

JULY 2024

Youth Voice Survey

Guide for Adults



Before

1. For detailed information about the survey, visit decyp.tas.gov.au/child-advocates.
2. The survey can be promoted to young people via the above webpage and/or via the flyer, which is accessible from the webpage.
3. CSOs and other professionals within Care Teams are responsible for providing the young person with the option to complete the online survey at least once per year (but it can be completed every 6 months).
4. CSOs and other professionals within Care Teams are also responsible for sharing all relevant information about the Youth Voice Survey with the young person, including that:
 - it is voluntary and the young person can choose other tools to share their views if they prefer.
 - the young person can choose to do the survey alone, or with support from an adult of their choice.
5. The survey can be accessed:
 - directly via this link <https://ncv.microsoft.com/A5EeQweTpH> or by scanning the QR code on the flyer for young people.
 - via a paper-based version that can be printed from decyp.tas.gov.au/child-advocates.
6. The current online Youth Voice survey does not have a 'save' option, so it must be completed and submitted in one sitting. It takes around 20 minutes to complete. It may take longer if the young person completes it with support from an adult and talks about their answers as they go.

During

1. The Youth Voice Survey can be completed on:
 - any device with an internet connection (it works best using the Microsoft Edge Browser).
 - a paper-based version that can be printed from decyp.tas.gov.au/child-advocates. If the survey is done on paper, the young person or an adult of their choice will need to enter their answers online and submit them.
2. The young person can choose to do the survey on their own or with an adult they trust to support them. The young person can complete the survey in a place where they feel safest/most comfortable.

3. Detailed advice for adults supporting the young person to complete the survey, or having a conversation with them after they've completed it, can be found at the end of this document under 'Talking with young people'.
4. The young person can work through the questions at their own pace and can leave additional comments at the end of each section where there is a free text option. [Note that online responses are only saved once the survey has been submitted.](#)
5. If the survey is done on paper, the young person or an adult of their choice will need to enter their answers online via this link <https://ncv.microsoft.com/A5EeQweTpH>, and submit them.
6. The young person can choose to stop completing the survey at any stage. [Note that any responses that may have been completed will be lost if the survey is not submitted.](#)
7. At the end of the survey, the young person can request that a copy of their answers be sent to them via email or post.

After

1. Once submitted via the 'submit' button, the survey responses are automatically saved and emailed to the Child Advocate Team at email: child.advocate@decyp.tas.gov.au.
2. If the young person responds negatively to any "red flag" questions that indicate they might not be safe/well, an alert is issued to the Child Advocate team for follow up directly with the CSO, Practice Leader, and Practice Manager.
3. If the young person states there is someone in their Care Team who they do not want to see their answers, this will be managed by the Child Advocate team.
4. All survey responses will be uploaded to CPIS by the Child Advocate Team as an attachment in the young person's file. This can be searched for under case note type "Surveys" and sub type "Child and Youth Voice Survey".
5. Once a survey response has been uploaded to CPIS, the Child Advocate Team will email the CPIS hyperlink to the relevant CSO, Practice Leader and/or Child Safety team.
6. If the young person has completed the survey on their own, a follow up conversation with an adult of their choice is necessary. This enables a supportive conversation to explore and build understanding of their survey responses, and identify priority actions to meet the needs most important to them.
7. CSOs and other professional Care Team members can then use the responses to inform care planning, attaching a copy of the survey to the young person's Care Plan.

Talking with young people

If you are supporting a young person to complete the survey, or having a conversation with them after they have completed it, there are some important things to keep in mind:

Optimising the conditions

- A young person is more likely to participate in the survey if they *have choice and control*, including when and where they complete it, how they respond to questions, and who sees their answers.
- Sharing choice and control also supports a young person's developing sense of self and independence.
- If you provide a safe and trusting connection, the young person will be more likely to respond to the survey with honest and open answers.

Curiosity is key

- Enquiring with open-ended questions like, “tell me more about that” will help to expand on the information the young person might share. This is different to closed question like, “do you know why that happened”, which can be answered with a “yes” or “no”.
- Curious open-ended questions will help to support the young person’s thinking, without the adult directly shaping or influencing their answers.

Being mindful of your influence

Be aware of your own views and how they might influence the young person’s answers.

- You might need to help prompt their memory or explain what a question is asking of them. But there is a difference between *providing guidance versus providing answers*.
- The survey needs to record their views which might be different to yours.

Alert to non-verbal communication

- The young person may respond in ways that indicate a range of emotion – such as confusion, dislike, anger, sadness – but without communicating it verbally.
- Non-verbal cues are a good guide for you to support the young person. They may need:
 - a break,
 - to select ‘pass’,
 - to write in the ‘tell us more’ section,
 - to talk about this more with you or someone else.
- Alternatively, they can call the **Kids Helpline** which provides a free 24/7, confidential and private counselling service specifically for children and young people aged 5 to 25 years. The number is 1800 55 1800.