

Your Experience of Service

Statewide Report 2019

What consumers say about
Queensland public
mental health services



Your Experience of Service — 2019 Statewide Report

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For more information contact:

Mental Health Alcohol and Other Drugs Branch
Clinical Excellence Queensland
Department of Health
PO Box 2368, Fortitude Valley QLD 4006
YES@health.qld.gov.au
(07) 3328 9846

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Foreword

Queensland Health and Hospital and Health Services across the state have a strong commitment to the delivery of patient centred care. Consumer, family and carer engagement is promoted and supported in many ways, such as working together with patients and consumers to formulate individual treatment plans, consulting with Queenslanders on health policy, and participation in advisory groups and committees. Understanding the experiences of people who access Queensland's public mental health services is critical to building better services for the benefit of all.

To this end, each year the Your Experience of Service (YES) and Family of Youth surveys are offered to consumers, carers and family members asking about their experiences when engaged with services. Responses inform our understanding of consumer and family experiences of care and together this information is used to build better services. In addition to gaining insight into people's experiences, offering a survey to a consumer, carer or family member is an opportunity to further build trust and to provide additional information about services that are available within the Hospital and Health Service as well as those provided by community groups and non-government organisations.

I am pleased to present the 2019 Your Experience of Service Statewide Report. During the collection period 2 March to 12 April 2019, more than 4,500 YES and Family of Youth surveys were completed and returned.

I would like to extend my heartfelt thanks to staff who coordinate the survey collection in each Hospital and Health Service. This takes significant effort and it is a testament to the dedication of our staff that this endeavour is embraced with enthusiasm each year. In addition to coordinators and the peer workforce, Hospital and Health Service executive, clinical and administrative staff are also critical to maximising the success and impact of the survey collection. Every staff member has a role to play in engaging with consumers, parents and families to better understand their experiences and develop services accordingly.

And, most importantly, thank you to the consumers, parents and families who take time to complete a survey and who often share significant stories with us. We gain greater understanding of your experiences, and pledge to continue to work with you to build better services in which both individuals, carers and families who access mental health services, and those who provide services, work together and flourish.

Associate Professor John Allan

Executive Director

Mental Health Alcohol and Other Drugs Branch

January 2020

"Thank you to all the consumers and carers who completed a survey. Understanding your perspective is critical to providing services that are responsive to your needs."

Associate Professor John Allan



Summary

Your Experience of Service Questionnaire

- ▶ There were 20,429 service episodes during the collection period where consumers across Queensland participated in at least one face to face interaction with their mental health service provider and were in-scope to be offered a survey.
- ▶ Of these, 79 per cent of consumers accessed community mental health services.
- ▶ 3,474 surveys were completed and returned for analysis, which equates to 18 per cent of consumers who were in-scope.
- ▶ Survey completion rates across Queensland remained steady at 18 per cent for the past two collections.
- ▶ Results are generally positive, with 70 per cent of consumers rating their overall experience of care with the service in the last three months as very good or excellent.
- ▶ Mental health consumers accessing community services and community bed-based services recorded more positive experiences than those in admitted patient settings.
- ▶ In all service settings, consumers scored questions relating to respect the highest. In admitted and community bed-based services, location was the lowest scoring question, while in community services, questions relating to the impact the service had on an individual's overall wellbeing scored the lowest.

Family of Youth Questionnaire

- ▶ There were 3,123 service episodes during the collection period where families, parents or carers across Queensland participated in at least one face to face interaction with their mental health service provider and were in-scope to be offered a survey.
- ▶ 906 surveys were completed and returned for analysis, representing 29 per cent of parents, families or guardians of young people who were in-scope.
- ▶ Survey completion rates across Queensland have decreased slightly over the past four collections.
- ▶ When asked about their overall satisfaction with the treatment their child receives, 88 per cent of parents, families and guardians of young people agreed or strongly agreed.

Introduction

What we do

The YES initiative consists of two surveys which asks people and parents, families and guardians of young people who use Queensland's public mental health services, about their experiences of care. This information is used by Hospital and Health Services (HHSs) to identify what they are doing well and opportunities to improve service delivery. The initiative is coordinated by the Mental Health Alcohol and Other Drugs Branch (MHAODB) and implemented by all HHSs across Queensland.

Why we do it

There are many reasons to ask consumers, families and carers about their experiences of care.

These include:

- ▶ To provide a mechanism for consumers to provide feedback to services about their experiences; a fundamental right of all health service users
- ▶ To understand what consumers think about the services they receive – the survey is one of several methods **HHSs** use to determine the efficacy of the services they provide and to inform quality improvement plans
- ▶ Routine collection of experience data assists **HHSs** to:
 - ▶▶ Identify what they are doing well, and where they can do better
 - ▶▶ Make plans and take action on items identified by consumers as not meeting expectations
 - ▶▶ Monitor previous action plans to determine if they have had a measurable impact
 - ▶▶ Compare how they are doing with other **HHSs** providing similar types of mental health interventions, and to learn from each other where examples of outstanding service are identified
- ▶ Research demonstrates improved outcomes for consumers when they are active participants in their own health care. Being actively involved means more than simply filling out a survey: it includes shared decision-making between clinical staff and service users, participating in setting treatment goals and development of a care plan. The survey asks questions about each of these.

- ▶ Policies and legislation: recognition of the benefits of consumer participation in health care services has a long history, extending from the National Mental Health Strategy in 1992, as articulated in the First National Mental Health Plan, through to the recently released Fifth National Mental Health and Suicide Prevention Plan. In addition, Standard 1: Clinical Governance of the National Safety and Quality Health Service Standards (2nd ed.) requires services to have established mechanisms and processes to seek regular feedback from patients, carers and families about their experiences of care and Standard 2: Partnering with Consumers articulates that health care services involve consumers as partners in the design, delivery and evaluation of health care systems and services, as well as in their own care.

How we do it

The YES and Family of Youth surveys are collected in Queensland as an annual snapshot, with services offering and collecting the survey over a six-week period from 4 March to 14 April 2019.

Completing either of the experience surveys is voluntary and all responses are anonymous. No identifying information is requested or recorded, and reply-paid envelopes are provided with every survey to preserve confidentiality of responses.

Surveys are offered to consumers, parents, families, carers or guardians during a face to face interaction with HHS staff during the collection period. Surveys may be offered by consumer and carer workers, peer support workers, administrative and clinical staff, depending on local processes. Offering the survey in this way has been found to yield the best response rates and provides an opportunity for surveyors to clarify any queries or concerns about completion of the survey and to provide assistance if required.

Survey results are aggregated into reports provided to HHSs for review, communication to stakeholders and planning quality improvement initiatives. To protect anonymity, services must receive ten or more completed surveys to receive detailed reports. Reports are available at both the team level and across the entire mental health service.

About the survey questionnaires

Your Experience of Service

The YES questionnaire was developed nationally after extensive consultation with consumers and consumer groups, and has been implemented across four states (Queensland, Victoria, New South Wales and South Australia) with a view to nationwide implementation. The YES questionnaire was finalised in 2014 and has been used in Queensland since 2015. It asks consumers whether they felt respected, their individuality was valued, they felt safe, they were actively supported to participate in their treatment and care, they were provided information and support, and to what degree the service made a difference to their lives.

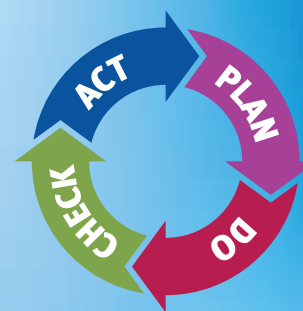
Family of Youth

The Family of Youth questionnaire has been offered in Queensland since 2010. The survey was developed in the United States under the auspices of the Mental Health Statistics Improvement Program and the National Research Institute of the National Association of State and Mental Health Program Directors. The questionnaire is offered to parents, carers and guardians of children and young people accessing mental health services to measure their perceptions of the care provided. The instrument asks about their overall satisfaction with the service, how involved they felt in their child's care, whether their individuality was valued, whether they were treated with respect, whether services were accessible and appropriate, and whether their child's outcomes had improved.

Carer Experience Survey

In 2017 the Carer Experience Survey (CES) questionnaire was piloted in six Hospital and Health Services across Queensland. The CES broadens the scope of the program to assist services to better understand the experiences of family and friends of adults and older people accessing Queensland's public mental health services.

Full implementation of the CES commenced in January 2019 and the survey is offered on a continuous basis throughout the year. A statewide report for the CES will be published separately.



Who is offered a survey?

All people aged 13 and over who stay in an admitted patient or community bed-based facility overnight or longer.

People aged 13 and over who access community services and attend at least one appointment in person during the collection period.

Parents, families and carers of all young people who stay in an admitted patient facility for one night or longer during the collection period.

Parents, families and carers of young people who access community services and attend at least one appointment in person during the collection period.

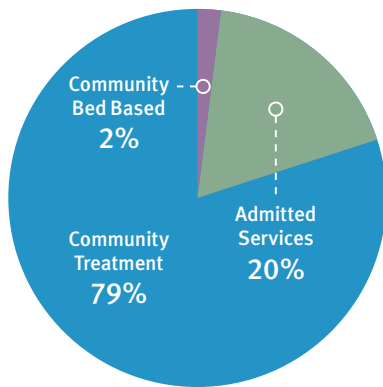
Ideally, every consumer aged 13 and over who has contact with their mental health service during the collection period will be offered a survey. There will be exceptions however, for example if consumers are unwell or if offering the survey is likely to cause distress.

Participation

All 16 HHSs providing public mental health services participate in the YES initiative annually. For the 2019 collection, one service received less than ten survey returns and has been excluded from this report. Results for this service have been included in the statewide dataset for analysis

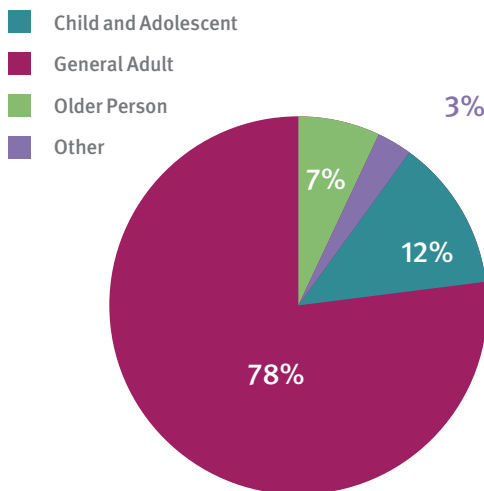
Your Experience of Service

In 2019 there were 20,429 consumers across Queensland who received care from a public mental health service during the collection period with most consumers accessing community mental health services.



- Community Treatment
- Admitted Services
- Community Bed Based

The majority of in-scope consumers were accessing general adult mental health services. 12 per cent were accessing services primarily targeted for children and adolescents, and a further seven per cent of in-scope consumers were accessing services primarily targeted for older persons.



- Child and Adolescent
- General Adult
- Older Person
- Other

Mental Health Service Settings

Community Treatment Services

A range of assessment and treatment services provided by specialist multidisciplinary teams to support individuals in the community.

Admitted Services

Hospital bed-based care and treatment for individuals in a safe environment delivered through inpatient units, secure mental health rehabilitation units and extended care services. This type of care is provided to individuals who are experiencing an episode of mental illness not able to be managed in a less restrictive setting, such as community treatment or community bed based services.

Community Bed Based Services

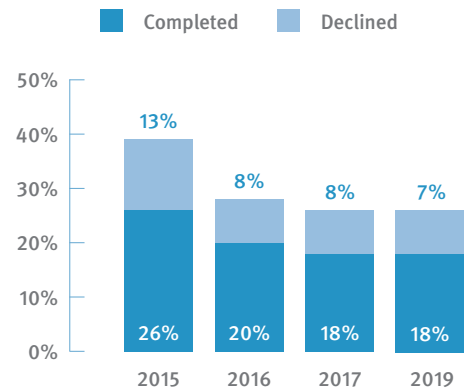
Short and medium to long-term recovery-oriented treatment for individuals delivered in the least-restrictive environment in the community as close to home and community as possible.

The 2018 collection was rescheduled from the end of 2018 to the beginning of 2019, therefore there is no data available for the 2018 calendar year.

In 2019, 3,474 YES questionnaires were completed and returned to MHAODB, representing 18 per cent of people in scope to be offered a survey. An additional 1,368 surveys (7 per cent) were returned indicating that a survey had been offered to the consumer but they chose not to complete it. This is indicated by a checkbox with the text “No thanks, I don’t want to complete this questionnaire”.

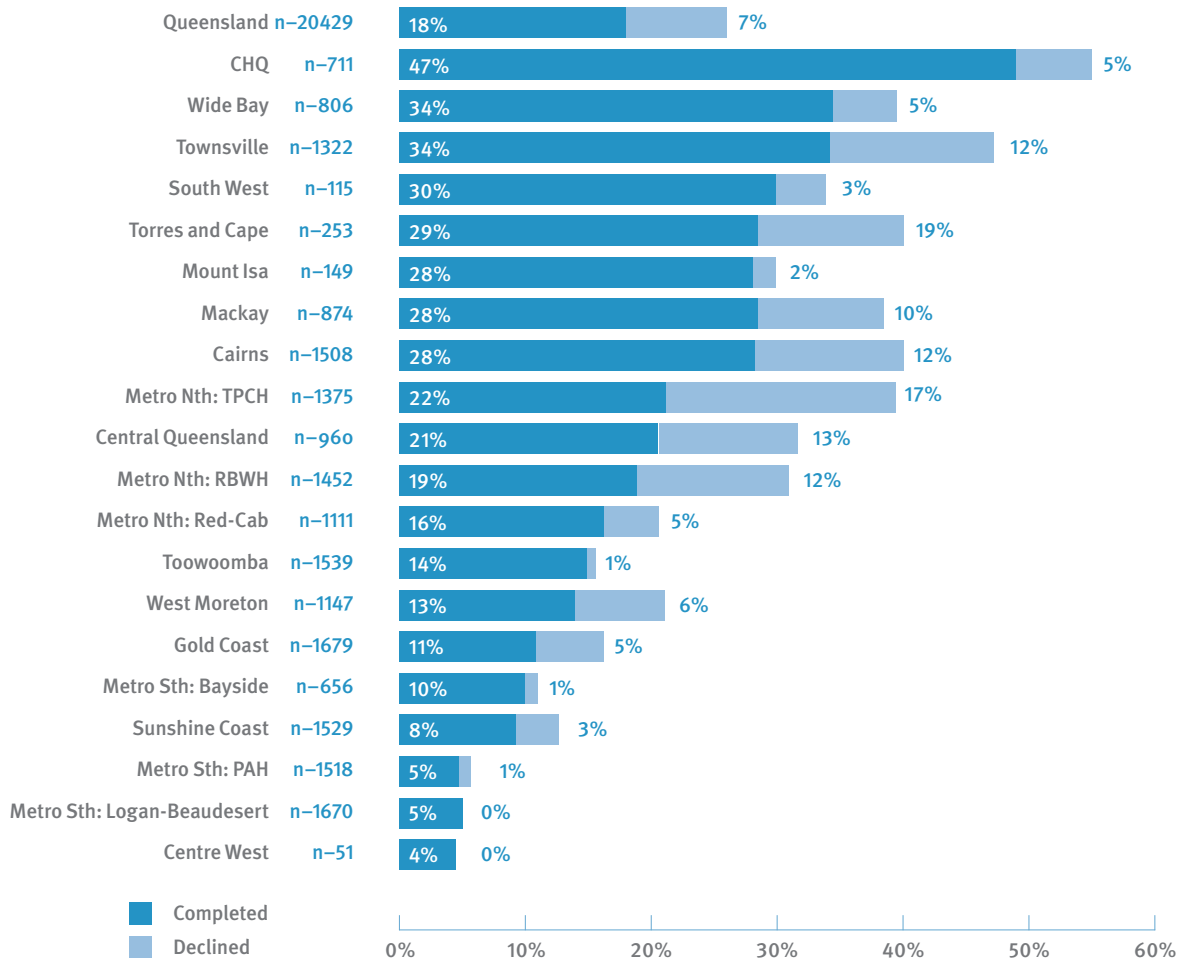
Comparison of data over the past four years demonstrates a decline in the proportion of completed surveys returned from 2015 to 2017, which stabilised in 2019. Cairns and Hinterland, Gold Coast, Mackay, Metro North (The Prince Charles Hospital), South West, Torres and Cape and Wide Bay HHSs all increased their survey completion rates between 2017 and 2019.

The following figure illustrates the range of survey return rates by Mental Health Service Organisations (MHSO) across Queensland.



Two HHSs have more than one MHSO. See Appendix One for a list of HHS and their corresponding MHSOs.

While the Statewide average was a survey completion rate of 18 per cent, the range across the state varied from 47 per cent in Children’s Health Queensland through to 4 per cent in Central West HHS. The number of consumers in scope to be offered a survey is indicated by ‘n’.



Family of Youth

Participation rates for the Family of Youth questionnaire should be viewed with some caution. While there is some ability to calculate who is in-scope, this is an imperfect measure as services are encouraged to offer the survey to as many parents, families, carers and guardians as possible. While family members who participate in a provision of service are technically counted as 'in-scope', services are encouraged to offer the survey more broadly to include those who may be waiting for children or young people who are meeting with their clinical team.

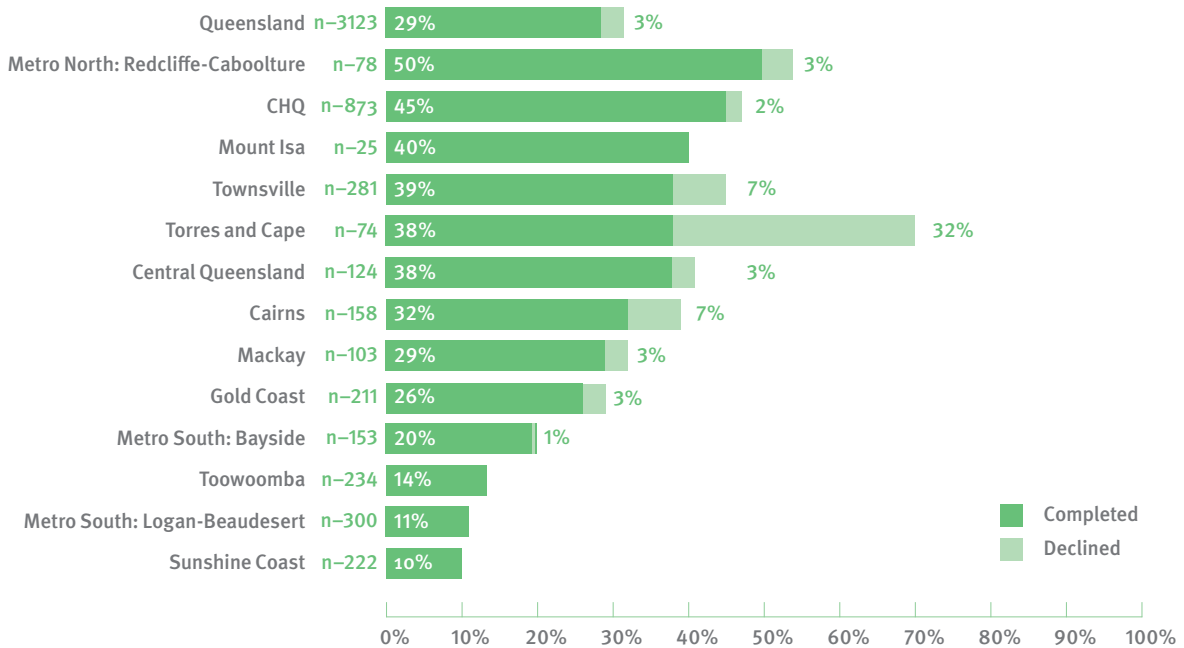
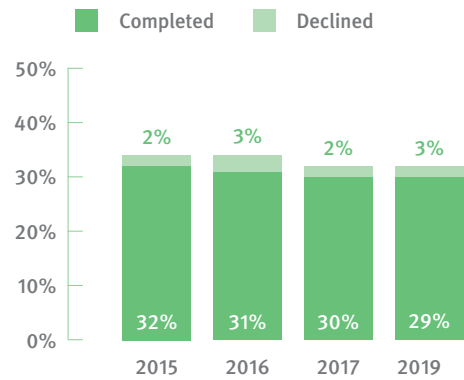
In 2019, 3123 parents, families, or guardians were considered in-scope to be offered a Family of Youth questionnaire. Of these, 906 (29%) were returned, and another 92 (3 per cent) were returned indicating that the family member did not wish to complete the survey.

Participation rates over the past four collections have remained reasonably stable over this time.

The Prince Charles and Princess Alexandra Hospitals do not provide child and adolescent mental health services and are therefore excluded from the list below. In addition, services which

received less than ten completed surveys have also been excluded (Central West, South West, the Royal Brisbane and Women's Hospital, West Moreton and Wide Bay).

The survey completion rate across Queensland was 29 per cent in 2019. The range across the state varied from a high of 50 per cent in Redcliffe-Caboolture to 10 per cent in the Sunshine Coast mental health service.





Who Completed a Survey

YES

It is important to look at which consumers completed a survey to ensure that the results can be considered as representative of the perspectives of all consumers. There are some variations between the proportions of groups responding to the survey compared to those who were in-scope. Rounding to the nearest whole number means that totals may add up to more than 100.

The following groups appear to be over-represented in the sample of respondents:

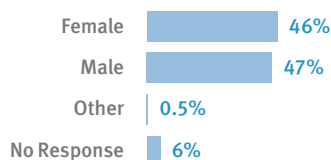
- ▶ 0.5 per cent of respondents have nominated 'Other' as their gender, compared with 0.1 per cent of all in-scope consumers
- ▶ Consumers whose first language is one other than English make up 4 per cent of respondents but 2 per cent of in-scope consumers
- ▶ 17 per cent of respondents indicated they were under 18 years of age, compared with 13 per cent of in-scope consumers

The following groups of people appear to be under-represented in the sample of respondents:

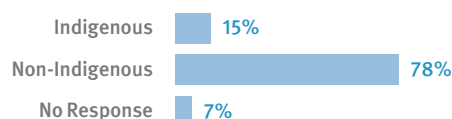
- ▶ 47 per cent of respondents stated they were male, compared with 53 per cent of in-scope consumers
- ▶ 15 per cent of respondents indicated they were 25-34 years, compared with 19 per cent of in-scope consumers
- ▶ 17 per cent of respondents indicated they were 35-44 years, compared with 20 per cent of in-scope consumers
- ▶ 45 per cent of respondents identified as voluntary consumers, compared with 50 per cent of in-scope consumers
- ▶ 33 per cent of respondents identified as involuntary consumers, compared with 50 per cent of in-scope consumers

Respondents did not always complete one or all of the demographic questions which impacts the ability to accurately determine which groups are over or under-represented.

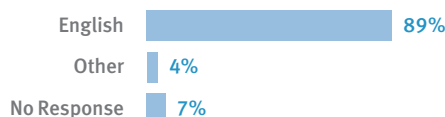
Gender



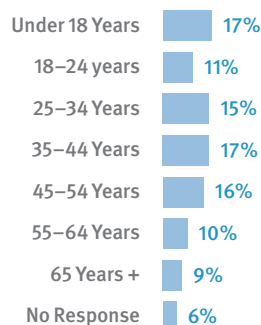
Indigenous Status



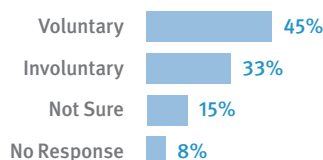
Language



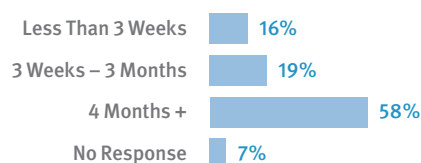
Age Group



Legal Status



Length of Contact with Service

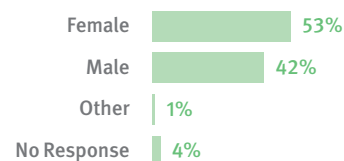


Family of Youth

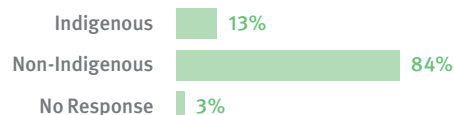
Typically, less information is captured and stored in information systems about the parents, families and carers of children and young people. It is therefore not always possible to compare characteristics of respondents to a broader population of people in scope for the collection.

The following groups of people provided responses to the Family of Youth survey.

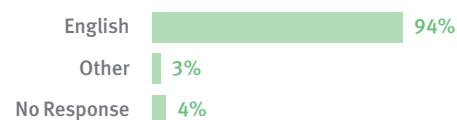
Child's Gender



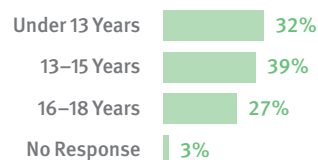
Indigenous Status



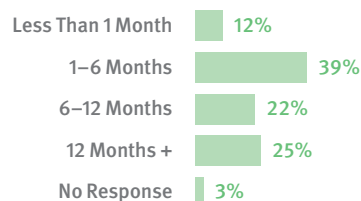
Language



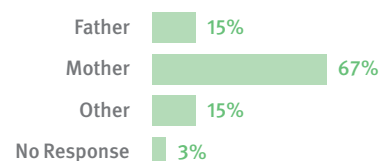
Age Group



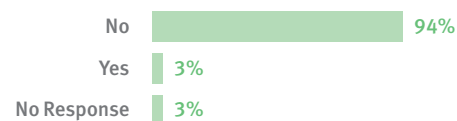
Length of Contact with Service



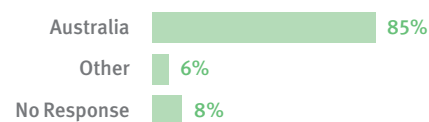
Relationship to Child



South Sea Islander Ancestry



Country of Birth



What Consumers Said About Their Experiences

Overall how would you rate your experience of care with this service in the last 3 months?

The majority of respondents reported their experience of care as Excellent or Very Good in 2019 (70 per cent). This is consistent with previous years.

