

What consumers say about NSW Mental Health Services

Your Experience of Service

2022-2023

Summary reports for Local Health Districts and Specialty Health Networks

Acknowledgements

We gratefully acknowledge the support of members of the YES advisory committee and colleagues at BEING, the NSW Ministry of Health, Mental Health Branch and the System Purchasing Branch. Most importantly, thank you to the many consumers who take the time and effort to complete a YES questionnaire and the BEING and NSW Health staff who have worked together to improve services using the YES feedback.

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InforMH System Information and Analytics Branch NSW Ministry of Health

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Please note that there is the potential for minor revisions of the data in this report.

Please check with InforMH for any amendments:

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Introduction to the supplement

This is a supplement to the report Your Experience of Service 2022–2023: What consumers say about NSW Mental Health Services. The supplement provides detailed reports for each Local Health District (LHD) and Speciality Health Network (SHN), as well as detailed technical information on the Your Experience of Service (YES) questionnaire.

The structure of the questionnaire

The YES questionnaire gathers information from consumers about their experience of care. It includes 32 multiple choice questions, two free-text questions and seven demographic questions.

YES questions are grouped into six domains

The YES questions have been grouped into domains based on statistical analysis. These domains have been named through a national consumer consultation process.

Showing respect: the service provides the individual consumer with a welcoming environment where they are recognised, valued and treated with dignity.

Ensuring safety and fairness: the service provides individuals with a physically and emotionally safe environment and treats them reasonably and fairly.

Valuing individuality: the service meets the individual's needs, including sensitivity to culture, gender, personal values and beliefs.

Supporting active participation: the service provides opportunities for engagement, choice and involvement in the person's own care and support.

Providing information and support: the service provides resources such as written information, a care plan and access to peer support.

Making a difference/impact: the service makes a difference to the individual's social and emotional well-being and physical health.

For more information on which questions relate to each domain, please see Appendix 3.

Interpreting the LHD/SHN summaries

These summary reports show the percentage of consumers who reported an excellent or very good experience overall. This measure is used to compare LHDs/SHNs and to define targets.

Targets have been set separately for domains using different question types. For more information about how these targets have been calculated, please see Appendix 2.

Here is how to read these reports:



The summaries show results for individual community teams and hospital units within each LHD/SHN where at least 30 valid YES questionnaires were returned. More detailed data for all teams and units is also provided quarterly to LHDs/SHNs for local Action and Change activities.

This supplement also includes data on representativeness, the experience of Aboriginal and Torres Strait Islander consumers, and experiences across different age groups.



LHD/SHN summary reports

Your Experience of Service: What consumers say about NSW Mental Health Services 2022–2023 Supplement

X 7

Central Coast Local Health District





Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
PECC WYO	Н	134	84 🔵	٠	٠	٠		٠		 Better than
Miri Miri WYO	Н	65	80 🔵	٠	٠					target
Mental Health GOS	Н	285	76 🔵	٠				٠	٠	Just below
Mental Health WYO	Н	337	69 🔴					٠		
MH Acute Care WYHC	С	39	62 🔴	٠	•	٠	•	•	•	target
MH Acute Care GSHC	С	44	52 🔴	٠	٠	٠	٠	٠	٠	Below target
										H = Hospital

C = Community

Please note that separate targets are used for different domains. See Appendix 2 for more information.

Results are only shown for teams or subgroups where more than 30 returns were received.

		Ho	spital	^{്റ്റ} ് Comm	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	53%	50%	64%	56%
	Male	47%	50%	35%	44%
	Other	1% •		1% •	
Age	Under 18	5%	5%	17%	23%
	18–64	84%	84%	61%	65%
	Over 65	10%	11%	22%	12%
Duration of care	< 2 weeks	63%	64%	19%	50%
3 we	eks-6 months	34%	35%	56%	24%
	> 6 months	3% 🔸	• 1%	25%	26%
Aboriginal and/or Torres Strait Islande		14%	15%	7% 😑	15%
Involuntary		49%	22%	20%	21%

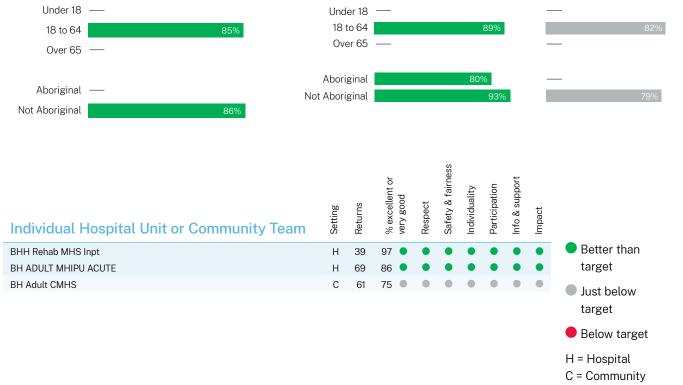
Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Far West Local Health District



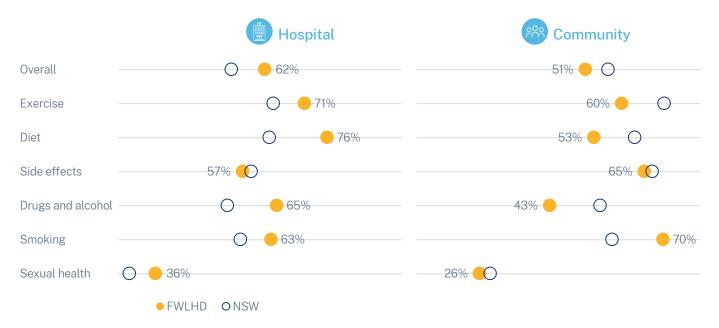


Please note that separate targets are used for different domains. See Appendix 2 for more information.

