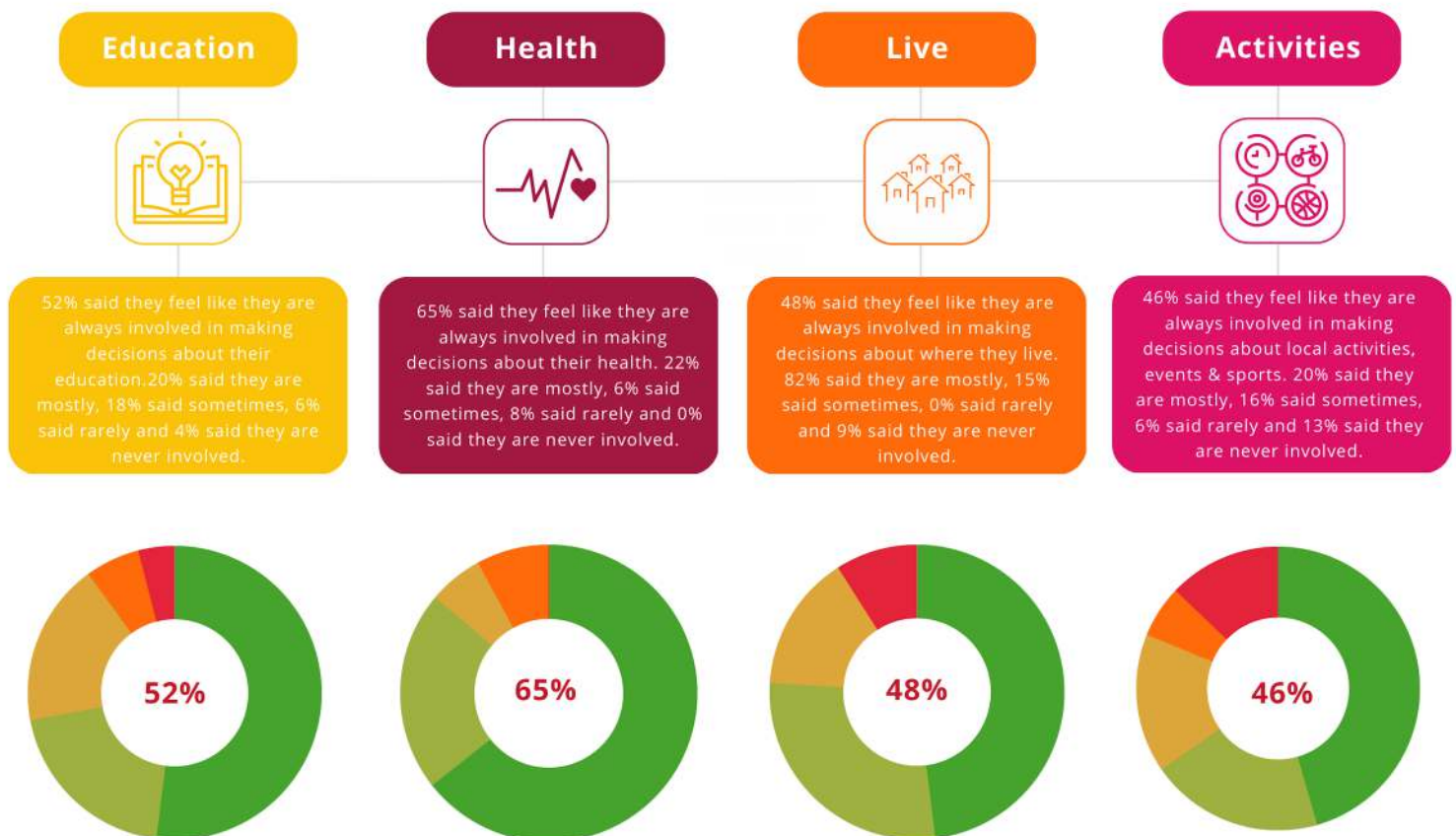
87% of Burdekin clients reported being able to make decisions about their health ‘always’ or ‘mostly’.

This compares with 83% in 2021.