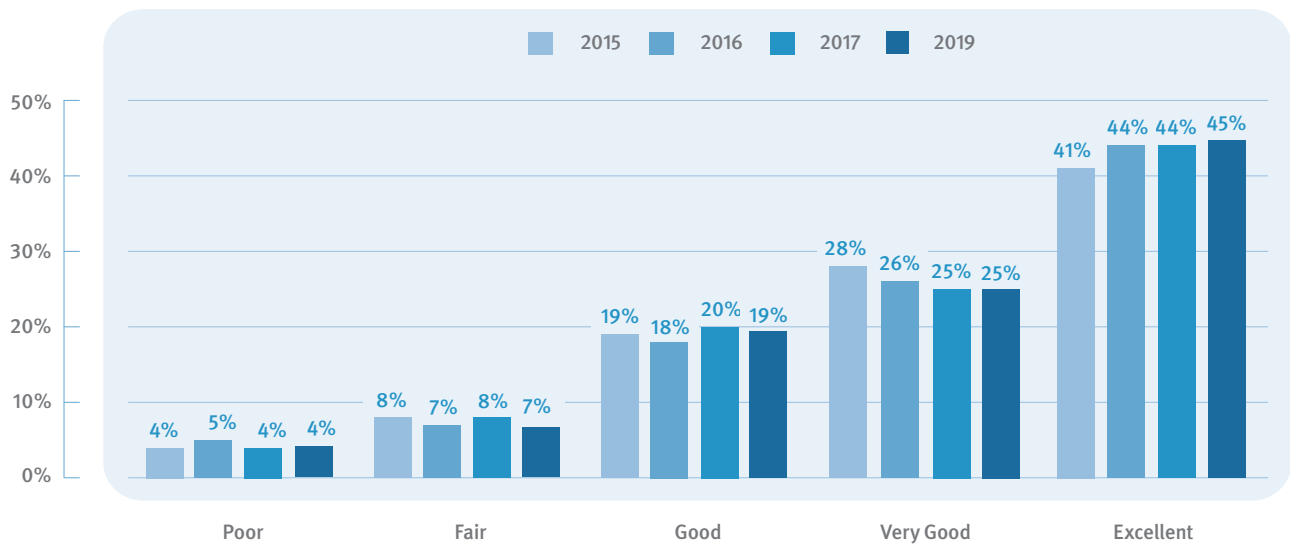


FIG 9 NB The 2018 collection was rescheduled from the end of 2018 to the beginning of 2019, therefore there is no data available for the 2018 calendar year.

Experience and Impact Scores

An overall experience score out of 100 has been calculated based on responses to questions 1 to 22 of the YES survey. These questions ask whether consumers felt respected, their individuality was valued, they felt safe, they were supported to participate in their treatment and care and they were provided information and support. For brevity, this has been termed 'experience' below.

An impact score out of 100 has been calculated based on questions that relate to the effect the service had on the consumer's hopefulness for the future (Q23), ability to manage their day to day life (Q24), overall well-being (Q25) and their experience of care with the service in the last three months (Q26). For brevity, this has been termed 'impact' below.

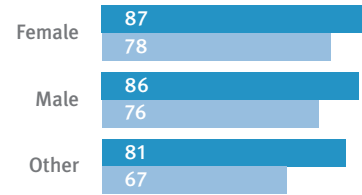
For both measures, higher scores indicate a better experience or impact as perceived by the survey respondent.

Significance Testing

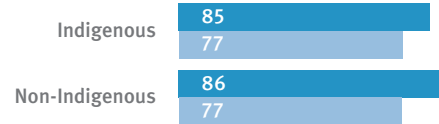
Comparison of experience and impact scores between groups of people demonstrates that:

- There is no significant difference in the experience and impact scores between males and females; results for consumers who have indicated that they do not identify as male or female are presented, however the number of responses is too small to test for significance.
- There was no significant difference between scores for Non-Indigenous consumers and Indigenous consumers.
- There were no significant differences in scores between age groups.
- Voluntary consumers report a higher experience and impact score than Involuntary consumers.
- Consumers in contact with the service less over four months report a higher experience score.
- Impact scores increase with the length of contact with the service; the difference in scores in these categories are statistically significant.

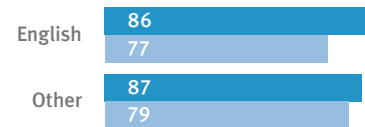
Gender



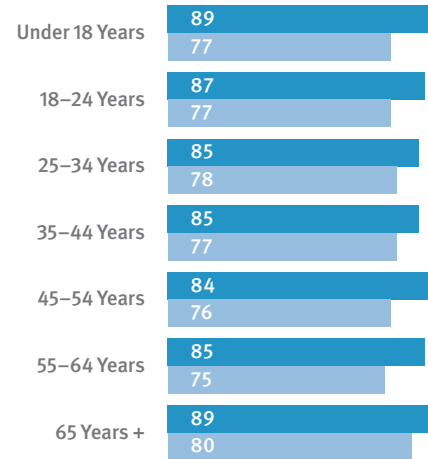
Indigenous Status



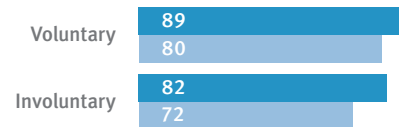
Language



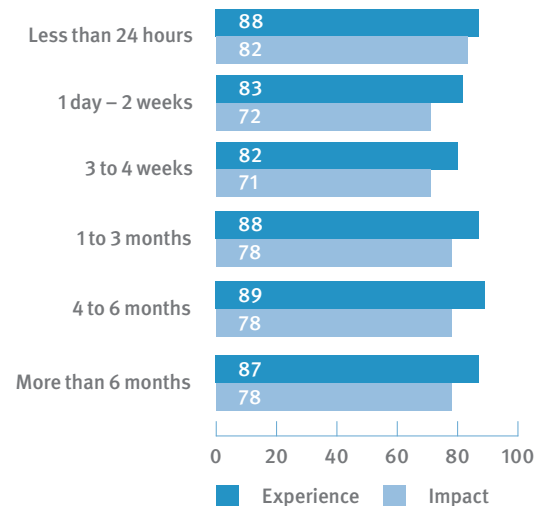
Age Group



Legal Status



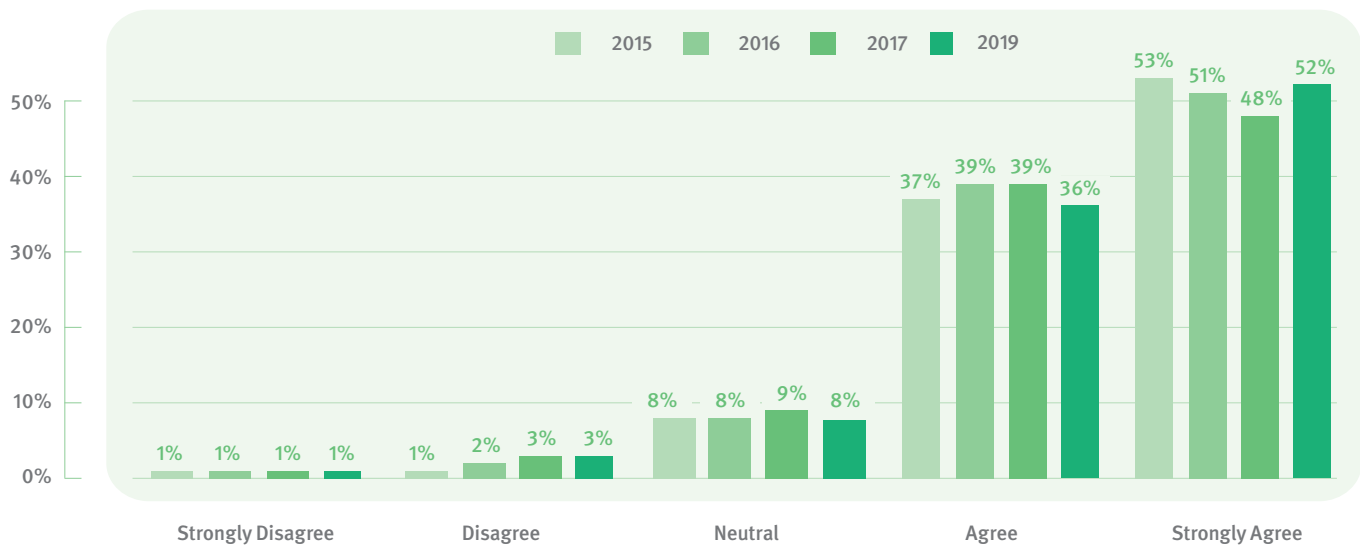
Length of Contact with Service



What Parents, Carers and Families Said About Their Experiences

Overall, I am satisfied with the treatment my child receives

In 2019, 88 per cent of respondents agreed or strongly agreed with the statement *Overall, I am satisfied with the treatment my child receives*. This has increased from 87 per cent in the 2017 collection.



Experience and Impact Scores

An overall experience score out of 100 has been calculated based on responses to questions 1 to 15 of the Family of Youth survey. These questions ask parents, families and carers about their overall satisfaction with the service, how involved they felt in their child's care, whether their individuality was valued, whether they were treated with respect and whether services were accessible and appropriate. For brevity, this has been termed 'experience' below.

An impact score out of 100 has been calculated based on seven questions which measures the impact of the service on the child or adolescent's recovery. Questions relate to the young person's ability to manage daily life (Q16), how they get along with family members (Q17) and friends (Q18), how they are doing in school (Q19) and their ability to cope (Q20). Remaining questions ask the parent, family member or carer about their satisfaction with daily life (Q21) and whether their child feels better overall (Q22). For brevity, this has been termed 'impact' below.

For both measures, higher scores indicate a better experience or impact as perceived by the survey respondent.

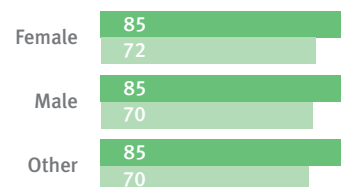
Significance Testing

Fewer Family of Youth surveys are returned overall, which means that the number of people in some categories is too small to complete significance testing. This includes young people whose gender is identified as being neither male nor female, and the number of people indicating that their primary language was one other than English.

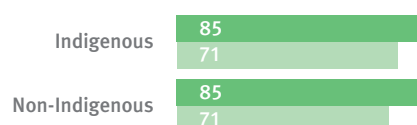
Of those groups which had sufficient returns to complete tests of significance, few differences were found:

- Surveys completed by the child's mother report a higher experience score than those completed by the child's father.
- Parents and families who had contact with the service for less than one month reported significantly lower impacts compared to those accessing the service for longer periods of time.

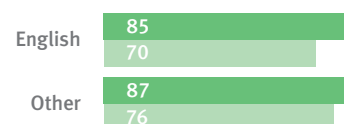
Child's Gender



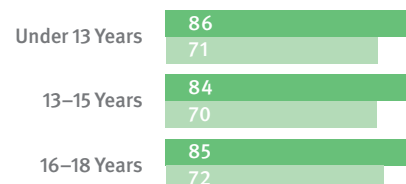
Indigenous Status



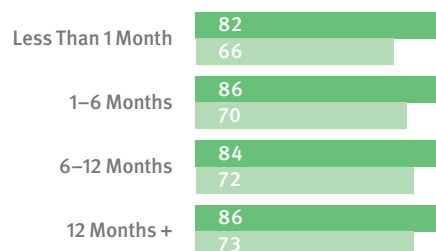
Language



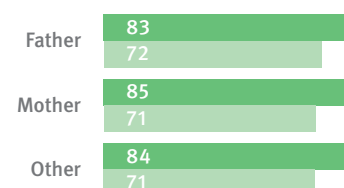
Age Group



Length of Contact with Service



Relationship to Child



■ Experience ■ Impact

Comparison of Hospital and Health Services

Domains

Your Experience of Service

The YES survey has been designed so that questions of a similar nature or theme can be grouped into domains and a score calculated for each. YES domains are described below.

Making a Difference	Describes how the service contributed to outcomes for individuals. It includes social and emotional wellbeing and physical health.
Ensuring Safety and Fairness	Describes how services provide individuals with a physically and emotionally safe environment.
Showing Respect	Describes how the service provides individuals with a welcoming environment where they are recognised, valued and treated with dignity.
Supporting Active Participation	Describes how the service provides opportunities for engagement, choice and involvement in the process of service delivery.
Providing Information and Support	Describes how the service works for individuals. It includes resources such as written information, a care plan, and access to peer support.
Valuing Individuality	Describes how the service meets individuals' needs. It includes sensitivity to culture, gender and faith and the importance of personal values and beliefs.

Comparison of mental health services with statewide domain averages highlight services that vary significantly from the statewide average. In particular Children's Health Queensland, Mackay and South West perform above average across most domains.

Mental Health Service	Making a Difference	Safety	Respect	Participation	Information and Support	Individuality
Cairns	●	●	●	●	●	●
Central Qld	●	●	●	●	●	●
CHQ	●	●	●	●	●	●
Gold Coast	●	●	●	●	●	●
Mackay	●	●	●	●	●	●
Metro North: RBWH	●	●	●	●	●	●
Metro North: Redcliffe-Caboolture	●	●	●	●	●	●
Metro North: TPCB	●	●	●	●	●	●
Metro South: Bayside	●	●	●	●	●	●
Metro South: Logan-Beaudesert	●	●	●	●	●	●
Metro South: PAH	●	●	●	●	●	●
Mount Isa	●	●	●	●	●	●
South West – not significance tested	●	●	●	●	●	●
Sunshine Coast	●	●	●	●	●	●
Toowoomba	●	●	●	●	●	●
Torres and Cape	●	●	●	●	●	●
Townsville	●	●	●	●	●	●
West Moreton	●	●	●	●	●	●
Wide Bay	●	●	●	●	●	●

- Average domain score is not significantly higher or lower than the statewide domain score
- Average domain score is significantly higher than the statewide domain score
- Average domain score is significantly lower than the statewide domain score
- Not enough responses for a valid statistical test – <30 surveys

Caution should be exercised when interpreting results. Smaller HHSs may provide mental health treatment in community settings only or HHSs may receive a larger proportion of responses by people accessing admitted patient settings. For example, West Moreton perform below the statewide average across all domains noting that they received the highest proportion of responses from people in an admitted patient setting (71 per cent). Consumers generally rate their experience differently depending on where they are being treated which can impact the overall rating for a service.

Family of Youth

Satisfaction with Service	Describes general satisfaction with the treatment received by the young person.
Accessibility of Service	Describes how services meet the needs of parents, families and carers in terms of location and appointment times.
Appropriateness of Care	Describes how the service provides treatment which is right for the young person and their family.
Needs Were Met	Describes how the service provides sufficient support to both the young person and family members.
Involvement in Care	Describes how the service includes parents and families in choosing and being involved in treatment services and goals.
Respect and Safety	Describes how the service respects and accommodates the uniqueness of young people and their families.
Outcomes of Care	Describes how the service contributed to outcomes for individuals.

Comparison between services has only been done where a minimum of 30 completed Family of Youth surveys were received, therefore a number of **HHSs** who offered the survey to families, parents and carers have been excluded from the list below.

Mental Health Service	Satisfaction with Service	Accessibility of Service	Appropriateness of Care	Needs Were Met	Involvement of Care	Respect and Safety	Outcomes of Care
Cairns	●	●	●	●	●	●	●
Central Qld	●	●	●	●	●	●	●
CHQ	●	●	●	●	●	●	●
Mackay	●	●	○	●	●	●	●
Metro North: Red-Cab	●	●	●	●	●	●	●
Sunshine Coast	●	●	●	●	●	●	●
Toowoomba	●	●	●	●	●	●	●
Townsville	●	●	●	●	●	●	●

There was little variation between the experiences of respondents to the Family of Youth survey across the state, with the exception of Metro North (Redcliffe-Caboolture) which scored significantly above the statewide average on four of the seven survey domains, and Cairns which scored significantly higher on the domain 'Outcomes of Care'.

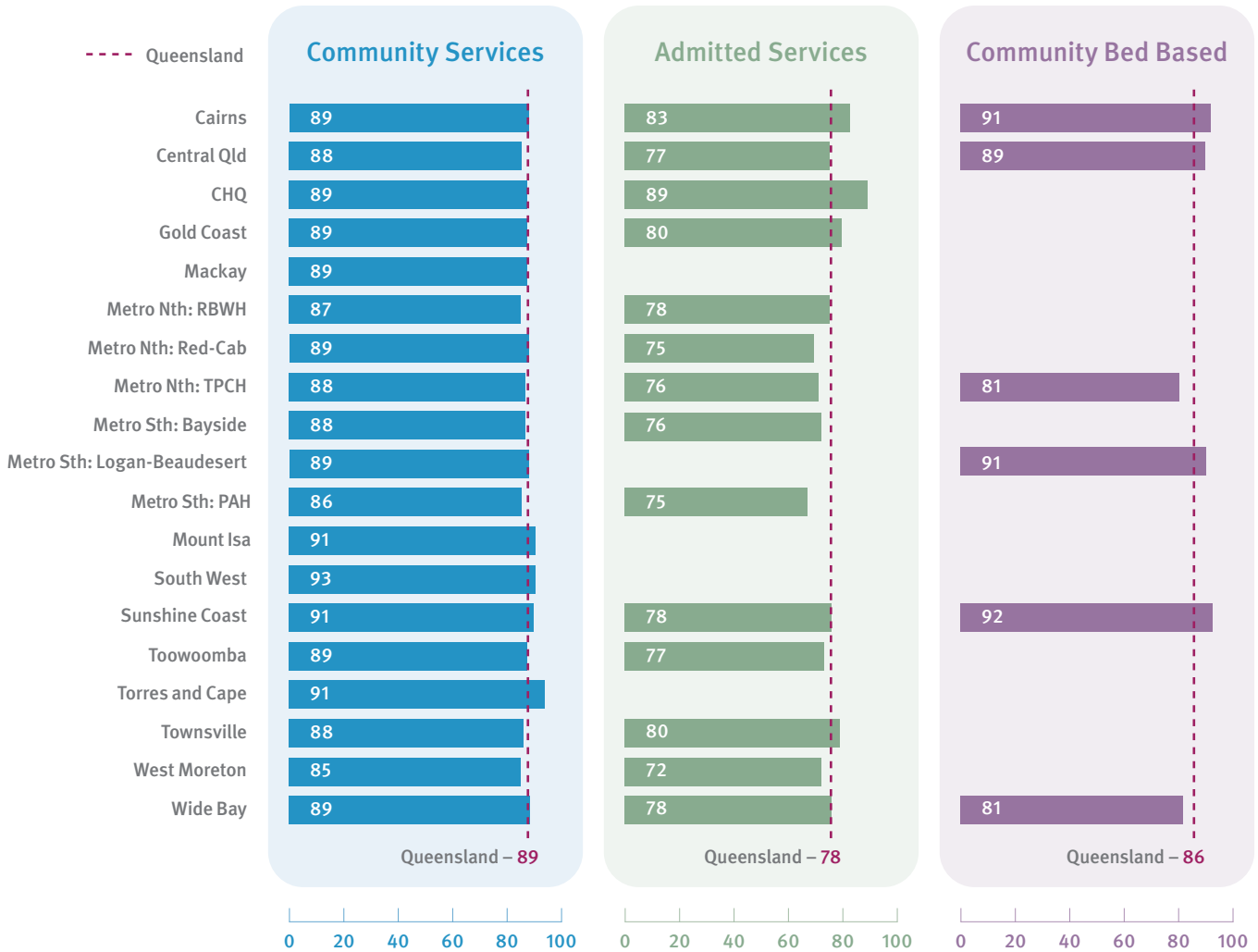
- Average domain score is not significantly higher or lower than the statewide domain score
- Average domain score is significantly higher than the statewide domain score
- Average domain score is significantly lower than the statewide domain score
- Not enough responses for a valid statistical test – <30 surveys

Experience Scores

Your Experience of Service

An overall experience score out of 100 has been calculated based on responses to questions 1–22 of the YES survey. Questions 23–26 ask about the impact the service has had on the consumer, and are therefore excluded from the calculation of an experience score. Dashed lines indicate the statewide average.

The following figures illustrate the experience score for each mental health service by service setting. Scores in admitted settings show a greater variation of consumer experience than in either community or community bed based settings.



Not all HHSs provide services in all settings: Children’s Health Queensland and Gold Coast HHSs provide admitted and community services, while Mount Isa, South West and Torres & Cape HHSs provide services in the community only. In addition, services which received less than 10 completed surveys have been excluded.

Family of Youth

An overall experience score out of 100 has been calculated based on responses to questions 1–15 of the Family of Youth survey. Questions 16–22 ask about the impact the service has had on the consumer, and are therefore excluded from the calculation of an experience score.

The following figures illustrate the experience score for each mental health service organisation. These scores are inclusive of community and inpatient settings. Where services have reported to receive less than ten completed surveys, they have been excluded.



Spotlight

Monitoring consumer and carer experiences of service has been a long-term goal of the National Mental Health Strategy. A performance indicator of the Fifth National Mental Health and Suicide Prevention plan measures the proportion of consumers and carers with a positive experience of service. The figures below display the percentage of consumers reporting a positive experience*.

Proportion of surveys with positive experience by setting

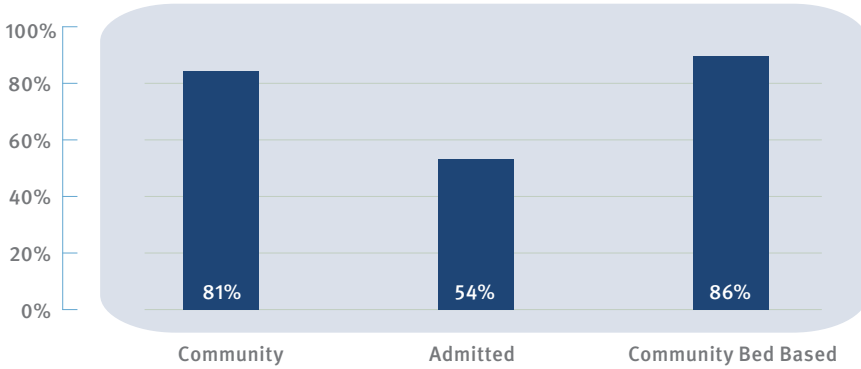
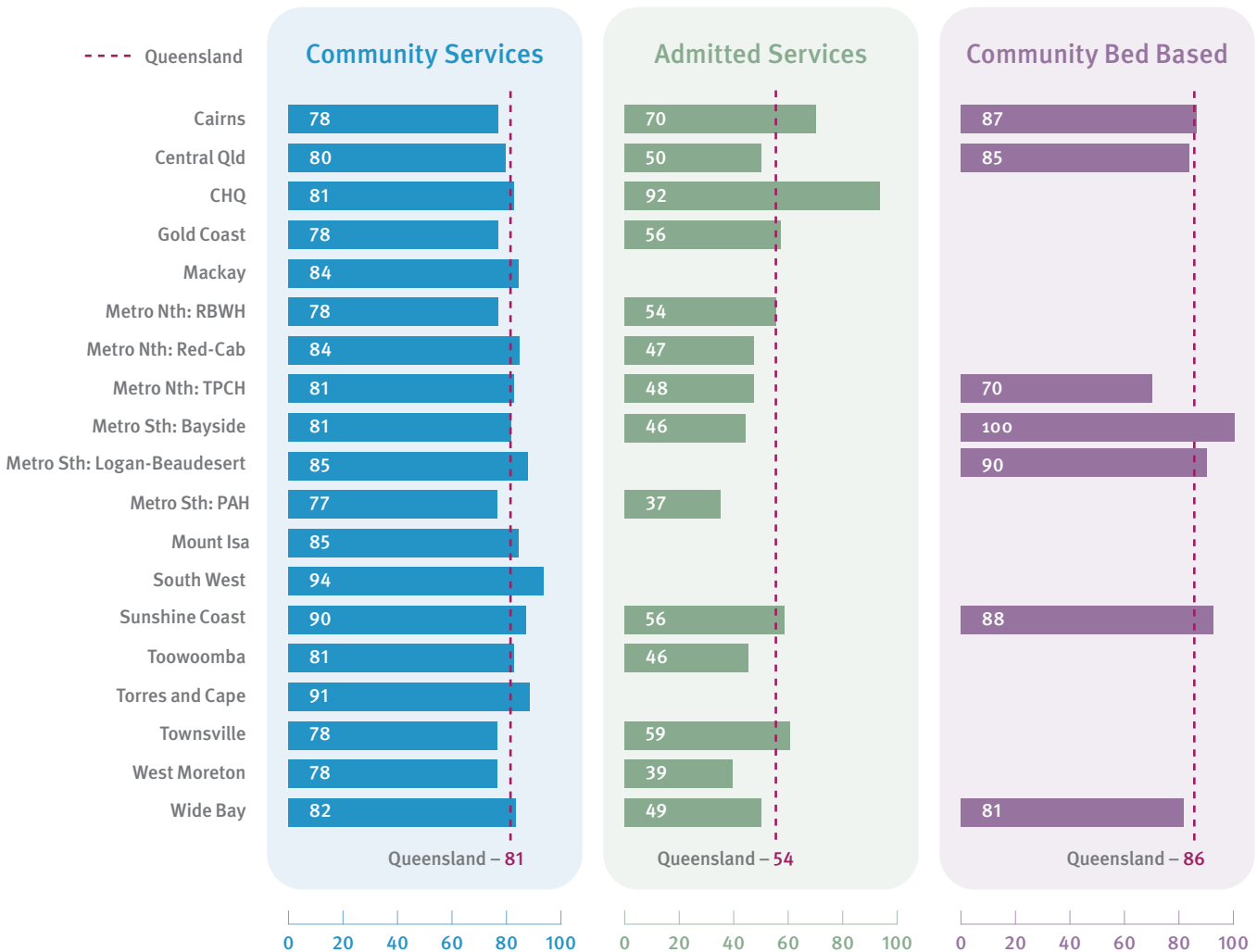


FIG 17 *Experience of service score for each respondent is equal to the average of survey questions 1–22 multiplied by 20. An experience of service score of 80 and above (out of 100) indicates a positive experience..

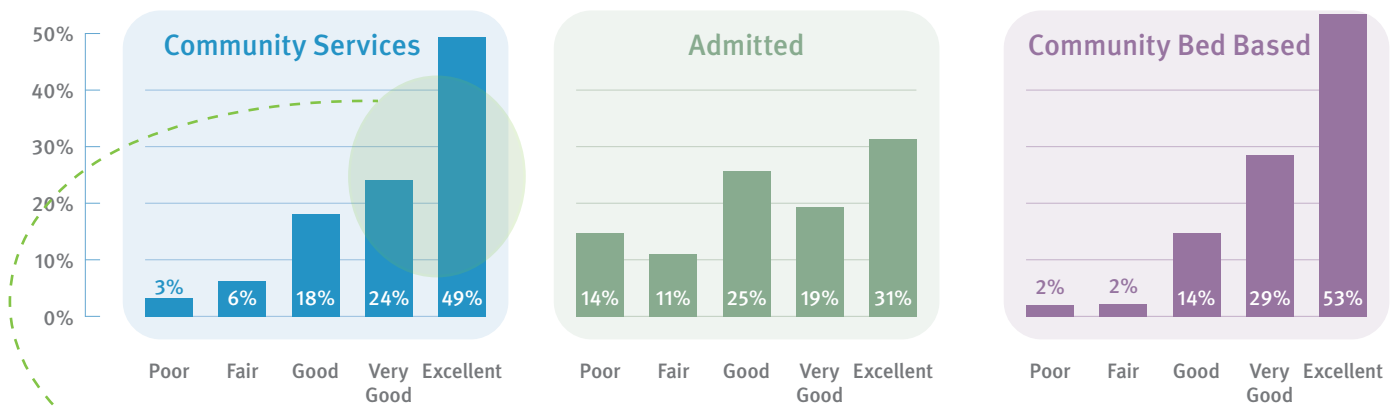


Question 21 Development of a care plan

Care planning is an essential part of health care. Consumers and clinical staff work together to develop care plans which articulate the goals, preferences and treatment priorities of consumers, carers and their families.