		Hos	spital	ര്സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	46%	48%	48%	57%
	Male	54%	52%	44%	43%
	Other			8%	
Age	Under 18	1%	6%	6%	17%
	18-64	94%	87%	83%	73%
	Over 65	5%	7%	10%	10%
Duration of care	< 2 weeks	50%	66%	16%	44%
3 we	eks–6 months	44%	33%	27%	27%
	> 6 months	6%	. 0%	57%	29%
Aboriginal and/or Torres Strait Islande		29%	39%	22%	25%
Involuntary		43%	31%	5% 🔴	23%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



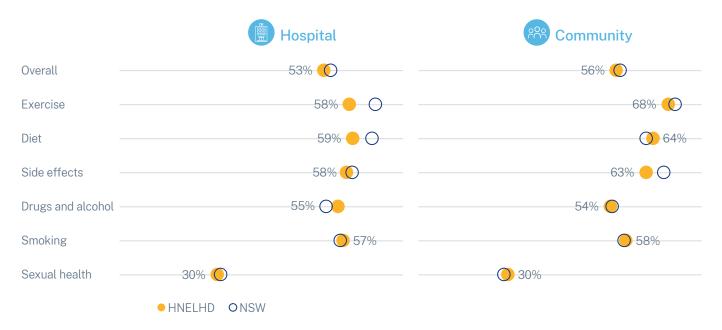
Hunter New England Local Health District

Experience Respect Safety & fairness Individuality Participation Info & support	Overall 2071 returns 74% 85% 81% 82% 79%	Experience Respec Safety & fairnes Individualit Participatio Info & suppor	ts / nt	returr	68	8% 814 77% 76% 74%	%			Community 436 returns 81% 89% 86% 86% 85% 68%
Impact	62% 55%	mpac								0070
	Overall experience for key gr	oups (% with Exp	perience	e Inde	x exc	eller	nt or	very	go	od)
Under 18 18 to 64 Over 65	77% 74% 72%	Under 18 18 to 6 Over 68	1		<mark>64%</mark> 68 7	_				90% 80% 74%
Aboriginal Not Aboriginal	70%	Aborigina Not Aborigina			63% 69	_				76% 81%
		م د	% excellent or	ct c	Safety & fairness	Individuality	Participation	Info & support		
Individual H	Hospital Unit or Community T	Returns Setting	% exceller	Respect	Safety	Individ	Partic	Info &	Impact	
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Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Illawarra Shoalhaven Local Health District

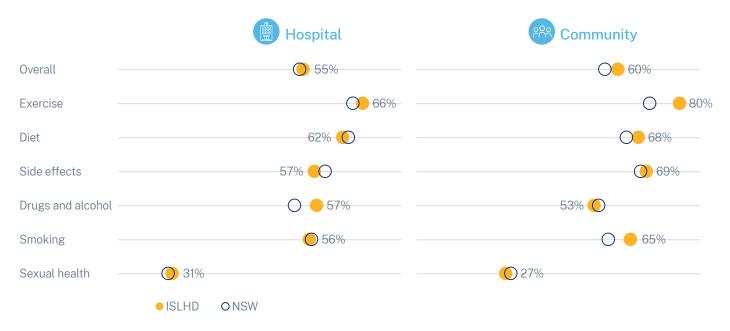
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	1129 returns		94	9 retur	ns				1	80 returns
Experience	79%	Experien	ice			70%				87%
Respect		Resp					4%			95
fety & fairness	85%	Safety & fairne				789			- 3	919
Individuality	85%	Individual	-			79% 74%	″o		- 3	91% 87%
Participation	81%	Participat Info & supp			56%	7470			- 1	73%
Info & support		Imp			53%					70%
Impact										
	Overall experience for key group	os (% with E	xperie	nce Ind	ex exc	eller	nt or	verv	g00	d)
								. ,	0	
Under 18		Under	18		60%				-	
18 to 64	79%	18 to				70%				88%
Over 65	84%	Over	65			77%	D			90%
Aboriginal		Aborigi				72%			-	
Not Aboriginal		Not Aborigi	nal			70%				88%
					S					
ndividual I	Hospital Unit or Community Tea	Setting	Returns	very good Besnect	Nespect Safety & fairness	Individuality	Participation	Info & support	Impact	
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hoalhaven Sub A lder Person IPU ehabilitation Uni Iirrabook Acute dolescent IPU	Acute it IPU	H 1 H 2 H 2	67 87 07 78 43 72 48 69 44 66	7 • • • • • • • • • • • • • • • • • • •	Safety & fairnes	 Image: Image of the second seco	Participation	 Info & support 	Impact	target Just below target
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hoalhaven Sub A	Acute it IPU IPU	H H 1 H 2 H 2 H 4 H 1	67 87 07 78 43 72 48 69 44 66 44 64 42 63	7 • • • • • • • • • • • • • • • • • • •	Safety & fairnes	 Individuality 	Participation	 Info & support 	Impact	target Just below target

Please note that separate targets are used for different domains. See Appendix 2 for more information.

		Hos	spital	ര്സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	51%	51%	55%	56%
	Male	48%	49%	42%	44%
	Other	1%		3%	
Age	Under 18	6%	9%	13%	21%
	18-64	81%	84%	62%	71%
	Over 65	12%	8%	25%	9%
Duration of care	< 2 weeks	62%	73%	9%	54%
	eeks–6 months	34%	27%	38%	21%
	> 6 months	4%	. 0%	53%	25%
Aboriginal and/or Torres Strait Islande		15%	16%	7% 🔴	13%
Involuntary		42%	55%	17%	33%

Information on physical health (HeAL)

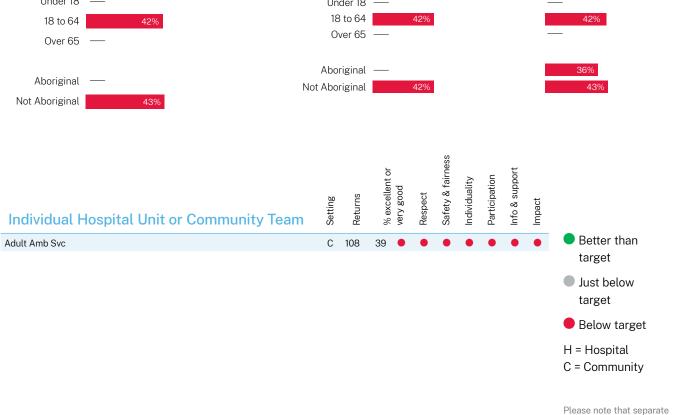
The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



15

Justice Health and Forensic Mental Health Network





Please note that separate targets are used for different domains. See Appendix 2 for more information.

Note: Caution is needed when comparing results for the Justice Health and Forensic Mental Health Network to other LHDs and SHNs. People report less positive experiences in inpatient and involuntary care. All consumers in the Forensic Hospital and Long Bay Hospital are receiving involuntary care, and a large proportion of community team responses are from people receiving outreach care in a corrections setting.



Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Mid North Coast Local Health District



Please note that separate targets are used for different domains. See Appendix 2 for more information.

		Hos	spital	ന്നെ Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male Other	53% 45% 2%	47% 53%	55% 44% 1%	53% 47%
Age	Under 18 18–64 Over 65	1% 91% 9%	1% 91% 7%	9% 72% 19%	21% 69% 10%
Duration of care 3 we	< 2 weeks eeks – 6 months > 6 months	67% 29% 4%	73% 26% • 1%	23% 55% 22%	45% 27% 28%
Aboriginal and/or Torres Strait Islande		23%	24%	20%	20%
Involuntary		42%	29%	13% 🔴	16%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



19

Murrumbidgee Local Health District





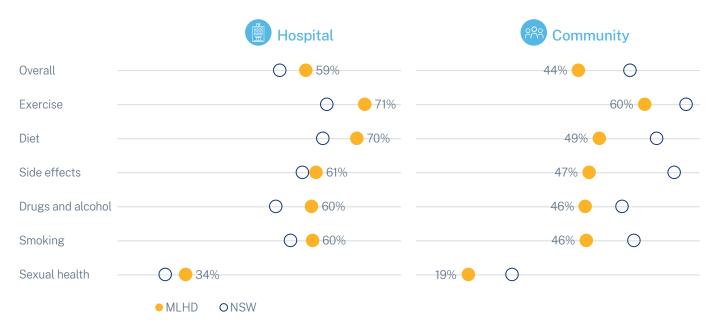
Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
WW MHS Sub Acute IU	Н	65	95 🔵	٠	٠	٠	٠	٠	٠	Better than
WW Yathong OP IU	Н	57	82 🔵	٠	٠	٠	٠	٠	٠	target
Tumut CMHS AD	С	69	80 🔍				٠		٠	Just below
Young CMHS AD	С	46	78 🔍				•	٠		
WW MHS Acute IU	Н	349	70 🔴	٠	•	٠		٠		target
Deniliquin CMHS AD	С	32	47 🔴	•	•	•	•	•	•	Below target
Wagga Wagga CMHS AD	С	42	40 🔴	٠	•	٠	٠	٠	٠	
										H = Hospital C = Community

Please note that separate targets are used for different domains. See Appendix 2 for more information.

		Hos	spital	ര്സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	54% 45%	50%	65% 32%	59% 41%
	Other	2%		3%	
Age	Under 18 18–64 Over 65	4% 85% 11%	4% 82% 14%	13% 72% 15%	23% 63% 13%
Duration of care 3 we	< 2 weeks eeks-6 months > 6 months	58% 40% 2%	62% 38% <1%	13% 56% 31%	43% 31% 27%
Aboriginal and/or Torres Strait Islande		18%	20%	13% 🔴	18%
Involuntary		38%	50%	21%	10%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



21

Nepean Blue Mountains Local Health District

	Overall 1164 returns	R	Hospital 844 returns	Community 320 returns
Experience Respect Safety & fairness Individuality Participation Info & support Impact	81% 78% 76% 73%	Experience Respect Safety & fairness Individuality Participation Info & support Impact	78% 73% 73% 69%	74% 84% 83% 80% 78% 64% 60%
Under 18 18 to 64 Over 65 Aboriginal Not Aboriginal	 63%	ups (% with Exp Under 18 18 to 64 Over 65 Aboriginal Not Aboriginal	63% 71% 58%	good)

Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
PECC	Н	233	78 🔵	٠	٠	٠	٠			Better than
Nep Anxiety Clinic	С	32	97 🔵	٠	٠	٠	٠	٠	٠	target
Penrith MH Team	С	45	84 🔍	٠				٠	٠	Just below
BM MH Acute Unit	Н	87	78 🔵	•	•	•	•	•		
Nepean OPMHU	Н	74	72 🔵	٠	•	٠	•			target
Nepean MH Acute	Н	262	50 🔴		•		•	٠	٠	Below target
Nepean TAC	С	90	50 🔴	٠	٠	٠	٠	٠	٠	
Nepean MH HDU	Н	102	47 🔴	٠	٠	٠	٠	٠	٠	H = Hospital C = Community

Please note that separate targets are used for different domains. See Appendix 2 for more information.



Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



23

Northern NSW Local Health District

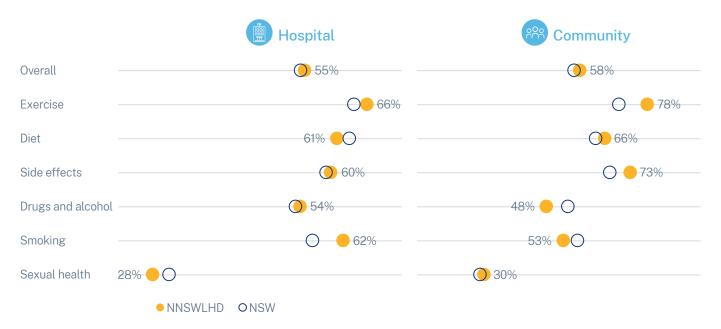
Experience Respect afety & fairness Individuality Participation Info & support Impact	633 returns 78% 86% 86% 85% 81%	Safet			531 re	turns	659	7/			1	102 returns
Respect afety & fairness Individuality Participation Info & support	86% 86% 85%	Safet	Res				650)/				
afety & fairness Individuality Participation Info & support	86% 85%			spect								91%
Individuality Participation Info & support	85%		. O fair	· .				809			- 1	939
Participation								78%			- 1	94
Info & support	Q10/	Г	Individu Participa				6	77% 9%			- 1	929 929
Info & support	01/0		fo & sup			5	3%	570			- 1	73%
	63%			pact)%				- 1	65%
	57%											
	Overall experience for I	key groups (%	5 with	Expe	rience	Inde	k exc	eller	nt or	very	goo	od)
Under 18	73%		Und	er 18		5	2%					94
18 to 64	78%			to 64				3%				88%
Over 65			Ove	er 65				3%				
0101 00												
Aberiainal			Abori	ginal			7	0%				
Aboriginal		No	t Abori	ginal			649	6				94
Not Aboriginal	79%											
							S					
					% excellent or very good		Safety & fairness	ity	ion	Info & support		
			ള	su.	% exceller very good	ect	y&1	Individuality	Participation	s sup	t	
ndividual H	ospital Unit or Commur	nity Team	Setting	Returns	% ex(Respect	Safet	ndivi	Partic	nfo δ	Impact	
uckeroo MH SubA		· · · · · · ·	Н	116	84		•	•	•		•	Better than
allowwood – LAMH			н	103	67	•	•	•	•			target
urrajong MHU			Н	140	57	•		•	•			
amala C&A MHU			Н	114	54 🔵		٠	٠	•	•	٠	 Just below target
												 Below target
												H = Hospital C = Community

Please note that separate targets are used for different domains. See Appendix 2 for more information.

