



Government of **Western Australia**
Mental Health Commission



Your Experience of Service (YES) Survey Snapshot 2019

State Report



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Background

The Your Experience of Service (YES) Survey is a nationally developed consumer feedback survey designed for mental health service settings. The purpose of the survey is to gather information from consumers about their experiences of care. It aims to help mental health services and consumers work together to build better services.

The survey was developed through a project funded by the Commonwealth Department of Health from 2011-2013 to develop a national consumer experience of care measure for use in public mental health services. It is based on the recovery principles of the 2010 National Standards for Mental Health Services. The project was funded by the Commonwealth Department of Health and was led by the Victorian Department of Health. Consumers and carers throughout Australia were consulted, and a national trial of the survey occurred in 2012 and 2013.

The first Western Australian annual snapshot took place over four weeks, from 29 October to 22 November 2018. This is the second Western Australian annual snapshot and took place over a period of eight weeks, from 21 October 2019 to 13 December 2019. All Western Australian public inpatient and community mental health services were invited to participate¹.

Methodology

Short Form

The short form of the YES survey was used again for the 2019 snapshot. This version is currently undergoing validation, with results expected to be reported back to the Mental Health Information Strategy Standing Committee (MHISSC) once available. Results of that trial will likely determine whether the short form will continue to be used in future snapshots.

Survey questions

The YES Survey short form consisted of 17 questions: 16 standard questions and an additional question requested by Health Service Providers (HSPs) (Appendix A). Demographic information was also collected. All consumer responses were anonymous.

¹ This includes mental health services provided by service providers contracted through public-private partnerships.

Survey allocation

To assist with identifying which services the returned surveys were for, a survey allocation number was included at the top of each survey. The Mental Health Commission (MHC) used this information to determine which HSP, the type of consumer (inpatient or community) and the organisation or hospital that the survey was assigned to. Site contacts were asked to enter the ward (if inpatient based) or program (if community based) name at the top of the survey if they wished to capture information at this level.

The MHC couriered survey packs to nominated site contacts approximately two weeks before the snapshot commenced.

Offering the survey

Ideally, every consumer aged 11 years and over who had contact with their mental health service during the snapshot period (community and inpatient) was offered a survey face to face by a service provider who knows and works with the consumer. Consumer peer workers are included in this category. Exceptions included if consumers were unwell or if offering the survey was likely to cause distress. Services within the below four HSPs were included in the snapshot:

- East Metropolitan Health Service (EMHS)²
- North Metropolitan Health Service (NMHS)³
- South Metropolitan Health Service (SMHS)
- WA Country Health Service (WACHS)

The Child and Adolescent Mental Health Service (CAMHS) participated in the 2019 snapshot but used the long form of the YES survey and also administered the Carer's Experience (CE) survey. This was done to capture qualitative information, align with the Fifth National Mental Health and Suicide Prevention Plan and use the additional information captured for further analysis. As such, CAMHS results are presented in a separate report.

Consistent with 2018, the primary mode of administration was paper based, but respondents had the opportunity to take a copy of the paper-based survey and complete the survey online. Respondents who chose this option were still required to enter the allocation number located at the top of the survey form when accessing the survey online as well as entering the ward or program name written on the survey form by the site contact. Less than ten responses were received online.

If consumers required assistance with completing the survey, they were able to ask a friend, family member, carer or staff member to help.

See Appendix B for a list of key changes to the 2019 snapshot.

Note: Survey implementation guidelines were provided to all health services however it is not possible to determine how closely the guidelines were followed. As such, it is possible that methods of survey distribution and administration varied between sites.

² Includes data from St John of God Midland Public Hospital.

³ Includes data from Joondalup Health Campus.

Analysis

Response rates have been calculated based on activity during the snapshot. Activity data was extracted by the WA Department of Health on 12 February 2020, and all surveys returned to the MHC by 1 February 2020 are included in the dataset. Surveys that reached the MHC after this date were excluded from analysis. Activity for inpatient units was based on the number of separations. Activity for community mental health services was based on the number of clients attending the service. It is possible that some inpatients completed the survey who were not discharged during the snapshot.

Percentages presented are “valid percentages” excluding invalid, missing answers and not applicable responses.

Note: Results should be interpreted with caution where response rates are low.

Results

Response rates

This section presents the State response rates and comparisons between the HSP response rates.

In total, 1,185 completed YES surveys were received from all sites; 36.7% were from inpatient wards (up from 19.4% in 2018).

Data was not collected on the number of individuals invited to participate in the survey. As such, response rates for the YES were calculated based on the entire eligible sample (i.e. for inpatients it was based on separations and for community it was based on the number of consumers who had contact with the service) during the survey administration period, rather than those consumers who were invited to participate.

The overall State response rate was **4.3%** (down from 5.4% in 2018). The State inpatient response rate was 21.2% (up from 17.0% in 2018) and the State community service response rate was 2.9% (down from 4.6% in 2018).

The response rate varied across the sites and HSPs, with WACHS having the highest response rate (5.0%) and NMHS having the lowest response rate (3.5%).

Table 1. Response rates – State and Health Service Providers

Health Service Provider	Activity	Surveys returned	Response rate
EMHS Total	9,675	434	4.5%
NMHS Total ⁴	7,522	267	3.5%
SMHS Total	5,042	212	4.2%
WACHS Total	5,491	272	5.0%
State Total	27,730	1,185	4.3%

Response rates from the 2018 snapshot and the 2019 snapshot for inpatient and community settings can be seen in Figure 1 and Figure 2 below.

⁴ NMHS provided a new mapping for service units that is not currently used by the WA Department of Health and there are implications for the calculation of response rates. For example, WAEDOCS, Centre Clinical Interventions, and Neurosciences is the new service unit mapped against the old service unit of State-wide Specialised MHS Older Person Ambulatory. This is not currently recognised by the WA Department of Health and as such activity data for these service units may be incorrect. That is, with regards to the new service unit comprising WAEDOCS, Centre Clinical Interventions, and Neurosciences the return rate against activity equates to a response rate of over 250%. The overall response rate should remain relatively unaffected but response rates for NMHS split by more granular levels should be interpreted with caution.

State and local comparisons

For inpatient services, EMHS and SMHS had the highest response rates (26.7% and 26.6% respectively) and NMHS had the lowest response rate (9.3%).

SMHS had the lowest response rate for community services (2.1%) and WACHS had the highest response rate (4.0%).

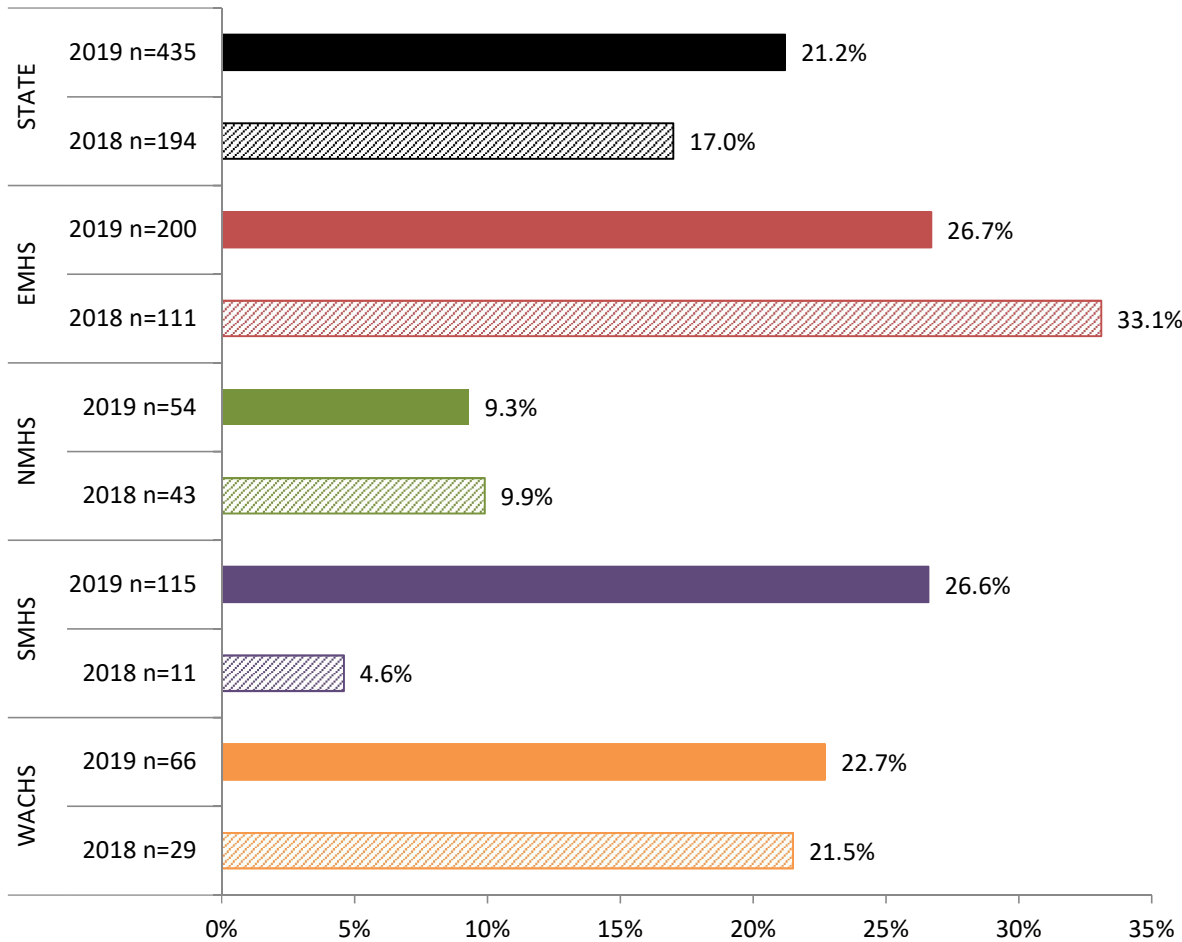


Figure 1: State and HSP comparisons of inpatient response rates⁵

⁵ The number of surveys received for each HSP is provided alongside the survey year in the graph e.g. in 2018 EMHS had 111 surveys returned across all inpatient services, while in 2019 there were 200 surveys returned.

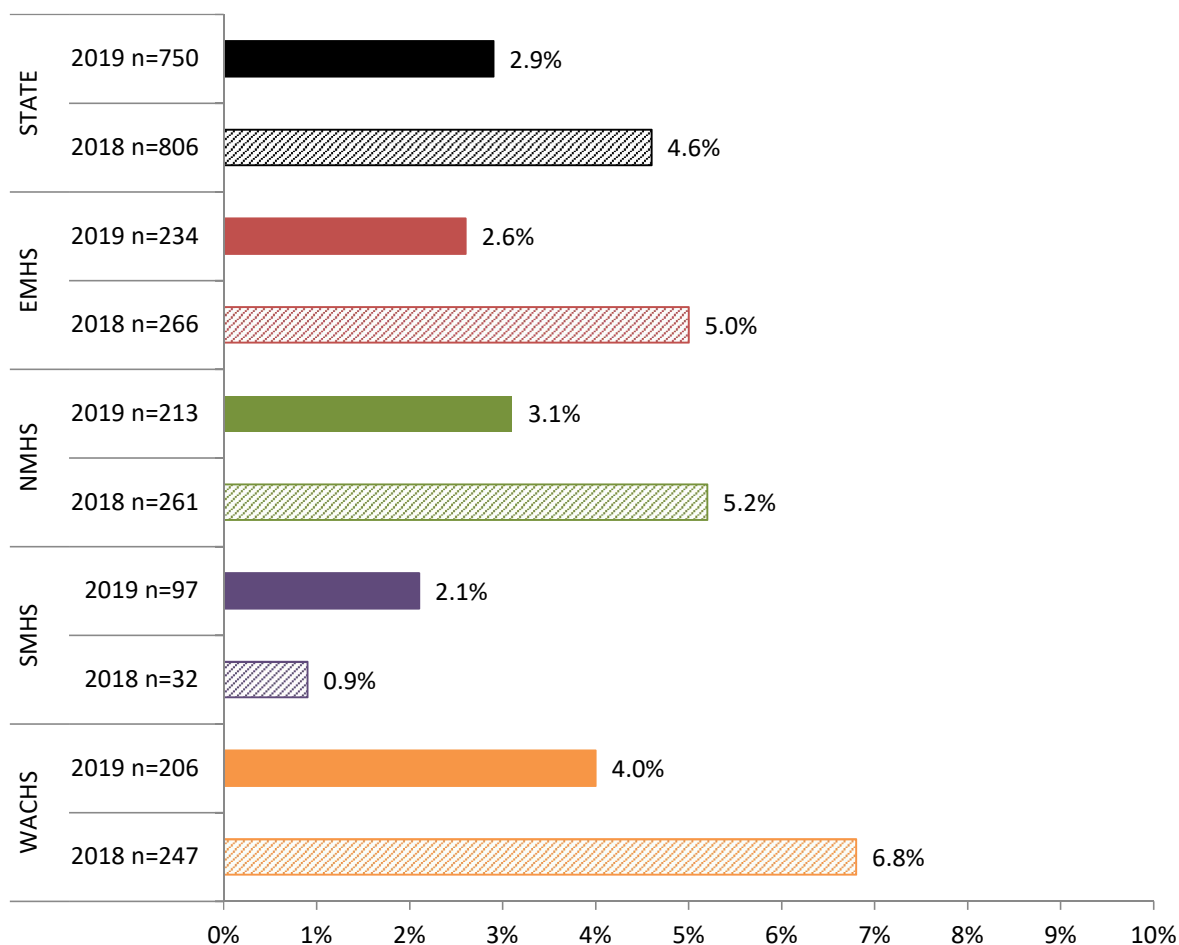


Figure 2: State and HSP comparisons of community response rates⁶

Demographics

Demographic data for YES Survey respondents is shown in Table 2. The number of responses (n) to each question changes because invalid responses (e.g. marked two boxes) and missing responses are excluded from analysis.

Gender and age

The proportion of female to male respondents was relatively similar in community services (57.9% female, 41.4% male) and inpatient services (54.7% female, 44.1% male).

Inpatient respondents were generally younger than community respondents with almost half (49.6%) of community respondents aged 45 years and older, compared to one-third (36.6%) of inpatient respondents.

⁶ The number of surveys received for each HSP is provided alongside the survey year in the graph e.g. in 2018 EMHS had 266 surveys returned across all community services, while in 2019 there were 234 surveys returned.

Aboriginal and Torres Strait Islander origin

The percentage of respondents who reported being of Aboriginal and/or Torres Strait Islander origin was 10.9% for inpatient services and 12.0% for community services.

Main language spoken at home

English was the main language spoken at home for the majority of respondents in inpatient and community services across the State (96.7% and 97.3% respectively).

Duration of contact

For inpatient services, approximately three-quarters (76.0%) of respondents had received care for up to four weeks. Only 6.5% reported receiving services for more than six months.

For community services, approximately three-fifths (61.8%) of respondents had been receiving care from the service for more than six months.

Legal Status

One-third of inpatient respondents reported being an involuntary patient in the past three months (33.3%). For community services, this percentage dropped to one in eight respondents (12.5%).

Similar percentages of respondents across both inpatient (12.2%) and community services (13.3%) were unsure of their legal status.

Help with the survey

The percentage of respondents who received help completing the survey is in Table 3.

For inpatient and community services, over four-fifths of respondents did not have help completing the survey (83.8% and 81.6% respectively). Where help was required, the most common source of help was a staff member from the service, for both inpatient and community respondents (9.1% and 7.8% respectively).

Table 2: Demographic data

	STATE	
	Inpatient	Community
Gender	<i>n</i> =424	<i>n</i> =734
Male	44.1%	41.4%
Female	54.7%	57.9%
Other	1.2%	0.7%
Age Group	<i>n</i> =423	<i>n</i> =734
Under 18	3.8%	1.2%
18 – 24	16.8%	11.7%
25 – 34	23.4%	18.7%
35 – 44	19.4%	18.8%
45 – 54	16.5%	20.7%
55 – 64	8.5%	15.4%
65 and over	11.6%	13.5%
Aboriginal and/or Torres Strait Islander	<i>n</i> =414	<i>n</i> =728
No	89.1%	88.0%
Yes	10.9%	12.0%
Main language spoken at home	<i>n</i> =419	<i>n</i> =732
English	96.7%	97.3%
Other	3.3%	2.7%
Duration of contact	<i>n</i> =416	<i>n</i> =720
Less than 24 hours	2.6%	3.9%
1 day - 2 weeks	51.9%	4.9%
3 – 4 weeks	21.4%	6.4%
1 – 3 months	12.5%	15.1%
4 – 6 months	5.0%	7.9%
More than 6 months	6.5%	61.8%
Legal Status	<i>n</i> =417	<i>n</i> =706
Involuntary	33.3%	12.5%
Voluntary	54.4%	74.2%
Unsure	12.2%	13.3%

Table 3. Respondents receiving help with the survey

	STATE	
	Inpatient	Community
Received help with survey	<i>n</i> =419	<i>n</i> =730
No	83.8%	81.6%
Yes - another staff member from the service	9.1%	7.8%
Yes - family or friend	3.6%	6.8%
Yes - someone else	2.4%	2.1%
Yes - consumer worker or peer worker	1.2%	1.6%
Yes - language or cultural interpreter	0.0%	0.0%

Overall experience: State and local comparisons

Figures 3 and 4 show the overall satisfaction rates of respondents attending community and inpatient services within each HSP, compared to the State average in 2018 and 2019. This data corresponds to Question 16 in the YES survey. Percentages reflect consumers who responded “very good” or “excellent” to, how they would rate their experience of care with the service in the last three months.

Approximately two-thirds (66.3%) of inpatient respondents reported being highly satisfied across the State, a 4.2 percentage point reduction from 2018. WACHS had the highest percentage (82.0%) of highly satisfied respondents, an increase of 2.7 percentage points from 2018. NMHS had the lowest percentage (51.0%) amongst inpatient services, a decrease of 23.4 percentage points from 2018.

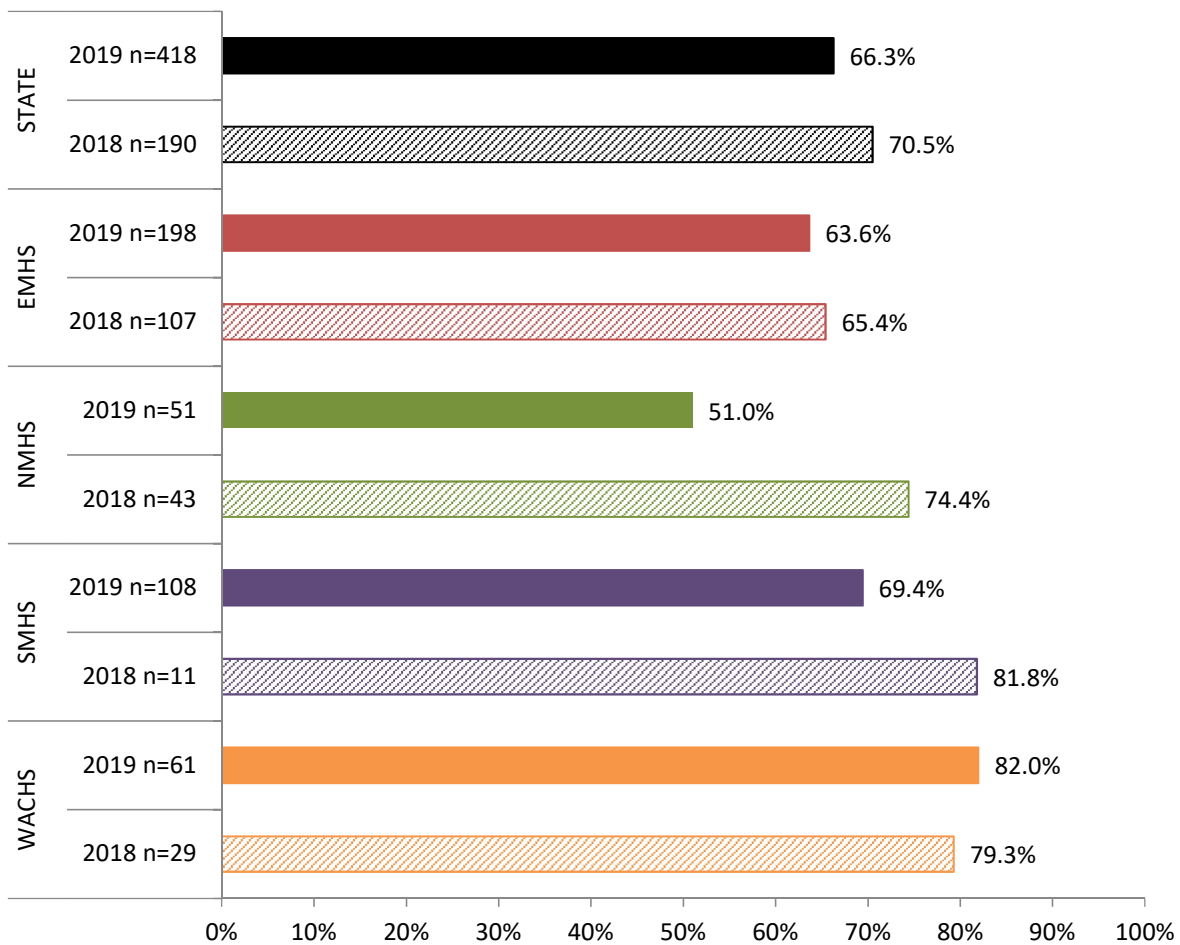


Figure 3. State and HSP comparisons of how inpatient respondents rated their overall experience

For community services, approximately four out of five respondents in State community mental health services reported being highly satisfied with the service (79.1%), similar to 2018 (81.5%). NMHS had the highest percentage (87.4%) of highly satisfied respondents, similar to 2018 (86.3%). EMHS had the lowest percentage of highly satisfied respondents (73.1%) amongst community mental health services, a 5.6 percentage point reduction from 2018 (78.7%).