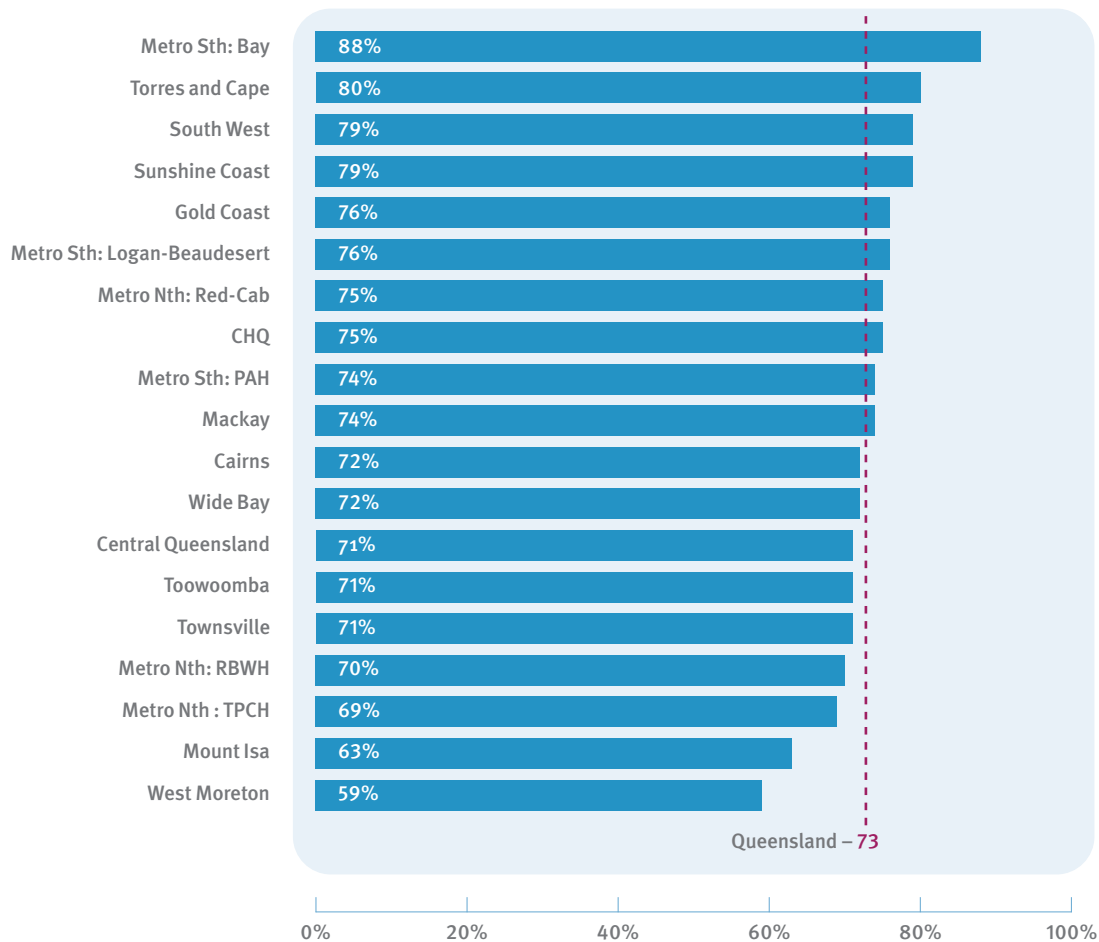
The YES survey asks how well services developed a care plan with the consumer which considered all their needs (such as health, living situation, age, etc.)

Responses from consumers in the three service settings responded in different ways.



A further exploration of the proportion of survey respondents in community settings selecting 'Very Good' or 'Excellent' for Question 21 by mental health service demonstrates variation across the state.

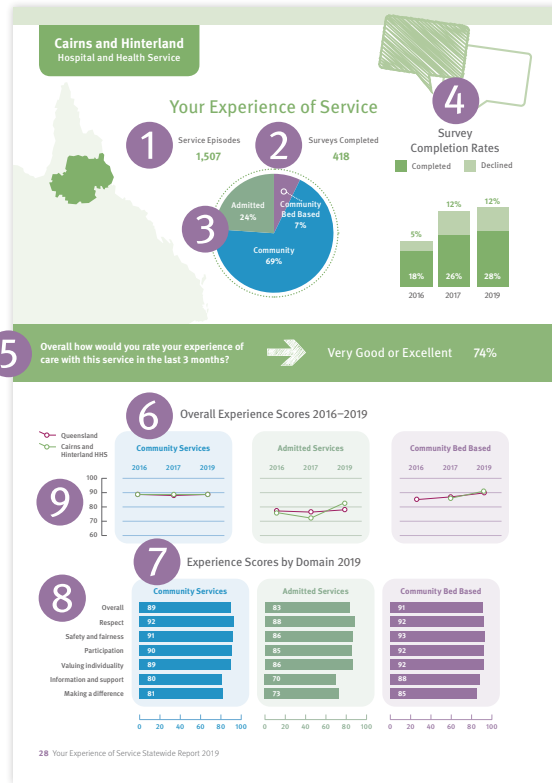
Proportion of responses to Q21 from people in community settings which were 'Very Good' or 'Excellent'



Summary Reports for each HHS

Summary reports show results for YES and Family of Youth surveys for individual Hospital and Health Services. Detailed data for each team is provided to HHSs for planning and implementing local quality improvement initiatives.

How to read these reports:



1. Service Episodes

For the YES survey, the number of service episodes during the collection period where consumers aged 13 years and over had at least one face to face interaction with a community team, or an overnight stay in an admitted patient or community bed based facility were in scope to be offered a survey.

2. Surveys Completed

The number of surveys completed by consumers and returned to the Mental Health Alcohol and Other Drugs Branch for analysis. It excludes surveys where the consumer has declined the option to complete the survey.

3. Surveys Returned

A percentage showing the proportion of surveys returned for each setting.

4. Completion Rates

The number of completed and declined surveys as a proportion of people in scope, over three years

5. Good Experience Percentage

The percentage of all responses for this question where Very good or Excellent was selected.

6. Experience Scores

An overall experience score out of 100 has been calculated based on responses to questions 1 to 22 of the YES survey. Results have been presented for the current collection by mental health service setting over the past three years is provided along with the statewide trend for comparative purposes.

7. Mental Health Service Settings

Consumers accessing different types of services often answer the same questions differently. Results have been presented by mental health service setting to highlight these differences. Note that not all HHSs provide all three service types.

Community Services

A range of assessment and treatment services provided by specialist multidisciplinary teams to support individuals in the community.

Admitted Services

Hospital bed-based care and treatment for individuals in a safe environment delivered through inpatient units, secure mental health rehabilitation units and extended care services. This type of care is provided to individuals who are experiencing an episode of mental illness not able to be managed in a less restrictive setting, such as community treatment or community bed based services.

Community Bed Based Services

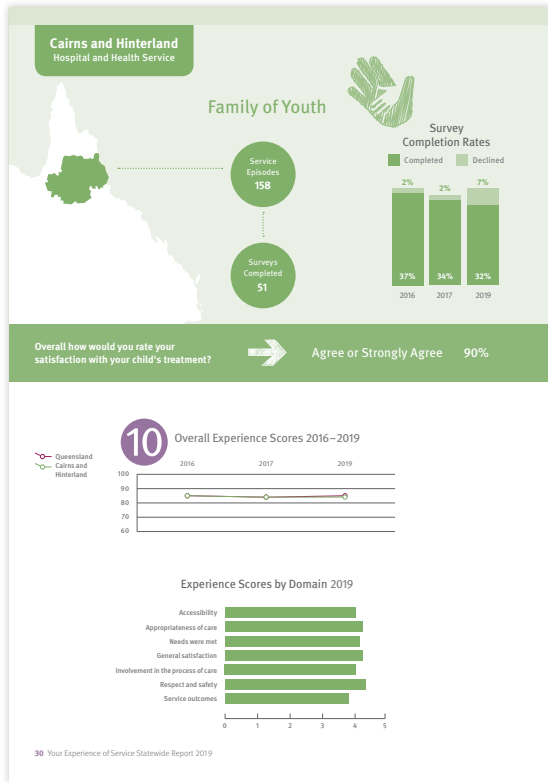
Short and medium to long-term recovery-oriented treatment for individuals delivered in the least-restrictive environment in the community as close to home and community as possible.

8. Domain Scores

The YES survey has been designed so that questions of a similar nature or theme can be grouped into domains and a score out of 100 calculated for each. These ask whether consumers felt respected, their individuality was valued, they felt safe, they were supported to participate in their treatment and care, they were provided information and support and whether the service made a difference to their well-being. See Appendices 2 and 3 for a list of questions belonging to each domain.

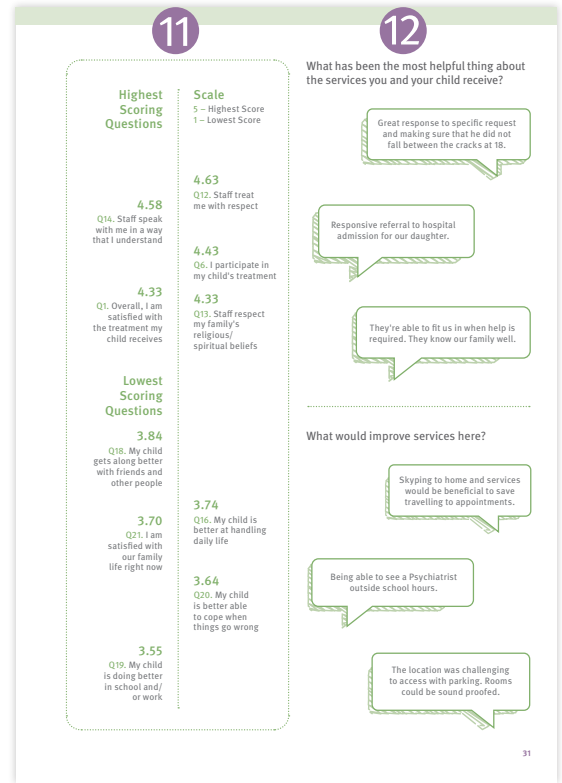
9. Data Omission

Data has been omitted where less than ten completed surveys were returned.



10. Mental Health Service Settings

Due to the small number of responses from parents, families and carers for young people in admitted patient settings, results for teams in community and in admitted settings have been combined.



11. Question Score Ranking

Five highest and lowest scoring questions for the HHS.

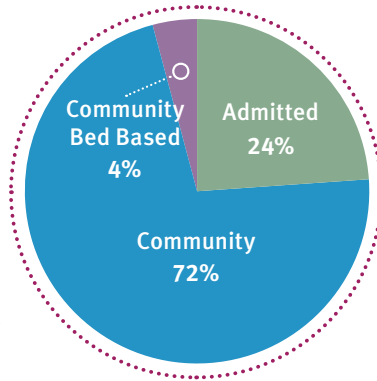
12. Consumer Comments

Comments from consumers, parents, families and carers across the HHS.



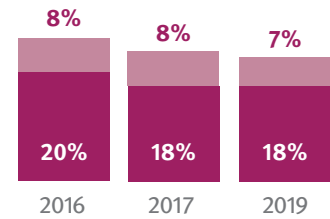
Your Experience of Service

Service Episodes **20,427** Surveys Completed **3,747**



Survey Completion Rates

Completed Declined



Overall how would you rate your experience of care with this service in the last 3 months?



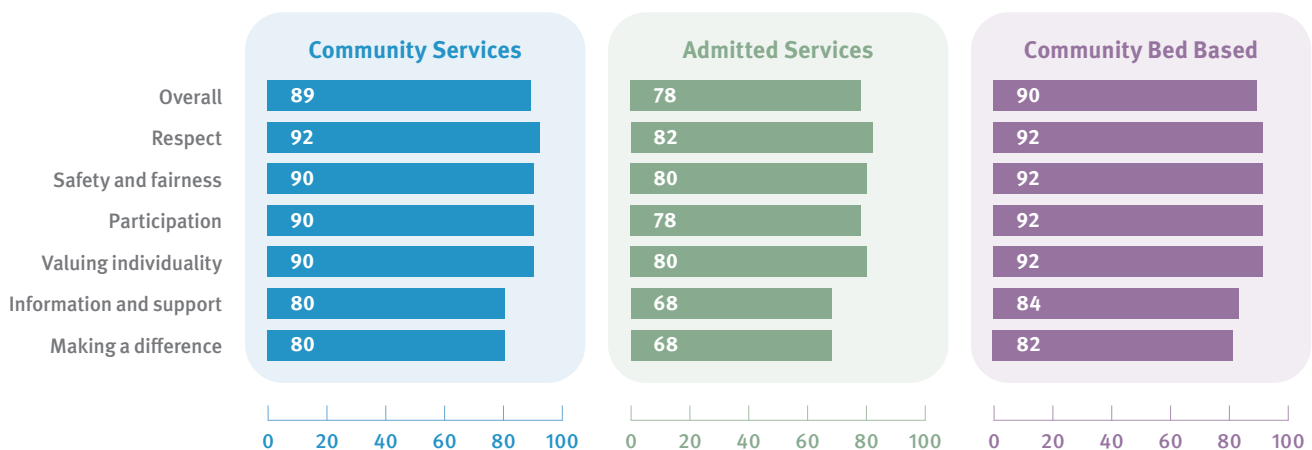
Very Good or Excellent **70%**

Overall Experience Scores 2016–2019

Queensland Scores



Experience Scores by Domain 2019



Highest Scoring Questions

4.54
Q2. Staff showed respect for how you were feeling

4.53
Q4. Your privacy was respected

Lowest Scoring Questions

3.84
Q19. Explanation of your rights and responsibilities

3.80
Q25. The effect the service had on your overall well-being

3.77
Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.59
Q6. Your individuality and values were respected

4.54
Q1. You felt welcome at this service

4.53
Q10. Your opinions about the involvement of family or friends in your care were respected

3.84
Q20. Access to peer support

3.78
Q23. The effect the service had on your hopefulness for the future

The best things about this service were...

This medicine has worked. I can get on with my life. I only have to come up to the hospital every 12 weeks.

I have grown and transformed. I now have a better understanding of life.

The staff are very lovely and helpful, everyone makes you feel safe and welcomed.

My experience would have been better if...

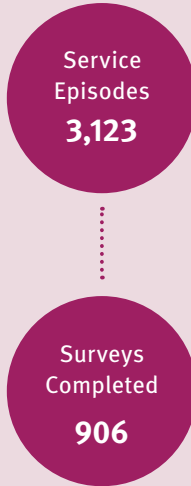
If I fully understood how everything worked. I was never told what times common areas opened or closed up and I wasn't really sure who to talk to about stuff.

Able to access a mental health assessment sheet prior to arrival. This would have allowed more time to consider answers.

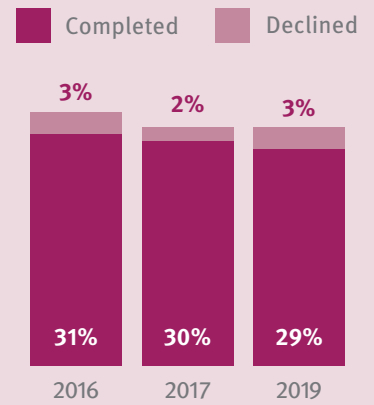
There had been greater receptiveness to what I was saying regarding my medication that wasn't agreeing with me.



Family of Youth



Survey Completion Rates

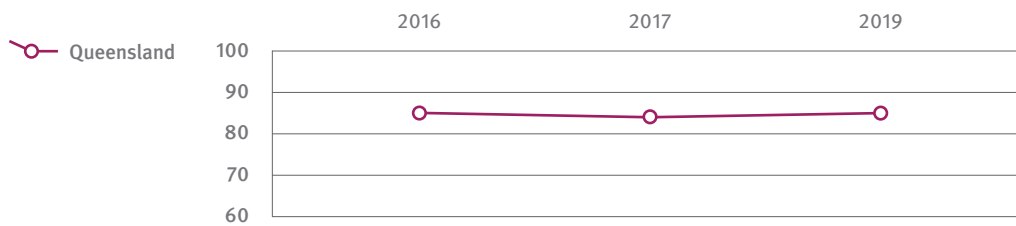


Overall how would you rate your satisfaction with your child's treatment?

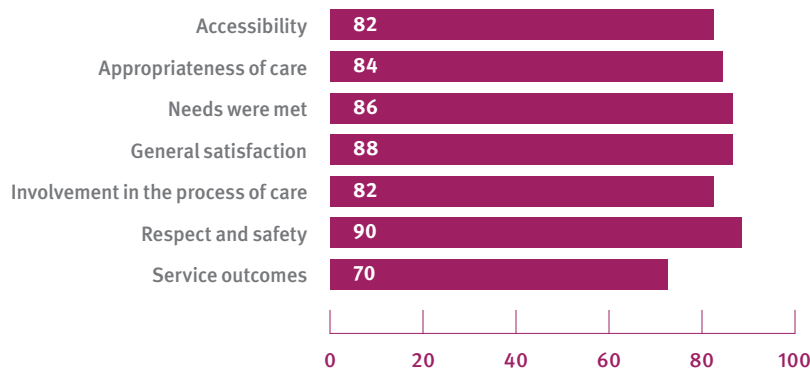


Agree or Strongly Agree **89%**

Overall Experience Scores 2016–2019



Experience Scores by Domain 2019



Highest Scoring Questions

4.63

Q14. Staff speak with me in a way that I understand

4.37

Q1. Overall, I am satisfied with the treatment my child receives

Lowest Scoring Questions

3.68

Q17. My child gets along better with family members

3.45

Q19. My child is doing better in school and/or work

3.32

Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.69

Q12. Staff treat me with respect

4.39

Q13. Staff respect my family's religious/spiritual beliefs

4.22

Q5. I feel my child has someone to talk to when he/she is troubled

3.58

Q22. Overall, my child feels better

3.43

Q20. My child is better able to cope when things go wrong

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

Consistent availability for appointments/hospital visits. Consistent support and willingness to work with other services and people involved with my child's care/treatment.

Being listened to. The diligence of the assessment process undertaken to diagnose the problems and formulate a treatment plan.

Giving me confidence that I can cope with and help when things look a bit crazy.

What would improve services here?

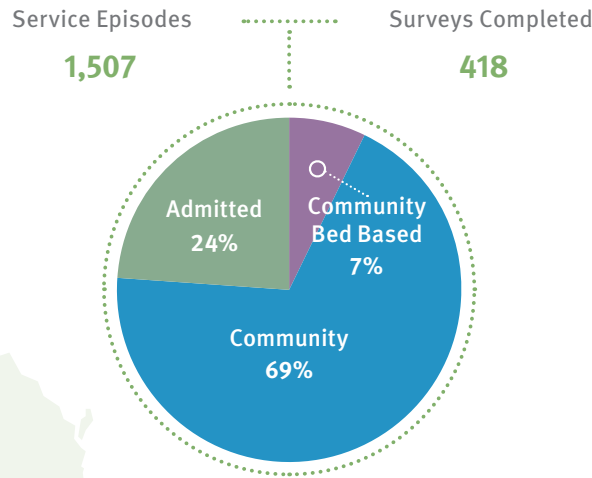
Transition arrangements. Discussion with families regarding quantity of leave/absences. More regular access to the treating Doctor. Flexibility around length of engagement with the Services.

Needs to be more welcoming, open, friendly. Important that staff are approachable. I found there was not sufficient interaction/motivation.

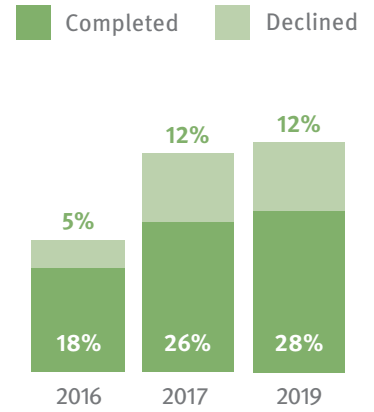
With initial appointments staff need to listen to parents more and consult them before deciding on which services they think the child needs.



Your Experience of Service



Survey Completion Rates



Overall how would you rate your experience of care with this service in the last 3 months?



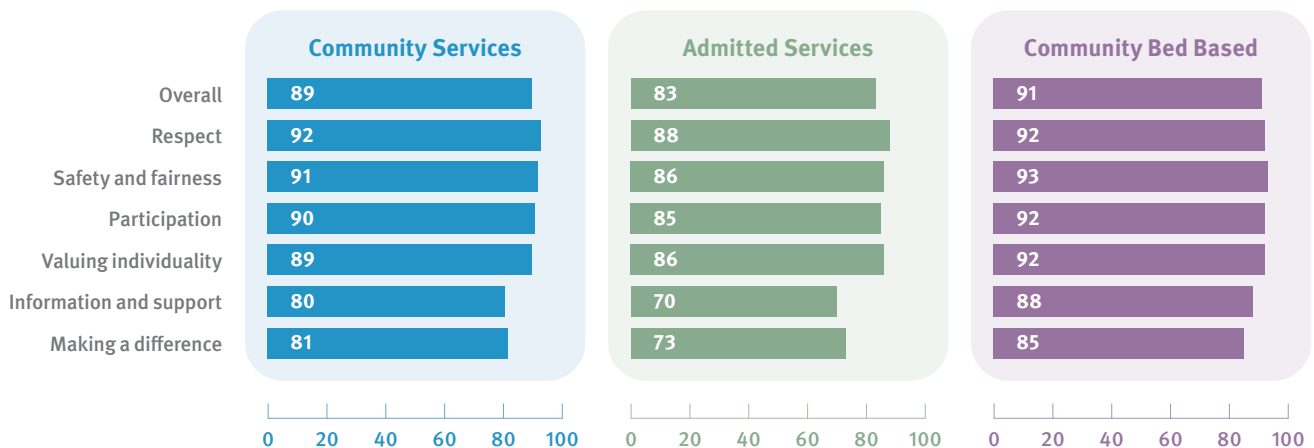
Very Good or Excellent 74%

Overall Experience Scores 2016–2019

— Queensland
— Cairns and Hinterland HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.63
Q2. Staff showed respect for how you were feeling

4.58
Q1. You felt welcome at this service

Lowest Scoring Questions

3.92
Q18. Information given to you about this service

3.87
Q20. Access to peer support

Scale

5 – Highest Score
1 – Lowest Score

4.64
Q6. Your individuality and values were respected

4.61
Q4. Your privacy was respected

4.57
Q11. The facilities and environment met your needs

3.93
Q23. The effect the service had on your hopefulness for the future

3.90
Q24. The effect the service had on your ability to manage your day to day life

3.83
Q19. Explanation of your rights and responsibilities

The best things about this service were...

The exemplarily level of personal support I received from my support, carers. I saw 2 and they both helped me very much when I was 100% vulnerable and at my lowest point in my life path.

Good follow up/support either by phone or home visits.

Learning about my illness.
Controlling my illness.

My experience would have been better if...

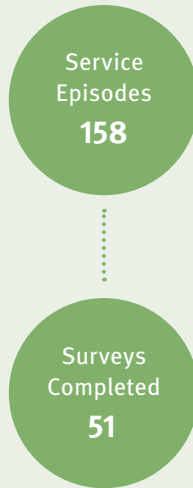
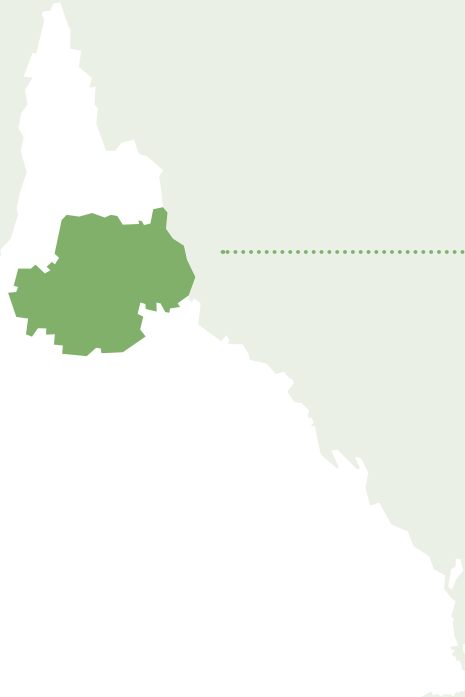
I had a better understanding of the process, what was happening. Contact made with my doctor and the service.

If we were able to develop a clearer recovery program.

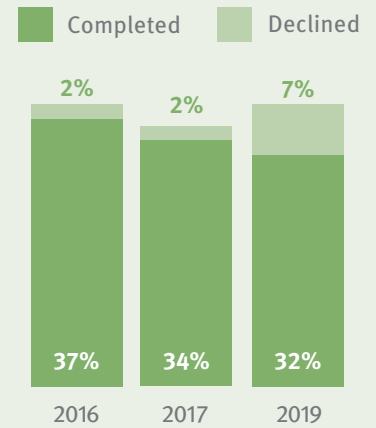
I had more availability to a counsellor or therapist for addiction therapy to quit



Family of Youth



Survey Completion Rates



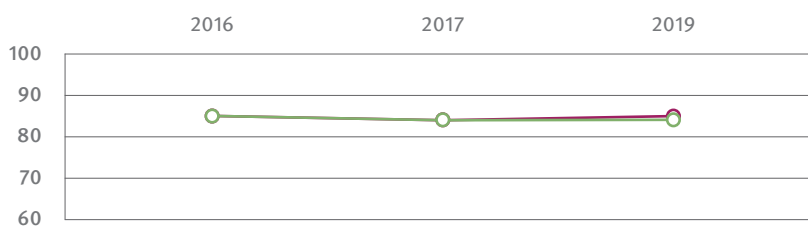
Overall how would you rate your satisfaction with your child's treatment?