		Hos	spital	88 Comm	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	52%	51%	67%	53%
	Male	42%	49%	23%	47%
	Other	6%		10%	
Age	Under 18	25%	9%	32%	21%
	18-64	66%	81%	50%	69%
	Over 65	9%	10%	19%	9%
Duration of care	< 2 weeks	54%	66%	3%	39%
3 we	eeks-6 months	41%	33%	33%	28%
	> 6 months	5%	• <1%	64%	33%
Aboriginal and/or Torres Strait Islande		14%	16%	14%	16%
Involuntary		44%	34%	15%	19%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



🎾 25

Northern Sydney Local Health District

	Overall 2213 returns	(Hospi		S				20	Community 441 returns
Experience	73%	Experi	0000			66	%				81%
			spect				79%	6			89%
Respect	84%	ety & fai		_			78%				90%
Safety & fairness	84%	Individ					76%	ī - 1			86%
Individuality	81%	Particip				7	'0%				84%
Participation	77%	nfo & su			5	3%					66%
Info & support	60%	In	npact		499	%					65%
Impact	57%										
Linder 10	Overall experience for key groups (erience I		c exc	eller	nt or	very	go	od)
Under 18	_		ler 18		41%	0	00/				
18 to 64	74%		to 64 er 65	_			9%				79%
Over 65	75%	00	ei 05			67	%				84%
		Abor	iginal			7	0%				
Aboriginal	N	lot Abor				, 66	_				81%
Not Aboriginal	73%	10171001	Binat			00	/0				
Individual I	Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	_
NB Frenchs Fores	t CMH	С	32	97 🔵	•	٠	٠	٠	•	٠	
Safeguards AMH		С	31	97 🔍	•	•	•	٠	•	•	Better than
CY Coral Tree		Н	100	96 🔍	•	•	•		•	•	target
NB OPMHS		С	38	89 🔵	•	•	•	•	•		Just below
NSR PECC RNSH		Н	317	77 🔵	•	•	•	•	•		target
NB Queenscliff CI	МН	С	51	73 •			•			•	
HK PECC		Н	214	71	•	•	•	•			Below target
NSR AOT LNS		C	31	71							H = Hospital
NSR ACT Ryde	11-2	С	53	68	-						C = Community
Greenwich OPMH		H	84	68					•	•	
NSR MH Inpt Unit		H	214	61		-		-		•	Please note that separate targets are used for different
MQH Henley Unit		H	59 252	58 ● 58 ●						•	domains. See Appendix 2 for
HK AMH Unit CY Brolga Unit		H	353 116	35							more information.
or broiga unit		п	011	35 🚽	-	-	-	-	-	-	

		Hos	spital	ം സ്റ്റ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	49% 49%	49% 51%	50% 48%	53%
Age	Other Under 18	2% •	11%	2% •	23%
	18–64 Over 65	81%	79%	78%	65%
Duration of care	< 2 weeks	65%	66%	5%	52%
3 we	eeks-6 months > 6 months	28% — 7% —	29%5%	31% 64%	18% 30%
Aboriginal and/or Torres Strait Islande		3% 🔸	• 3%	3% •	• 3%
Involuntary		45%	18%	23%	16%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



)/ 27

St Vincent's Health Network



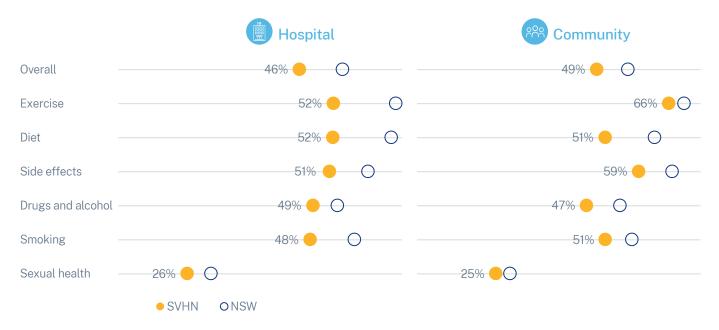
Please note that separate targets are used for different domains. See Appendix 2 for more information.

Results are only shown for teams or subgroups where more than 30 returns were received.



Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



29

South Eastern Sydney Local Health District

	Overall 1490 returns		Hospital 943 returns	Community 547 returns
Experience	76%	Experience	73%	78%
•		Respect	83%	86%
Respect	85%			
Safety & fairness	83%	Safety & fairness	81%	86%
Salety & Taimess		Individuality	81%	85%
Individuality	83%	Participation	76%	79%
Participation	78%	Info & support	61%	66%
Info & support	64%	Impact	56%	66%
Impact	61%			

Overall experience for key groups (% with Experience Index excellent or very good)

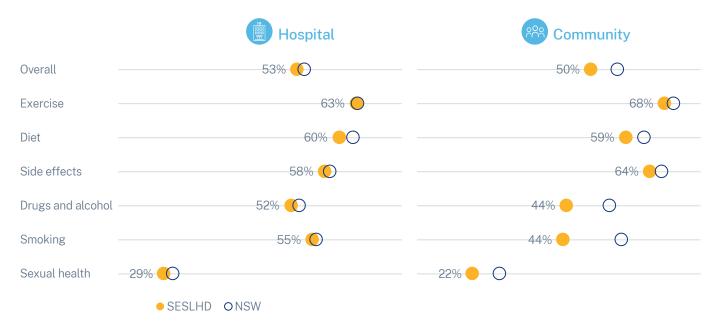


Individual Hospital Unit or Community Team	Setting	Returns	% excellent or	very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
ESMH Adolescent Amb	С	32	94	•		٠	٠		٠	٠	Better than
POWMH PECC IPU	Н	149	89	٠	٠	٠	٠	٠	٠	٠	target
POWMH Rehab IPU	Н	49	84	٠	٠	٠	٠	٠	٠	٠	Just below
STG ACMH T1	С	156	79						٠	٠	target
STGMH PECC IPU	Н	114	76	٠	٠				٠		_
STGMH OP IPU	Н	101	75	٠	٠	٠	٠				Below target
TSHMH Acute IPU	Н	147	73						٠		H = Hospital
TSH ACMH Team 3	С	105	70	٠				٠	٠	•	C = Community
ESMH Acute Care Amb	С	59	68	٠	٠		٠	٠			
ESMH Adult MH T1 Amb	С	51	67	٠		٠	٠	٠			Please note that separate
STGMH Acute IPU	Н	152	65					٠			targets are used for different
POWMH Kiloh Gen IPU	Н	44	50	٠	٠	٠	٠	٠	٠	٠	domains. See Appendix 2 for more information.