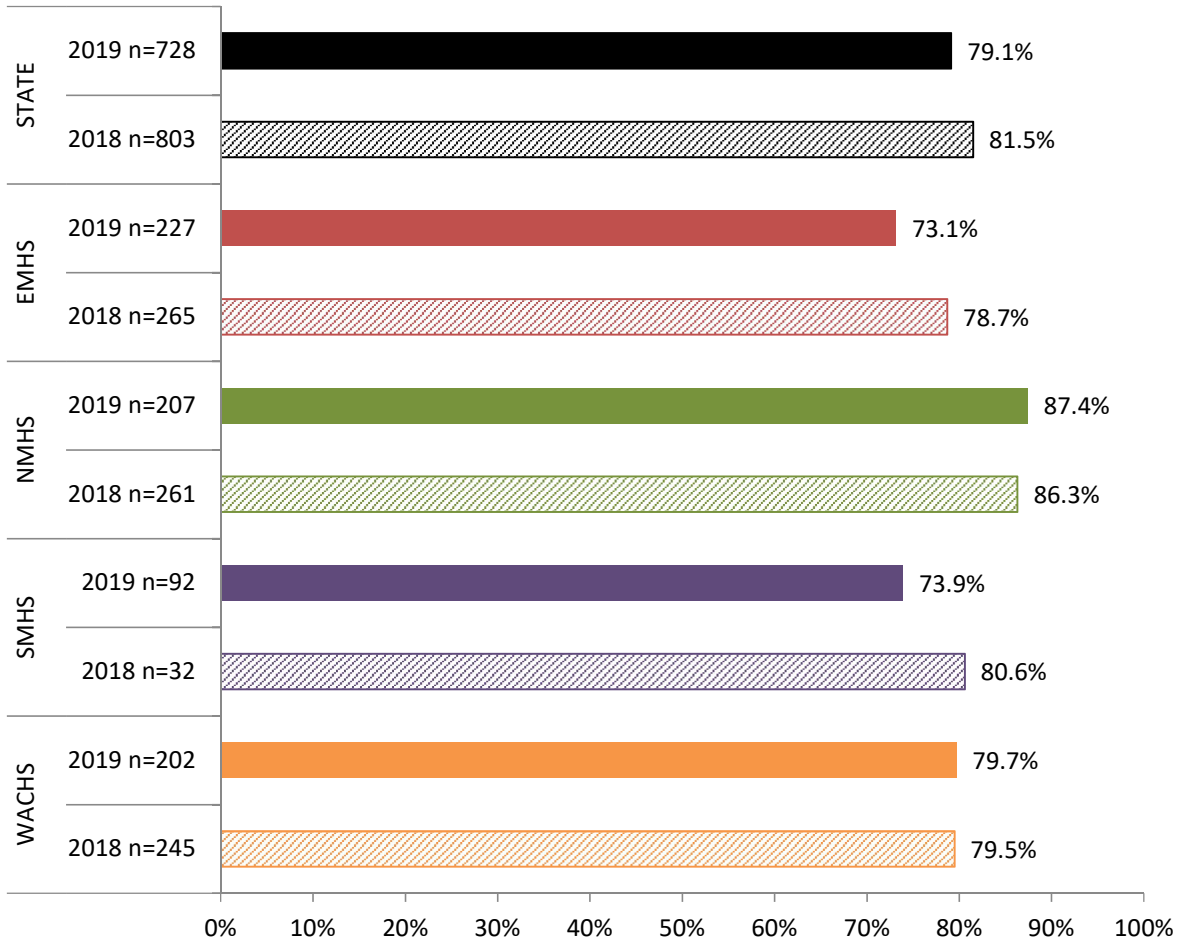


Figure 4. State and HSP comparisons of how community respondents rated their overall experience

Recommendation of service: State and local comparisons

Figures 5 and 6 show the percentage of respondents in community and inpatient services who would recommend the service to their family and friends within each HSP, compared to the State average in 2018 and 2019. This data corresponds to Question 17 in the YES survey. For 2018, percentages reflected the respondents who answered ‘yes’ to whether they would recommend the service to family or friends. In 2019, percentages reflect the respondents who are ‘likely’ or ‘very likely’ to recommend the service to family or friends.

Three-quarters (75.0%) of inpatient respondents indicated that they were ‘likely’ or ‘very likely’ to recommend the service to their family or friends, similar to the response in 2018 (75.8%).

Recommendation rates were highest in WACHS (82.3%) and lowest in NMHS (67.3%).

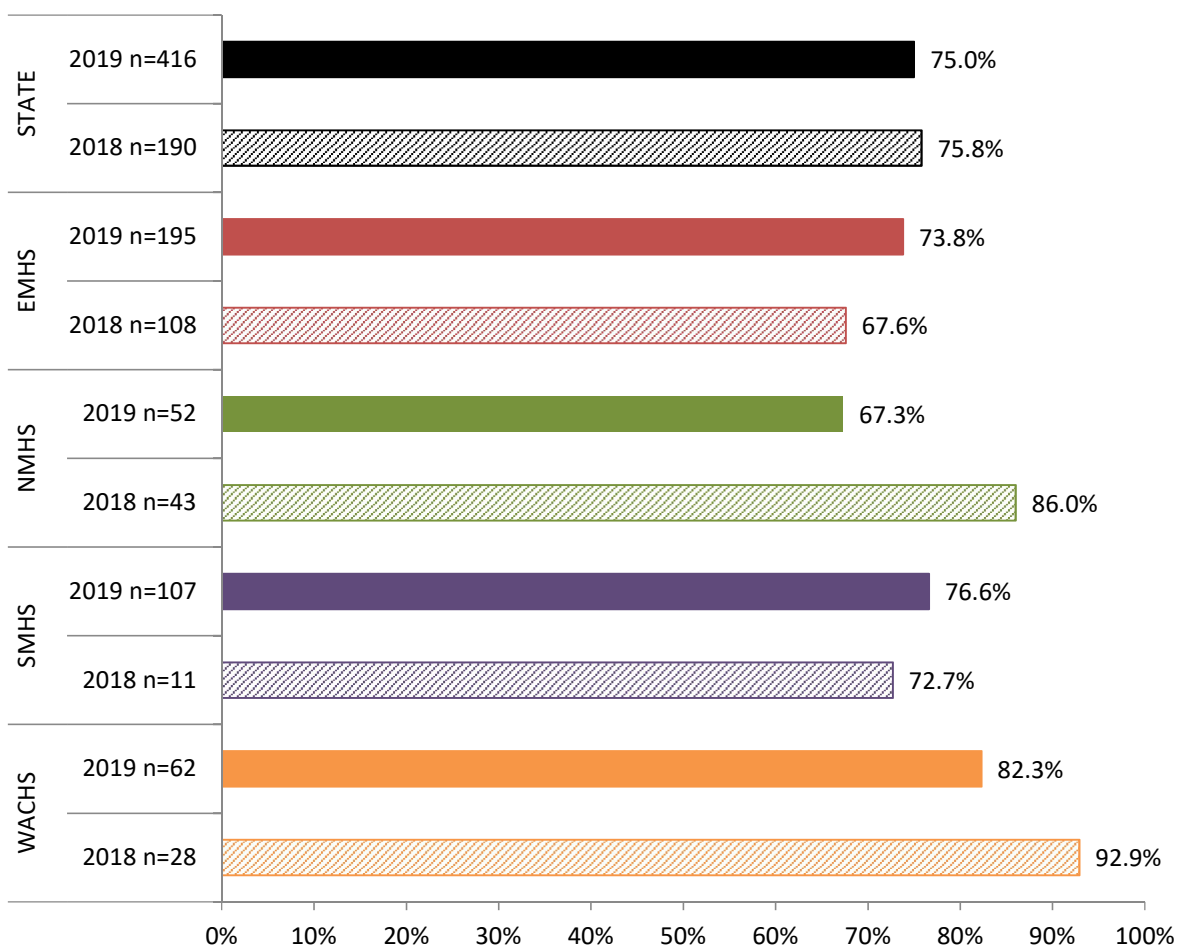


Figure 5. State and HSP comparisons of whether inpatient respondents would recommend the service to their family and friends

Over four-fifths of community respondents (84.7%) indicated that they were 'likely' or 'very likely' to recommend the service to their family or friends, a 4.7 percentage point reduction from 2018.

Consistent with 2018 results, NMHS respondents were most likely to recommend the service (92.3%) to their family or friends.

SMHS respondents were the least likely to recommend the service (78.0%), a 9.1 percentage point reduction from 2018.

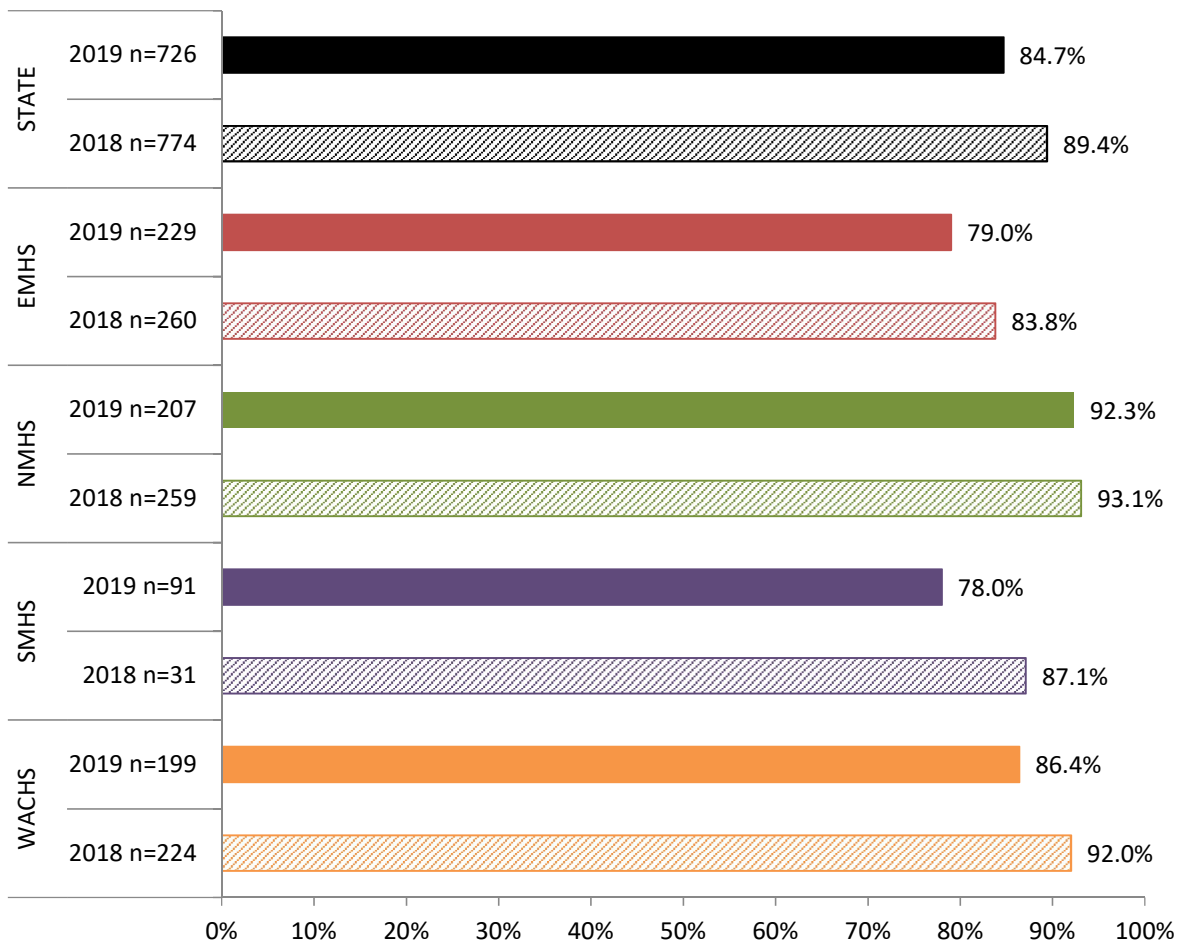


Figure 6. State and HSP comparisons of whether community respondents would recommend the service to their family and friends

Inpatient Services

How often did a service do the right things?

Data on how often inpatient services did the right things ('Always' or 'Usually') is shown in Figure 7, corresponding to Questions 1-10 in the YES survey. The number of responses (n) to each question changes because invalid responses (e.g. marked two boxes) and missing responses are excluded from analysis. HSP comparison graphs are in APPENDIX E: 2018 and 2019 Inpatient Comparison Graphs.

In 2019, respondents generally reported high levels of satisfaction with how often inpatient services did the right things. However, the percentage of respondents satisfied with "opportunities for family and carers to be involved" decreased by 6.7 percentage points to 78.9% and the percentage of respondents satisfied with "staff discussed medication and treatments" decreased by 6.9 percentage points to 75.9% from 2018 to 2019.

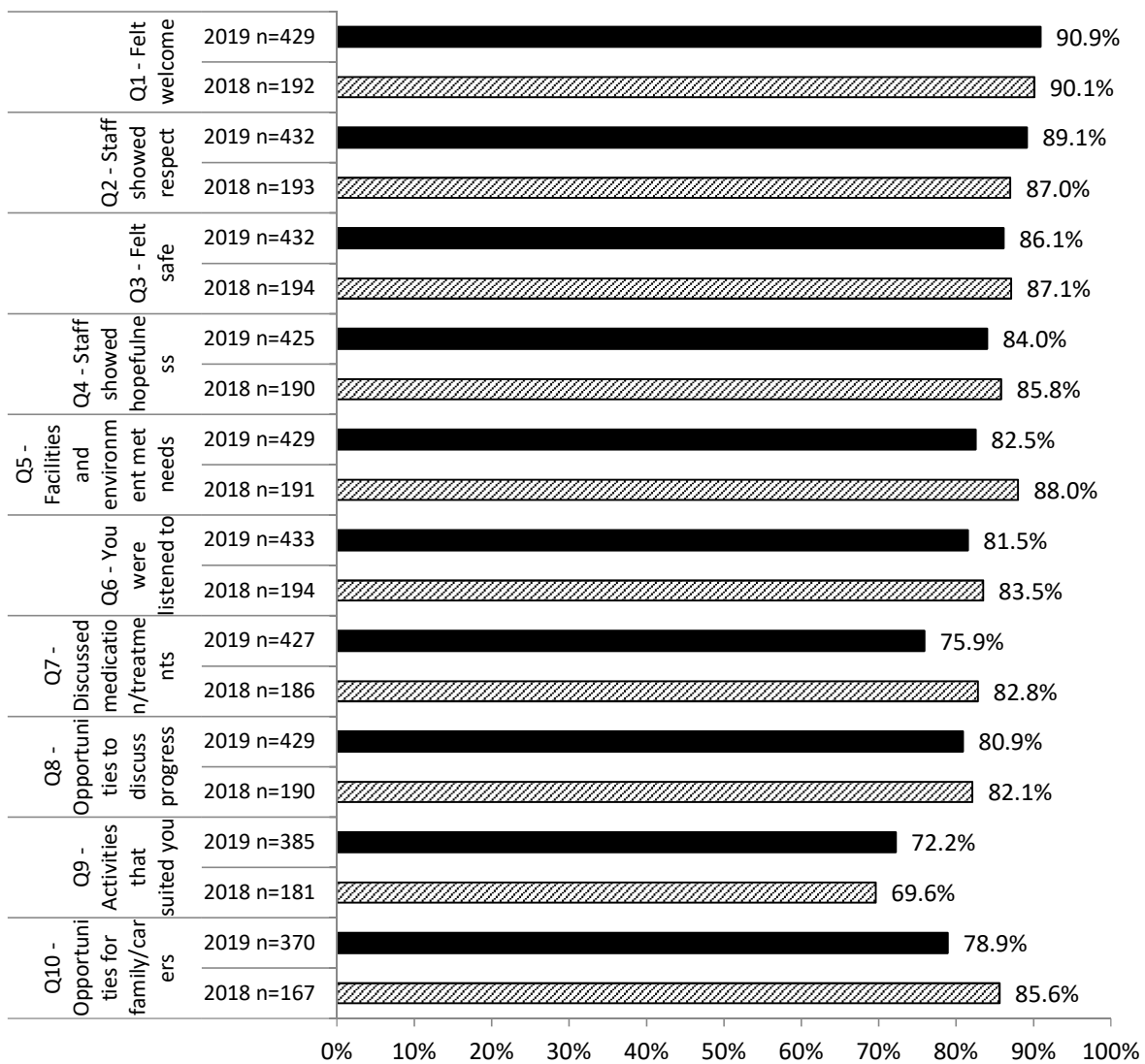


Figure 7. How often inpatient services did the right things

How well did a service do things?

Data on how well inpatient services did things ('Excellent' or 'Very Good') is shown in Figure 8, corresponding to Questions 11-15 in the YES survey. The number of responses (n) to each question changes because invalid responses (e.g. marked two boxes) and missing responses are excluded from analysis.

Overall, approximately three-fifths of inpatient respondents responded positively to how well services were doing things, and there was a general increase over results reported in 2018. Convenience of location was the only element of services that decreased from 2018 (61.9%) to 2019 (58.9%)

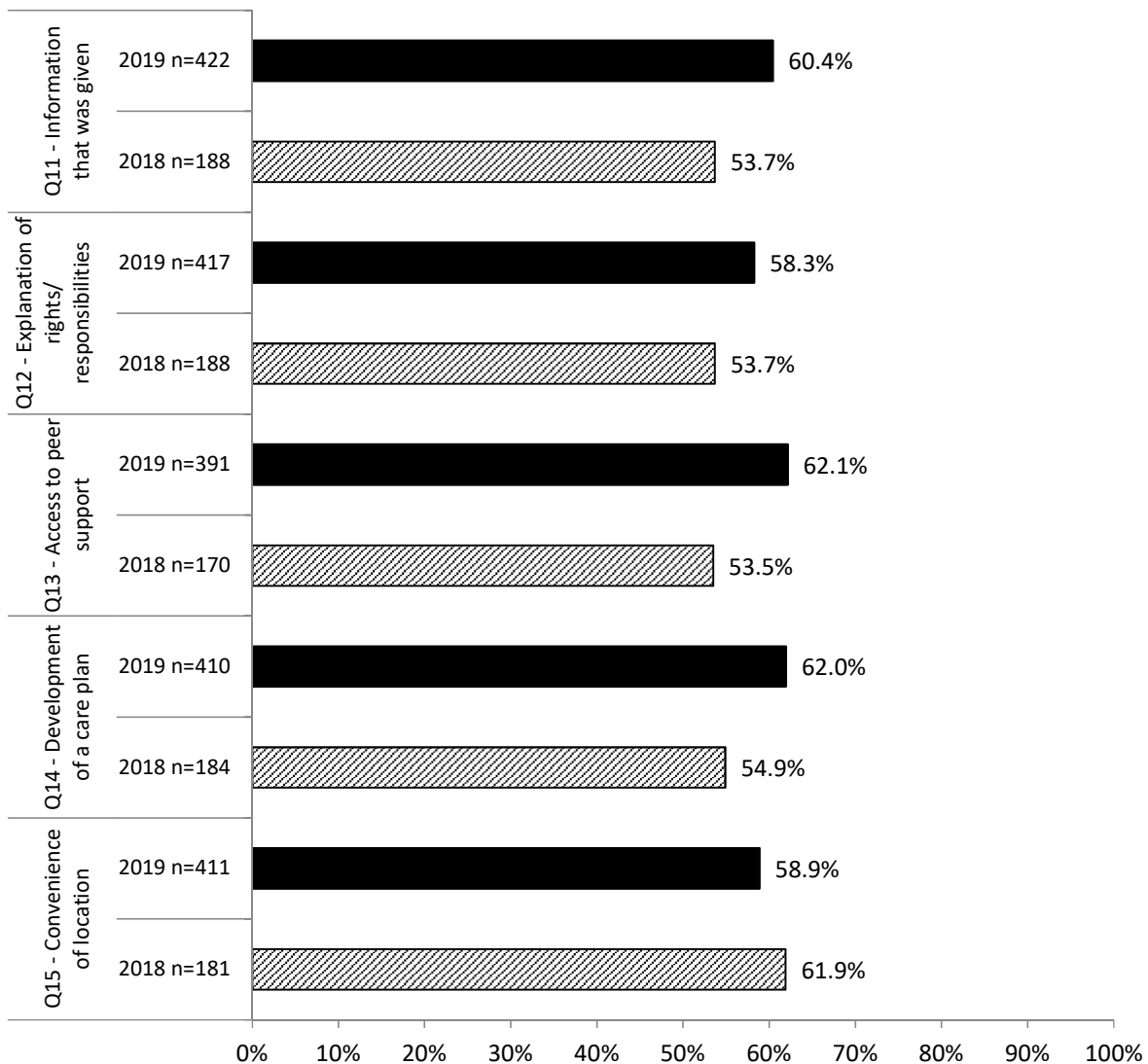


Figure 8. How well inpatient services did things

Community Services

Due to the decrease in response rates from 2018 (4.6%) to 2019 (2.9%) comparisons between these years should be made with caution. The number of responses (n) to each question changes because invalid responses (e.g. marked two boxes) and missing responses are excluded from analysis. HSP comparison graphs are in APPENDIX F: 2018 and 2019 Community Comparison Graphs.