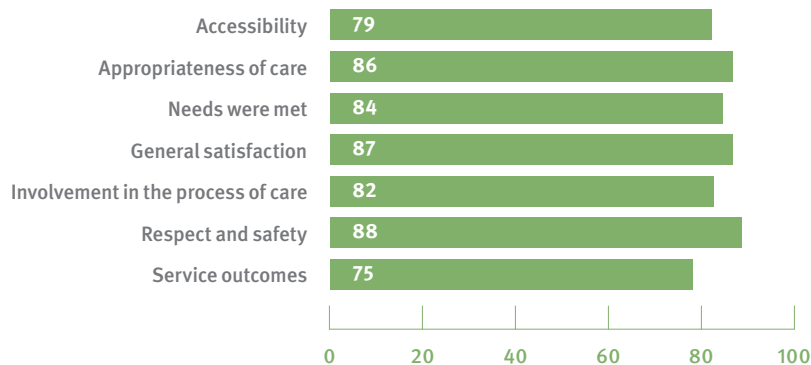
Agree or Strongly Agree **90%**

Overall Experience Scores 2016–2019

— Queensland
— Cairns and Hinterland



Experience Scores by Domain 2019



Highest Scoring Questions

4.58

Q14. Staff speak with me in a way that I understand

4.33

Q1. Overall, I am satisfied with the treatment my child receives

Lowest Scoring Questions

3.84

Q18. My child gets along better with friends and other people

3.70

Q21. I am satisfied with our family life right now

3.55

Q19. My child is doing better in school and/or work

Scale

5 – Highest Score
1 – Lowest Score

4.63

Q12. Staff treat me with respect

4.43

Q6. I participate in my child's treatment

4.33

Q13. Staff respect my family's religious/spiritual beliefs

3.74

Q16. My child is better at handling daily life

3.64

Q20. My child is better able to cope when things go wrong

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

Great response to specific request and making sure that he did not fall between the cracks at 18.

Responsive referral to hospital admission for our daughter.

They're able to fit us in when help is required. They know our family well.

What would improve services here?

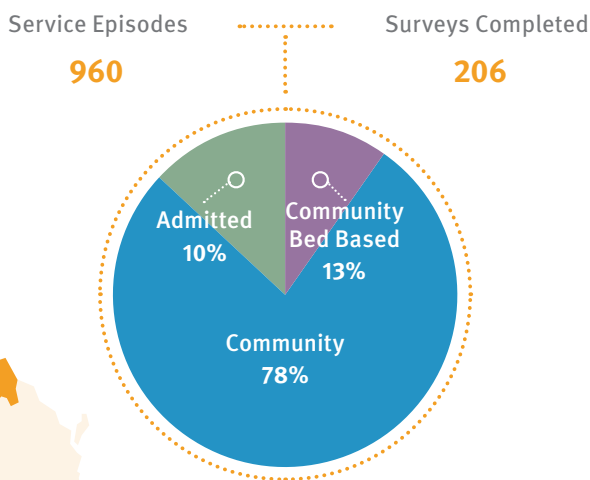
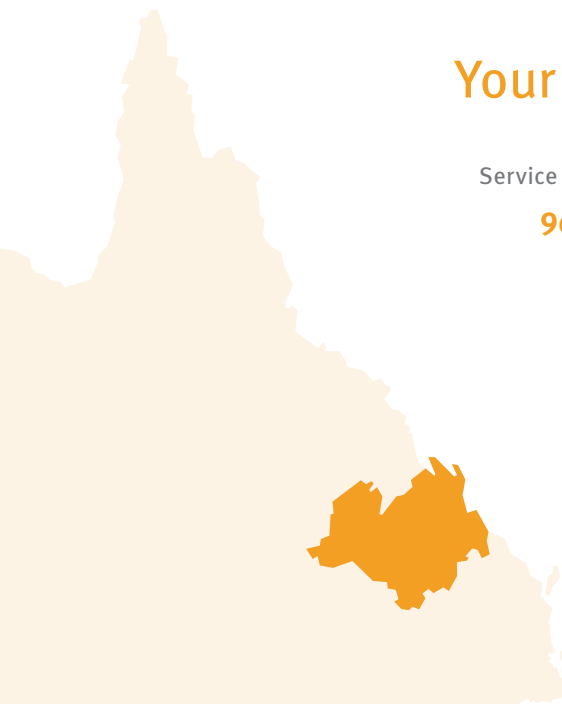
Skyping to home and services would be beneficial to save travelling to appointments.

Being able to see a Psychiatrist outside school hours.

The location was challenging to access with parking. Rooms could be sound proofed.

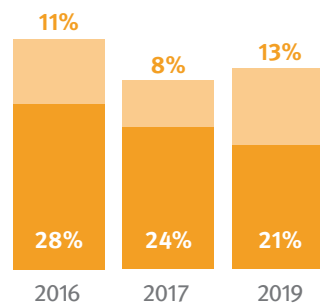


Your Experience of Service



Survey Completion Rates

Completed Declined



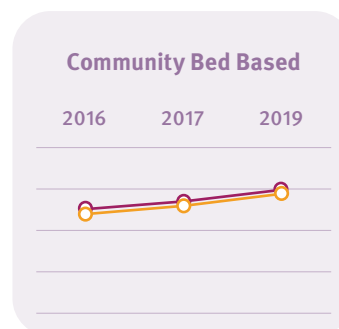
Overall how would you rate your experience of care with this service in the last 3 months?



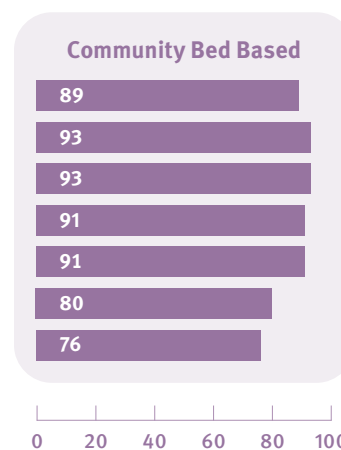
Very Good or Excellent **72%**

Overall Experience Scores 2016–2019

Queensland
Central Queensland HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.59

Q1. You felt welcome at this service

4.55

Q4. Your privacy was respected

Lowest Scoring Questions

4.00

Q18. Information given to you about this service

3.88

Q24. The effect the service had on your ability to manage your day to day life

3.86

Q25. The effect the service had on your overall well-being

Scale

5 – Highest Score
1 – Lowest Score

4.60

Q6. Your individuality and values were respected

4.57

Q7. Staff made an effort to see you when you wanted

4.53

Q11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)

3.91

Q20. Access to peer support

3.87

Q23. The effect the service had on your hopefulness for the future

The best things about this service were...

The team actively engaged in what I had to say and asked me genuine questions about what was actually happening.

The receptionist always brought a smile to my face.

I have had time to be stabilized and feel positive about the future.

My experience would have been better if...

Doctors made appointment on the day you see them for next time.

I had possibly received a few more tips and some beneficial advice to manage my stressors.

Get all information all at once in a little pack to read through.



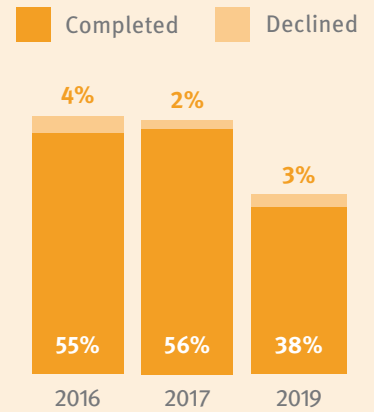
Family of Youth



Surveys Completed
47

Service Episodes
124

Survey Completion Rates



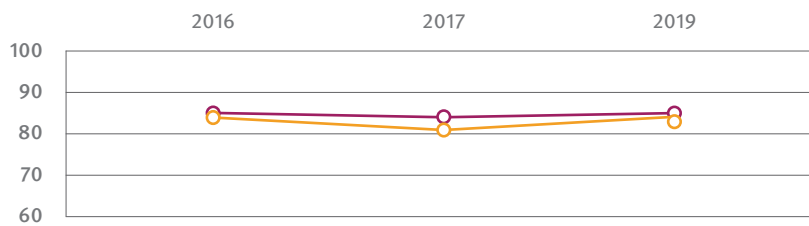
Overall how would you rate your satisfaction with your child's treatment?



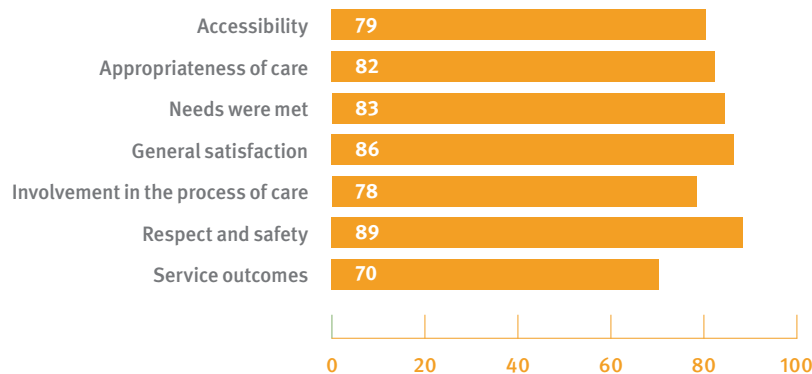
Agree or Strongly Agree **87%**

Overall Experience Scores 2016–2019

— Queensland
— Central Queensland HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.51

Q14. Staff speak with me in a way that I understand

4.32

Q1. Overall, I am satisfied with the treatment my child receives

Lowest Scoring Questions

3.53

Q22. Overall, my child feels better

3.43

Q21. I am satisfied with our family life right now

3.34

Q19. My child is doing better in school and/or work

Scale

5 – Highest Score
1 – Lowest Score

4.70

Q12. Staff treat me with respect

4.33

Q5. I feel my child has someone to talk to when he/she is troubled

4.31

Q13. Staff respect my family's religious/spiritual beliefs

3.53

Q18. My child gets along better with friends and other people

3.42

Q20. My child is better able to cope when things go wrong

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

The treating clinician always goes above and beyond my expectations.

Everything is in one place.

My child has been supported to get back to school.

What would improve services here?

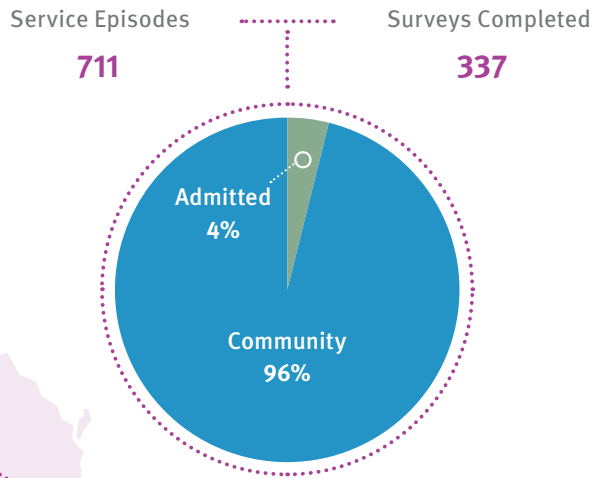
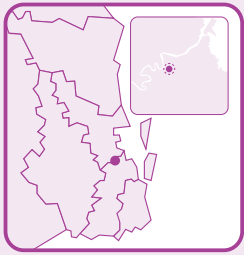
More understanding of specific diagnosis especially around eating disorders.

I think more family members need to be involved so more time needs to be allocated to child.

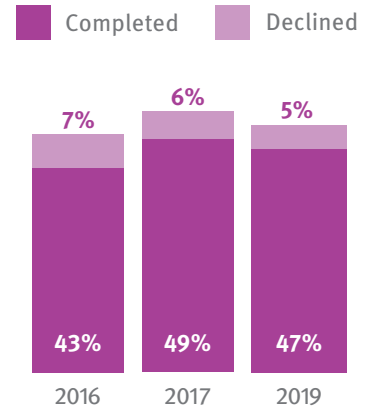
I would love more info as to how I can help/continue what is being taught to her.



Your Experience of Service



Survey Completion Rates



Overall how would you rate your experience of care with this service in the last 3 months?



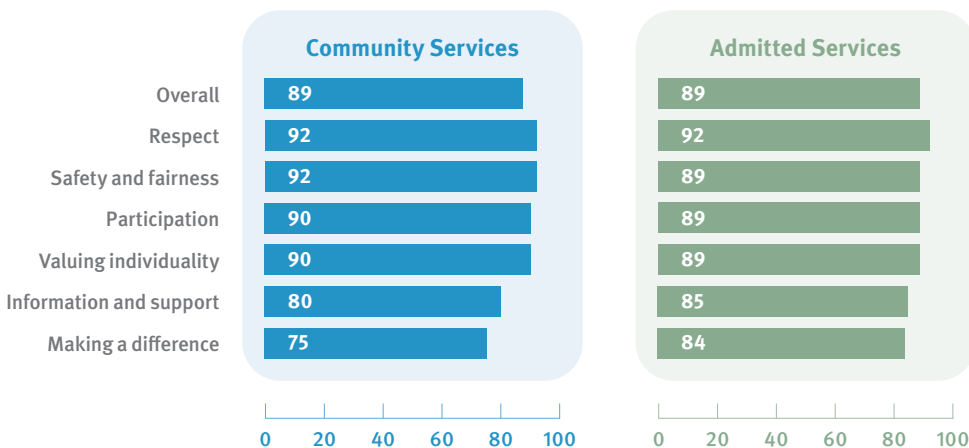
Very Good or Excellent **72%**

Overall Experience Scores 2016–2019

— Queensland
— Children's Health Queensland



Experience Scores by Domain 2019



Highest Scoring Questions

4.69

Q1. You felt welcome at this service

4.66

Q17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted

Lowest Scoring Questions

4.01

Q26. Overall, how would you rate your experience of care with this service in the last 3 months?

3.73

Q25. The effect the service had on your overall well-being

3.67

Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.80

Q6. Your individuality and values were respected

4.68

Q2. Staff showed respect for how you were feeling

4.65

Q11. The facilities and environment met your needs

3.80

Q20. Access to peer support

3.68

Q23. The effect the service had on your hopefulness for the future

The best things about this service were...

I was able to meet with the same person every appointment and was always informed of my goals, progress and current treatments and future treatment options.

Having people to talk to that you knew they wouldn't judge you. I really like this service because I have more hope for my future.

That they involved my parents in the treatment for me.

My experience would have been better if...

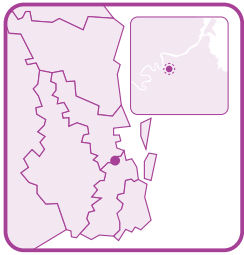
Upon admission a clearer communication of what the next 24-48 hours would involve, i.e. meetings etc.

I received skills/tools to better equip myself to deal with situations. I received a proper diagnosis, not just general diagnosis that didn't best explain my situation.

I was heard more, just because I'm young doesn't mean I'm not wise.



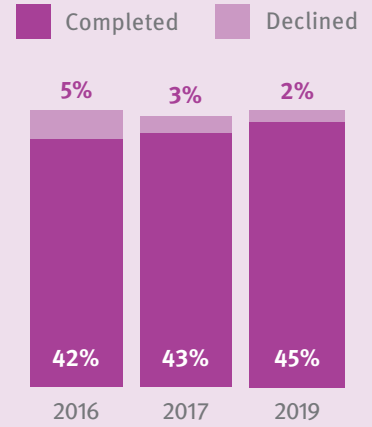
Family of Youth



Surveys Completed
392

Service Episodes
873

Survey Completion Rates

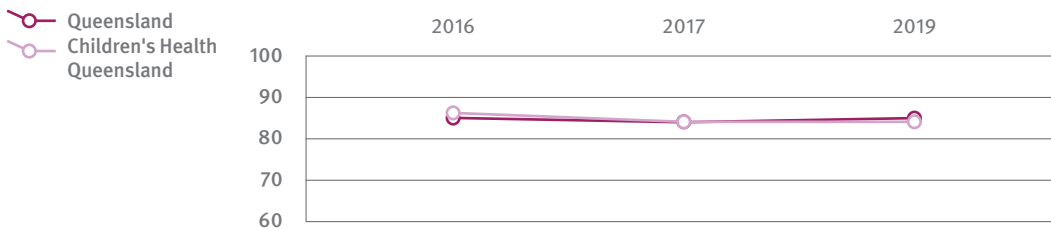


Overall how would you rate your satisfaction with your child's treatment?

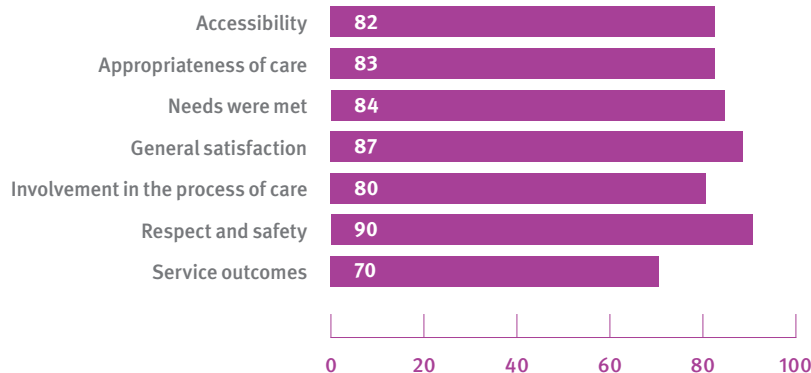


Agree or Strongly Agree **88%**

Overall Experience Scores 2016–2019



Experience Scores by Domain 2019



Highest Scoring Questions

4.64

Q14. Staff speak with me in a way that I understand

4.37

Q1. Overall, I am satisfied with the treatment my child receives

Lowest Scoring Questions

3.58

Q18. My child gets along better with friends and other people

3.40

Q20. My child is better able to cope when things go wrong

3.21

Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.71

Q12. Staff treat me with respect

4.38

Q6. I participate in my child's treatment

4.35

Q13. Staff respect my family's religious/spiritual beliefs

3.55

Q22. Overall, my child feels better

3.36

Q19. My child is doing better in school and/or work

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

One on one personal meetings. Several disciplines involved in care. Service always reachable and lots of feedback.

Follow on/transition from hospital to CYMHS community care has been good.

Inclusion of parents routinely (every session) and full involvement in significant sessions. Parents seen separately to discuss strategies and respond to questions.

What would improve services here?

Possibly more family workshop opportunities. Strategies to help everyone in the family.

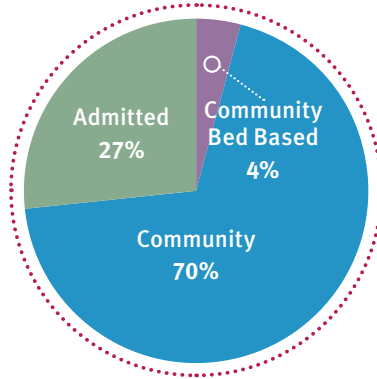
Greater discussion about the risks and side effects of medication and how to deal with self-harm.

There seems to be a structure to the process but that does not always align with pace my child is progressing.



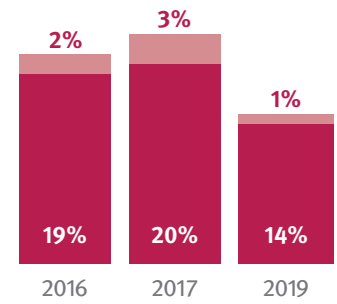
Your Experience of Service

Service Episodes **1,539** Surveys Completed **221**



Survey Completion Rates

Completed Declined



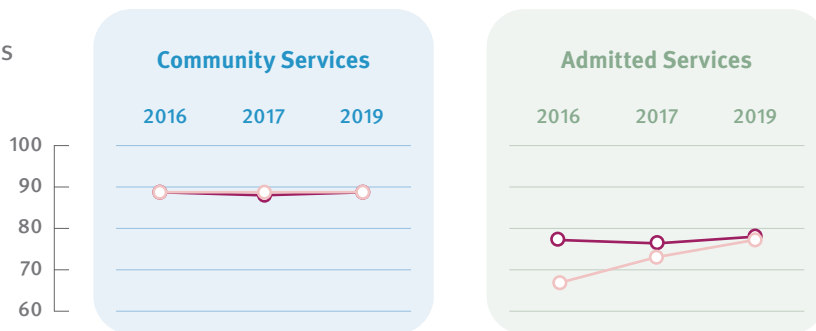
Overall how would you rate your experience of care with this service in the last 3 months?



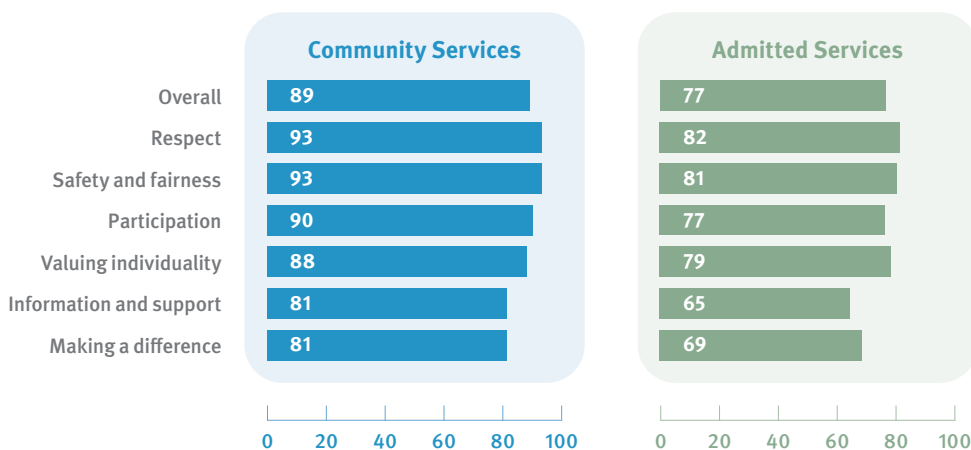
Very Good or Excellent 68%

Overall Experience Scores 2016–2019

—○— Queensland
—○— Darling Downs HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.58

Q4. Your privacy was respected

4.58

Q2. Staff showed respect for how you were feeling

Lowest Scoring Questions

3.83

Q19. Explanation of your rights and responsibilities

3.82

Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.59

Q3. You felt safe using this service

4.58

Q11. The facilities and environment met your needs

4.57

Q6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)

3.88

Q25. The effect the service had on your overall well-being

3.83

Q23. The effect the service had on your hopefulness for the future

3.77

Q20. Access to peer support

The best things about this service were...

Health workers are always there when I need to talk about my medication.

Ability to be seen by workers I knew and knew me, very quickly.

When I was unwell they sent me to Toowoomba Mental Health for more intensive help. This intervention helped me immensely.

My experience would have been better if...

Understanding staff roles and how they can support me.

Better communication between all staff involved in my care so I don't have to repeat myself.

I did more programs to help with my social life.



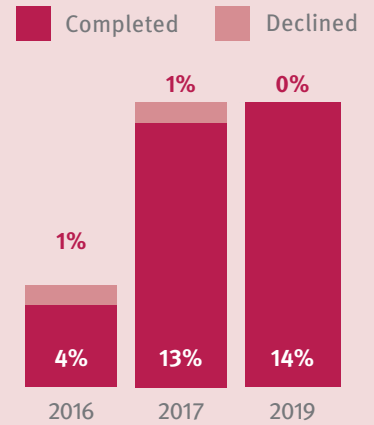
Family of Youth

Surveys Completed
32



Service Episodes
235

Survey Completion Rates



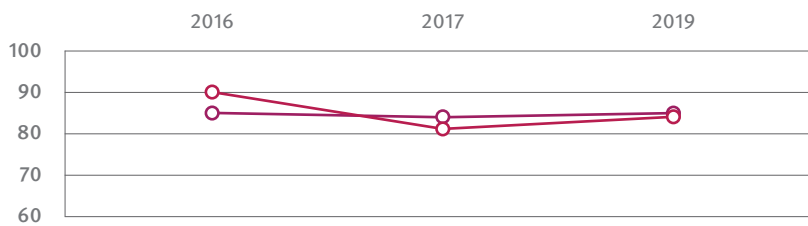
Overall how would you rate your satisfaction with your child's treatment?



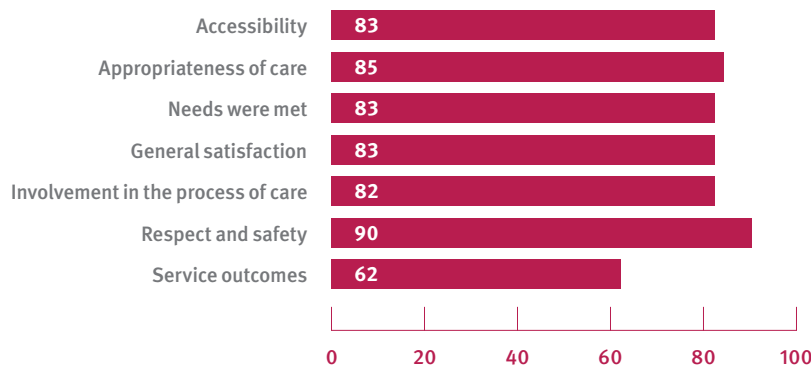
Agree or Strongly Agree **83%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Darling Downs



Experience Scores by Domain 2019



Highest Scoring Questions

4.63

Q14. Staff speak with me in a way that I understand

4.44

Q15. Staff are sensitive to my cultural/ethnic background

Lowest Scoring Questions

3.21

Q16. My child is better at handling daily life

3.03

Q21. I am satisfied with our family life right now

2.69

Q19. My child is doing better in school and/or work

Scale

5 – Highest Score
1 – Lowest Score

4.63

Q12. Staff treat me with respect

4.48

Q6. I participate in my child's treatment

4.35

Q13. Staff respect my family's religious/spiritual beliefs

3.03

Q22. Overall, my child feels better

2.89

Q20. My child is better able to cope when things go wrong

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

Discussing self-regulation strategies for my child and how best to support her in using them.

The ability to allow patients to figure things out on their own.

Stakeholder meetings have been regular and keep everyone informed.

My child's mental health problems are complicated and with no quick solution, it is important to our family to have long term support.

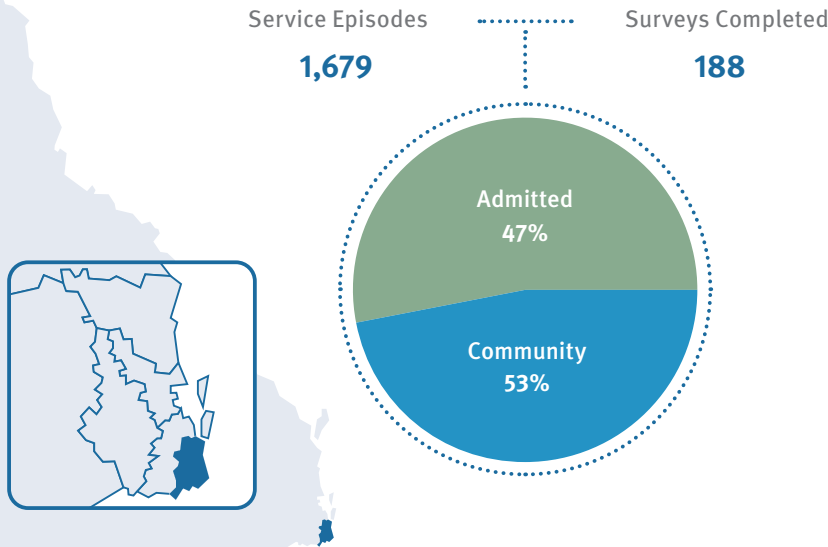
What would improve services here?

Maybe to have appointments out of school hours example 4-6pm weekday and weekends.