		Hos	spital	ം സ്റ്റ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	53% 46%	48% 52%	54% 43%	52% 48%
	Other	1%		3%	
Age	Under 18 18–64 Over 65	3% 78% 19%	2% 86% 12%	8% 81% 10%	12% 76% 12%
Duration of care 3 we	< 2 weeks eeks – 6 months > 6 months	57% 38% 5%	65% 33% 2%	15% 29% 56%	48% 18% 34%
Aboriginal and/or Torres Strait Islande		7% 🔴	• 5%	4% •	• 6%
Involuntary		48%	66%	26%	32%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.





South Western Sydney Local Health District

	Overall		Hospital	8 Communi	ty
	795 returns		673 returns	122 returns	
Experience	80%	Experience	73%		86%
Respect	87%	Respect			90%
Safety & fairness	86%	Safety & fairness	80%		91%
-	86%	Individuality	77%		95%
Individuality		Participation	78%		85%
Participation	82%	Info & support	61%		75%
Info & support	68%	Impact	61%		72%
Impact	67%				
	Overall experience for ke	ey groups (% with Expe	erience Index excellent o	r very good)	
Under 18		Under 18	58%		
18 to 64	80%	18 to 64	74%		86%
Over 65		Over 65	73%	_	
		Aboriginal	68%		
Aboriginal		Not Aboriginal	74%		86%

Individual Hospital Unit or Community Team	Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
LIV MHU PECC	Н	145	80		٠			٠	٠	Better than
LIV MHU West	Н	87	79 🗧	•				٠	٠	target
CTN HDU	Н	31	77 🔵	•	٠	٠	٠	٠	٠	Just below
LIV MHU East	Н	150	74					٠	٠	target
BNK MHU Banks House	Н	73	68			٠		•		laiget
LIV MHU Sub Acute	Н	34	65							Below target
CTN MH Adolescent	Н	33	58 🗧				٠		٠	U - Upppital
LIV MHU HDU	Н	39	56 🗧		٠	٠	٠	٠	٠	H = Hospital C = Community

Please note that separate targets are used for different domains. See Appendix 2 for more information.

Results are only shown for teams or subgroups where more than 30 returns were received.

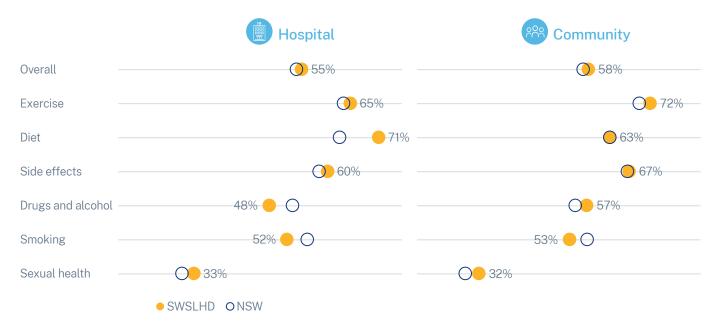
80%

Not Aboriginal

		Hos	spital	ം സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female	46%	48%	57%	53%
Gender	Male	52%	52%	39%	47%
	Other	2%		4%	
Age	Under 18	6%	4%	4%	17%
	18-64	87%	85%	77%	75%
	Over 65	8%	11%	18%	9%
Duration	< 2 weeks	62%	71%	11%	45%
of care 3 we	eeks–6 months	33%	28%	42%	21%
	> 6 months	5%	• 1%	47%	34%
Aboriginal and/or Torres Strait Islande		11% 🥚	8%	6% 🔴	10%
Involuntary		59%	46%	19%	32%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Southern NSW Local Health District

	Overall					Ho	spi	tal					39	Community
	899 returns					642	reti	urns					2	257 returns
Experience		74%	E		ience				59%				1	88%
Respect		83%	0.6.4		espect					75%			- 1	92%
fety & fairness		80%			irness Juality					71% 73%			÷	90%
Individuality		83%			pation		-	-	66	_			- i	89%
Participation		78%			Jpport			48%	6					75%
Info & support		62%		I	mpact			43%						70%
Impact	5	56%												
	Overall ex	xperience for ke	ey groups (%	with	n Expe	erien	ce lı	ndex	exce	eller	it or	very	goc	od)
Under 18				Lla	dar 10									
18 to 64		73%			der 18 8 to 64				59%					
Over 65		1370			ver 65									93
Over 05														
Aboriginal				Abo	riginal				58%					
Aboriginal			No	t Abo	riginal				60%					88%
Not Aboriginal		74%												
						_			less			t.		
						% excellent or	σ		Safety & fairness	lity	tion	Info & support		
				ing.	Returns	celle	very good	Respect	ety &	Individuality	Participation	& su	act	
ndividual H	Hospital Unit o	or Communi [®]	ty Team	Setting	Retu	% e>	very	Rest	Safe	Indiv	Part	Info	Impact	
on Adult				С	56	84						٠		 Better than
RH MH Inpt Sv	'C			Н	221	63	•	٠	٠	•	•	٠	•	target
on MH Inpt Svc				Η	323	56	•	•	•	•	•	•	•	 Just below target
														Below target
														H = Hospital
														C = Community

more information.

