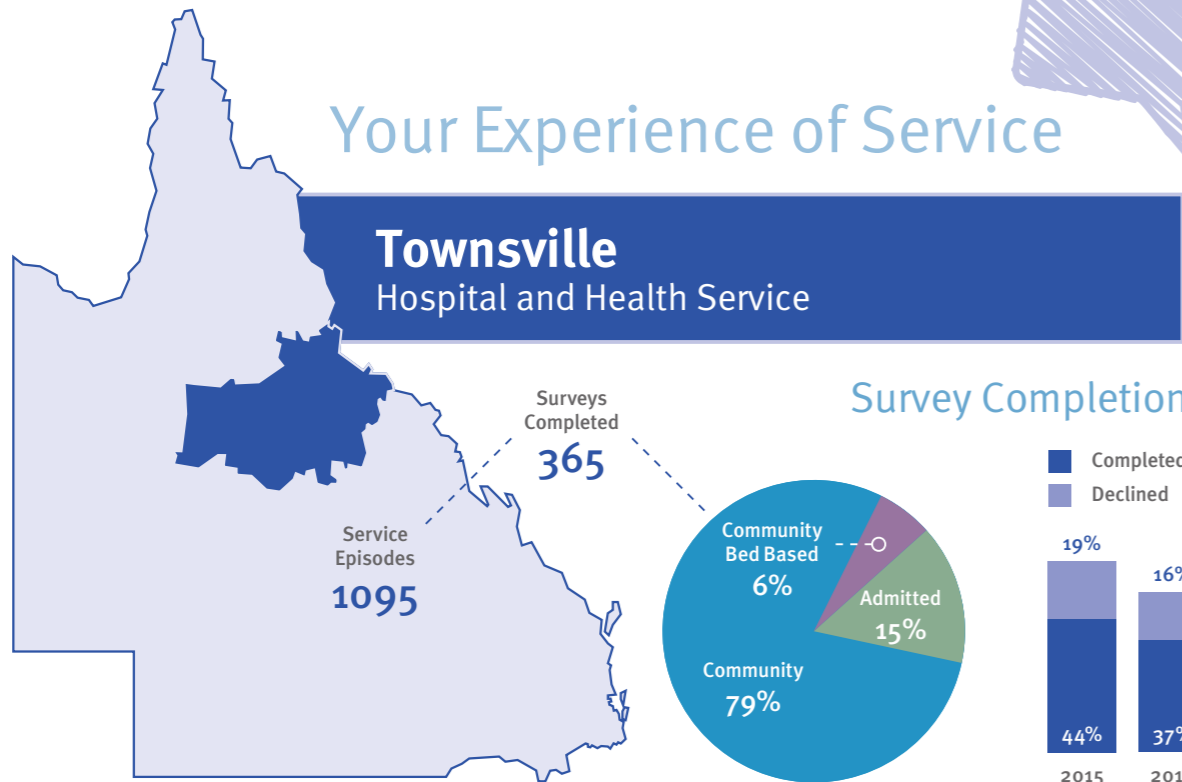
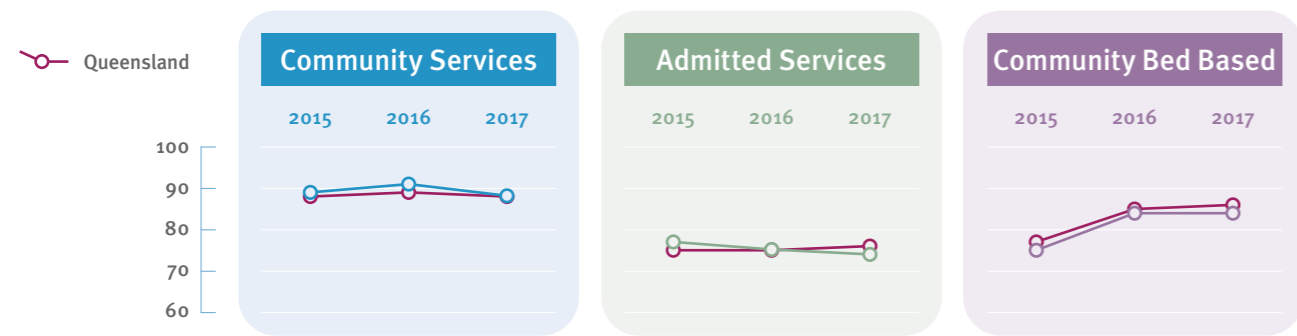


