

# COUNSELLING CLIENT EVALUATIONS 2015-2016

Child, Adolescent Trauma Counselling Service  
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Our Child, Adolescent Trauma Counselling (CAT) Service is for children and adolescents (under 18) living in the Bathurst local government area who:

- have been affected by abuse, including: physical, emotional, mental, sexual abuse; and domestic & family violence
- have been affected by significant neglect
- are at 'risk of significant harm' (ROSH)
- are in 'out of home care' (to address issues which led to placement in care).

We also work with the parents, carers, families of the above children and adolescents. The CAT service is NOT FOR children and adolescents with significant mental health issues, such as schizophrenia, bipolar disorder, psychosis.

The CAT counsellor provides:

- counselling for children & adolescents
- counselling for parent, carers if their child or adolescent is using the CAT service
- parenting programs to help parents/carers improve their communication and relationship with their child or adolescent
- parenting programs to help parents/carers develop appropriate skills for responding to challenging behaviours and emotional problems
- information, support and referral so that families access appropriate services

We aim to have outcomes so that –

### **Children**

- get services to meet their developmental needs

### **Adolescents**

- stay at school or find work
- be connected with their family
- be able to make positive life choices
- achieve their goals

### **Parents/Carers**

- improve or enhance their parenting skills
- know about community services & resources to meet their family needs
- improve or enhance their relationships with their child/ren
- have people to support them

The service is provided free of charge and funded by NSW Department of Family & Community Services.

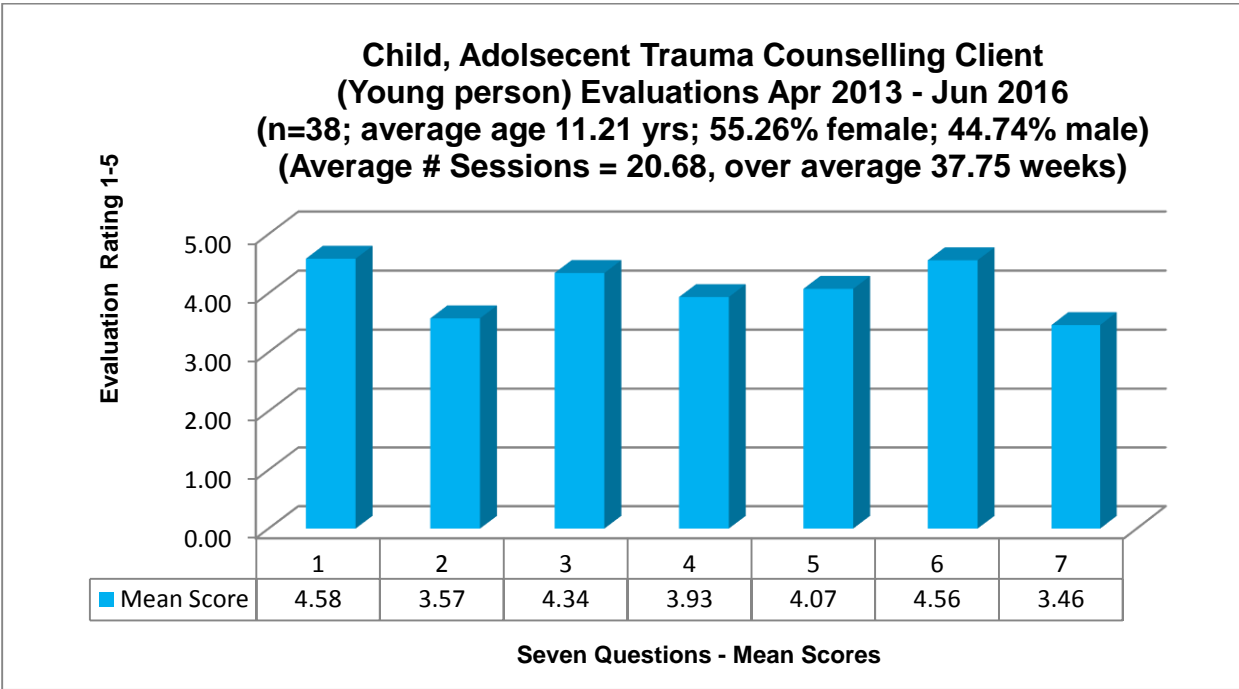
At the beginning of each session clients electronically complete an *Outcome Rating Scale* and at the end of each session clients complete a *Session Rating Scale* (both evidence-based tools developed by the International Centre for Clinical Excellence) using the MyOutcomes electronic system. These tools assist the client and counsellor to ensure that the counselling sessions are client focused and meeting the client's needs.

