



*Southern Queensland*

**Young Peoples' Voices  
in Residential Out-of-Home-Care**

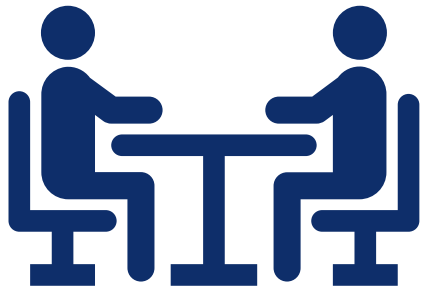
**Kelly Prior – Service and Practice Governance Lead**

# Strategic Goal

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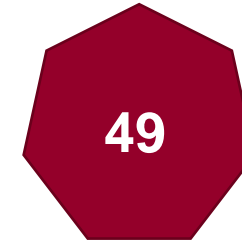
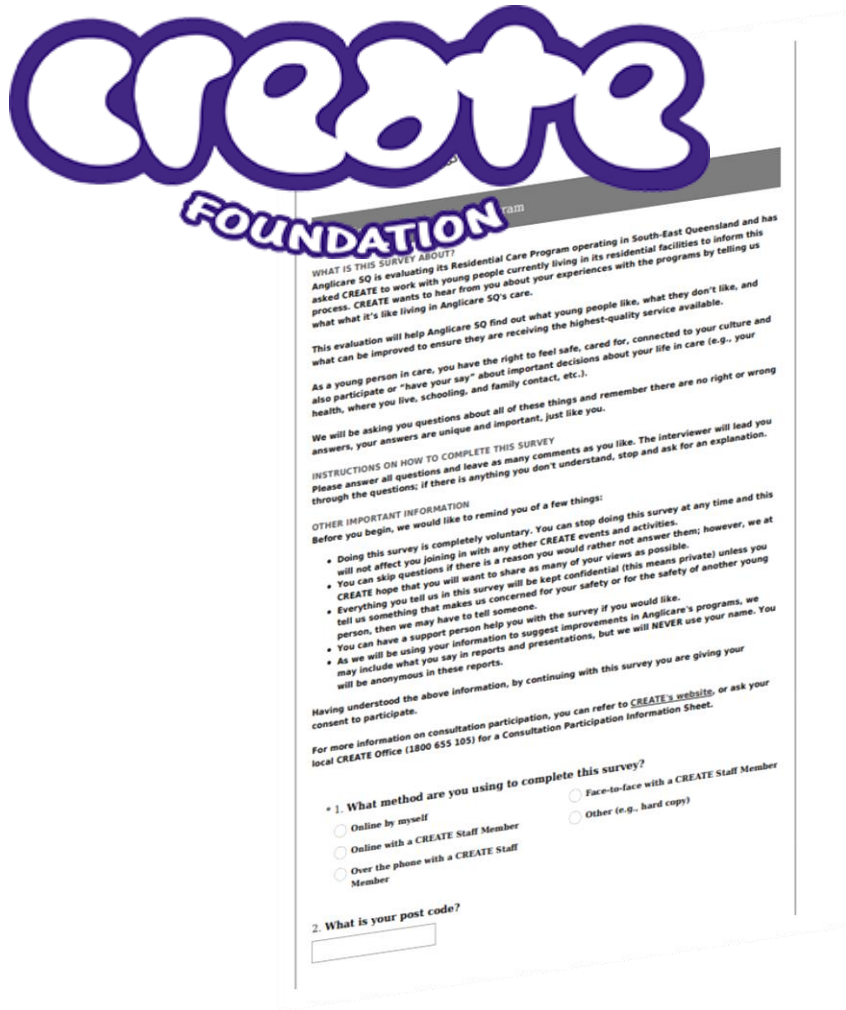
## Client Voice

We will champion the voice of clients and the most vulnerable through advocacy and research, for a more just and inclusive society for all.

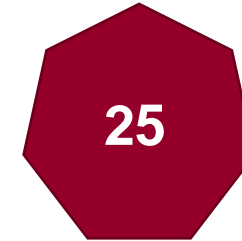


Seek feedback on client outcomes and experience so that we are guided by clients in the delivery of services which most effectively support them to attain their goals.

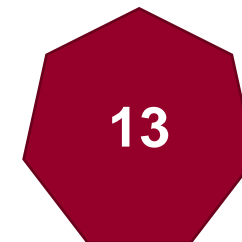
# Process



Eligible young people



Willing to participate



Responses obtained

# Findings

Demographic	Number
<b>Sex</b>	
Female	8
Male	5
<b>Age</b>	
14	4
15	3
16	2
17	4
<b>Culture</b>	
Aboriginal	4
Australian: No Special Group	8
Russian	1
<b>Disability</b>	3
<b>Age entering care</b>	
Less than 1 year	2
5–12 years	5
13–14	6
<b>Placements</b>	
1–2	4
6 or more	7

Based on the responses from young people and with regard to Qld OOHC Outcomes Framework, four areas of care were highlighted for further attention:

- Young people's experiences of feeling safe and cared for;
- First Nations support to connect with culture;
- Young people's experiences of feeling heard and involved in decisions being made about them; and
- Young people's perception of the value of school.

# Comments:

There are people there if we need—numbers to call and supports if required...  
The doors are locked and so I can be private if I want.  
(17yrs)

Let us have more freedom and space and sleepover with other Anglican kids and friends. (14yrs)

Stock up the whole cupboard and fridge with all different types of foods. Have a bigger mix of things. (17 yrs)

I can't imagine what is good about the rules. (17 yrs)

Not every carer but a couple of carers support me a lot and actually care. And they show me they care. (16 yrs)

They put us in our own rooms and give us our passcodes ... You can sleep in your own room by yourself. (14yrs)

I've learnt a lot and I can learn new things. I feel good about my house. (17 yrs)

Sometimes it feels unfair—other people get to do things that I can't, and it doesn't make sense why. I feel singled out and treated differently  
(16 yrs)

Communication needs to be improved – I'm not told about when decisions are being made. Get treated like little kids.  
(17 yrs)

Maybe young people should get more sleepovers with friends. Be able to leave the house more. (14 yrs)

# Improvement actions

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- Review Care Planning Practice – Anglicare has conducted a review of care plans.
- Cultural Support – employment of Cultural Practice Lead
- Sharing findings – with staff and Young People engage in discussions about how to action suggestions

**?? QUESTIONS & COMMENTS ??**