		Hos	spital	ം സ്റ്റ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	43%	43% 57%	46%	54%
	Other	2%		2%	
Age	Under 18 18–64 Over 65	4% 91% 5%	5% 80% 15%	10% 68% 22%	20% 67% 12%
Duration of care З we	< 2 weeks eeks – 6 months > 6 months	73% 26% 2%	76% 24%	8% 52% 40%	52% 24% 24%
Aboriginal and/or Torres Strait Islande		15% 😑	15%	9% 🔴	14%
Involuntary		45%	51%	15% 😑	25%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



🏌 35

Sydney Children's Hospitals Network

73% 79% 80% 87%	Experience Respect Safety & fairness Individuality	170 returns 62% 75 719	_	47 returns	84% 84%
79% 80% 87%	Respect Safety & fairness Individuality	75 719	_		84%
80% 87%	Safety & fairness Individuality	719	_		
87%	Individuality				
			83%		88%
	Participation	65%	83%		919 88%
77%	Info & support	54%		57%	-
	Impact	26%		52%	
I					
73%	Under 18	63%			83%
	18 to 64	—			
	Over 65				
	Aboriginal	—			
	Not Aboriginal	64%			83%
74%					
		erience for key groups (% with Expe 73% Under 18 18 to 64 Over 65 Aboriginal Not Aboriginal	erience for key groups (% with Experience Index excell 73% Under 18 63% 18 to 64 Over 65 Aboriginal Not Aboriginal 64% 74%	rrience for key groups (% with Experience Index excellent or very go 73% Under 18 63% 18 to 64 Over 65 Aboriginal Not Aboriginal 64% 74%	erience for key groups (% with Experience Index excellent or very good) 73% Under 18 63% 18 to 64 Over 65 Aboriginal Not Aboriginal 64% 74%

Individual Hospital Unit or Community Team	Setting	Returns	% exceller very good	Respect	Safety & f	Individuali	Participati	Info & sup	Impact	
CHW Psych Med Svc	С	40	83 🔴						٠	Better than
Saunders Unit	Н	89	70 🔴			٠			٠	target
Hall Ward	Н	61	48 🔴	٠	٠		٠	٠	٠	Just below
										target

Please note that separate targets are used for different domains. See Appendix 2 for more information.

Below targetH = HospitalC = Community

Results are only shown for teams or subgroups where more than 30 returns were received.



Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



37

Sydney Local Health District

	Overall 1517 returns		Hospital	8 0 0	Community 412 returns
Experience	72%	Experience	62%		82%
Respect	84%	Respect	77%		91%
Safety & fairness	83%	Safety & fairness	75%		91%
-		Individuality	75%		88%
Individuality	81%	Participation	69%		86%
Participation	77%	Info & support	51%		69%
Info & support	60%	Impact	51%		66%
Impact	58%				

Overall experience for key groups (% with Experience Index excellent or very good)



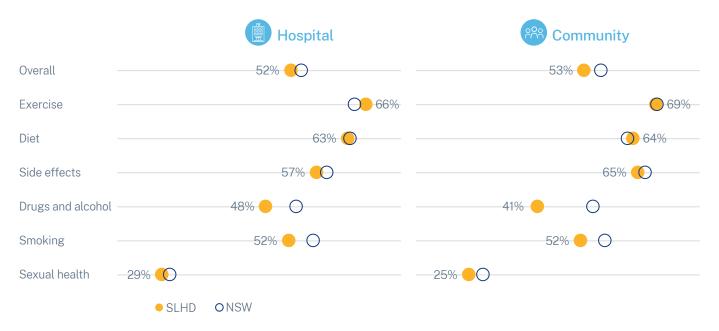
Individual Hospital Unit or Community Team	Setting	Returns	% excellent or	very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
СР ОРМН	С	36	100	٠	٠	٠	٠	٠	٠	٠	Better than
Croydon headspaceEIT	С	32	94	٠	٠	٠		٠	٠		target
Buduwa	С	43	88	٠	٠	٠	٠		٠	٠	Just below
Parent & Baby Unit	Н	50	88	٠	٠	٠	٠	٠	٠	٠	target
CC Jara Inpt Svc	Н	74	72			٠			٠		Balaw target
Rivendell Inpt Svc	Н	63	68		٠			٠		٠	Below target
MMHS Acute Unit	Н	225	66				٠	٠			H = Hospital
Canterbury Core	С	36	64	٠			٠	٠		٠	C = Community
Marrickville Core	С	70	63	٠	٠	٠	٠	٠			
CC Norton Inpt Svc	Н	111	62	٠							Please note that separate
MMHS Short Stay Unit	Н	162	61	٠				٠			targets are used for different
CC Manning Inpt Svc	Н	121	60	٠		٠		٠			domains. See Appendix 2 for more information.
CC McKay West Inp Sv	Н	50	50	٠				٠			
MMHS HDU North	Н	33	48	٠	٠	٠	٠	٠	٠		
MMHS Beumont ED Unit	Н	44	45	٠	٠			٠	٠	•	

Results are only shown for teams or subgroups where more than 30 returns were received.

		Hos	spital	Real Community					
		YES returns	Consumers	YES returns	Consumers				
Gender	Female Male	53% 44%	49% 51%	54% 43%	53% 47%				
	Other	4%		3%					
Age	Under 18 18–64 Over 65	7% 84% 9%	7% 83% 10%	11% 78%	10% 79% 10%				
Duration of care	< 2 weeks	37%	57%	13%	54%				
3 we	eeks–6 months > 6 months	56% 7%	39% • 4%	43%	19% 27%				
Aboriginal and/or Torres Strait Islande		9%	• 7%	6% 😑	8%				
Involuntary		57%	62%	27%	51%				

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



39

Western NSW Local Health District



Overall experience for key groups (% with Experience Index excellent or very good)



