



Your Experience of Service

What consumers
say about NSW
Mental Health
Services

2017-2018

*Summary reports for Local Health Districts
and Speciality Health Networks*



Health



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 Bureau of Health Information. Many thanks to Andrew McAlister for his analysis of free text responses. Most importantly, thank you to the many consumers who have made 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.

Report produced by:

InforMH
System Information and Analytics Branch
NSW Ministry of Health

Published October 2018

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

Please check with InforMH for any amendments.

INFORMH@health.nsw.gov.au



Introduction to the supplement

This is a supplement to the report “*What Consumers Say About NSW Mental Health Services. Your Experience of Service, 2017-18*”. The supplement provides detailed reports for each Local Health District and Specialty Health Network (LHD/SHN).

The structure of the questionnaire

Detailed technical information on the Your Experience of Service (YES) questionnaire is included as a supplement to the main report. YES gathers information from consumers about their experience of care. It includes 32 multiple choice, two free text and seven demographic questions.

YES questions are grouped into six domains

YES questions have been grouped into domains based on statistical analysis. The 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 wellbeing and physical health

For more information on which questions are in each domain please see Appendix 3



Interpreting the LHD/SHN summaries

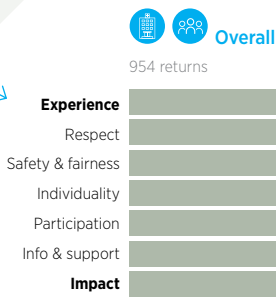
These summary reports show the percent of consumers reporting an excellent or very good experience overall. This measure is being used to compare LHDs/SHNs and to define targets. For more information about how these scores and targets are calculated see Appendix 2 This measure is being used to define targets for LHDs/SHNs and services.

The summaries show results for individual community teams and hospital units within each LHD/SHN. More detailed data for all teams and units is also provided quarterly to LHDs/SHNs for local Action and Change activities. Within the LHD/SHN summary reports the colours represent whether percentage of consumers who reported an excellent or very good experience was better than or below the target.

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 Defining a YES Performance Target.

Here is how to read these reports:

Average results for whole LHD/SHN, showing the percent of people reporting an excellent or very good score overall and in each domain.



Returns and results for individual services in the LHD/SHN. These are either hospital wards or community teams (labelled as H and C in the "setting" column)

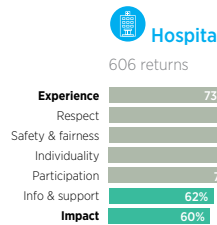
Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Very good or excellent (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
SMHSOP Gosford	C	59	9.2	93%	●	●	●	●	●
SMHSOP Wyong	C	54	9.0	87%	●	●	●	●	●
Older Persons Acute Inpatient Service - Miri Miri	H	42	8.8	83%	●	●	●	●	●
Gosford Hospital Mental Health Inpatient Unit	H	313	8.6	72%	●	●	●	●	●
Acute Care MH Team Wyong CHC	C	59	8.3	71%	●	●	●	●	●
Wyong Mental Health Inpatient Unit	H	229	8.5	71%	●	●	●	●	●
Acute Care MH Team Gosford	C	114	8.1	68%	●	●	●	●	●

Teams with fewer than 30 YES questionnaires returned. Scores are not calculated.

with less than 30 returns

Setting	Returns	
Youth MHS Gateway Centre	C	25
Wyong Psychiatric Emergency Care (PECC) Service	H	22
Aboriginal MH Clinic Wyong Hospital	C	9
Clozapine Clinic Gosford Hospital	C	8
Perinatal and Infant Mental Health - Central Coast	C	5
Care Coordination Kincumber	C	4
Eating Disorders Day Program Toukley	C	3
Assertive Outreach Team Citigate	C	2
MH Eat Dis Day WYCT	C	2
Care Coordination Citigate	C	1
Young People & Early Psychosis Program Gateway Centre	C	1
Assertive Outreach Team Toukley	C	1
MH WFT-KTS LHC	C	1



Hospital and community team averages are compared separately. Separate performance targets are defined for different settings (hospital or community) and domains.

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

On all charts the colour shows whether the percentage is

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

Percentages have been rounded for display. This means that colours and numbers may appear not to match. The colour reflects the true performance against the target.

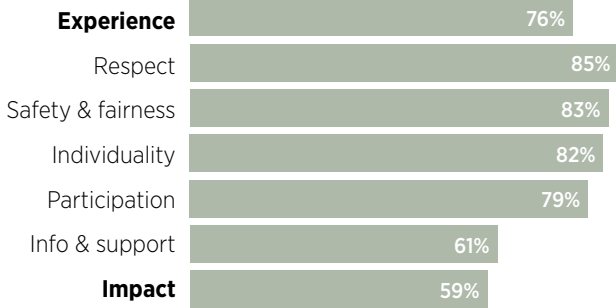
LHD/SHN summary reports



Central Coast Local Health District

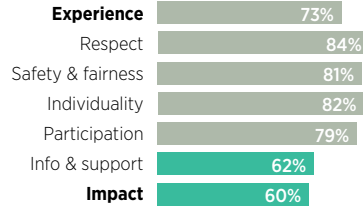
Overall

954 returns



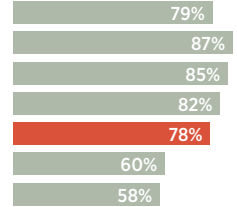
Hospital

606 returns



Community

348 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
SMHSOP Gosford	C	59	9.2	93%	●	●	●	●	●
SMHSOP Wyong	C	54	9.0	87%	●	●	●	●	●
Older Persons Acute Inpatient Service - Miri Miri	H	42	8.8	83%	●	●	●	●	●
Gosford Hospital Mental Health Inpatient Unit	H	313	8.6	72%	●	●	●	●	●
Acute Care MH Team Wyong CHC	C	59	8.3	71%	●	●	●	●	●
Wyong Mental Health Inpatient Unit	H	229	8.5	71%	●	●	●	●	●
Acute Care MH Team Gosford	C	114	8.1	68%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

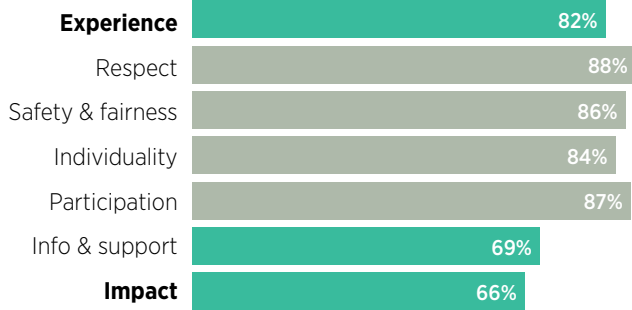
with less than 30 returns

Setting	Returns
Youth MHS Gateway Centre	C 25
Wyong Psychiatric Emergency Care (PECC) Service	H 22
Aboriginal MH Clinic Wyong Hospital	C 9
Clozapine Clinic Gosford Hospital	C 8
Perinatal and Infant Mental Health - Central Coast	C 5
Care Coordination Kincumber	C 4
Eating Disorders Day Program Toukley	C 3
Assertive Outreach Team Citigate	C 2
MH Eat Dis Day WYCT	C 2
Care Coordination Citigate	C 1
Young People & Early Psychosis Program Gateway Centre	C 1
Assertive Outreach Team Toukley	C 1
MH WFT-KTS LHC	C 1

Far West Local Health District

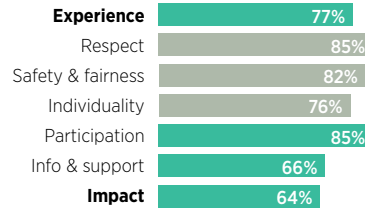
Overall

281 returns



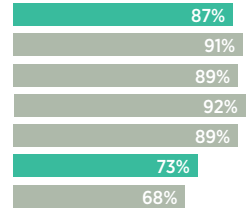
Hospital

142 returns



Community

139 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Broken Hill - Mental Health - Rehab	H	52	9.2	87%	●	●	●	●	●
Broken Hill Adult Community Mental Health Service	C	123	9.0	86%	●	●	●	●	●
Broken Hill Adult Acute Mental Health Inpatient Service	H	90	8.6	72%	●	●	●	●	●

with less than 30 returns

Setting	Returns	
Dareton Adult Community Mental Health Service	C	14
Broken Hill Child & Adolescent Community Mental Health Service	C	1
Broken Hill Safe Start Program	C	1

