



What consumers
say about NSW
Mental Health
Services



Your Experience of Service

2023-2024

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

Acknowledgments

NSW Health acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, waters and community. We pay our respects to their Cultures, Country, and Elders past and present. We commit to building a brighter future together.

We recognise and value the experience-based knowledge of people who have lived and living experience of mental health difficulties or suicide, and the people who care for them. We are thankful to the many consumers who completed a YES survey.

We gratefully acknowledge the support and expertise of members of the YES and CES advisory committee and colleagues at BEING, the NSW Ministry of Health's Mental Health Branch, Experience Team Health System Strategy and Patient Experience Division, and the Bureau of Health Information. We are also grateful to the BEING and NSW Health staff who continue to work together to improve services using YES feedback.

Report produced by

InforMH
System Information and Analytics Branch
NSW Ministry of Health

Published November 2024

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

SHPN (SIA) 240762
ISBN 978-1-76023-949-7



Introduction to the supplement

This is a supplement to the report *Your Experience of Service 2023–2024: 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.

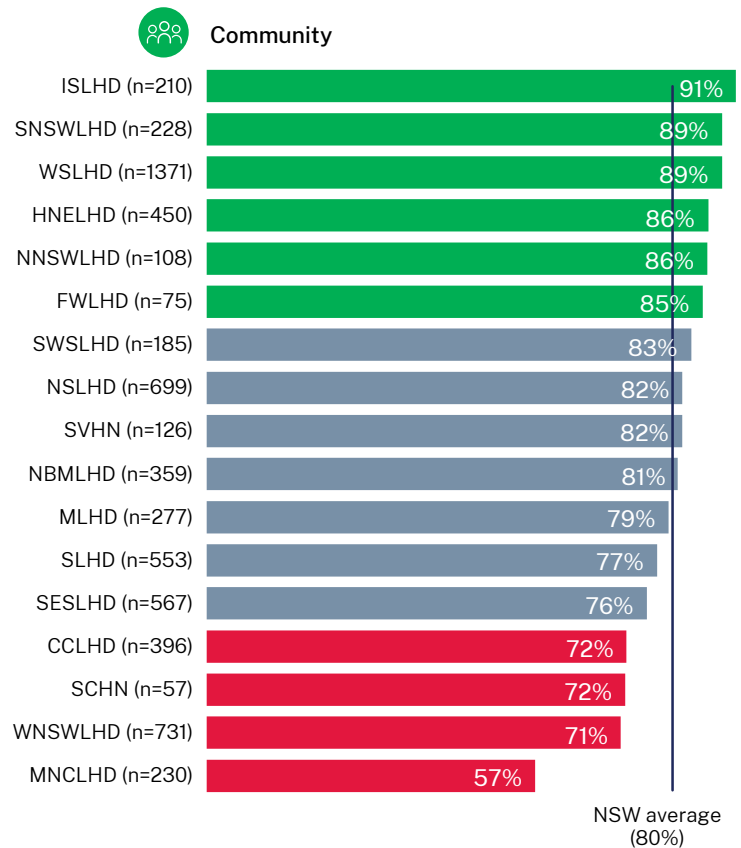
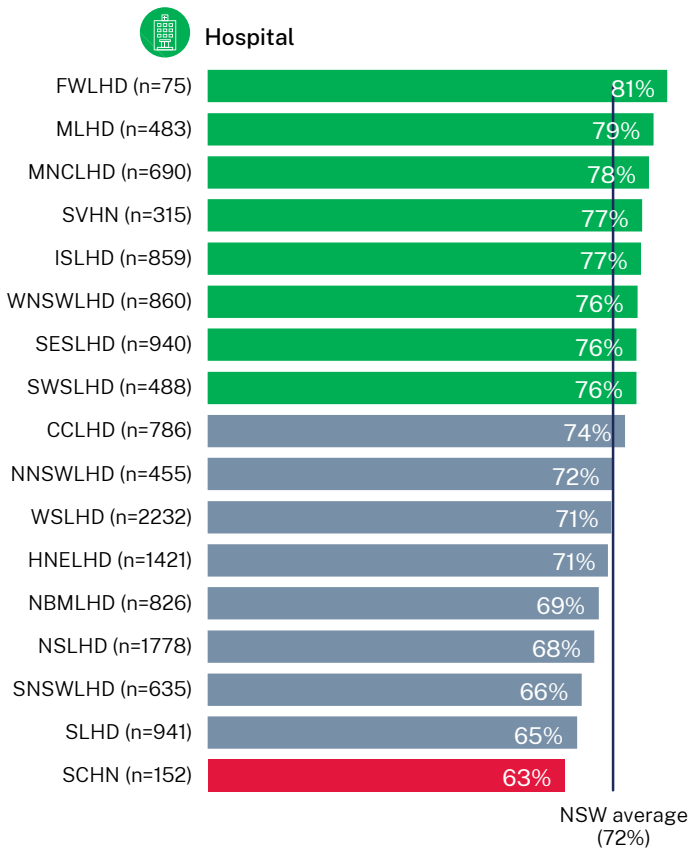
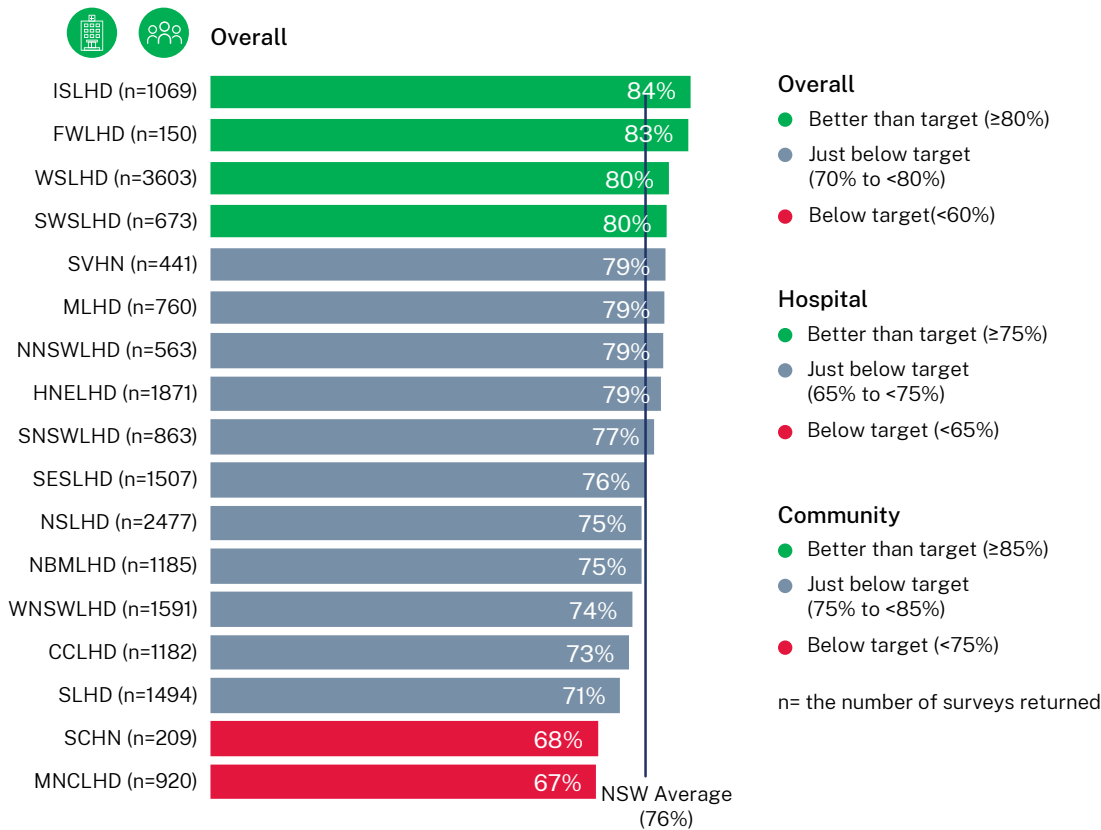
Making a difference/impact: the service makes a difference to the individual's social and emotional well-being and physical health.

For more information on which questions relate to each domain, please see Appendix 4.



LHD/SHN summary

Overall experience scores



Results for the Justice Health and Forensic Mental Health Network are not displayed here. Caution is needed when comparing results for this network to other LHDs and SHNs. Overall, people report less positive experiences in hospital and when receiving involuntary care. All consumers in the Forensic Hospital and Long Bay Hospital are receiving involuntary care, and a large proportion of community responses are from people receiving outreach care in a correctional setting. The JH&FHMN results are shown on page 16 of this report.

Domain scores

Overall	Valid returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Making a difference
ISLHD	1,069	84	●	●	●	●	●	●
FWLHD	150	83	●	●	●	●	●	●
WSLHD	3,603	80	●	●	●	●	●	●
SWSLHD	673	80	●	●	●	●	●	●
SVHN	441	79	●	●	●	●	●	●
MLHD	760	79	●	●	●	●	●	●
NNSWLHD	563	79	●	●	●	●	●	●
HNELHD	1,871	79	●	●	●	●	●	●
SNSWLHD	863	77	●	●	●	●	●	●
SESLHD	1,507	76	●	●	●	●	●	●
NSLHD	2,477	75	●	●	●	●	●	●
NBMLHD	1,185	75	●	●	●	●	●	●
WNSWLHD	1,591	74	●	●	●	●	●	●
CCLHD	1,182	73	●	●	●	●	●	●
SLHD	1,494	71	●	●	●	●	●	●
SCHN	209	68	●	●	●	●	●	●
MNCLHD	920	67	●	●	●	●	●	●

- Better than target
- Just below target
- Below target

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

Hospital	Valid returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Making a difference
FWLHD	75	81	●	●	●	●	●	●
MLHD	483	79	●	●	●	●	●	●
MNCLHD	690	78	●	●	●	●	●	●
SVHN	315	77	●	●	●	●	●	●
ISLHD	859	77	●	●	●	●	●	●
WNSWLHD	860	76	●	●	●	●	●	●
SESLHD	940	76	●	●	●	●	●	●
SWSLHD	488	76	●	●	●	●	●	●
CCLHD	786	74	●	●	●	●	●	●
NNSWLHD	455	72	●	●	●	●	●	●
WSLHD	2,232	71	●	●	●	●	●	●
HNELHD	1,421	71	●	●	●	●	●	●
NBMLHD	826	69	●	●	●	●	●	●
NSLHD	1,778	68	●	●	●	●	●	●
SNSWLHD	635	66	●	●	●	●	●	●
SLHD	941	65	●	●	●	●	●	●
SCHN	152	63	●	●	●	●	●	●

Community	Valid returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Making a difference
ISLHD	210	91	●	●	●	●	●	●
SNSWLHD	228	89	●	●	●	●	●	●
WSLHD	1,371	89	●	●	●	●	●	●
HNELHD	450	86	●	●	●	●	●	●
NNSWLHD	108	86	●	●	●	●	●	●
FWLHD	75	85	●	●	●	●	●	●
SWSLHD	185	83	●	●	●	●	●	●
NSLHD	699	82	●	●	●	●	●	●
SVHN	126	82	●	●	●	●	●	●
NBMLHD	359	81	●	●	●	●	●	●
MLHD	277	79	●	●	●	●	●	●
SLHD	553	77	●	●	●	●	●	●
SESLHD	567	76	●	●	●	●	●	●
CCLHD	396	72	●	●	●	●	●	●
SCHN	57	72	●	●	●	●	●	●
WNSWLHD	731	71	●	●	●	●	●	●
MNCLHD	230	57	●	●	●	●	●	●



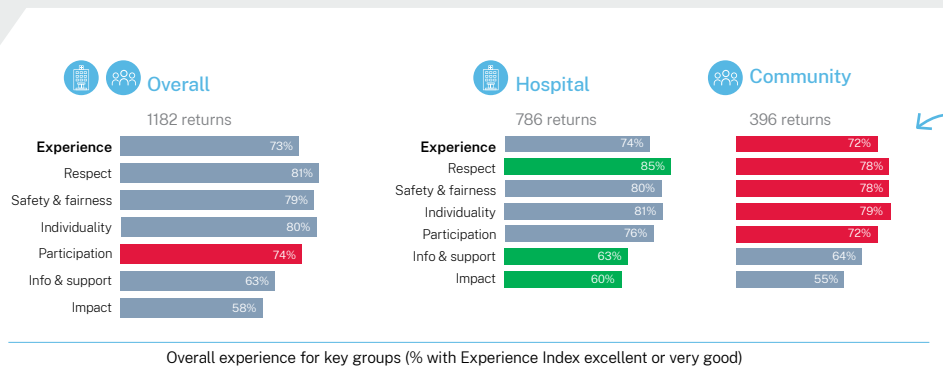
Interpreting the LHD/SHN summaries

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.

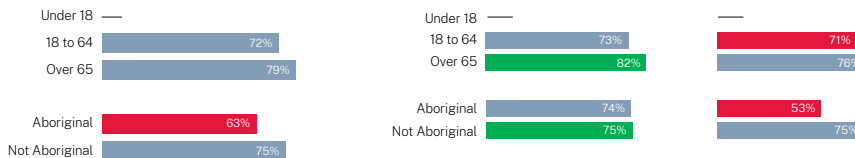
Here is how to read these reports:

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



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

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



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

Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
OPMHS Wyong	C	39	82	●	●	●	●	●
PECC WYO	H	126	81	●	●	●	●	●
Miri Miri WYO	H	76	80	●	●	●	●	●
Acute Care MH Team Gosford	C	69	74	●	●	●	●	●
Mental Health GOS	H	281	72	●	●	●	●	●
Mental Health WYO	H	303	71	●	●	●	●	●
Acute Care MH Team Wyong CHC	C	104	64	●	●	●	●	●

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

On all charts the colour shows whether the percentage is
 ● Better than target
 ● Just below target
 ● Below target

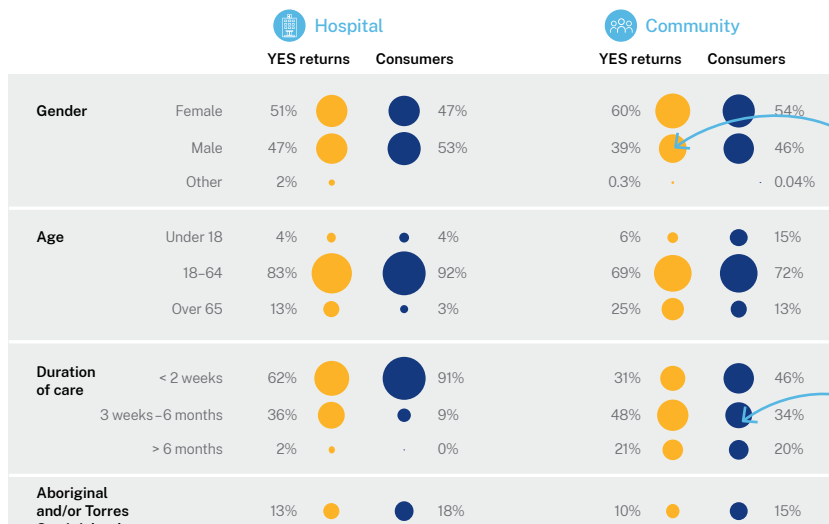
Please note that separate targets are used for different domains. See Appendix 2 for more information.

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.

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.

How representative are the YES returns?

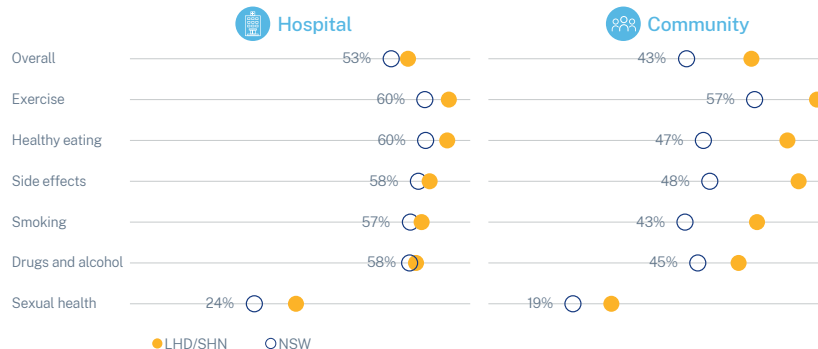


The yellow circles show the proportion of YES questionnaires completed by different groups.

The blue circles show which groups of consumers accessed services in the LHD/SHN.

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.



This graph shows the percentage of people who recalled receiving information about physical health. The yellow circles show the LHD/SHN percentage and the blue circles show the NSW average.



LHD/SHN summary reports

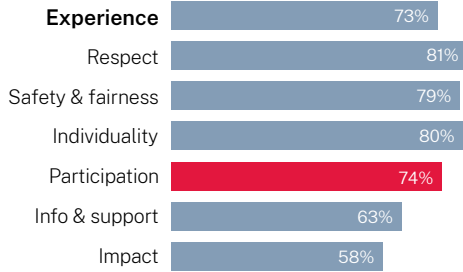


Central Coast Local Health District



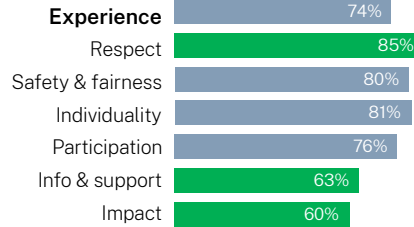
Overall

1182 returns



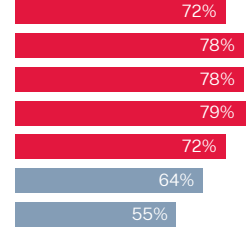
Hospital

786 returns

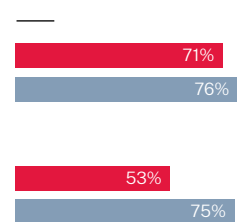
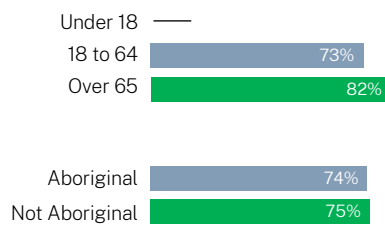
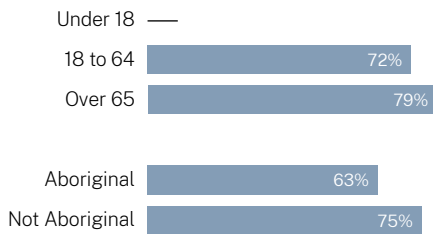


Community

396 returns



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
OPMHS Wyong	C 39	82	●	●	●	●	●	●
PECC WYO	H 126	81	●	●	●	●	●	●
Miri Miri WYO	H 76	80	●	●	●	●	●	●
Acute Care MH Team Gosford	C 69	74	●	●	●	●	●	●
Mental Health GOS	H 281	72	●	●	●	●	●	●
Mental Health WYO	H 303	71	●	●	●	●	●	●
Acute Care MH Team Wyong CHC	C 104	64	●	●	●	●	●	●

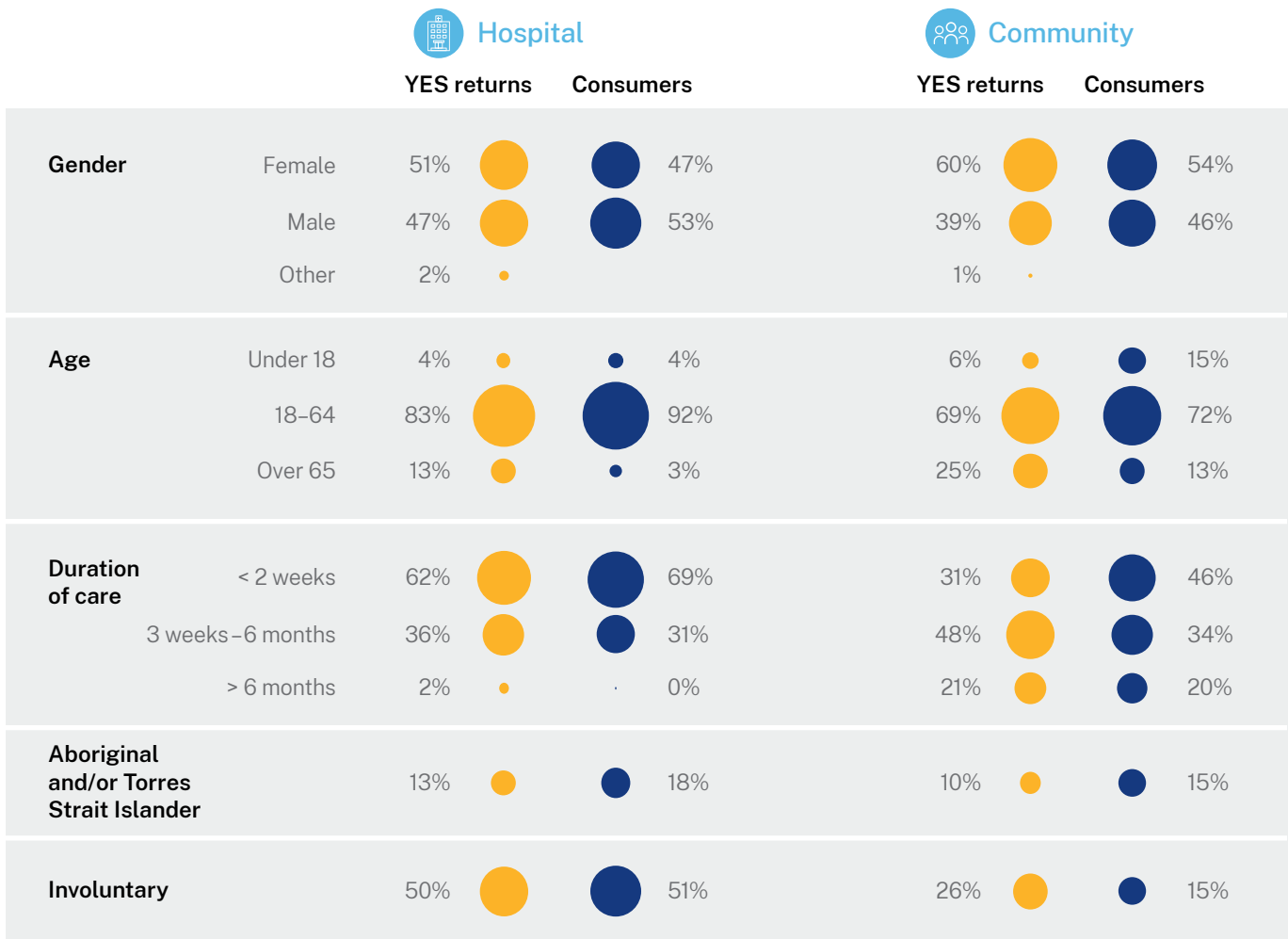
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

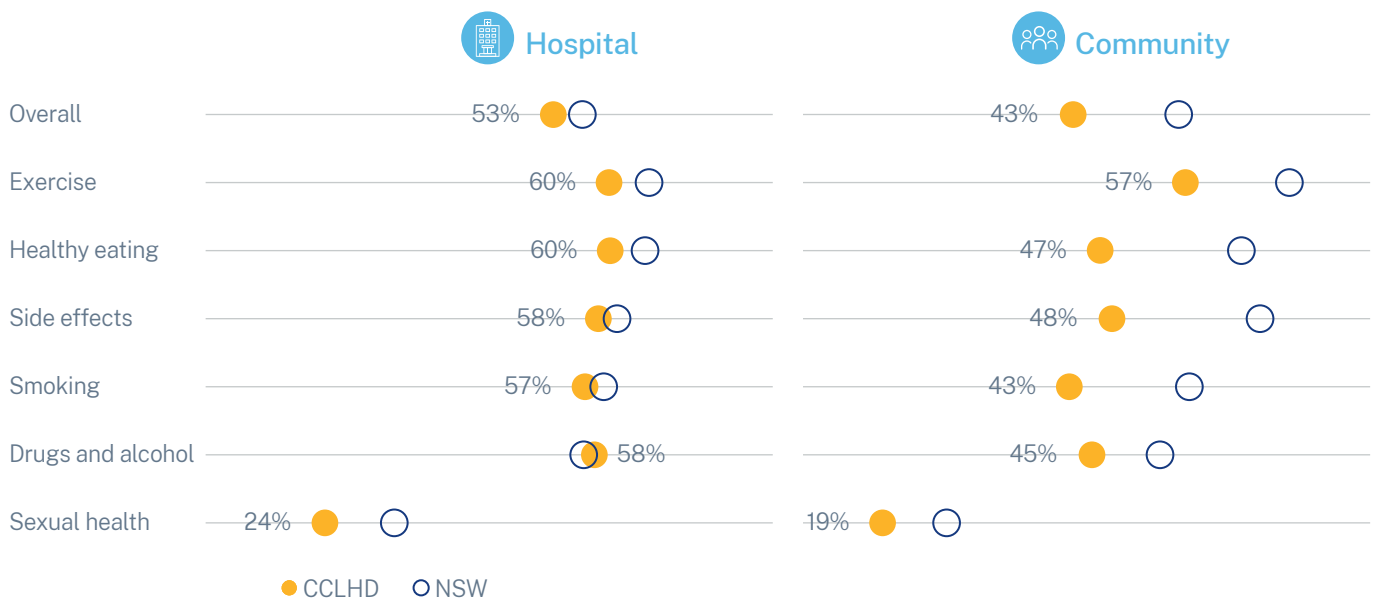
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