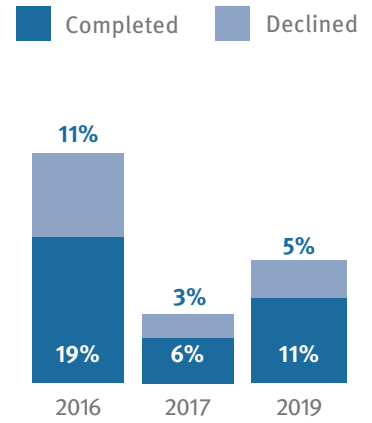
Faster time on receiving reports and having all service available for rural clients.



Your Experience of Service



Survey Completion Rates



Overall how would you rate your experience of care with this service in the last 3 months?



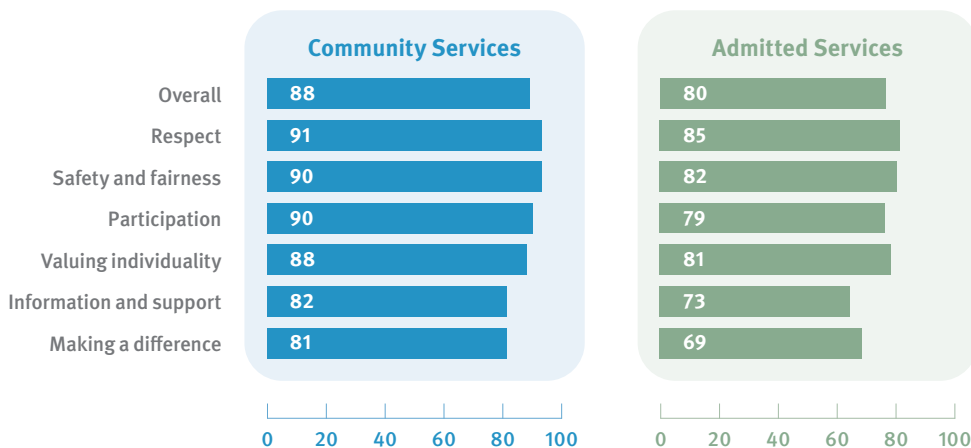
Very Good or Excellent 68%

Overall Experience Scores 2016–2019

— Queensland
— Gold Coast HHS



Experience Scores by Domain 2019



Highest Scoring Questions

- 4.48**
Q2. Staff showed respect for how you were feeling
- 4.45**
Q1. You felt welcome at this service

Lowest Scoring Questions

- 3.83**
Q20. Access to peer support
- 3.80**
Q19. Explanation of your rights and responsibilities
- 3.64**
Q23. The effect the service had on your hopefulness for the future

Scale

5 – Highest Score
1 – Lowest Score

4.53

Q6. Your individuality and values were respected

4.46

Q5. Staff showed hopefulness for your future

4.44

Q4. Your privacy was respected

3.81

Q25. The effect the service had on your overall well-being

3.72

Q24. The effect the service had on your ability to manage your day to day life

The best things about this service were...

My treating team have been awesome. They really made me feel a part of my treatment.

Peer support workers. Hope and recovery group informal chats with peer support workers.

The staff were very supportive and professional and I always could talk to one of the MIRT staff when I needed help.

My experience would have been better if...

I didn't have to repeat myself each time I had to interact with a different staff member. Staff need to read clinical notes at handover.

I would like to see my Case Worker more often for a cup of tea at my home so she can see how well I am doing with my housework etc.

A bit clearer when I've been put under a treatment authority vs voluntary.



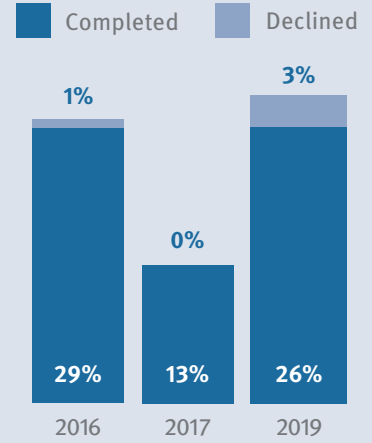
Family of Youth



Surveys Completed
55

Service Episodes
211

Survey Completion Rates



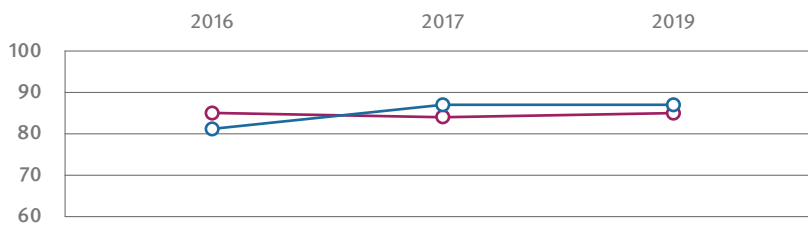
Overall how would you rate your satisfaction with your child's treatment?



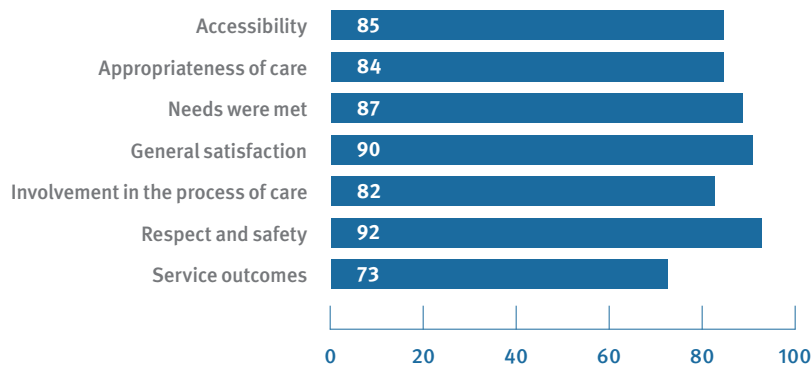
Agree or Strongly Agree **91%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Gold Coast



Experience Scores by Domain 2019



Highest Scoring Questions

4.75

Q14. Staff speak with me in a way that I understand

4.50

Q6. I participate in my child's treatment

Lowest Scoring Questions

3.67

Q16. My child is better at handling daily life

3.65

Q20. My child is better able to cope when things go wrong

3.34

Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.76

Q12. Staff treat me with respect

4.56

Q13. Staff respect my family's religious/spiritual beliefs

4.49

Q1. Overall, I am satisfied with the treatment my child receives

3.66

Q18. My child gets along better with friends and other people

3.56

Q19. My child is doing better in school and/or work

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

Being able to access different specialists when needed in one place.

The consistency of seeing the same clinician (so far).

Advocating for the child, different tools and perspectives.

What would improve services here?

More convenient appointments.

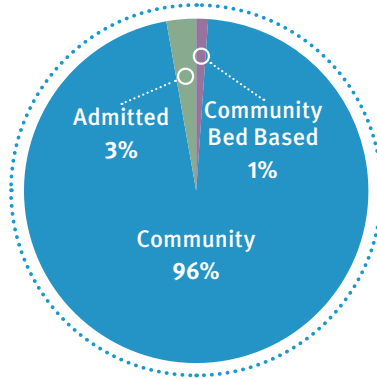
More staff and funding to support more people/youth with mental health issues.

Offer out of hours.



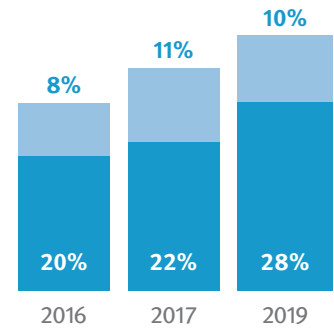
Your Experience of Service

Service Episodes **868** Surveys Completed **247**



Survey Completion Rates

Completed (Dark Blue) Declined (Light Blue)



Overall how would you rate your experience of care with this service in the last 3 months?



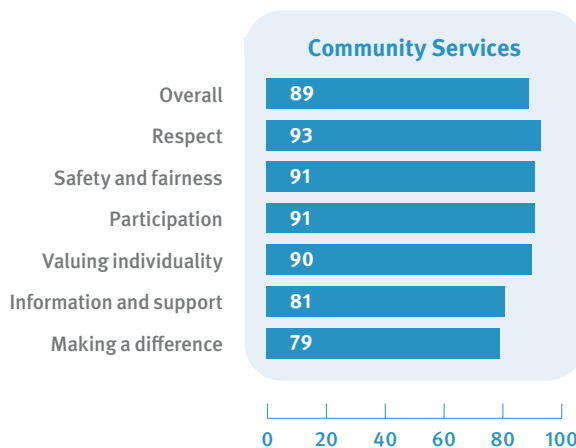
Very Good or Excellent **73%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Mackay HHS



Experience Scores by Domain 2019



DNP - less than 10 completed surveys returned

Highest Scoring Questions

4.75

Q10. Your opinions about the involvement of family or friends in your care were respected

4.70

Q1. You felt welcome at this service

4.69

Q2. Staff showed respect for how you were feeling

Lowest Scoring Questions

4.05

Q18. 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)

3.96

Q25. The effect the service had on your overall well-being

3.92

Q23. The effect the service had on your hopefulness for the future

Scale

5 – Highest Score
1 – Lowest Score

4.71

Q6. Your individuality and values were respected

4.69

Q4. Your privacy was respected

3.98

Q24. The effect the service had on your ability to manage your day to day life

3.95

Q20. Access to peer support

The best things about this service were...

They make me feel normal that a mental illness does not define who I am.

Communication and how the services are all linked including bloods, health checks, doctors, psychiatrists, metabolic monitoring etc.

Having phone access to social workers even when being treated over long distance. Being booked in for a 1hr consultation with Psychiatrist rather than only a short meeting.

My experience would have been better if...

I had more contact with the Psychiatrist when starting new medications to determine if symptoms or side effects were a result of new meds or other factors.

I could only interact with one Case Worker, not several. I was notified before an appointment if someone is going to be sitting in on the session.

A goal was made to remove the ITO.

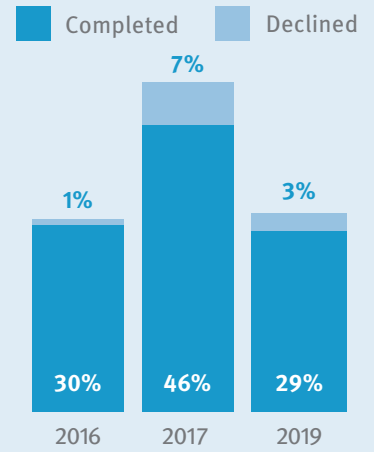


Family of Youth

Surveys Completed
30

Service Episodes
103

Survey Completion Rates



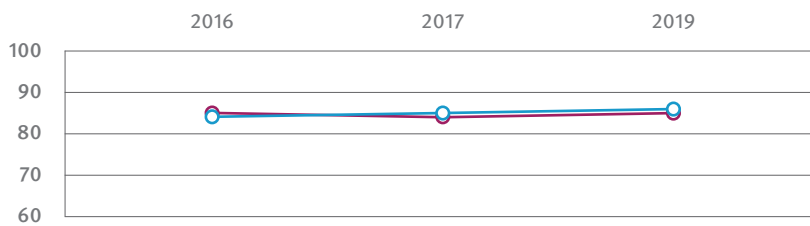
Overall how would you rate your satisfaction with your child's treatment?



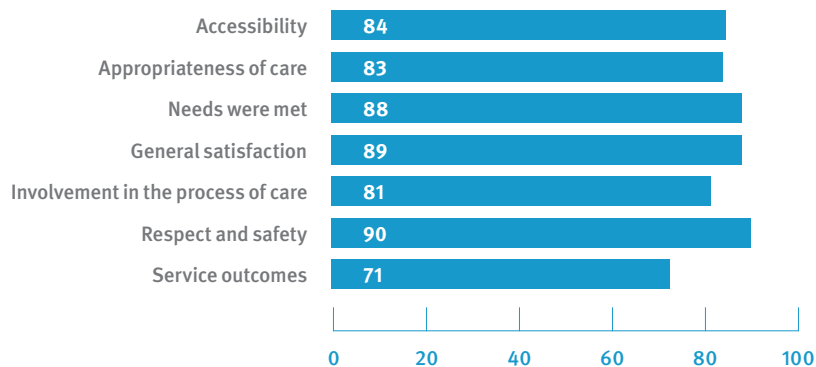
Agree or Strongly Agree **90%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Mackay



Experience Scores by Domain 2019



Highest Scoring Questions

4.57

Q12. Staff treat me with respect

4.43

Q1. Overall, I am satisfied with the treatment my child receives

Lowest Scoring Questions

3.67

Q19. My child is doing better in school and/or work

3.53

Q16. My child is better at handling daily life

3.13

Q20. My child is better able to cope when things go wrong

Scale

5 – Highest Score
1 – Lowest Score

4.67

Q14. Staff speak with me in a way that I understand

4.54

Q13. Staff respect my family's religious/spiritual beliefs

4.42

Q15. Staff are sensitive to my cultural/ethnic background

3.59

Q22. Overall, my child feels better

3.53

Q21. I am satisfied with our family life right now

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

My child's clinician has worked extremely hard with offering ideas, solutions and setting treatment goals.

Continuity in appointments and treatment and case workers. Treated as a family issue not as an individual with a problem.

The way the people that work with him showing compassion and understanding.

What would improve services here?

Have more regular appointments and if the child is not happy with who they are with then they should be able to change.

A way for younger clients, 13-17 for example, to meet those with the same challenges that struggle to communicate with peers.

Perhaps written ideas eg goals in lists. Plenty of information has been provided though. Maybe more individual set goal tasks.

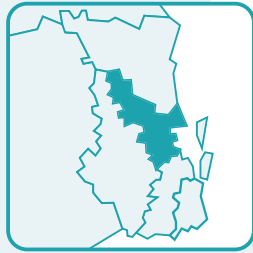
Quality Improvement Initiative

Initiatives and Activities:

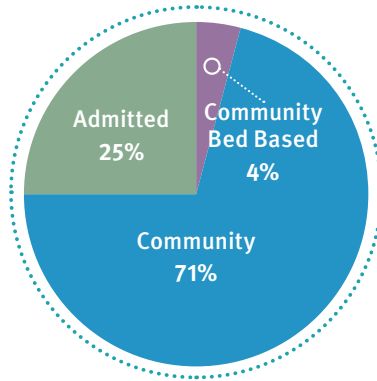
Peer Support	The system of Peer Support Workers in the Mental Health Inpatient Unit was strengthened to include a six month training workshop and increased involvement in ward activities. Originally delivered as a one off opportunity, development of a structured training package is currently being finalised and will be offered on a regular basis. Role titles changed from Consumer Companions to Peer Support Workers. Name badges have been provided to Peer Support Workers and posters of staff are on display so they are more easily identified.
Peer Groups	A weekly peer group 'Mind Body and Soul' has been established to encourage social inclusion and the promotion of mental and physical wellbeing. Activities include coffee conversations, yoga, tai chi and guest speakers. The group is available to consumers living independently in the community, inpatients and Step Up Step Down residents.
Medication Information	The Mental Health Pharmacist runs a weekly medication group on the inpatient unit. Medication information is included in the ward orientation booklet, a medication information stand at Community Mental Health, and posters displayed throughout the service.
Mental Health Information	The Independent Patient Rights Advisor holds a weekly two hour clinic in the Mental Health Inpatient Unit for consumers and carers explaining the benefits of family/carer involvement, the role of nominated support persons and the advanced health directive.
Staff Education	Staff education and resources have been developed on information sharing and family/carer involvement, and is now available for all new and existing mental health staff.
Carer Groups	A monthly carer group provides a supportive environment where information and support is provided.
Tackling Stigma	The Shatter Mental Health Stigma Initiative was developed and rolled out across the Mackay Hospital and Health Service, extending to other Hospital and Health Services across the state. The initiative included development of an education module, t-shirts, a weekly mental health awareness day in which staff can wear their shirt to work, and pledges of support which will be displayed across the Hospital and Health Service and local community.



Your Experience of Service

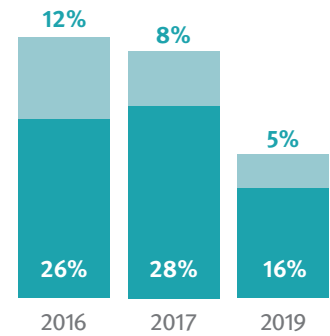


Service Episodes **1,111** Surveys Completed **180**



Survey Completion Rates

Completed (Teal) Declined (Light Blue)



Overall how would you rate your experience of care with this service in the last 3 months?



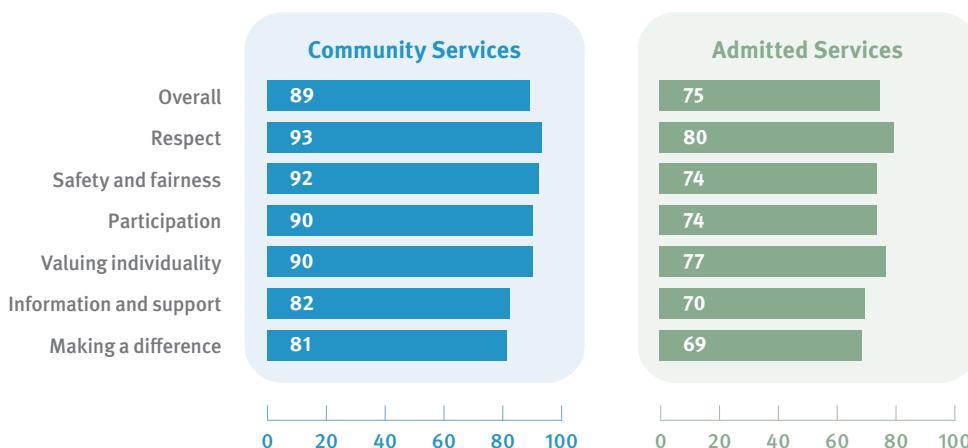
Very Good or Excellent **75%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Redcliffe-Caboolture



Experience Scores by Domain 2019



Highest Scoring Questions

4.52

Q1. You felt welcome at this service

4.50

Q3. You felt safe using this service

Lowest Scoring Questions

3.92

Q20. Access to peer support

3.89

Q25. The effect the service had on your overall well-being

3.81

Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.54

Q6. Your individuality and values were respected

4.51

Q2. Staff showed respect for how you were feeling

4.50

Q7. Staff made an effort to see you when you wanted

3.89

Q19. Explanation of your rights and responsibilities

3.85

Q23. The effect the service had on your hopefulness for the future

The best things about this service were...

They are all very kind to me and are seriously interested in my welfare - they want me to get better. They are interested in me as a person.

Consistent support.

The overall results and respect of my opinions.

My experience would have been better if...

When the service says you are going to get a call back or a call to check on you it would mean a lot if they actually did those calls - not just leave you hanging without help or hope.

There was more suggestions on what I would think would help me.

I was allowed to have a say in my treatment plan.

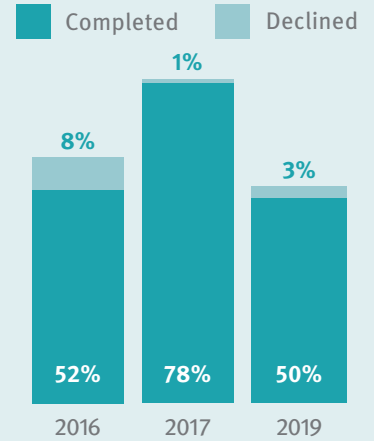


Family of Youth

Surveys Completed
39

Service Episodes
78

Survey Completion Rates



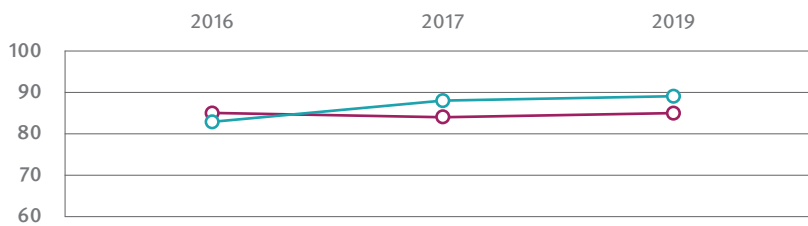
Overall how would you rate your satisfaction with your child's treatment?



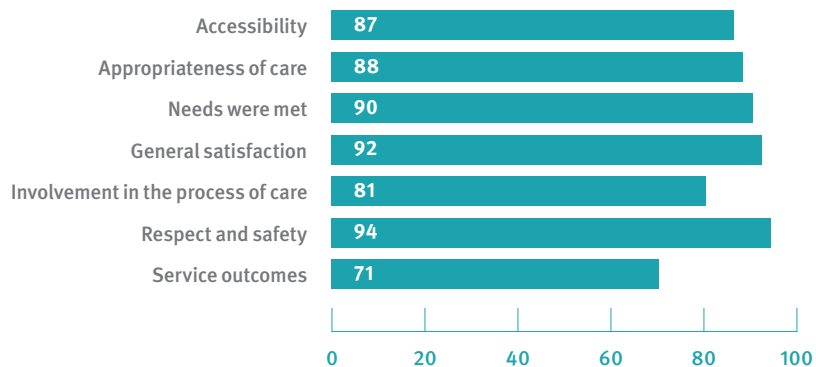
Agree or Strongly Agree **97%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Redcliffe-Caboolture



Experience Scores by Domain 2019



Highest Scoring Questions

4.82

Q14. Staff speak with me in a way that I understand

4.61

Q1. Overall, I am satisfied with the treatment my child receives

Lowest Scoring Questions

3.62

Q17. My child gets along better with family members

3.46

Q22. Overall, my child feels better

3.35

Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.87

Q12. Staff treat me with respect

4.62

Q15. Staff are sensitive to my cultural/ethnic background

4.59

Q13. Staff respect my family's religious/spiritual beliefs

3.56

Q19. My child is doing better in school and/or work

3.41

Q20. My child is better able to cope when things go wrong

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

Information that has been given to us about services and the help our son has been receiving.

The very fact that they are there to help when I am at a loss at knowing what to do for my kids.

The staffs willingness to work with us as much as we need.

What would improve services here?

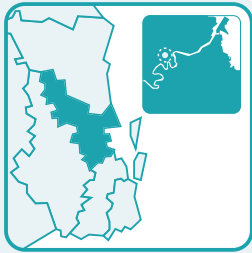
Initially was passed from psychologist to psychologist but they recognised her need to stay with the one person and is now doing much better.

The staff and Service is great, just difficult for me to be here as I have to take 4 hours a week off work (later appointments).

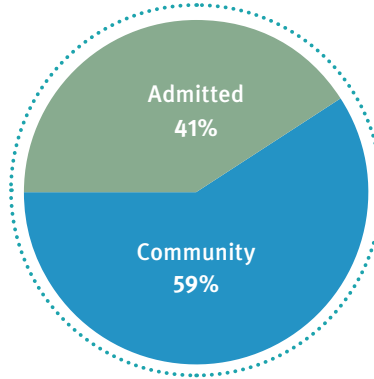
Addition of autism specific strategies for those on the spectrum.



Your Experience of Service

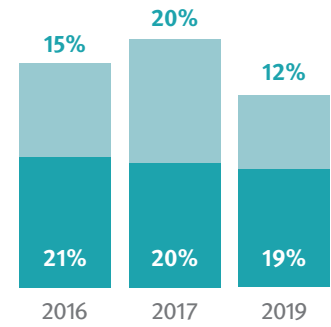


Service Episodes **1,452** Surveys Completed **273**



Survey Completion Rates

Completed (Dark Teal) Declined (Light Teal)



Overall how would you rate your experience of care with this service in the last 3 months?



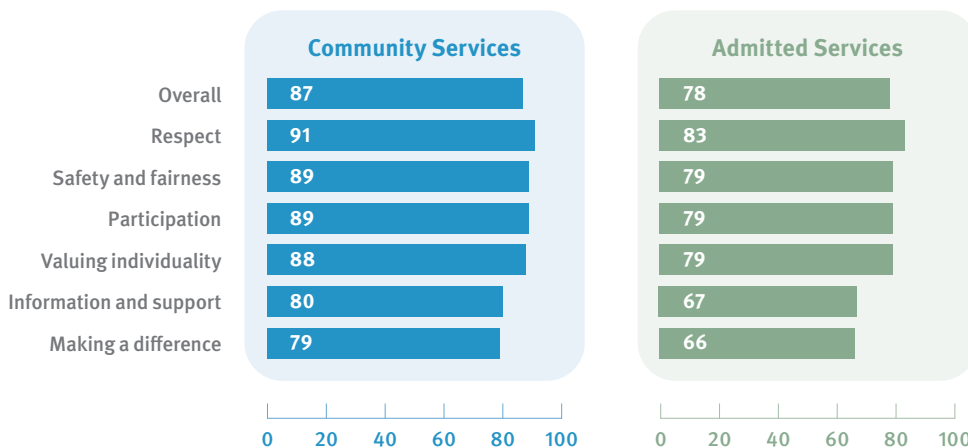
Very Good or Excellent **70%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Royal Brisbane and Women's Hospital



Experience Scores by Domain 2019



Highest Scoring Questions

4.46

Q6. Your individuality and values were respected

4.43

Q10. Your opinions about the involvement of family or friends in your care were respected

Lowest Scoring Questions

3.68

Q22. Convenience of the location for you

3.67

Q23. The effect the service had on your hopefulness for the future

3.59

Q25. The effect the service had on your overall well-being

Scale

5 – Highest Score
1 – Lowest Score

4.48

Q1. You felt welcome at this service

4.44

Q3. You felt safe using this service

4.41

Q4. Your privacy was respected

3.68

Q24. The effect the service had on your ability to manage your day to day life

3.66

Q19. Explanation of your rights and responsibilities

The best things about this service were...

How much it has helped me to be able to start coping and helping with my depression.

Nursing staff listening. Psychiatrist keeping medication to a minimum.

Quality of care. Feels saving life. Got me back on schedule with medication.

My experience would have been better if...

I had access to this service before my involuntary treatment under the mental health legislation.

My desires to have a plan to get off medication were listened to.

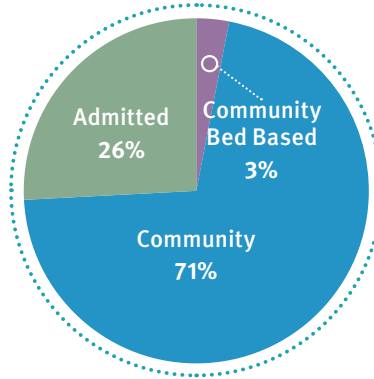
My individual circumstances and previous admissions had been considered, rather than having to follow a 'one for all' type of program.



Your Experience of Service

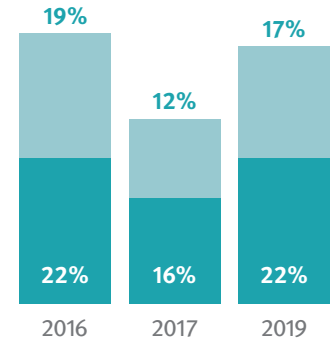


Service Episodes **1,375** Surveys Completed **308**



Survey Completion Rates

Completed Declined



Overall how would you rate your experience of care with this service in the last 3 months?