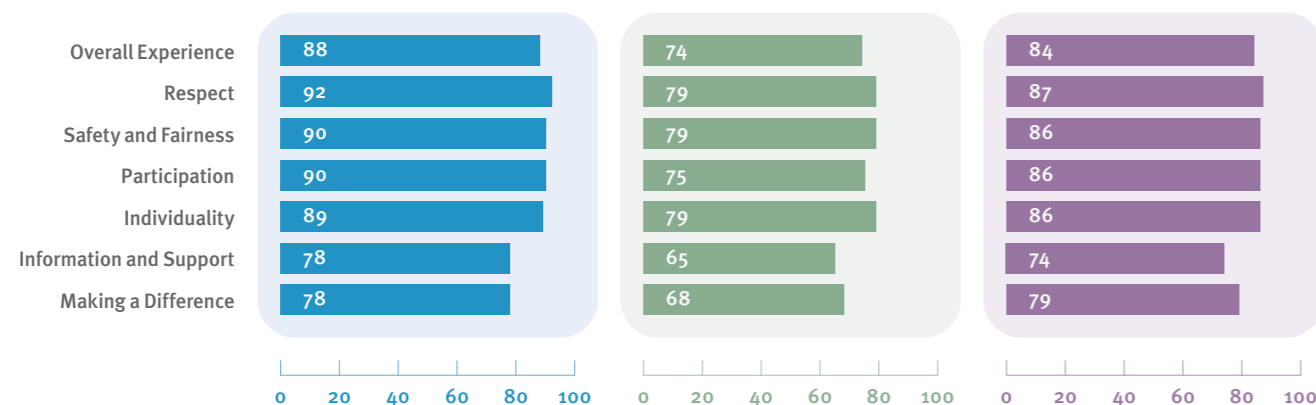
Your Experience of Service



Overall Experience Scores 2015-2017



Experience Scores by Domain 2017



Highest Scoring Questions

- 4.56 Q6. Your individuality and values were respected
- 4.54 Q4. Your privacy was respected
- 4.53 Q1. You felt welcome at this service
- 4.51 Q2. Staff showed respect for how you were feeling

Lowest Scoring Questions

- 3.79 Q25. The effect the service had on your overall well-being
- 3.77 Q19. Explanation of your rights and responsibilities
- 3.75 Q20. Access to peer support
- 3.73 Q24. The effect the service had on your ability to manage your day to day life
- 3.73 Q23. The effect the service had on your hopefulness for the future