83.3% of active clients and 85.7% of inactive clients reached service targets (successful outcomes) based on the MyOutcomes data. An international sample of MyOutcomes aggregated data for 240,938 people had 66.1% of active and 68.5% of inactive clients reach service targets.

Once clients have completed their counselling, or after attending at least four sessions, clients are asked to complete a full evaluation which was developed based on the research from the International Centre for Clinical Excellence.

Overall for 2015/16 29 clients attended a total of 292 counselling sessions. We have only counted clients who attended three or more sessions. The overall evaluation completion rate for the CAT Counselling Service was 38% (11 out of 29 clients). For the 11 clients the average age was 9.64yrs, average # of sessions 17.18 over an average of 30.73 weeks. 45% were female and 55% were male.

Client satisfaction ratings below cover clients from Apr 2013-Jun 2016. Overall the satisfaction ratings were good ranging from 3.46 (69.2%) up to 4.58 (91.6%) out of 5.



- | Quest # | Question   |
|---------|--|
| 1       | How well understood by counsellor                |
| 2       | How easy to talk about feelings                  |
| 3       | How coping since coming to counselling           |
| 4       | How much improved at school since counselling    |
| 5       | How much improved in family since counselling    |
| 6       | Overall satisfaction with counselling experience |
| 7       | How likely to recommend to friends               |

## YOUNG PERSON CLIENT EVALUATIONS (Jun 2015 - Oct 2015 N=6)

### What was the best thing about counselling?

Category	Examples
Creativity	<ul style="list-style-type: none"> <li>• "Create stuff because I make a mess with glitter and mum said no."</li> <li>• "I can monsters [St Luke's cards]."</li> </ul>
Conversation & Play	<ul style="list-style-type: none"> <li>• "Talking and playing games."</li> <li>• "Playing."</li> <li>• "Talking, playing and someone to lissin [sic]."</li> </ul>
Listening	<ul style="list-style-type: none"> <li>• "Counsellors [sic] listin [sic] to me."</li> </ul>

### What didn't you like about counselling?

Category	Examples
Difficult conversations	<ul style="list-style-type: none"> <li>• "Talking about [perpetrator]."</li> <li>• "Talking about stuff."</li> </ul>
Length of time	<ul style="list-style-type: none"> <li>• "Not enough time - I wanted more time."</li> <li>•</li> </ul>
Nothing	<ul style="list-style-type: none"> <li>• "I didn't have any problems."</li> <li>• "Nothing."</li> </ul>

### What did you learn during counselling?

Category	Examples
Hope	<ul style="list-style-type: none"> <li>• "That it improves."</li> </ul>
New skills	<ul style="list-style-type: none"> <li>• "How you can talk to people if something is wrong."</li> <li>• "Being safe."</li> </ul>
Benefit of play	<ul style="list-style-type: none"> <li>• "Playing is nice."</li> </ul>

### Was there something else that would have been helpful for you?

Category	Examples
Listening	<ul style="list-style-type: none"> <li>• "Gem listing [sic] to me."</li> <li>•</li> </ul>
More time	<ul style="list-style-type: none"> <li>• "If I got to spend more time."</li> </ul>
Room layout	<ul style="list-style-type: none"> <li>• "Change around the play room a little bit."</li> </ul>

### Additional comments

Category	Examples
Counsellor quality	<ul style="list-style-type: none"> <li>• "She [Jem] is awesome [sic]."</li> <li>• "Gem is really nice to me. She listens to everything I say and helps me with everything I tell her. I really like this place so thank you and I can't wait to come back. You are awesome gem. xx"</li> </ul>
Recommending the service	<ul style="list-style-type: none"> <li>• "Not likely to tell friends to come here because none of them have the same problem as me."</li> </ul>