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**Young People’s Feedback and Outcomes**

**Survey Results**

**2017**

Brisbane Youth Service conducted its annual Feedback and Outcomes Survey for 2017 over a five week period from April to May. During this period 139 surveys were collected by staff (predominantly on paper), 5 people completed the survey through a survey link promoted on the BYS facebook page and 7 surveys were conducted by phone.

The survey specifically sought to measure satisfaction on the following principles of quality service:

* **Accessibility of services**
* **Timely responses**
* **Client centred service delivery**
* **Open, non-judgemental and inclusive services**
* **Holistic service delivery**
* **Coordinated responses**
* **Connection to support networks**
* **Duration of need support**
* **Support to independence**
* **Service user satisfaction**

As well as:

* **Net promoter Score (likelihood of recommending the service)**
* **Service user self-assessment of outcomes of support**
* **Most frequently used types of support**
* **Service user intended duration/type of support needed**
* **Actual number of occasions of support (user reported)**
* **BYS service most used in the last month**
* **Young people’s basic demographics (age, gender)**
* **Young people’s general feedback and suggestions for improvement.**

Phone and Social Media versions of the survey also asked whether young people were intending to continue to access support at BYS, and if not, why not. This was intended to support better understanding of the high proportion of young people who present with multiple complex needs but do not sustain contact beyond brief engagement.

# Survey Respondents

Survey respondents were 66% female and 8% identified as gender non-conforming. There was a relatively even spread of ages between 14-25 years old, with the most frequent being 21yrs (17%) and least being 14 (1.6%/2 people). Most social media responders (75%) were over 25 year old. There was a good representative spread of responses across the different BYS service, with nearly 20% of young people saying that they consistently accessed multiple services.

# RESULTS

The first section of the survey asked young people were asked to rate eleven statements about BYS’s services on a five point scale from Very Unhappy to Very Happy (mid-point Neutral) or choose Not Relevant. Results showed that all average ratings were high, between 4.4 and 4.7 out of 5, indicating a strongly positive response to all positive descriptions of BYS services. Areas of particular strengths were in providing open, non-judgemental services; focussing on the things that young people felt were important (client centred services); being interested in young people’s life as a whole (holistic services) and over-all satisfaction ratings.

## Accessibility

Survey respondents rated the ease of getting to a BYS service, or staff coming to them at convenient locations, as 4.4/5 with 65% very happy. One person was very unhappy, two were unhappy and 14 gave neutral ratings to this statement. One third of respondents said that their worker mostly came to them, rather than them having to travel to BYS. Travel time to see a BYS worker was most commonly less than half an hour and 7% travelled for more than an hour to see their worker.

## Timely Responses

Being able to see a BYS youth worker in a reasonable amount of time was rated 4.46/5 by young people. Seven young people said that they were unhappy with the timeliness of services; 11 gave neutral ratings and 120 young people were happy (20%) or very happy (66%).

## Client centred service delivery

Young people gave their second highest average ratings to the statement “My worker focussed on my priorities/the things that were important to me” (4.6/5). Only one person said that they were not happy, and 77% (106) were very happy with their experience of client centred services.

Similarly, BYS workers were very strongly rated as being open, non-judgemental and willing to support young people with any of their needs. This statement received the highest average rating (4.7/5) and results reflect positively on the inclusive nature of BYS services. Results were particularly split with 4 people stating that they were not happy, but fewer neutral responses (6) and the highest number of “very happy” responses (112/81%).

Young people were also asked to rate how happy they were that that they had a say in how BYS supported them and that BYS workers listen to what you want from us, as a further indicator of client-centred practice. This statement received a strong 4.5/5.

*“In my experiences with BYS everyone has been helpful in all aspects of my life and life troubles.. I have felt nothing but support and help during my times of need”*

## Holistic service delivery

Young people were asked whether they experienced BYS worker/s as interested in your life as a whole or lots of the things that they were dealing with. This statement received one of the strongest positive responses with 92% of young people happy or very happy with the holistic nature of BYS service delivery.

*“I am satisfied with it because they have helped me in every area that I need and support me lots”*

## Coordinated responses

BYS’s coordination with other services received one of the lower rating responses (4.4/5) with several young people saying this was not relevant to them and five were not happy with this aspect of BYS services. This may reflect a lack of other services to coordinate with, or this may not be considered a priority by young people.

Conversely**,** Connection to support networksreceived a strong rating response (4.52) and one of the lowest levels of dissatisfaction (2 responses), indicating that BYS may work more overtly to link people with new supports than to coordinate with supports that may or may not have already existed in young people’s lives.

## Duration of need support is a corner-stone of BYS’s practice principles. The statement “BYS workers are available to support you for as long as you need (to 26yrs)” received a moderately strong response (4.5/5) with several young people saying this did not feel relevant to them.