I participate in decisions about:



**4% IMPROVEMENT  
ON LAST YEAR!**



Respondents - 54



# Survey Q13

## I have good physical health.

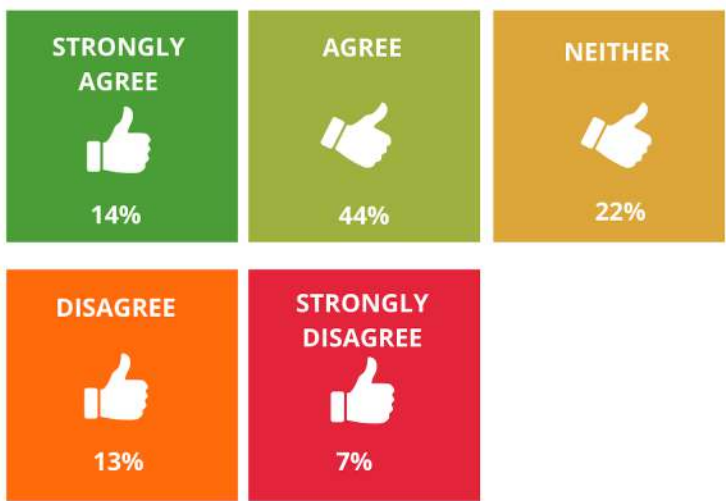
Roughly a quarter (28%) of young people strongly agreed that they had good physical health, and 45% agreed. A quarter were unsure.



# Survey Q14

## I have good mental health.

30% of Burdekin clients strongly agreed and 43% agreed they feel resilient i.e., I feel like I can cope with difficult challenges.



## Health and wellbeing



Respondents - 53

# Survey Q15

Culture and identity - respondents 50



Australian/  
Caucasian  
30%



Indigenous  
16%



Asian  
22%



European  
12%



South  
American  
6%



Mixed/other  
12%



Participants  
50



Within Burdekin, only 47% ‘agreed’ or ‘strongly agreed’ they spend time with others who share their cultural identity.



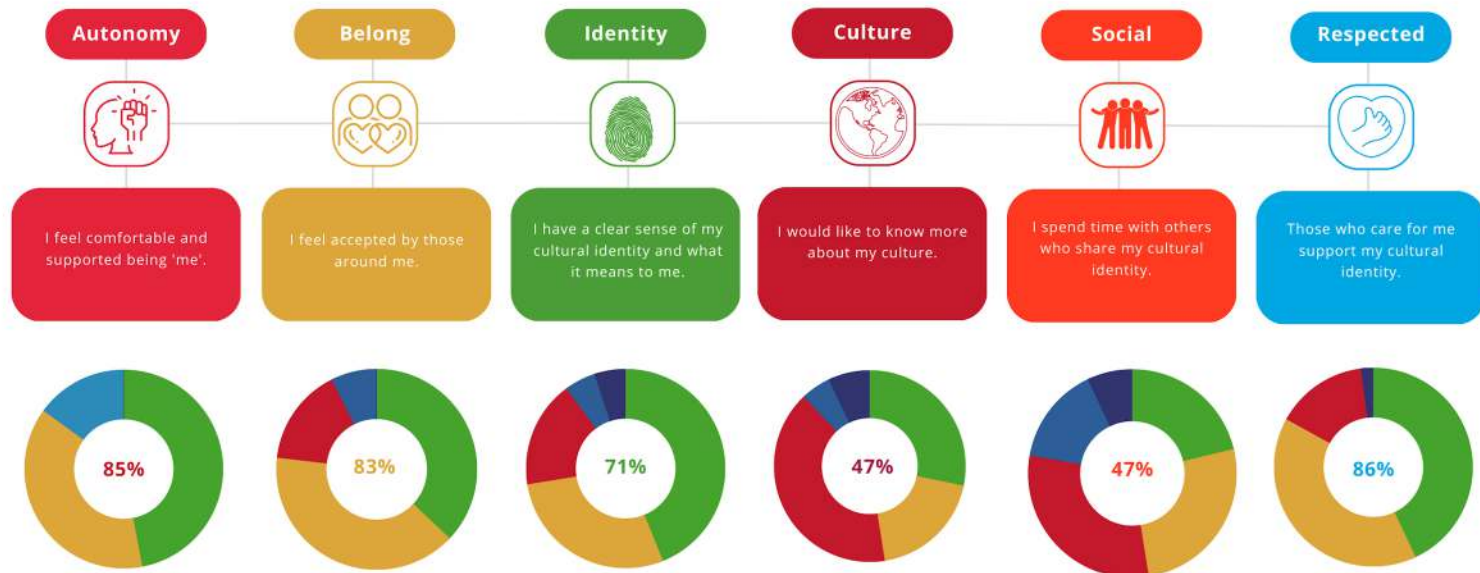
Less than half (43%) of Burdekin clients ‘agreed’ or ‘strongly agreed’ that ‘those who care for me support my cultural identity.’