Scale

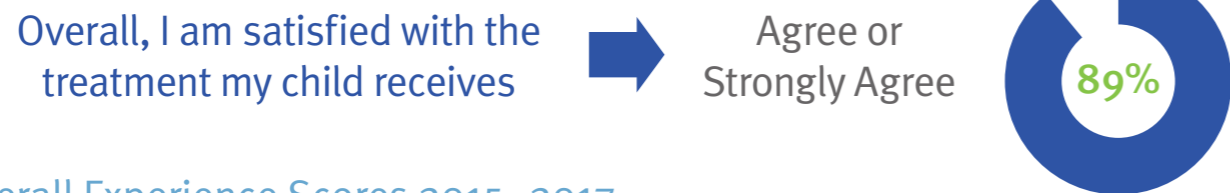
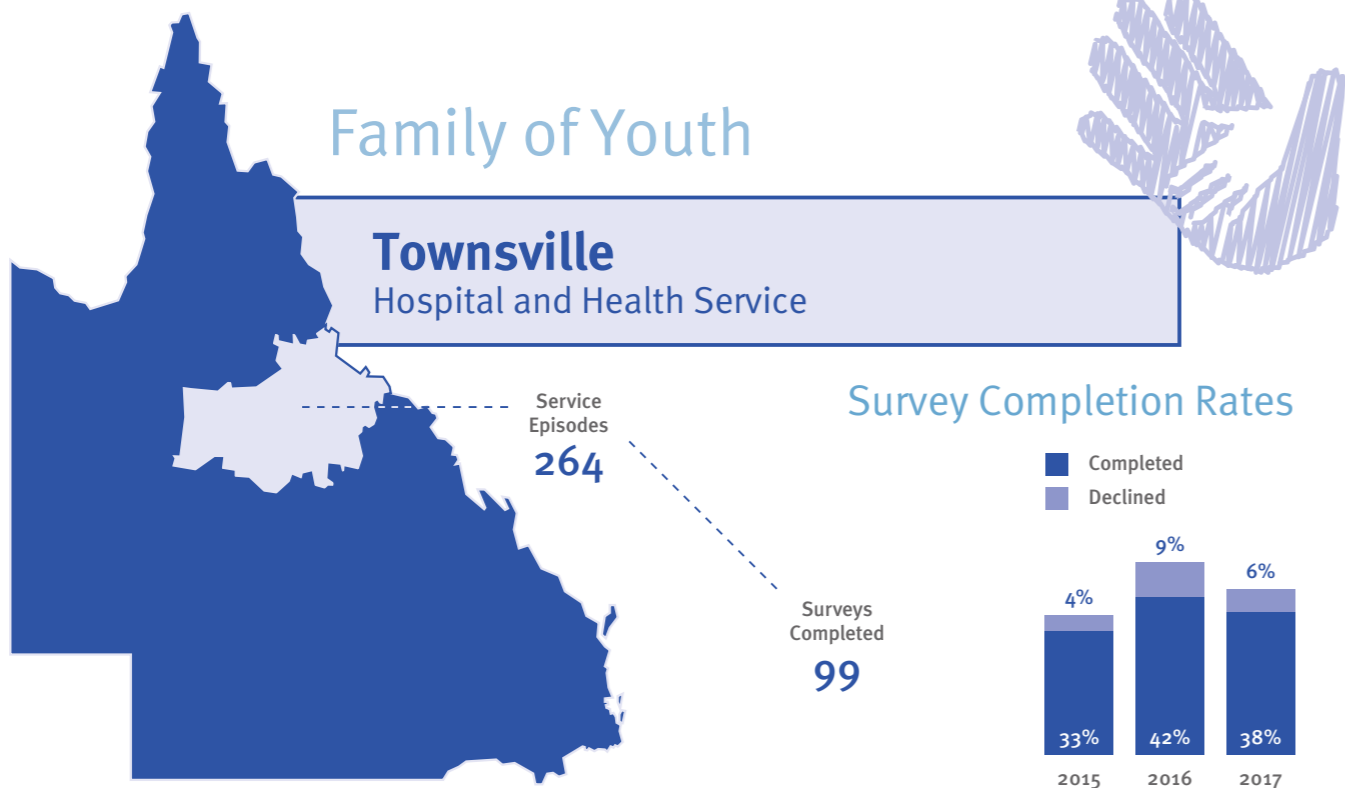
5 – Highest Score
1 – Lowest Score

The best things about this service were...

- ...Access to an ATSI health worker.
- ...The experience of the clinical nurse visiting in remote locality.
- ...Has been a big help to my recovery. Slowly they build and support my areas of need. This service is great. They were there when I needed them, especially the help I wanted was precise.
- ...A few nurses were willing to listen to me, were not judging, made me feel valued.
- ...I get to see a better future.