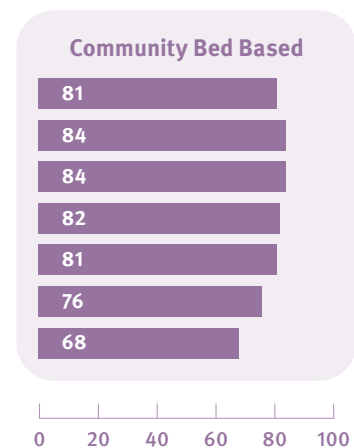
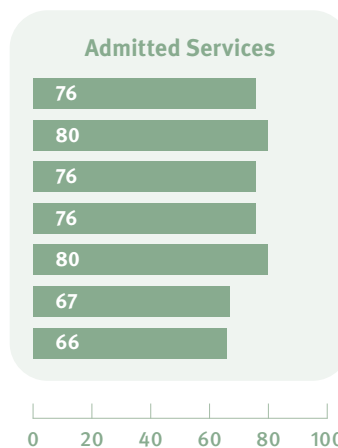
Very Good or Excellent 66%

Overall Experience Scores 2016–2019

— Queensland
— The Prince Charles Hospital



Experience Scores by Domain 2019



Highest Scoring Questions

- 4.50**
Q4. Your privacy was respected
- 4.47**
Q1. You felt welcome at this service

Lowest Scoring Questions

- 3.77**
Q18. Information given to you about this service
- 3.70**
Q25. The effect the service had on your overall well-being
- 3.63**
Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.53

Q6. Your individuality and values were respected

4.48

Q2. Staff showed respect for how you were feeling

4.47

Q10. Your opinions about the involvement of family or friends in your care were respected

3.70

Q23. The effect the service had on your hopefulness for the future

3.69

Q19. Explanation of your rights and responsibilities

The best things about this service were...

Having a brilliant Case Worker who gave verbal encouragement and help me find and liaise with relevant services.

My social worker and psychiatrist are wonderful: genuine, respectful and honest. The reception staff are friendly and are always willing to assist

How my individual needs were considered and respected and how I felt safe by using their service. They made it simple to access information about the service I am using.

My experience would have been better if...

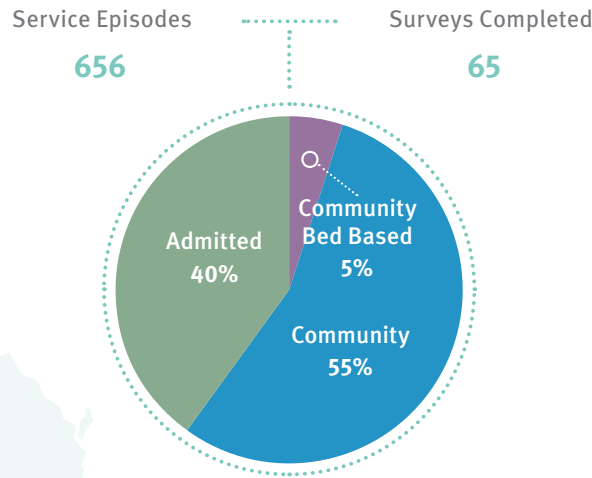
There were more activities which included exercise for example walks, light jogs or anything outdoors. Also less rotating of nurses would be good so you see a friendly face.

Being told more about other services that are provided and being told more about my individual rights and responsibilities.

More peer workers. They helped me the most. They understand me.

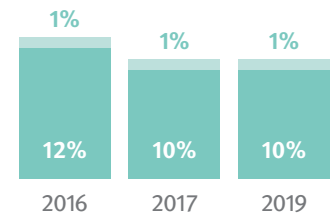


Your Experience of Service



Survey Completion Rates

Completed Declined



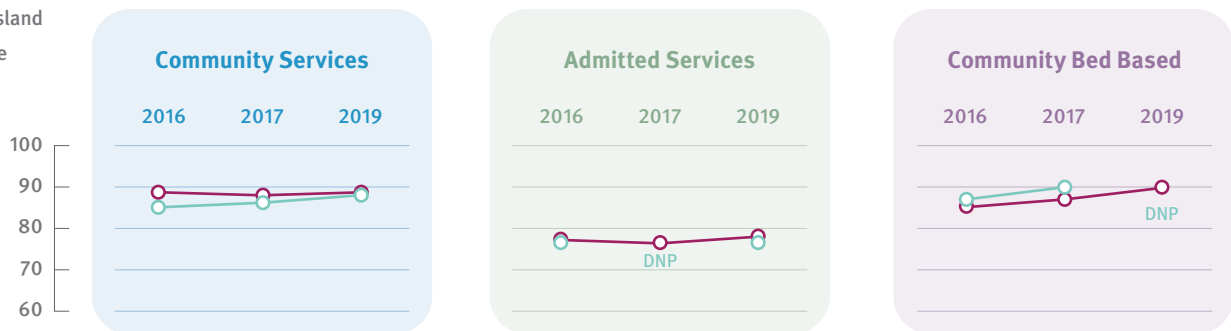
Overall how would you rate your experience of care with this service in the last 3 months?



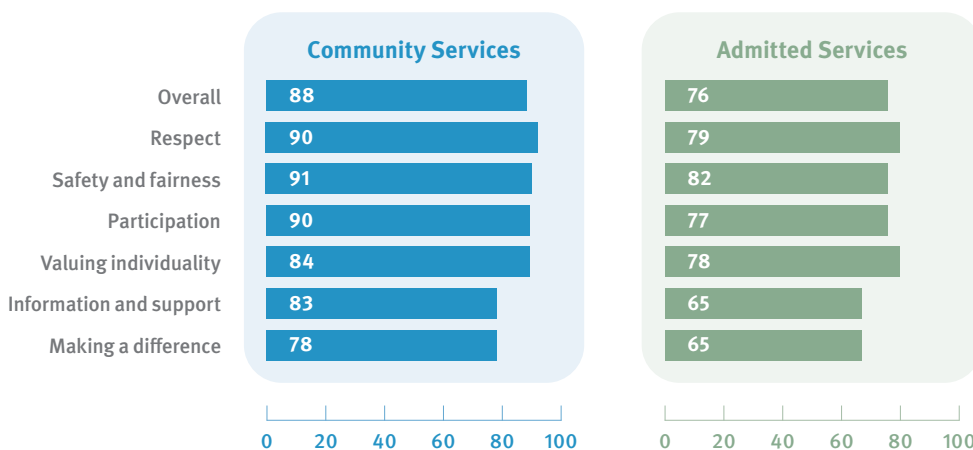
Very Good or Excellent 71%

Overall Experience Scores 2016–2019

Queensland
Bayside



Experience Scores by Domain 2019



DNP - less than 10 completed surveys returned

Highest Scoring Questions

4.47

Q11. The facilities and environment met your needs

4.36

Q10. Your opinions about the involvement of family or friends in your care were respected

Lowest Scoring Questions

3.80

Q22. Convenience of the location for you

3.65

Q23. The effect the service had on your hopefulness for the future

3.53

Q25. The effect the service had on your overall well-being

Scale

5 – Highest Score
1 – Lowest Score

4.48

Q3. You felt safe using this service

4.38

Q13. Staff worked as a team in your care and treatment

4.35

Q7. Staff made an effort to see you when you wanted

3.67

Q19. Explanation of your rights and responsibilities

3.56

Q24. The effect the service had on your ability to manage your day to day life

The best things about this service were...

It is good to have the peer workers around 24/7 (CCU)

The noticeable positive changes to the workings made a difference compared to past experience.

The nurses are awesome, my care plan is great and I like the activities.

My experience would have been better if...

Didn't leave my door open (privacy). Discussed more about my meds and treatment.

They did dog therapy.

Hospital pharmacy responded quicker to supply medication.

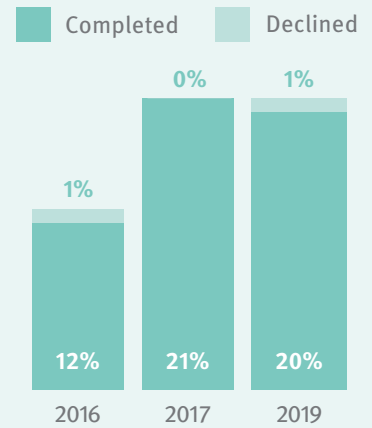


Family of Youth

Surveys Completed
31

Service Episodes
153

Survey Completion Rates



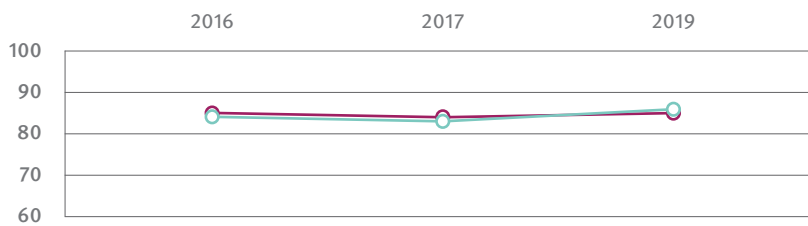
Overall how would you rate your satisfaction with your child's treatment?



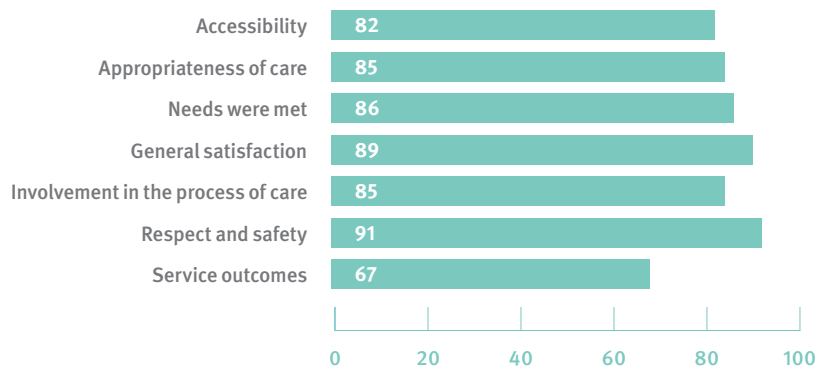
Agree or Strongly Agree **90%**

Overall Experience Scores 2016–2019

— Queensland
— Bayside



Experience Scores by Domain 2019



Highest Scoring Questions

4.68

Q12. Staff treat me with respect

4.52

Q6. I participate in my child's treatment

Lowest Scoring Questions

3.41

Q18. My child gets along better with friends and other people

3.29

Q19. My child is doing better in school and/or work

3.19

Q20. My child is better able to cope when things go wrong

Scale

5 – Highest Score
1 – Lowest Score

4.74

Q14. Staff speak with me in a way that I understand

4.59

Q15. Staff are sensitive to my cultural/ethnic background

4.45

Q1. Overall, I am satisfied with the treatment my child receives

3.37

Q22. Overall, my child feels better

3.20

Q21. I am satisfied with our family life right now

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

Multidisciplinary team under one roof.

Patient specific goals - not general intervention. Client focused.

Assistance with coping mechanisms.

What would improve services here?

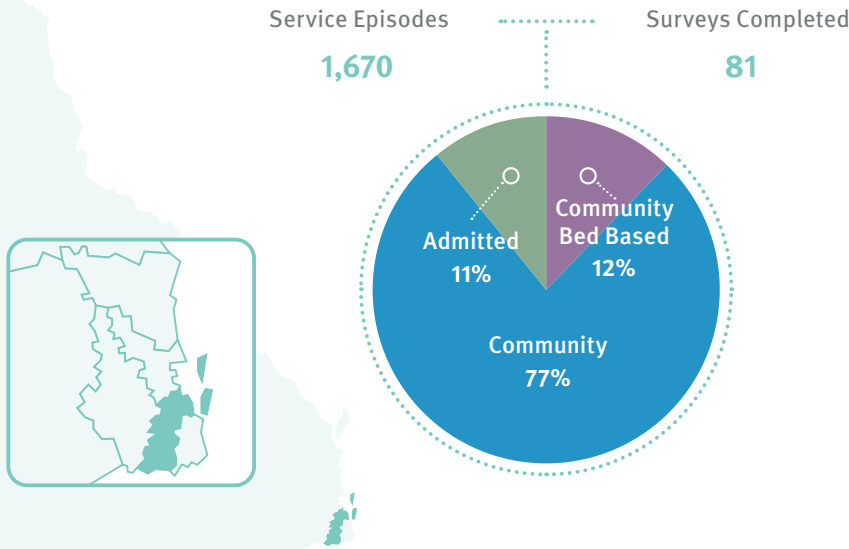
Patient specific goals - not general intervention. Client focused.

Extra time for child being supported to discuss sessions with parent and clinician present to all be aware fully.

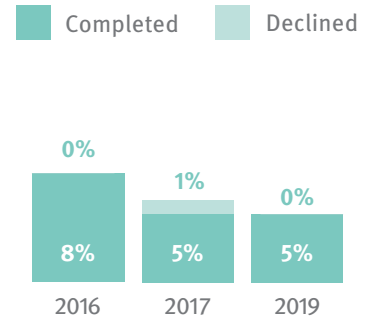
More outreach to island residents.



Your Experience of Service



Survey Completion Rates



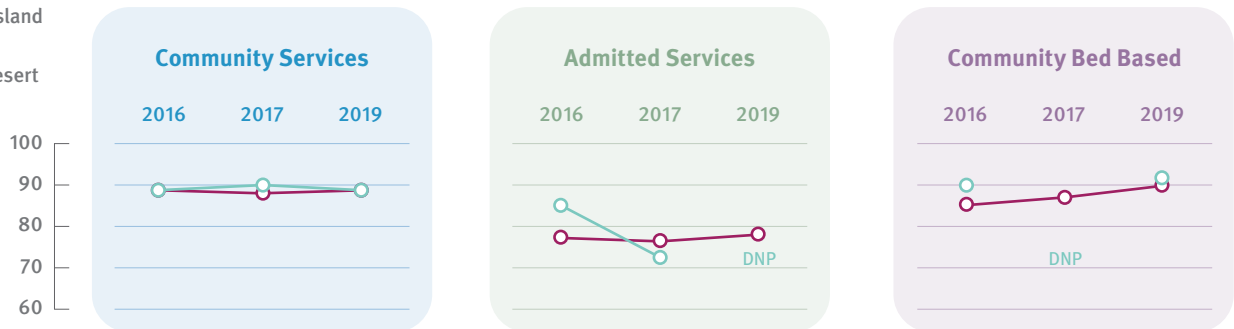
Overall how would you rate your experience of care with this service in the last 3 months?



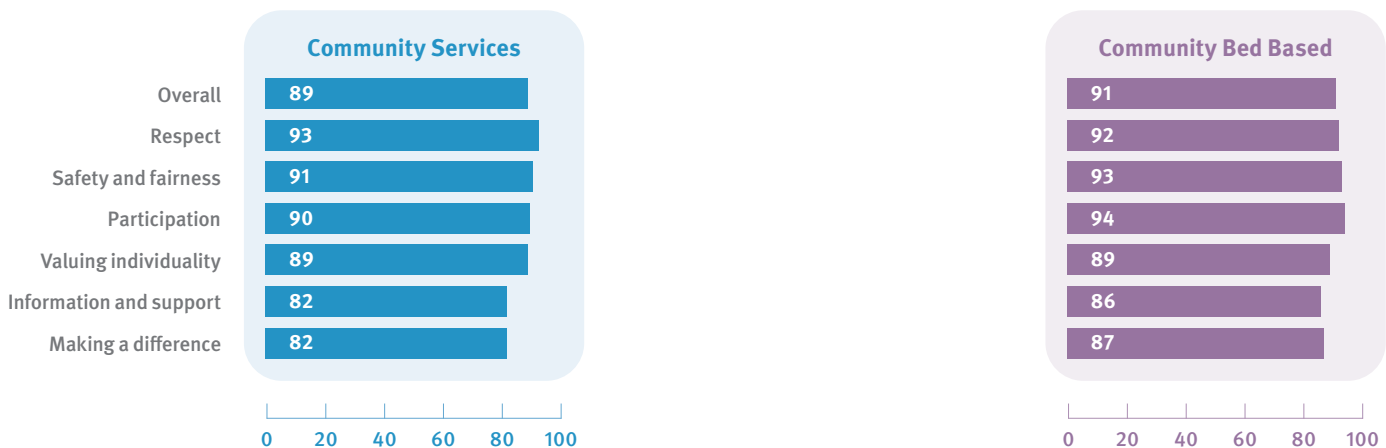
Very Good or Excellent **82%**

Overall Experience Scores 2016–2019

Legend:
—●— Queensland (Red)
—○— Logan-Beaudesert (Green)



Experience Scores by Domain 2019



DNP - less than 10 completed surveys returned

Highest Scoring Questions

4.67

Q11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)

4.64

Q17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted

Lowest Scoring Questions

4.05

Q25. The effect the service had on your overall well-being

4.00

Q23. The effect the service had on your hopefulness for the future

3.88

Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.71

Q6. Your individuality and values were respected

4.65

Q1. You felt welcome at this service

4.63

Q3. You felt safe using this service

4.00

Q18. 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)

3.96

Q19. Explanation of your rights and responsibilities

The best things about this service were...

The welcoming staff, school time and communication with school and ward activities (cooking on Friday, pet therapy).

Available when required. Proactive new doctor and brilliant staff. The 3 monthly surveys useful.

The help that I get from the peer support worker, very consistent and helpful.

My experience would have been better if...

I was able to visit my therapist every 9 days or 7.

There was a wider variety of books, we had fish again and more choices for people on a meal plan.

Appropriate translator or interpreter help me out in all information needed.



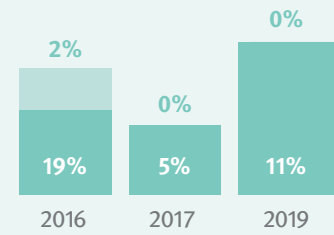
Family of Youth

Surveys Completed
34

Service Episodes
300

Survey Completion Rates

Completed Declined



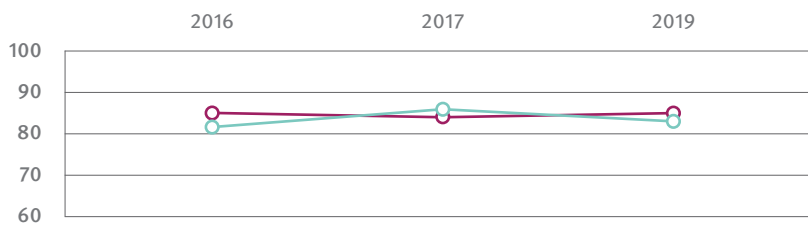
Overall how would you rate your satisfaction with your child's treatment?



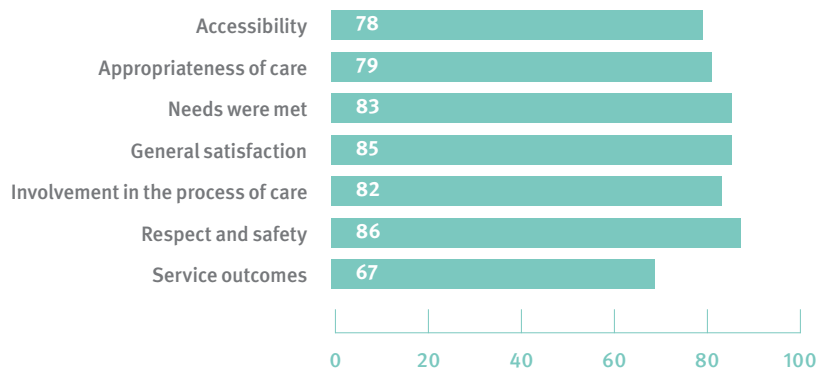
Agree or Strongly Agree **82%**

Overall Experience Scores 2016–2019

Queensland
Logan-Beaudesert



Experience Scores by Domain 2019



Highest Scoring Questions

4.50
Q12. Staff treat me with respect

4.24
Q1. Overall, I am satisfied with the treatment my child receives

Lowest Scoring Questions

3.41
Q19. My child is doing better in school and/or work

3.33
Q22. Overall, my child feels better

3.20
Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.71
Q14. Staff speak with me in a way that I understand

4.27
Q6. I participate in my child's treatment

4.21
Q5. I feel my child has someone to talk to when he/she is troubled

3.33
Q18. My child gets along better with friends and other people

3.28
Q20. My child is better able to cope when things go wrong

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

The services provide helpful information to work with the young person and we all work together for the better.

That at last we have been heard and the presenting problem validated and goals put in place.

Everyone listens to my concerns and are very helpful.

What would improve services here?

Needs to be more welcoming, open, friendly. Important that staff are approachable. I found there was not sufficient interaction/motivation.

Consult the parents during home visit before talking to the child.

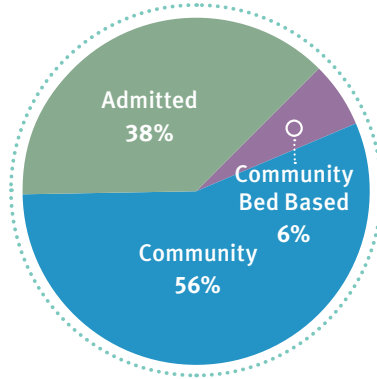
Provide more sessions where both parties come together for the better future of the young person.



Your Experience of Service

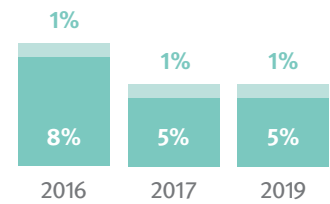


Service Episodes **1,517** Surveys Completed **79**



Survey Completion Rates

Completed Declined



Overall how would you rate your experience of care with this service in the last 3 months?



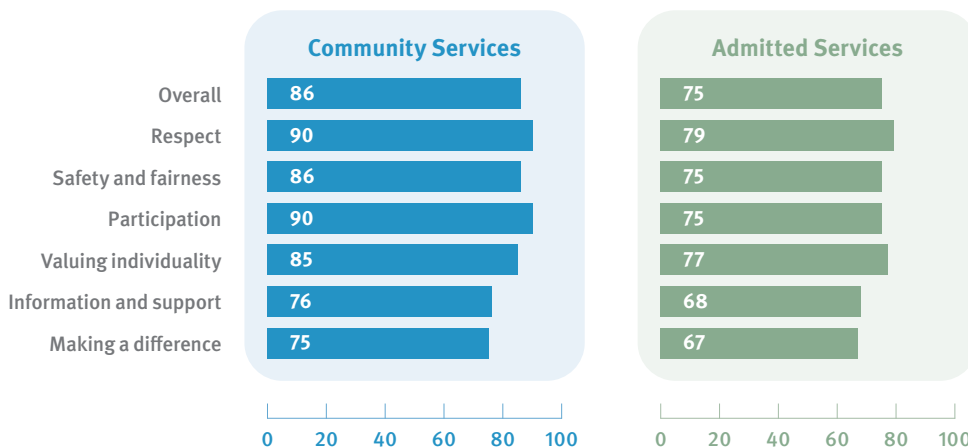
Very Good or Excellent **62%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Princess Alexandra Hospital



Experience Scores by Domain 2019



Highest Scoring Questions

4.44

Q1. You felt welcome at this service

4.38

Q5. Staff showed hopefulness for your future

4.31

Q7. Staff made an effort to see you when you wanted

Lowest Scoring Questions

3.62

Q19. Explanation of your rights and responsibilities

3.58

Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.42

Q10. Your opinions about the involvement of family or friends in your care were respected

4.34

Q3. You felt safe using this service

3.67

Q23. The effect the service had on your hopefulness for the future

3.60

Q25. The effect the service had on your overall well-being

3.51

Q18. Information given to you about this service

The best things about this service were...

Staff communicate well for example they text me (I'm deaf). I can contact them anytime for an appointment if I need via SMS.

Medication overhaul. Learning how to use techniques, e.g. relaxing, breathing, cognitive exercises to reduce anxiety and stress, physiotherapy for chronic back pain.

My case manager genuinely cares for me and always returns my calls.

My experience would have been better if...

If staff put in some more effort to understand people.

Cultural aspects given greater importance. Doctors had more time.

Meditation on a daily basis, exercise programs - yoga groups.

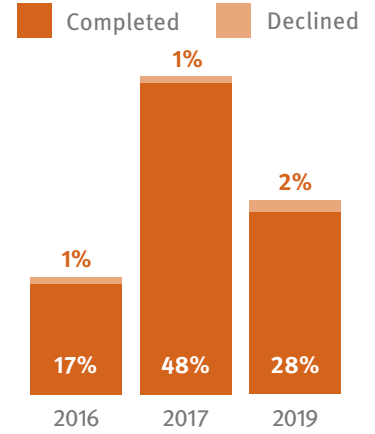


Your Experience of Service

Service Episodes **149** Surveys Completed **41**



Survey Completion Rates



Overall how would you rate your experience of care with this service in the last 3 months?



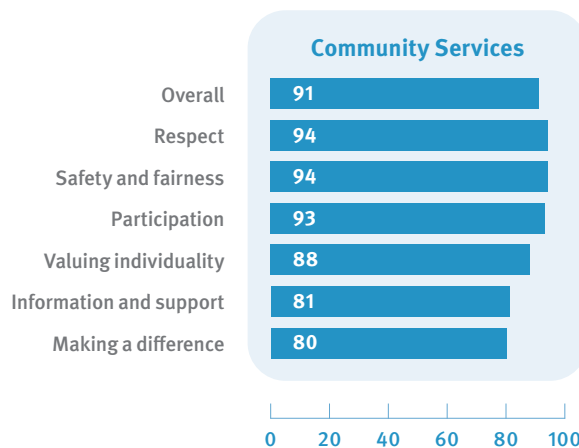
Very Good or Excellent **64%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— North West HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.83

Q3. You felt safe using this service

4.79

Q6. Your individuality and values were respected

4.77

Q4. Your privacy was respected

Lowest Scoring Questions

4.03

Q18. 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)

3.89

Q24. The effect the service had on your ability to manage your day to day life

3.88

Q20. Access to peer support

Scale

5 – Highest Score
1 – Lowest Score

4.82

Q12. You were listened to in all aspects of your care and treatment

4.79

Q10. Your opinions about the involvement of family or friends in your care were respected

3.94

Q16. There were activities you could do that suited you

3.89

Q25. The effect the service had on your overall well-being

The best things about this service were...

Nothing in particular, I would say that the service all round was great.

The people. They were friendly, clearly willing to help me through a difficult time.

The care and respect of all the staff.

My experience would have been better if...