## Later in the survey young people were asked what kind of support they were looking for from BYS: Short, Medium, Long Term, Occasional when needed or just a particular person/service eg medical clinic. This was aiming to understand young people’s intensions to compare to the data we have on actual duration/frequency of engagement. The majority of young people said that they wanted long term support (41%), or medium term support (30%). Very few young people said they wanted short term support (11%), which is significant given the high rates of brief engagement with BYS seen in other data (currently 37%).

## Support to independence

Young people were asked how much BYS helped them become more able to be independent in the future. This item received the lowest overall response rating (4.37/5). Five young people were unhappy, three skipped the question, and 10 gave a neutral response. Narrative comments focussed much more strongly on how helpful the staff are than how much young people were able to learn to manage for themselves. This is consistent with young people’s preference for long term support (above).

## Overall Service Satisfaction

BYS received a high rating for overall satisfaction, with many young people who were less happy with specific aspects of the service still giving strong overall satisfaction ratings. 93% of young people were happy or very happy with BYS services. This is similarly reflected in the Net Promoter Score.

BYS received a 9.13/10 Net Promoter Score, reflecting that 86% of young people said that they were highly likely (8-10 on a scale of 1-10) to recommend BYS to someone else in a similar situation to themselves. Comments from young people were particularly reflective of how much they valued the service:

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| --- | --- | --- |
| Good service. Whenever I see someone who has a problem I believe BYS can help with this and I refer them. | Because they listened to you very well and understood where you were coming from and gave supportive advice and guidance | Very likely because if you see someone that's not coping with life and are not supported maybe they could help them like BYS help me!!! |
| Because the help I've gotten so far is what I'd want for the person that is in need. | This service is very supportive and helpful when it comes to life's obstacles and stresses. | They try to help you with what-ever you need. They are good at conveying that they care. |
| Because it has been a very helpful and supportive service and the workers are wonderful! BYS has helped my through a lot of struggles | As a young parent it can be extremely isolating. BYS have given a social life and something to look forward to weekly for both me and my children. | They have always been so helpful and provided me with so much information. Always so supportive and feel safe and never judged. |
| Because I feel that the support I have received is very helpful and if I could help someone in a similar situation, I would recommend BYS. | Because the workers are very helpful and are always to here to listen when needed and very non-judgement. The workers are pretty coooooool. | Very supportive - already have recommended BYS to people needing help. |
| BYS is a wonderful supporting environment for anyone who needs it | Good place to start and lots of help on all different ways | Because they actually help |

## Self-assessed outcomes of support

Young people were asked to tick which of the following statements were true for them.

Self-assessed outcomes showed that young people most often feel that they are now more capable of doing the things they need to do in life. This is contrary to the previous lower average response ratings to BYS promoting independence, indicating that young people’s capacity may improve but they may not wish to move on from support. Improved access to material basics; connections with others and improved emotional wellbeing all rated strongly as positive outcomes of BYS support. This is consistent with previous strong results for BYS linking young people with professional and personal support networks. Young people say that they feel safer, and that they more of a voice in their life. Low numbers of responses to improvements in parenting is to be expected given that 30% of young people accessing BYS are parents so this would not be relevant to all respondents.

Those who chose an “other” response described feeling validated and listened to; feeling happier and able to do things with less stress; and feeling free.

## What has helped young people?

Seventy-nine percent of young people said that they had been helped by financial assistance from BYS (emergency relief), but the most frequently selected response was that young people said they had been helped by having personal support and someone to talk to in times of stress (81%). Support to deal with agencies like Centrelink and Department of Housing was highly rated, as was general help to find housing and, once again, linkages to other support services showed a strong response rate. Social support and group-based activities were popular, as well as help to address health issues. Learning new skills and reaching employment and education goals were highly rated (over 50%). Support for alcohol and drug use issues was only selected by one quarter of young people, which is low given the rates of reported substance use and the dedicated AOD team at BYS.

## Suggestions for Improvements

Young people’s suggestions for improvements predominantly focussed on more activities, with some suggestions for different types of activities that could be provided (eg relaxation classes). Young people also wanted more services, more workers and more time with workers, more money for emergency relief and more service funding generally. Some suggested improvements to service delivery included better communication between workers for more consistent responses; quieter spaces for support; better worker management of the foyer space at the HUB to prevent intimidation/aggression from other service users; more services in other areas (eg towards Sunshine Coast); more employment support services (a dedicated jobs worker); quicker and more consistent responses from workers to phone calls and requests; more performing arts activities (with an offer to assist) and that we make a documentary on youth homelessness. Three respondents requested more experienced workers with more life experience.

Most respondents to the phone and social media surveys who said that they were no longer coming to BYS stated that this was because things had changed in their lives and they no longer needed the service. One had moved interstate; one was too old now and one had found a different service that better suited their needs.