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

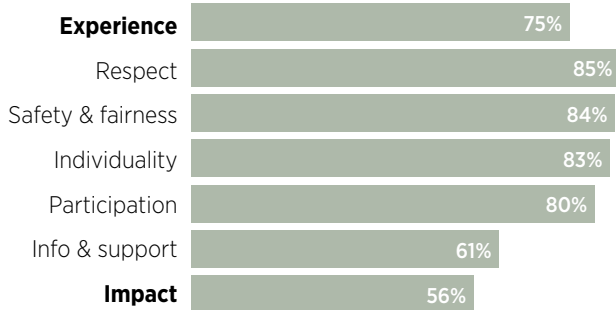


Hunter New England Local Health District



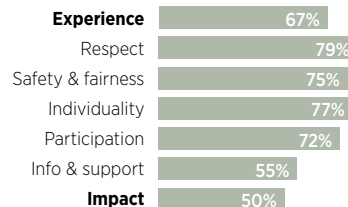
Overall

2,381 returns



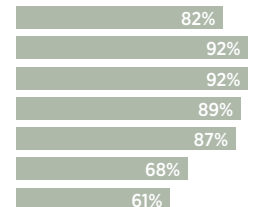
Hospital

1,701 returns



Community

680 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Kirkwood Dual Diagnosis	C	97	9.5	93%	●	●	●	●	●
HNE MH - Older Persons - Hunter Valley	C	63	9.2	90%	●	●	●	●	●
HNE Mater Intermediate Stay Mental Health Unit	H	46	9.2	89%	●	●	●	●	●
Armidale Hospital Clark Centre - Acute Inpat Service	H	134	9.1	87%	●	●	●	●	●
HNE CAMHS - Newcastle	C	70	9.2	86%	●	●	●	●	●
Lake Macquarie Mental Health Team	C	118	9.0	86%	●	●	●	●	●
HNE CAMHS - Hunter Valley	C	31	9.1	84%	●	●	●	●	●
Hunter Valley Mental Health Team	C	49	9.2	84%	●	●	●	●	●
HNE Mater Psychiatric Emergency Care Service (PECC)	H	100	8.8	80%	●	●	●	●	●
HNE MH - Older Persons - Newcastle	C	32	8.8	78%	●	●	●	●	●
HNE Mater Mental Health Substance Use Inpatient Service - North	H	102	8.5	72%	●	●	●	●	●
HNE MH - Older Persons - Lake Macquarie	C	38	8.7	71%	●	●	●	●	●
Maitland - Acute Inpat Service	H	146	8.4	70%	●	●	●	●	●
HNE Mater Lake Macquarie Mental Health Inpatient Unit	H	320	8.4	68%	●	●	●	●	●
HNE Mater Newcastle Mental Health Inpatient Unit	H	228	8.3	64%	●	●	●	●	●
Tamworth Community Mental Health Team	C	35	8.4	63%	●	●	●	●	●
HNE Mater Mental Health Substance Use Inpatient Service - South	H	78	8.3	63%	●	●	●	●	●
HNE CAMHS - NEXUS	H	151	8.2	62%	●	●	●	●	●
Taree Acute Psychiatric Inpatient Service	H	37	7.5	57%	●	●	●	●	●
Tamworth Hospital Banksia Mental Health Unit - Acute Inpatie	H	250	7.8	56%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

with less than 30 returns

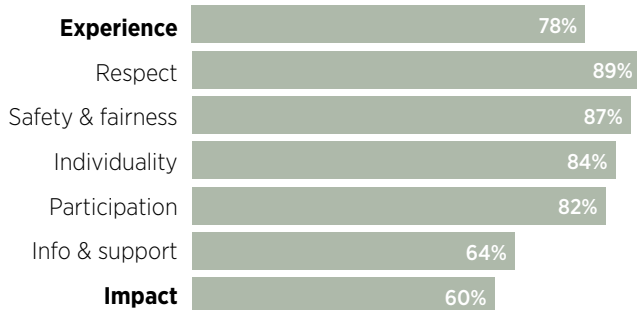
Setting	Returns	Setting	Returns
Lake Macquarie Supported Recovery	C 26	CAMHS Inverell	C 5
Morisset Hospital - Medium Secure Inpatient Unit	H 25	HNE CAMHS - Lake Macquarie	C 5
Morisset Kaoriki Neuropsychiatry	H 23	HNE MH - Older Persons - Outpatients (McAuley)	C 4
Morisset Hospital - Clinical Rehabilitation Inpatient Unit	H 22	Gunnedah Community Mental Health Team	C 3
HNE Mater Older Persons Mental Health Inpatient Unit	H 17	Inverell Community Mental Health Team	C 3
Tamworth Rehabilitation	C 13	Moree Community Mental Health Team	C 3
Morisset Hospital - High Support Inpatient Unit	H 12	HNE MH - Older Persons - Mehi (Narrabri)	C 3
HNE MH - Older Persons - Peel (Tamworth)	C 12	Mater Consultation Liaison	C 2
Tenterfield Community Mental Health Team	C 10	Forster Mental Health Rehabilitation & Disability Support Service	C 2
HNE CAMHS - Wiyiliin ta (Secure)	C 10	Newcastle Comm PG	C 1
HNE Mater Psychiatric Intensive Care Unit	H 9	CAMHS Tamworth	C 1
Armidale Community Mental Health Team	C 8	Narrabri Community Mental Health Team	C 1
Newcastle Mental Health Team	C 7	Tamworth Hospital Hilltop T-BASIS Inpatient Service	H 1
Taree Community Mental Health Team	C 7	Taree Mental Health Residential Support Service	C 1
Glen Innes Community Mental Health Team	C 7	HNE CAMHS - Whole Family Team (KTS)	C 1
Northern Centralised Intake Service	C 7		
Centre for Psychotherapy	C 5		

Illawarra Shoalhaven Local Health District



Overall

903 returns



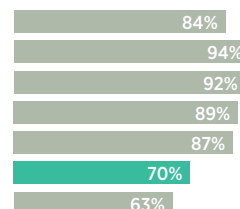
Hospital

710 returns



Community

193 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Shoalhaven CMH Rehabilitation Service	C	42	9.5	95%	●	●	●	●	●
Shoalhaven Sub Acute Mental Health Unit	H	99	9.3	89%	●	●	●	●	●
Wollongong Hospital Psychiatric Emergency Care Service (PECC)	H	45	8.8	84%	●	●	●	●	●
Wollongong Hospital Acute Older Person Inpatient Service	H	44	8.9	82%	●	●	●	●	●
Shellharbour Hospital Adolescent Mental Health Inpatient Uni	H	62	8.7	79%	●	●	●	●	●
Illawarra CMH Specialist Older Persons Service	C	43	8.6	77%	●	●	●	●	●
Shellharbour Hosp Eloura Acute Admission Area - Inpatient Unit	H	97	8.5	67%	●	●	●	●	●
Mirrabook - Shellharbour Hospital - Acute Inpatient Care	H	228	8.2	62%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