How often did a service do the right things?

Data on how often community mental health services did the right things ('Always or 'Usually' is shown in Figure 9, corresponding to Questions 1-10 in the YES survey.

Consistent with inpatient respondents, community respondents reported high levels of satisfaction regarding how often services did the right things, with approximately eight in ten respondents rating services as "very good" or "excellent". The proportion of respondents rating "activities that suited you" was slightly lower at 76.9% compared to 2018 results (78.3%).

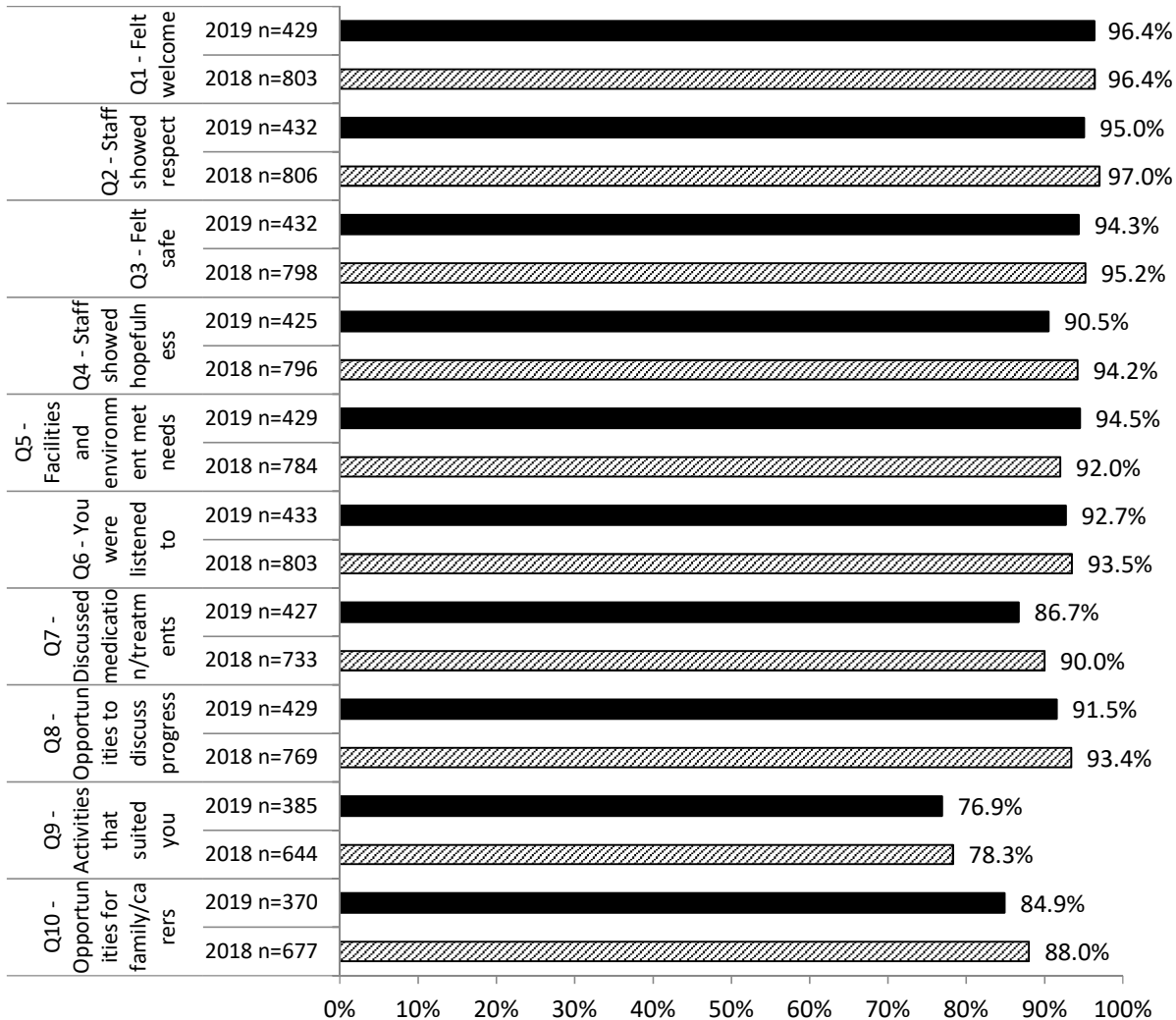


Figure 9. How often community mental health services did the right things

How well did a service do things?

Data on how well community mental health services did things ('Excellent' or 'Very Good') is shown in Figure 10, corresponding to Questions 11-15 in the YES survey. The number of responses (n) to each question changes because invalid responses (e.g. marked two boxes) and missing responses are excluded from analysis.

In 2019, for each question there was a decline in the proportion of community respondents reporting high levels of satisfaction regarding how often services did the right things compared to 2018.

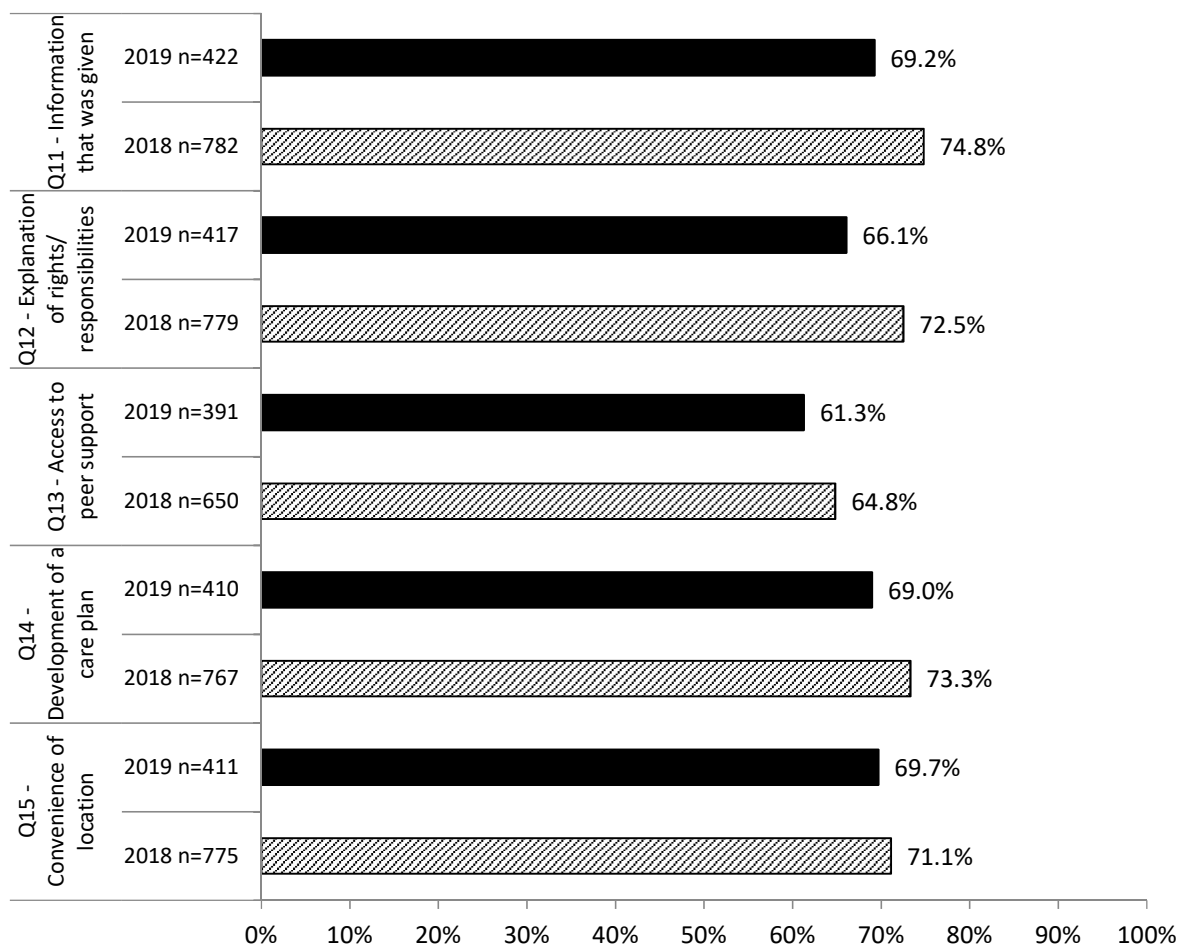


Figure 10. How well community mental health services did things

APPENDIX A: YES Survey (Short Form)



Please return survey by 31 December 2019

Your Experience of Service

Service:

Your feedback is important. This survey was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and consumers to work together to build better services. If you would like to know more about the survey please ask for an information sheet.

Completion of the survey is voluntary. All information collected in this survey is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

Please put a cross in just one box for each question, like this ...

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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These questions ask *how often* we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1. You felt welcome at this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff showed respect for how you were feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You felt safe using this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Staff showed hopefulness for your future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. You were listened to in all aspects of your care and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Staff discussed the effects of your medication and other treatments with you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You had opportunities to discuss your progress with the staff caring for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. There were activities you could do that suited you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. You had opportunities for your family and carers to be involved in your treatment and care if you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This survey can also be completed online at www.surveymonkey.com/r/YESSurvey2019
 Instructions to access the online survey can be found on the back page of this survey.

These questions ask *how well* we did the following things ...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Poor	Fair	Good	Very Good	Excellent	Not Applicable
11. 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.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Explanation of your rights and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As a result of your experience with the service in the last 3 months or less please rate the following:	Poor	Fair	Good	Very Good	Excellent
16. Overall, how would you rate your experience of care with this service in the last 3 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As a result of your experience with the service in the last 3 months or less please rate the following:	Very Unlikely	Unlikely	Unsure	Likely	Very Likely
17. How likely are you to recommend this service to your family and friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This information helps to show whether some groups of people are missing out on giving their feedback. It also shows if some groups of people have a better or worse experience than others. Knowing this helps to focus efforts to build better services. No information collected in this section will be used to identify you.

What is your gender?

Male
 Female
 Other, please specify

What is the main language you speak at home?

English
 Other

Are you of Aboriginal or Torres Strait Island origin?

No
 Yes - Aboriginal
 Yes - Torres Strait Islander
 Yes - Aboriginal and Torres Strait Islander

What is your age?

Under 18 years 18 to 24 years
 25 to 34 years 35 to 44 years
 45 to 54 years 55 to 64 years
 65 years and over

How long have you been receiving care from this service on this occasion?

Less than 24 hours 1 day to 2 weeks
 3 to 4 weeks 1 to 3 months
 4 to 6 months More than 6 months

At any point during the last 3 months were you receiving involuntary treatment (such as an involuntary patient or on a community treatment order) under Mental Health Legislation?

Yes, involuntary patient/on a community treatment order
 No, I was always a voluntary patient
 Not sure

Did someone help you complete this survey?

No
 Yes - family or friend
 Yes - language or cultural interpreter
 Yes - consumer worker or peer worker
 Yes - another staff member from the service
 Yes - someone else

Thank you for your time.
Please place the completed survey in the envelope provided and return by mail, or return it to an administrative officer at reception, who will place it in the mail for you.

Mental Health Commission
Reply Paid 2299
PERTH WA 6847

© 2013 The Secretary to the Department of Health (Vic) developed with funding from the Australian Government Department of Health

ONLINE INSTRUCTIONS

To complete the YES Survey online, go to:

www.surveymonkey.com/r/YESSurvey2019

and follow the instructions provided.

You will need the 8-digit code that can be found in the top right-hand corner on the front page (2019-XXXX).

This code is not linked to you or your personal records and cannot be used to identify you. It is only used to identify the mental health service you are providing feedback for.

If you have any questions about accessing the online survey, please email:

YesSurvey@mhc.wa.gov.au

If you need help completing the survey, feel free to ask a friend, family member, or carer.

Please refer to the brochure for more information about the YES Survey.

APPENDIX B: Key changes to the 2019 administration of the YES survey

1. Pre-snapshot advertising period – There was no planned state-wide pre-snapshot advertising period in 2019 due to feedback and issues encountered during 2018. All site contacts were advised that the decision to undertake a pre-snapshot advertising period in 2019 was to be made at the service level. The MHC provided pdf copies of advertising materials to all site contacts.
2. Redevelopment of advertising material - The MHC received feedback that advertising material should be the same for all consumers and that there should be no difference between branding used for Aboriginal and Torres Strait Islander individuals and non-Aboriginal and Torres Strait Islander individuals. The MHC made the required changes. The dates of the survey snapshot were also added to the posters. The brochures were also updated to include information about the online option for completing surveys.
3. Question 17 modifications - The standard 16 question YES survey short form with one additional question (Q17), as requested by HSPs used in 2018, was also used in 2019. The response options for Q17 were revised to capture a fuller range of response options. The question asks, “Would you recommend this service to your family and friends?” and a Yes/No response was required. This was revised to “How likely are you to recommend this service to your family and friends?” with consumers given the option to respond on a five-point Likert scale from Very Unlikely to Very Likely.
4. Provision of training and information sessions – The MHC ran several information and training sessions for site contacts and other individuals who were nominated to assist with the administration of the YES survey. This was to ensure site contacts were fully informed of the survey and provided an additional opportunity for any questions to be asked. Training and information sessions were offered in person at the MHC and through videoconference and teleconference. Information packs were sent to: nominated site contacts, clinical contacts and Safety and Quality contacts for further dissemination, to reinforce training and to provide information to staff who would be delivering the survey.

5. Revision of allocation of surveys to sites⁷ – In 2018, surveys were delivered to site contacts that then distributed amongst service units and the MHC was advised which surveys went where. To enhance accuracy for the 2019 YES survey, the MHC allocated surveys to service units and tracking sheets were provided to site contacts, who then distributed according to this tracking sheet. Service units were defined by the Mental Health Establishment data and the number of surveys allocated to each site was based on 2017/18 activity. Space was provided on the front of the survey for site contacts to write the ward or program name on the front of survey if they wished to analyse data at this level.
6. Fortnightly returned rate emails and survey tracking – The MHC tracked the number of returned surveys and provided this information to HSPs every two weeks through the duration of the survey administration. This was to allow monitoring of returns and to facilitate corrective action by HSPs if response rates were lower than expected.
7. Online response option – As outlined in the methodology section, respondents were able to complete the survey online. A survey allocation number was still needed so results could be allocated back to the designated service unit. To accomplish this, paper surveys needed to be taken home; however, it allowed for greater flexibility and was designed to potentially improve response rates.
8. Revision of information sheets for site contacts – Information sheets were revised to more clearly explain the survey administration process and were distributed with training and information slides to those who attended training. For those who could not attend training this information was emailed to them.
9. Extended survey administration period - To potentially improve response rates, the survey administration period was extended from four weeks to eight weeks. This also provided an opportunity to potentially capture individuals who attend services less frequently.

⁷ NMHS provided a new mapping for service units. This is not currently recognised by the WA Department of Health and as such activity data for these service units may be incorrect. Further information is provided in the response rate section.

APPENDIX C: 2019 State Survey Results

		Inpatient		Community		Total	
		Count	Percent	Count	Percent	Count	Percent
Q1 You felt welcome	Always	283	66.0%	600	80.6%	883	75.3%
	Usually	107	24.9%	117	15.7%	224	19.1%
	Sometimes	28	6.5%	20	2.7%	48	4.1%
	Rarely	7	1.6%	5	0.7%	12	1.0%
	Never	4	0.9%	2	0.3%	6	0.5%
	Total	429		744		1,173	
Q2 Staff showed respect	Always	277	64.1%	597	80.1%	874	74.3%
	Usually	108	25.0%	111	14.9%	219	18.6%
	Sometimes	37	8.6%	26	3.5%	63	5.4%
	Rarely	7	1.6%	9	1.2%	16	1.4%
	Never	3	0.7%	2	0.3%	5	0.4%
	Total	432		745		1,177	
Q3 You felt safe	Always	265	61.3%	574	77.4%	839	71.5%
	Usually	107	24.8%	126	17.0%	233	19.8%
	Sometimes	41	9.5%	29	3.9%	70	6.0%
	Rarely	8	1.9%	7	0.9%	15	1.3%
	Never	11	2.5%	6	0.8%	17	1.4%
	Total	432		742		1,174	
Q4 Staff showed hopefulness	Always	260	61.2%	521	70.6%	781	67.2%
	Usually	97	22.8%	147	19.9%	244	21.0%
	Sometimes	47	11.1%	48	6.5%	95	8.2%
	Rarely	11	2.6%	13	1.8%	24	2.1%
	Never	10	2.4%	9	1.2%	19	1.6%
	Total	425		738	80.6%	1,163	75.3%

		Inpatient		Community		Total	
		Count	Percent	Count	Percent	Count	Percent
Q5 The facilities met your needs	Always	238	55.5%	556	76.3%	794	68.6%
	Usually	116	27.0%	133	18.2%	249	21.5%
	Sometimes	54	12.6%	26	3.6%	80	6.9%
	Rarely	16	3.7%	9	1.2%	25	2.2%
	Never	5	1.2%	5	0.7%	10	0.9%
	Total	429		729		1,158	
	Q6 You were listened to	Always	243	56.1%	543	73.3%	786
Usually		110	25.4%	144	19.4%	254	21.6%
Sometimes		57	13.2%	37	5.0%	94	8.0%
Rarely		15	3.5%	12	1.6%	27	2.3%
Never		8	1.8%	5	0.7%	13	1.1%
Total		433		741		1,174	
Q7 Staff discussed your medication	Always	223	52.2%	508	69.8%	731	63.3%
	Usually	101	23.7%	123	16.9%	224	19.4%
	Sometimes	52	12.2%	65	8.9%	117	10.1%
	Rarely	29	6.8%	16	2.2%	45	3.9%
	Never	22	5.2%	16	2.2%	38	3.3%
	Total	427		728		1,155	
Q8 Opportunities to discuss progress	Always	227	52.9%	536	73.1%	763	65.7%
	Usually	120	28.0%	135	18.4%	255	21.9%
	Sometimes	59	13.8%	42	5.7%	101	8.7%
	Rarely	15	3.5%	13	1.8%	28	2.4%
	Never	8	1.9%	7	1.0%	15	1.3%
	Total	429		733		1,162	
Q9 Activities that suited you	Always	166	43.1%	251	51.3%	417	47.7%
	Usually	112	29.1%	125	25.6%	237	27.1%
	Sometimes	65	16.9%	59	12.1%	124	14.2%
	Rarely	27	7.0%	27	5.5%	54	6.2%
	Never	15	3.9%	27	5.5%	42	4.8%
	Not applicable	36		239		275	
	Total	421		728		1,149	

		Inpatient		Community		Total	
		Count	Percent	Count	Percent	Count	Percent
Q10 Opportunities for family and friends to be involved	Always	215	58.1%	369	68.1%	584	64.0%
	Usually	77	20.8%	91	16.8%	168	18.4%
	Sometimes	43	11.6%	47	8.7%	90	9.9%
	Rarely	17	4.6%	19	3.5%	36	3.9%
	Never	18	4.9%	16	3.0%	34	3.7%
	Not applicable	52		187		1,151	
	Total	422		729		912	
	Q11 Information about the service	Excellent	137	32.5%	307	42.2%	444
Very Good		118	28.0%	197	27.1%	315	27.4%
Good		98	23.2%	136	18.7%	234	20.3%
Fair		42	10.0%	65	8.9%	107	9.3%
Poor		27	6.4%	23	3.2%	50	4.3%
Total		422		728		1,150	
Q12 Explanation of your rights and responsibilities	Excellent	128	30.7%	312	43.0%	440	38.5%
	Very Good	115	27.6%	167	23.0%	282	24.7%
	Good	89	21.3%	152	21.0%	241	21.1%
	Fair	48	11.5%	62	8.6%	110	9.6%
	Poor	37	8.9%	32	4.4%	69	6.0%
	Total	417		725		1,142	
Q13 Access to peer support	Excellent	130	33.2%	206	36.0%	336	34.9%
	Very Good	113	28.9%	145	25.3%	258	26.8%
	Good	84	21.5%	109	19.0%	193	20.0%
	Fair	32	8.2%	75	13.1%	107	11.1%
	Poor	32	8.2%	38	6.6%	70	7.3%
	Not applicable	26		146		172	
	Total	417		719		1,136	
Q14 Development of a care plan with you	Excellent	134	32.7%	317	44.3%	451	40.1%
	Very Good	120	29.3%	176	24.6%	296	26.3%
	Good	80	19.5%	145	20.3%	225	20.0%
	Fair	47	11.5%	48	6.7%	95	8.4%
	Poor	29	7.1%	29	4.1%	58	5.2%
	Total	410		715		1,125	

	Inpatient		Community		Total		
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	
Q15 Convenience of location	Excellent	140	34.1%	325	45.4%	465	41.3%
	Very Good	102	24.8%	174	24.3%	276	24.5%
	Good	104	25.3%	135	18.9%	239	21.2%
	Fair	42	10.2%	50	7.0%	92	8.2%
	Poor	23	5.6%	32	4.5%	55	4.9%
	Total	411		716		1,127	
	Q16 Making a difference - overall experience	Excellent	146	34.9%	363	49.9%	509
Very Good		131	31.3%	213	29.3%	344	30.0%
Good		92	22.0%	115	15.8%	207	18.1%
Fair		30	7.2%	25	3.4%	55	4.8%
Poor		19	4.5%	12	1.6%	31	2.7%
Total		418		728		1,146	
Q17 Recommendation of service	Very Likely	173	41.6%	424	58.4%	597	52.3%
	Likely	139	33.4%	191	26.3%	330	28.9%
	Unsure	62	14.9%	66	9.1%	128	11.2%
	Unlikely	17	4.1%	24	3.3%	41	3.6%
	Very Unlikely	25	6.0%	21	2.9%	46	4.0%
	Total	416		726		1,142	

The number of responses (n) to each question changes because invalid responses (e.g. marked two boxes) and missing responses are excluded from analysis.