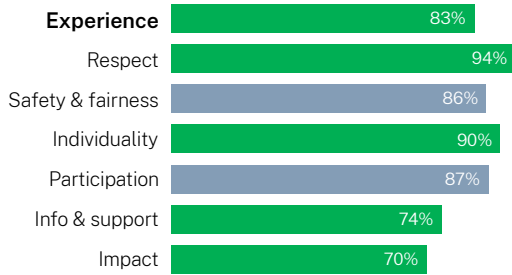


Far West Local Health District



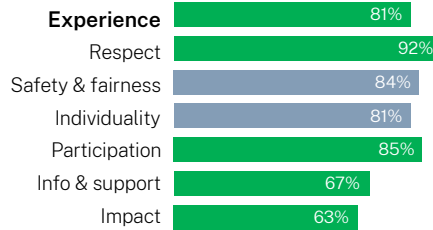
Overall

150 returns



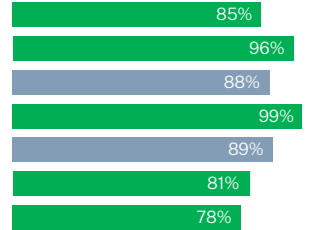
Hospital

75 returns

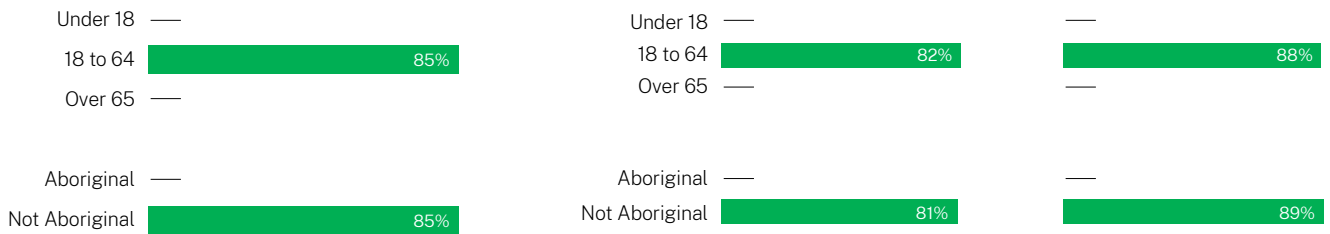


Community

75 returns



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



Individual Hospital Unit or Community Team

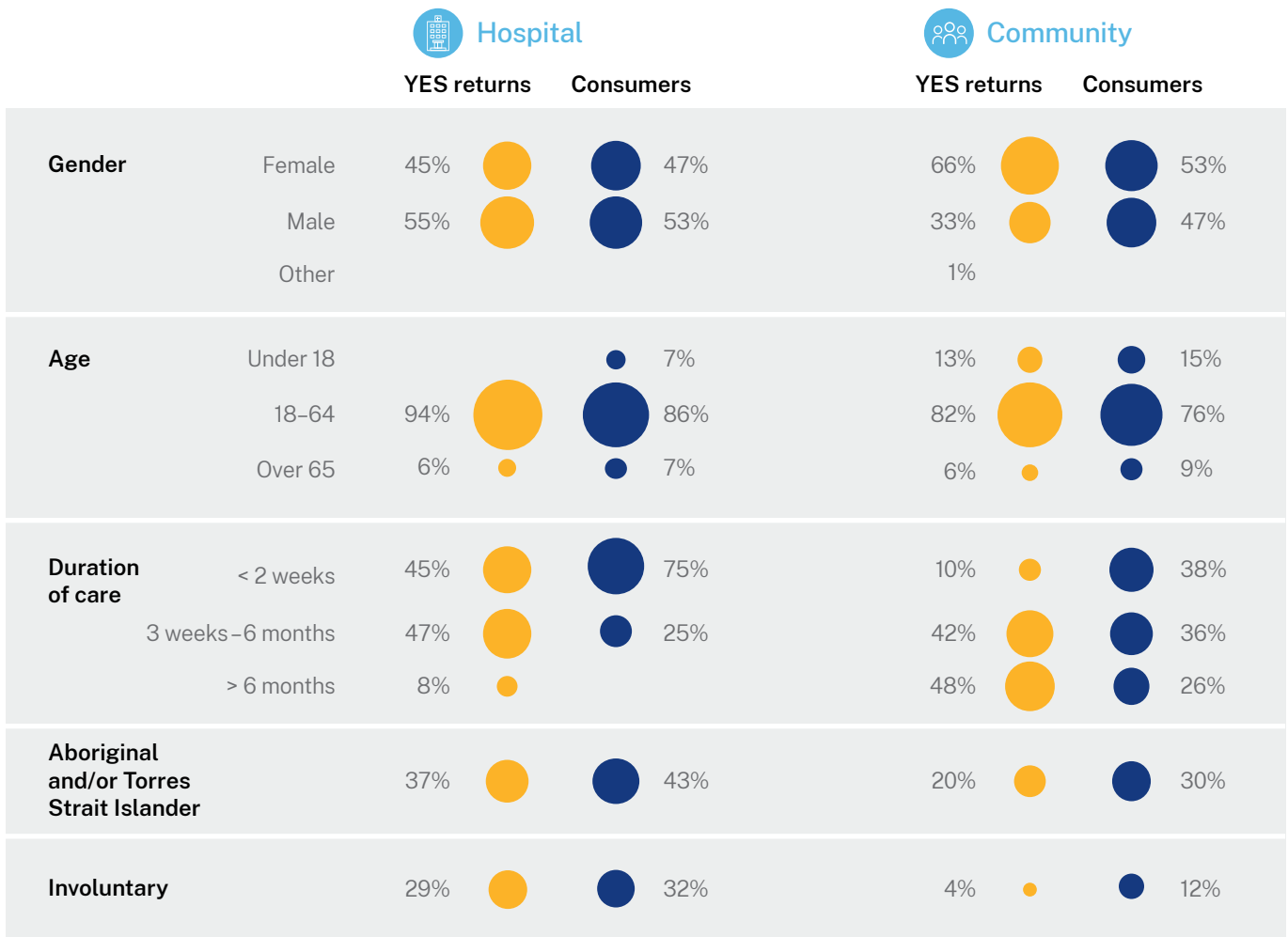
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Broken Hill Adult Community Mental Health Service	C	35	86	●	●	●	●	●
BH ADULT MHIPU ACUTE	H	51	76	●	●	●	●	●

- Better than target
 - 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.

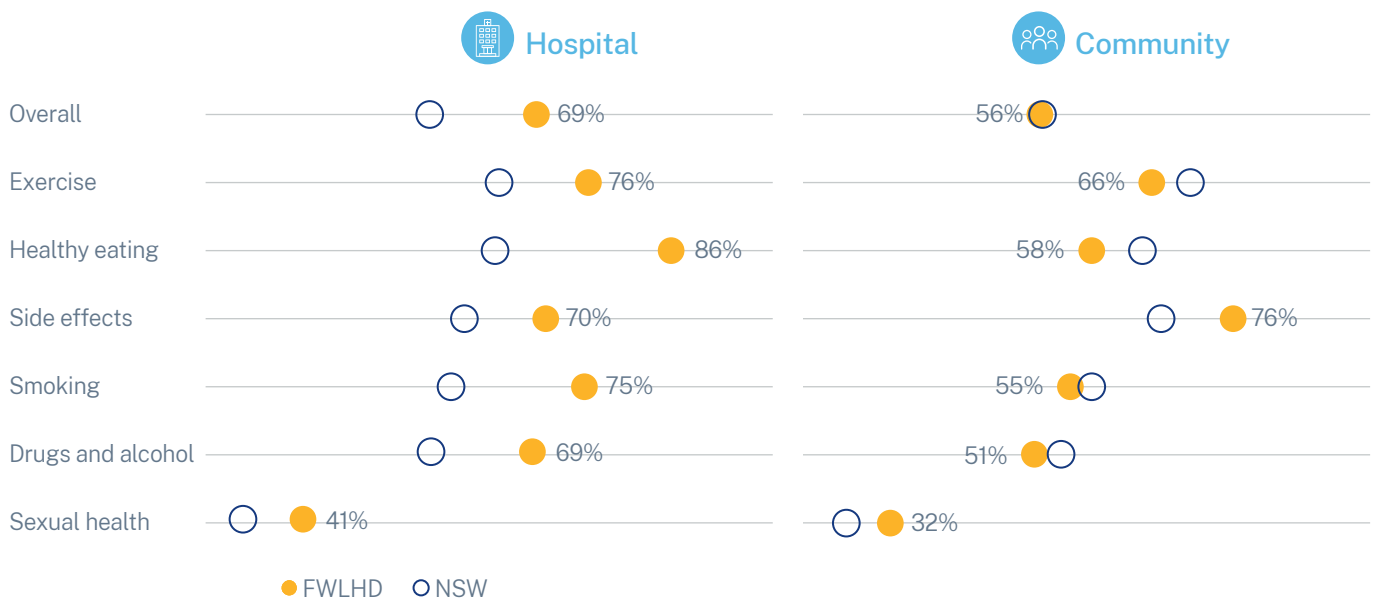
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

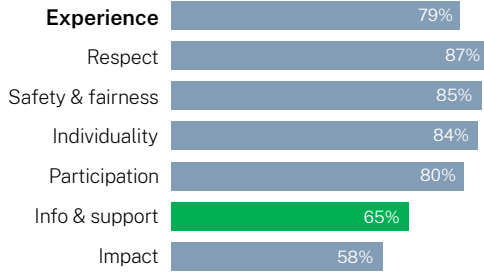


Hunter New England Local Health District



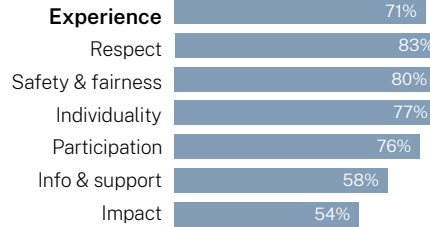
Overall

1871 returns



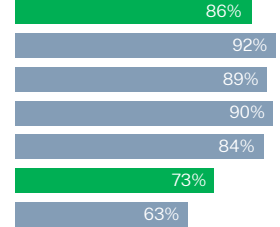
Hospital

1421 returns

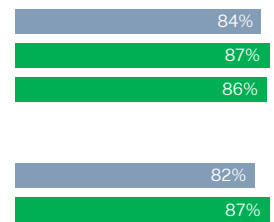
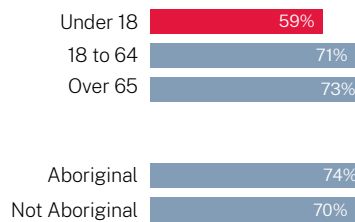
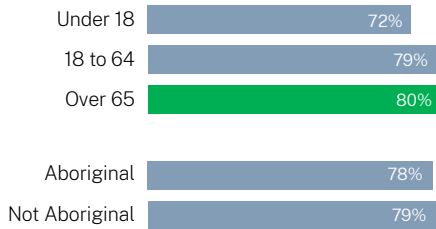


Community

450 returns



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



Individual Hospital Unit or Community Team

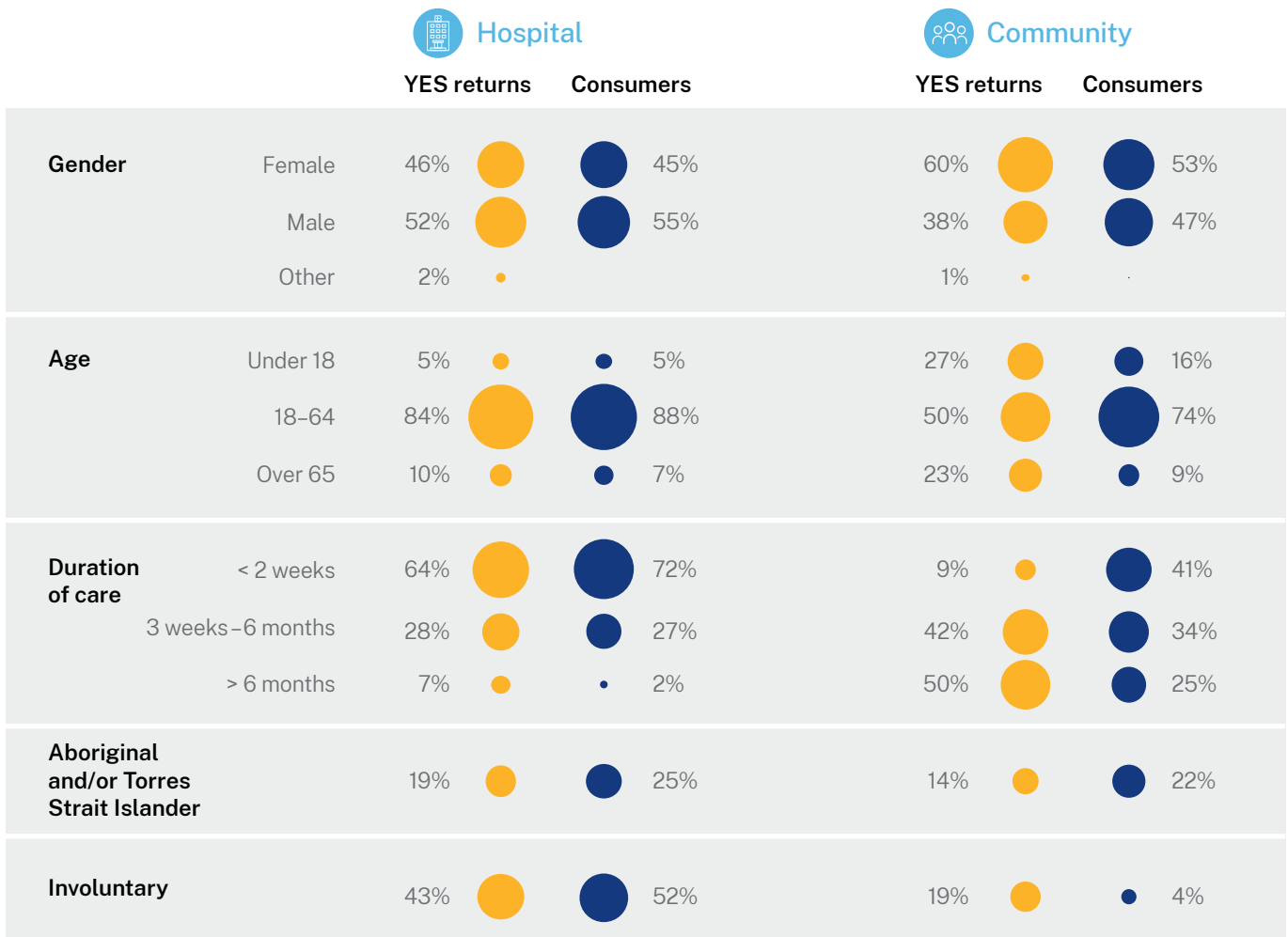
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
HNE MH - Mental Hlth & Substance Use Svc	C 47	98	●	●	●	●	●	●
ISMHU	H 50	92	●	●	●	●	●	●
Armidale Clark Centre	H 192	90	●	●	●	●	●	●
HNE CAMHS - Hunter Valley	C 69	86	●	●	●	●	●	●
HNE MH - Lake Macquarie Comm MH Team	C 57	79	●	●	●	●	●	●
HNE CAMHS - Newcastle	C 34	76	●	●	●	●	●	●
Taree MHU	H 169	75	●	●	●	●	●	●
Mater LMMHU	H 215	73	●	●	●	●	●	●
Mater South	H 74	72	●	●	●	●	●	●
Mater North	H 72	71	●	●	●	●	●	●
Maitland Mental Health Unit	H 176	70	●	●	●	●	●	●
Morisset Cottages	H 49	69	●	●	●	●	●	●
Mater MHUOP	H 84	64	●	●	●	●	●	●
CAMHS NEXUS	H 77	61	●	●	●	●	●	●
Mater NMHU	H 171	56	●	●	●	●	●	●
Tamworth Banksia	H 48	52	●	●	●	●	●	●
Morisset Kestrel	H 30	50	●	●	●	●	●	●

- Better than target
 - 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.

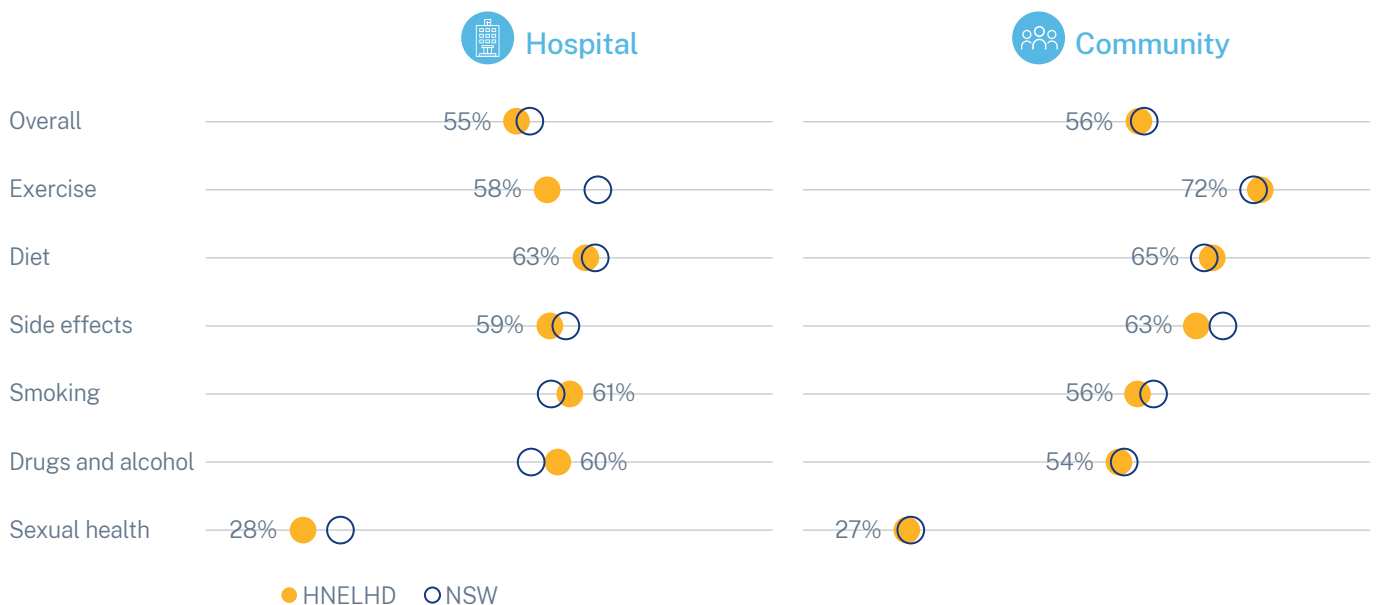
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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



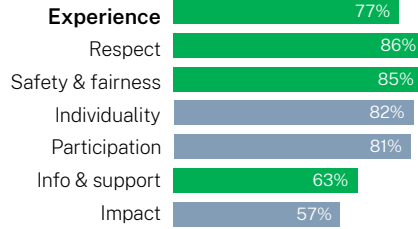
Overall

1069 returns



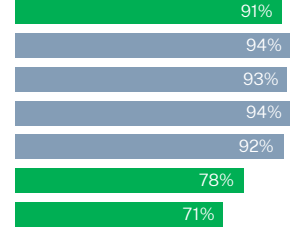
Hospital

859 returns

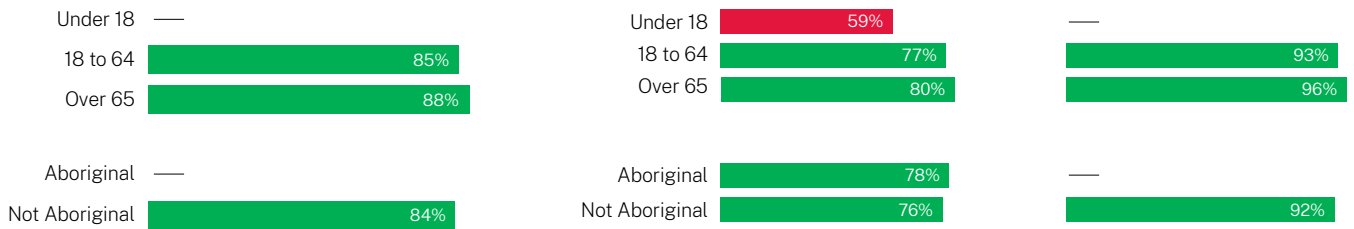


Community

210 returns



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



Individual Hospital Unit or Community Team

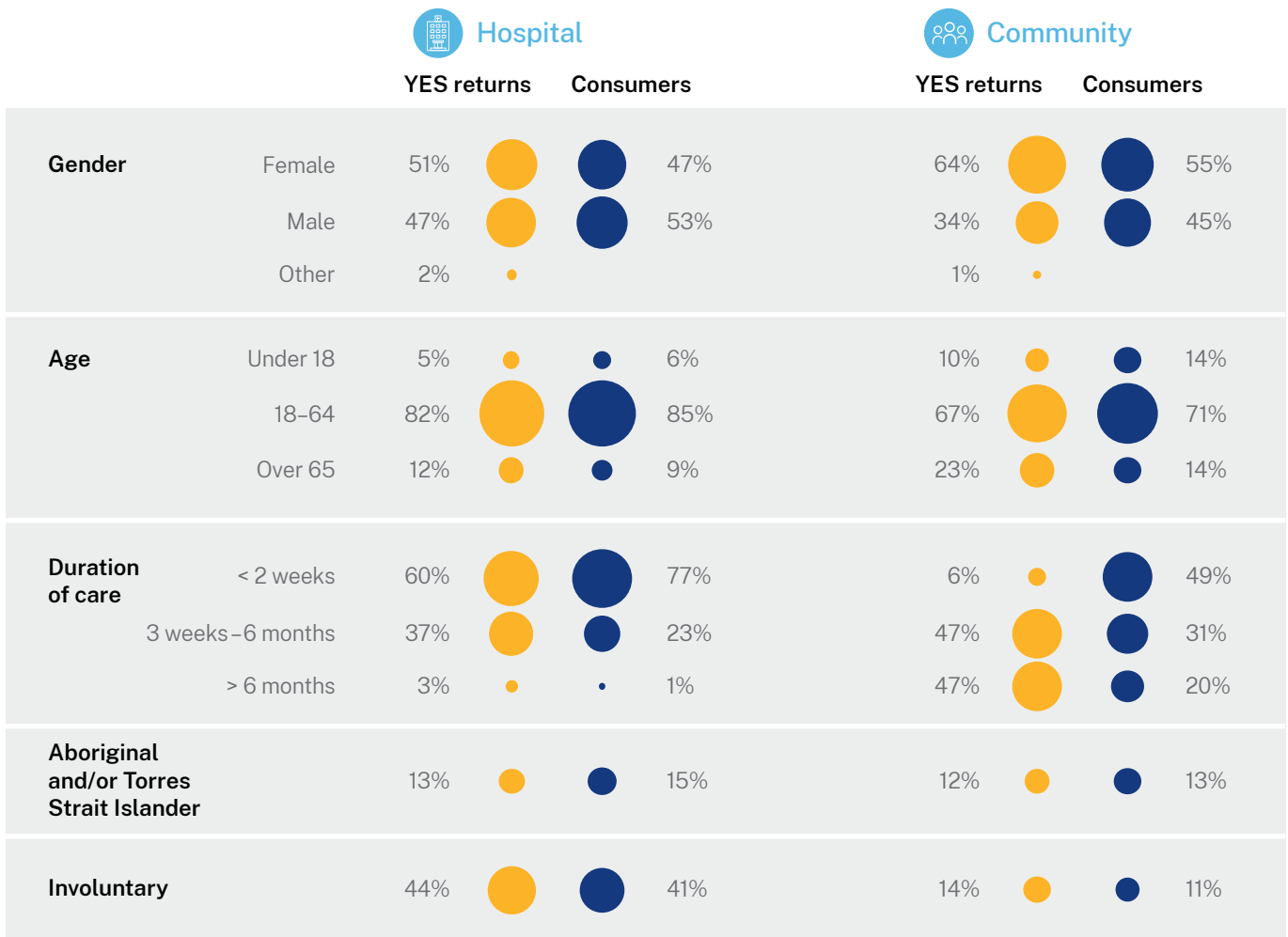
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Illawarra CMH Rehabilitation Service	C 32	100	●	●	●	●	●	●
Shoalhaven Sub Acute	H 99	88	●	●	●	●	●	●
SHH PECC	H 136	81	●	●	●	●	●	●
Rehabilitation Unit	H 48	79	●	●	●	●	●	●
Older Person IPU	H 84	79	●	●	●	●	●	●
Mirrabook Acute IPU	H 199	78	●	●	●	●	●	●
Wollongong Acute IPU	H 102	74	●	●	●	●	●	●
Eloura Acute IPU	H 136	67	●	●	●	●	●	●
Adolescent IPU	H 35	57	●	●	●	●	●	●

- Better than target
 - 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.

