

“You can trust them if you can see they are really putting the effort to help you.”

- 1 Check if young people feel heard when asking for feedback, for example, “How do you feel about our work together today or over the last month/year?” Reflect back, then plan future interactions.
- 2 Explore each young person’s social ecosystem (friends, carers, family) and consider them in service planning and reporting.
- 3 Find ways to support the young person’s personal objectives, including cross-referrals, partnerships and/or flexible funding.

Workers

Three actions for

What if young people at risk of involvement in the justice system had a voice?

“I got to share my story and my brother’s story. We are important kids, and you’ve heard us.”

“Everyone can put their heads together.. and then we can have the courage to be there with him and help him along.”

- 1 Implement regular roundtable discussions with workers and family/carers, ensuring the young person is present and supported.
- 2 Invest in staff training and professional development, for example, effectively sourcing and using feedback from young people to inform service design.
- 3 Actively support ongoing relationships and develop protocols for staff handovers to enable continuity for young people.

Service Organisations

Three actions for

“This is definitely the first time I have been asked about any of it. It feels like a relief. I’m getting my word out there, and I’m hoping this changes their experiences.”



“It seems like everyone just is living my life. I am not living my life.”

“We might be young, but we do have brains. This is my life, I’ve been put in the system for a reason, to better my life – I would’ve liked some say in that.”

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“You need to have people in place every step of the way to help young people use the resources available to them.”

- 1 Use <https://www.vic.gov.au/young-voices> for youth engagement and participation.
- 2 Based on this tool, ensure the voice of young people informs policy setting, tender development and program review.
- 3 Ensure providers have the capacity and expertise to capture young people’s voices in service agreements.

Government

Three actions for

By responding to the changing needs of young people throughout their service system journey, they remain connected throughout.

When young people feel heard and have agency over more decisions in their lives, recidivism reduces, and outcomes improve.

Learn more at mg-australia.com.au/youthclientvoice

Government can listen to the voices of young people

Without us kids, you don't have a job. You get paid to sit and talk to us. It's our life, and we don't get a say in it.



Young people participate in co-design and offer ideas for policy, services and programs.

It's really important to have input.. It would be good if kids could have a say.



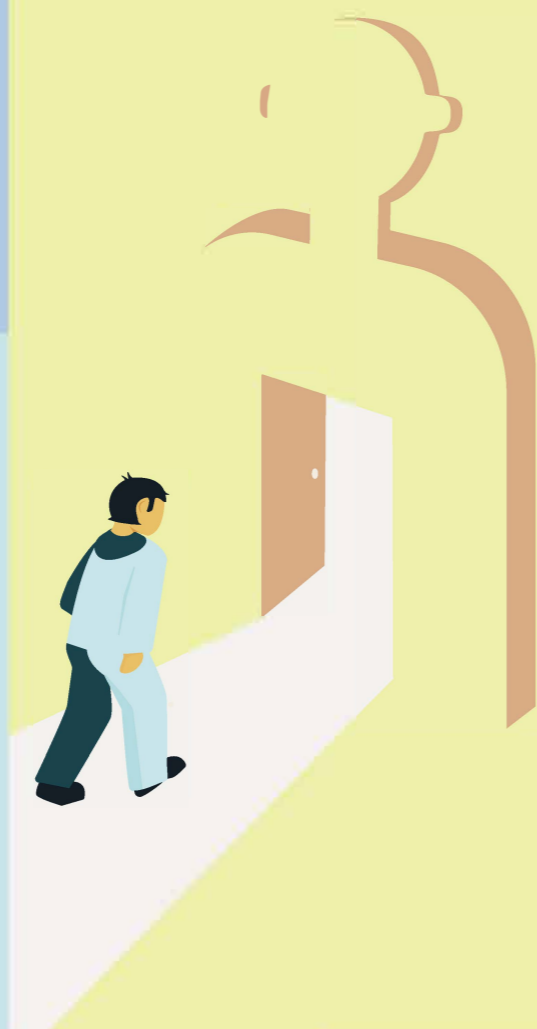
The voices of young people are essential to developing new tenders.

A really good idea is the peer mentoring and peer listening program... I know for a fact most of them haven't reoffended.



Measuring program outcomes includes listening to young people's experiences, and acting on their input.

I am not just in this life for myself. I am in this life to help me to help others.



Services & Organisations can prioritise the voice of young people



Young people are supported to have an active role in roundtable processes.

It would be great to sit us all around a table. Every important person... so everyone's on the same page when we leave the room.



Young people feel safe to give feedback about their experiences of services, resulting in improvements and service delivery changes.

It makes me feel like I can actually put words on paper to help you make it better for other people.



Choices are offered to young people wherever possible.

Workers can optimise young people's self-agency



Trust and connection are encouraged and supported by lived experience workers.



Personal goals and choices of young people are respected, despite changing programs or workers.



Young people's social ecosystems are understood and incorporated into service delivery.

Some workers that have experience... they have more of an understanding of how to work with us kids.

If you jump from person to person, you can't connect, but the same person, they get to know you.

Every kid in the system is very different... Get to know the family and the people they hang out with.