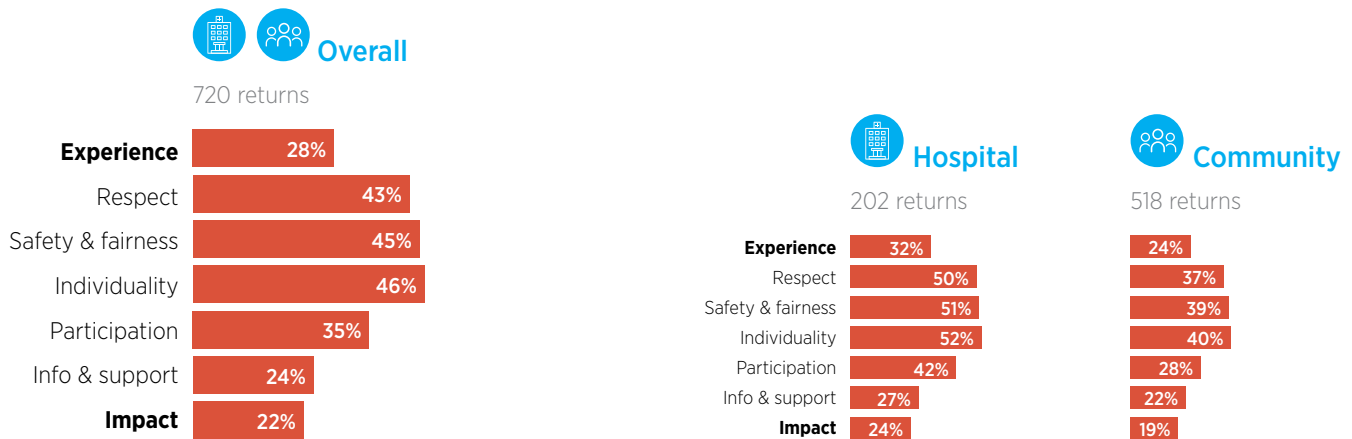
with less than 30 returns

Setting	Returns	
Illawarra CMH Child & Adolescent Service	C	29
Shellharbour Hospital Non-Acute Mental Health Inpatient Service	H	29
Shoalhaven CMH Specialist Older Persons Service	C	25
Shoalhaven CMH Child & Adolescent Service	C	11
Ulladulla CMH Case Management Service	C	11
Shellharbour Hosp Eloura High Care Area - Inpatient Unit	H	10
Illawarra CMH Case Management Team	C	8
Shoalhaven CMH Case Management Team	C	7
Shoalhaven CMH Acute Care Team	C	4
Shoalhaven CMH Eating Disorders Service	C	3
Illawarra CMH Eating Disorders Service	C	3
Illawarra Shoalhaven Parents & Infants Service	C	3
Comm MHT A Bellambi	C	1
Illawarra CMH Rehabilitation Service	C	1
Shoalhaven CMH Whole of Family Service	C	1
Illawarra Shoalhaven Family and Carer Service	C	1

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



Justice Health and Forensic Mental Health Network



Individual Hospital Unit or Community Team

	Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Justice Health Court Liaison Service	C	35	9.3	89%	●	●	●	●	●	●
Mental Health Screening Inpatient Unit - MRRC Sub-Acute 2	H	31	7.4	39%	●	●	●	●	●	●
Mental Health Screening Inpatient Unit - MRRC Sub-Acute 1	H	48	6.7	21%	●	●	●	●	●	●
Justice Health Adult Ambulatory Service	C	430	5.5	11%	●	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

with less than 30 returns

	Setting	Returns
Justice Health Adolescent Health Community Integration Team	C	28
Dee Why-Mixed-Long Stay Inpatient Unit	H	19
Clovelly-Male-Extended Care Inpatient Unit	H	18
Mental Health Inpatient Scening Unit Silverwater Correctional Centre	H	18
Elouera-Mixed-Rehabilitation Inpatient Unit	H	17
Long Bay Hospital Mental Health Unit Ward F Inpatient Service	H	15
Justice Health Adolescent Ambulatory Service	C	12
Austinmer-Women-Acute Inpatient Unit	H	11
Bronte-Male-Acute Inpatient Unit	H	11
Long Bay Hospital Mental Health Unit Ward E Inpatient Service	H	8
Perinatal & Infant Mental Health Service	C	8
Mental Health Screening Inpatient Unit - MRRC HDU	H	5
Specialised Mental Health Services For Older Persons (MRRC) MH Crisis Team	C	4
Austinmer-Adolescent-Inpatient Unit	H	1

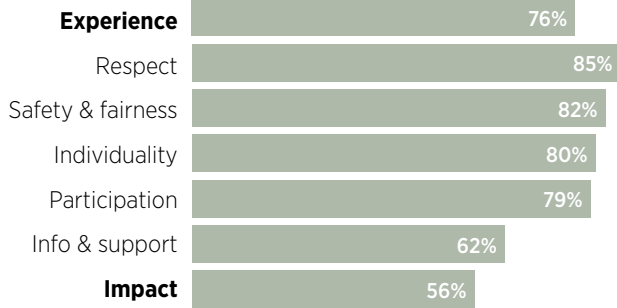
Please note separate targets are used for different domains. See Appendix 2 for more information.

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.

Mid North Coast Local Health District

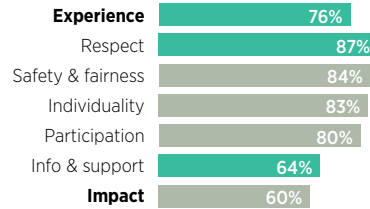
Overall

1,009 returns



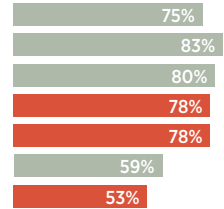
Hospital

729 returns



Community

280 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Macleay Mental Health Acute Inpatient Service	H 141	9.1	86%	●	●	●	●	●	●
Kempsey Mental Health Service For Adults	C 107	8.8	82%	●	●	●	●	●	●
Hastings Mental Health Acute Inpatient Service	H 247	8.7	77%	●	●	●	●	●	●
Kempsey Mental Health Acute Care Service	C 30	8.4	73%	●	●	●	●	●	●
Port Macquarie Mental Health Acute Care Service	C 36	8.6	72%	●	●	●	●	●	●
Coffs Harbour Mental Health Acute Inpatient Service	H 291	8.6	72%	●	●	●	●	●	●
North Coast Mental Health Rehabilitation Inpatient Unit	H 50	8.4	70%	●	●	●	●	●	●
Coffs Harbour Mental Health Acute Care Service	C 32	7.3	59%	●	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

with less than 30 returns

Setting	Returns
Coffs Harbour Mental Health Service For Adults	C 21
Port Macquarie Mental Health Service For Young People	C 18
Port Macquarie Mental Health Service For Adults	C 16
Coffs Mental Health Service for Older Persons	C 9
Coffs Harbour Mental Health Service For Young People	C 6
Kempsey Mental Health Service For Young People	C 4
Macksville Mental Health Service For Adults	C 1

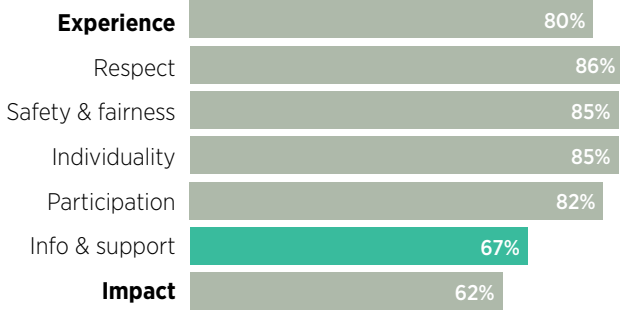
Please note separate targets are used for different domains. See Appendix 2 for more information.



Murrumbidgee Local Health District

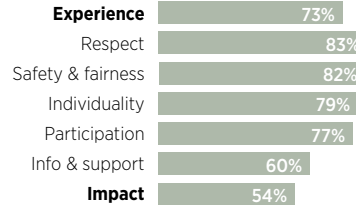
Overall

793 returns



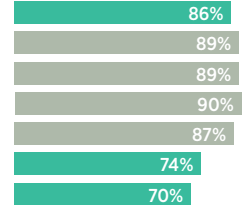
Hospital

490 returns



Community

303 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Wagga Wagga Base - MH Sub Acute Unit	H	98	9.1	87%	●	●	●	●	●
Young Community Mental Health Service - Adult	C	32	8.8	84%	●	●	●	●	●
Wagga Wagga Community Mental Health Service - Adult	C	105	8.8	80%	●	●	●	●	●
Wagga Wagga Mental Health Acute Unit	H	346	8.4	70%	●	●	●	●	●
Wagga Wagga Mental Health High Dependency Unit	H	34	7.9	65%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