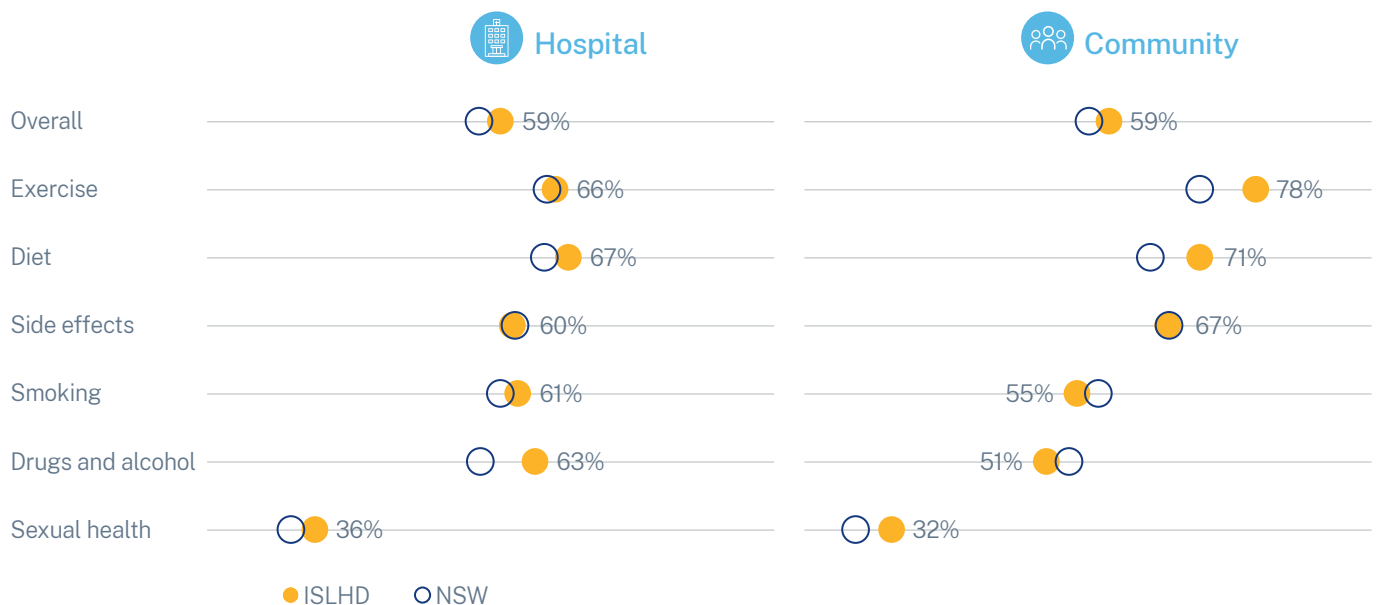
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

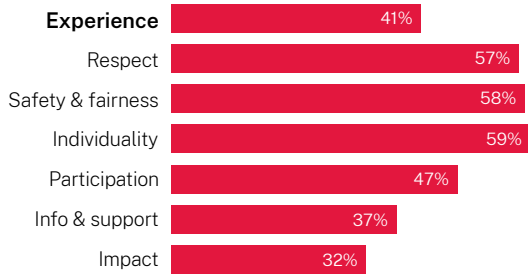


Justice Health and Forensic Mental Health Network



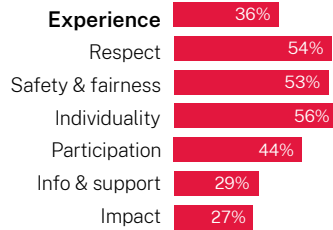
Overall

202 returns



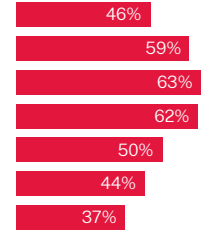
Hospital

134 returns

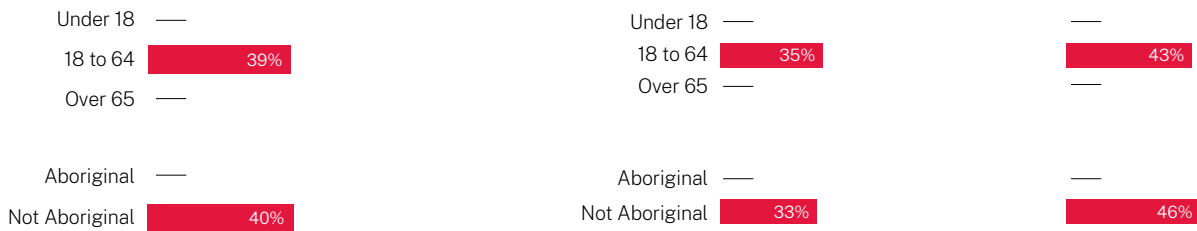


Community

68 returns



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



Individual Hospital Unit or Community Team

Justice Health Adult Ambulatory Service

Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
C	67	45	●	●	●	●	●	●

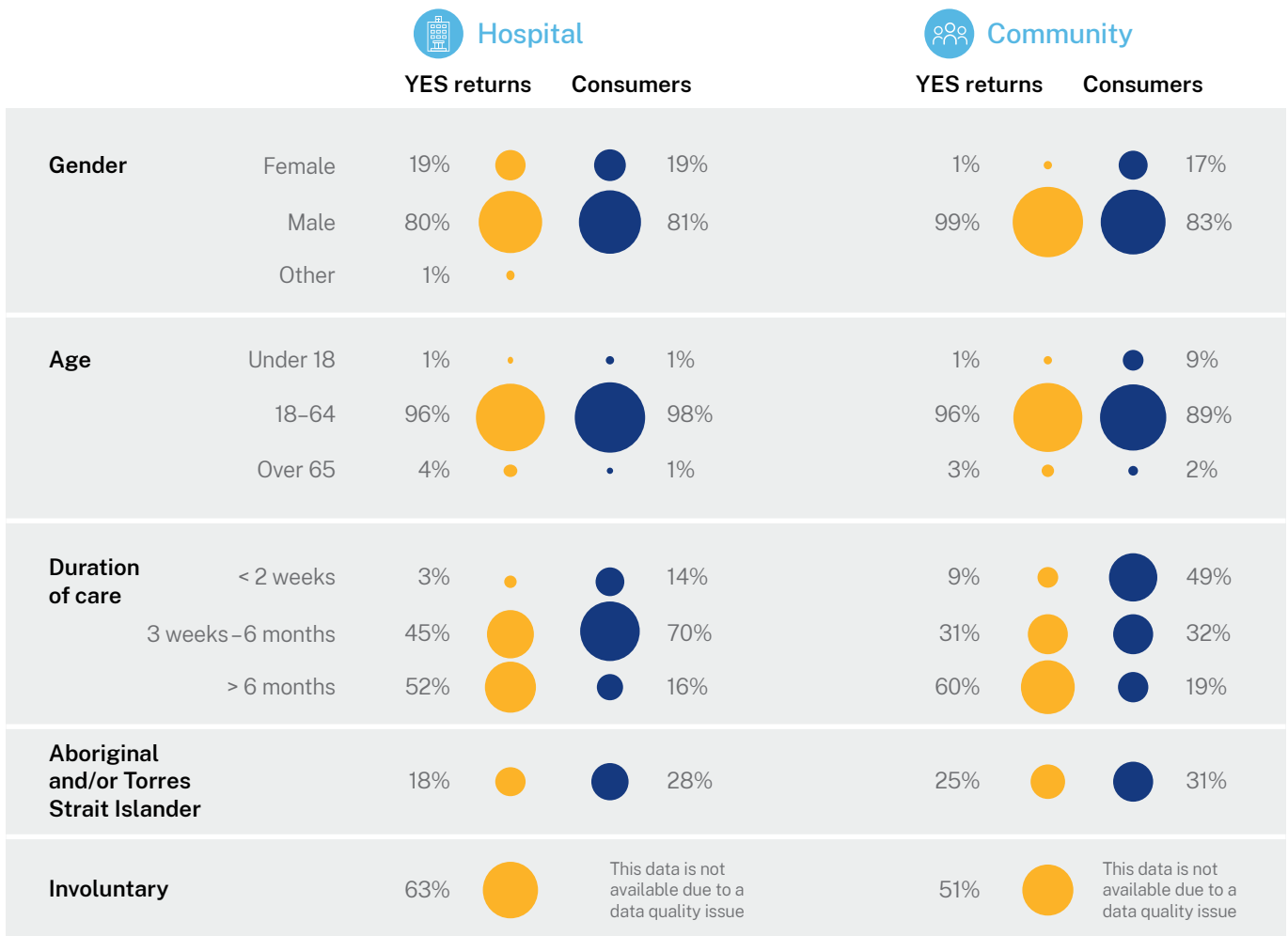
- Better than target
 - Just below target
 - Below target
- H = Hospital
C = Community

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

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.

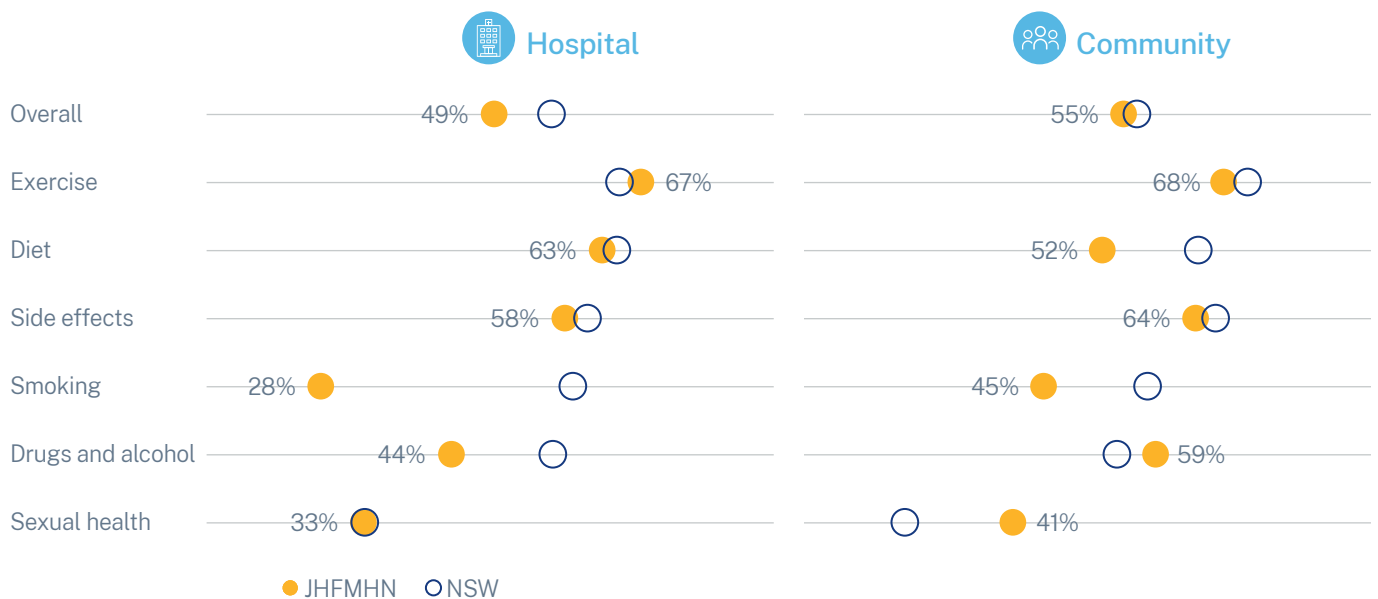
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

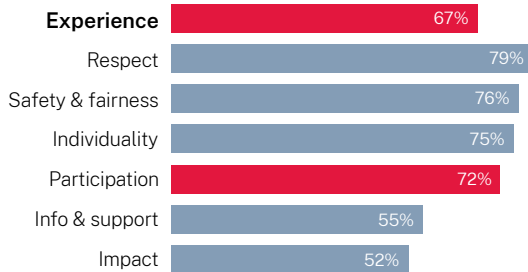


Mid North Coast Local Health District



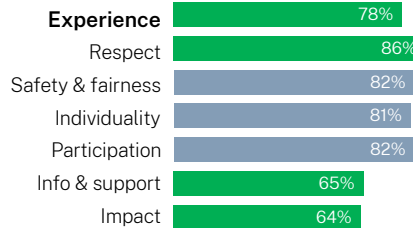
Overall

920 returns



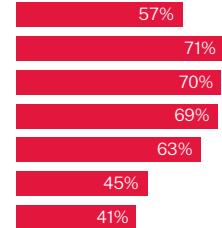
Hospital

690 returns

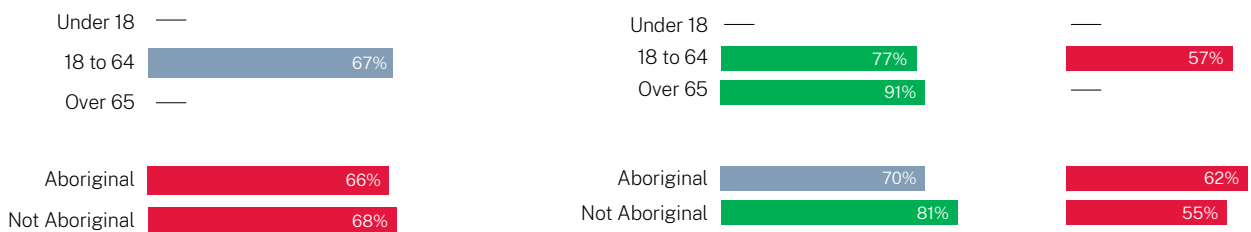


Community

230 returns



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



Individual Hospital Unit or Community Team

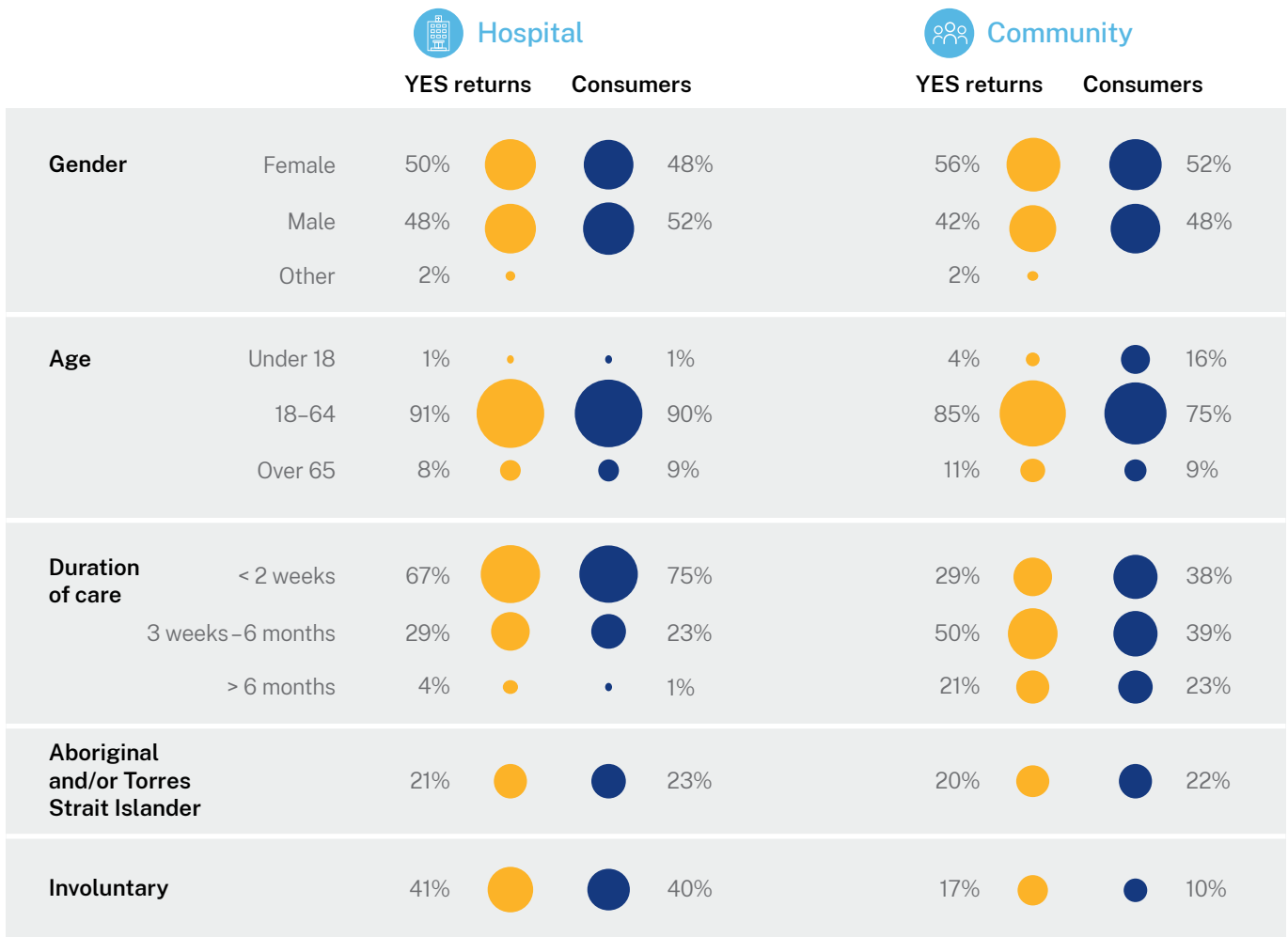
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Kem MH Ac Inpt Srv	H 206	89	●	●	●	●	●	●
Cof MH Rehab Inpt	H 41	83	●	●	●	●	●	●
Por MH Ac Inpt Srv	H 164	74	●	●	●	●	●	●
Cof MH Ac Inpt Srv	H 279	72	●	●	●	●	●	●
Port Macquarie Mental Health Acute Care Service	C 31	65	●	●	●	●	●	●
Kempsey Mental Health Service For Adults	C 40	60	●	●	●	●	●	●
Coffs Harbour Mental Health Acute Care Service	C 141	52	●	●	●	●	●	●

- Better than target
 - 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.

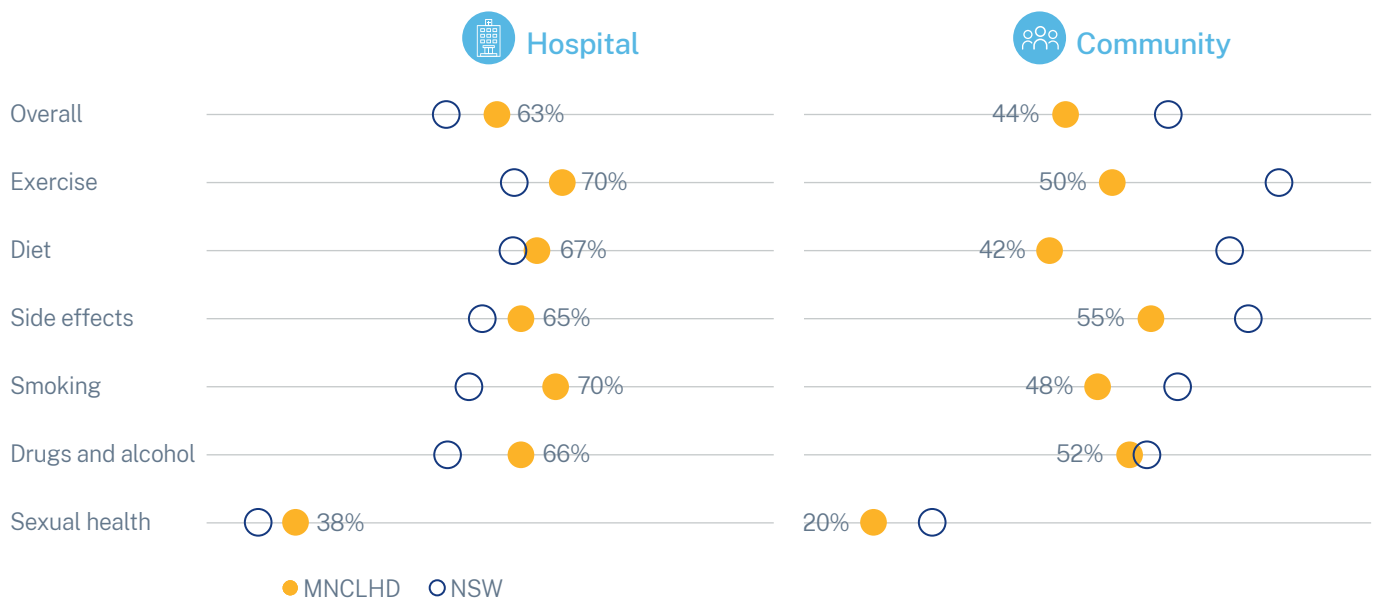
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

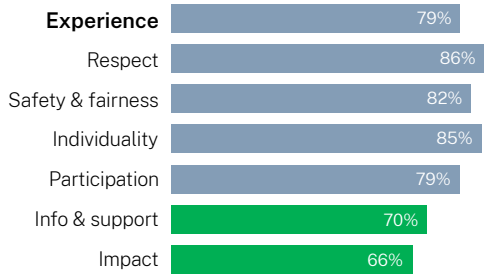


Murrumbidgee Local Health District



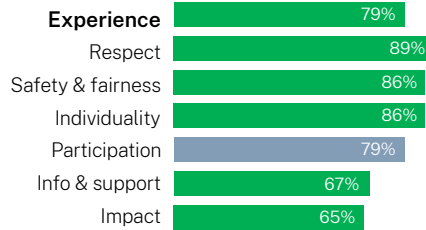
Overall

760 returns



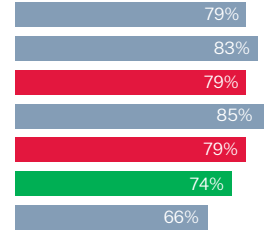
Hospital

483 returns

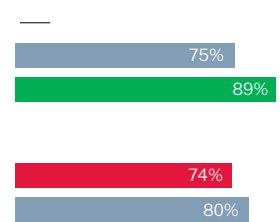
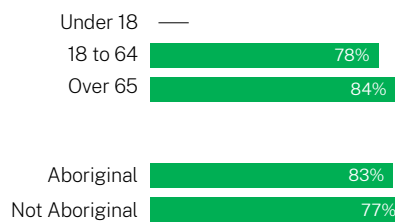
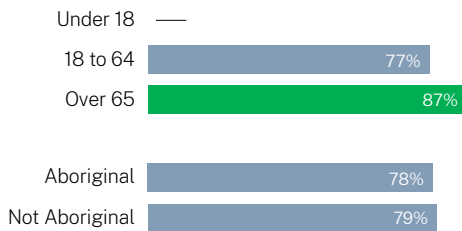


Community

277 returns



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
Wagga MH Recovery Program	H 104	89	●	●	●	●	●	●
Wagga Older Persons Unit	H 63	87	●	●	●	●	●	●
Tumut Community Mental Health Service - Adult	C 73	86	●	●	●	●	●	●
Wagga Acute Mental Health Unit	H 316	74	●	●	●	●	●	●
Wagga Wagga Community Mental Health Service - Adult	C 35	37	●	●	●	●	●	●

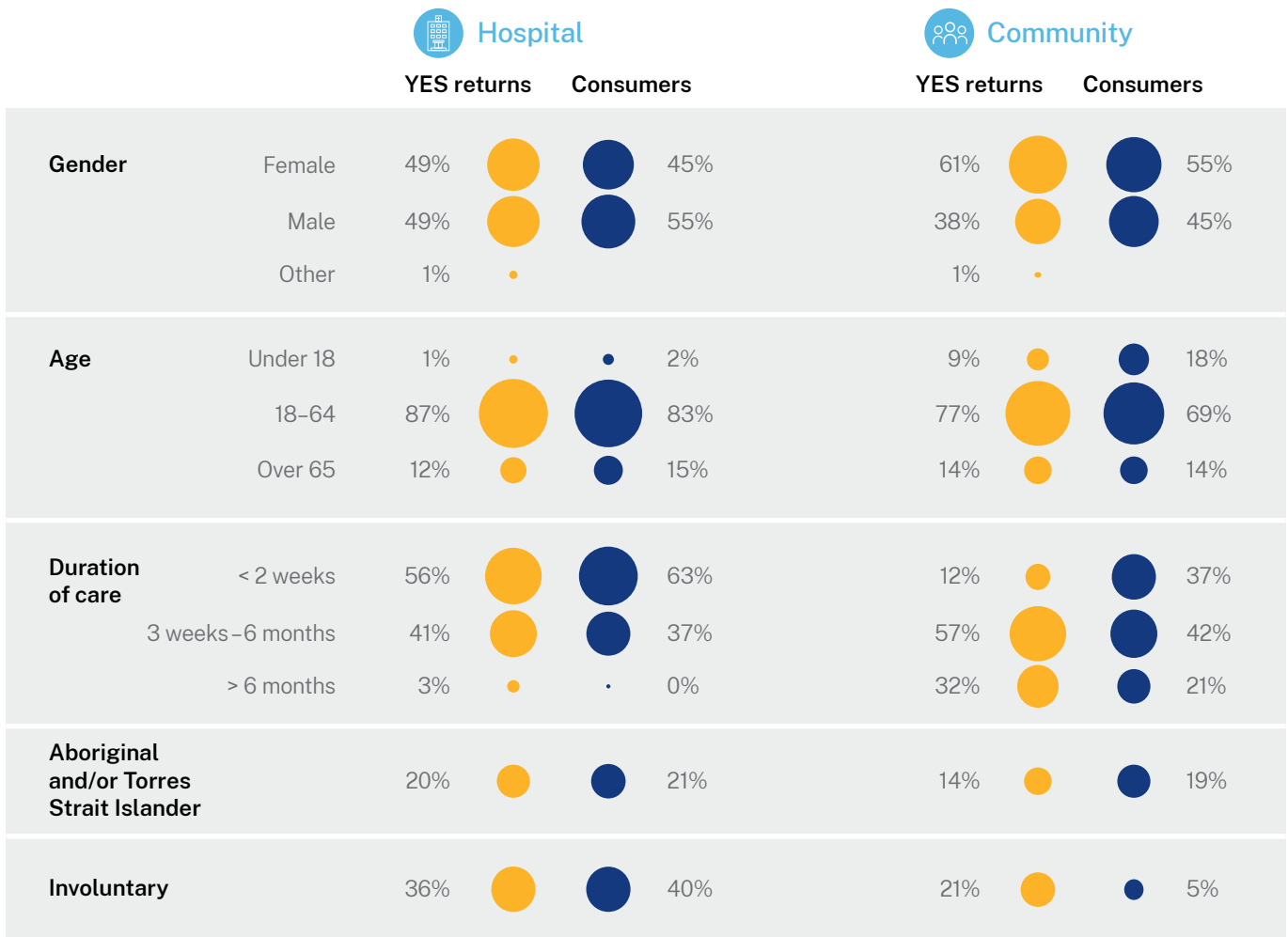
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