My experience would have been better if...

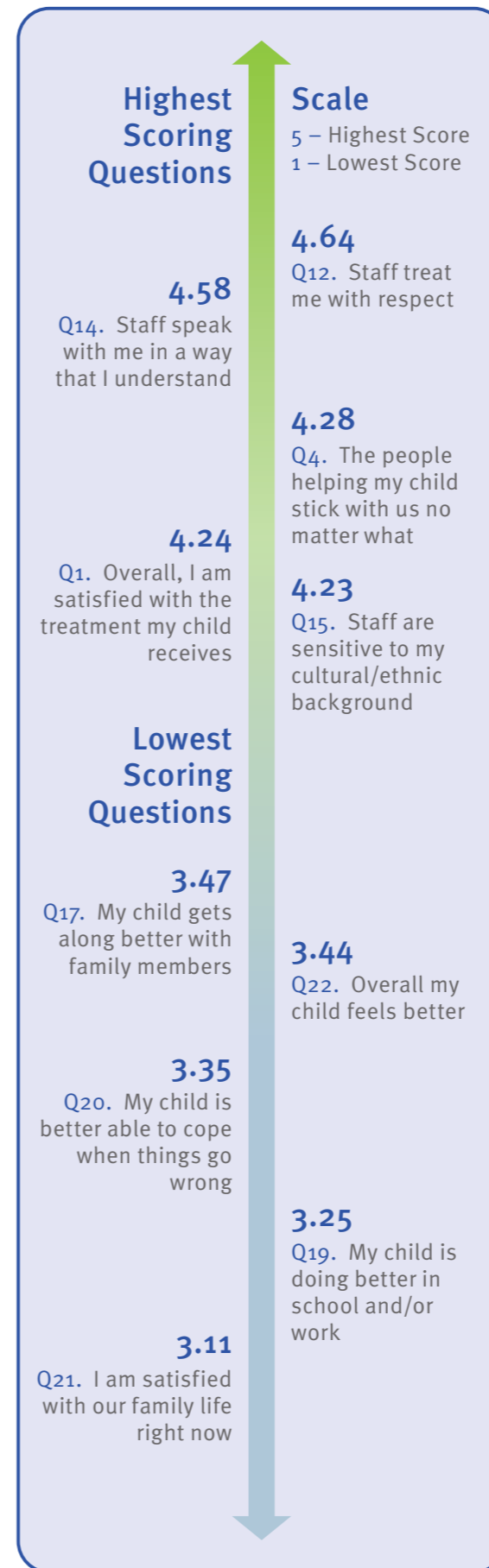
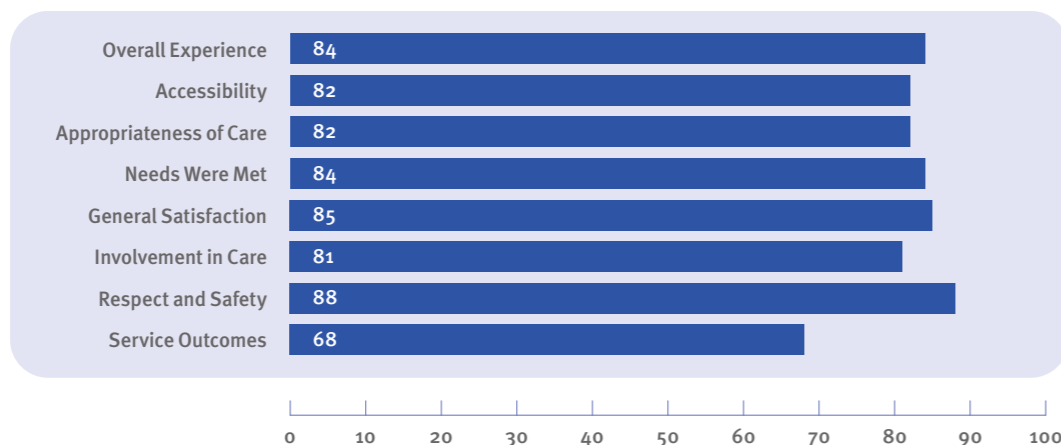
- ...I was included in my care and treatment plan.
- ...The option to have more frequent appointments.
- ...The stigma of mental health was not looked upon by the broader community as if you're nuts.
- ...People would have listened to me and accepted the way I was feeling.