APPENDIX D: 2018 State Survey Results

		Inpatient		Community		Total	
		Count	Percent	Count	Percent	Count	Percent
Q1 You felt welcome	Always	127	66.1%	639	79.6%	766	77.0%
	Usually	46	24.0%	135	16.8%	181	18.2%
	Sometimes	17	8.9%	21	2.6%	38	3.8%
	Rarely	0	0.0%	4	0.5%	4	0.4%
	Never	2	1.0%	4	0.5%	6	0.6%
	Total	192		803		995	
Q2 Staff showed respect	Always	118	61.1%	663	82.3%	781	78.2%
	Usually	50	25.9%	119	14.8%	169	16.9%
	Sometimes	15	7.8%	14	1.7%	29	2.9%
	Rarely	5	2.6%	8	1.0%	13	1.3%
	Never	5	2.6%	2	0.2%	7	0.7%
	Total	193		806		999	
Q3 You felt safe	Always	135	69.6%	634	79.4%	769	77.5%
	Usually	34	17.5%	126	15.8%	160	16.1%
	Sometimes	16	8.2%	28	3.5%	44	4.4%
	Rarely	6	3.1%	4	0.5%	10	1.0%
	Never	3	1.5%	6	0.8%	9	0.9%
	Total	194		798		992	
Q4 Staff showed hopefulness	Always	122	64.2%	591	74.2%	713	72.3%
	Usually	41	21.6%	159	20.0%	200	20.3%
	Sometimes	16	8.4%	31	3.9%	47	4.8%
	Rarely	3	1.6%	7	0.9%	10	1.0%
	Never	8	4.2%	8	1.0%	16	1.6%
	Total	190		796		986	

		Inpatient		Community		Total	
		Count	Percent	Count	Percent	Count	Percent
Q5 The facilities met your needs	Always	120	62.8%	554	70.7%	674	69.1%
	Usually	48	25.1%	167	21.3%	215	22.1%
	Sometimes	17	8.9%	47	6.0%	64	6.6%
	Rarely	5	2.6%	13	1.7%	18	1.8%
	Never	1	0.5%	3	0.4%	4	0.4%
	Total	191		784		975	
	Q6 You were listened to	Always	111	57.2%	618	77.0%	729
Usually		51	26.3%	133	16.6%	184	18.5%
Sometimes		19	9.8%	37	4.6%	56	5.6%
Rarely		8	4.1%	7	0.9%	15	1.5%
Never		5	2.6%	8	1.0%	13	1.3%
Total		194		803		997	
Q7 Staff discussed your medication	Always	108	58.1%	532	72.6%	640	69.6%
	Usually	46	24.7%	128	17.5%	174	18.9%
	Sometimes	16	8.6%	53	7.2%	69	7.5%
	Rarely	7	3.8%	15	2.0%	22	2.4%
	Never	9	4.8%	5	0.7%	14	1.5%
	Not applicable	6		71		77	
	Total	192		804		996	
Q8 Opportunities to discuss progress	Always	117	61.6%	590	76.7%	707	73.7%
	Usually	39	20.5%	128	16.6%	167	17.4%
	Sometimes	21	11.1%	42	5.5%	63	6.6%
	Rarely	6	3.2%	8	1.0%	14	1.5%
	Never	7	3.7%	1	0.1%	8	0.8%
	Not applicable	4		33		37	
	Total	194		802		996	
Q9 Activities that suited you	Always	65	35.9%	324	50.3%	389	47.2%
	Usually	61	33.7%	180	28.0%	241	29.2%
	Sometimes	30	16.6%	79	12.3%	109	13.2%
	Rarely	11	6.1%	40	6.2%	51	6.2%
	Never	14	7.7%	21	3.3%	35	4.2%
	Not applicable	10		155		165	
	Total	191		799		990	

		Inpatient		Community		Total	
		Count	Percent	Count	Percent	Count	Percent
Q10 Opportunities for family and friends to be involved	Always	102	61.1%	467	69.0%	569	67.4%
	Usually	41	24.6%	129	19.1%	170	20.1%
	Sometimes	12	7.2%	45	6.6%	57	6.8%
	Rarely	5	3.0%	16	2.4%	21	2.5%
	Never	7	4.2%	20	3.0%	27	3.2%
	Not applicable	22		120		142	
	Total	189		797		986	
	Q11 Information about the service	Excellent	57	30.3%	341	43.6%	398
Very Good		44	23.4%	244	31.2%	288	29.7%
Good		61	32.4%	135	17.3%	196	20.2%
Fair		15	8.0%	41	5.2%	56	5.8%
Poor		11	5.9%	21	2.7%	32	3.3%
Total		188		782		970	
Q12 Explanation of your rights and responsibilities	Excellent	52	27.7%	331	42.5%	383	39.6%
	Very Good	49	26.1%	234	30.0%	283	29.3%
	Good	48	25.5%	137	17.6%	185	19.1%
	Fair	20	10.6%	49	6.3%	69	7.1%
	Poor	19	10.1%	28	3.6%	47	4.9%
	Total	188		779		967	
Q13 Access to peer support	Excellent	58	34.1%	234	36.0%	292	35.6%
	Very Good	33	19.4%	187	28.8%	220	26.8%
	Good	44	25.9%	137	21.1%	181	22.1%
	Fair	18	10.6%	61	9.4%	79	9.6%
	Poor	17	10.0%	31	4.8%	48	5.9%
	Not applicable	17		126		143	
	Total	187		776		963	
Q14 Development of a care plan with you	Excellent	62	33.7%	358	46.7%	420	44.2%
	Very Good	39	21.2%	204	26.6%	243	25.6%
	Good	48	26.1%	138	18.0%	186	19.6%
	Fair	17	9.2%	44	5.7%	61	6.4%
	Poor	18	9.8%	23	3.0%	41	4.3%
	Total	184		767		951	

		Inpatient		Community		Total	
		<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Q15 Convenience of location	Excellent	67	37.0%	359	46.3%	426	44.6%
	Very Good	45	24.9%	192	24.8%	237	24.8%
	Good	39	21.5%	143	18.5%	182	19.0%
	Fair	15	8.3%	59	7.6%	74	7.7%
	Poor	15	8.3%	22	2.8%	37	3.9%
	Total	181		775		956	
Q16 Making a difference - overall experience	Excellent	74	38.9%	403	51.1%	477	48.7%
	Very Good	60	31.6%	240	30.4%	300	30.6%
	Good	29	15.3%	105	13.3%	134	13.7%
	Fair	16	8.4%	29	3.7%	45	4.6%
	Poor	11	5.8%	12	1.5%	23	2.3%
	Total	190		789		979	
Q17 Recommendation of service	Yes	144	75.8%	692	89.4%	836	86.7%
	No	16	8.4%	29	3.7%	45	4.7%
	Not Sure	30	15.8%	53	6.8%	83	8.6%
	Total	190		774		964	

The number of responses (n) to each question changes because invalid responses (e.g. marked two boxes) and missing responses are excluded from analysis.

APPENDIX E: 2018 and 2019 Inpatient Comparison Graphs

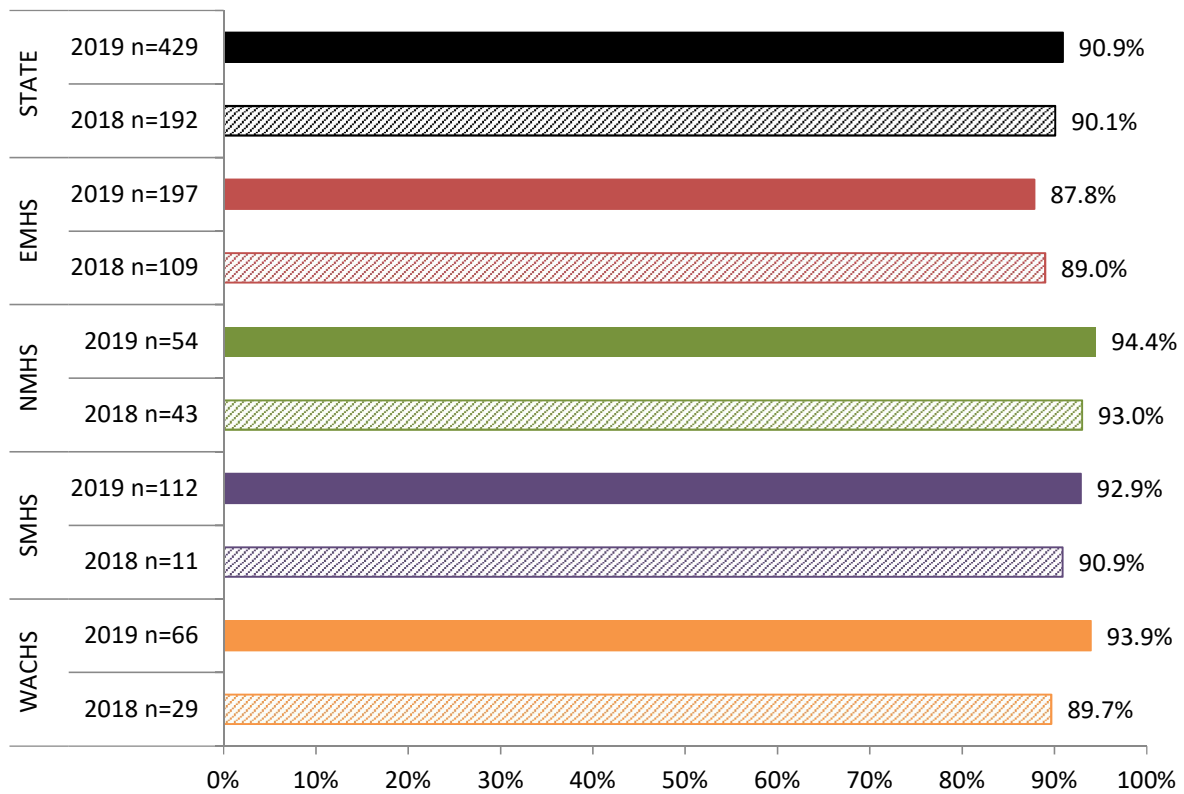


Figure 11. State and HSP comparisons of inpatient responses to Question 1 - You felt welcome at this service

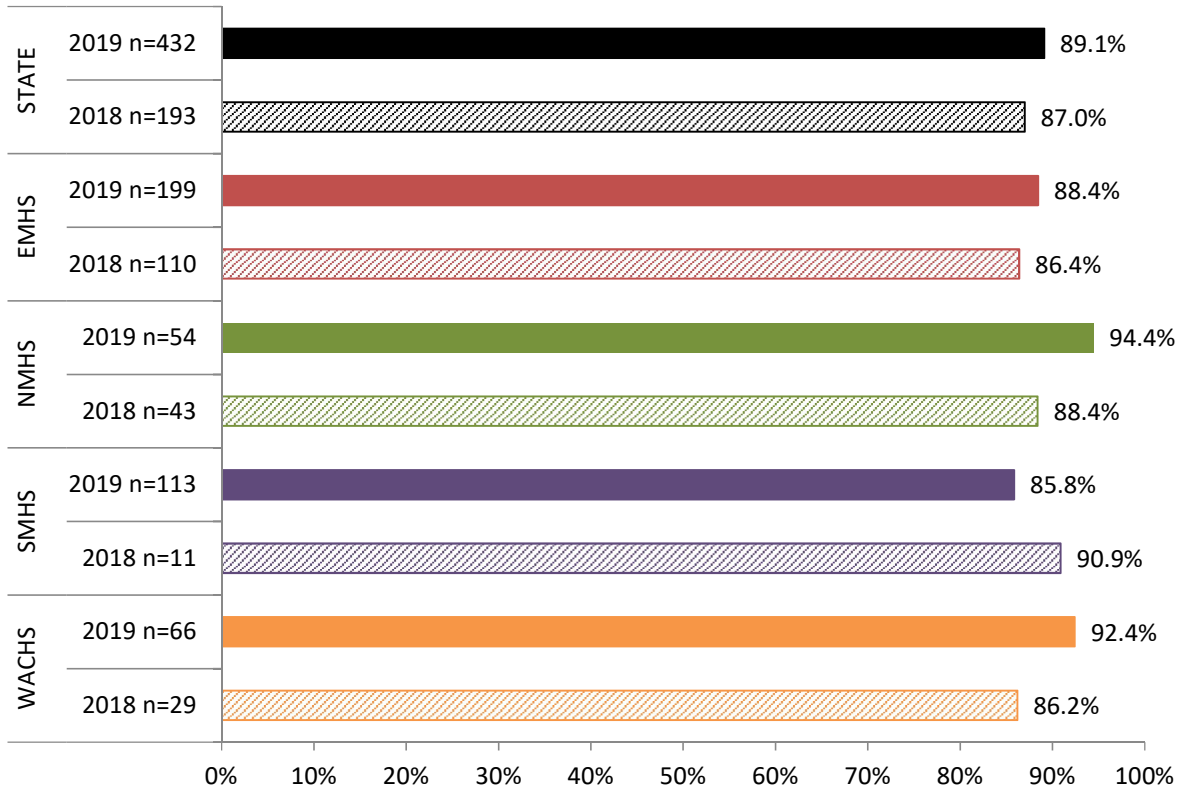


Figure 12. State and HSP comparisons of inpatient responses to Question 2 - Staff showed respect for how you were feeling

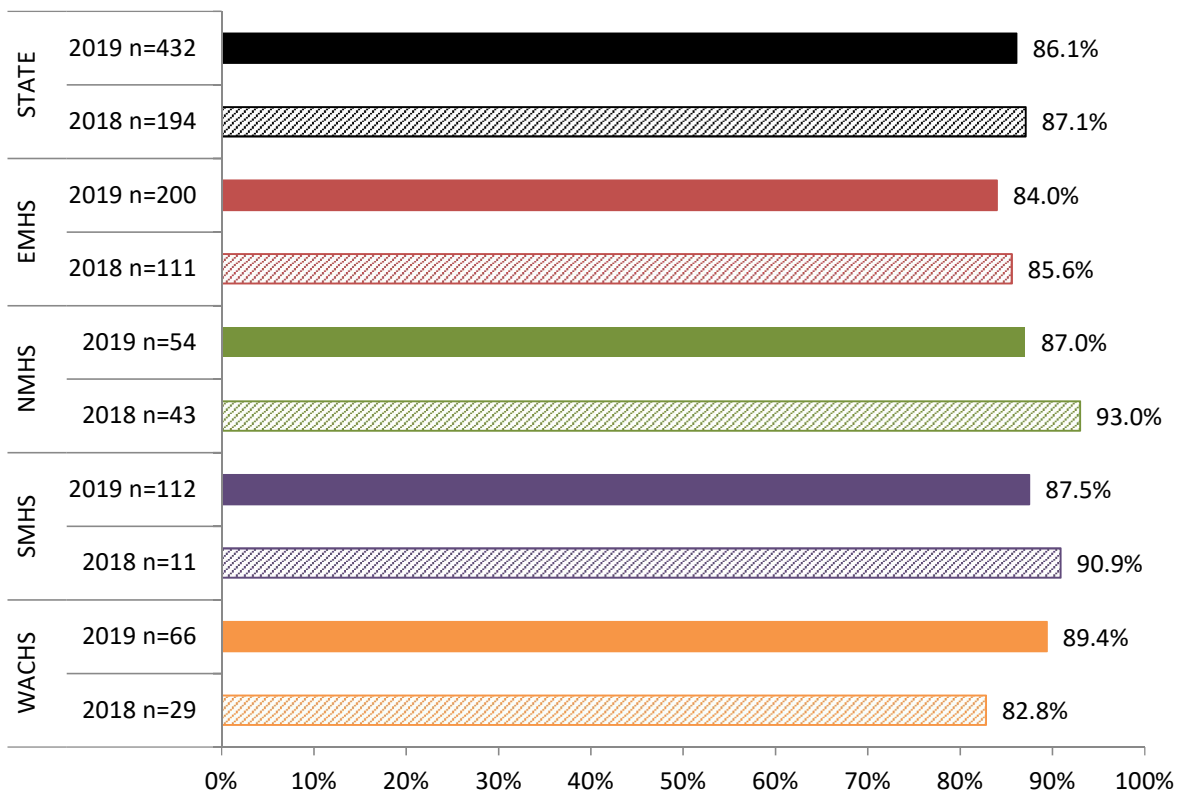


Figure 13. State and HSP comparisons of inpatient responses to Question 3 - You felt safe using this service

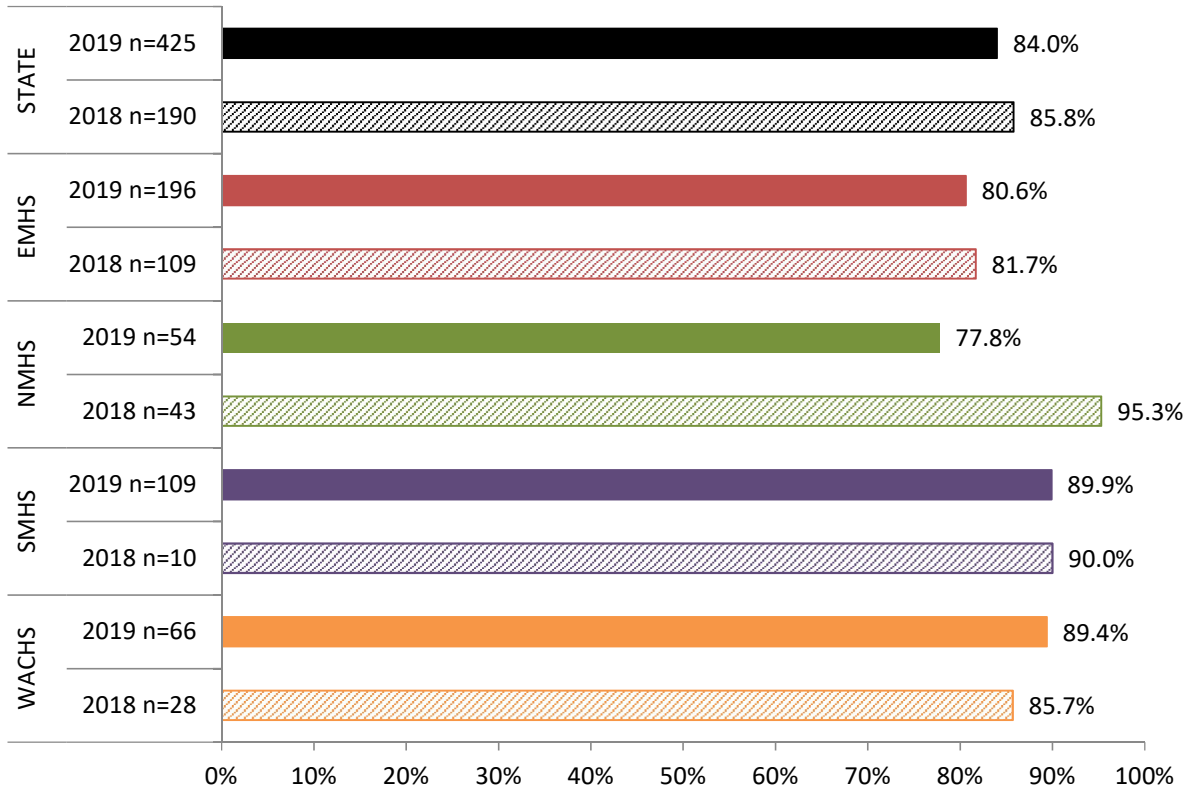


Figure 14. State and HSP comparisons of inpatient responses to Question 4 - Staff showed hopefulness for your future