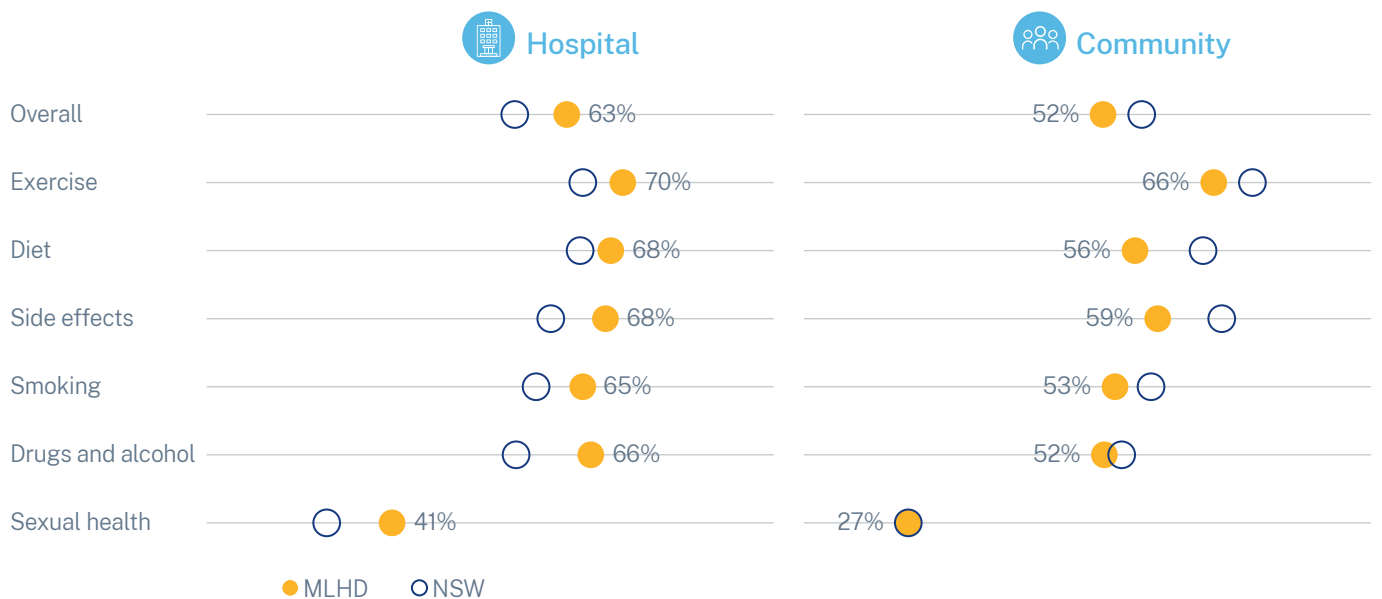
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

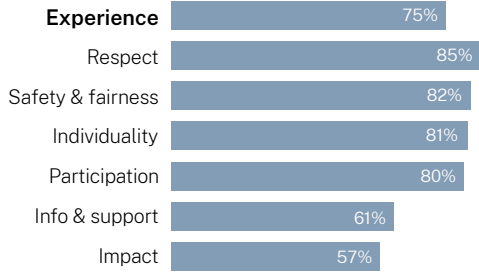


Nepean Blue Mountains Local Health District



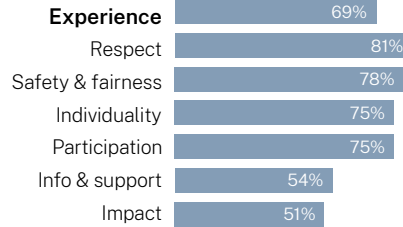
Overall

1185 returns



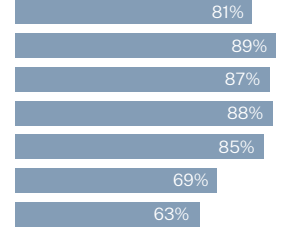
Hospital

826 returns

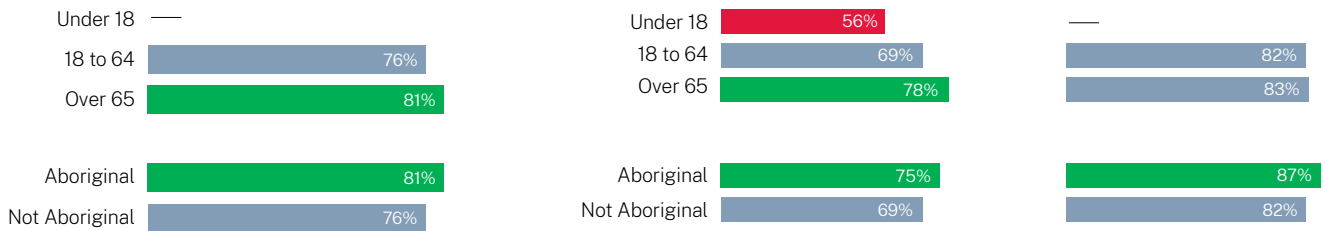


Community

359 returns



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



Individual Hospital Unit or Community Team

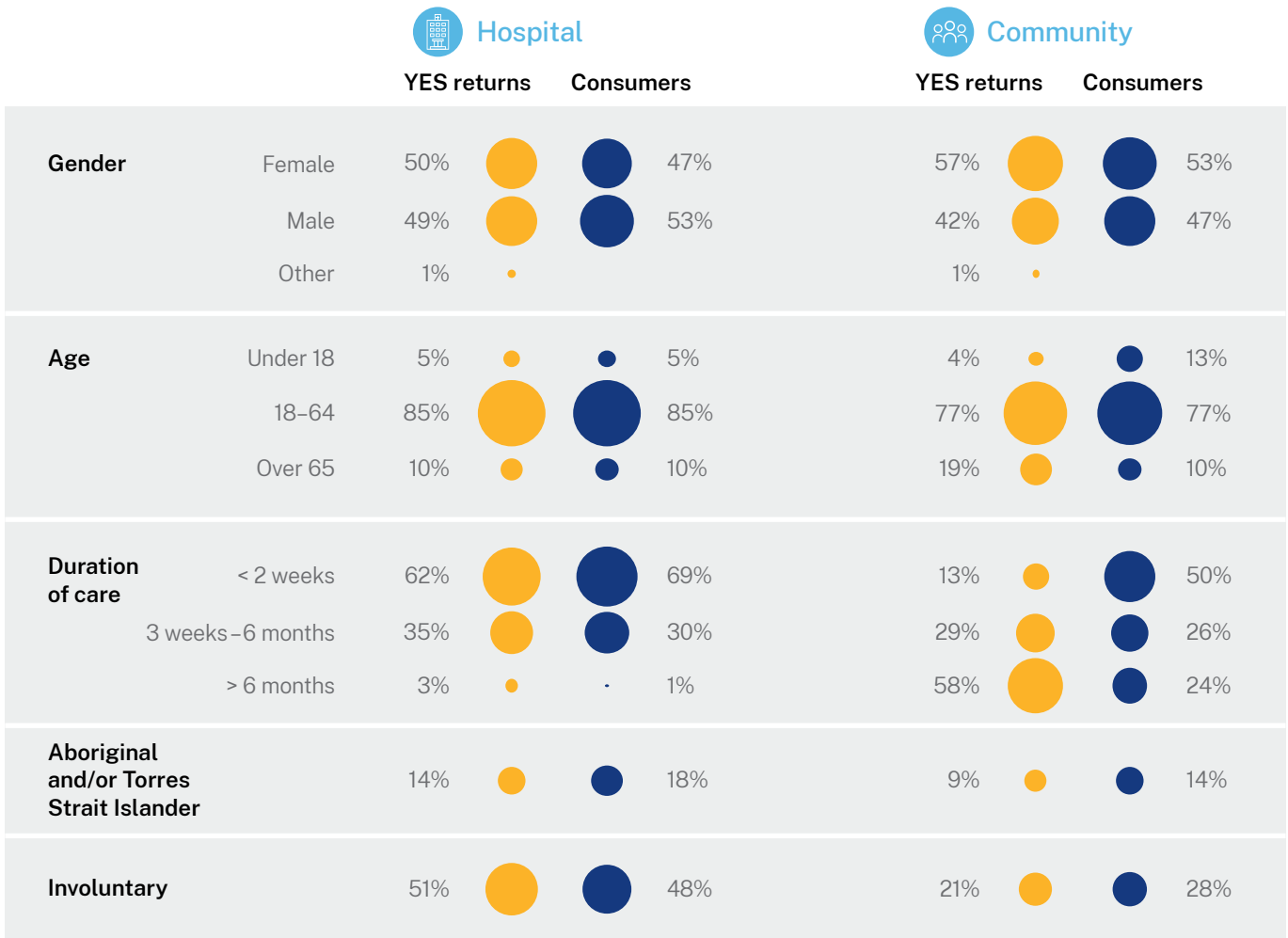
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
NBM Anxiety Disorders Clinic	C	58	100	●	●	●	●	●
NBM Plains Older Persons Community Team	C	34	91	●	●	●	●	●
NBM Penrith Mental Health Team	C	56	84	●	●	●	●	●
Nepean OPMHU	H	103	76	●	●	●	●	●
NBM Mountains Older Persons Community Team	C	30	73	●	●	●	●	●
PECC	H	235	73	●	●	●	●	●
BM MH Acute Unit	H	185	67	●	●	●	●	●
Nepean MH HDU	H	63	65	●	●	●	●	●
Nepean MH Acute	H	240	65	●	●	●	●	●
NBM Triage & Assessment Centre	C	47	45	●	●	●	●	●

- Better than target
 - 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.

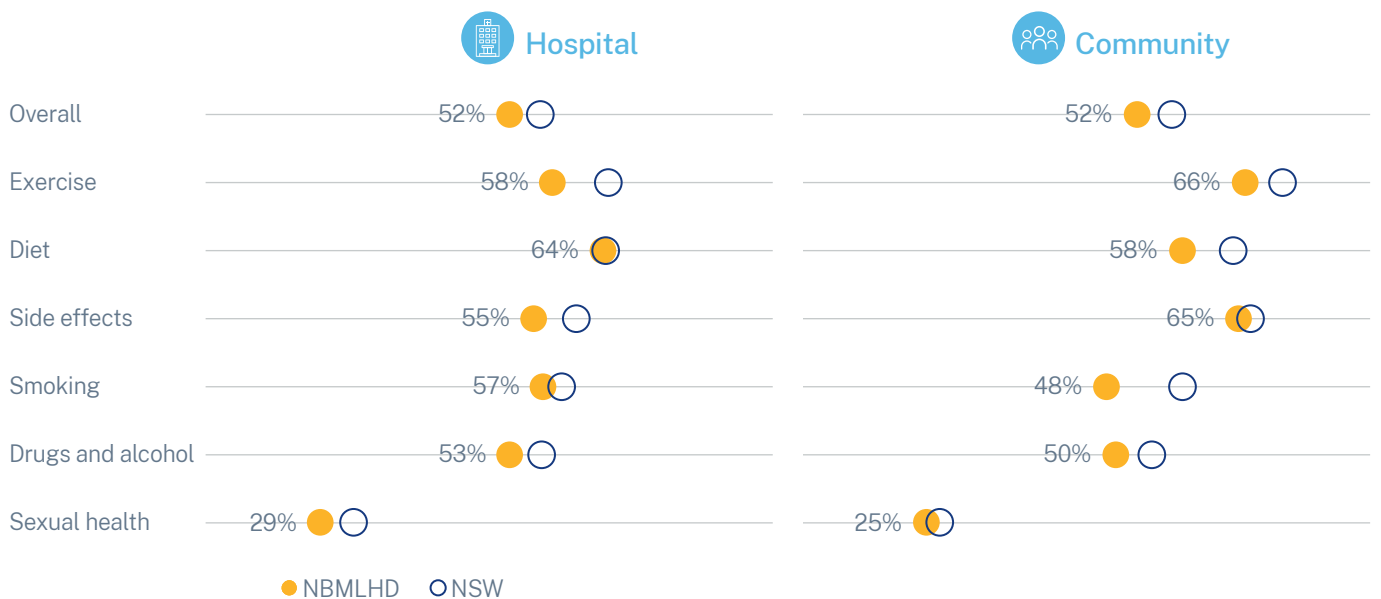
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

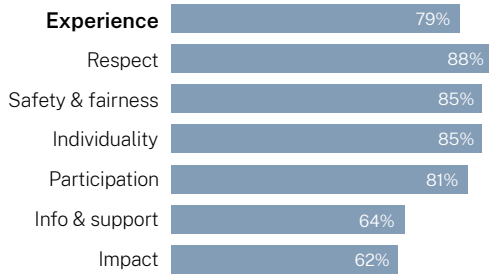


Northern NSW Local Health District



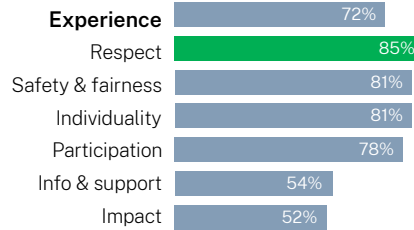
Overall

563 returns



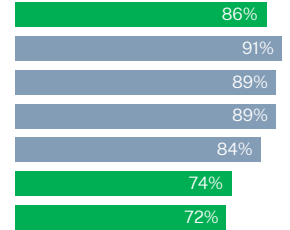
Hospital

455 returns

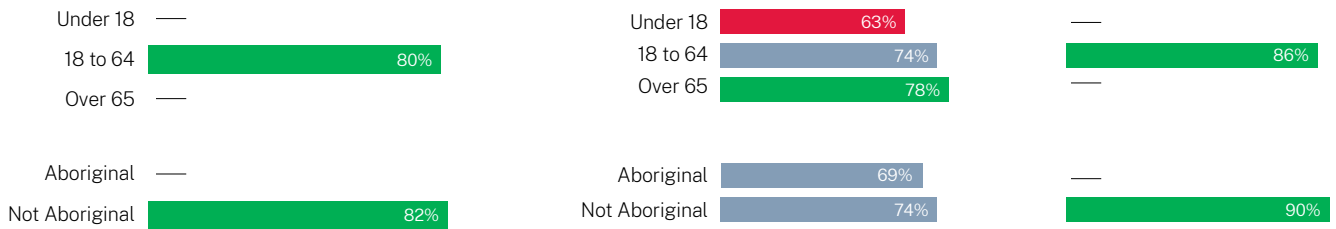


Community

108 returns



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
Tuckeroo SubAcute MHU	H 120	84	●	●	●	●	●	●
Lilli Pilli OP MHU	H 55	78	●	●	●	●	●	●
Kurrajong MHU	H 51	69	●	●	●	●	●	●
Kamala C&A MHU	H 82	65	●	●	●	●	●	●
Tallowood MHU	H 147	64	●	●	●	●	●	●

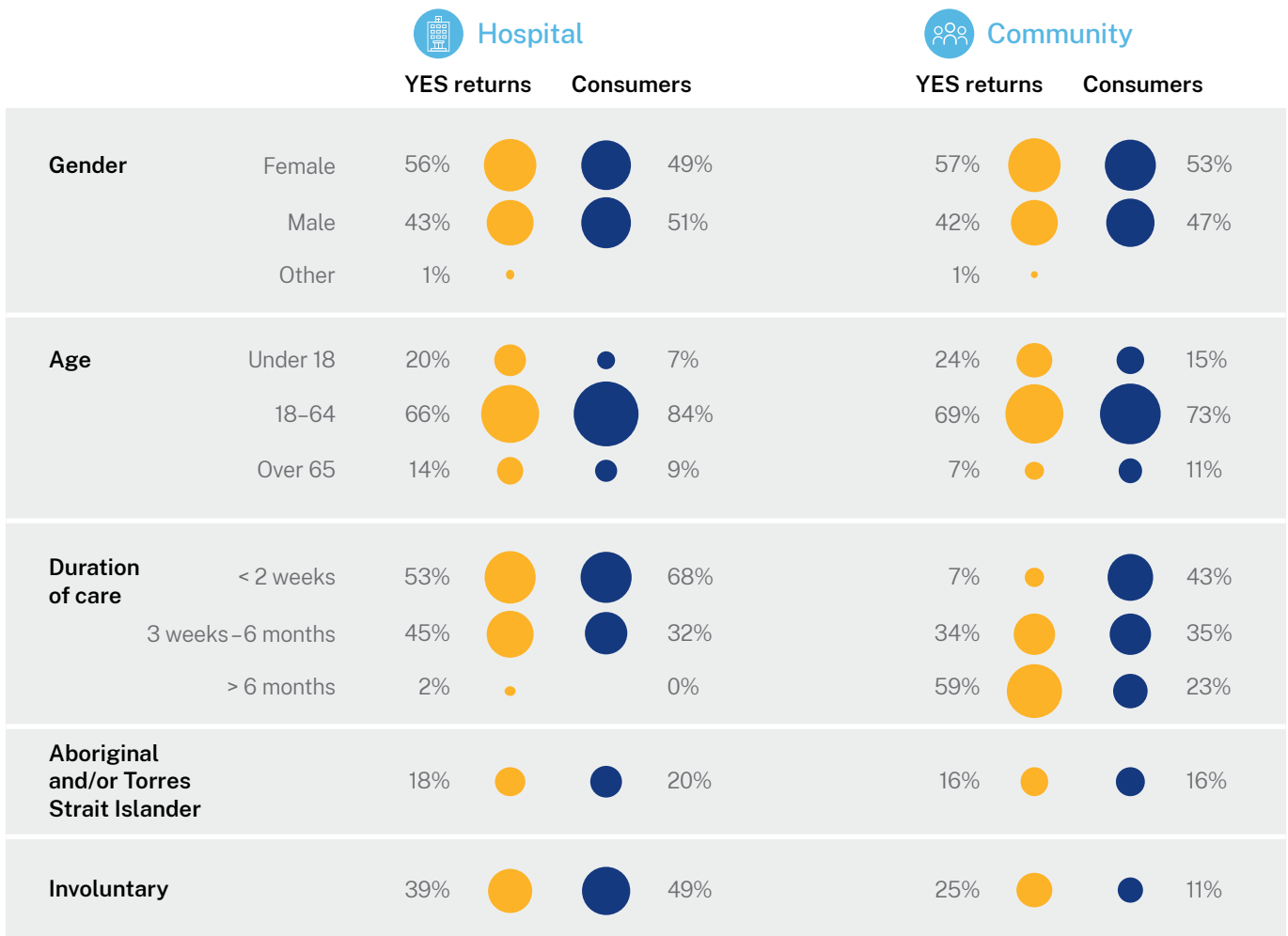
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

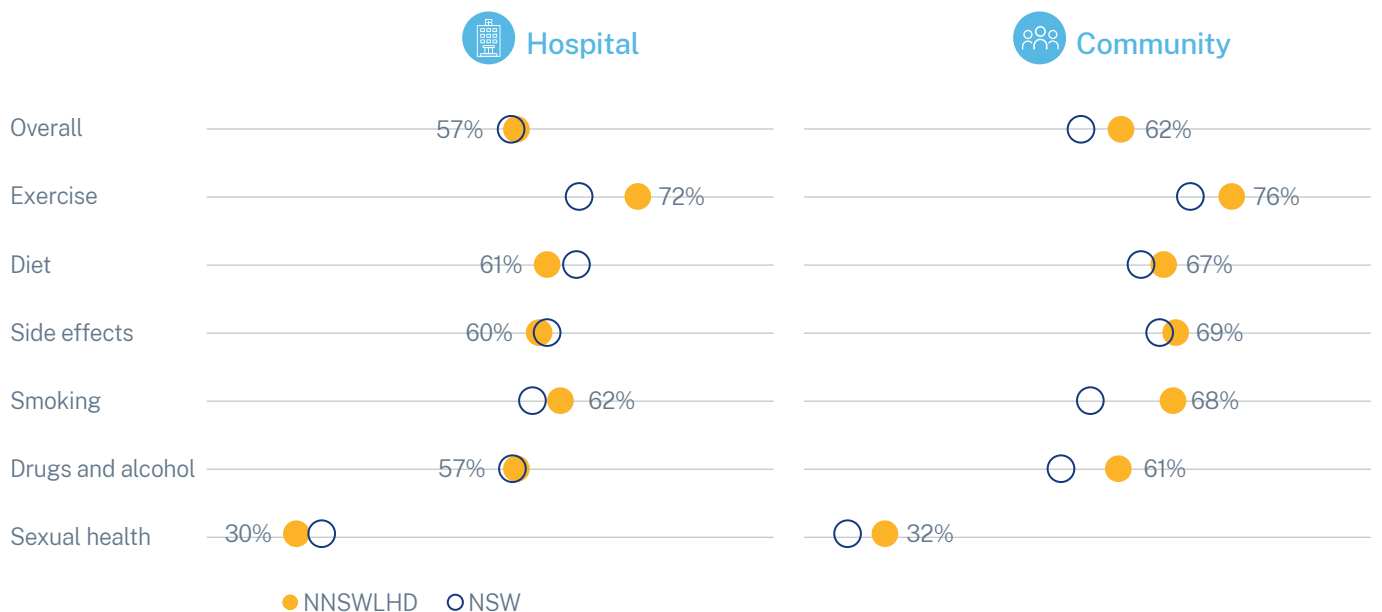
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

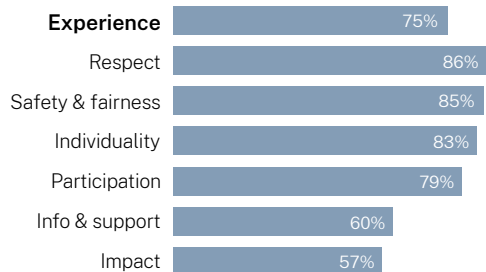


Northern Sydney Local Health District



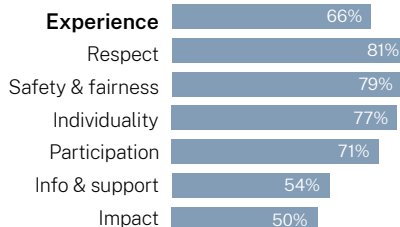
Overall

2477 returns



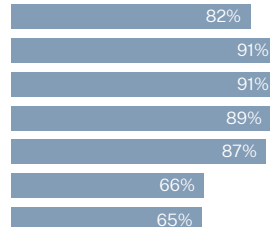
Hospital

1778 returns

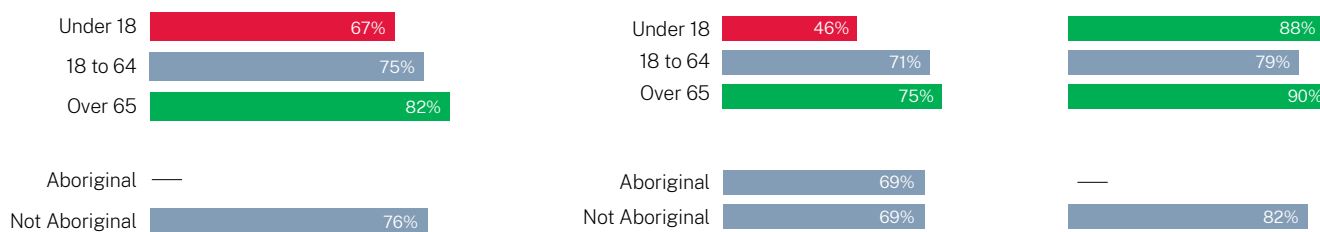


Community

699 returns



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
CY Coral Tree	H 56	100	●	●	●	●	●	●
NS MH CYMHS Safeguards Team	C 54	98	●	●	●	●	●	●
Ryde Child and Youth Mental Health Service	C 34	94	●	●	●	●	●	●
Hornsby Ku-Ring-Gai Child & Youth Team	C 33	94	●	●	●	●	●	●
Lower North Shore Child and Youth Mental Health Service	C 48	92	●	●	●	●	●	●
Northern Beaches Older Peoples MH Svc	C 65	91	●	●	●	●	●	●
Frenchs Forest Community Mental Health	C 47	87	●	●	●	●	●	●
Hornsby Ku-Ring-Gai Acute Care Team	C 37	78	●	●	●	●	●	●
HK PECC	H 367	78	●	●	●	●	●	●
MQH Henley Unit	H 32	75	●	●	●	●	●	●
NSR PECC RNSH	H 269	74	●	●	●	●	●	●
Queenscliff Community Mental Health Team	C 48	73	●	●	●	●	●	●
Greenwich OPMH Unit	H 161	73	●	●	●	●	●	●
MQH Parkview Unit	H 63	67	●	●	●	●	●	●
NSR MH Inpt Unit RNSH	H 233	66	●	●	●	●	●	●
Ryde Assertive Outreach Team	C 35	60	●	●	●	●	●	●
HK AMH Unit	H 311	59	●	●	●	●	●	●
Northern Beaches Assertive Outreach Team	C 31	58	●	●	●	●	●	●
CY Brolga Unit	H 171	46	●	●	●	●	●	●

