Youth Justice Programs Framework 2016–2019 ‘Fact Sheet F’

Program Feedback

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# What is Program Feedback?

Program feedback is a process through which information regarding a program’s content, facilitation and perceived effectiveness is gathered. Within Youth Justice, feedback is used to gather information from participants, facilitators and Youth Justice staff members.

Information collected provides insight into the successes and potential challenges faced during facilitation.

While the feedback process is less formal than that of evaluation, it is no less important, as the process can highlight areas needing to be addressed with regards to:

* Facilitator rapport with participants.
* Engagement of young people.
* Participant retention.

Information from feedback is used as part of on-going monitoring and review of programs.

# Participant Feedback

# Guidelines for Completing the YJ Participant Feedback Form

## Purpose

The YJ Participant Feedback Form will provide information regarding the facilitation and content of YJ programs from the perspective of the participants. Feedback will be sought from all participants from all programs provided within Youth Justice business units across the Adelaide Youth Training Centre (AYTC) and Community Youth Justice (CYJ).

For young people with poor literacy skills, the form can be used as a template to guide verbal 1:1 feedback discussions, or if the young people would prefer, a group discussion could take place following the conclusion of a program.

The form has been designed to provide the foundations for periodic conversations between the YJ Principal Programs Officer and program providers/facilitators as part of an ongoing monitoring and evaluation process for all YJ programs.

Completion of feedback forms for programs delivered in custody will be undertaken by a member of the AYTC Programs Team who will be independent from the facilitation of the program. It is possible that copies of the forms will be provided to the program providers to offer an opportunity for providers to gain an insight into the engagement of young people in the hope this will lead to continued adaptations and improvements of programs. In these instances, it is important the young person understands the purpose of gaining their honest feedback and that any documentation will be de-identified and any criticisms offered will not have legal or other negative implications.

This process will also assist Youth Justice to monitor reasons for participation and retention within programs, as part of a sustained effort to improve the monitoring and accountability of the programs provided to our population.

While the completion of feedback forms by young people is strongly encouraged, it is not compulsory. Any young person has the right to opt out of offering feedback information if they choose.

## Process

*Who:* Feedback is to be sought from each individual young person who has participated in a particular program.

For the sake of transparency and to ensure information is recorded accurately, AYTC Programs Team members will facilitate the completion of the forms and will assist individual young people if difficulties with literacy/comprehension occur.

For custodial programs; if a young person is not comfortable with providing feedback directly to Youth Justice staff, a ‘feedback box’ will be made available to allow the young person to provide their feedback confidentially.

*When:* Forms are to be completed within 1 week of the completion of an entire program, not at the end of each session. i.e. if a program runs for 2 sessions per week for 6 weeks, only one feedback form is required at the end of the 6 weeks/12 sessions.

Where possible, informal mid-way feedback information will be sought from participants to identify any areas of concern about facilitator conduct, program content etc. so this can be addressed before the program is completed.

If a young person chooses not to complete a program for any reason (other than being released), they will also be asked to complete a Participant Feedback Form in order to gather information related to their decision to remove themselves from the program.

*What:* The forms are intended to provide individualised feedback on the content and facilitation of all YJ programs from the perspective of the participants.

It is understood that many organisations may already utilise similar feedback questionnaires as part of their own internal evaluation processes. However, it is important that Youth Justice collects consistent feedback for it’s own data-collection processes. In these instances Youth Justice will negotiate the sharing of feedback information with program providers in order to minimise the need for young people to complete multiple feedback forms.

*Why:* Participant Feedback Forms will be summarised and saved to provide the Principal Programs Officer and Programs Review Panel the opportunity to monitor ongoing feedback for programs over time. When coupled with the participation and retention aspects of the Program Summary Reports, it is hoped these evaluation methods will provide greater insight into the challenges with ensuring high referral rates, along with challenges associated with maintaining high retention rates of participants in all programs provided within YJ business units.

If you have any further questions or concerns about the YJ Participant Feedback Forms please contact:

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# Participant Feedback Form

**What was the name** **of the program?**

**What was the name of the person who ran the program?**

**What did the program try to teach you?**

**What did you think of the Program?** (circle the best answer)

 **1 2 3**

It was good ---------- Neither good nor bad ---------- It was bad

**Why did you give that answer?**

**Do you think the person who ran the program did a good job?**

 **1 2 3**

Good ---------- Neither good nor bad ---------- Bad

**Why did you give that answer?**

**How interesting was the program?**

 **1 2 3**

Interesting---------- Neither interesting or not interesting ---------- Not interesting

**The best parts of the program were…**

**The parts of the program that could be changed are…**

**Who decided that this program was a good idea for you?**

[ ]  Youth Justice worker

[ ]  Me

[ ]  Joint decision between worker and me

[ ]  Other. Who?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you think the program will help you in the future?**

[ ]  Yes

[ ]  No

[ ]  Not sure

**What did you learn from the program?**

**How will these things help you?**

**Any other comments?**

# Provider Feedback

# Guideline for the Youth Justice Program Summary Report

## Purpose

The Youth Justice Program Summary Report will provide information regarding the facilitation, participation and retention of young people in all programs provided by all program providers across the Adelaide Youth Training Centre (AYTC) and Community Youth Justice (CYJ).