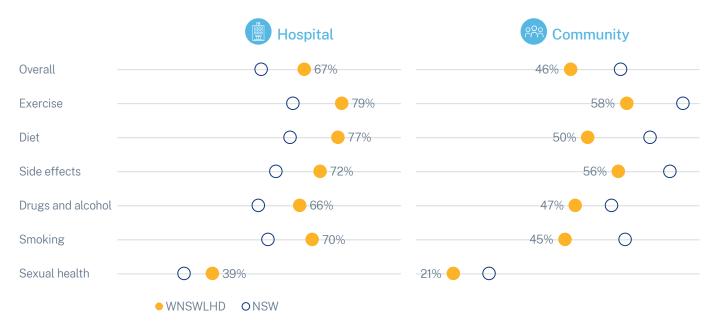
Individual Hospital Unit or Community Team	Setting	Returns	% excellent or	very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact	
Bathurst OP CMHS	С	62	94	•	٠	٠			•	•	Better than
Bathurst Rehab MHIU	Н	127	91	٠	٠	٠	٠	٠	٠	٠	target
Dubbo Sub Acute	Н	228	90	٠	٠	٠	٠	٠	٠	٠	Just below
Orange OP CMHS	С	64	89	٠	٠				٠	٠	target
Dubbo OP CMHS	С	38	87	٠		٠	٠		٠	٠	Below target
Orange FACT CMHS	С	43	86	•					•	•	
Parkes CMHS	С	51	82						٠		H = Hospital
Cowra CMHS	С	59	81			٠			٠	٠	C = Community
Amaroo Acute	Н	158	80	٠	٠				٠	٠	
Forbes CMHS	С	34	76					•	٠	٠	Please note that separate
Orange OP MHIPU	Н	42	74		٠	٠	٠				targets are used for different
Dubbo Adult MHIPU	Н	223	73								domains. See Appendix 2 for more information.
Orange Lachlan Acute	Н	90	71			٠			٠		
Mudgee CMHS	С	70	67	٠	٠	٠	٠	٠	٠	٠	
Orange MHEC CMHS	С	51	67	٠	٠	٠	٠	٠			
Orange ACCT CMHS	С	60	62	٠	٠	٠	٠	•	٠	٠	
Bathurst ACCT	С	95	60	٠	٠	٠	٠	٠	٠	٠	
Orange ICYF CMHS	С	30	60	٠	٠	٠	٠	٠	٠	٠	
Orange CA MHIPU	Н	77	60	٠		•		٠		•	
Dubbo MH AACT	С	103	51	٠	٠	٠	٠	٠	٠	٠	

Results are only shown for teams or subgroups where more than 30 returns were received.

		Hos	spital	ര്സ് Comr	nunity
		YES returns	Consumers	YES returns	Consumers
Gender	Female Male	49%	50%	59%	53%
	Other	2%		2%	
Age	Under 18 18–64 Over 65	8% 86% 6%	8% 84% 8%	8% 66% 26%	18% 72% 10%
Duration of care 3 we	< 2 weeks eeks – 6 months > 6 months	53% 39% 8%	60% 35% 5%	16% 43% 41%	50% 26% 24%
Aboriginal and/or Torres Strait Islande		30%	30%	19% 🔴	31%
Involuntary		43%	50%	19%	31%

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



Western Sydney Local Health District



С

Н 46

Н

Н 40

Н 70

С 32

С

Н

Н 53

Н 135

н 324

Н 179

213

183 Н

46

42

45

н

85

84

83

79

79

78

74

71

70

67

66

60

36

Auburn CCCT	С	40	55	٠
Paringa Ac Inpt	Н	215	53	٠
Yaralla ICU	Н	36	53	•
Bunya Rehab Inpt	Н	33	45	٠
Acacia Rehab Inpt	Н	73	44	٠

Please note that separate targets are used for different domains. See Appendix 2 for more information.

C = Community

Results are only shown for teams or subgroups where more than 30 returns were received.

Willow Rehab Inpt

Banksia Rehab Inpt

Waratah Rehab Inpt

F11 Melaleuca Unit

Prev Early Int Svc

Redbank Act Adol Ut

Bungarribee House

Riverview Ac Inpt

Hainsworth Ac Inpt

C4A Acute Inpt

C4B PG Inpt

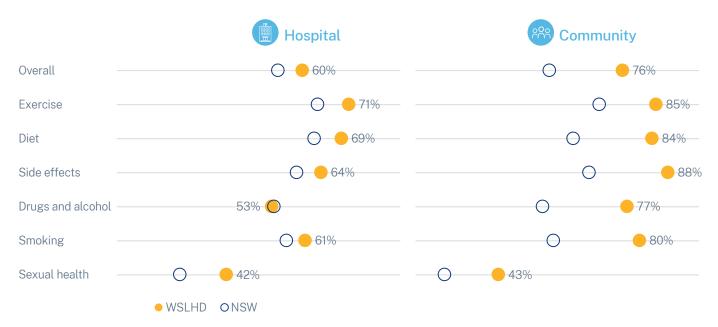
BL PECC

Hills CCCT

		Hos	spital	Real Community					
		YES returns	Consumers	YES returns	Consumers				
Gender	Female Male	54%	50%	51%	54%				
	Other	3%		1%					
Age	Under 18 18–64 Over 65	8% 86% 6%	5% 89% 6%	4% 80% 16%	15% 77% 8%				
Duration of care 3 we	< 2 weeks eeks – 6 months > 6 months	50% 32% 17%	68% 28% 4%	19% 38% 43%	59% 19% 22%				
Aboriginal and/or Torres Strait Islande		9% 🔴	9%	6% 🔴	• 10%				
Involuntary		56%	65%	45%	25%				

Information on physical health (HeAL)

The graphs below show the percentage of people who recall being given information about physical health and how this compares to the NSW average.



1/ 43



Service:

Your feedback is important. This questionnaire was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and consumers to work together to build better services. If you would like to know more about the survey please ask for an information sheet.

Completion of the questionnaire is voluntary. All information collected in this questionnaire is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

> Please put a cross in just one box for each question, like this ...

The	ese questions ask how often we did the following things				X		
w	ninking about the care you have received from this service ithin the last 3 months or less, what was your experience in the llowing areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1.	You felt welcome at this service						
2.	Staff showed respect for how you were feeling						
3.	You felt safe using this service						
4.	Your privacy was respected						
5.	Staff showed hopefulness for your future						
6.	Your individuality and values were respected (such as your culture, faith or gender identity, etc.)						
7.	Staff made an effort to see you when you wanted						
8.	You had access to your treating doctor or psychiatrist when you needed						
9.	You believe that you would receive fair treatment if you made a complaint						
10.	Your opinions about the involvement of family or friends in your care were respected						
11.	The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)						

These questions ask **how often** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
12. You were listened to in all aspects of your care and treatment						
13. Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff)						
14. Staff discussed the effects of your medication and other treatments with you						
15. You had opportunities to discuss your progress with the staff caring for you						
16. There were activities you could do that suited you						
17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted						

These questions ask **how well** we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Poor	Fair	Good	Very Good	Excellent	Not Applicable
18. Information given to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)						
19. Explanation of your rights and responsibilities						
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)						
21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)						
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)						



As a result of your experience with the service in the last 3 months or less please rate the following:	Poor	Fair	Good	Very Good	Excellent
23. The effect the service had on your hopefulness for the future					
24. The effect the service had on your ability to manage your day to day life					
25. The effect the service had on your overall well-being					
26. Overall, how would you rate your experience of care with this service in the last 3 months?					