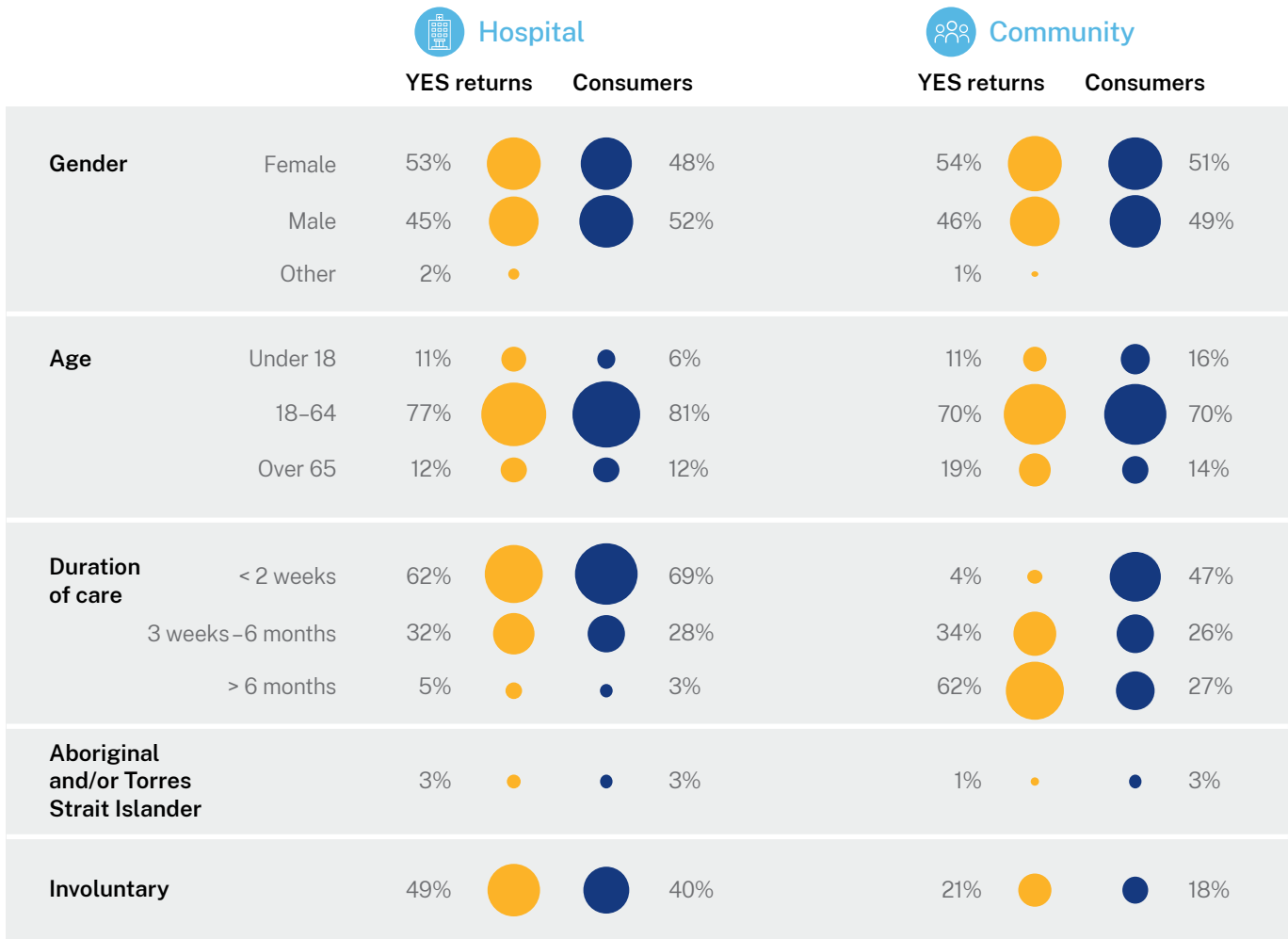
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

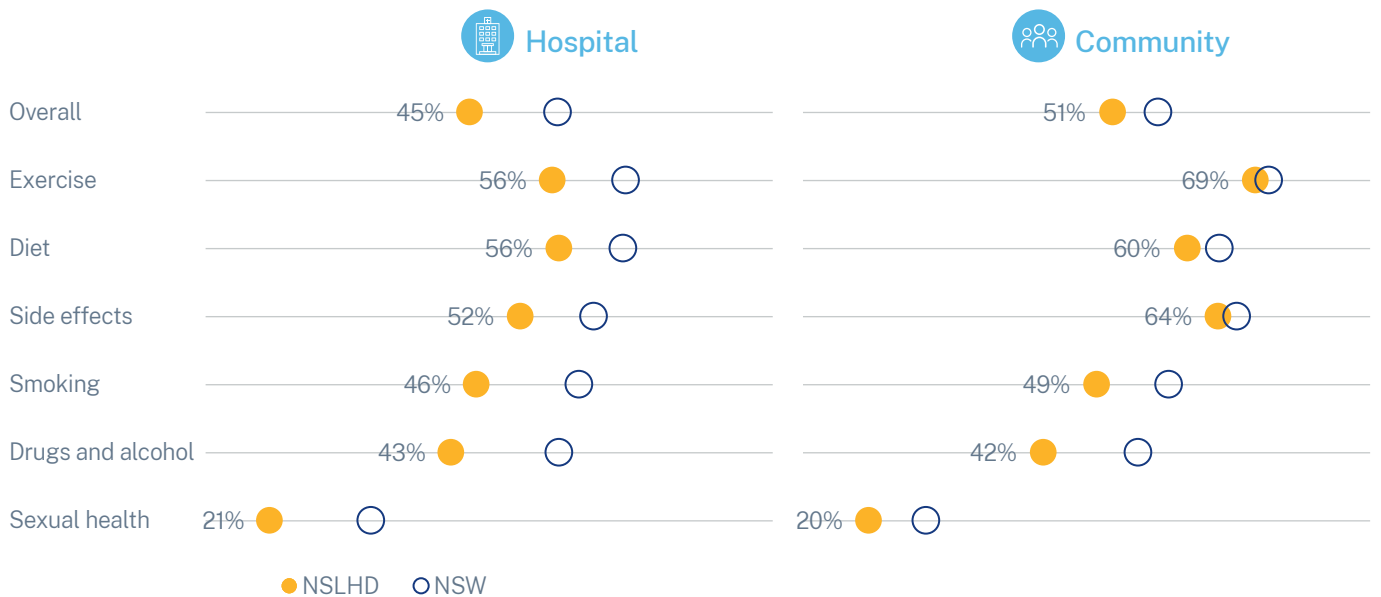
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

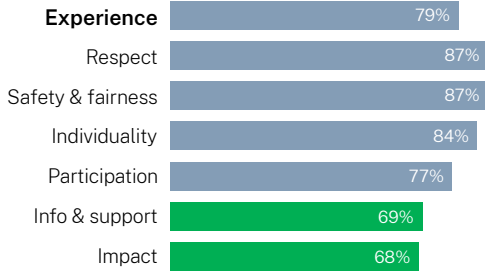


St Vincent's Health Network



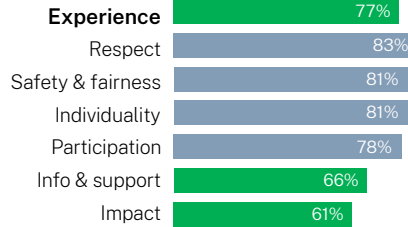
Overall

441 returns



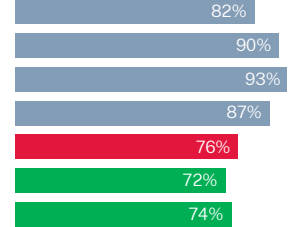
Hospital

315 returns

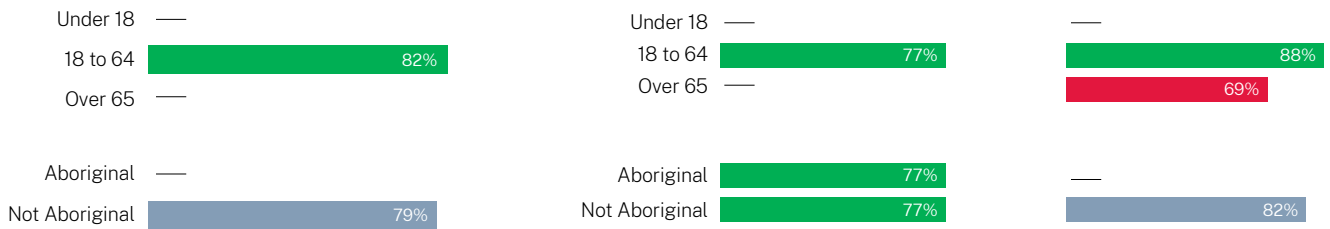


Community

126 returns



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



Individual Hospital Unit or Community Team

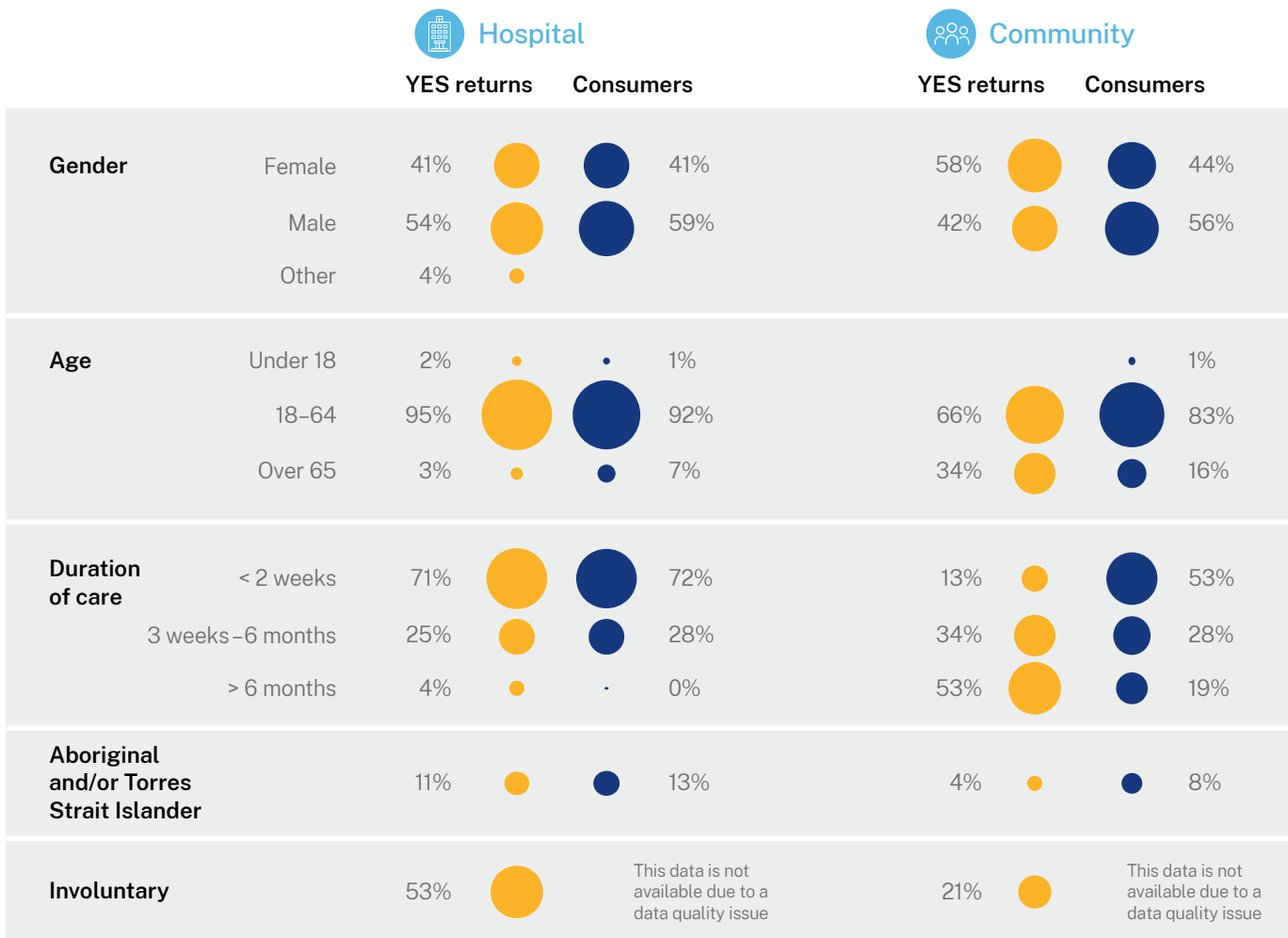
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
St Vincents Mental Health TZS Safe Haven	C 72	92	●	●	●	●	●	●
St Vincents PECC	H 152	86	●	●	●	●	●	●
St Vincents Caritas	H 163	69	●	●	●	●	●	●

- Better than target
 - 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.

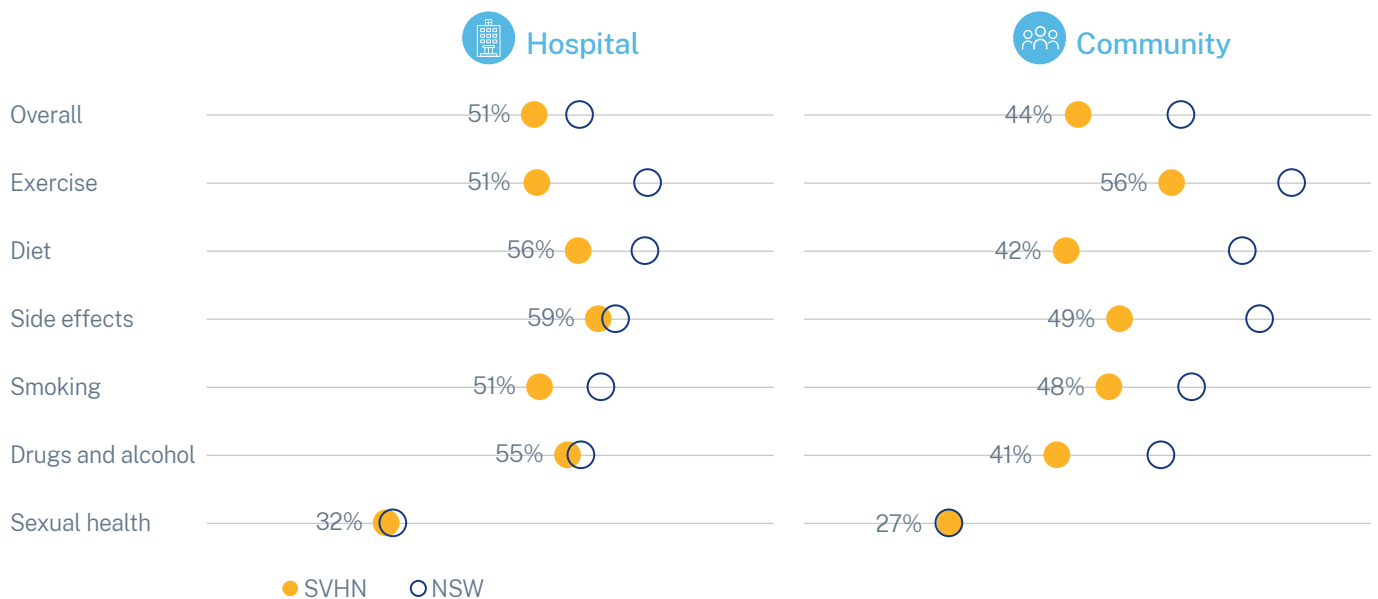
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

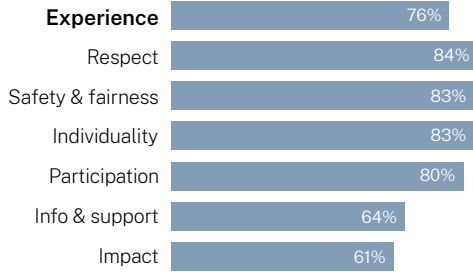


South Eastern Sydney Local Health District



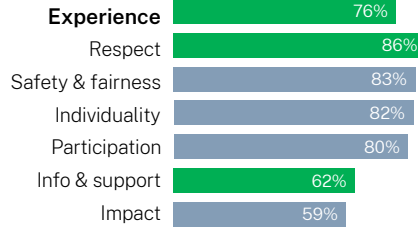
Overall

1507 returns



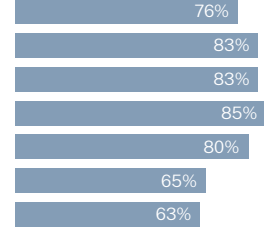
Hospital

940 returns

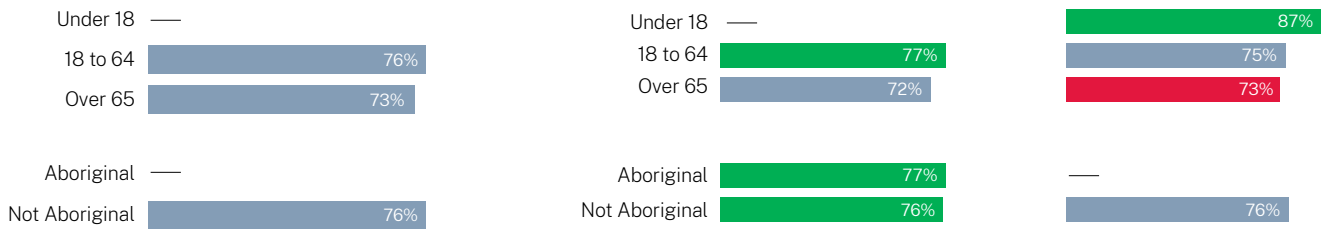


Community

567 returns



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
POW Rehab IPU	H 79	94	●	●	●	●	●	●
POW PECC IPU	H 177	88	●	●	●	●	●	●
STG PECC IPU	H 96	85	●	●	●	●	●	●
ES MH Adolescent Ambulatory –POW	C 33	85	●	●	●	●	●	●
St George Adult CMH Team 1	C 167	80	●	●	●	●	●	●
POW Older Persons IPU	H 37	78	●	●	●	●	●	●
Sutherland Adult Community MH Team 3	C 72	78	●	●	●	●	●	●
TSH Acute IPU	H 226	77	●	●	●	●	●	●
ES Acute Care Team Amb –POW	C 69	67	●	●	●	●	●	●
ES Adult CMH Team 1 –Maroubra	C 89	66	●	●	●	●	●	●
STG Acute IPU	H 179	66	●	●	●	●	●	●
STG Older Persons IPU	H 36	64	●	●	●	●	●	●
Clozapine Clinic -POW	C 36	56	●	●	●	●	●	●
POW Kiloh General IPU	H 38	55	●	●	●	●	●	●
POW Kiloh Observation IPU	H 40	38	●	●	●	●	●	●

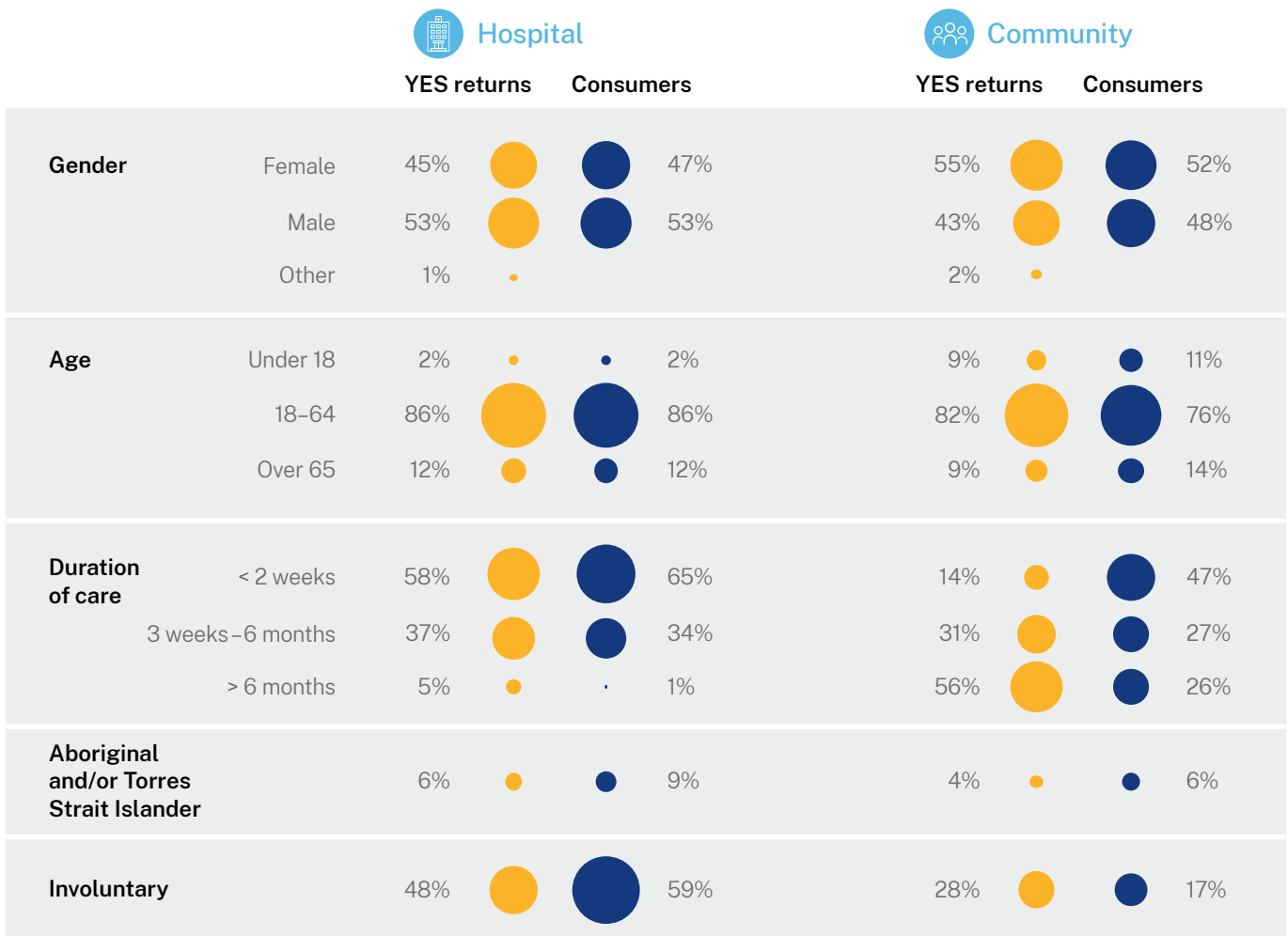
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

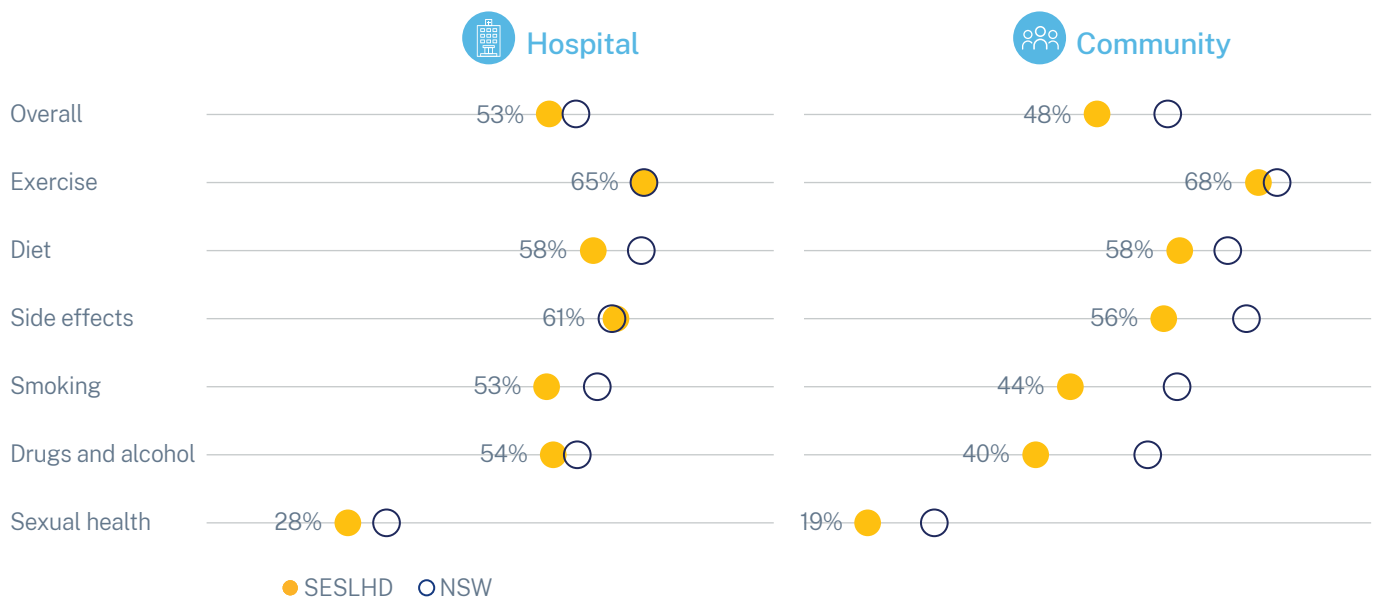
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