The Program Summary Report has been designed to also provide the foundations for periodic conversations between the Youth Justice Principal Programs Officer and program providers/facilitators as part of an ongoing monitoring and evaluation process for all Youth Justice programs.

It is hoped the Program Summary Report will also offer an opportunity for program providers to reflect on the potential reasons for successes and challenges during the facilitation process in order for internal review of programs to lead to continued adaptations and improvements.

This process will also assist Youth Justice to record the participation and retention rates of programs, as part of a sustained effort to improve monitoring and accountability of the programs provided to young people who are connected with Youth Justice.

## Process

*Who:* A Program Summary Report is to be completed by the program facilitators and either emailed or provided in person to the AYTC Programs Team or the Youth Justice Principal Programs Officer

*When:* For ‘rolling’ group programs, one-on-one programs (such as mentoring, restorative justice processes, or the Changing Habits and Reaching Targets [CHART] program), or those without an easily defined start/end, a Program Summary Report is to be completed every 6 months to give an overview of participation and program facilitation over that time.

 For all other programs, a Program Summary Report is to be submitted within 4 weeks of the completion of each program ‘run’, not at the end of each session. i.e. if a program runs for 2 sessions per week for 6 weeks, only one report is required at the end of the 6 weeks.

*What:* The Program Summary Report is intended to provide an aggregate summary of the facilitation and participation of the group. Therefore there is no need to provide information about or mention names of individual young people.

*Why:* Program Summary Reports will be tabled at the next Program Review Panel Meeting to provide general information to panel members and to allow Youth Justice to monitor participation and retention rates of young people. They will also assist in addressing any barriers for either young people or facilitators regarding participation in programs and will provide discussion points for program review meetings (as outlined in section 3.5).

# Program Summary Report

**Program Name:** Insert name here

**Facilitator(s) Name(s):** Insert name here

**Program Stream**:

[ ]  Community Engagement

[ ]  Cultural

[ ]  Health and Developmental

[ ]  Family and Social

[ ]  Offending Behaviour

**Delivery location**

[ ]  Adelaide Youth Training Centre – Goldsborough Campus

[ ]  Adelaide Youth Training Centre – Jonal Campus

[ ]  Community (*please specify*)

**Program Details**

(e.g. *date commenced and completed, facilitators, number of sessions/ length of sessions)*

**Participants**

*(e.g. number, demographic information [gender / culture / age], program selection criteria, how many started / completed the program, reasons for not completing program)*

**Program Delivery**

(e.g. what was involved, what did you do, what were the goals of the intervention?)

**Outcomes**

*(e.g. what evaluation tools / methods used - pre and post assessment of participants (if relevant), participant feedback, questionnaires, what were the outcomes and results)*

**Is there a need or intention to modify / make changes to the program for future delivery?**

[ ]  No [ ]  Yes *If Yes, please provide details*

**Other Comments**

**Recommendations**

**Youth Justice Staff Feedback**

Observations and feedback from Youth Justice staff members is integral to the overall process of program feedback. Depending on the location, staff members can have a unique perspective regarding their potential role of observing a program being presented and/or possessing an ongoing relationship with young people whereby they are in a position to observe the potential impact participation in a program has on a young person. Staff feedback will be sought to gather information related to:

* Young people’s comments about and reactions to program content.
* Any perceived changes in behaviour between pre and post program involvement.
* General feedback on young people’s engagement throughout the program session(s) (For staff members present during program facilitation).
* Whether young people have sought out staff to further discuss particular aspects of programs.

It is understood that staff feedback has implicit limitations, in that individual staff members are only able to provide information related their own experiences, conversations and observations and therefore feedback is likely to be limited to isolated aspects of a program. For these reasons, staff feedback will be used in conjunction with other feedback mechanisms to make up the overall feedback process and will not be used in isolation.

##

## Feedback sought from:

* AYTC Programs team                                           ∙ Accommodation Youth Workers
* AYTC Behaviour Support Officers                        ∙ Youth Education Centre staff
* AYTC Case Coordinators and Aboriginal             ∙ Community Service Officers

Case Coordinators

* Community Youth Justice Case Managers

If you have any further questions or concerns about YJ Programs Feedback please contact:

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