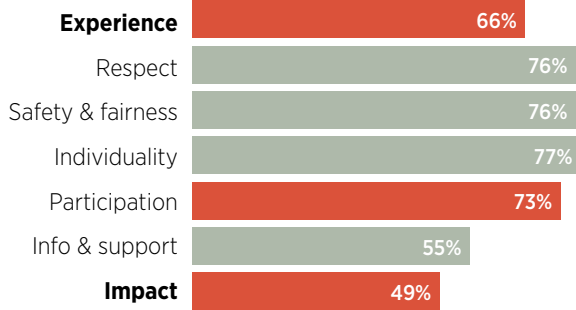
with less than 30 returns

Setting	Returns
Dementia Behaviour Assessment and Management Service	C 20
Young Community Mental Health Service - Aged	C 18
Griffith Community Mental Health Service - Adult	C 17
Wagga Wagga Community Mental Health Service - Child & Adolescent	C 15
Temora Community Mental Health Service - Adult	C 15
Wagga Wagga Community Mental Health Service - Aged	C 14
Young Community Mental Health Service - Child & Adolescent	C 13
Griffith Community Mental Health Service - Aged	C 11
Yathong Lodge SMHSOP Unit	H 11
Griffith Community Mental Health Service - Child & Adolescent	C 9
Temora Community Mental Health Service - Child & Adolescent	C 9
Temora Community Mental Health Service - Aged	C 8
Tumut Community Mental Health Service - Child & Adolescent	C 5
Deniliquin Community Mental Health Service - Adult	C 4
Tumut Community Mental Health Service - Aged	C 3
Tumut Community Mental Health Service - Adult	C 3
Wagga Wagga Hospital Yathong T-BASIS Inpatient Service	H 1
Griffith Community Mental Health	C 1
Narrandera CMHS Adult	C 1

Nepean Blue Mountains Local Health District

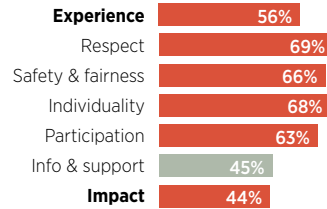
Overall

1,051 returns



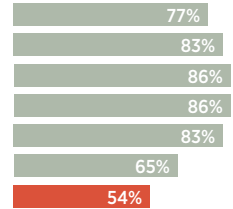
Hospital

331 returns



Community

720 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
NBM Anxiety Disorders Clinic	C	83	9.6	99%	●	●	●	●	●
NBM CYMHS Assessment & Therapy	C	71	9.3	97%	●	●	●	●	●
NBM Windsor Mental Health Team	C	111	9.0	86%	●	●	●	●	●
NBM C&A MH Serv	C	32	9.1	84%	●	●	●	●	●
NBM Penrith Mental Health Team	C	54	8.9	74%	●	●	●	●	●
NBM Springwood Mental Health Team	C	50	8.7	74%	●	●	●	●	●
NBM Nepean Hosp Mental Health HDU	H	42	8.4	69%	●	●	●	●	●
NBM St Marys Mental Health Team	C	53	8.2	68%	●	●	●	●	●
NBM Nepean Psychiatric Emergency Care Service	H	81	8.0	68%	●	●	●	●	●
NBM Mountains Older Persons Community Team	C	104	8.1	58%	●	●	●	●	●
NBM Plains Older Persons Community Team	C	80	8.1	54%	●	●	●	●	●
NBM Blue Mountains Mental Health Acute Unit	H	46	7.6	46%	●	●	●	●	●
NBM Nepean Mental Health Acute Unit	H	134	7.6	45%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

with less than 30 returns

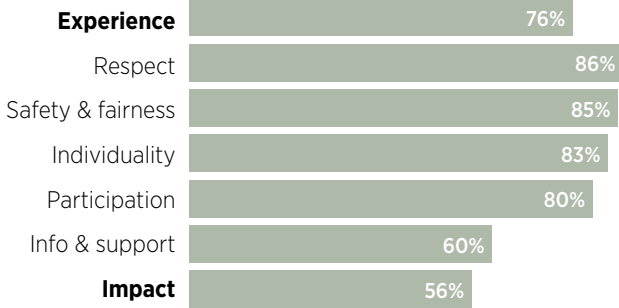
Setting	Returns
NBM Nepean Hosp Older Persons MH Unit	H 28
NBM Nepean Clozapine Clinic	C 24
NBM Lithgow Mental Health Team	C 23
NBM Assertive Community Treatment Team	C 19
NBM Specialist MH Svc for Older People	C 11
NBM Katoomba Mental Health Team	C 2
NBM Plains Mental Health Access Team	C 1
ARoop	C 1
NBM Whole Family Team	C 1



Northern NSW Local Health District

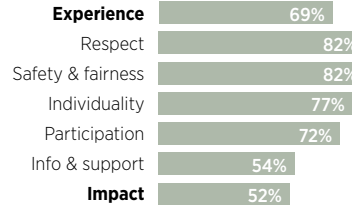
Overall

511 returns



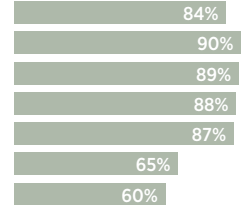
Hospital

376 returns



Community

135 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Byron Mental Health Assessment Team	C	34	9.2	88%	●	●	●	●	●
Tuckeroo Byron Sub Acute MHU	H	112	9.1	83%	●	●	●	●	●
Tweed Mental Health Treatment Team	C	32	8.7	81%	●	●	●	●	●
Lilli Pilli - Lismore Older Persons MHU	H	32	8.8	78%	●	●	●	●	●
Kurrajong Mental Health Unit	H	66	8.3	64%	●	●	●	●	●
Tallowood - Lismore Adult MHU	H	81	8.1	60%	●	●	●	●	●
Kamala - Child & Adolescent MHU	H	85	8.1	58%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

with less than 30 returns

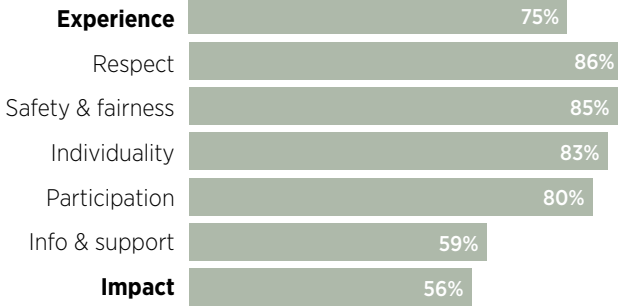
Setting	Returns	
Byron Mental Health Treatment Team	C	29
Whole of Family Teams - Keeping Them Safe Nth Coast Richmond	C	10
Lismore Mental Health Service For Young People	C	6
Lismore Mental Health Treatment Team	C	5
Ballina Mental Health Treatment Team	C	4
Tweed Mental Health Assessment Team	C	4
Grafton Mental Health Assessment Team	C	3
Grafton Mental Health Treatment Team	C	2
Tweed Mental Health Service For Young People	C	2
Casino Mental Health Treatment Team	C	1
Tweed Mental Health Consultation Liaison Service	C	1
Tweed-Byron Mental Health Service For Older People	C	1
Byron Getting on Track in Time	C	1