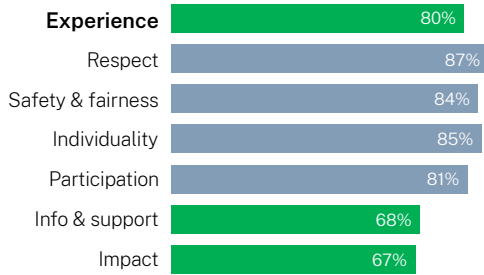


South Western Sydney Local Health District



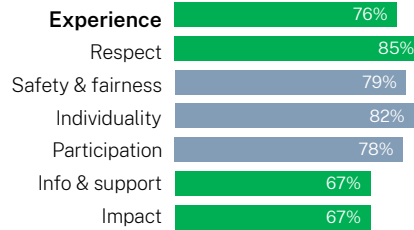
Overall

673 returns



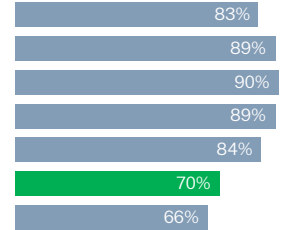
Hospital

488 returns

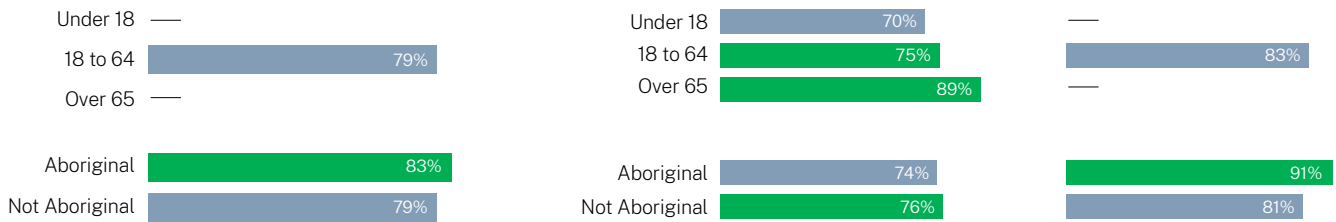


Community

185 returns



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
BRA MHU C Ward	H 42	93	●	●	●	●	●	●
CTN HDU	H 84	90	●	●	●	●	●	●
Fairfield Community Mental Health Assessment & Treatment Service	C 36	83	●	●	●	●	●	●
LIV MHU West	H 51	80	●	●	●	●	●	●
LIV MHU East	H 146	73	●	●	●	●	●	●
CTN MH Adolescent	H 47	72	●	●	●	●	●	●

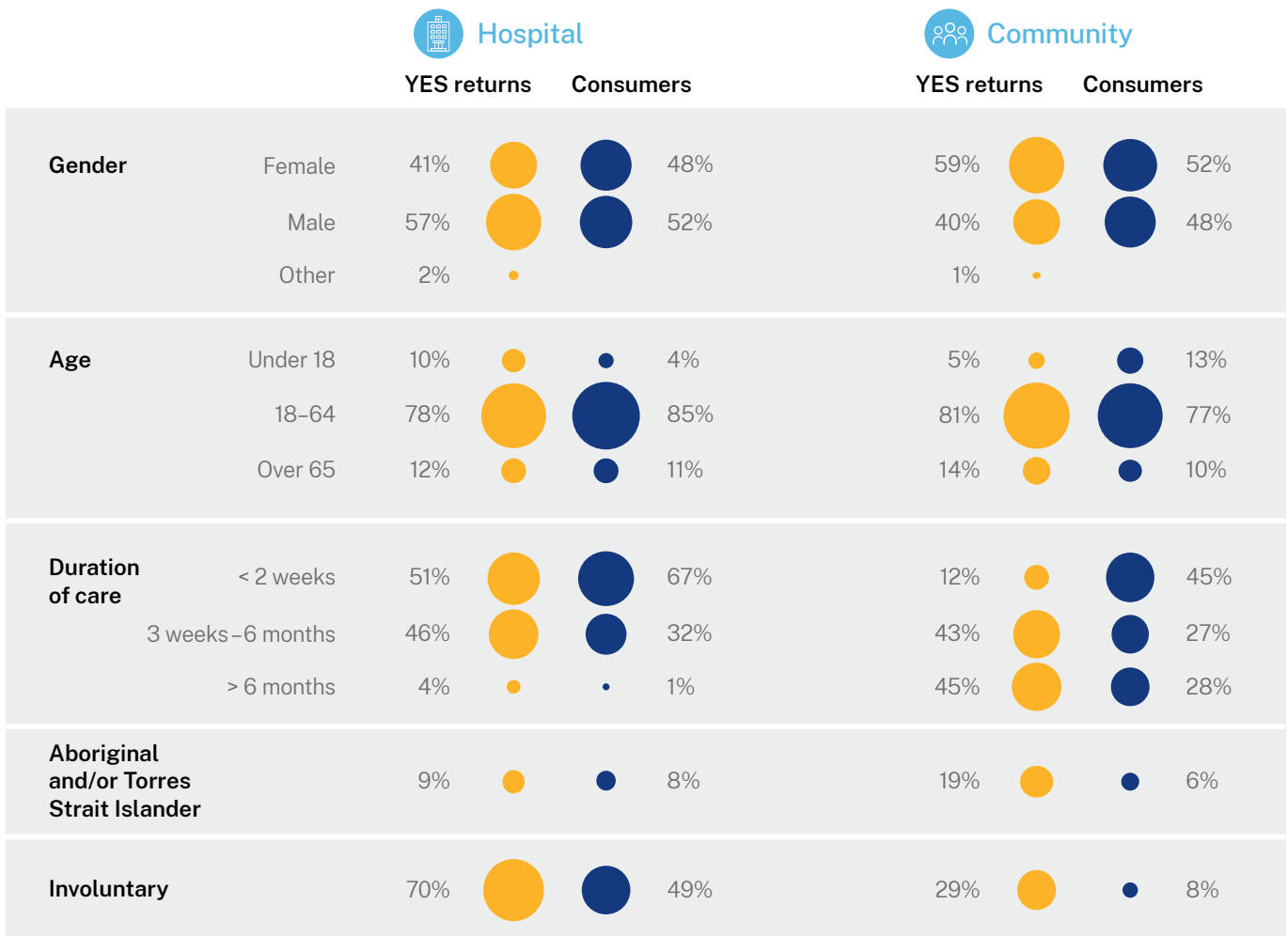
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

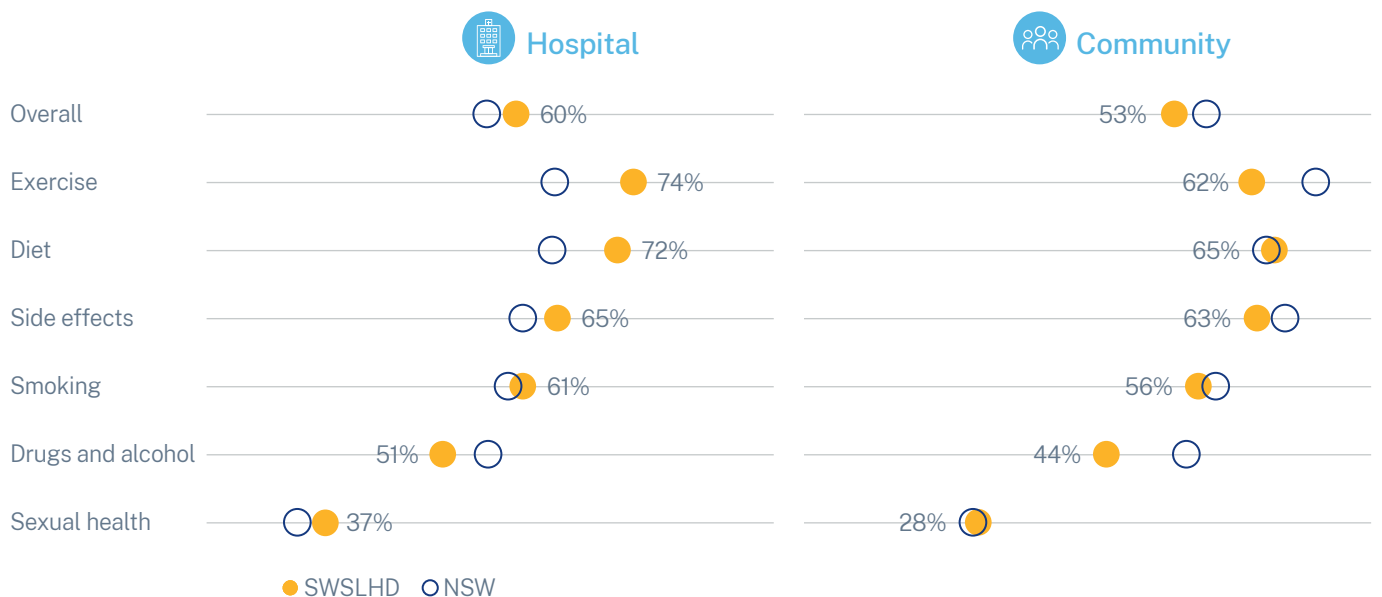
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

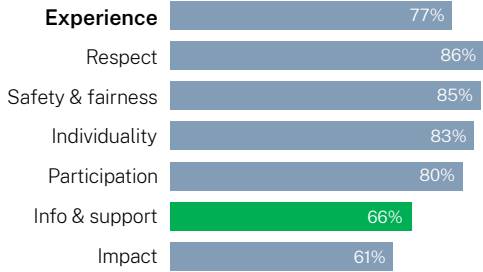


Southern NSW Local Health District



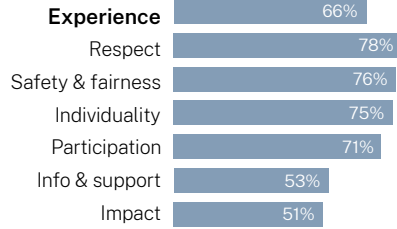
Overall

863 returns



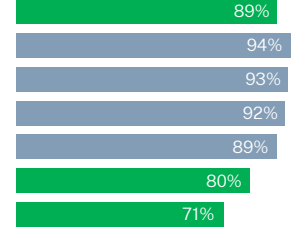
Hospital

635 returns

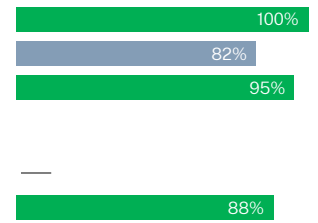
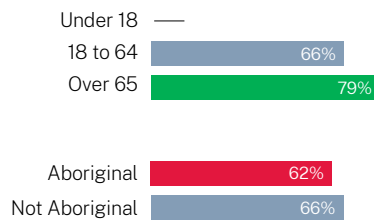
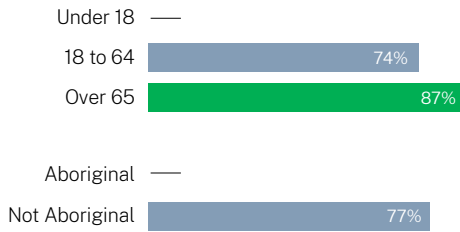


Community

228 returns



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



Individual Hospital Unit or Community Team

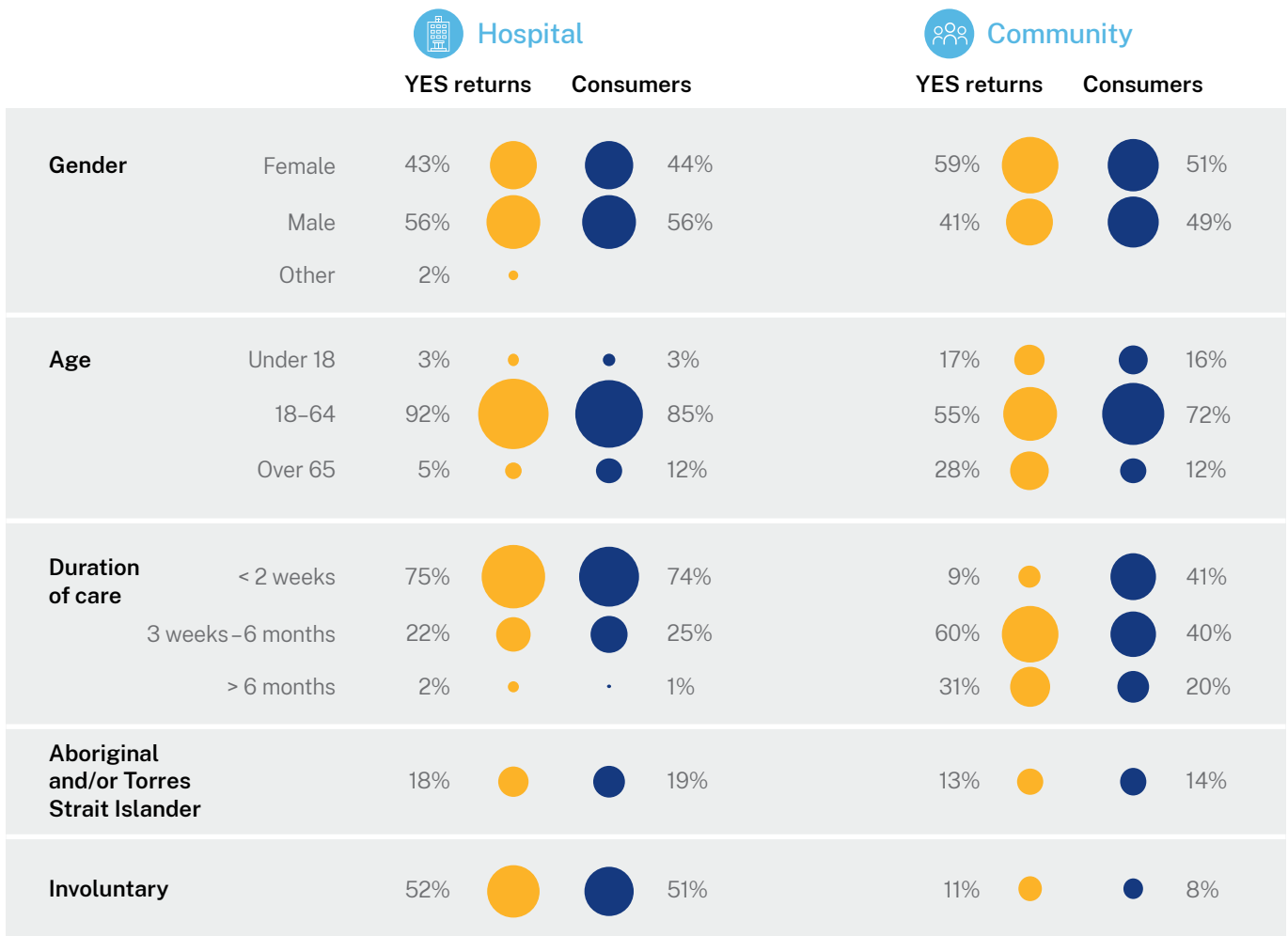
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Queanbeyan Community Adult Mental Health Team	C 30	90	●	●	●	●	●	●
SERH MH Inpt Svc	H 228	73	●	●	●	●	●	●
Gbn MH Inpt Svc	H 394	62	●	●	●	●	●	●

- Better than target
 - 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.

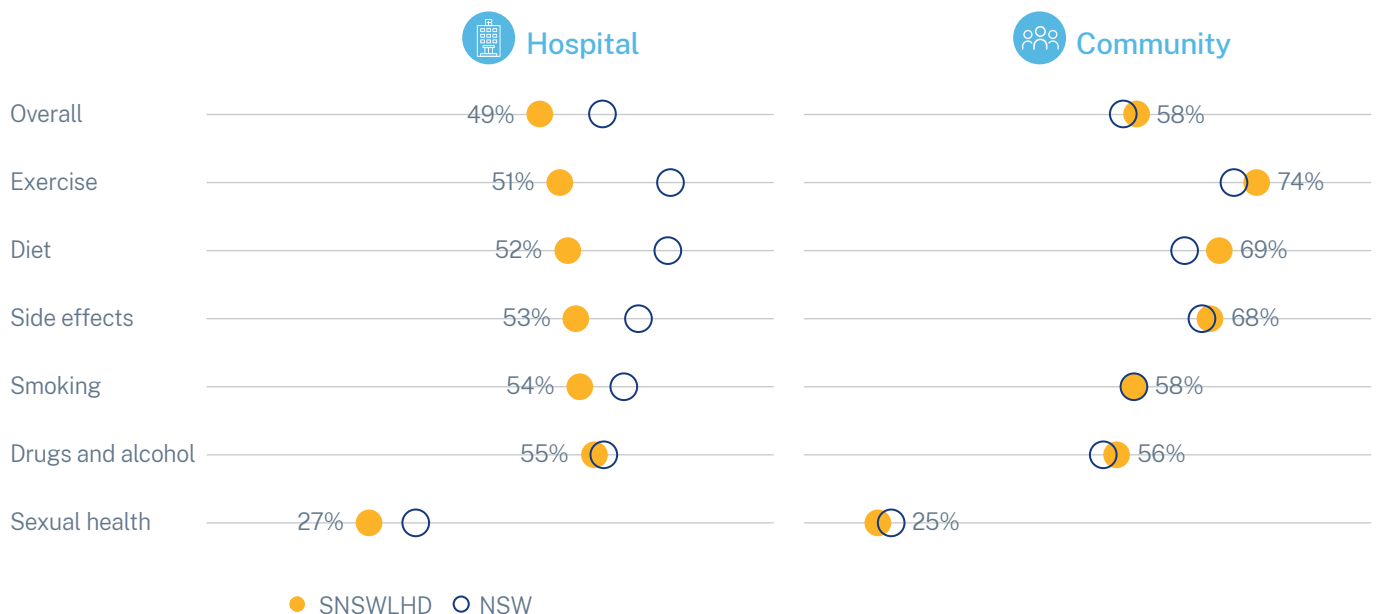
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

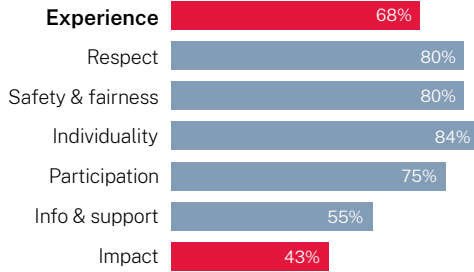


Sydney Children's Hospitals Network



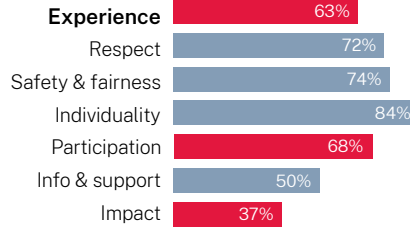
Overall

209 returns



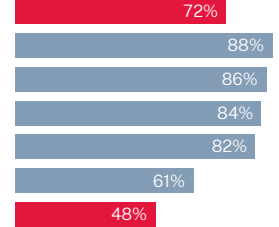
Hospital

152 returns

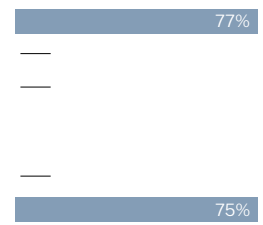
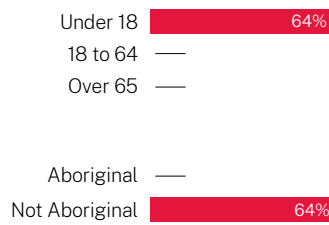
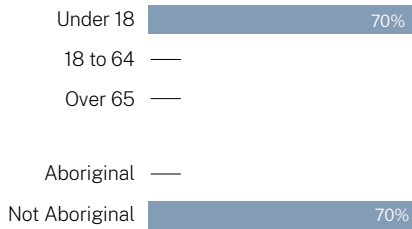


Community

57 returns



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



Individual Hospital Unit or Community Team

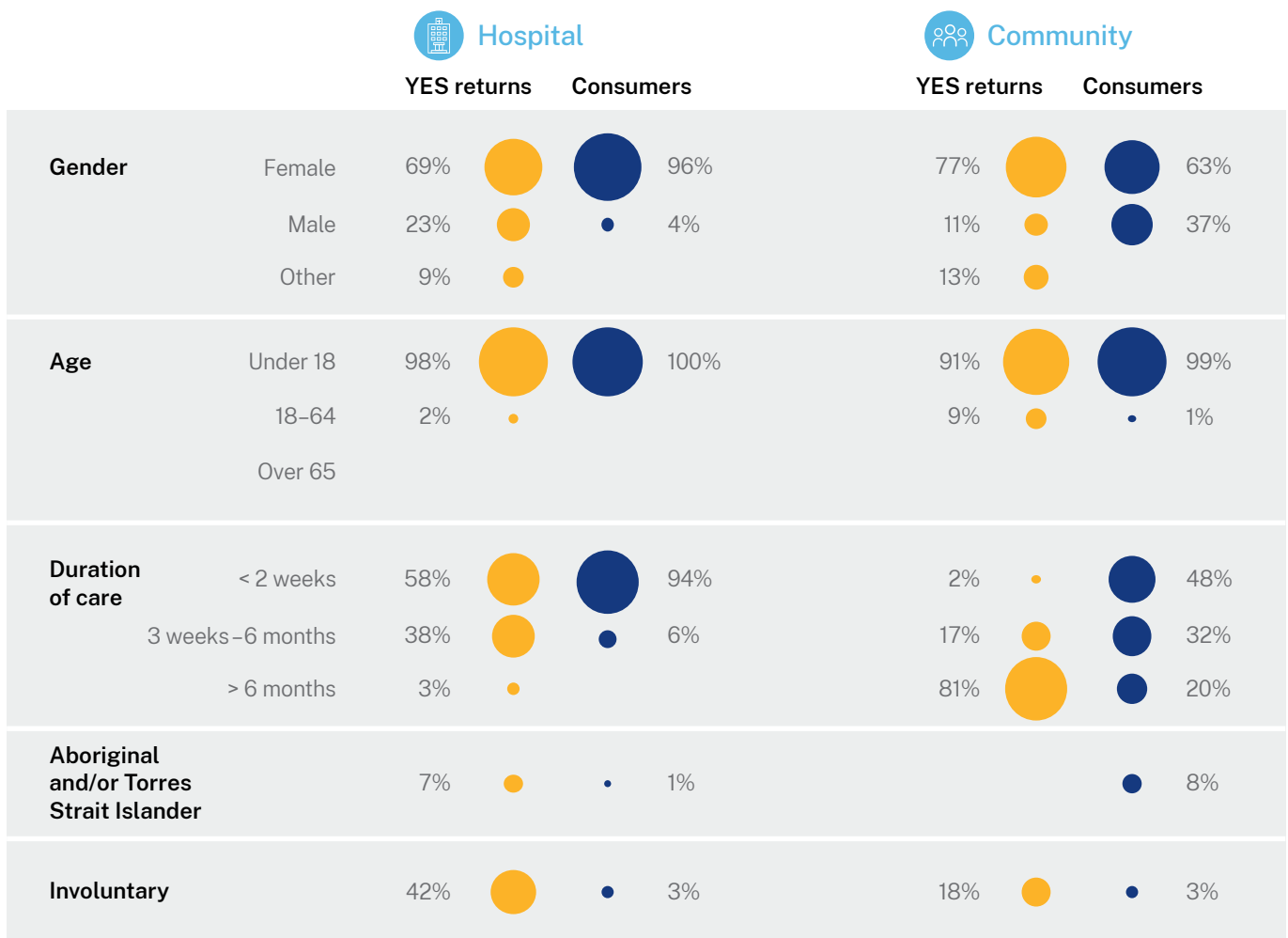
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
CHW Psychological Medicine Service	C 45	71	●	●	●	●	●	●
Hall Ward	H 67	64	●	●	●	●	●	●
Saunders Unit	H 83	63	●	●	●	●	●	●

- Better than target
 - 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.