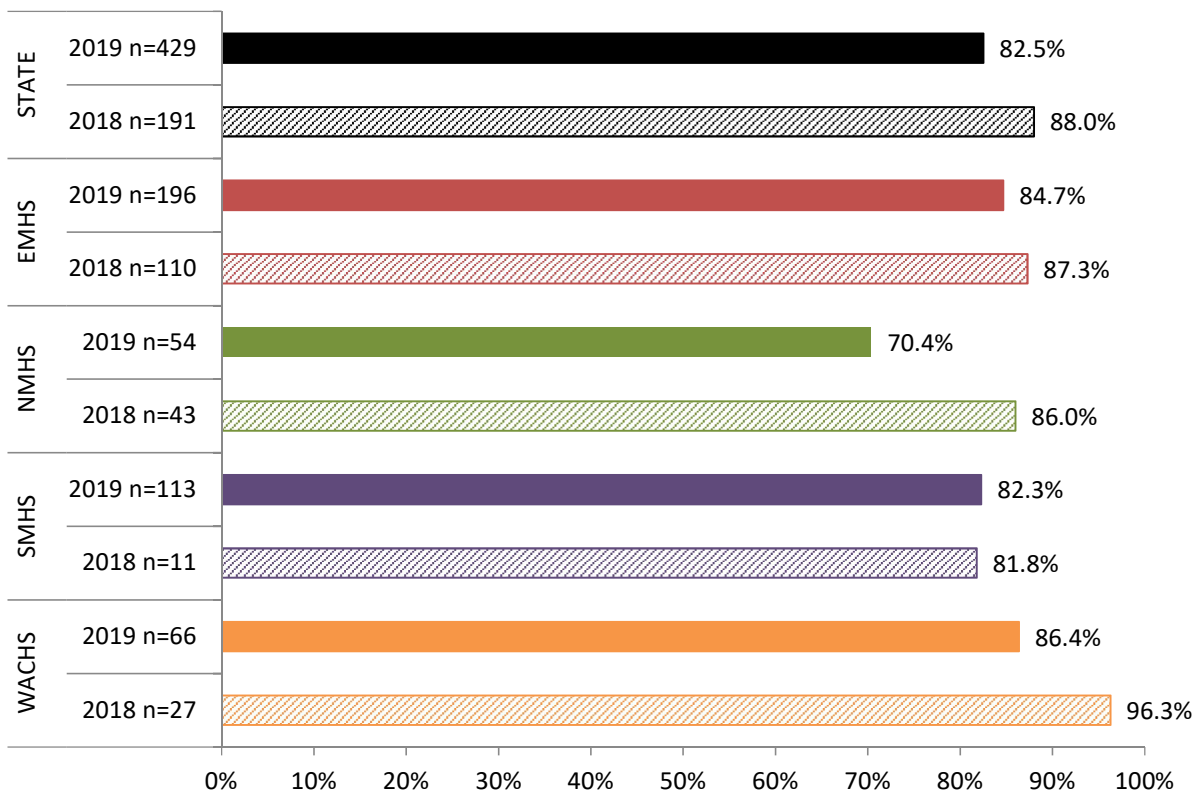


Figure 15. State and HSP comparisons of inpatient responses to Question 5 - The facilities and environment met your needs

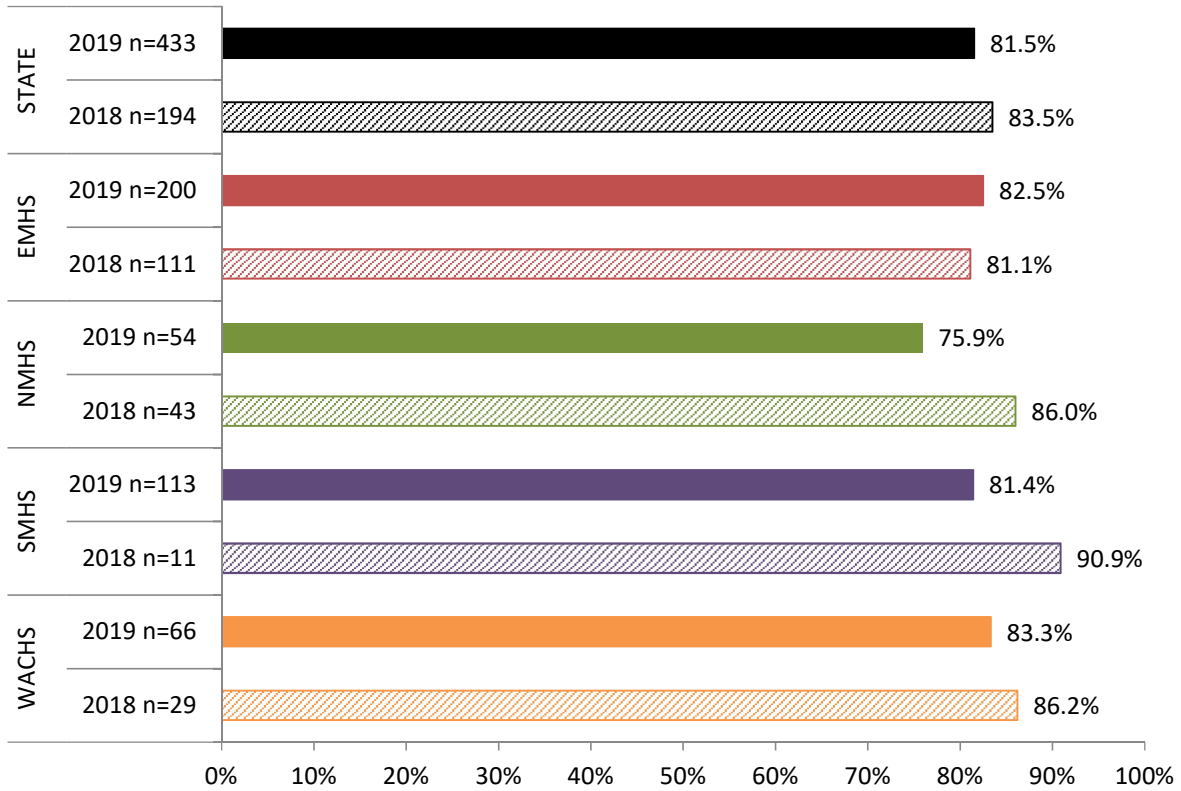


Figure 16. State and HSP comparisons of inpatient responses to Question 6 - You were listened to in all aspects of your care and treatment

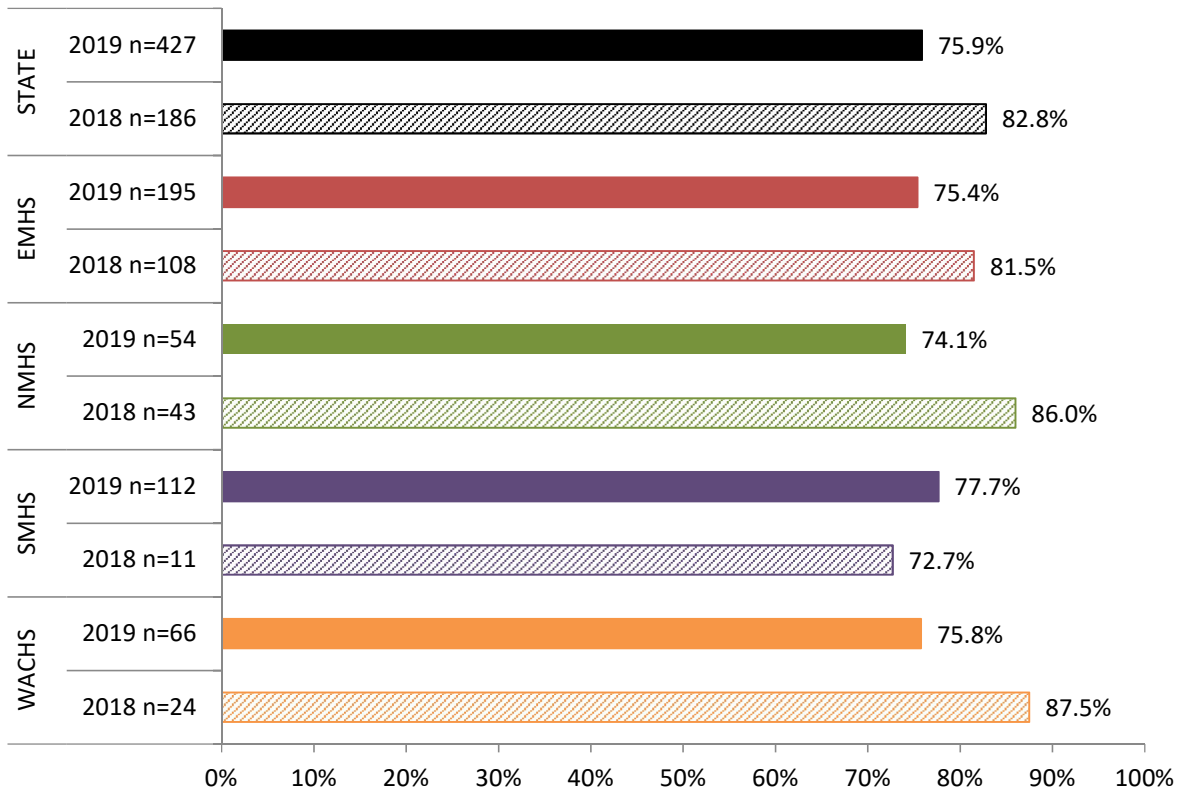


Figure 17. State and HSP comparisons of inpatient responses to Question 7 - Staff discussed the effects of your medication and other treatments with you

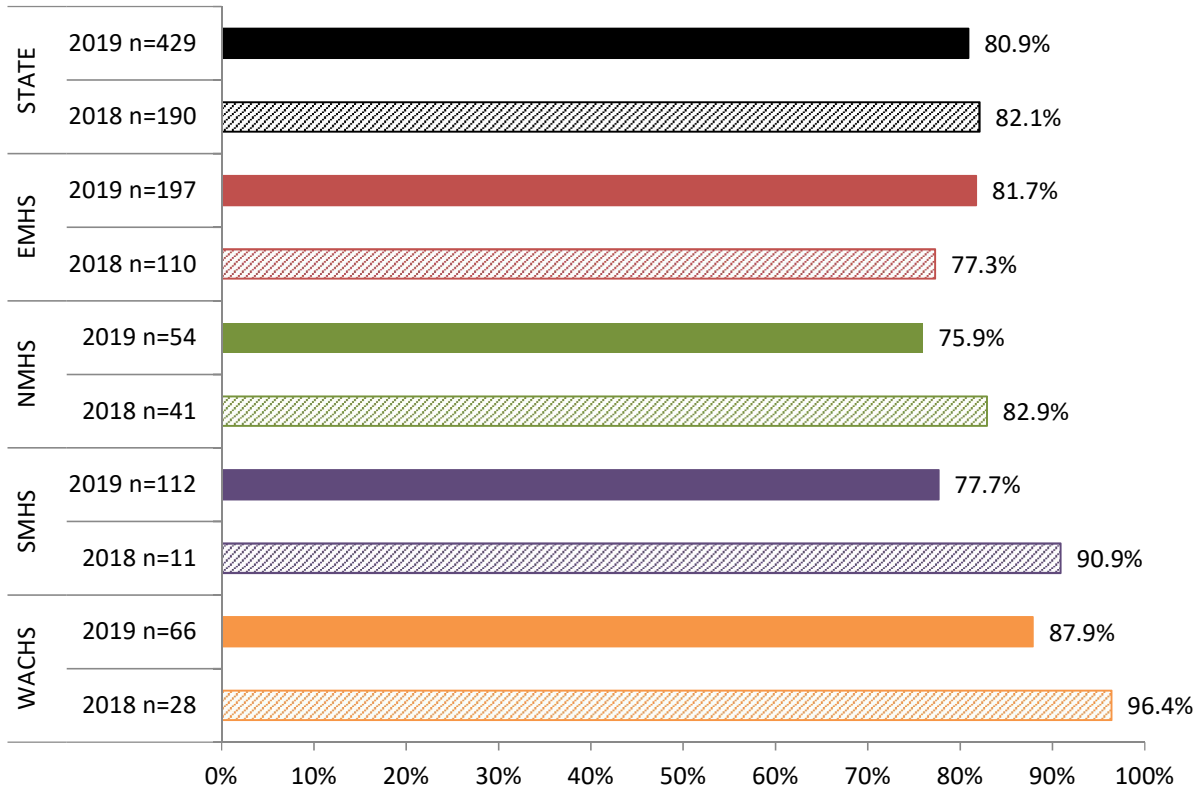


Figure 18. State and HSP comparisons of inpatient responses to Question 8 - You had opportunities to discuss your progress with the staff caring for you

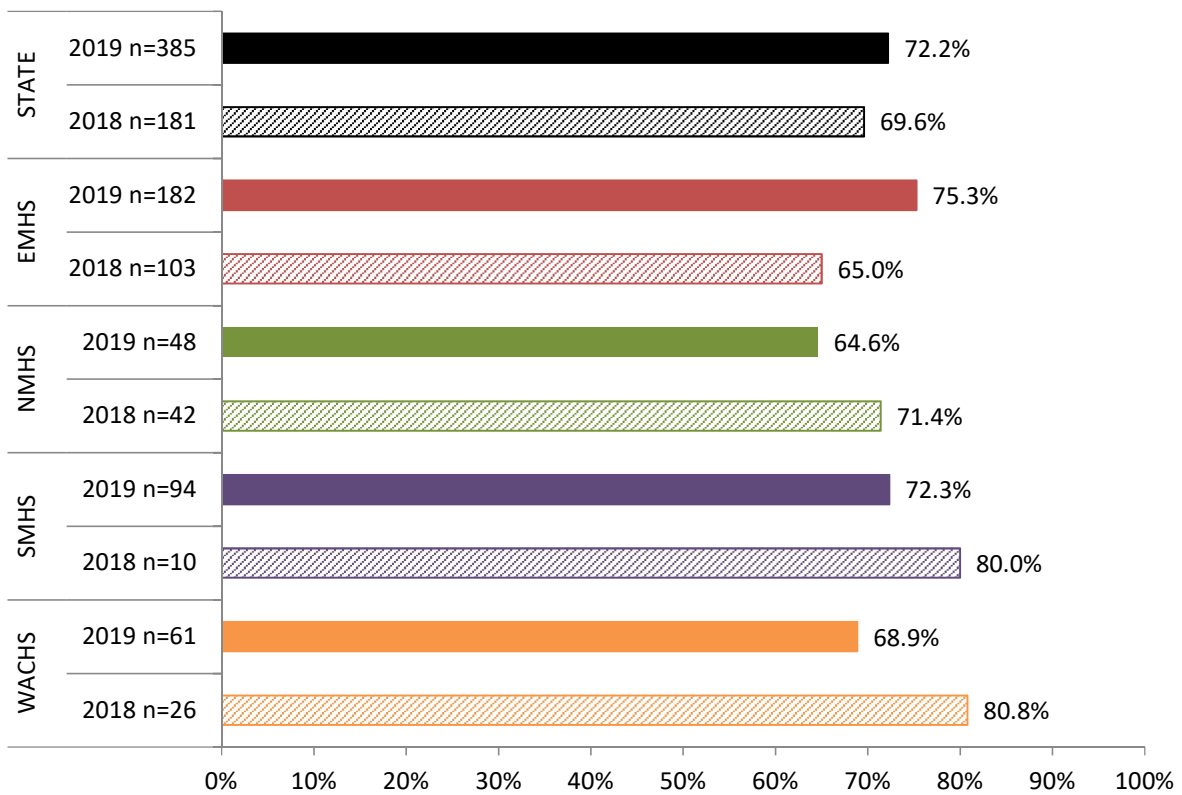


Figure 19. State and HSP comparisons of inpatient responses to Question 9 - There were activities you could do that suited you

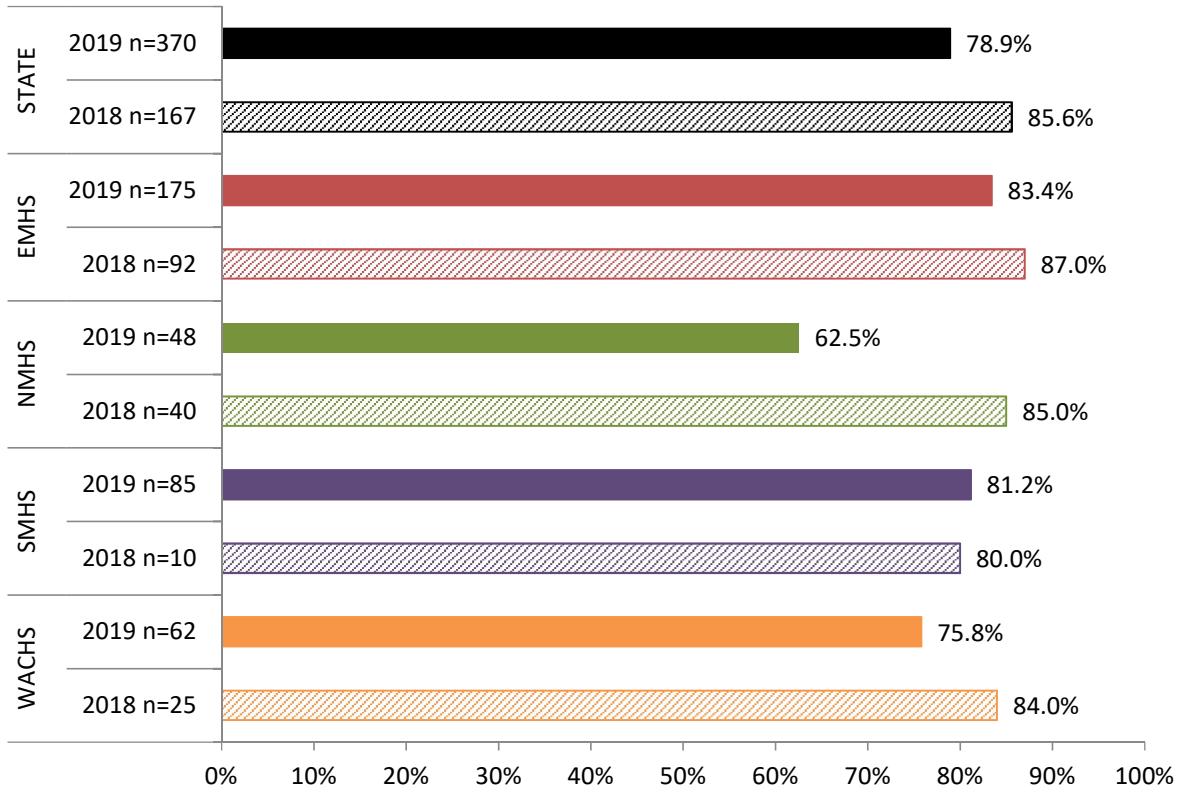


Figure 20. State and HSP comparisons of inpatient responses to Question 10 - You had opportunities for your family and carers to be involved in your treatment and care if you wanted