Overall Experience Scores 2015–2017



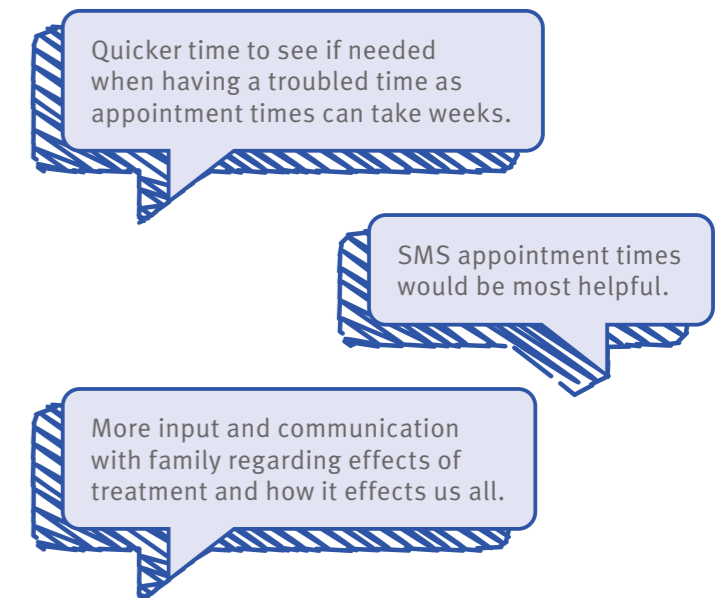
Experience Scores by Domain 2017



What has been the most helpful thing about the services you and your child receive?



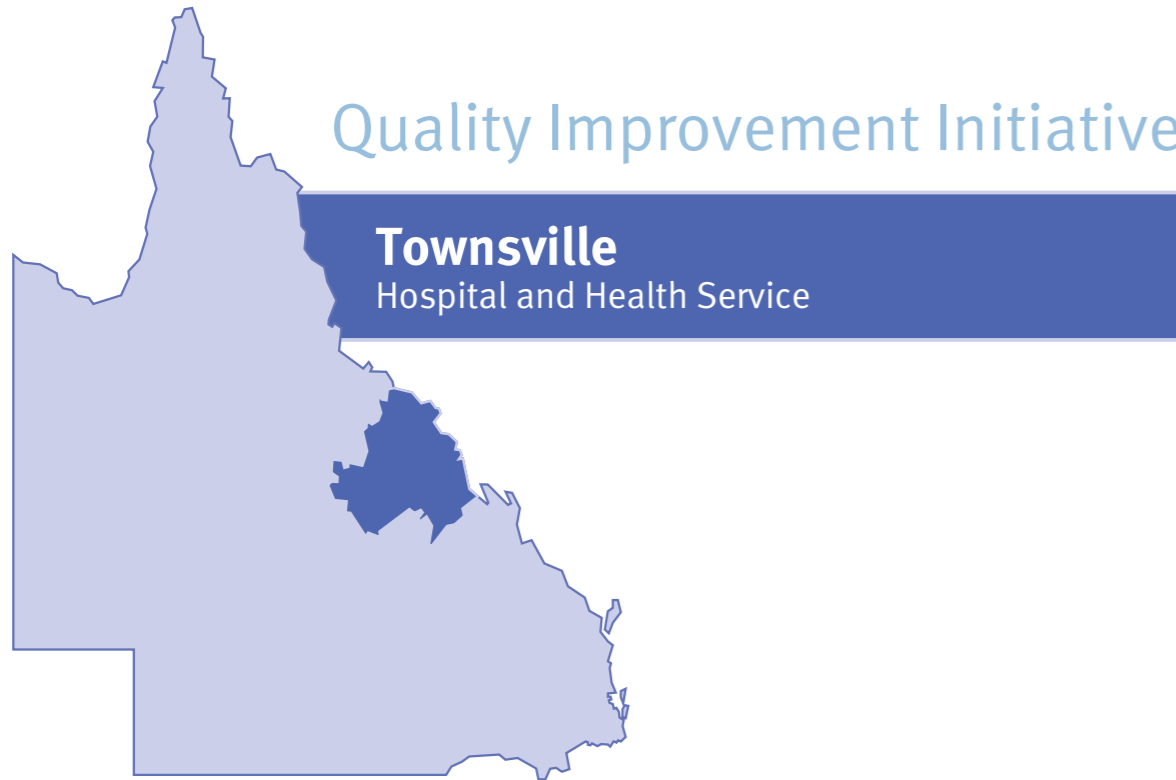
What would improve services here?