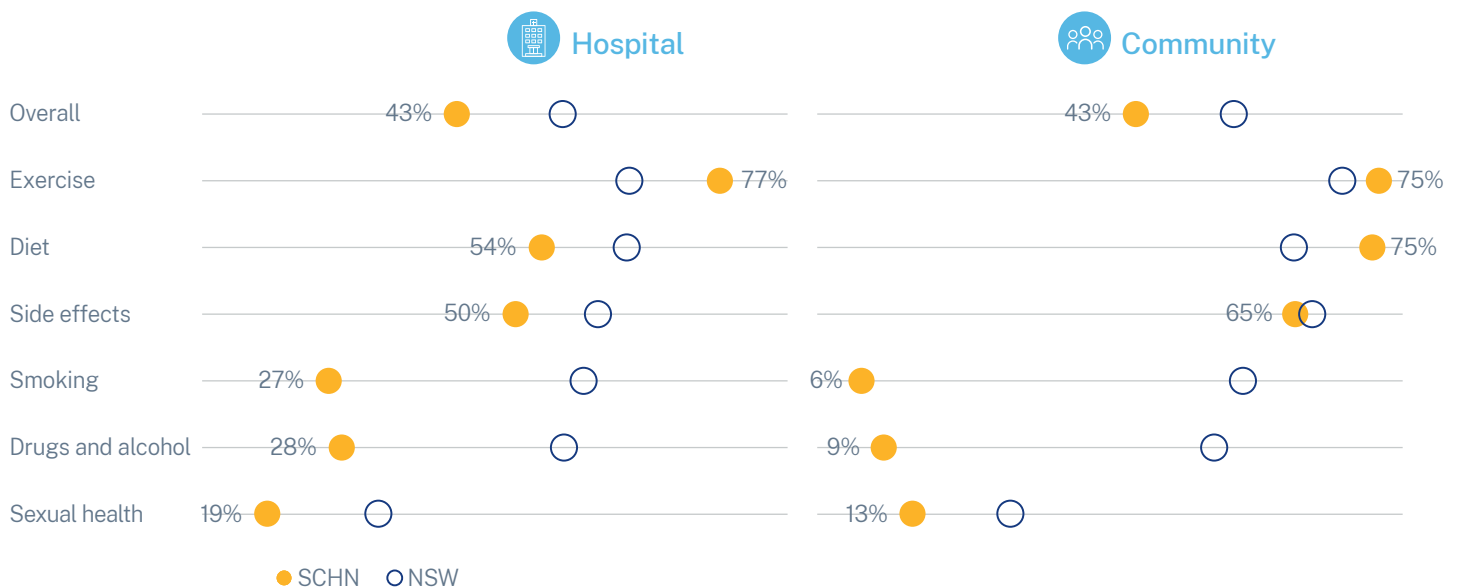
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

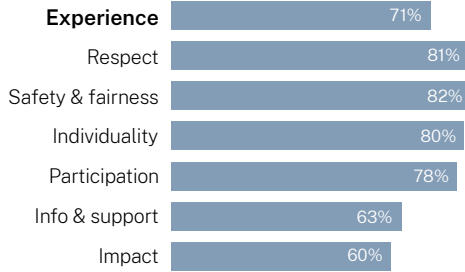


Sydney Local Health District



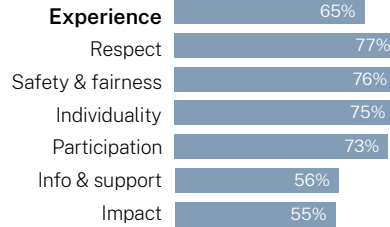
Overall

1494 returns



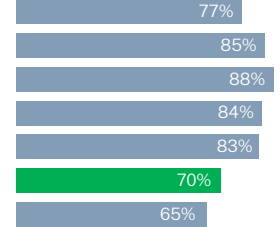
Hospital

941 returns

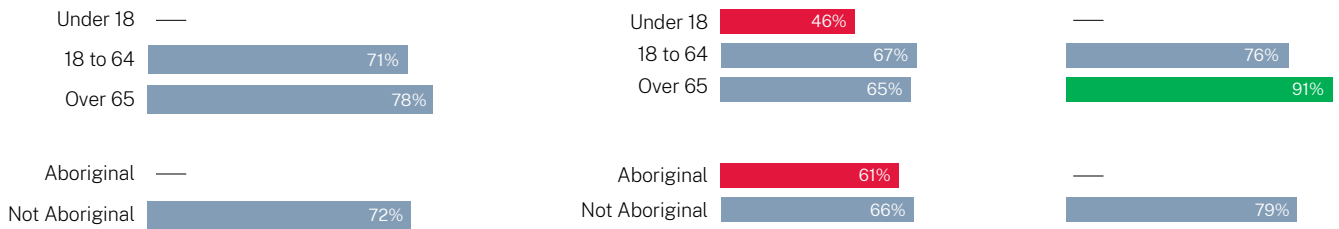


Community

553 returns



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



Individual Hospital Unit or Community Team

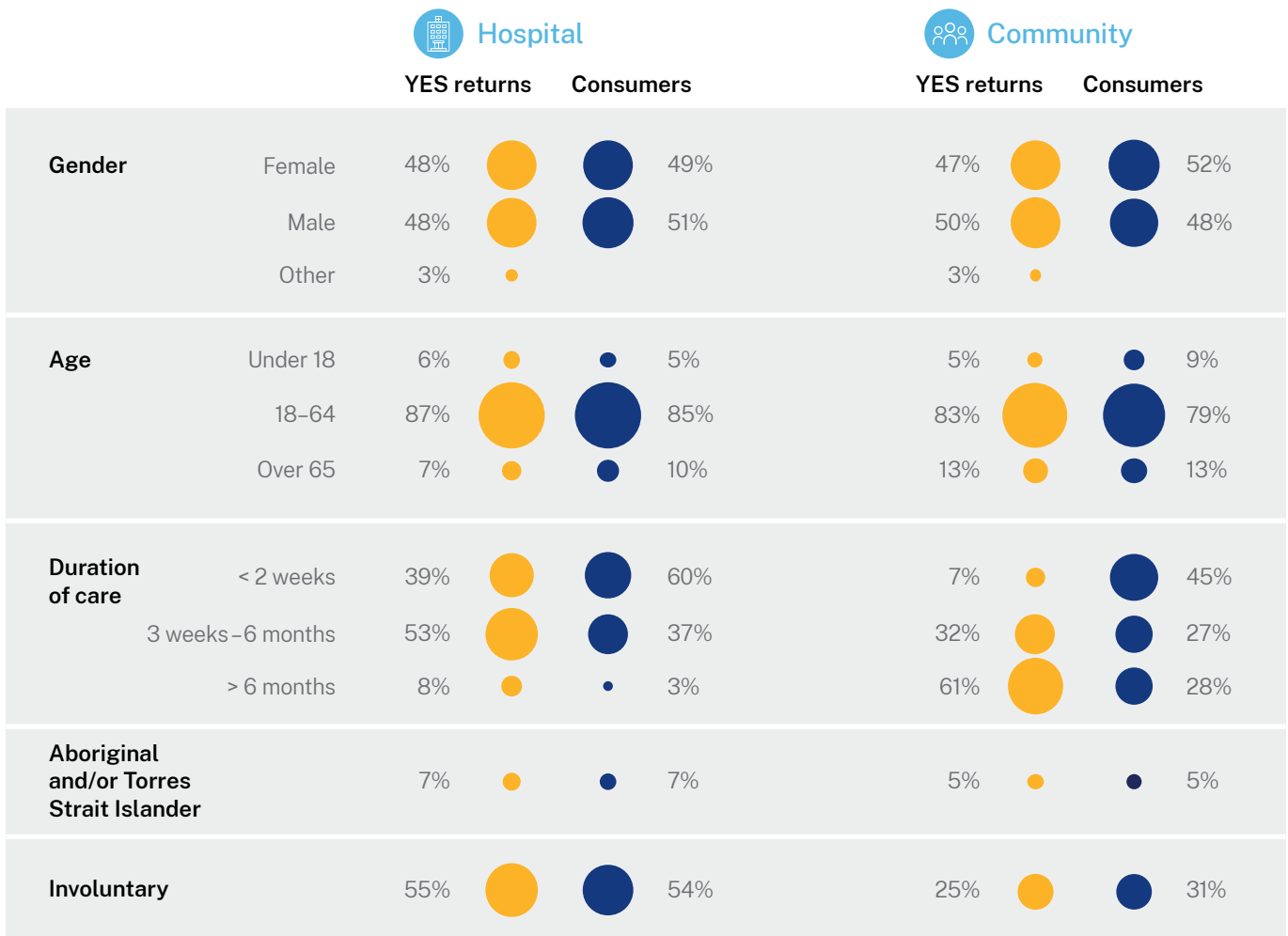
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
Buduwa	C 38	92	●	●	●	●	●	●
SLHD TZS Safe Haven	C 46	91	●	●	●	●	●	●
Camperdown Older People's Mental Health	C 31	87	●	●	●	●	●	●
Canterbury Core Mental Health Team	C 135	81	●	●	●	●	●	●
PMBC Short Stay Unit	H 128	79	●	●	●	●	●	●
Parent & Baby Unit	H 47	79	●	●	●	●	●	●
CCMH Manning	H 151	75	●	●	●	●	●	●
CCMH Jara	H 46	70	●	●	●	●	●	●
PMBC Acute Unit	H 141	67	●	●	●	●	●	●
Marrickville Core Mental Health Team	C 34	65	●	●	●	●	●	●
Croydon Core Mental Health Team	C 48	65	●	●	●	●	●	●
PMBC HDU North	H 33	64	●	●	●	●	●	●
CCMH McKay West	H 49	59	●	●	●	●	●	●
CCMH Norton	H 142	58	●	●	●	●	●	●
PMBC Peter Beumont	H 59	53	●	●	●	●	●	●
CCMH Broughton	H 42	48	●	●	●	●	●	●
Camperdown Core Mental Health Team	C 77	45	●	●	●	●	●	●
Rivendell Hospital	H 50	44	●	●	●	●	●	●

- Better than target
 - 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.

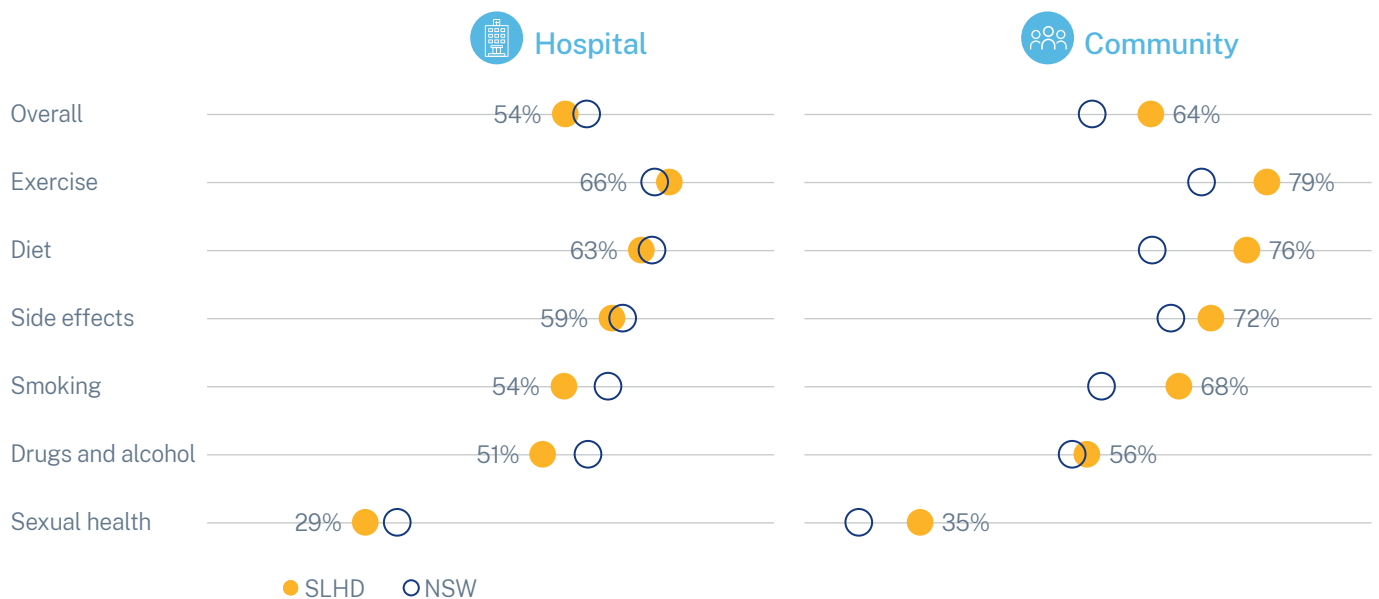
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

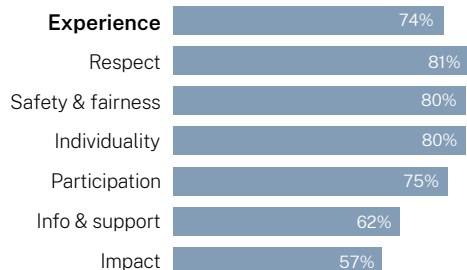


Western NSW Local Health District



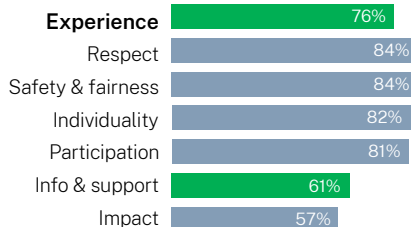
Overall

1591 returns



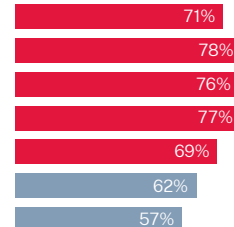
Hospital

860 returns

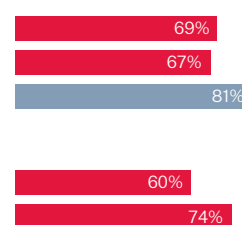
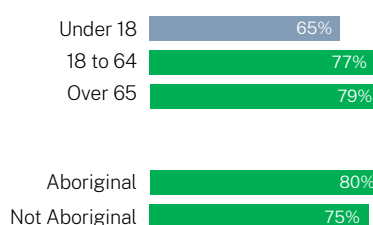
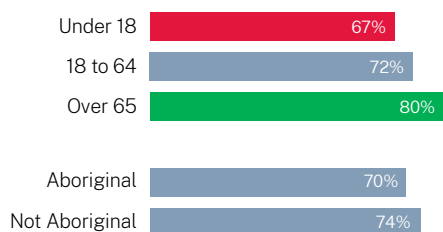


Community

731 returns



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
Orange Older Persons Community Mental Health Service	C 42	93	●	●	●	●	●	●
Orange MH Flexible Assertive Community Treatment Team - FACT	C 37	92	●	●	●	●	●	●
Dubbo Sub Acute	H 149	91	●	●	●	●	●	●
Parkes Community MHS	C 44	86	●	●	●	●	●	●
Bathurst Rehab MHIU	H 130	84	●	●	●	●	●	●
Orange Lachlan Acute	H 85	80	●	●	●	●	●	●
Cowra Community Mental Health Service	C 40	80	●	●	●	●	●	●
Dubbo Older Persons Community Mental Health Service	C 57	77	●	●	●	●	●	●
Forbes Community MHS	C 42	76	●	●	●	●	●	●
Amaroo Acute	H 160	74	●	●	●	●	●	●
Orange OP MHIU	H 30	73	●	●	●	●	●	●
Dubbo Adult MHIU	H 192	71	●	●	●	●	●	●
Mudgee Community MHS	C 60	63	●	●	●	●	●	●
Orange CA MHIU	H 57	63	●	●	●	●	●	●
Bathurst Acute Continuing Care CMHS	C 91	62	●	●	●	●	●	●
Dubbo Acute Continuing Care Team	C 72	60	●	●	●	●	●	●
Orange Mental Health Emergency Care MHEC	C 72	53	●	●	●	●	●	●
Orange MH Acute Continuing Care Team - ACCT	C 38	53	●	●	●	●	●	●

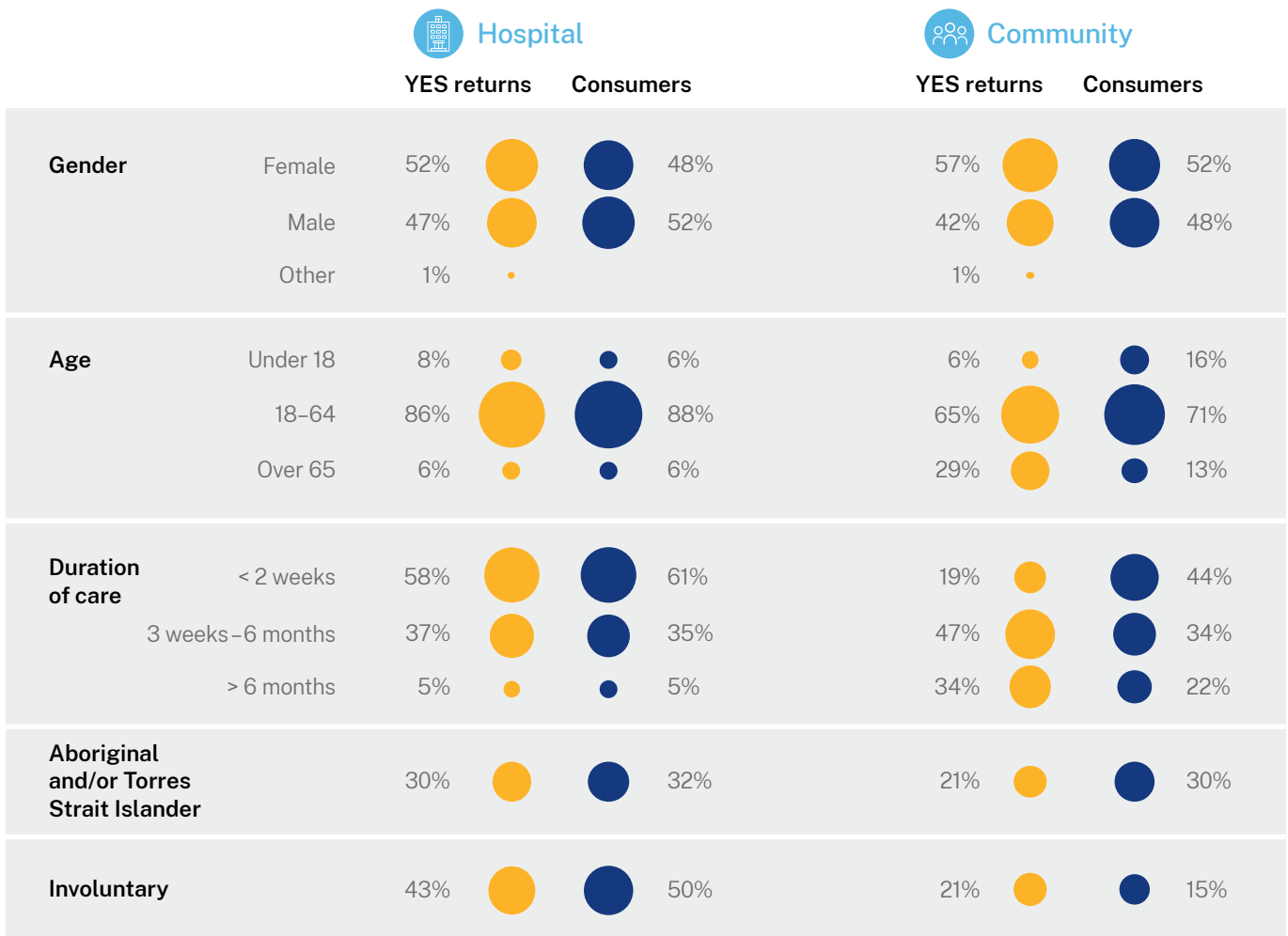
- Better than target
- Just below target
- Below target

H = Hospital
C = Community

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

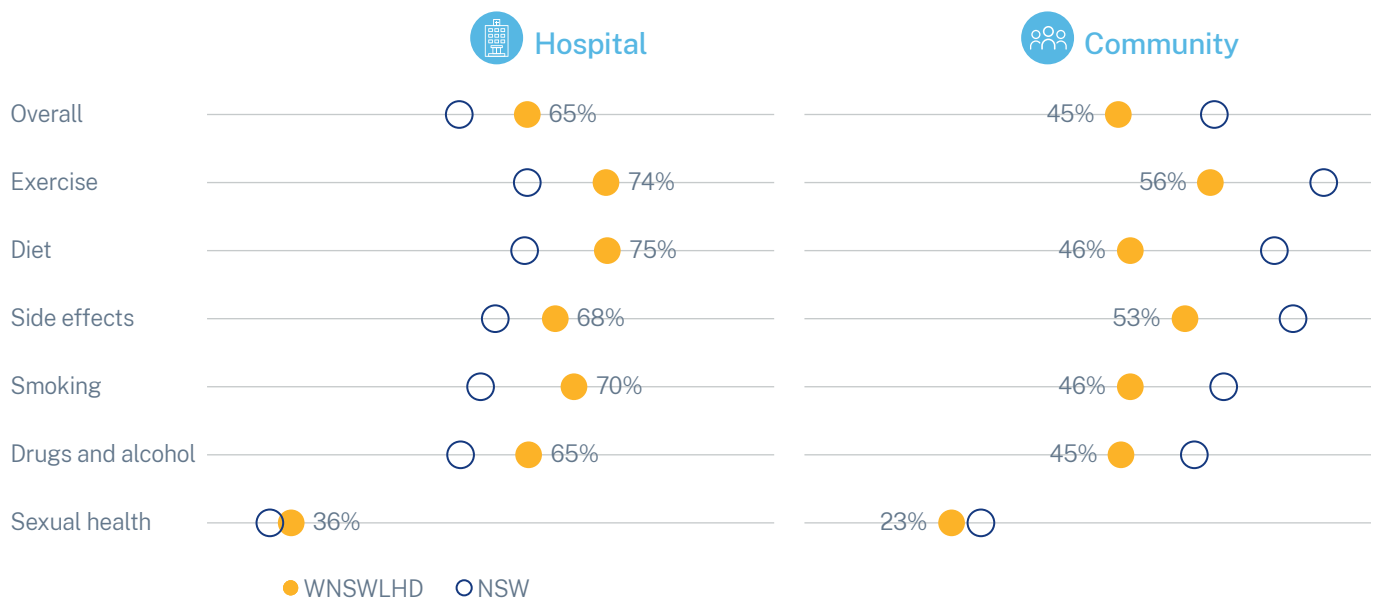
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.

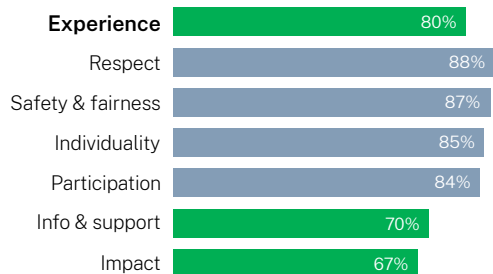


Western Sydney Local Health District



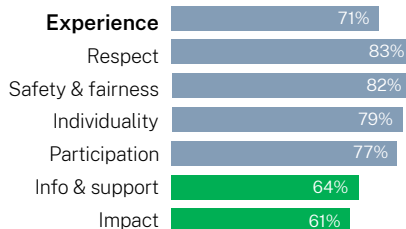
Overall

3603 returns



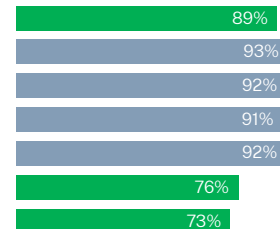
Hospital

2232 returns

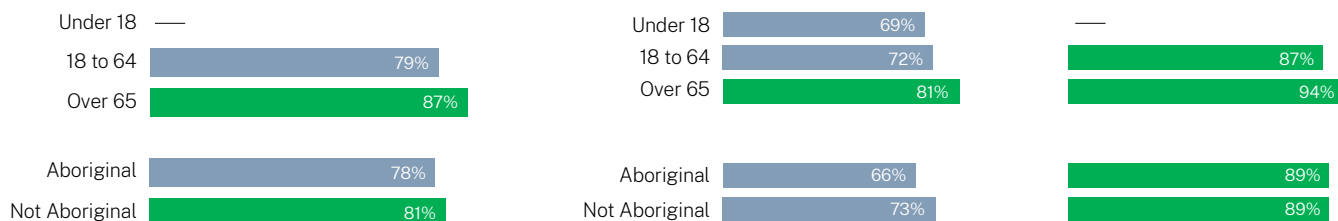


Community

1371 returns



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



Individual Hospital Unit or Community Team

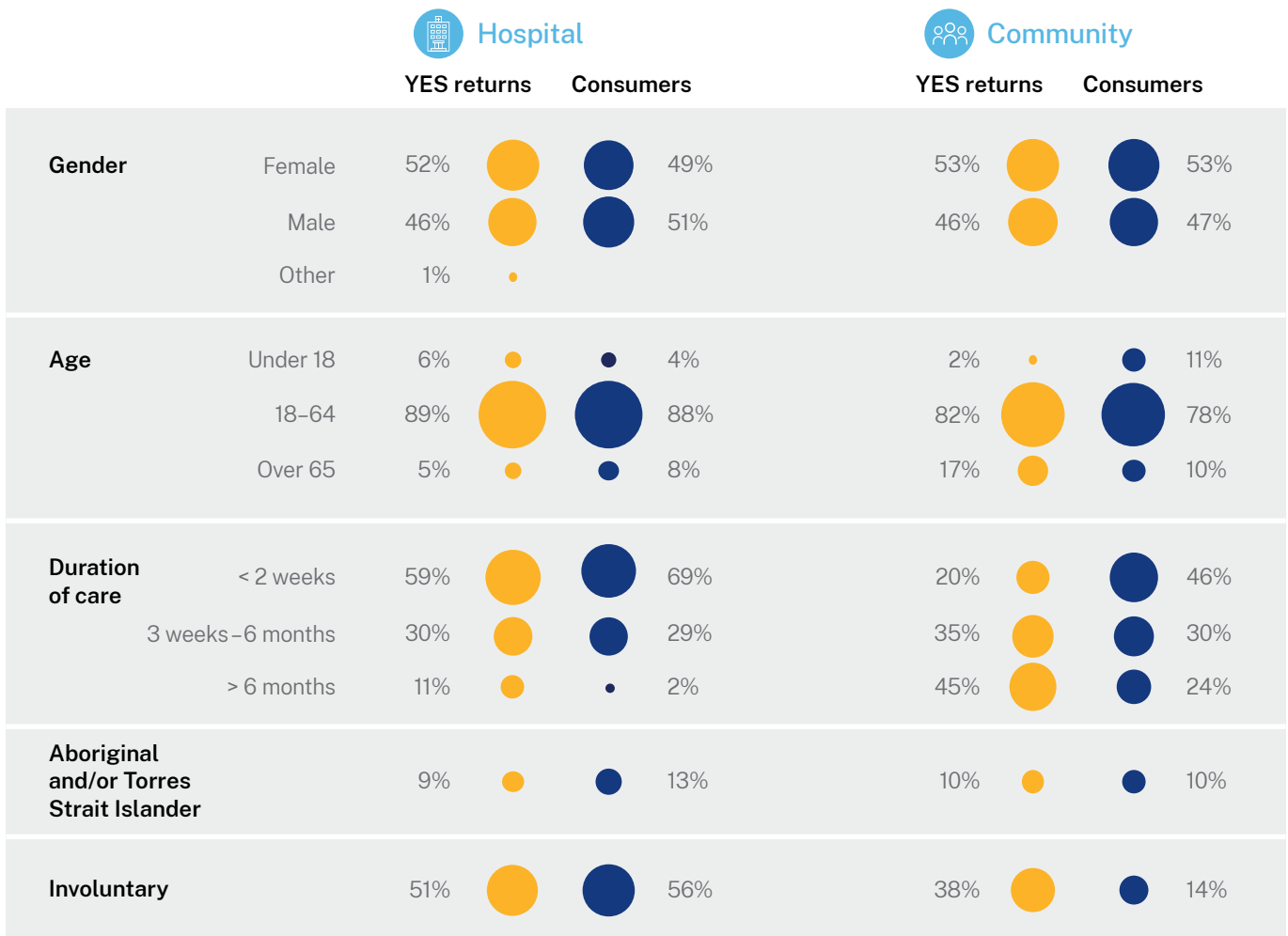
Setting	Returns	% excellent or very good	Respect	Safety & fairness	Individuality	Participation	Info & support	Impact
CU Banksia Rehab Inpt	H 33	97	●	●	●	●	●	●
CU Waratah Rehab Inpt	H 425	96	●	●	●	●	●	●
Merrylands Community OPMH Svc	C 219	95	●	●	●	●	●	●
WSLHD Homeless Persons Mental Health Team	C 41	95	●	●	●	●	●	●
Granville Comm Assertive Response Team	C 127	91	●	●	●	●	●	●
Parramatta Comm Acute Care Team	C 191	91	●	●	●	●	●	●
Hills Comm Clinical Care Coordination Team	C 42	90	●	●	●	●	●	●
Blacktown Community OPMH Team	C 60	90	●	●	●	●	●	●
Blacktown Comm Acute CareTeam	C 96	89	●	●	●	●	●	●
Auburn Comm Clinical Care Coordination Team	C 42	88	●	●	●	●	●	●
Blacktown Comm Assertive Response Team	C 95	87	●	●	●	●	●	●
WM C4B OPMHS Inpt	H 33	85	●	●	●	●	●	●
Blacktown Comm Clinical Care Coordination Team	C 134	84	●	●	●	●	●	●
Parramatta Comm Clinical Care Coordination Team	C 272	81	●	●	●	●	●	●
BL Melaleuca Unit	H 94	71	●	●	●	●	●	●
WM Redbank AAU	H 110	71	●	●	●	●	●	●
BL PECC	H 261	71	●	●	●	●	●	●
CU Acacia Rehab Inpt	H 112	71	●	●	●	●	●	●
CU Riverview Ac Inpt	H 225	70	●	●	●	●	●	●
WM C4A Acute Inpt	H 95	62	●	●	●	●	●	●
BL B22	H 489	60	●	●	●	●	●	●
Yaralla ICU	H 95	58	●	●	●	●	●	●
CU Hainsworth Ac Inpt	H 111	53	●	●	●	●	●	●
CU Paringa Ac Inpt	H 52	29	●	●	●	●	●	●

- Better than target
 - 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.

