

Mental Health Experience Surveys 2024

Survey Snapshot: Your Experience of Service (YES)

We asked consumers 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 the YES 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



2,255

surveys completed

A 10% increase
from 2023

740

surveys returned
declining
participation

Number of surveys returned:

Community

1550

Admitted

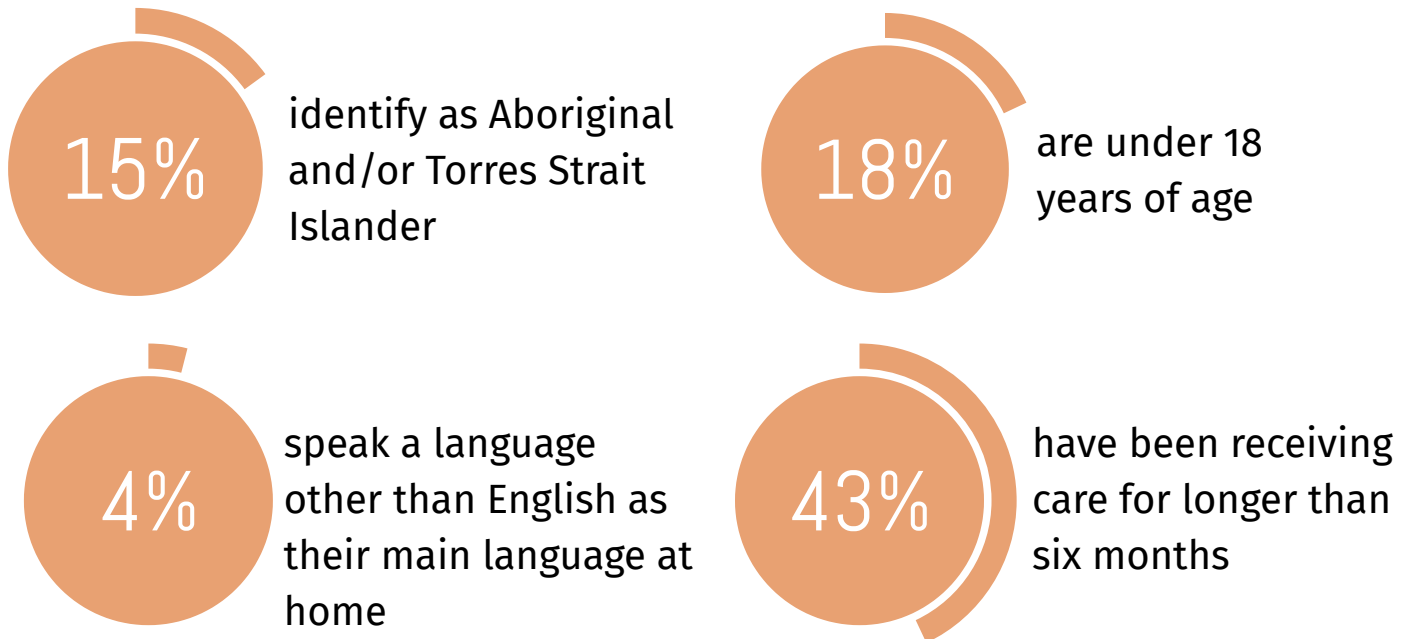
513

Community Bed Based

192

Your Experience of Service (YES) Snapshot

Demographic highlights of respondents

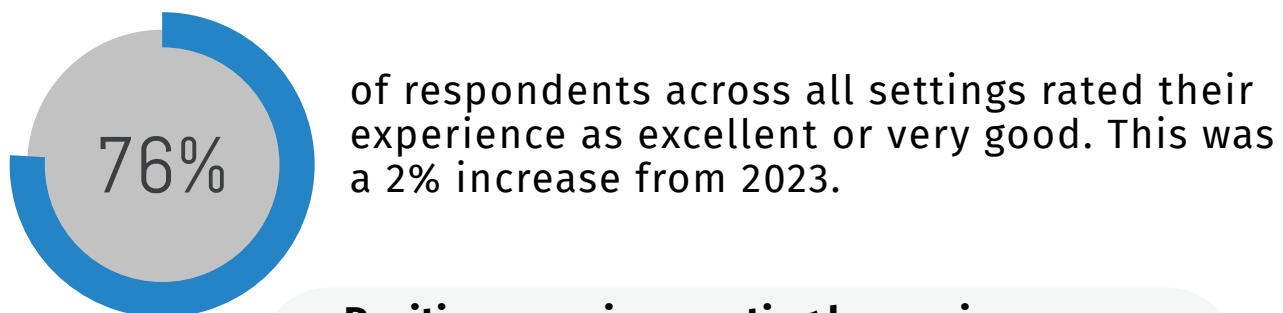


Overall experience

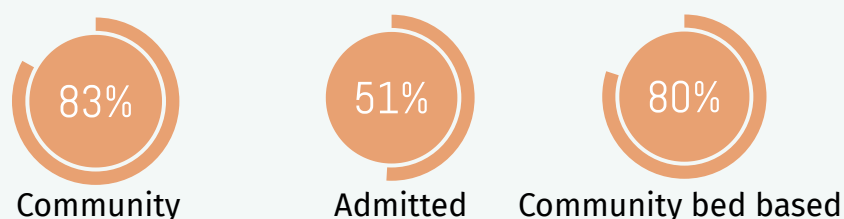
Consumers rated their overall experience of specialised public mental health services at 87%.



Positive experience rating



Positive experience rating by service



Your Experience of Service (YES) Snapshot

These survey questions had the highest rated scores...

91%

Your individuality and values were respected (such as your culture, faith or gender identity, etc.)

91%

You felt welcome at this service.

91%

Staff showed respect for how you were feeling.

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

63%

The effect the service had on your ability to manage your day to day life.

64%

The effect the service had on your hopefulness for the future.

65%

The effect the service had on your overall wellbeing.

Your Experience of Service (YES) Snapshot

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

Feeling safe and supported.

Being heard.

Having people who wanted to help me and listened to me.

Every Staff member is amazing and always there for every resident and treated with respect.

Friendly and caring staff...

Everything. Thank you for keeping me safe.

and the service could be made better if...

Appointments weren't cancelled close to appointment.

If my rights explained when I came in...

All staff were consistent, the rules were explained better...

Better access to Doctors.

Better food choices.
Consistent doctor and consistent case manager...

Extra emphasis on connection with others. Weekend activities at the hospital.