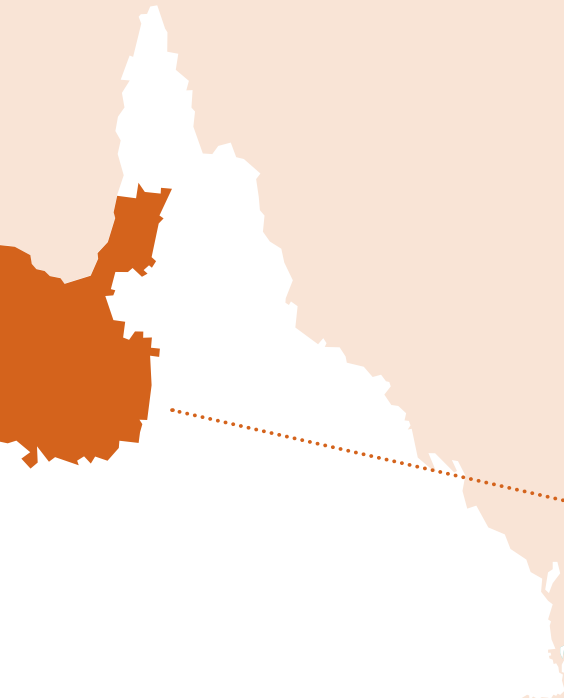
I didn't have to wait too long to see a doctor.

Waiting room looked better.

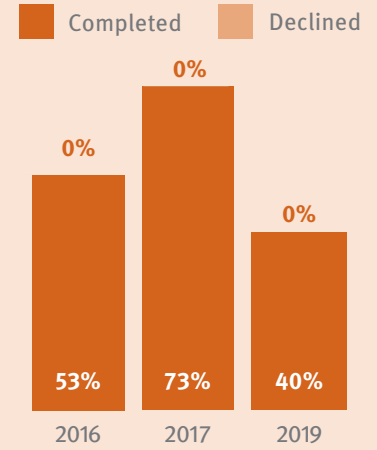
Treating medical staff were not transferred or moved from areas so regularly.



Family of Youth



Survey Completion Rates

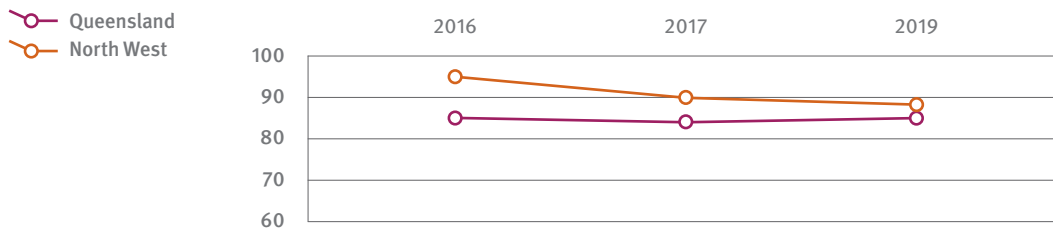


Overall how would you rate your satisfaction with your child's treatment?

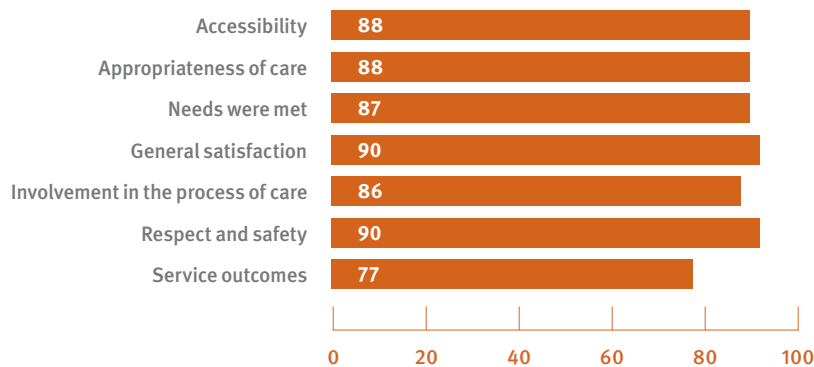


Agree or Strongly Agree **90%**

Overall Experience Scores 2016–2019



Experience Scores by Domain 2019



Highest Scoring Questions

- 4.50**
Q14. Staff speak with me in a way that I understand
- 4.50**
Q13. Staff respect my family's religious/spiritual beliefs

Lowest Scoring Questions

- 3.90**
Q19. My child is doing better in school and/or work
- 3.70**
Q16. My child is better at handling daily life
- 3.40**
Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

- 4.60**
Q12. Staff treat me with respect
- 4.50**
Q1. Overall, I am satisfied with the treatment my child receives
- 4.43**
Q15. Staff are sensitive to my cultural/ethnic background
- 3.90**
Q22. Overall, my child feels better
- 3.70**
Q20. My child is better able to cope when things go wrong

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

The assistance provided was not just directly to my child but also school and family, everyone was involved.

Really helpful, explain everything out in a simple way that we can understand.

Having a professional experienced in child mental health being able to guide and implement strategies to use with the child.

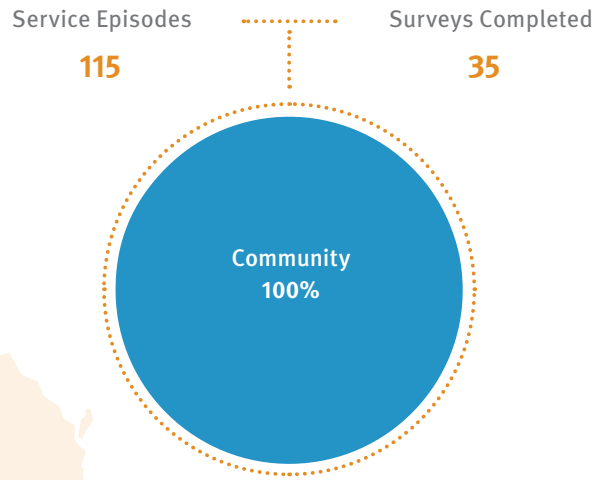
What would improve services here?

Suitable engagement building with schools, so kids can better engage with the service.

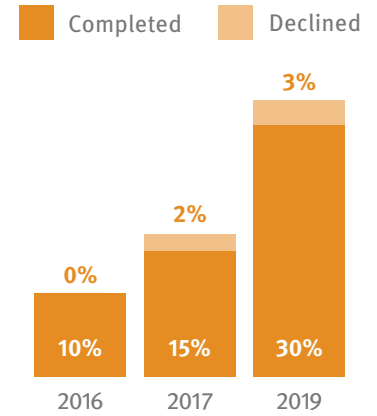
More accessible parking.



Your Experience of Service



Survey Completion Rates



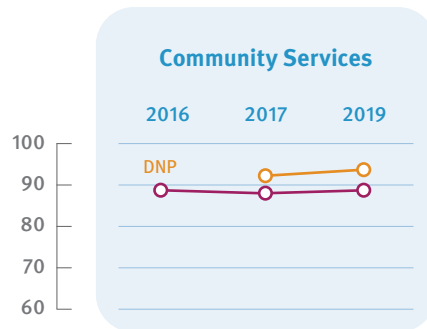
Overall how would you rate your experience of care with this service in the last 3 months?



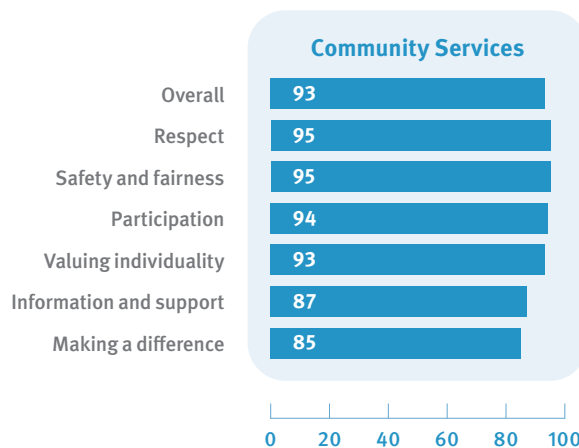
Very Good or Excellent 88%

Overall Experience Scores 2016–2019

Queensland
South West HHS



Experience Scores by Domain 2019



DNP - less than 10 completed surveys returned

Highest Scoring Questions

4.83

Q2. Staff showed respect for how you were feeling

4.80

Q1. You felt welcome at this service

Lowest Scoring Questions

4.32

Q18. Information given to you about this service

4.18

Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.83

Q6. Your individuality and values were respected

4.80

Q4. Your privacy was respected

4.80

Q3. You felt safe using this service

3.43

Q21. Development of a care plan with you that considered all of your needs

4.28

Q20. Access to peer support

4.09

Q23. The effect the service had on your hopefulness for the future

The best things about this service were...

Being able to see my counsellor when I needed. Being seen in my home.

The professionalism of staff.

Everything is confidential.

My experience would have been better if...

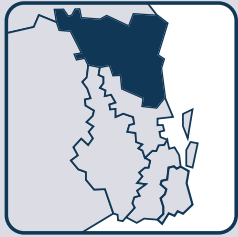
Had a letter for Court.

I could have more than reasonable access to my psychologist when I was in need of this service.

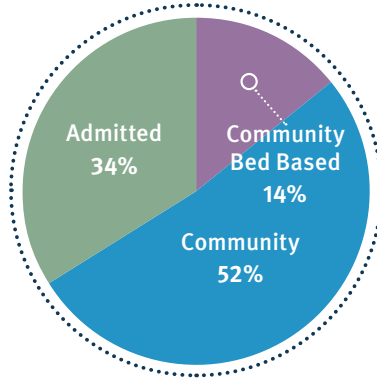
My medication had not been altered.



Your Experience of Service

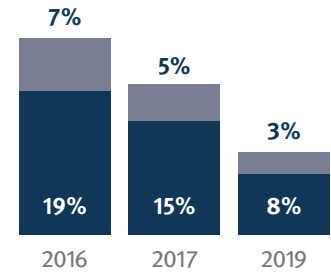


Service Episodes 1,529 Surveys Completed 115



Survey Completion Rates

Completed Declined



Overall how would you rate your experience of care with this service in the last 3 months?



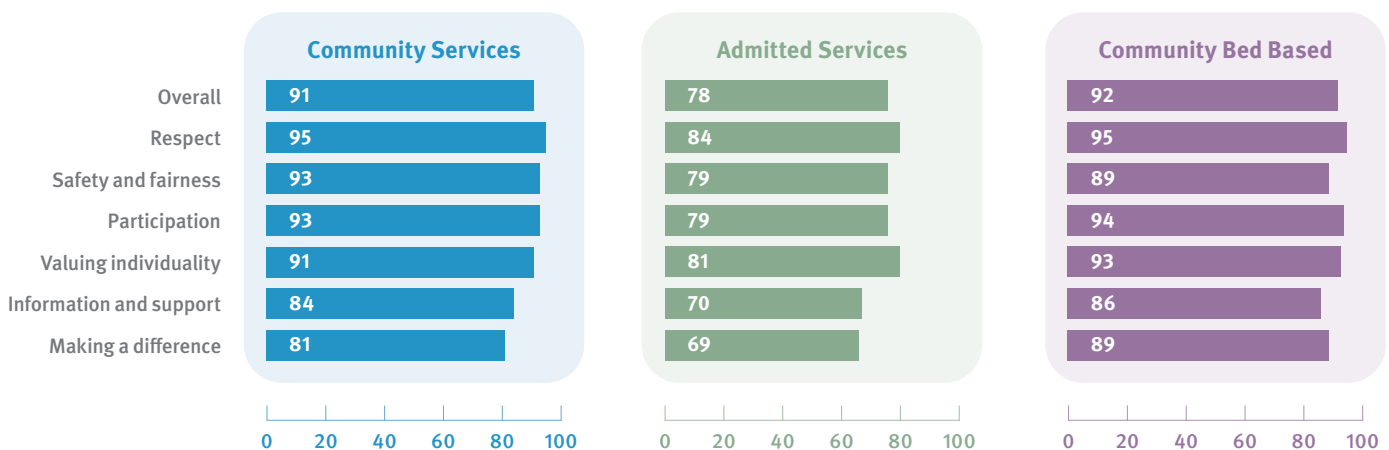
Very Good or Excellent 68%

Overall Experience Scores 2016–2019

Queensland
Sunshine Coast HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.65

Q5. Staff showed hopefulness for your future

4.62

Q6. Your individuality and values were respected

4.55

Q2. Staff showed respect for how you were feeling

Lowest Scoring Questions

3.92

Q19. Explanation of your rights and responsibilities

3.88

Q22. Convenience of the location for you

Scale

5 – Highest Score
1 – Lowest Score

4.63

Q10. Your opinions about the involvement of family or friends in your care were respected

4.60

Q1. You felt welcome at this service

3.94

Q18. Information given to you about this service

3.89

Q23. The effect the service had on your hopefulness for the future

3.80

Q24. The effect the service had on your ability to manage your day to day life

The best things about this service were...

Always cared for and supported by staff, always seen as individual and not just another patient

The hopefulness that I would get better, believing in me, being patient and explaining/ listening to a possible cause of my depression.

A willingness to listen and explain all aspects of the process along the way.

My experience would have been better if...

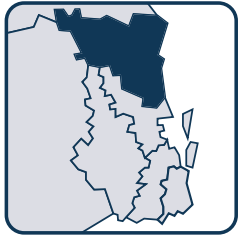
Every six months I didn't have to see a new doctor. Having a regular doctor would be better, I am tired of explaining my story over and over to new doctors.

Take blood test (finger prick) the same day as you see the Doctor.

They explained why I was here in the first place, i.e. no explanation of why I was brought here.



Family of Youth



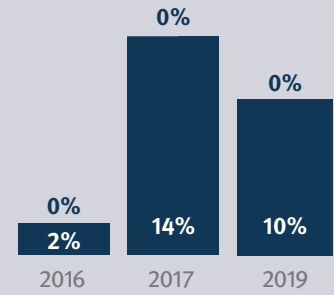
Surveys Completed
23



Service Episodes
222

Survey Completion Rates

Completed Declined



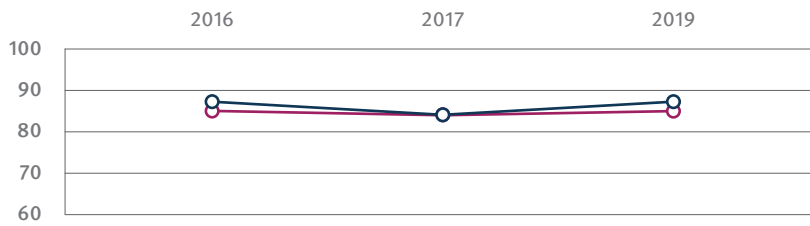
Overall how would you rate your satisfaction with your child's treatment?



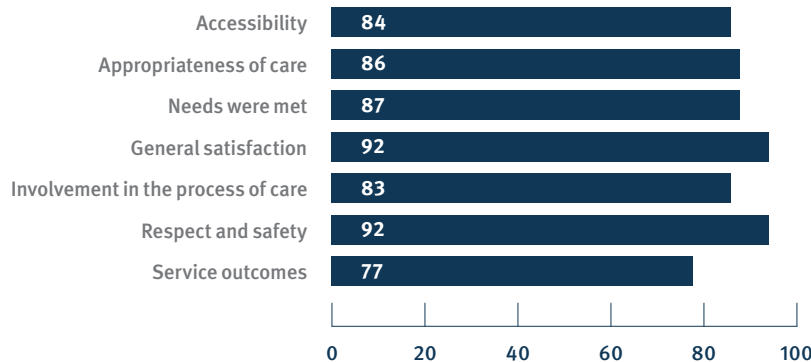
Agree or Strongly Agree **100%**

Overall Experience Scores 2016–2019

Queensland
Sunshine Coast



Experience Scores by Domain 2019



Highest Scoring Questions

4.70

Q14. Staff speak with me in a way that I understand

4.55

Q13. Staff respect my family's religious/spiritual beliefs

Lowest Scoring Questions

3.91

Q18. My child gets along better with friends and other people

3.78

Q22. Overall, my child feels better

3.43

Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.70

Q12. Staff treat me with respect

4.61

Q1. Overall, I am satisfied with the treatment my child receives

4.50

Q15. Staff are sensitive to my cultural/ethnic background

3.87

Q17. My child gets along better with family members

3.74

Q20. My child is better able to cope when things go wrong

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

Having services that are local and interconnected (with links to Psychiatry and hospital has been invaluable).

Clinician has been available for us as needed and if not she has made sure an AMYOS member is.

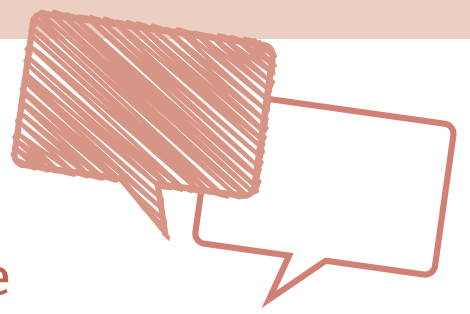
Seeing the same clinician which enable relationships to form and all the issues to be dealt with.

What would improve services here?

CYMHS - the new facility is very sterile and not conducive to opening up.

It would be good to see a psychiatrist here full time.

To see the psychiatrist more than once every 6 months.

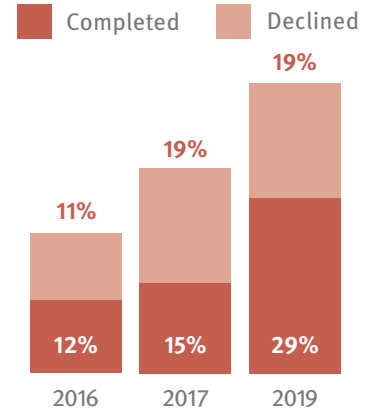


Your Experience of Service

Service Episodes **253** Surveys Completed **74**



Survey Completion Rates



Overall how would you rate your experience of care with this service in the last 3 months?



Very Good or Excellent **81%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— Torres and Cape HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.86

Q4. Your privacy was respected

4.81

Q2. Staff showed respect for how you were feeling

Lowest Scoring Questions

4.10

Q24. The effect the service had on your ability to manage your day to day life

3.87

Q16. There were activities you could do that suited you

Scale

5 – Highest Score
1 – Lowest Score

4.92

Q6. Your individuality and values were respected

4.81

Q3. Your individuality and values were respected

4.79

Q10. Your opinions about the involvement of family or friends in your care were respected

4.10

Q18. Information given to you about this service

3.99

Q23. The effect the service had on your hopefulness for the future

3.70

Q20. Access to peer support

The best things about this service were...

Being listened to even when I didn't know what was wrong and given tools to use when I got frustrated, upset.

Someone came to pick me up and drop me back home.

The support with my addiction, excellent.

My experience would have been better if...

More visits with Case Manager.

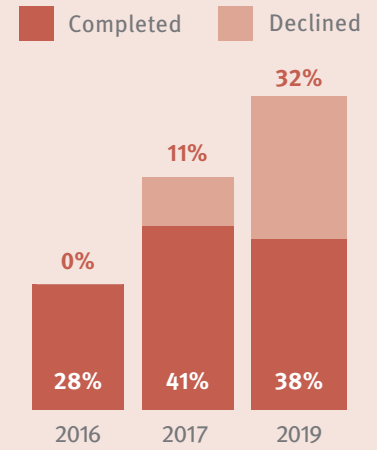
I felt more welcome by all staff.

More information was given about supports in the Cooktown community.



Family of Youth

Survey Completion Rates



Service Episodes
74

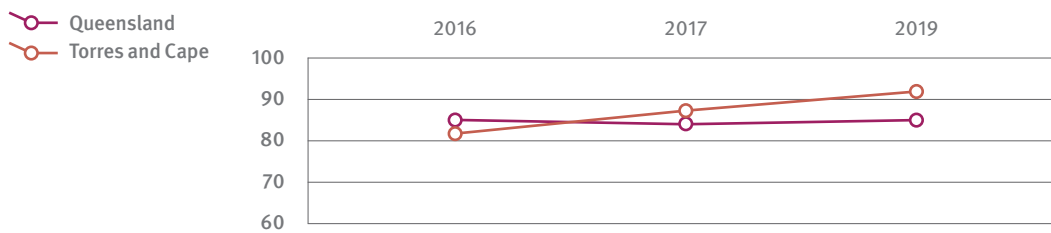
Surveys Completed
28

Overall how would you rate your satisfaction with your child's treatment?

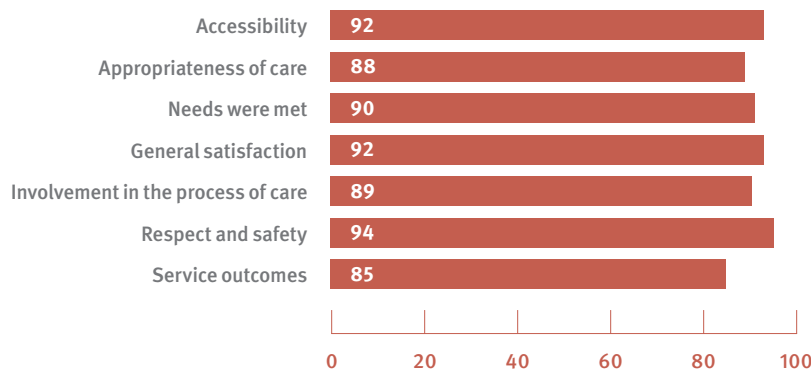


Agree or Strongly Agree **96%**

Overall Experience Scores 2016–2019



Experience Scores by Domain 2019



Highest Scoring Questions

4.72

Q15. Staff are sensitive to my cultural/ethnic background

4.70

Q9. Treatment is available at times that are convenient for us

Lowest Scoring Questions

4.27

Q18. My child gets along better with friends and other people

4.15

Q19. My child is doing better in school and/or work

4.11

Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.74

Q12. Staff treat me with respect

4.70

Q14. Staff speak with me in a way that I understand

4.67

Q13. Staff respect my family's religious/spiritual beliefs

4.26

Q22. Overall, my child feels better

4.15

Q20. My child is better able to cope when things go wrong

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

Clinician has been flexible in working around my work schedule and seeing my child at school.

Having the doctor get on my child's level when trying to help her.

Linking to the circle of security parenting program, medications for ADHD.

What would improve services here?

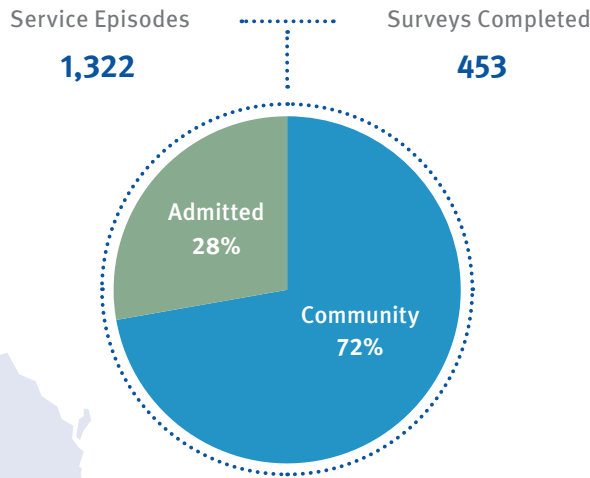
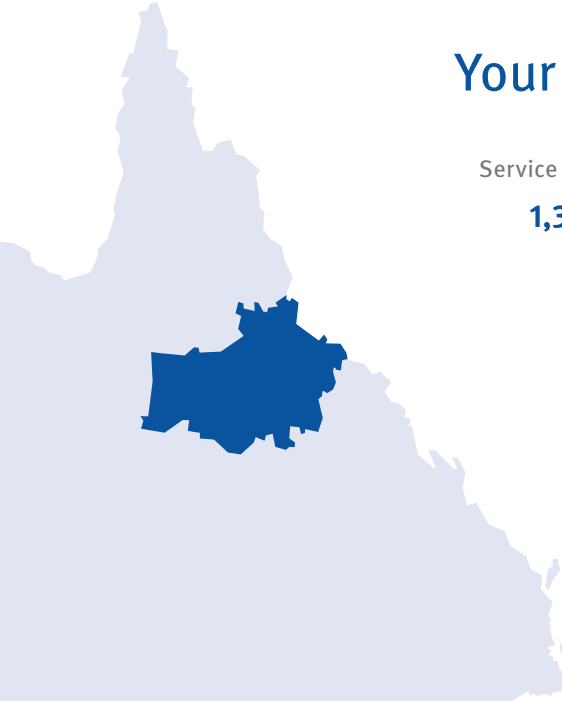
Need regular access to OT and speech therapist.

More help and services more frequently rather/as well as video conferences.

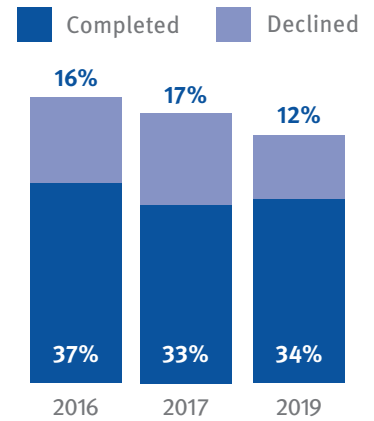
Getting 100% help at school because Mental Health has found a way to benefit her at school.



Your Experience of Service



Survey Completion Rates



Overall how would you rate your experience of care with this service in the last 3 months?



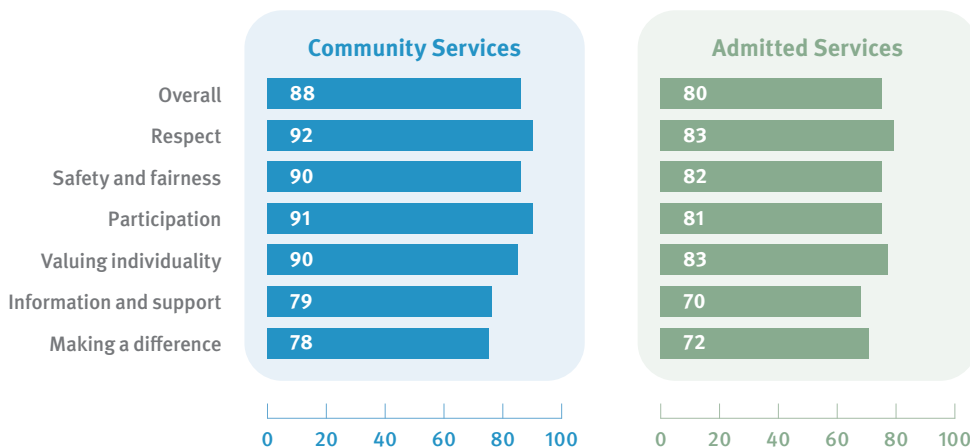
Very Good or Excellent **68%**

Overall Experience Scores 2016–2019

— Queensland
— Townsville HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.56

Q2. Staff showed respect for how you were feeling

4.49

Q1. You felt welcome at this service

Lowest Scoring Questions

3.78

Q19. Explanation of your rights and responsibilities

3.77

Q25. The effect the service had on your overall well-being

3.73

Q24. The effect the service had on your ability to manage your day to day life

Scale

5 – Highest Score
1 – Lowest Score

4.56

Q6. Your individuality and values were respected

4.51

Q10. Your opinions about the involvement of family or friends in your care were respected

4.49

Q11. The facilities and environment met your needs

3.78

Q22. Convenience of the location for you

3.76

Q23. The effect the service had on your hopefulness for the future

The best things about this service were...