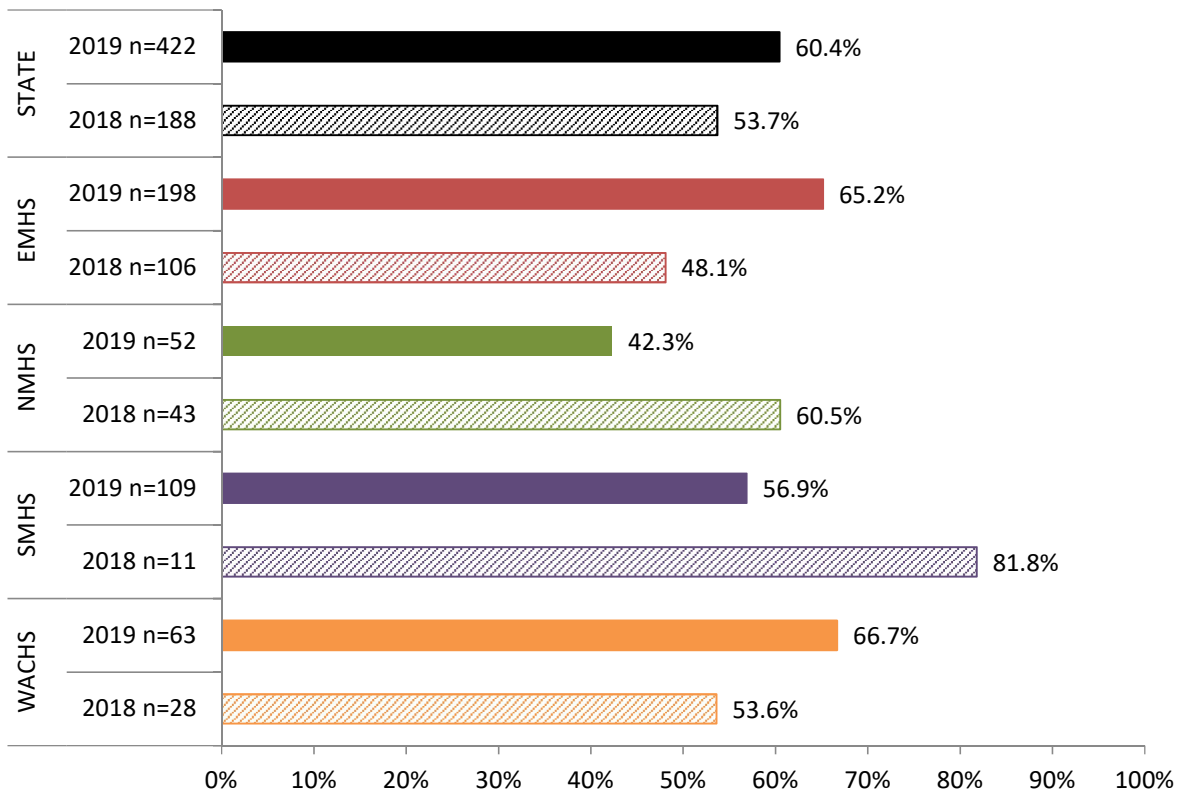


Figure 21. State and HSP comparisons of inpatient responses to Question 11 - Information given to you about this service

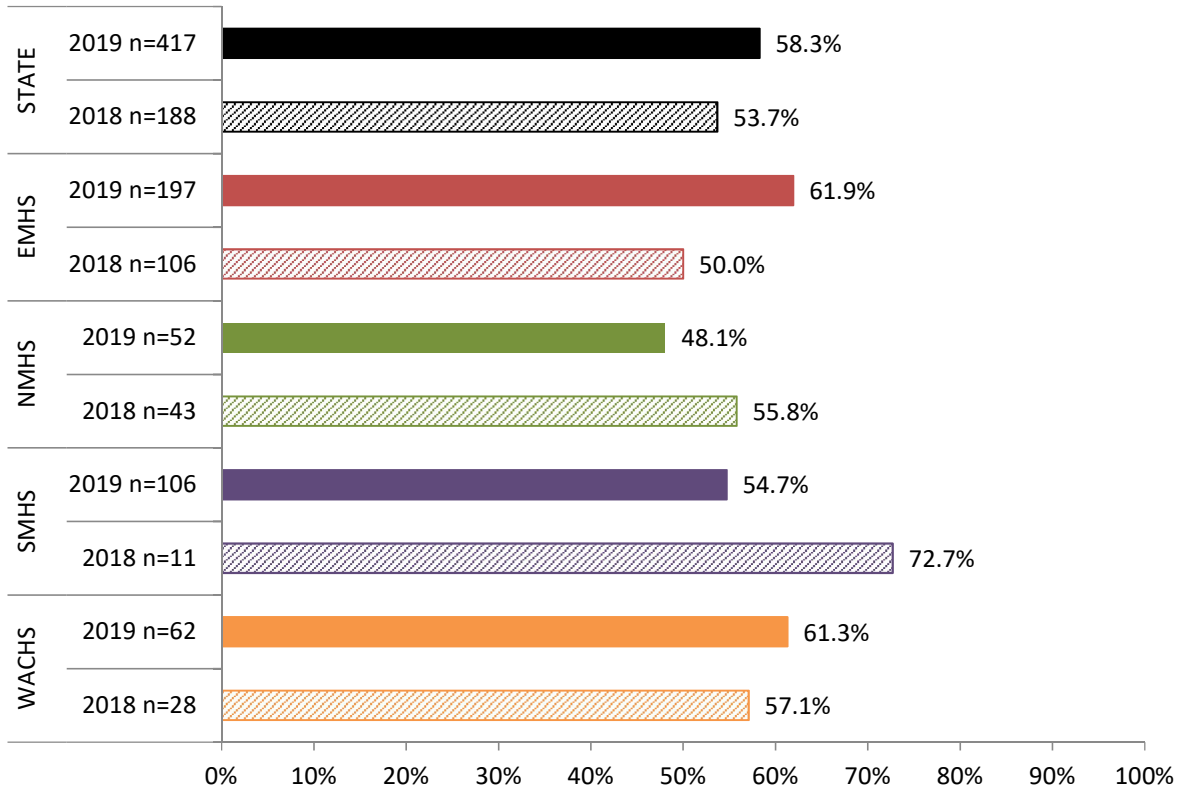


Figure 22. State and HSP comparisons of inpatient responses to Question 12 - Explanation of your rights and responsibilities

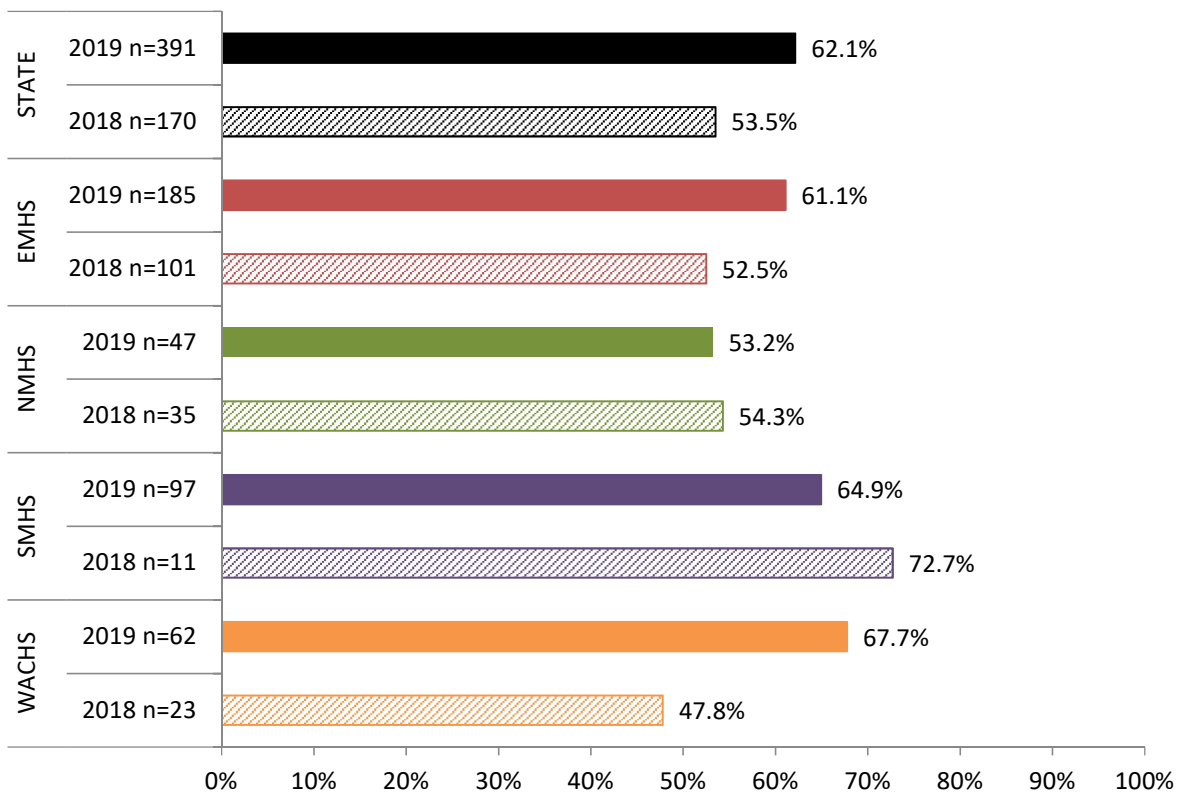


Figure 23. State and HSP comparisons of inpatient responses to Question 13 - Access to peer support

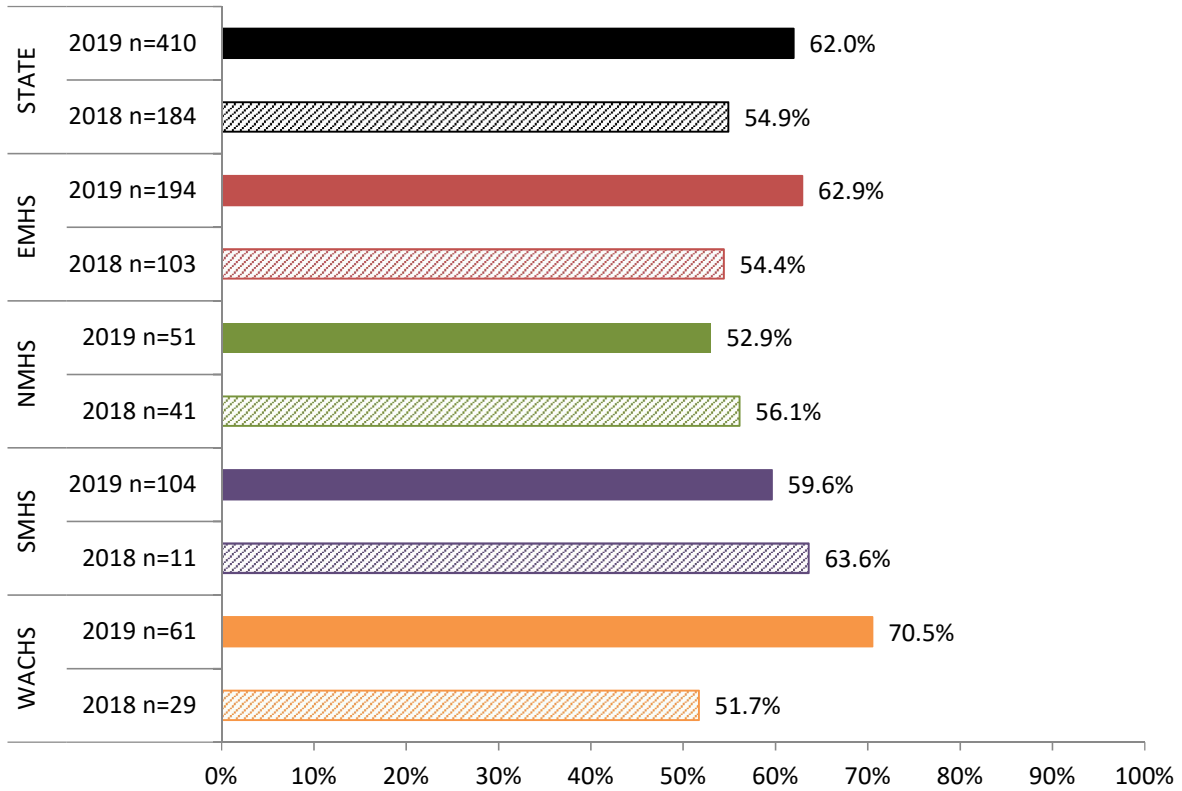


Figure 24. State and HSP comparisons of inpatient responses to Question 14 - Development of a care plan with you that considered all of your needs

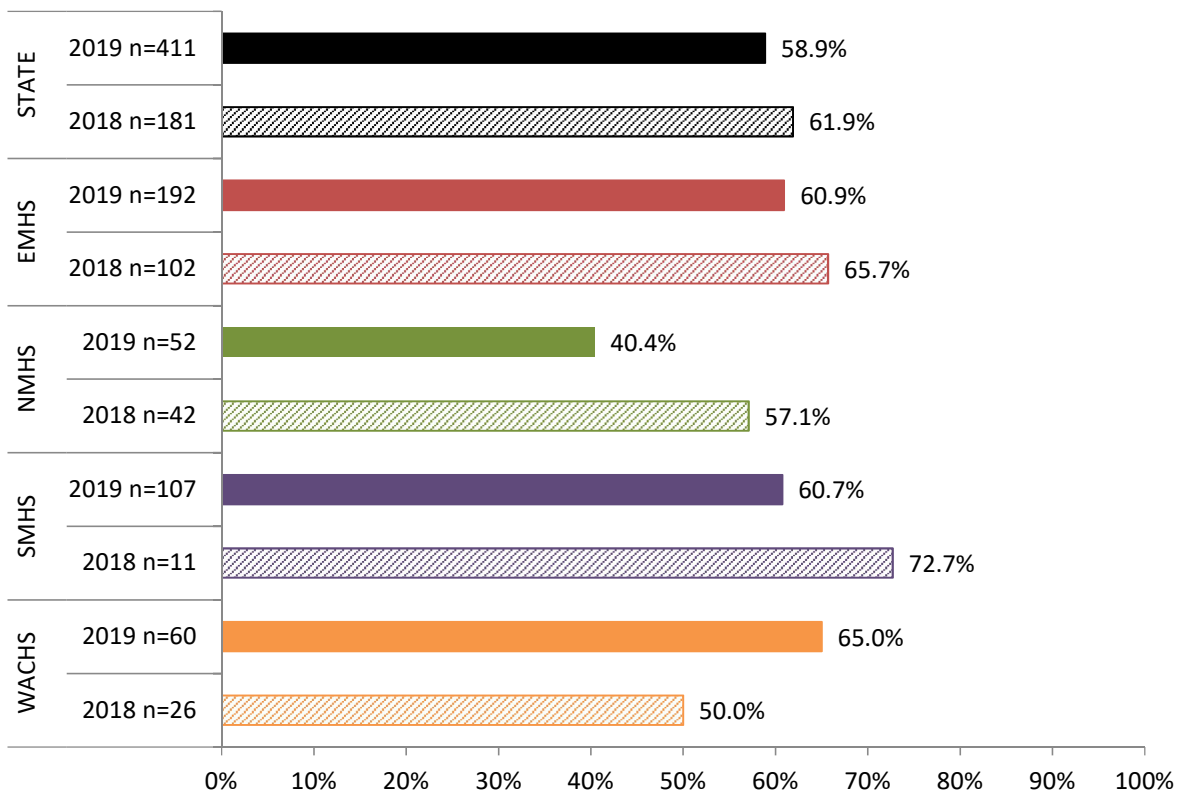


Figure 25. State and HSP comparisons of inpatient responses to Question 15 - Convenience of the location for you

APPENDIX F: 2018 and 2019 Community Comparison Graphs

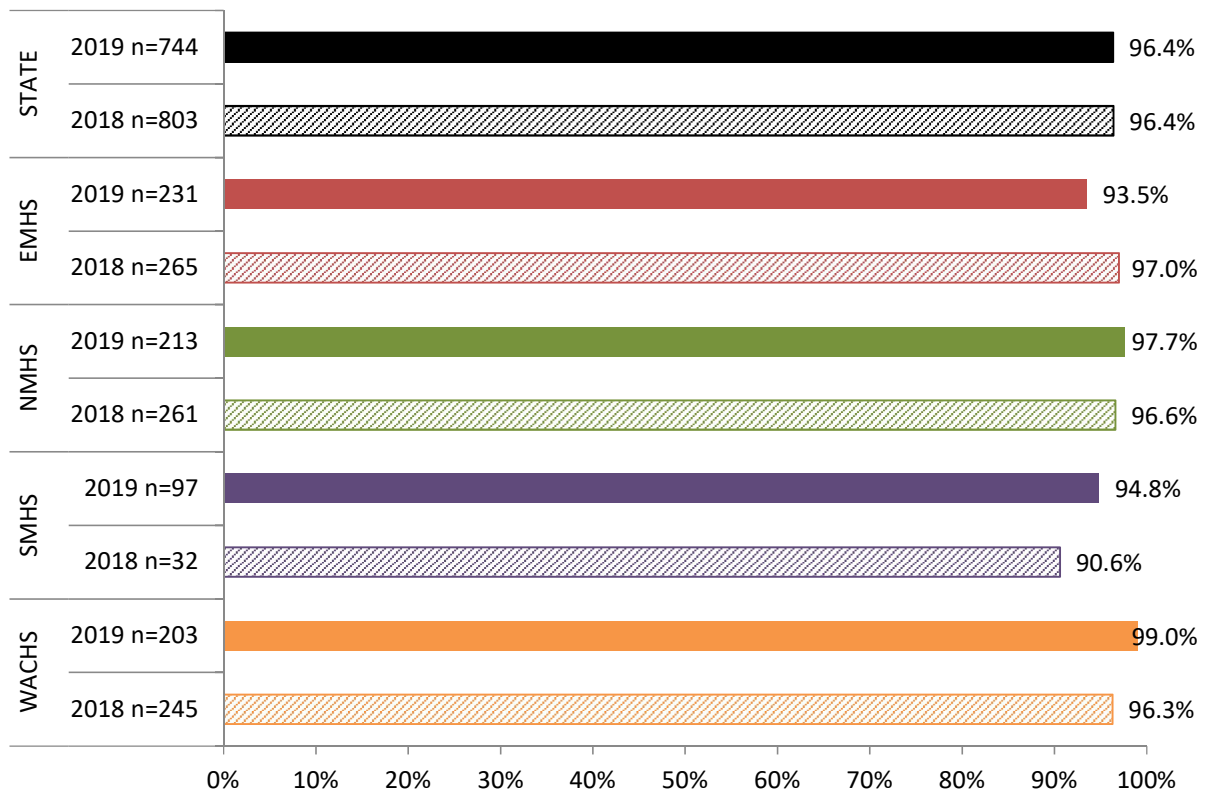


Figure 26. State and HSP comparisons of community patient responses to Question 1 - You felt welcome at this service

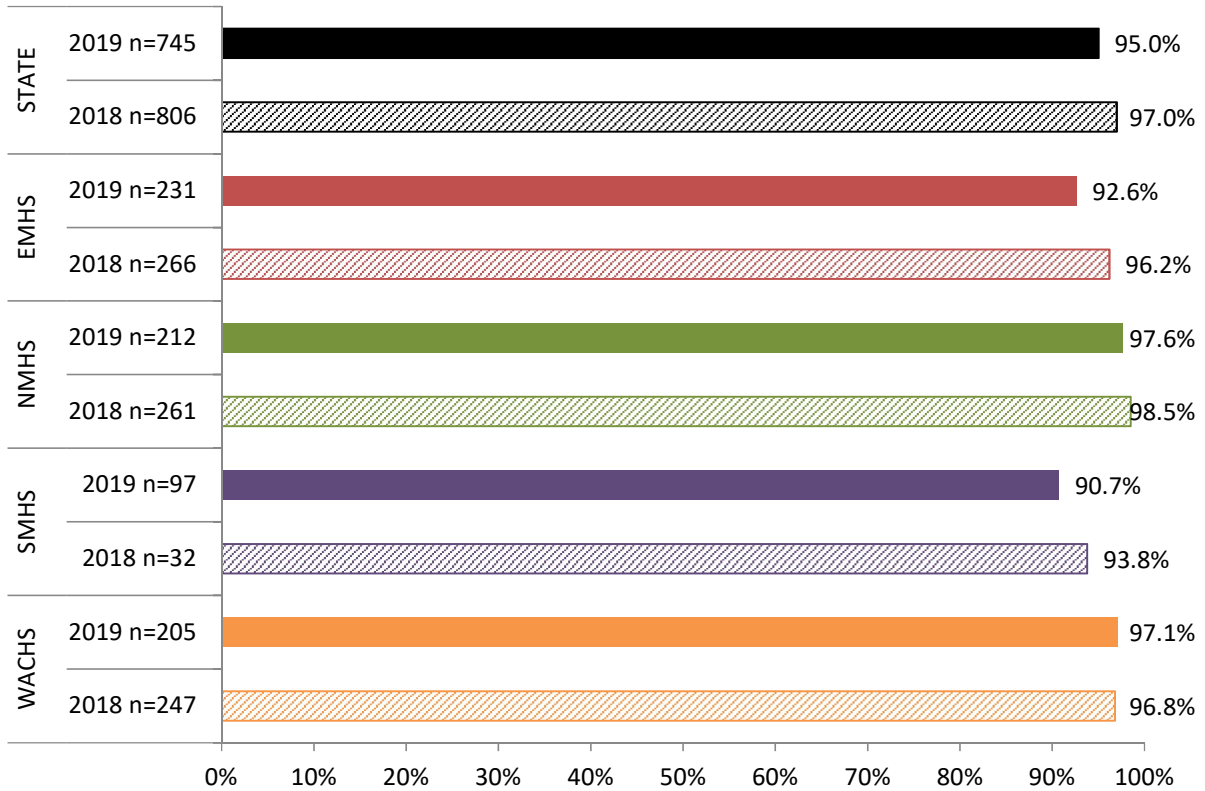


Figure 27. State and HSP comparisons of community patient responses to Question 2 - Staff showed respect for how you were feeling