Overall, 85% of Burdekin clients ‘agreed’ or ‘strongly agreed’ they are comfortable and supported being themselves, and similarly, 83% ‘agreed’ or ‘strongly agreed’ they feel accepted by others.



## Culture and identity - respondents - 53



## Survey Q16

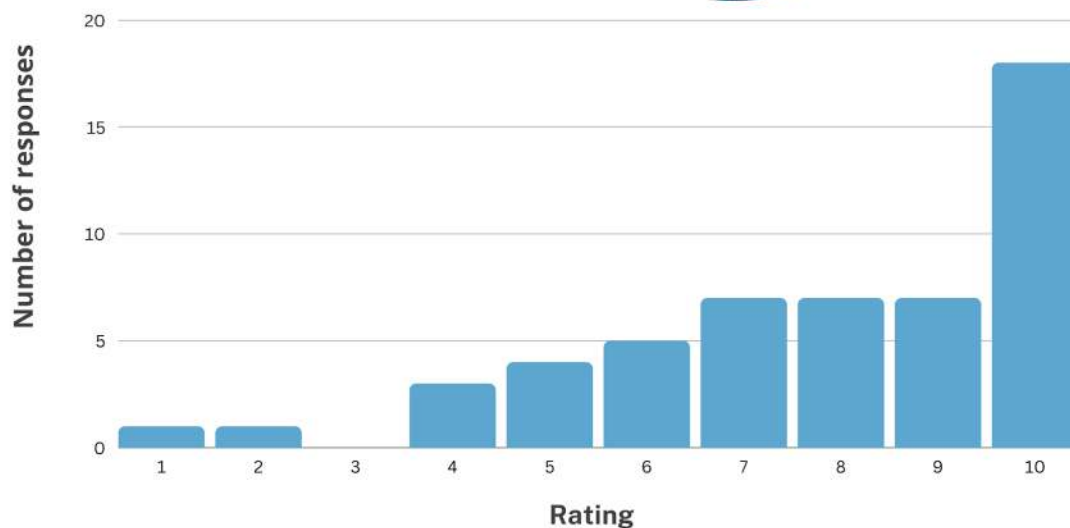
### Happiness

Overall, young people appear to be happy with the support they receive from Burdekin. On a scale of 1 (not happy at all) to 10 (extremely happy), the most common response was '10' from 1/3 of Burdekin clients. Results ranged from 1 -10.

The average response was 7.8 from Burdekin clients. 18 people out of 53 gave a rating of 10, compared with 11 out of 66 in 2021.



**17% IMPROVEMENT  
ON LAST YEAR!**



# Survey Q17

## Would you recommend Burdekin?

The average response was 75 with median 95, displaying a high recommendation rate for Burdekin's clients. For Burdekin overall, 44% clients answered '100'.



# Survey Q18

## What should Burdekin focus on improving over the next few years?

Mostly, Burdekin clients reported the need for more focus on their lifelong outcomes (50%).

This was followed by the need for staff training (20%), improved technology (19%) and fundraising efforts (19%).



\*respondents were able to select more than one option, meaning total adds to higher than number of clients.





# Survey Q19

## Final comments - suggestions

At the conclusion of the survey, clients were given the opportunity to provide any final comments or make suggestions regarding anything Burdekin can do to provide extra support.

Many young people suggested wanting the ability to do things independently, and for greater participation in decisions about their support and care. That is, support should be tailored around the needs and capabilities of each individual client. For example:

*"Give kids a chance to be able to choose where they live."*

*"Acknowledging that we all do not have to have the same rules, depending on responsibility and the situation."*

*"Let me do things alone, let me get public transport alone".*

The topic of budget and amenities was raised frequently with some suggesting Burdekin needs an improved budget and others specifically suggesting resources (such as Wifi) need to be improved.

In the open-response questions, there were several instances of young people suggesting they have no further suggestions for improvement. More specifically, one client said:

*"There isn't really anything else that Burdekin could do to support me further, you guys are really nice and the best. I really appreciate everyone from Burdekin."*



## NEXT STEPS

All individual client feedback was shared with the relevant team members to action individual requests and issues where possible and appropriate (unless the young person asked for this not to happen). Anonymity was respected wherever requested. Program level data was fed back to Managers for the development of service improvement activities, and these actions and learning have been shared with Team Leaders and Case Managers. For example, to further develop young people's cooking skills, cooking challenges will be introduced at Burdekin's Easter fair, and greater focus on young people's participation in weekly menu planning and cooking. To address issues of privacy, blinds and bedroom locks are a priority. And, to encourage participation in decision making, Burdekin has a strategic goal to further engage young people and their families in Burdekin's planning and decision-making.