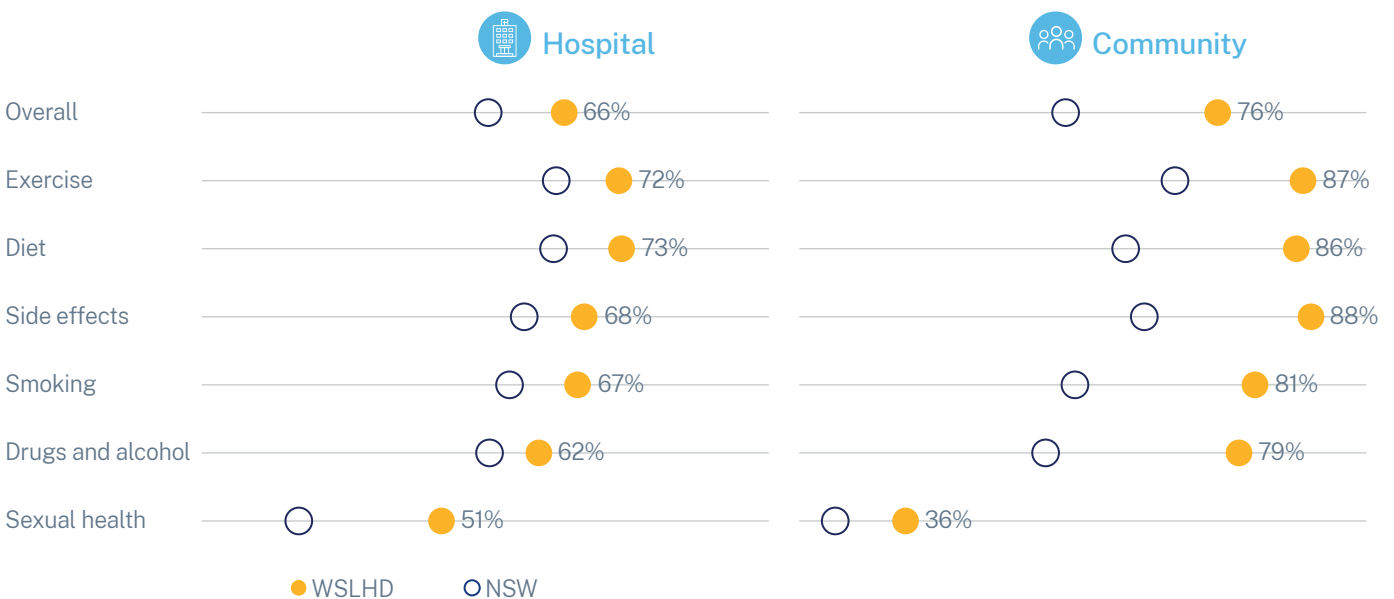
Results are only shown for teams or subgroups where more than 30 returns were received.

How representative are the YES returns?



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.



Appendix 1 – Services with less than 30 valid YES returns

District and service name	Setting	Valid returns
Central Coast Local Health District		
OPMHS Gosford	C	29
Peer Support Trf of Care – CCLHD	C	20
Pathways to Community Living Citigate	C	15
Care Coordination Intake	C	13
Gosford PACER Team	C	10
MH TZS Safe Haven CCLHD	C	10
Eating Disorder CCLHD	C	8
MH TZS Suicide Prevention Wyong	C	7
Young People & Early Psychosis Program Gateway Centre	C	7
Perinatal and Infant Mental Health -Central Coast	C	7
Care Coordination Toukley	C	7
Child & Adolescent MHS Gosford	C	6
Care Coordination Woy Woy	C	5
Aboriginal MH Clinic Wyong Hospital	C	5
Child & Adolescent MHS Wyong	C	5
CAMHS Getting on Track in Time	C	5
MH Safeguards CCLHD	C	4
Mental Health Family Recovery	C	4
Care Coordination Kincumber	C	4
Care Coordination Long Jetty	C	2
Wyong PACER Team	C	2
Assertive Outreach Team Toukley	C	1
MH Consultation & Assessment Team Youth	C	1
Child & Adolescent MHS Children's Team CCLHD	C	1
Clozapine CMH Service Gosford	C	1
Assertive Outreach Team Citigate	C	1
Care Coordination Citigate	C	1
Clozapine CMH Service Wyong	C	1
MH Outpatients Wyong	C	1
MH Access Line	C	1
Far West Local Health District		
BHH Rehab MHS Inpt	H	24
Broken Hill CMHS TZS Safe Haven	C	14
Broken Hill CMHS TZS Suicide Prevention Outreach	C	14
Broken Hill Child & Adolescent Community Mental Health Service	C	8
Dareton Adult Community Mental Health Service	C	3
Dareton Child & Adolescent Community Mental Health Service	C	1

District and service name	Setting	Valid returns
Hunter New England Local Health District		
HNE MH – Older Persons – Newcastle	C	29
HNE MH – Older Persons – Hunter Valley	C	28
HNE MH – Centre for Psychotherapy	C	25
HNE MH – Older Persons – Lake Macquarie	C	24
HNE CAMHS – Lake Macquarie	C	23
HNE MH – Peel Community MH Team	C	17
HNE MH – Support Through Early Psychosis	C	14
HNE MH – Narrabri Community MH Team	C	14
HNE MH – Hunter Valley Comm MH Team	C	12
HNE MH – Older Persons – Mehi	C	10
Mater PECC	H	8
HNE MH - Moree Community MH Team	C	8
HNE MH - Older Persons - Manning	C	8
HNE MH - Inverell Community MH Team	C	7
HNE MH - Newcastle Comm MH Team	C	5
Mater Mental Health ECT Clinic	C	5
HNE MH – Manning Community MH Team	C	4
Morisset Rosella	H	4
HNE MH – Armidale Community MH Team	C	3
HNE MH – Tenterfield Community MH Team	C	2
Mater MHICU	H	2
HNE CAMHS Safeguards	C	2
HNE MH – TZS Rural Counsellors – Hunter Valley	C	1
HNE MH – Neuropsychiatry Clinic	C	1
HNE CAMHS – Mehi	C	1
Illawarra Shoalhaven Local Health District		
Illawarra CMH Specialist Older Persons Service	C	28
Shoalhaven CMH Rehabilitation Service	C	23
Psych Emergency Care	H	18
Illawarra CMH Eating Disorders Service	C	15
Shoalhaven CMH Child & Adolescent Service	C	14
Shoalhaven CMH Specialist Older Persons Service	C	13
Illawarra CMH Youth Service	C	12
Illawarra CMH Case Management Team	C	12
Illawarra Shoalhaven Parents & Infants Service	C	12
Ulladulla CMH Case Management Service	C	12
Shoalhaven CMH Whole of Family Service	C	9
Shoalhaven CMH Eating Disorders Service	C	6
Shoalhaven CMH Case Management Team	C	6
Illawarra CMH Child & Adolescent Service	C	4
Shoalhaven CMH Youth Service	C	3
Illawarra CMH Acute Care Team	C	3
Illawarra Shoalhaven Family and Carer Service	C	3



District and service name	Setting	Valid returns
Eloura High Care IPU	H	2
Shoalhaven CMH Disaster Recovery Svc	C	2
Illawarra Shoalhaven MH Vulnerable Populations	C	1
Justice Health & Forensic Mental Health Network		
JH TFH E WARD	H	27
JH SWCC MHSU	H	21
JH TFH D WARD	H	15
JH MRRC MHSU POD 20	H	15
JH MRRC MHSU POD 19	H	15
JH TFH B WARD	H	10
JH TFH C WARD	H	10
JH LBH E WARD	H	7
JH LBH F WARD	H	5
JH MRRC MHSU POD 21	H	4
JH TFH A Womens WARD	H	4
Justice Health Adolescent Health Community Integration Team	C	1
JH TFH Adol A WARD	H	1
Mid North Coast Local Health District		
Kempsey Mental Health Acute Care Service	C	13
Coffs Harbour C&A Safeguards	C	2
Coffs Harbour Mental Health Service For Adults	C	2
Port Macquarie Mental Health Service For Adults	C	1
Murrumbidgee Local Health District		
Young Community Mental Health Service – Adult	C	23
Tumut Community MH -Older People	C	23
Deniliquin Community Mental Health Service – Adult	C	20
MLHD MH My Step into Mental Wellbeing	C	16
MHLD Safeguards CAMHS	C	14
Temora Community Mental Health Service – Adult	C	11
MLHD MH TZS Suicide Prevention Outreach	C	10
Griffith Community Mental Health Service – Adult	C	7
Temora Community MH –Older People	C	6
MHLD MH Eating Disorders Team	C	6
Young Community Mental Health Service –Child & Adolescent	C	6
Griffith Community MH -Older People	C	5
Deniliquin Community MH -Older People	C	5
Tumut Community Mental Health Service -Child & Adolescent	C	4
Young Community MH -Older People	C	4
Wagga Wagga Community MH – Older People	C	3
Wagga Wagga MH TZS Safe Haven	C	2
Tumut Mental Health Farm Counselling	C	1
Griffith MH TZS Safe Haven	C	1
Deniliquin Community Mental Health Service –Child & Adolescent	C	1
Temora Community Mental Health Service –Child & Adolescent	C	1

District and service name	Setting	Valid returns
Nepean Blue Mountains Local Health District		
NBM Springwood Mental Health Team	C	26
NBM Windsor Mental Health Team	C	22
NBM Katoomba Mental Health Team	C	21
NBM Whole Family Team	C	13
NBM Lithgow Mental Health Team	C	11
NBM St Marys Mental Health Team	C	10
NBM CYMHS Assessment & Therapy	C	9
NBM Mountains Assertive Comm Trmt Team	C	5
NBM Blue Mountains Mental Health Access Team	C	4
NBM Early Psychosis Intervention	C	3
NBM Assertive Community Treatment Team	C	3
NBM Peer Support Trf Care	C	3
NBM Plains Mental Health Access Team	C	2
NBM Safeguards CAMH Response Team	C	2
Northern NSW Local Health District		
Byron Mental Health Treatment Team	C	20
Grafton Mental Health Treatment Team	C	16
Grafton Mental Health Service For Young People	C	15
Tweed TZS Safe Haven	C	13
Byron Mental Health Assessment Team	C	7
Lismore Mental Health Treatment Team	C	6
Tweed Peer Support Trf of Care Workers	C	5
NNSW CAMHS Safeguards Program	C	4
Whole of Family Teams – Keeping Them Safe Nth Coast Richmond	C	4
NNSW MH Disaster Recovery Service	C	3
Grafton Mental Health Assessment Team	C	3
Lismore MH Consultation Liaison Svc	C	3
NNSW CAMHS Eating Disorder (VMH)	C	2
Lismore Mental Health Service For Young People	C	2
Tweed TZS Suicide Prevention Outreach	C	2
Byron Mental Health Service For Young People	C	1
Tweed River Valley Fellowship (Northern Rivers)	C	1
Tweed Mental Health Assessment Team	C	1
Northern Sydney Local Health District		
Ryde Older Peoples MH Service	C	28
MQH Bridgeview Unit	H	27
Lower North Shore Acute Community Mental Health Service	C	27
Northern Beaches Clozapine Clinic	C	27
Hornsby Older Peoples MH Svc	C	21
Wahroonga Rehabilitation Service	C	20
Lower North Shore Assertive Outreach Team	C	20
HK MHICU	H	19
Mona Vale Mental Health Team	C	18



District and service name	Setting	Valid returns
Outreach Support for Children and Adolescents (OSCA) – Northern Sydney	C	18
Hornsby Assertive Outreach Team	C	18
CYMHS Early Psychosis Intervention Service HK	C	16
MQH Tarban Unit	H	15
Ryde Acute Services	C	14
MQH Manning Unit	H	14
MQH Lavendar Unit	H	14
MQH Figtree Unit	H	14
Northern Beaches Child & Youth Mental Health Service	C	12
Specialist Rehabilitation Service – Northern Sydney	C	10
MQH Hamilton Unit	H	10
Lower North Shore Early Intervention Service	C	4
CYMHS Early Psychosis Intervention Service NB	C	4
Perinatal and Infant Mental Health – Northern Sydney	C	4
Hornsby Ku-Ring-Gai Hospital MHS ED CNC	C	3
NS MH Eating Disorder Enhanced Service	C	3
MQH Cottages Unit	H	2
South Eastern Sydney Local Health District		
POW MHICU	H	25
ES Older Persons Ambulatory – POW	C	17
St George PACER	C	14
ES Youth Brief Intervention Telehealth Svc – Bondi	C	14
headspace Bondi Junction	C	13
POW Perinatal Ambulatory	C	10
TSH Rehab IPU	H	7
STG Child & Adolescent Ambulatory MH	C	5
St George Safeguards	C	4
ES PECC Amb – POW	C	3
ES Compr Assmnt Svc Psychosis & At Risk	C	3
ES Adult CMH Team 3 – Maroubra	C	3
STG Virtual Short Term Assessment Support Service	C	3
ES Early Psychosis Amb – Bondi	C	2
Sutherland PACER	C	2
STG Older Persons MH Ambulatory	C	2
ES Peer Support Trf of Care Workers POW	C	2
Dialectic Behaviour Therapy – Eastern Suburbs MHS	C	1
TSH Youth Amb	C	1
SES Adult Blended MH Rehab	C	1
ES Intellectual Disabilit	C	1
South Western Sydney Local Health District		
Bankstown Case Management and Extended Hours Service	C	21
BNK MHU Banks House	H	21
Macarthur CMH Tzs Safe Haven	C	19
CTN MH Short Stay	H	17

District and service name	Setting	Valid returns
South West Sydney LHD Specialist Perinatal and Infant Mental Health Team	C	17
SWSLHD Aboriginal MH Transfer of Care	C	15
CTN MHICU	H	13
CTN Adult Inpt	H	13
LIV MHU Sub Acute	H	13
CTN OP Inpt	H	12
CTN MH Young Adult	H	10
Macarthur CMH TZS Suicide Prevention Outreach	C	10
Liverpool Fairfield Recovery Program	C	9
Macarthur MH Youth Team	C	8
CTN Rehab Inpt	H	8
Liverpool Specialist MHS Older Persons	C	7
LIV MHU North	H	6
Macarthur Child & Adolescent Mental Health	C	6
Braeside Mental Health Community Service	C	6
Macarthur Mental Health For Older Persons	C	5
Liverpool Fairfield Early Psychosis Intervention Program	C	5
Wingecarribee Older Adult Mental Health	C	4
Liverpool Fairfield Clozapine Clinic	C	4
Wingecarribee Mental Health Service	C	4
LIV MHU HDU	H	4
Liverpool Community Mental Health Assessment & Treatment Service	C	3
Liverpool Fairfield CMH TZS Suicide Prevention Outreach	C	2
Macarthur Safeguards CAMH Response Team	C	2
LIV MHU PECC	H	1
Liverpool Fairfield Child and Adolescent Service	C	1
Bankstown Mental Health For Older Persons	C	1
Southern NSW Local Health District		
Eurobodalla Community Older People	C	24
Goulburn Community Adult	C	23
Bega Valley Community Older People	C	21
Eurobodalla Community Adult	C	20
Goulburn Community CAMHS	C	18
SNSWLHD Bushfire & Disaster Recovery MHS	C	15
Goulburn Community Older People	C	12
SNSWLHD TZS Suicide Prevention Outreach	C	11
Yass Community Mental Health Service - Child & Adolescent	C	11
Bega Valley Community Adult	C	10
Eurobodalla Community CAMHS	C	7
SNSWLHD Peer Support Trf of Care Svc	C	6
KN Aged Care	H	6
KN Ext Care	H	6
Cooma Community Adult	C	5
SNSWLHD TZS Safe Haven	C	3



District and service name	Setting	Valid returns
Yass Community Mental Health Service – Adult	C	3
Bega Valley Community CAMHS	C	3
Queanbeyan Community Older People	C	2
Queanbeyan CAMHS	C	2
KN Dementia Unit	H	1
Cooma Community Older People	C	1
Queanbeyan Assertive CAMHS Team	C	1
St Vincents Health Network		
St Vincents Mental Health Service Older Adult Service	C	29
St Vincents Mental Health Service Rehabilitation Service	C	9
St Vincents Mental Health Service Case Management Service	C	8
St Vincents Mental Health Service Crisis Team	C	6
St Vincents MH TZS Suicide Prevention Outreach Team	C	1
St Vincents MH Community Access and Assessment Team	C	1
Sydney Children’s Hospitals Network		
CHW MH Core Services	C	8
Sydney Children’s Hosp Psychological Med Service	C	2
Eat Dis Day Stay	H	2
CHW Telepsychiatry to Tweed Heads	C	1
SCH MH Vulnerable Population Service	C	1
Sydney Local Health District		
Camperdown EIP headspace	C	26
Croydon Assertive Outreach Team	C	25
PMBC Assessment Unit	H	19
Croydon EIP headspace	C	19
Canterbury Older People’s Mental Health	C	17
CCMH Manning East	H	14
Camperdown Early Intervention in Psychosis Svc	C	12
CCMH Kirkbride	H	12
Camperdown Community Adolescent Mental Health	C	9
Rivendell Outpatient Clinic	C	7
Camperdown Mobile Assertive Treatment Team	C	7
SLHD MH TZS Suicide Prevention Outreach	C	5
PMBC HDU South	H	4
CCMH Walker	H	4
Camperdown–Marrickville –Redfern Acute Care Service	C	3
SLHD Perinatal and Infant Mental Health Service	C	3
Croydon Early Intervention in Psychosis Svc	C	3
Western Sector Acute Care Service	C	2
Rivendell CAMHS Got It	C	1
Rivendell CAMHS Safeguards	C	1
Redfern Core Mental Health Team	C	1
Rozelle Forensic Service	C	1
SLHD Aboriginal Mental Health Svc	C	1
Concord Consultation Liaison Psychiatry Service	C	1

District and service name	Setting	Valid returns
Western NSW Local Health District		
Orange Manara MHIPU	H	29
Bathurst Older Persons CMHS	C	29
Orange Infant Child Youth and Family Community MHS	C	15
WNSW Telehealth Community Mental Health Service	C	14
Orange Lachlan MHICU	H	10
WNSW MH Rural Drought Psychology Program	C	9
Wellington Community MHS	C	9
Dubbo Child & Adolescent Community Mental Health Service	C	9
Bathurst Infant Child Youth & Family CMHS	C	8
WNSW Safeguards C&A Acute CMH Response	C	7
Bourke Community Mental Health Service	C	6
Orange Turon Rehab	H	6
Orange MH ED Consultation & Liaison Svc	C	6
Orange Forensic	H	5
Lightning Ridge Community MHS	C	5
Parkes CMHS TZS Safe Haven	C	4
Dubbo Assessment & Response Team Community MHS	C	4
Wattle Grove ECU	H	4
Orange Castlereagh	H	3
Orange Forensic Community MHS	C	3
Dubbo Regional Outreach Adult Community MHS @ Wellington	C	2
WNSW MH ED Peer Workers	C	2
WNSWLHD Perinatal & Infant Community MHS	C	2
WNSW Intellectual Disability MH	C	1
Orange Adult Community Mental Health – Clozapine Program	C	1
Western Sydney Local Health District		
WM Westmead MBU	H	28
CU Willow Rehab Inpt	H	26
CU Boronia Rehab Inpt	H	24
Blacktown Early Intervention Team	C	19
CU Bunya Rehab Inpt	H	15
Prevention Early Intervention Recovery Service	C	7
MH Specialist Perinatal & Infant MH Svc	C	5
Anxiety Clinic WSLHD	C	5
WM K7A Older Persons	H	4
Cumberland Hospital Clinical Psychology Services	C	4
Child & Youth MH ENABLE	C	3
Parramatta Eating Disorder Day Treatment Program	C	3
Westmead Hospital Medical Psychology	C	3
Cumb Hosp Emotional Health Clinic & Research Unit	C	1
WSLHD Safe Start Mental Health	C	1
Blacktown Therapies and Clinical Support	C	1



Your Experience of Service



Service code:

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 (X) in just one box for each question.

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	N/A
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"/>	<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"/>	<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"/>	<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"/>	<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	N/A
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"/>	
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"/>	
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"/>	
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"/>	
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	N/A
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"/>	
19. Explanation of your rights and responsibilities	<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"/>	
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"/>	





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	N/A
27. Healthy eating and diet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28. Smoking (and/or vaping)	<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"/>	
30. Sexual health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31. Exercise and physical activity	<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.

35. What is your gender?	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-Binary <input type="checkbox"/> I use a different term _____ <input type="checkbox"/> I prefer not to answer
36. What is the main language you speak at home?	<input type="checkbox"/> English <input type="checkbox"/> Other _____
37. Are you of Aboriginal or Torres Strait Island origin?	<input type="checkbox"/> No <input type="checkbox"/> Yes - Aboriginal <input type="checkbox"/> Yes - Torres Strait Islander <input type="checkbox"/> Yes - Aboriginal and Torres Strait Islander
38. What is your age?	<input type="checkbox"/> Under 18 years <input type="checkbox"/> 18 to 24 years <input type="checkbox"/> 25 to 34 years <input type="checkbox"/> 35 to 44 years <input type="checkbox"/> 45 to 54 years <input type="checkbox"/> 55 to 64 years <input type="checkbox"/> 65 to 74 years <input type="checkbox"/> 75 years and over
39. How long have you been receiving care from this service on this occasion?	<input type="checkbox"/> Less than 24 hours <input type="checkbox"/> 1 day to 2 weeks <input type="checkbox"/> 3 to 4 weeks <input type="checkbox"/> 1 to 3 months <input type="checkbox"/> 4 to 6 months <input type="checkbox"/> More than 6 months
40. 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?	<input type="checkbox"/> Yes, involuntary patient/on a community treatment order <input type="checkbox"/> No, I was always a voluntary patient <input type="checkbox"/> Not sure
41. How do you describe your sexual orientation?	<input type="checkbox"/> Straight <input type="checkbox"/> Gay or lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> I use a different term _____ <input type="checkbox"/> Don't know <input type="checkbox"/> I prefer not to answer
42. How much of your care with this service was by phone or videoconferencing?	<input type="checkbox"/> None <input type="checkbox"/> A little <input type="checkbox"/> Some <input type="checkbox"/> Most <input type="checkbox"/> All
43. Did someone help you complete this survey?	<input type="checkbox"/> No <input type="checkbox"/> Yes - family or friend <input type="checkbox"/> Yes - language or cultural interpreter <input type="checkbox"/> Yes - consumer worker or peer worker <input type="checkbox"/> Yes - another staff member from the service <input type="checkbox"/> 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 3 – 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/training-and-service-development/experience-measures>

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

Question type	Domains	Overall 		Community 		Hospital 	
		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 4 – YES domains

Making a difference	
How the service contributed to outcomes for individuals. It includes social and emotional wellbeing and physical health.	
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?
Information and support	
How the service works for the individual. It includes resources such as written information, a care plan, and access to peer 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
Individuality	
How the service meets individual's needs. It includes sensitivity to culture, gender and faith and the importance of personal values and beliefs.	
Q6	Your individuality and values were respected
Q16	There were activities you could do that suited you
Participation	
How the service provides opportunities for engagement, choice and involvement in the process of service delivery.	
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
Respect	
How the service provides the individual with a welcoming environment where they are recognised, valued and treated with dignity.	
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
Safety & fairness	
How the service provides individuals with a physically and emotionally safe environment.	
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

Note: Question 22 is not included in the Domain structure but does contribute to the overall score.

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