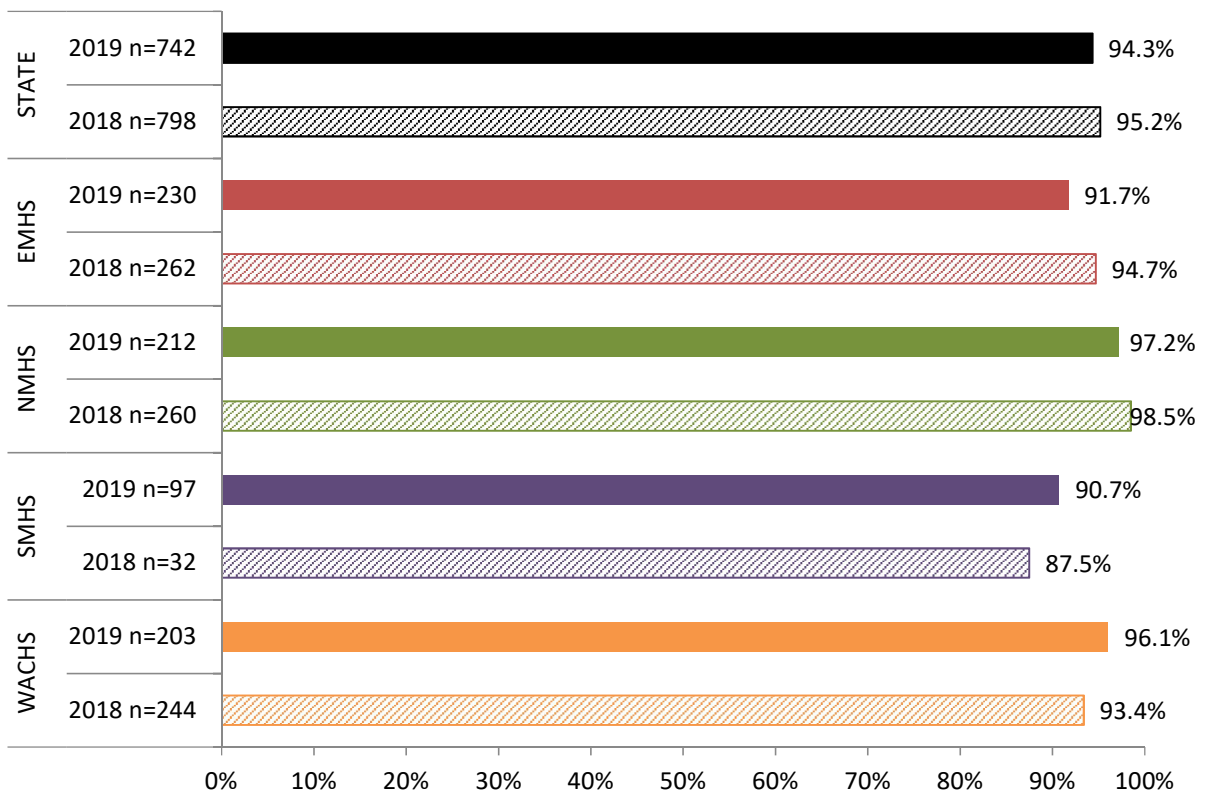


Figure 28. State and HSP comparisons of community patient responses to Question 3 - You felt safe using this service

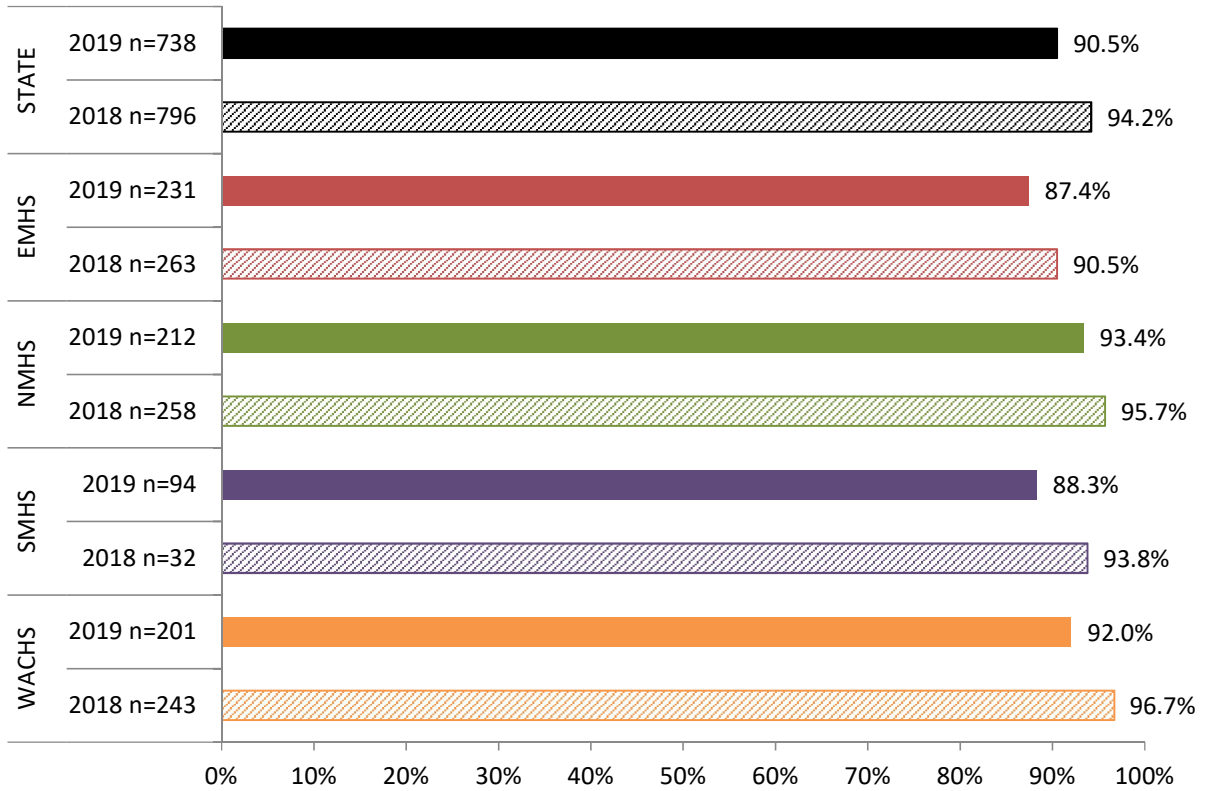


Figure 29. State and HSP comparisons of community patient responses to Question 4 - Staff showed hopefulness for your future

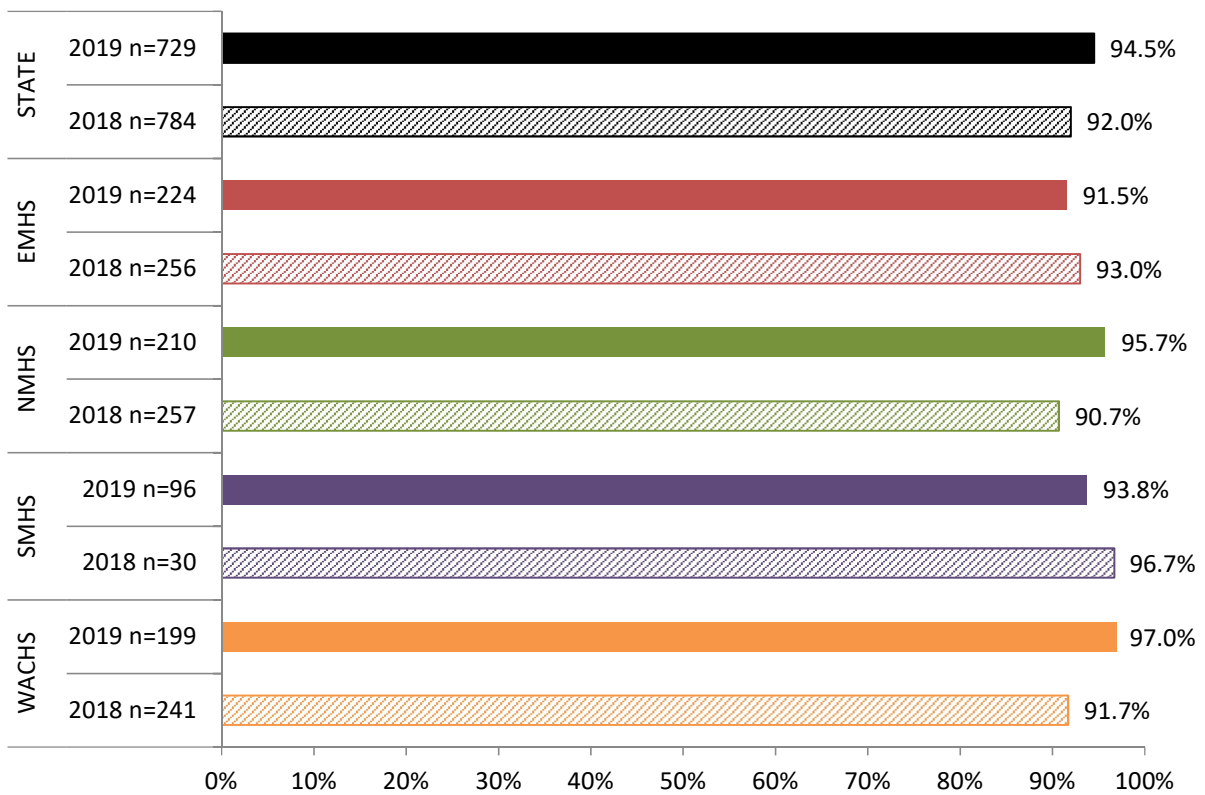


Figure 30. State and HSP comparisons of community patient responses to Question 5 - The facilities and environment met your needs

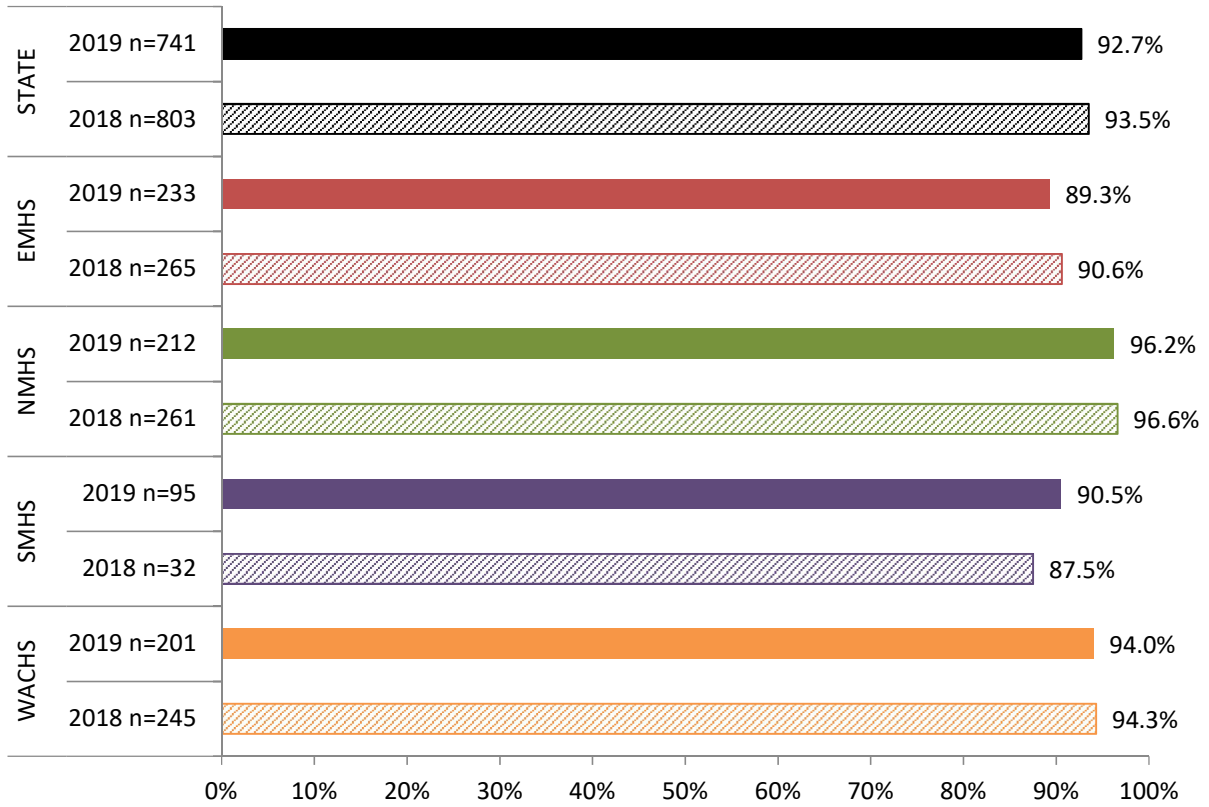


Figure 31. State and HSP comparisons of community patient responses to Question 6 - You were listened to in all aspects of your care and treatment

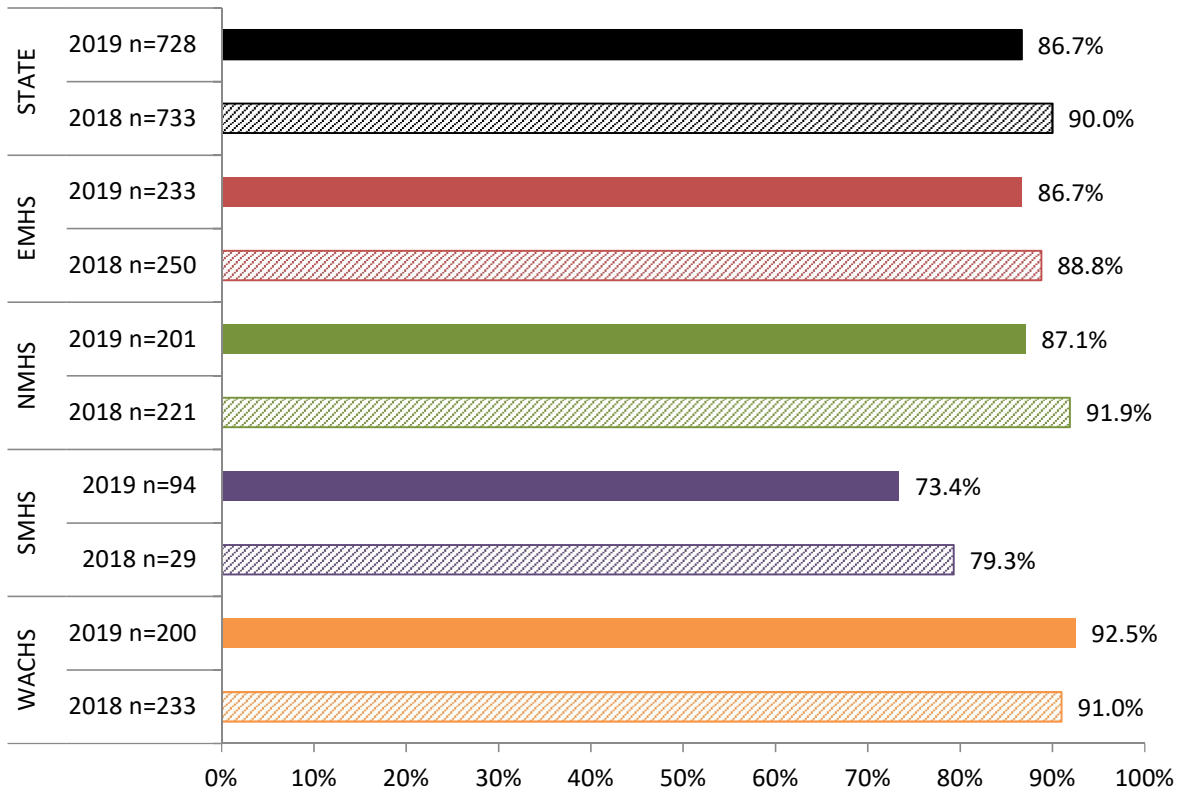


Figure 32. State and HSP comparisons of community patient responses to Question 7 - Staff discussed the effects of your medication and other treatments with you

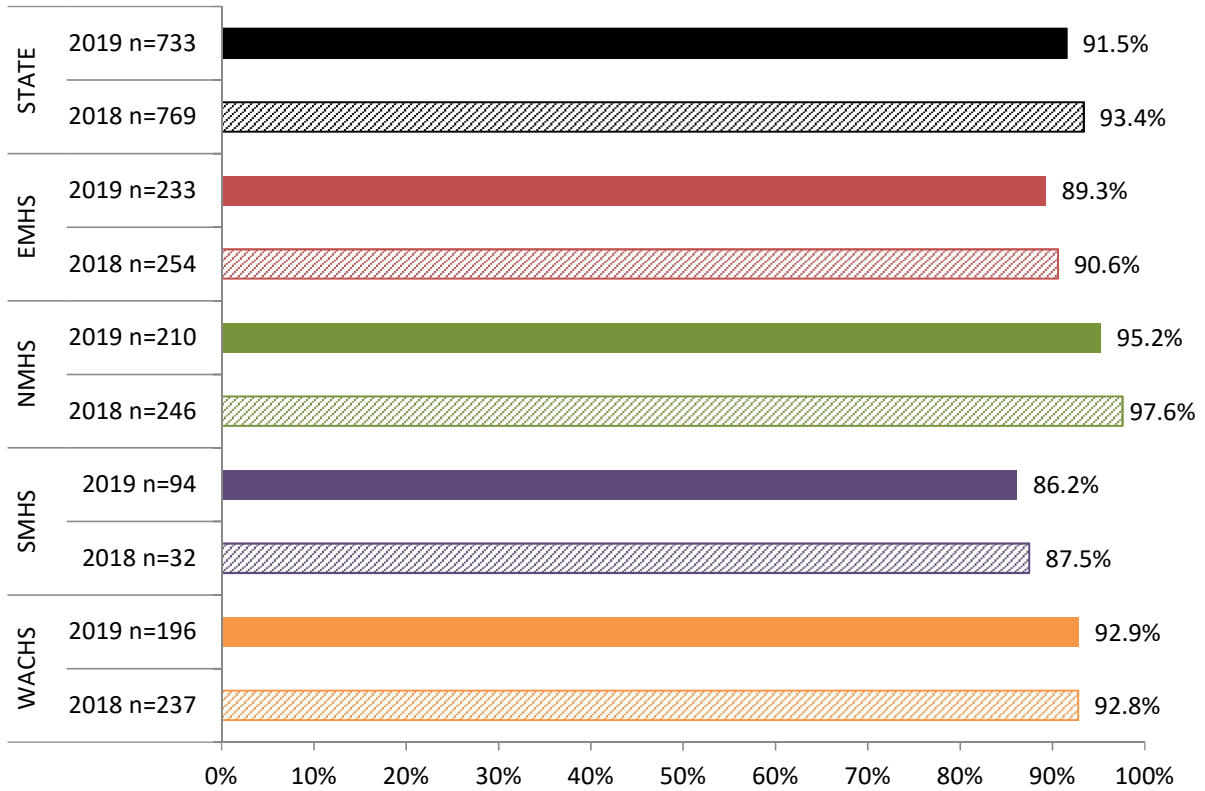


Figure 33. State and HSP comparisons of community patient responses to Question 8 - You had opportunities to discuss your progress with the staff caring for you