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

Northern Sydney Local Health District

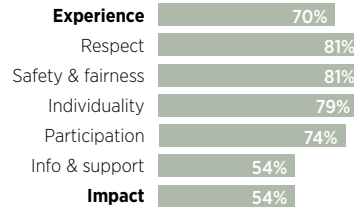
Overall

3,325 returns



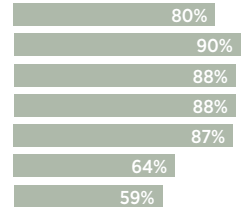
Hospital

2,408 returns



Community

917 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Early Psychosis Intervention Service	C	42	9.2	95%	●	●	●	●	●
Ryde Child and Youth Mental Health Service	C	32	9.5	94%	●	●	●	●	●
Coral Tree Child & Adolescent Inpatient Service	H	125	9.4	92%	●	●	●	●	●
Lower North Shore Early Intervention Service	C	58	9.2	90%	●	●	●	●	●
Mona Vale Mental Health Team	C	38	9.1	87%	●	●	●	●	●
Frenchs Forest Community Mental Health	C	68	9.1	87%	●	●	●	●	●
Queenscliff Community Mental Health Team	C	66	9.2	86%	●	●	●	●	●
Psychiatric Emergency Care Service - Manly	H	184	8.9	82%	●	●	●	●	●
Royal North Shore Psychiatric Emergency Care (PECC) Service	H	312	9.0	82%	●	●	●	●	●
Hornsby Ku-Ring-Gai Psychiatric Emergency Care (PECC) Service	H	268	8.7	81%	●	●	●	●	●
Lower North Shore Acute Community Mental Health Service	C	171	8.7	80%	●	●	●	●	●
Northern Beaches Older Peoples MH Svc	C	32	8.7	78%	●	●	●	●	●
Hornsby Ku-Ring-Gai Hospital Mental Health Intensive Care Se	H	110	8.8	77%	●	●	●	●	●
Lower North Shore Assertive Outreach Team	C	33	8.8	76%	●	●	●	●	●
Northern Beaches Clozapine Clinic	C	32	8.9	75%	●	●	●	●	●
Manly Acute Older Mental Health Inpatient Service	H	114	8.5	75%	●	●	●	●	●
Ryde Acute Services	C	76	8.7	72%	●	●	●	●	●
Macquarie Acute Mental Health Inpatient Service	H	154	8.6	71%	●	●	●	●	●
Greenwich Acute Older Mental Health Inpatient Service	H	99	8.5	70%	●	●	●	●	●
Ryde Assertive Outreach Team	C	49	8.4	69%	●	●	●	●	●
Hornsby Ku-Ring-Gai Acute Care Team	C	60	8.5	68%	●	●	●	●	●
Hornsby Ku-Ring-Gai Hospital - Acute Mental Health Inpatient Service	H	394	8.1	61%	●	●	●	●	●
Macquarie Henley Rehabilitation Service	H	39	8.3	59%	●	●	●	●	●
Royal North Shore Hospital - Acute Mental Health Inpatient S	H	288	8.0	55%	●	●	●	●	●
Hornsby Ku-Ring-Gai Hospital - CYMHS Acute Inpatient Service	H	160	7.8	54%	●	●	●	●	●
Manly Acute Mental Health Inpatient Service	H	55	7.8	49%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

with less than 30 returns

Setting	Returns	Setting	Returns		
Macquarie Figtree Rehabilitation Service	H	27	Hornsby Ku-Ring-Gai Child & Youth Team	C	13
Hornsby Assertive Outreach Team	C	22	Outreach Support for Children and Adolescents (OSCA) - Northern Sydney	C	13
Lower North Shore Child and Youth Mental Health Service	C	22	Macquarie Hamilton Extended Care Service	H	12
Ryde Older Peoples MH Service	C	21	Macquarie Manning Extended Care Service	H	11
Macquarie Bridgeview Extended Care Service	H	20	Wahroonga Rehabilitation Service	C	7
Macquarie Tarban Extended Care Service	H	19	Coral Tree Non Inpatient Service	C	5
Hornsby Older Peoples MH Svc	C	19	Perinatal and Infant Mental Health - Northern Sydney	C	4
Brookvale Early Intervention Team	C	18	Macquarie Lavender Extended Care Older Service	H	1
Northern Beaches Assertive Outreach Team	C	16			
Macquarie Cottages Rehabilitation Service	H	16			

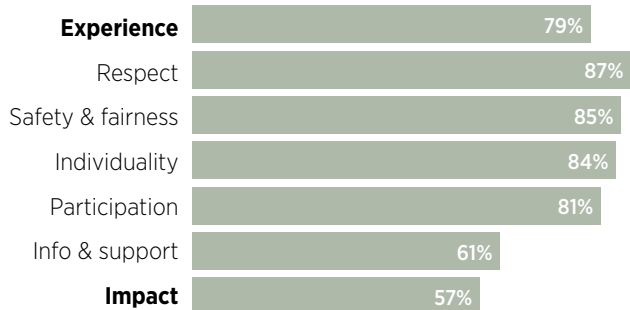


South Eastern Sydney Local Health District



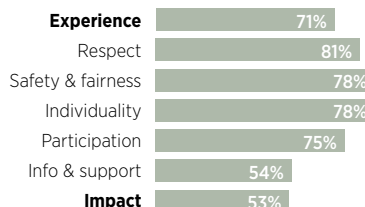
Overall

1,548 returns



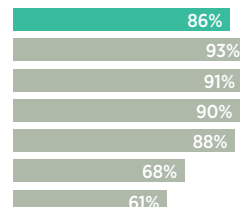
Hospital

1,001 returns



Community

547 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Headspace Bondi Junction	C	79	9.5	97%	●	●	●	●	●
ES MH Adolescent Ambulatory - POW	C	203	9.1	88%	●	●	●	●	●
ES Older Persons IPU - POW	H	38	8.9	84%	●	●	●	●	●
Older Persons Mental Health Unit - St George	H	85	8.8	82%	●	●	●	●	●
ES PECC IPU - POW	H	270	8.9	80%	●	●	●	●	●
STG PECC IPU	H	122	8.8	80%	●	●	●	●	●
TSH Acute IPU	H	199	8.5	70%	●	●	●	●	●
Clozapine Clinic - POW	C	32	8.4	69%	●	●	●	●	●
ES Acute Care Team Amb - POW	C	33	8.3	67%	●	●	●	●	●
ES General Acute Kiloh - POW	H	93	7.5	52%	●	●	●	●	●
STG Adult Acute IPU	H	77	7.4	49%	●	●	●	●	●
ES Observation Adult Acute IP Kiloh - POW	H	41	6.7	39%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

with less than 30 returns

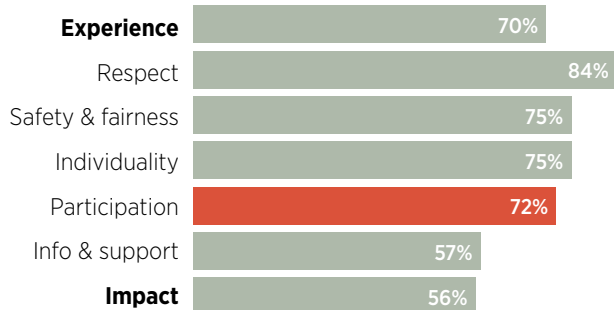
Setting	Returns	Setting	Returns
ES MHICU - POW	H 28	ES Adult CMH Team 3 - Maroubra	C 5
TSH Child & Adolescent Ambulatory MH	C 25	STG Outlook Amb	C 3
ESMH Rehabilitation IPU - POW	H 25	TSH START Amb	C 3
STG Child & Adolescent Ambulatory MH	C 23	St George PG - Ac Inp Serv	H 2
TSH Rehabilitation IPU	H 21	TSH CONNECT Ambulatory Continued Extended Care Team	C 2
ES Compr Assmnt Svc Psychosis & At Risk	C 21	ES Youth Tertiary Amb - Bondi	C 2
ES Early Psychosis Amb - Bondi	C 15	ES Adult CMH Team 2 - Maroubra	C 2
STG Perinatal Amb	C 14	ES Adult CMH Team 4 - Euroa	C 2
ES Older Persons Ambulatory - POW	C 13	ESMH - Case Management & Assessment Amb - Maroubra	C 1
ES CAFE - MH Ambulatory - POW	C 12	STG Rehabilitation Ambulatory MH	C 1
TSH Youth Amb	C 10	ES Rehab Ambulatory - Bondi	C 1
TSH Older Persons Ambulatory MH	C 8	TSH Perinatal	C 1
POW Perinatal Ambulatory	C 8	STG PECC CNC Ambulatory	C 1
ES Adult CMH Team 1 - Maroubra	C 8	Eastern Suburbs JMO Amb - POW	C 1
STG Older Persons MH Ambulatory	C 6		
STG Directions Amb	C 6		
ES Adult CMH Team 5 - Euroa	C 6		

South Western Sydney Local Health District



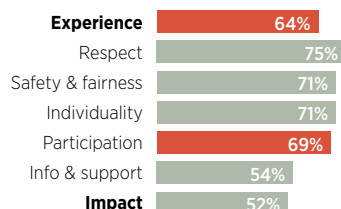
Overall

636 returns



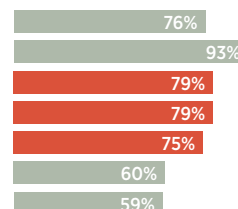
Hospital

568 returns



Community

68 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Liverpool Hospital - Psychiatric Emergency Care Service	H 36	8.8	78%	●	●	●	●	●	●
Liverpool Hospital MH Inpt Svc - West Ward	H 118	8.5	75%	●	●	●	●	●	●
Gna Ka Lun Acute Adolescent Inpat Service	H 52	8.4	65%	●	●	●	●	●	●
Liverpool Hospital MH Inpt Svc - East Ward	H 124	8.2	65%	●	●	●	●	●	●
Liverpool Hosp MH South Ward	H 70	7.9	59%	●	●	●	●	●	●
Bankstown Hospital - Acute Inpatient Service	H 72	7.4	46%	●	●	●	●	●	●

