

Mental Health Experience Surveys 2024

Survey Snapshot: Carer Experience Survey (CES)

We asked carers about their experience of specialised public mental health services in Queensland. Here is a summary of what they said.

For more information on the mental health experience surveys, including CES, please visit the following website or scan the QR Code with your mobile device.

www.qld.gov.au/health/mental-health-and-wellbeing/your-rights-and-support/mental-health-experience-surveys

SCAN ME



Survey completion highlights



174

surveys completed

A 7% increase
from 2023

46

surveys returned
declining
participation

Number of surveys returned:

Community

122

Admitted

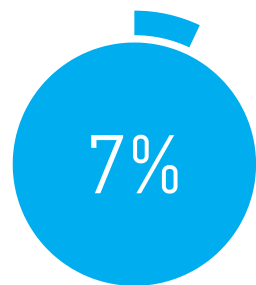
40

Community Bed Based

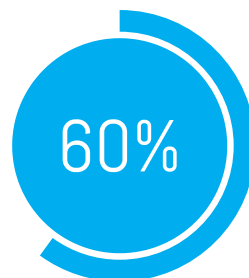
12

Carer Experience Survey (CES) Snapshot

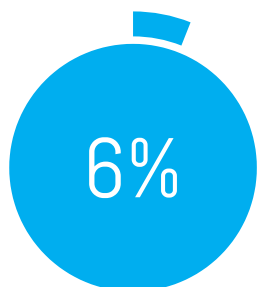
Demographic highlights of respondents



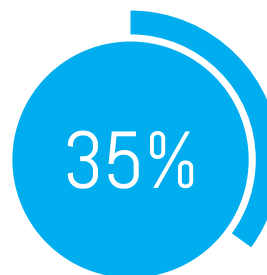
identify as Aboriginal and/or Torres Strait Islander



are over 55 years of age



speak a language other than English as their main language at home



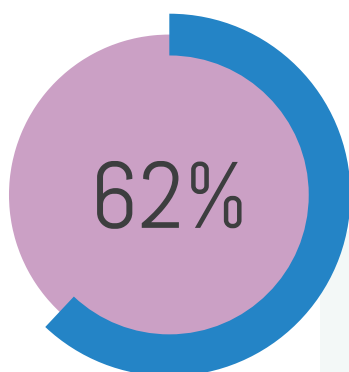
have been caring for the person for greater than 10 years

Overall experience

Carers rated their overall experience of specialised public mental health services at 80%.

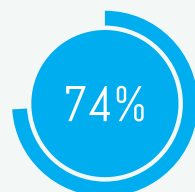


Positive experience rating

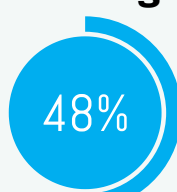


of respondents across all settings rated their experience as excellent or very good. This was the same as 2023.

Positive experience rating by service



Community



Admitted



Community bed based

Carer Experience Survey (CES) Snapshot

These survey questions had the highest rated scores...

87%

You were identified as a carer of your family member, partner or friend

83%

Your opinion as a carer was respected

83%

Staff worked in a way that supported your relationship with your family member, partner or friend

and these survey questions had the lowest rated scores...

64%

Overall, how would you rate your experience as a carer with this mental health service over the last three months

65%

You were given an explanation of any legal issues that might affect your family member, partner or friend

65%

You were given the opportunity to enhance your abilities as a carer

Carer Experience Survey (CES) Snapshot

Consumers said these were the best things about the service...

The support from staff.

Staff were kind and gentle.

They never gave up on my father.

Our family is so grateful for the help and care received. We had a wonderful outcome after care.

Things get explained in a very good way.

The genuine concern and help, thoughtfulness and care not only for my son but for me as a carer.

and the service could be made better if...

A little more communication regards the units operation and resources available.

An activities officer was employed again.

More support for carer and family (especially living in same household), education for carer...

Better communication.

I had received information on how to care for my partner and myself during this time. (I ended up needing to call MH as I wasn't coping).

I could have been part of / or given information, about her reviews. Most of the information I received was from the patient, not from her doctor.