These questions ask **if** we did the following things ...

In the last 3 months, has the service advised you about the following:	Yes	No	Not sure	Not Applicable
27. Healthy eating and diet				
28. Smoking				
29. Alcohol and drug use				
30. Sexual health				
31. Exercise and physical activity				
32. Possible physical side effects of some medications (such as weight gain, diabetes or heart disease)				

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

34. The best things about this service were ...

This information helps to show whether some groups of people are missing out on giving their feedback. It also shows if some groups of people have a better or worse experience than others. Knowing this helps to focus efforts to build better services. No information collected in this section will be used to identify you.

What is your gender?	Male Female Other
What is the main language you speak at home?	English Other
Are you of Aboriginal or Torres Strait Island origin?	 No Yes - Aboriginal Yes - Torres Strait Islander Yes - Aboriginal and Torres Strait Islander
What is your age?	Under 18 years18 to 24 years25 to 34 years35 to 44 years45 to 54 years55 to 64 years65 years and over
How long have you been receiving care from this service on this occasion?	Less than 24 hours1 day to 2 weeks3 to 4 weeks1 to 3 months4 to 6 monthsMore than 6 months
At any point during the last 3 months were you receiving involuntary treatment (such as an involuntary patient or on a community treatment order) under Mental Health Legislation?	 Yes, involuntary patient/on a community treatment order No, I was always a voluntary patient Not Sure
Did someone help you complete this survey?	No Yes - family or friend Yes - language or cultural interpreter
Thank you for your time and comments Please place the completed questionnaire in the envelope provided and return by mail InforMH Reply Paid 3975 Sydney NSW 2001	Yes - consumer worker or peer worker Yes - another staff member from the service Yes - someone else
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Mental Health & Wellbeing Consumer Advisory Group



Appendix 2-Technical information

YES development and validation

The development, validation and psychometric properties of the YES questionnaire are described in detail at:

https://www.amhocn.org/your-experience-service-surveys

Identification of NSW services

The YES questionnaire is anonymous and contains no identifying information. Therefore, in order to report on services, all services must be accurately identified on the YES questionnaire.

All NSW Mental Health Services are registered in a central database, the Mental Health Service Entity Register (MH-SER), and have a unique four-digit numerical code. This four digit code is used in YES reporting because (i) it can be more accurately scanned than a handwritten service name, and (ii) it allows data on YES questionnaire return rates or responses to be accurately compared to other data on the same service.

If service codes are missing or invalid, the response cannot be attributed to an individual LHD/SHN or service.

Services are provided with a monthly report showing the number of returns with missing service identifiers, and the details of any handwritten names. The rate of service identification error has declined when compared with previous years.

Analysis

Initial data manipulation for this report was conducted using SAS and statistical analyses were conducted using Stata SE v15. Missing, invalid or duplicate answers were recoded as null. YES returns with less than 12 of the first 22 questions completed were excluded from analysis. Overall scores and domain scores were constructed following the methods used in the national YES development.

The YES targets

The NSW targets have been set based on the best-performing 25 per cent of NSW mental health services. The overall experience target is that 80 per cent of consumers report an excellent or very good overall experience (75% for hospital consumers, 85% for community consumers).

For LHD/SHN performance reporting a lower tolerance limit is required. Based on the 25th percentile of service scores, the 'not performing' range is defined as below 70 per cent (65% for hospital services and 75% for community services).



Setting a YES target

A target for YES scores should have several properties. It should be clear and understandable to services and consumers. It should allow hospital and community results to be combined into a single LHD/SHN figure, without being biased by a different mix of hospital and community services in different LHDs. It should be consistent, not requiring separate targets for each LHD/SHN. It should be challenging but achievable, reflecting good performance but able to be achieved by some services.

Many consumer experience surveys use the 75th percentile of current performance as a target. This creates a target that can drive change and that is achievable. Compared to higher targets, it is less likely to be influenced by a small number of unrepresentative or unique services.

Domain targets

Different YES domains use different question types, leading to different distributions of scores. Therefore performance targets need to be set separately for different domains. The same methodology used to calculate the overall experience target was applied to the two rating scales (frequency and performance). The targets were calculated separately for hospital and community services.

Performance targets, by question type and domain

		Overall 📄 ᅇ		Community 💦		Hospital 🟢	
Question type	Domains	Low	High	Low	High	Low	High
Overall	Experience index	<70%	>80%	<75%	>85%	<65%	>75%
Frequency scales	Individuality, Participation, Respect, Safety & fairness	<75%	>90%	<80%	>95%	<70%	>85%
Performance scales	Information & support, Impact	<50%	>65%	<55%	>70%	<45%	>60%



Appendix 3-YES domains

Showing respect					
Q1	You felt welcome at this service				
Q2	Staff showed respect for how you were feeling				
Q4	Your privacy was respected				
Q5	Staff showed hopefulness for your future				
Q7	Staff made an effort to see you when you wanted				
Q12	You were listened to in all aspects of your care and treatment				
Ensuring safety and fairness					
Q3	You felt safe using this service				
Q9	You believe that you would receive fair treatment if you made a complaint				
Q11	The facilities and environment met your needs				
Valuing individuality					
Q6	Your individuality and values were respected				
Q16	There were activities you could do that suited you				
Supporting active participation					
Q8	You had access to your treating doctor or psychiatrist when you needed				
Q10	Your opinions about the involvement of family or friends in your care were respected				
Q13	Staff worked as a team in your care and treatment				
Q14	Staff discussed the effects of your medication and other treatments with you				
Q15	You had opportunities to discuss your progress with the staff caring for you				
Q17	You had opportunities for your family and carers to be involved in your treatment and care if you wanted				
Providing information and support					
Q18	Information given to you about this service				
Q19	Explanation of your rights and responsibilities				
Q20	Access to peer support				
Q21	Development of a care plan with you that considered all of your needs				
Making a difference/Impact					
Q23	The effect the service had on your hopefulness for the future				
Q24	The effect the service had on your ability to manage your day to day life				
Q25	The effect the service had on your overall well-being				
Q26	Overall, how would you rate your experience of care with this service in the last 3 months				

Overall Experience (100 x Average of validly completed questions 1-22)/5

Note: Question 22 was removed from the domain structure but continues to contribute to the overall score.

