



# YES

(Your Experience of Service) Survey  
Darling Downs | Autumn 2025

Service providers can find out more about the YES  
Survey on the Service Provider portal:

[ddwmphn.com.au/ProviderPortal](https://ddwmphn.com.au/ProviderPortal) 

## About the YES survey

The YES survey helps us to better understand the experience of people using mental health services funded by the Darling Downs and West Moreton PHN. The survey is anonymous, and participation is entirely voluntary.

It runs twice a year, in Autumn (April-May) and Spring (October-November). This survey is a requirement from the Department of Health, Disability and Ageing, and an important tool in demonstrating the value of the services we fund in our region.

The latest survey had an excellent response of 8.9%, and the highest number of respondents for any YES survey to date.

We are pleased to be able to share with our service providers this summary of the results. It offers useful information in terms of understanding local client experience.

Across this page and the next, we have broken down YES Survey results within the Darling Downs area. We have included a whole-of-region summary (Darling Downs and West Moreton) on the back page.

## Some changes are coming in 2026!

We are excited to let you know that we are moving toward providing you with more detailed reporting next year.

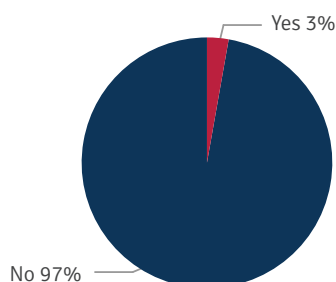
From the Autumn 2026 YES survey, we are aiming to share individualised reporting with you about the program you run. This means we will be able to share more specific information with you, both in terms of what is valued about your service and any areas for possible improvement. This information won't be publicly available, or shared with any other service providers, but it is part of the required reporting we will need to provide to the Department of Health, Disability and Ageing.

Please continue to encourage your clients to take part in the YES survey – the Spring 2025 survey is taking place in October/November, and you will shortly receive materials to support discussions with clients.

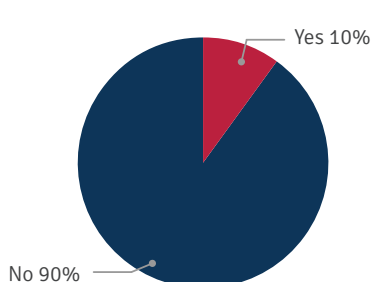
Your Commissioning Coordinator can assist you with any questions or additional support in encouraging YES survey participation amongst your client group.