● Better than target

● Just below target

● Below target

H = Hospital

C = Community

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

with less than 30 returns

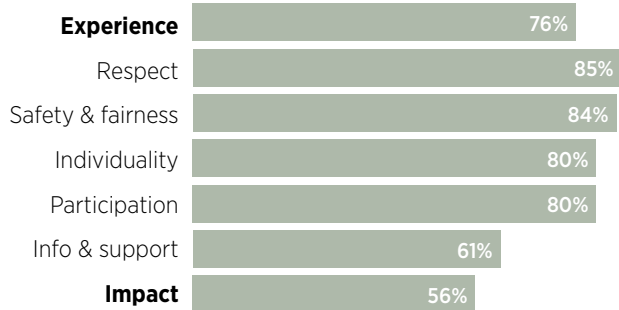
Setting	Returns
Liverpool Hospital - Mental Health High Dependency Unit	H 28
Braeside Aged Care Psychiatric Service	H 25
Campbelltown Hospital Waratah Adult Mental Health Unit	H 21
Liverpool Community Mental Health Assessment and Treatment Service	C 16
Campbelltown Psychiatric Emergency Care (PECC) Service	H 10
South West Sydney LHD Specialist Perinatal and Infant Mental Health Team	C 10
Bankstown Assertive Outreach	C 9
Bankstown Anxiety Clinic	C 8
Liverpool-Fairfield Recovery Program	C 7
Liverpool Hospital MH Inpt Svc - North Ward	H 7
Macarthur Community Adult Mental Health	C 5
Campbelltown Hospital Birunji Youth Mental Health Inpatient Unit	H 5
Bankstown Case Management and Extended Hours Service	C 4
Braeside Mental Health Community Service	C 4
Macarthur Mental Health For Older Persons	C 3
Macarthur Adult Psychology	C 1
Bankstown Mental Health For Older Persons	C 1



Southern NSW Local Health District

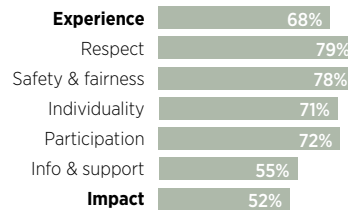
Overall

1,224 returns



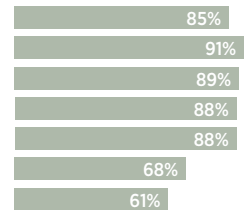
Hospital

746 returns



Community

478 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Goulburn Community CAMHS	C	76	9.2	91%	●	●	●	●	●
Eurobodalla Community Adult	C	73	9.1	85%	●	●	●	●	●
Goulburn Community Adult	C	65	8.8	80%	●	●	●	●	●
Queanbeyan Community Adult Mental Health Team	C	89	8.7	79%	●	●	●	●	●
SE Regional Hospital Mental Health Service	H	266	8.5	72%	●	●	●	●	●
Chisholm Ross - Acute Inpat Service	H	430	8.2	65%	●	●	●	●	●
Kenmore Extended Care	H	41	8.0	59%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

with less than 30 returns

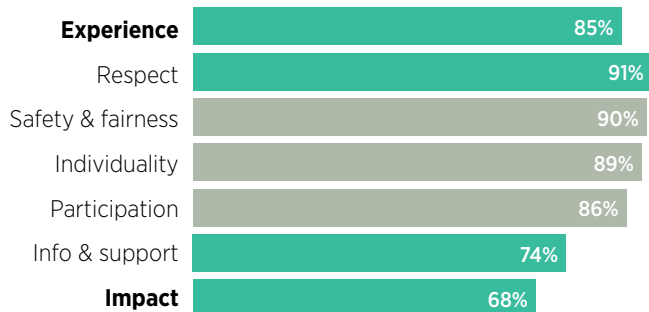
Setting	Returns	
Queanbeyan Assertive CAMHS Team	C	27
Cooma Community Adult	C	24
Bega Valley Community Adult	C	22
Cooma Community Aged	C	18
Cooma Community CAMHS	C	15
Yass Community Mental Health Service - Adult	C	14
Eurobodalla Community CAMHS	C	13
Goulburn Community Aged	C	11
Yass Community Mental Health Service - Child & Adolescent	C	10
Kenmore Aged Care	H	8
Eurobodalla Community Aged	C	5
Bega Valley Community CAMHS	C	5
Eurobodalla Dementia Behaviour Assessment Management Service	C	4
Queanbeyan CAMHS	C	3
Queanbeyan Community Aged	C	3
Kenmore Russell Inpat Rehab	H	1
Bega Valley Community Aged	C	1

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

St Vincent's Health Network

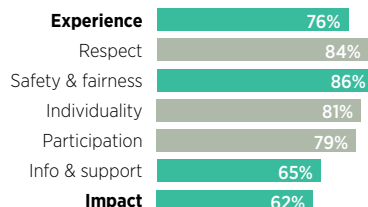
Overall

637 returns



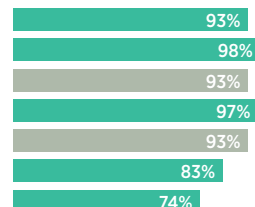
Hospital

579 returns



Community

58 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
St Vincents Mental Health Service Older Adult Service	C	32	9.5	97%	●	●	●	●	●
St Josephs Acute PG Inpatient Service	H	71	9.1	96%	●	●	●	●	●
St Vincents Psychiatric Emergency Care (PECC) Service	H	200	8.9	83%	●	●	●	●	●
St Vincents Caritas - Acute Inpat Service	H	306	8.4	67%	●	●	●	●	●

with less than 30 returns

Setting	Returns	
St Vincents Mental Health Service Crisis Team	C	9
St Vincents Mental Health Service Rehabilitation Service	C	9
St Vincents Mental Health Service PEIPOD Service	C	7
St Vincents Older Ac Inpt Serv	H	2
MHE NMDS Inner City MHS	C	1

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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



Sydney Children's Hospitals Network

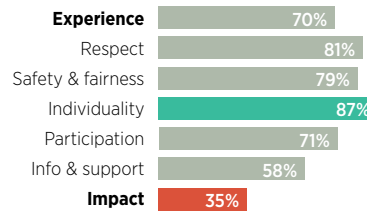
Overall

127 returns



Hospital

108 returns



Community

19 returns

Individual Hospital Unit or Community Team

	Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Sydney Childrens Hospital Child & Adolescent Mental Health Inpatient Service	H	63	8.5	76%	●	●	●	●	●	●
CHW Hall Ward Mental Health Inpatient Service	H	45	8.1	62%	●	●	●	●	●	●

with less than 30 returns

	Setting	Returns
CHW Psychological Medicine Service	C	19

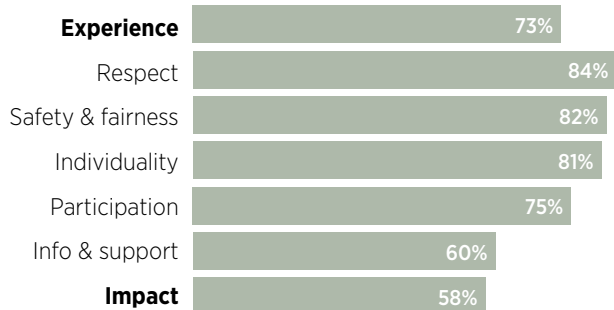
- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

