

Mental Health Experience Surveys 2024

Survey Snapshot: Family of Youth (FoY)

We asked family of youth about their experience of child and youth mental health services in Queensland. Here is a summary of what they said.

For more information on the mental health experience surveys, including the FoY Survey, 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



625

surveys completed

A 32% increase
from 2023

37

surveys
returned
declining
participation

Number of surveys returned:

Community

591

Admitted

27

Community bed based

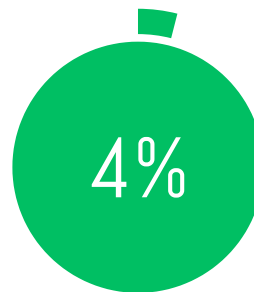
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Family of Youth (FoY) Snapshot

Demographic highlights



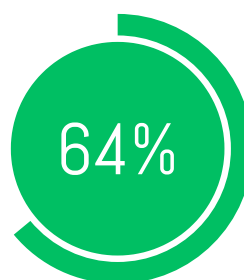
of family members said their child is of Aboriginal and/or Torres Strait Islander origin



of family members said their child is of as South Sea Islander ancestry



of family members said their child was born in a country other than Australia



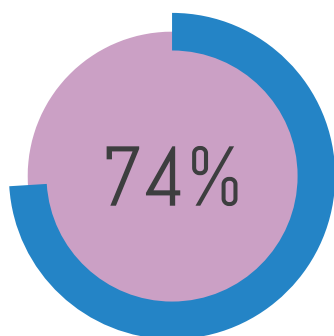
of family members identify as the mother of the person receiving care

Overall experience

Family of youth rated their overall experience of specialised public mental health services at 86%.



Positive experience rating



of respondents across all settings rated their experience as excellent or very good. This was a 5% increase from 2023.

Positive experience rating by service



Admitted



Community

Family of Youth (FoY) Snapshot

These survey questions had the highest rated scores...

99%

Staff speak with me in a way that I understand.

97%

Staff treat me with respect.

91%

Overall, I am satisfied with the treatment my child receives

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

45%

I am satisfied with our family life right now.

50%

My child is better able to cope when things go wrong.

50%

My child is doing better in school and/or work

Family of Youth (FoY) Snapshot

Family of youth said these were the best things about the service...

Consistent support from the same treatment team and wrap around support for the whole family, not just child.

A safe place for her to talk about things going on.

Continuous care and support from the team.

Clinicians are knowledgeable... and have helped my child tremendously.

Carer support worker has been great to advocate for the needs and experiences of the family.

A wonderful bond with our child in a caring and supportive environment.

and the service could be made better if...

More communication with family.

Appointment times were available outside hours.

A text message for confirming and reminding the appointment would be helpful.

10 min update with parent prior to session.

A parent knows when there is something wrong or if the child needs more help-listen more and understand.

Being able to have more post program support or stay longer.