## Who responded in Darling Downs

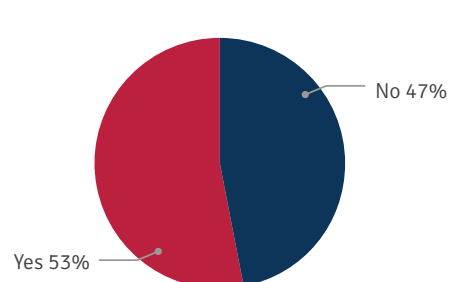
**Born Overseas**



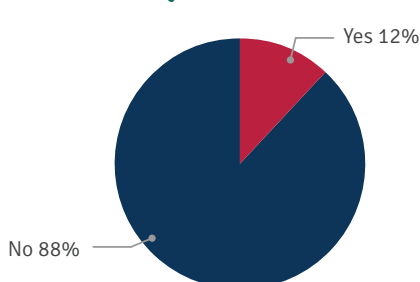
**First Nation**



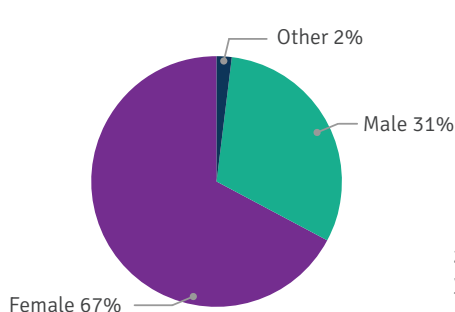
**Low Socio Economic**



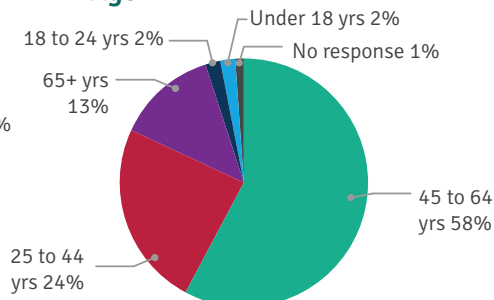
**LGBTIQ+**



**Gender**

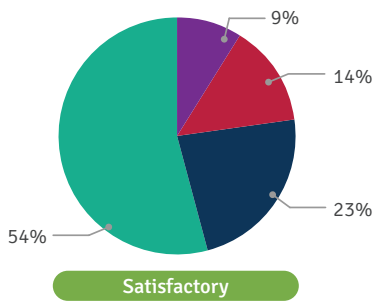


**Age**

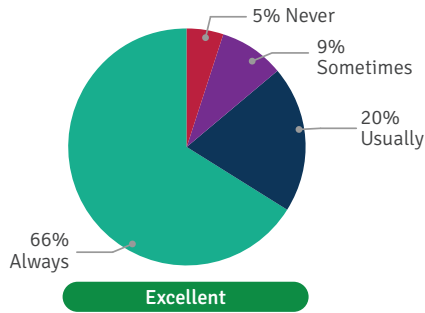


## Overall experience in Darling Downs

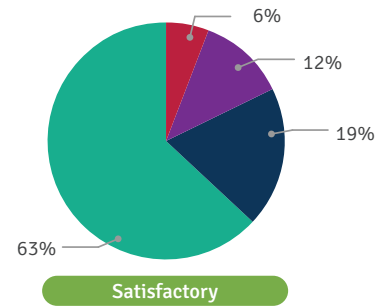
### Making a Difference



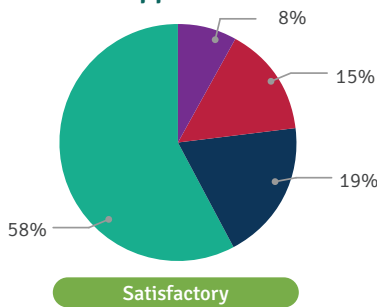
### Showing Respect



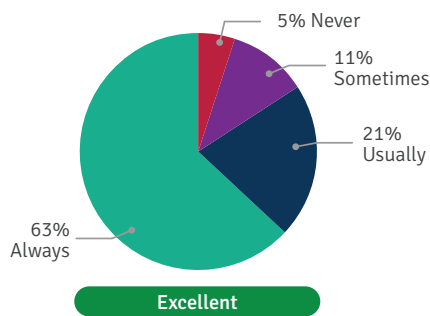
### Ensuring Safety and Fairness



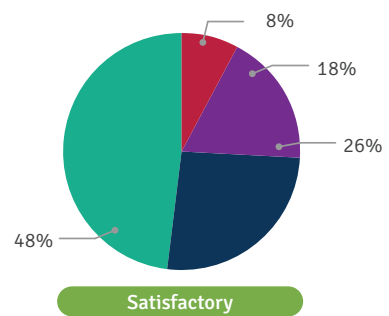
### Providing Information and Support



### Valuing Individuality



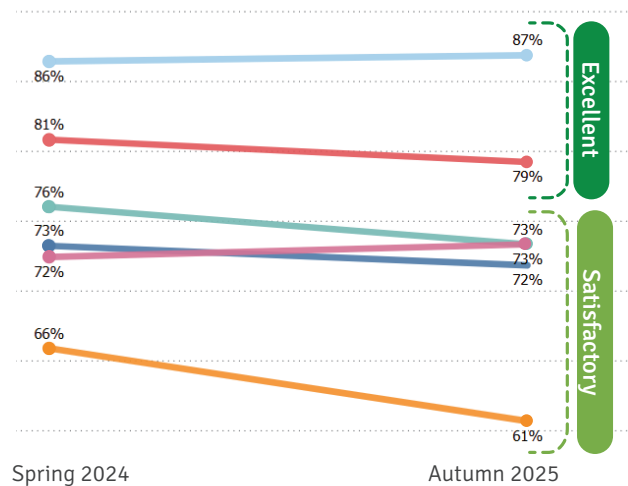
### Supporting Active Participation



Category: ● Very Good ● Good ● Poor ● Fair ● No Response

## Key Indicator Changes in Darling Downs

- Showing Respect
- Valuing Individuality
- Providing Information and Support
- Making a Difference
- Ensuring Safety and Fairness
- Providing Information and Support



## What is valued by clients in Darling Downs

“Very supportive staff”

“One on one contact, friendly helpful, kind and always welcomed with a smile”

“Someone who got me, spoke my language”

“I felt I was listened to in a respectful, non-judgemental way at all times and was culturally appropriate to my needs”

# Your Experience of Service (YES) Survey Summary | Autumn 2025

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 our region.

## Experience in using mental health services

**Welcoming environment:** 95% always or sometimes felt welcome.

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

**Respect for rights:** 78% felt their decision-making rights were always or sometimes respected.

**Respect for individuality:** 76% always or sometimes felt their individuality was respected.

**My support and care needs were met:** 79% always or sometimes had needs met.

## Outcomes from using mental health services

**Hopefulness of my future:** 73% rated very good or good.

**My ability to manage daily work:** 67% rated very good or good.

**My skills to maintain own health and wellbeing:** 68% rated very good or good.

## Survey participation

### Surveys distributed:



### Responses received:



### Response rate:



## The best thing about this service...

**Professional expertise:**  
Knowledgeable and reliable practitioners.

**Friendly environment:**  
Warm and approachable interactions.

**Positive outcomes:**  
Services improve wellbeing and comfort.

**Compassionate care:**  
Genuine concern and thoughtful support.

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

**Being listened to:**  
Staff heard and understood concerns.

**Respectful treatment:**  
Care was kind, professional, and non-judgemental.

**Appointment flexibility:**  
Services were easier to schedule or reschedule.

**Specialist care was accessible:**  
It was easier to see the right professionals, like psychiatrists or clinical psychologists, without barriers or delays.

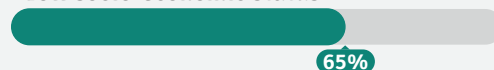
## Demographics of respondents

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

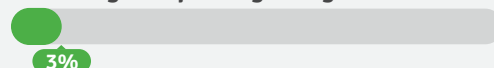
### 45-64 years old



### Low socio-economic status



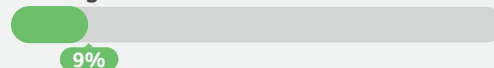
### Non-English speaking backgrounds



### LGBTIQA+



### Aboriginal or Torres Strait Islander



### Regional Settings

