

# 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%** 45-64 years old

**17%** LGBTQIA+

**11%** Aboriginal or Torres Strait Islander

**76%** from regional settings

**69%** from low socio-economic status

**5%** from 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
- More activities/social events
- Strengthened trust
- Greater Privacy assurance
- Support for culture
- Improved listening/communication