

Your Experience of Service (YES Survey) Summary

The YES (Your Experience of Service) survey gathers information from consumers about their experiences on mental health care. The survey provided crucial insights into consumer experiences with PHN-funded mental health services, and it helps everyone work together to help improve service quality.

While a majority reported positive experiences and outcomes, there is a notable proportion of consumers with less favourable experiences, highlighting areas for potential improvement. These findings can guide future enhancements in mental health service delivery to better meet consumer needs and expectations.

Experience in using mental health services

Welcoming environment: 89% always or sometimes felt welcome.

Safety: 80% always or sometimes felt safe using the service

Respect for rights: 83% felt their decision-making rights were always or sometimes respected

Respect for individuality: 77% always or sometimes felt their individuality was respected

Outcomes from using mental health services

Hopefulness of my future: 76% rated very good or good

My ability to manage daily work: 68% rated very good or good

My skills to maintain own health and wellbeing: 65% rated very good or good

My support & care needs were met: 81% always or sometimes had needs met

Demographics of respondents

Respondents represented diverse groups ensuring the results can be considered as representative of the perspectives of all consumers.

52% were 45-64 years old

17% were LGBTQIA+

11% were Aboriginal or Torres Strait Islander

76% were from regional settings

69% were from low socio-economic status

5% were non-English speaking backgrounds

Survey participation

Surveys Distributed:

 **1,370**

Responses Received:

 **140**

Response Rate:

 **10.2%**



The best things about this service were...

- Professional approach
- Compassion
- Accessible location
- Helpful and friendly staff
- Affordability
- Easy access to counsellors

My experience would have been better if...

- More practical help/guidance
- Regular follow-ups
- Access to GP/ nurse
- Left hanging/no goals
- More sessions/activities/social events
- Strengthened trust
- Assure privacy
- Support for culture
- Improved listening and communication