Sydney Local Health District

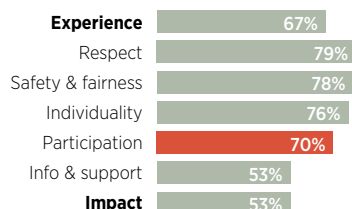
Overall

2,042 returns



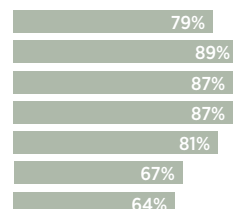
Hospital

1,088 returns



Community

954 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Camperdown Specialist MH Services for Older People	C	49	9.3	96%	●	●	●	●	●
Marrickville Core Mental Health Team	C	247	9.1	85%	●	●	●	●	●
Croydon Acute Care Service	C	146	9.0	84%	●	●	●	●	●
Missenden Short Stay Unit	H	165	8.7	78%	●	●	●	●	●
Croydon Core Mental Health Team	C	123	8.7	76%	●	●	●	●	●
Eurella Team	C	54	8.5	70%	●	●	●	●	●
Rivendell Inpatient Service	H	51	8.3	69%	●	●	●	●	●
Missenden Acute Unit	H	246	8.4	68%	●	●	●	●	●
Concord Hospital Kirkbride Acute Inpatient Service	H	34	8.7	68%	●	●	●	●	●
Concord Hospital Manning Acute Inpatient Service	H	231	8.4	68%	●	●	●	●	●
Concord Hospital Jara Older Persons Acute Inpatient Service	H	43	8.2	67%	●	●	●	●	●
Concord Hospital Broughton Rehab Inpatient Service	H	48	8.3	65%	●	●	●	●	●
Camperdown Core Mental Health Team	C	92	8.1	64%	●	●	●	●	●
Missenden HDU North	H	33	8.3	64%	●	●	●	●	●
Canterbury Core Mental Health Team	C	52	8.2	60%	●	●	●	●	●
Concord Hospital Norton Acute Inpatient Service	H	153	7.9	57%	●	●	●	●	●
Concord Hospital McKay West Acute Inpatient Service	H	32	7.5	50%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

with less than 30 returns

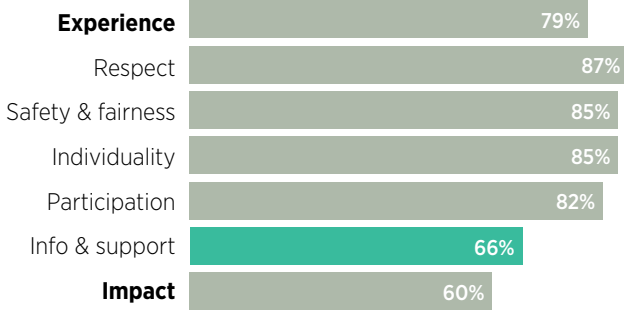
Setting	Returns	Setting	Returns		
Croydon Assertive Outreach Team	C	29	Concord Hospital Walker C&A Inpatient Service	H	11
Concord Hospital Manning East Acute Inpatient Service	H	27	Peter Beumont Eating Disorders Unit	H	11
Canterbury Acute Care Service	C	26	RPAH Psychotherapy unit	C	2
Croydon Early Intervention in Psychosis Svc	C	26	Concord Hospital McKay East Intensive Care Inpatient Service	H	2
Camperdown Mobile Assertive Treatment Team	C	24	Camperdown Early Intervention in Psychosis Svc	C	2
Camperdown EIP Headspace	C	24	Rozelle W-A - Ext Inpat Serv	H	1
Camperdown-Marrickville-Redfern Acute Care Service	C	19	Marrickville CAF Outrch Serv	C	1
Redfern Core Mental Health Team	C	19	Canterbury Consultation Liaison Psychiatry	C	1
Croydon EIP Headspace	C	17	Rivendell Outreach	C	1



Western NSW Local Health District

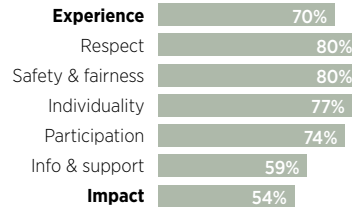
Overall

1,613 returns



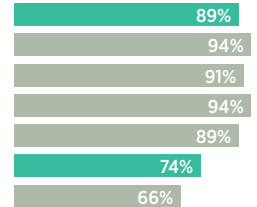
Hospital

1,358 returns



Community

255 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Bathurst Adult Community Mental Health Team	C	36	9.5	97%	●	●	●	●	●
Dubbo Mental Health Rehabilitation and Recovery Unit	H	65	9.2	94%	●	●	●	●	●
Orange Child Youth & Family Team - Pine Lodge Youth Day Community Mental Health Service	C	31	9.5	94%	●	●	●	●	●
Orange Child Youth & Family Community Mental Health Service	C	36	9.1	83%	●	●	●	●	●
Orange HS Bloomfield - Child & Adolescent Acute MHIPS	H	58	8.7	83%	●	●	●	●	●
Bathurst Panorama Unit Adult Acute Mental Health Inpatient S	H	203	8.9	82%	●	●	●	●	●
Dubbo Base Hospital Adult Acute Mental Health Inpatient Serv	H	135	8.8	81%	●	●	●	●	●
Orange Adult Community Mental Health Service	C	33	8.9	76%	●	●	●	●	●
Orange HS Bloomfield - Amaroo Adult Extended Care MHIPS	H	192	8.5	73%	●	●	●	●	●
Orange HS Bloomfield - Lachlan - SMHSOP Acute IP	H	52	8.6	71%	●	●	●	●	●
Orange HS Bloomfield - Lachlan Adult Acute MHIPS	H	322	8.3	67%	●	●	●	●	●
Orange HS Bloomfield - Windamere - Macquarie Forensic MHIPS	H	33	8.5	64%	●	●	●	●	●
Orange HS Bloomfield - Turon Adult Rehabilitation MHIPS	H	40	8.0	55%	●	●	●	●	●
Orange HS Bloomfield - Lachlan Adult MHICU	H	178	7.7	54%	●	●	●	●	●
Orange HS Bloomfield - Manara State-Wide Rehabilitation MHIPS	H	61	7.2	36%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

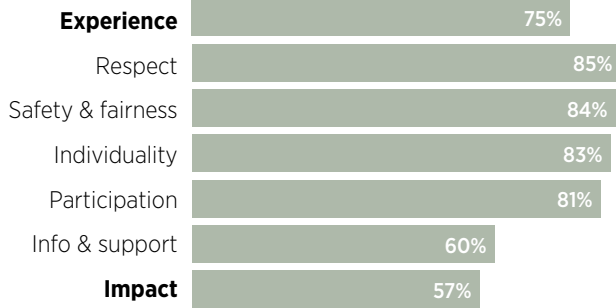
with less than 30 returns

Setting	Returns	Setting	Returns		
Orange Specialist MHS Older Persons Community Svc	C	20	Orange Specialist MHS Older Persons Community Svc @ Bathurst	C	3
Orange HS Bloomfield - Windamere - Castlereagh Clinic State-Wide Rehab MHIPS	H	17	Bourke Adult Community Mental Health Service	C	2
Orange Child Youth & Family Team - Youth Care Link Community Mental Health Service	C	17	Dubbo Regional Outreach Adult Community MHS @ Gilgandra	C	2
Dubbo Adult Care & Coordination Community MHS	C	17	Parkes Adult Community Mental Health Service	C	2
Orange Cadia House Adult Community Mental Health Service	C	6	Orange SHIPS Adult Community Residential Mental Health Activity Service	C	2
Lightning Ridge Adult Community Mental Health Service	C	5	Bourke Child & Adolescent Community Mental Health Service	C	2
Dubbo Specialist MHS Older Persons Community MHS	C	5	Orange Child Youth & Family Community MHS @ Parkes	C	2
Mudgee Specialist MHS Older Persons Community Svc	C	5	Orange Community Mental Health Emergency Care @ Orange	C	2
Orange Specialist MHS Older Persons Community Svc @ Parkes	C	5	Life Skills Team	C	1
Orange SHIPS Adult Community Mental Health Service	C	4	Mudgee Adult Community Mental Health Service	C	1
Dubbo Child & Adolescent Community Mental Health Service	C	3	Cowra Adult Community Mental Health Service	C	1
Dubbo Regional Outreach Adult Community MHS @ Wellington	C	3	Bloomfield Audley CI - Ext. Inpat Serv	H	1
Orange Child Youth & Family Community MHS @ Bathurst	C	3	Dubbo Adult Aboriginal CMHS	C	1
Orange Child Youth & Family Community MHS @ Cowra	C	3	Orange School Link Community Mental Health Program	C	1
			Richmond Fellowship Of NSW - Parkes	C	1
			Orange Lachlan Acute Unit	H	1