Providing information of other supports in the community.

The "background" team. The other workers always knew what was going on and always checked up on me.

Cultural support - access and break down cultural barriers e.g. shame factor.

My experience would have been better if...

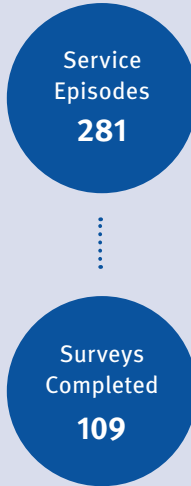
If I didn't have to wait to be scripted for my medications on the day I have to pick up.

More help with progression, understand how long treatment will last and discharge plans.

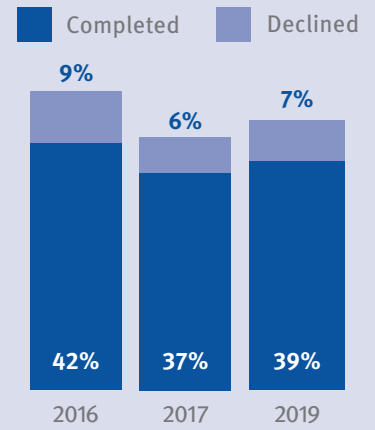
Peer support was here every day.



Family of Youth



Survey Completion Rates



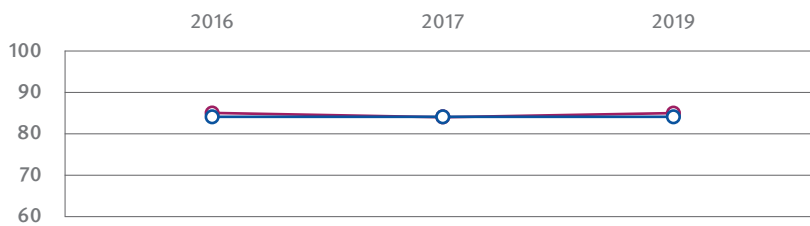
Overall how would you rate your satisfaction with your child's treatment?



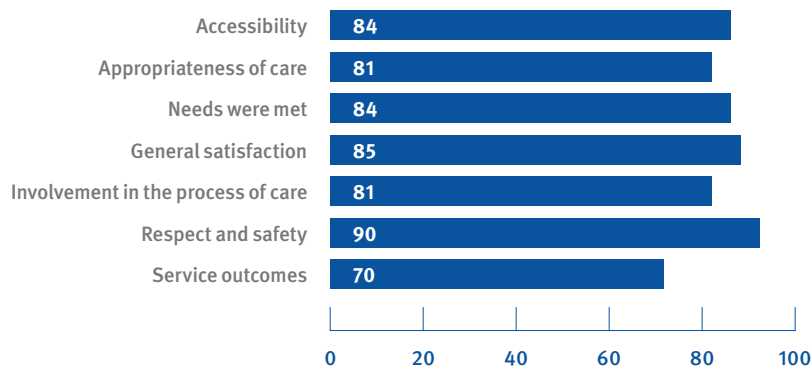
Agree or Strongly Agree **83%**

Overall Experience Scores 2016–2019

—○ Queensland
—○ Townsville



Experience Scores by Domain 2019



Highest Scoring Questions

4.58

Q14. Staff speak with me in a way that I understand

4.37

Q15. Staff are sensitive to my cultural/ethnic background

Lowest Scoring Questions

3.54

Q19. My child is doing better in school and/or work

3.51

Q22. Overall, my child feels better

3.34

Q21. I am satisfied with our family life right now

Scale

5 – Highest Score
1 – Lowest Score

4.67

Q12. Staff treat me with respect

4.42

Q13. Staff respect my family's religious/spiritual beliefs

4.31

Q6. I participate in my child's treatment

3.52

Q17. My child gets along better with family members

3.36

Q20. My child is better able to cope when things go wrong

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

Having someone listen about my child's current situation and helping put strategies in place.

Availability of appointments, targeted treatment, consistent clinician care, respectful relationships.

Care co-ordination, communication from staff with child, family and school, referral pathways to other allied health services.

What would improve services here?

Anti-depressants were raised in my daughter's one-on-one session. We would prefer any medication options are raised with the parent in private, before discussion with the child.

Decreasing wait times between referral to intake and initial appointment.

More support for me as Mum. Assistance in understanding what my child is experiencing.

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

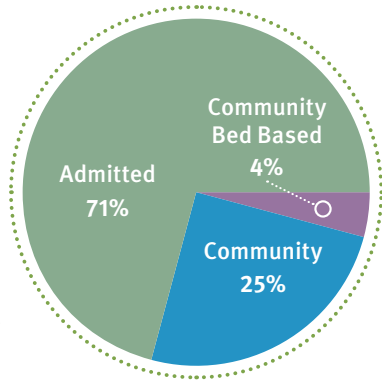
Demonstrated improvement in results from 2016 to 2017



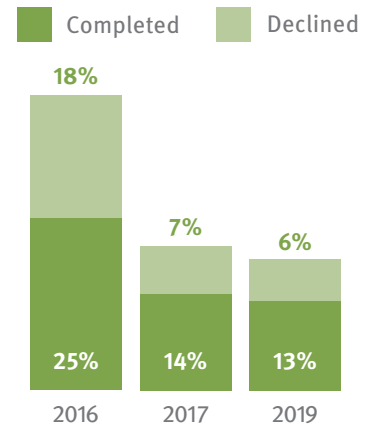
Your Experience of Service



Service Episodes **1,147** Surveys Completed **150**



Survey Completion Rates



Overall how would you rate your experience of care with this service in the last 3 months?



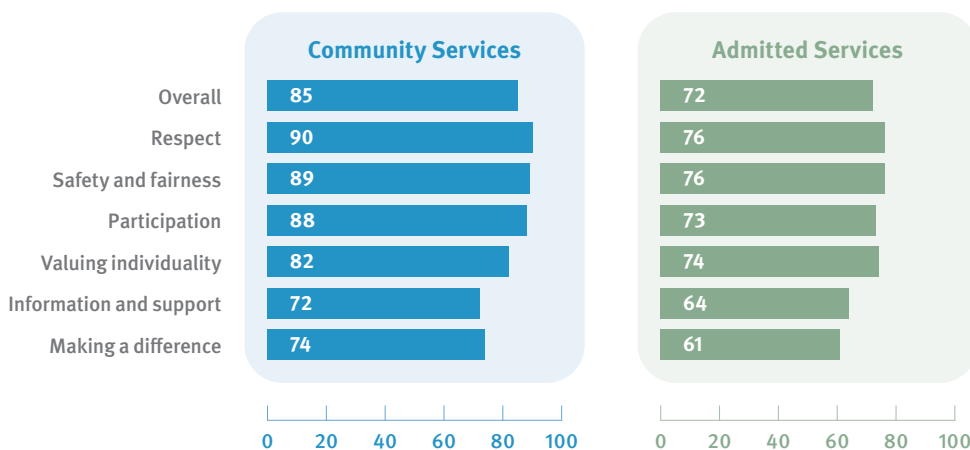
Very Good or Excellent **47%**

Overall Experience Scores 2016–2019

—○— Queensland
—○— West Moreton HHS



Experience Scores by Domain 2019



Highest Scoring Questions

4.19

Q3. You felt safe using this service

4.09

Q6. Your individuality and values were respected

Lowest Scoring Questions

3.21

Q25. The effect the service had on your overall well-being

3.11

Q19. Explanation of your rights and responsibilities

2.92

Q22. Convenience of the location for you

Scale

5 – Highest Score
1 – Lowest Score

4.20

Q10. Your opinions about the involvement of family or friends in your care were respected

4.09

Q2. Staff showed respect for how you were feeling

4.06

Q4. Your privacy was respected

3.18

Q24. The effect the service had on your ability to manage your day to day life

3.10

Q23. The effect the service had on your hopefulness for the future

The best things about this service were...

The ability and competency of health professionals. The intelligence of doctors, nurses and other staff are at a very high level.

The staff/team worked with me where I was at. I didn't feel forced to do anything at any time.

Support workers and therapy aids supporting us and getting involved in our treatment and positive input.

My experience would have been better if...

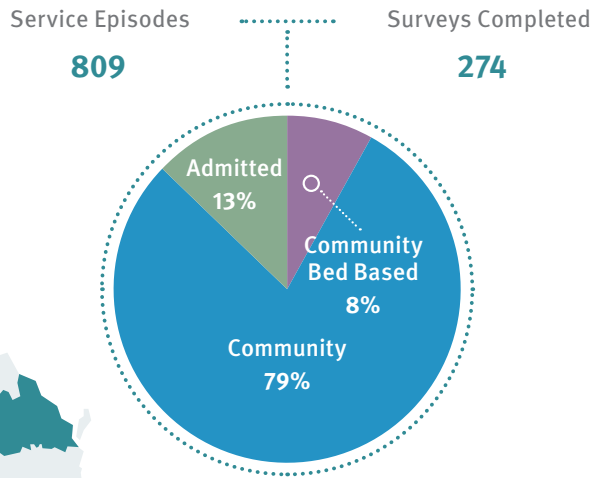
There was more consistency and input into my care. More information on my treatment plan. See Doctors more regularly.

There was a quiet area within the facility somewhere. I spent a lot of time in my room avoiding chaos.

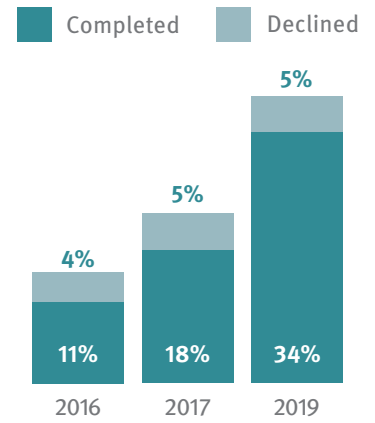
The psychiatrist was accessible and actually treated the patient instead of just monitoring. Also took too long (2 months) to contact other doctors.



Your Experience of Service



Survey Completion Rates



Overall how would you rate your experience of care with this service in the last 3 months?



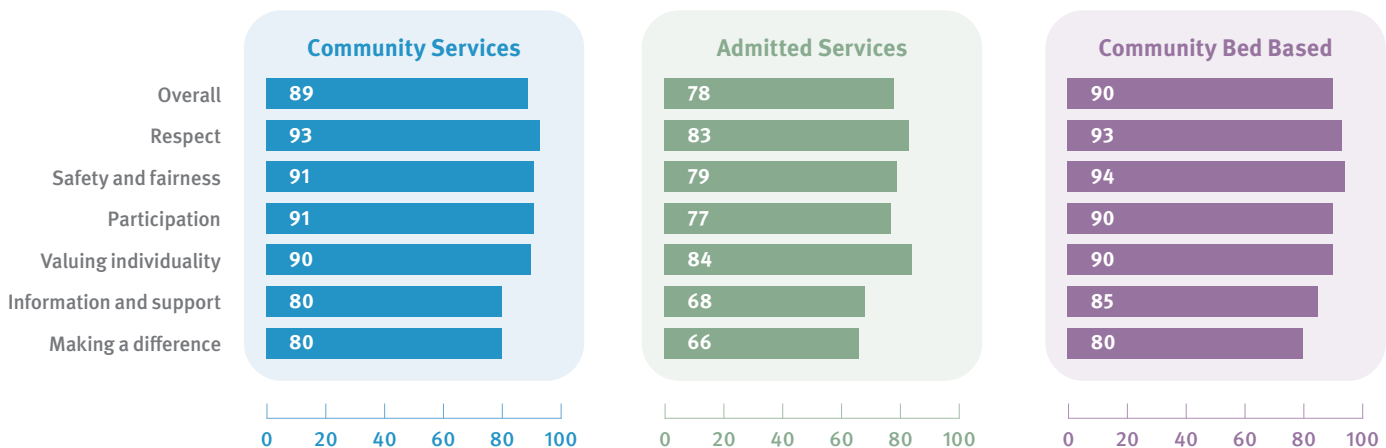
Very Good or Excellent 71%

Overall Experience Scores 2016–2019

— Queensland
— Wide Bay HHS



Experience Scores by Domain 2019



DNP - less than 10 completed surveys returned

Highest Scoring Questions

4.64
Q4. Your privacy was respected

4.60
Q2. Staff showed respect for how you were feeling

Lowest Scoring Questions

3.95
Q21. Development of a care plan with you that considered all of your needs

3.88
Q25. The effect the service had on your overall well-being

3.83
Q20. Access to peer support

Scale

5 – Highest Score
1 – Lowest Score

4.66
Q6. Your individuality and values were respected

4.60
Q1. You felt welcome at this service

4.58
Q10. Your opinions about the involvement of family or friends in your care were respected

3.89
Q24. The effect the service had on your ability to manage your day to day life

3.87
Q23. The effect the service had on your hopefulness for the future

The best things about this service were...

The people involved and the support given to both me and my family.

Explanation of medication and follow up treatment.

Knowing that I can ring any time when not feeling well and someone will always get back to me the same day.

My experience would have been better if...

There was better communication between all staff regarding my care plan and case reviews and my involvement on these.

My family was kept more up to date and involved in my future planning.

More smiles and hellos.
Made to feel more welcome.

Appendix 1

Participating Services

Mental Health Service	Service Abbreviation
Cairns and Hinterland	CNS
Central Queensland	CQ
Children's Health Queensland	CHQ
Darling Downs	TWBA (Toowoomba)
Gold Coast	GC
Mackay	MKY
Metro North	Metro Nth: Red-Cab (Redcliffe-Caboolture)
	Metro Nth: RBWH (Royal Brisbane and Women's Hospital)
	Metro Nth: TPCH (The Prince Charles Hospital)
Metro South	Metro Sth: BAY (Bayside)
	Metro Sth: LB (Logan-Beaudesert)
	Metro Nth: PAH (Princess Alexandra Hospital)
North West	MTI (Mount Isa)
South West	SW
Sunshine Coast	SC
Torres and Cape	T&C
Townsville	TSV
West Moreton	WM
Wide Bay	WB

NOTE: Central West Hospital and Health Service participated in the 2019 collection however less than ten completed surveys were returned, so for the purpose of reporting this service has been excluded.

Appendix 2

Glossary

Term	Definition
Admitted setting	Hospital bed-based care and treatment for individuals in a safe environment delivered through inpatient units, secure mental health rehabilitation units and extended care services. This type of care is provided to individuals who are experiencing an episode of mental illness not able to be managed in a less restrictive setting, such as community treatment or community bed-based services.
Community setting	A range of assessment and treatment services provided by specialist multidisciplinary teams to support individuals in the community.
Community bed-based setting	Short and medium to long-term recovery-oriented treatment for individuals delivered in the least-restrictive environment in the community as close to home and community as possible.
In-scope	<p>All people aged 13 and over who stay in an admitted patient or community bed-based facility overnight or longer.</p> <p>People aged 13 and over who access community services and attend at least one appointment in person during the collection period.</p> <p>Parents, families and carers of all young people who stay in an admitted patient facility for one night or longer during the collection period.</p> <p>Parents, families and carers of young people who access community services and attend at least one appointment in person during the collection period.</p> <p>Ideally, every consumer aged 13 and over who has contact with their mental health service during the collection period will be offered a survey. There will be exceptions however, for example if consumers are unwell or if offering the survey is likely to cause distress</p>
Service Episode	Refers to a period of contact between a consumer and mental health network, which has discrete start and end points. It is defined as a more or less continuous period of contact within a mental health service type.

Appendix 3

Your Experience of Service: Average Response for each question by Mental Health Service Organisation

Question	QLD	CNS	CQ	CHQ	GC	MKY	Metro North		
							RBWH	RC	TPCH
Inscope	20369	1507	960	711	1679	868	1452	1111	1375
N	3745	418	206	337	188	247	273	180	308
Making a Difference									
Q23. The effect the service had on your hopefulness for the future	3.8	3.9	3.9	3.7	3.6	3.9	3.7	3.9	3.7
Q24. The effect the service had on your ability to manage your day to day life	3.8	3.9	3.9	3.7	3.7	4.0	3.7	3.8	3.6
Q25. The effect the service had on your overall well-being	3.8	3.9	3.9	3.7	3.8	4.0	3.6	3.9	3.7
Q26. Overall, how would you rate your experience of care with this service in the last 3 months?	4.0	4.1	4.1	4.0	3.9	4.1	3.9	4.1	3.9
Providing Information and Support									
Q18. Information given to you about this service	3.9	3.9	4.0	4.0	4.0	4.0	3.8	4.0	3.8
Q19. Explanation of your rights and responsibilities	3.8	3.8	4.0	4.0	3.8	4.1	3.7	3.9	3.7
Q20. Access to peer support	3.8	3.9	3.9	3.8	3.8	4.0	3.7	3.9	3.8
Q21. Development of a care plan with you that considered all of your needs	3.9	3.9	4.0	4.2	3.9	4.1	3.7	4.0	3.8
Valuing Individuality									
Q6. Your individuality and values were respected	4.6	4.6	4.6	4.8	4.5	4.7	4.5	4.5	4.5
Q16. There were activities you could do that suited you	4.1	4.2	4.1	4.1	3.9	4.3	3.9	4.1	4.1
Supporting Active Participation									
Q8. You had access to your treating doctor or psychiatrist when you needed	4.2	4.3	4.4	4.4	3.9	4.5	4.1	4.2	4.2
Q10. Your opinions about the involvement of family or friends in your care were respected	4.5	4.5	4.5	4.6	4.4	4.8	4.4	4.4	4.5
Q13. Staff worked as a team in your care and treatment	4.3	4.4	4.3	4.4	4.2	4.5	4.2	4.2	4.2
Q14. Staff discussed the effects of your medication and other treatments with you	4.3	4.4	4.4	4.4	4.2	4.5	4.2	4.4	4.2
Q15. You had opportunities to discuss your progress with the staff caring for you	4.4	4.5	4.5	4.5	4.2	4.6	4.3	4.4	4.3
Q17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted	4.4	4.5	4.4	4.7	4.4	4.5	4.3	4.3	4.4
Showing Respect									
Q1. You felt welcome at this service	4.5	4.6	4.6	4.7	4.4	4.7	4.5	4.5	4.5
Q2. Staff showed respect for how you were feeling	4.5	4.6	4.5	4.7	4.5	4.7	4.4	4.5	4.5
Q4. Your privacy was respected	4.5	4.6	4.6	4.7	4.4	4.7	4.4	4.5	4.5
Q5. Staff showed hopefulness for your future	4.5	4.5	4.5	4.5	4.5	4.6	4.4	4.5	4.4
Q7. Staff made an effort to see you when you wanted	4.5	4.5	4.6	4.6	4.3	4.6	4.4	4.5	4.4
Q12. You were listened to in all aspects of your care and treatment	4.4	4.6	4.3	4.6	4.3	4.6	4.3	4.4	4.3
Ensuring Safety and Fairness									
Q3. You felt safe using this service	4.5	4.6	4.5	4.6	4.4	4.6	4.4	4.5	4.4
Q9. You believe that you would receive fair treatment if you made a complaint	4.3	4.3	4.2	4.5	4.2	4.4	4.1	4.2	4.2
Q11. The facilities and environment met your needs	4.5	4.6	4.5	4.7	4.4	4.6	4.2	4.4	4.4
Location									
Q22. Convenience of the location for you	3.9	4.1	4.0	4.0	3.9	4.1	3.7	4.0	4.1

Metro South			MTI	SW	SC	TWBA	T&C	TSV	WM	WB
BAY	LB	PAH								
656	1670	1517	149	115	1529	1539	253	1322	1147	809
65	81	79	41	35	115	221	74	453	150	274

3.7	4.0	3.7	4.2	4.1	3.9	3.8	4.0	3.8	3.1	3.9
3.6	3.9	3.6	3.9	4.2	3.8	3.8	4.1	3.7	3.2	3.9
3.5	4.1	3.6	3.9	4.4	4.0	3.9	4.2	3.8	3.2	3.9
3.9	4.3	3.8	4.1	4.4	3.9	4.0	4.3	4.0	3.4	4.0

3.8	4.0	3.5	4.0	4.3	3.9	3.9	4.1	3.8	3.2	4.0
3.7	4.0	3.6	4.2	4.6	3.9	3.8	4.2	3.8	3.1	4.0
3.9	4.1	3.7	3.9	4.3	4.0	3.8	3.7	3.8	3.6	3.8
3.8	4.2	3.9	4.1	4.3	4.0	3.9	4.2	3.9	3.3	3.9

4.3	4.7	4.3	4.8	4.8	4.6	4.6	4.9	4.6	4.1	4.7
3.9	4.2	3.9	3.9	4.4	4.1	3.9	3.9	4.2	3.5	4.2

4.1	4.4	4.1	4.5	4.6	4.2	4.2	4.5	4.3	3.7	4.3
4.4	4.6	4.4	4.8	4.8	4.6	4.6	4.8	4.5	4.2	4.6
4.4	4.5	4.3	4.6	4.7	4.4	4.3	4.6	4.4	3.9	4.4
4.2	4.5	4.2	4.8	4.7	4.3	4.3	4.7	4.4	3.7	4.4
4.2	4.6	4.1	4.7	4.7	4.5	4.4	4.8	4.5	3.9	4.5
4.3	4.6	4.3	4.5	4.8	4.5	4.4	4.7	4.4	3.9	4.5

4.3	4.7	4.4	4.7	4.8	4.6	4.6	4.7	4.5	4.0	4.6
4.3	4.6	4.2	4.8	4.8	4.6	4.6	4.8	4.6	4.1	4.6
4.3	4.6	4.3	4.8	4.8	4.5	4.6	4.9	4.5	4.1	4.6
4.3	4.6	4.4	4.5	4.7	4.7	4.5	4.7	4.4	4.0	4.6
4.3	4.6	4.3	4.7	4.7	4.5	4.4	4.7	4.5	4.0	4.6
4.3	4.6	4.2	4.8	4.7	4.4	4.4	4.7	4.5	3.8	4.5

4.5	4.6	4.3	4.8	4.8	4.5	4.6	4.8	4.4	4.2	4.5
4.2	4.3	3.9	4.6	4.8	4.2	4.4	4.6	4.3	3.6	4.4
4.5	4.7	4.1	4.7	4.6	4.4	4.6	4.6	4.5	4.0	4.5

3.8	4.1	3.8	4.2	4.6	3.9	4.1	4.1	3.8	2.9	4.0
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Appendix 4

Family of Youth: Average Response for each question by Mental Health Service Organisation

Question	QLD	CNS	CQ	CHQ	GC	MKY	Metro Nth
							RC
Inscope	2787	183	111	783	208	85	74
N	845	63	62	340	26	39	58

Overall Satisfaction

Q1. Overall, I am satisfied with the treatment my child receives	4.4	4.3	4.3	4.4	4.5	4.4	4.6
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Involvement in the Process of Care

Q2. I helped to choose my child's services	3.8	3.9	3.6	3.7	3.7	3.9	3.9
Q3. I helped to choose my child's treatment goals	4.0	4.0	3.8	3.9	4.0	4.0	3.8
Q6. I participate in my child's treatment	4.4	4.4	4.2	4.4	4.5	4.3	4.4

Felt Needs Were Met

Q4. The people helping my child stick with us no matter what	4.2	4.2	4.1	4.2	4.4	4.4	4.3
Q5. I feel my child has someone to talk to when he/she is troubled	4.2	4.0	4.3	4.2	4.3	4.4	4.5
Q10. My family gets the help we want for my child	4.2	4.1	4.0	4.1	4.2	4.4	4.6
Q11. My family gets as much help as we need for my child	4.0	4.0	3.9	4.0	4.1	4.3	4.4
Q14. Staff speak with me in a way that I understand	4.6	4.6	4.5	4.6	4.7	4.7	4.8

Respect and Safety

Q12. Staff treat me with respect	4.7	4.6	4.7	4.7	4.8	4.6	4.9
Q13. Staff respect my family's religious/spiritual beliefs	4.4	4.3	4.3	4.4	4.6	4.5	4.6
Q15. Staff are sensitive to my cultural/ethnic background	4.3	4.2	4.3	4.3	4.5	4.4	4.6

Accessibility

Q7. The treatment my child and/or family receives is right for us	4.2	4.3	4.1	4.2	4.2	4.2	4.4
Q8. The location of the service is convenient for us	4.1	3.9	4.1	4.2	4.0	4.0	4.4

Appropriateness of Care

Q9. Treatment is available at times that are convenient for us	4.2	4.1	4.1	4.1	4.3	4.4	4.3
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Service Outcomes

Q16. My child is better at handling daily life	3.7	3.7	3.6	3.7	3.7	3.5	3.7
Q17. My child gets along better with family members	3.7	4.0	3.5	3.6	3.8	3.9	3.6
Q18. My child gets along better with friends and other people	3.6	3.8	3.5	3.6	3.7	3.7	3.7
Q19. My child is doing better in school and/or work	3.5	3.6	3.3	3.4	3.6	3.7	3.6
Q20. My child is better able to cope when things go wrong	3.4	3.6	3.4	3.4	3.6	3.1	3.4
Q21. I am satisfied with our family life right now	3.3	3.7	3.4	3.2	3.3	3.5	3.4
Q22. Overall, my child feels better	3.6	3.9	3.5	3.5	3.8	3.6	3.5

Metro South		MTI	SC	TWBA	T&C	TSV
BAY	LB					
106	292	15	208	245	53	264
22	14	11	30	31	19	99

4.5	4.2	4.5	4.6	4.1	4.6	4.3
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3.9	3.8	4.3	4.0	3.9	4.4	3.9
4.2	4.2	4.2	4.1	3.9	4.3	3.9
4.5	4.3	4.4	4.3	4.5	4.6	4.3

4.2	4.1	4.4	4.4	4.3	4.5	4.3
4.3	4.2	4.4	4.3	4.0	4.5	4.2
4.3	3.9	4.4	4.2	4.0	4.4	4.1
3.9	3.9	4.1	4.1	3.8	4.4	3.9
4.7	4.7	4.5	4.7	4.6	4.7	4.6

4.7	4.5	4.6	4.7	4.6	4.7	4.7
4.4	4.2	4.5	4.5	4.4	4.7	4.4
4.6	4.2	4.4	4.5	4.4	4.7	4.4

4.2	4.0	4.4	4.3	4.2	4.4	4.0
4.1	3.7	4.4	4.1	4.2	4.5	4.3

4.1	4.1	4.4	4.3	4.1	4.7	4.2
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3.5	3.5	3.7	4.2	3.2	4.3	3.6
3.5	3.5	4.2	3.9	3.5	4.4	3.5
3.4	3.3	4.0	3.9	3.3	4.3	3.6
3.3	3.4	3.9	4.1	2.7	4.2	3.5
3.2	3.3	3.7	3.7	2.9	4.2	3.4
3.2	3.2	3.4	3.4	3.0	4.1	3.3
3.4	3.3	3.9	3.8	3.0	4.3	3.5