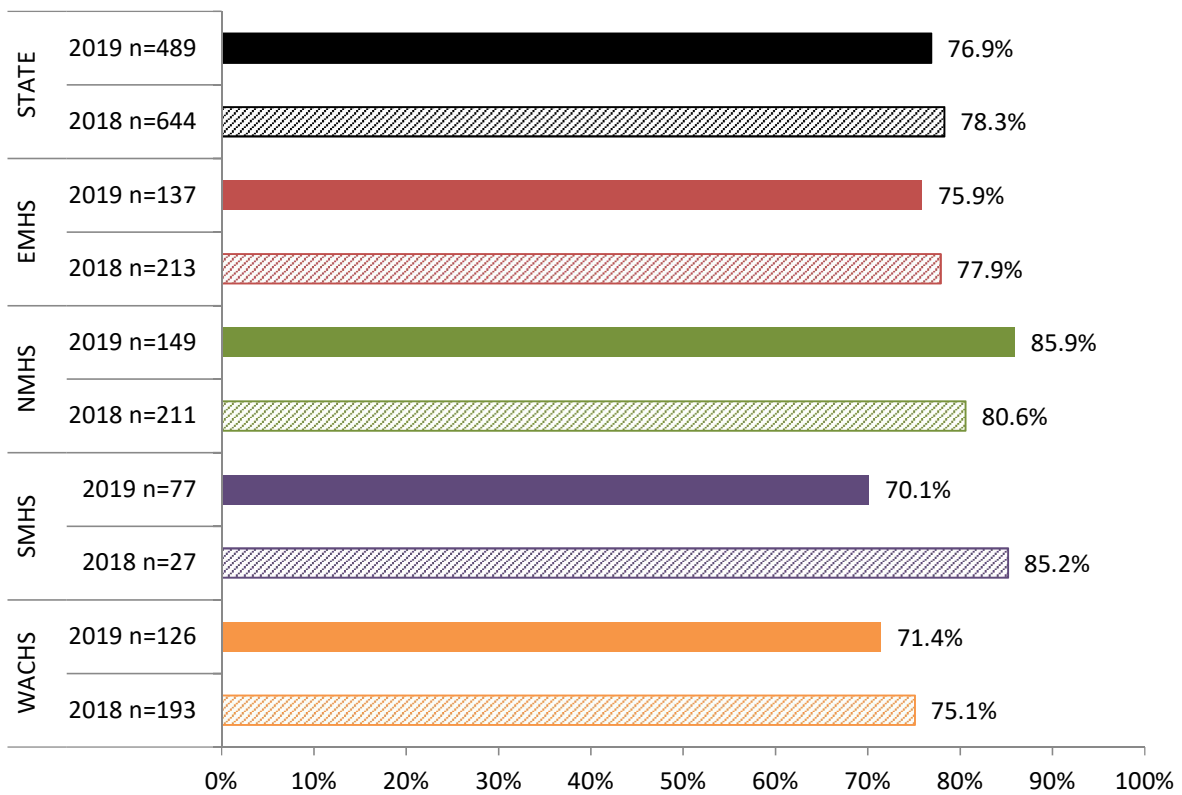


Figure 34. State and HSP comparisons of community patient responses to Question 9 - There were activities you could do that suited you

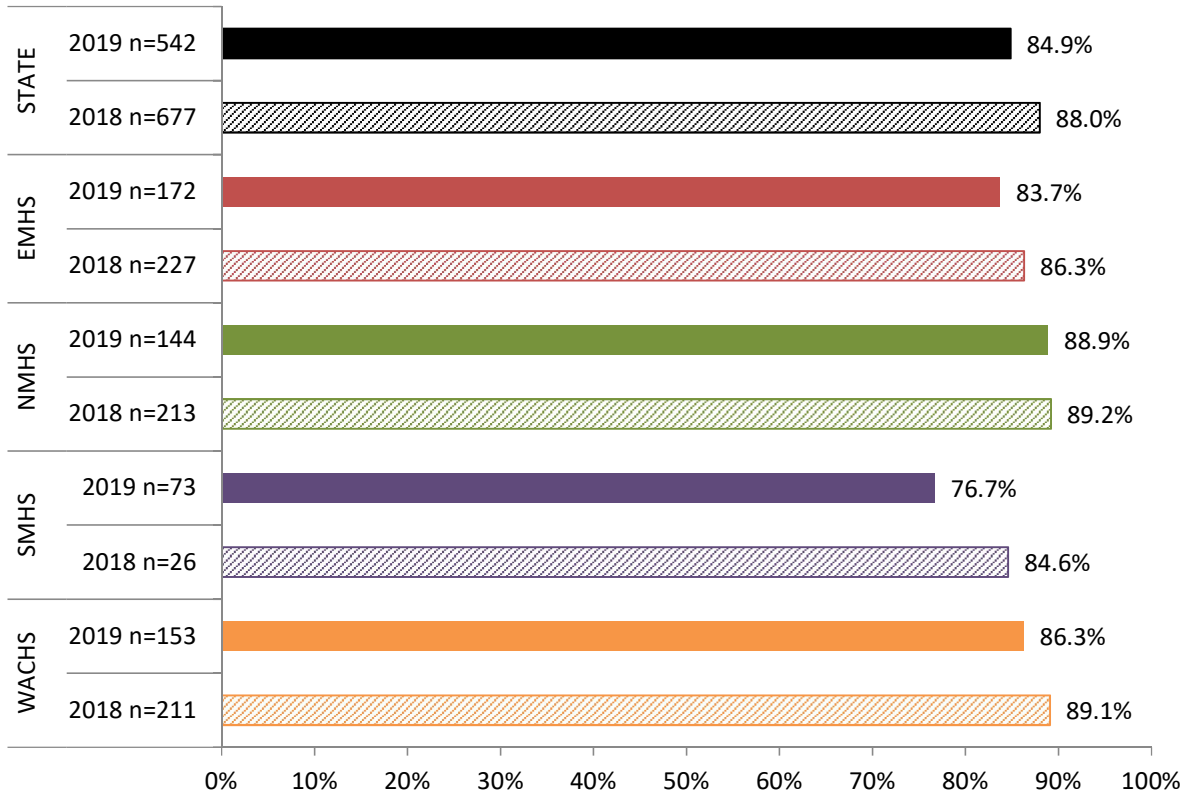


Figure 35. State and HSP comparisons of community patient responses to Question 10 - You had opportunities for your family and carers to be involved in your treatment and care if you wanted

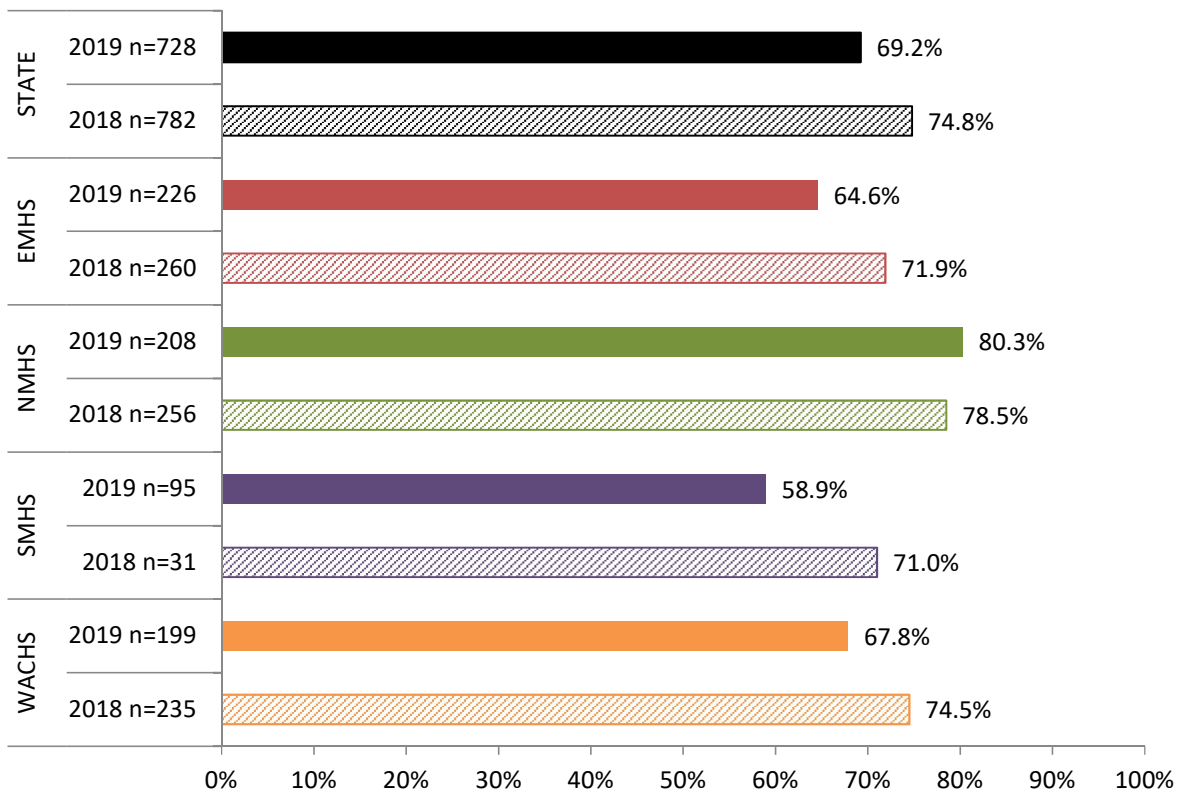


Figure 36. State and HSP comparisons of community patient responses to Question 11 - Information given to you about this service

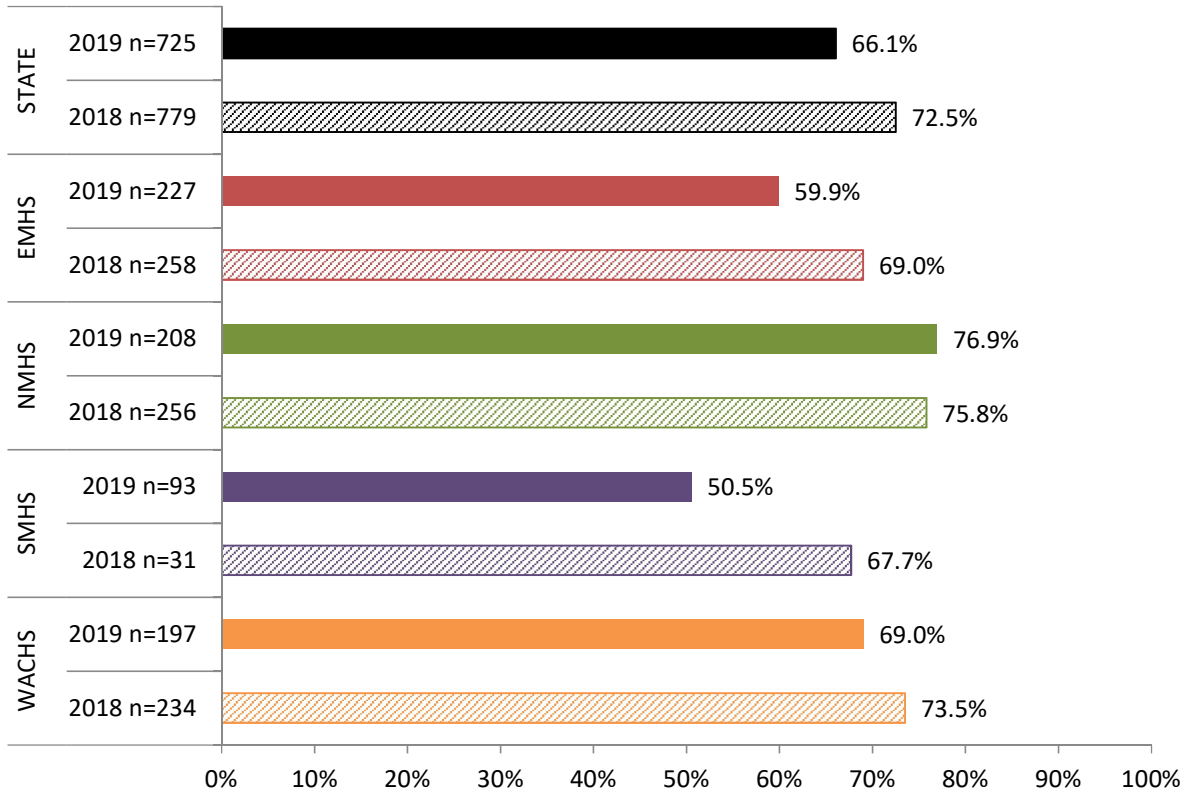


Figure 37. State and HSP comparisons of community patient responses to Question 12 - Explanation of your rights and responsibilities

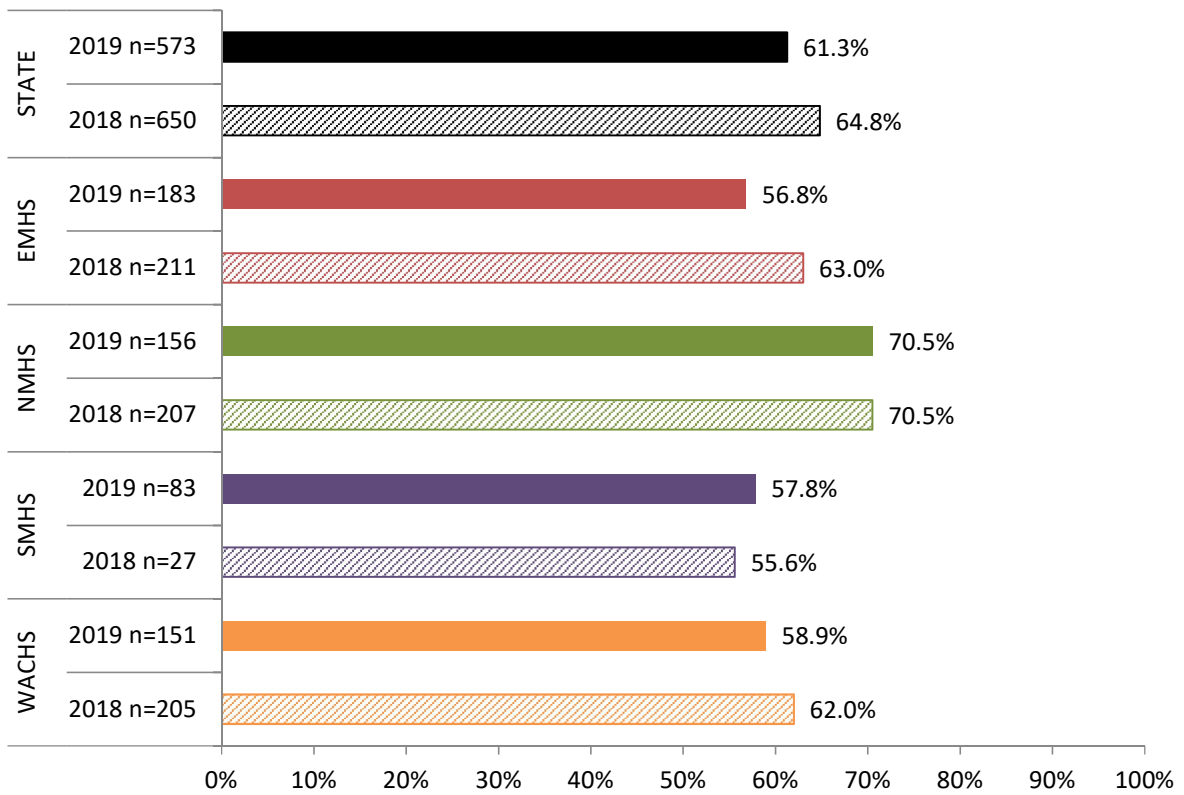


Figure 38. State and HSP comparisons of community patient responses to Question 13 - Access to peer support

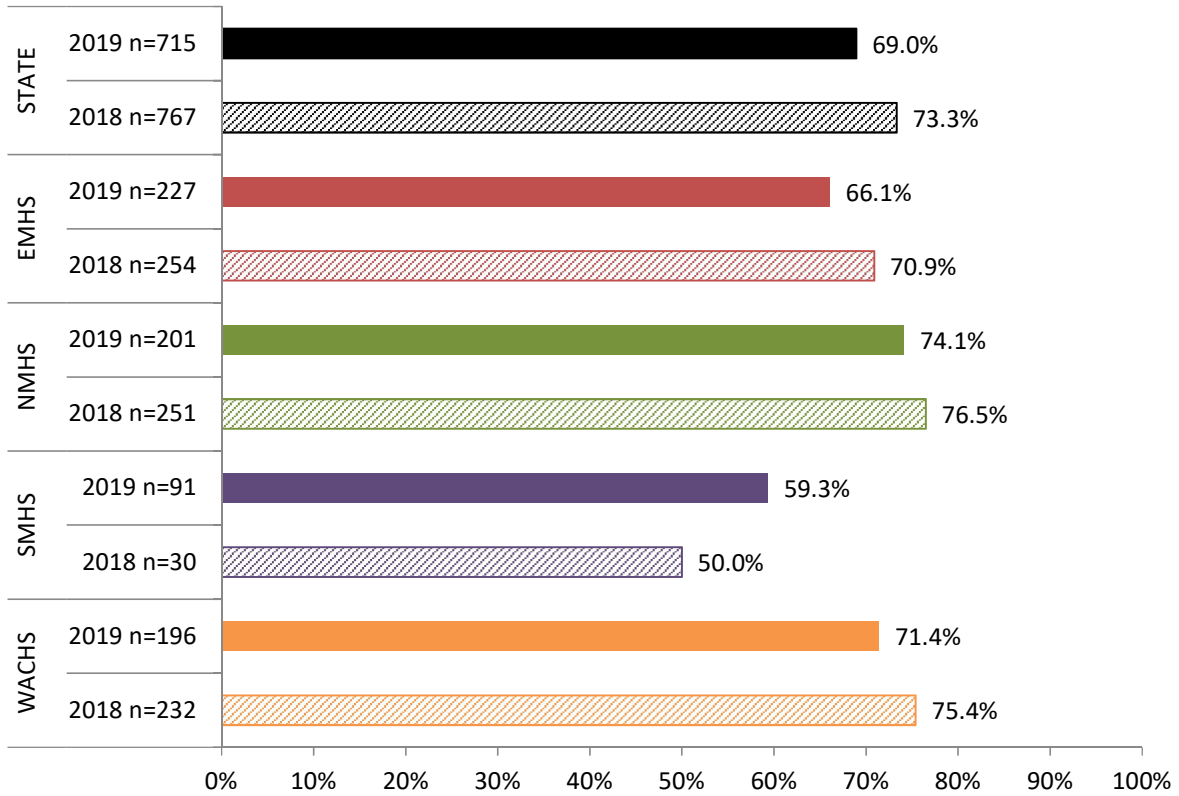


Figure 39. State and HSP comparisons of community patient responses to Question 14 - Development of a care plan with you that considered all of your needs

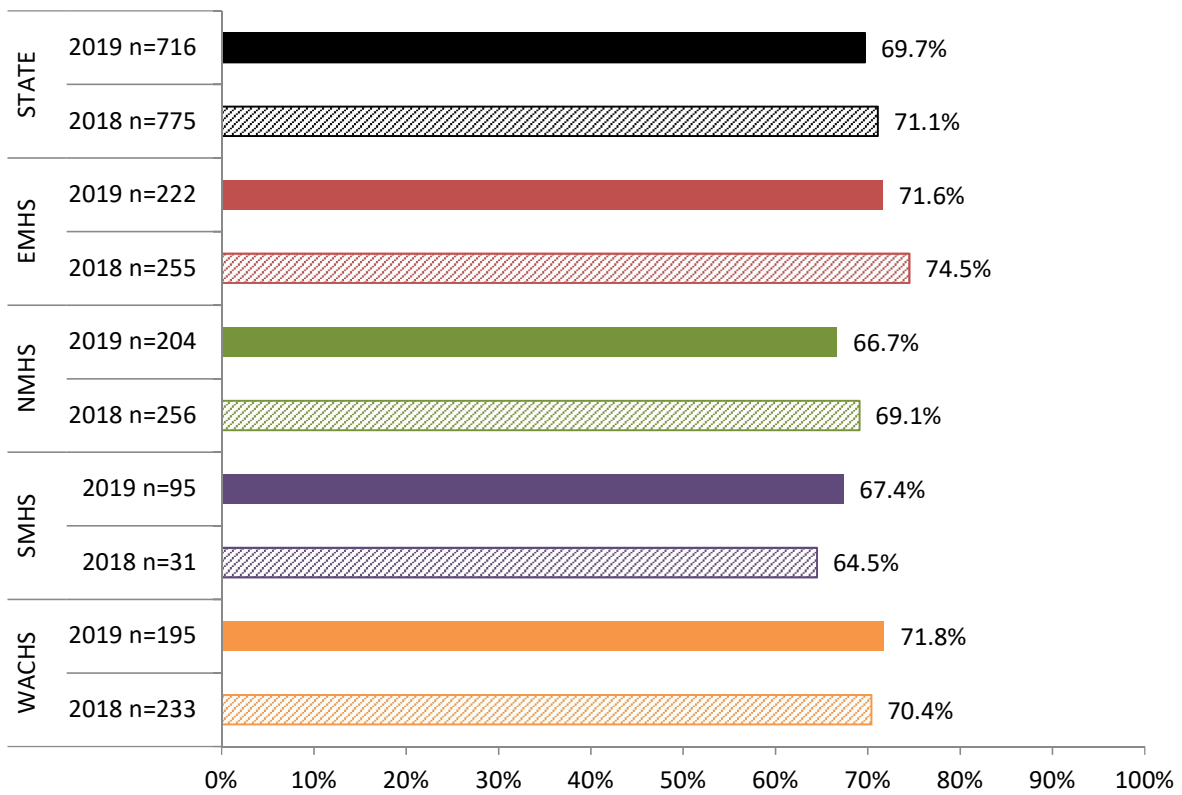


Figure 40. State and HSP comparisons of community patient responses to Question 15 - Convenience of the location for you



Government of **Western Australia**
Mental Health Commission

GPO Box X2299, Perth
Business Centre WA 6847

Level 1, 1 Nash Street
Perth WA 6000

T (08) 6553 0600

mhc.wa.gov.au