Western Sydney Local Health District

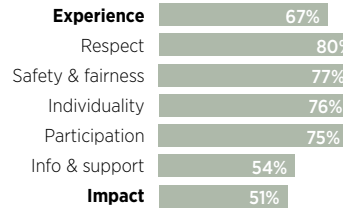
Overall

2,341 returns



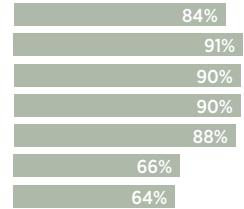
Hospital

1,430 returns



Community

911 returns



Individual Hospital Unit or Community Team

Setting	Returns	Experience Score (out of 10)	Excellent or very good (%)	Respect	Safety	Individuality	Participation	Info & support	Impact
Blacktown Aged Care Psychiatry Community Team	C	33	9.5	100%	●	●	●	●	●
Merrylands Aged Care	C	195	9.5	95%	●	●	●	●	●
Auburn Community Mental Health	C	148	9.0	89%	●	●	●	●	●
Cumberland Banksia - Rehab Inpat Service	H	50	9.1	88%	●	●	●	●	●
Blacktown Early Intervention Team	C	55	9.0	84%	●	●	●	●	●
Blacktown Case Management Service	C	69	9.0	81%	●	●	●	●	●
Community Rehabilitation Service Eastern Cluster SWAHS	C	68	9.0	81%	●	●	●	●	●
Redbank House Acute Adol Prgm	H	87	8.7	79%	●	●	●	●	●
Westmead Acute PG Inpat Service	H	72	8.6	78%	●	●	●	●	●
Dundas Mental Health Team	C	76	8.7	78%	●	●	●	●	●
Blacktown Access & Assessment MHTeam	C	38	8.7	76%	●	●	●	●	●
Cumberland Riverview Acute Inpatient Service	H	203	8.7	75%	●	●	●	●	●
Westmead Adult - Acute Inpat Service	H	82	8.4	73%	●	●	●	●	●
Cumberland Willow - Rehab Service	H	39	8.7	72%	●	●	●	●	●
Blacktown Psychiatric Short Stay Unit (PSSU)	H	339	8.5	71%	●	●	●	●	●
Cumberland Hainsworth - Acute Inpat Service	H	106	8.4	69%	●	●	●	●	●
Cumberland Paringa - Acute Inpat Service	H	57	7.8	60%	●	●	●	●	●
Blacktown Hospital - Acute Inpatient Service	H	141	7.7	52%	●	●	●	●	●
CHIP Hostel - Res. Service	C	88	8.2	51%	●	●	●	●	●
Cumberland Waratah - Rehab Inpat Service	H	111	7.3	43%	●	●	●	●	●
Cumberland Acacia - Rehab Inpat Service	H	70	7.8	36%	●	●	●	●	●

- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

with less than 30 returns

Setting	Returns	
Blacktown Subacute MH IP Unit (Melaleuca)	H	28
Blacktown Therapies and Clinical Support	C	28
Cumberland Bunya - Rehab Inpat Service	H	26
Prevention Early Intervention Recovery Service	C	23
Blacktown Hostel and Residential Services	C	19
Hills Mental Health Team	C	18
Cumberland Boronia - Rehab Inpat Service	H	14
Transcultural Mental Health Centre Ambulatory Services	C	13
Community MH - Acute Care Team	C	12
Merrylands Mental Health Team	C	11
Blacktown Clozapine Clinic	C	9
Blacktown Hospital Consultation Liaison	C	5
Cumberland Yaralla - Intensive Care Service	H	5
Parramatta City Community Mental Health	C	1
Auburn Cottage amb MH Serv	C	1
Headspace Parramatta	C	1





Your Experience of Service

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 ...

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	-------------------------------------	--------------------------	--------------------------

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
1. You felt welcome at this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Staff showed respect for how you were feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. You felt safe using this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Your privacy was respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Staff showed hopefulness for your future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Staff made an effort to see you when you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. You had access to your treating doctor or psychiatrist when you needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. You believe that you would receive fair treatment if you made a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. Your opinions about the involvement of family or friends in your care were respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Staff discussed the effects of your medication and other treatments with you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. You had opportunities to discuss your progress with the staff caring for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. There were activities you could do that suited you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Explanation of your rights and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The effect the service had on your ability to manage your day to day life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. The effect the service had on your overall well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Overall, how would you rate your experience of care with this service in the last 3 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Smoking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Alcohol and drug use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Sexual health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Exercise and physical activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Possible physical side effects of some medications (such as weight gain, diabetes or heart disease)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 Islander origin?

- No
 Yes - Aboriginal
 Yes - Torres Strait Islander
 Yes - Aboriginal and Torres Strait Islander

What is your age?

- Under 18 years 18 to 24 years
 25 to 34 years 35 to 44 years
 45 to 54 years 55 to 64 years
 65 years and over

How long have you been receiving care from this service on this occasion?

- Less than 24 hours 1 day to 2 weeks
 3 to 4 weeks 1 to 3 months
 4 to 6 months More 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
 Yes - consumer worker or peer worker
 Yes - another staff member from the service
 Yes - someone else

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

© 2013 The Secretary to the Department of Health (Vic) developed with funding from the Australian Government Department of Health



Appendix 2 – Defining a YES performance target

Selecting a YES summary measure

The YES questionnaire provides four potential summary measures for a team or service:

1. **Experience Score:** an overall score calculated as the average of YES questions 1-22. The service's score is the average Experience score for all consumers. For reporting purposes the average score has been converted to a score out of 10.
2. **Question 26:** The response to the single question asking for the consumer's overall experience of care. The service's score is the percent of consumers scoring Excellent (5) or Very Good (4) on Question 26.
3. **Percent of Questions Excellent or Very Good:** The service's score is the percent of all completed questions (Q1-22) where the person's response is excellent or very good.
4. **Overall Experience Excellent or Very Good:** The Experience Index is calculated as for option 1. The service's score is the percent of people whose overall Experience score is in the excellent to very good range, i.e a score of 8 or more out of 10.

YES is a national measure, and NSW has collaborated with other States and Territories to develop scoring approaches. This has been done through analysis of YES data and consultation with consumers, clinicians and managers. The recommended summary measure is option 4, the percent of consumers with an excellent or very good overall experience. This option is easy to calculate, maximises the use of all YES data, can be used to set targets and provides greater separation between higher and lower scoring services. This should make this measure more able to demonstrate differences between services or changes over time.

Setting a YES target

New South Wales has used YES return rates as a key performance Indicator in LHD/SHN Service Agreements. As the YES collection has matured, it is time to change the key performance indicator to focus on consumers' experience rather than return rates. This requires performance targets to be established for LHDs/SHNs.

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.

Therefore NSW targets have been set based on the best performing 25% of NSW mental health services. The overall experience target is that 80% 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% (65% for hospital services and 75% for community 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). These were calculated separately for hospital and community services. This table summarises the targets used within this report.

Question Type	Domains	Overall		Community		Hospital	
		Low	Hi	Low	Hi	Low	Hi
Overall	Experience index	<70%	>80%	<75%	>85%	<65%	>75%
Frequency scales	Individuality, Participation, Respect, Safety	<75%	>90%	<80%	>95%	<70%	>85%
Performance scales	Information and support, Impact	<50%	>65%	<55%	>70%	<45%	>60%



Appendix 3 - YES Domains

Making a difference (in this report, referred to as 'Making a difference' or '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 wellbeing
Q26	Overall, how would you rate your experience of care within this service in the last 3 months
Providing information and support (in this report, referred to as 'Info & 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
Valuing individuality (in this report, referred to as 'Individuality')	
Q6	Your individuality and values were respected
Q16	There were activities you could do that suited you
Supporting active participation (in this report, referred to as '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
Q15	Staff discussed the effects of your medication and other treatments with you
Q17	You had opportunities to discuss your progress with the staff caring for you
Q14	You had opportunities for your family and carers to be involved in your treatment and care if you wanted
Showing respect (in this report, referred to as '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 the 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 (in this report, referred to as 'Safety & 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

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

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