Additional comments...



Quality Improvement Initiative



Townsville
Hospital and Health Service

Townsville Evolve Therapeutic Services (Evolve) focused on improving the lowest scoring two domains from the 2016 Family of Youth survey results:

1. Involvement in the process of care
2. Respect and safety, specifically cultural background sensitivity

Strategies were identified to:

- ▶ Assist the young person/carer/family and stakeholders to understand the young person's diagnosis, mental health needs and expectations of treatment
- ▶ Work collaboratively with the young person/carer/family to develop a treatment plan that addresses the needs of the young person and provides support to the young person's carers and family
- ▶ Incorporate the young person's carer/family and stakeholders goals and aims into the Care Plan and discuss at Case Review

In practice this included:

- ▶ Developing a contracting framework to clearly define roles, responsibilities and communication pathway for all stakeholders involved in a child or young person's Care Team. This resulted in carers and stakeholders having opportunities at the commencement of treatment and at each review period, to be involved in contributing to the process of care for young people.
- ▶ A focus has been on building capacity within the young person's Care Team to provide ongoing support and care to the young person to meet their mental health needs. This has been done by assisting the carer/family and other stakeholders to understand the diagnosis, mental health needs and expectations of treatment through the use of ongoing discussions and where necessary, targeted training.
- ▶ Discussion with the carer/family and stakeholders at the commencement of treatment and regular reviews about their goals and aims for the young person and what support/training they may need to provide care to the young person to meet their mental health needs. The carer and stakeholder goals are then included in the care plan and recovery plan.
- ▶ Team planning day discussion to re-focus on the role of the Aboriginal and Torres Strait Islander Health Worker. The team have worked to embed a framework of culturally sensitive service delivery to our Aboriginal and/or Torres Strait Islander children, young people and their families. Central to the framework is the partnership between the health worker and clinician; cultural and clinical work is interwoven.
- ▶ A variety of training programs have been developed which are aimed at providing assistance and support to Foster Carers to understand the impact of cumulative trauma on the behaviours and functioning of the children in their care and strategies to respond to these behaviours in a supportive and caring way.

2017 Family of Youth Survey Results

	Average Rating (out of 5)	Peer Rating (out of 5)	Proportion of Responses Scored 1-2-3-4-5	Last Year's Rating (out of 5)
Involvement in the Process of Care				
Q2. I helped to choose my child's services	4.1	3.4		2.0
Q3. I helped to choose my child's treatment goals	4.1	3.7		3.4
Q6. I participate in my child's treatment	4.5	4.2		3.9
Respect and Safety				
Q12. Staff treat me with respect	4.9	4.7		4.6
Q13. Staff respect my family's religious/spiritual beliefs	4.6	4.4		4.3
Q15. Staff are sensitive to my cultural/ethnic background	4.8	4.4		4.0

Demonstrated improvement in results from 2016 to 2017