

# Your Experience of Service (YES) Survey Summary

The YES Survey gathers information from the community about their experiences with PHN-funded mental health services. The insights help inform how services are designed and delivered in the region.

## Experience in using mental health services

**Welcoming environment:** 90% always or sometimes felt welcome.

**Safety:** 83% always or sometimes felt safe using the service

**Respect for rights:** 79% felt their decision-making rights were always or sometimes respected

**Respect for individuality:** 80% always or sometimes felt their individuality was respected

**My support and care needs were met:** 78% always or sometimes had needs met

## Outcomes from using mental health services

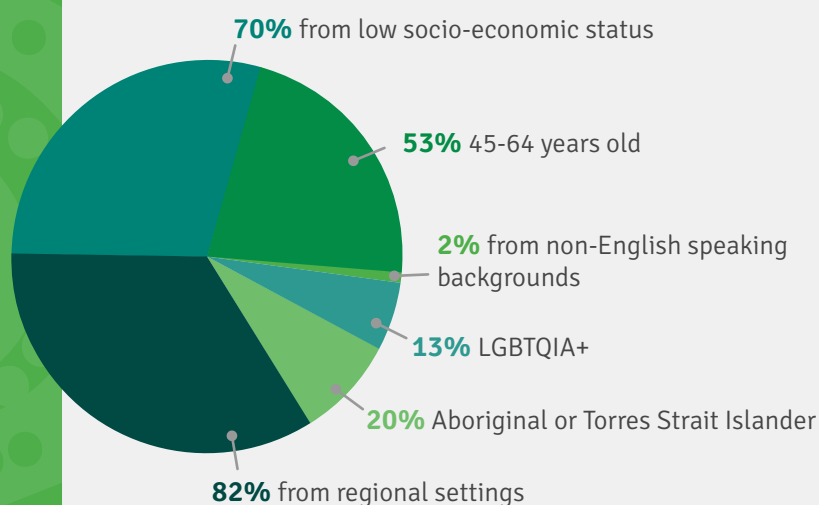
**Hopefulness of my future:** 71% rated very good or good

**My ability to manage daily work:** 70% rated very good or good

**My skills to maintain own health and wellbeing:** 72% rated very good or good

## Demographics of respondents

Respondents came from diverse backgrounds, providing a broad view of experiences and helping to meet the needs of all groups inclusively.



## Survey participation

Surveys distributed:

 **1,875**

Responses received:

 **174**

Response rate:

 **9.3%**



## The best thing about this service...

- **Dedicated personnel:**  
Providing trusted and supportive care
- **Availability of service:**  
Services are there when needed
- **Listening and support:**  
Feeling heard and understood
- **Caring staff:**  
Friendly staff interactions

## My experience would have been better if...

- **Greater practical support:**  
Increase in resources and guidance
- **Access to services:**  
Reduced wait times
- **Ongoing support:**  
Help to navigate and follow-up
- **Trust and communication:**  
Ensure active listening