

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra)

Clinical
2016



Overview

Purpose

The Your Experience of Service (YES) survey is conducted to better understand consumer experience of service provided by state-funded specialist mental health services in Victoria. The survey provides an annual 'snap-shot' of consumer experience among those aged 16-64 years who use clinical mental health services and psychosocial rehabilitation support services.

The YES survey questionnaires

Questionnaires were developed with mental health consumers throughout Australia and are based on recovery principles in the 2010 National Standards for Mental Health Services. The development of an experience of service instrument was a commitment in the Fourth National Mental Health Plan.

The YES survey uses a mix of closed-coded and open-ended questions to explore consumer experience in the areas of: dignity and respect; evaluating recovery; uniqueness of the individual; partnership and communication; attitudes and rights; and providing real choices.

When data was collected

The first survey was conducted from 1 March–May 2016. Future waves will be conducted at the same time each year to maximise comparability of data. By undertaking the survey annually, mental health services will be able to measure and monitor changes in consumer experience over time and assess whether actions and changes implemented are improving the quality of consumer experiences.

Who was surveyed

In-scope clinical mental health services include:

- All mental health clinical ambulatory services delivered by an Adult Mental Health Service (excluding Crisis Assessment and Treatment Teams and Psychiatric Triage services).
- All adult mental health clinical bed-based services (Acute Inpatient, Secure Extended Care Units, Community Care Units and Adult Prevention and Recovery Care).

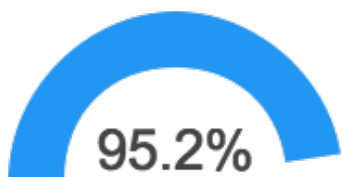
The number of surveys completed

A total of 2,058 surveys were completed across Clinical Health Service overall.

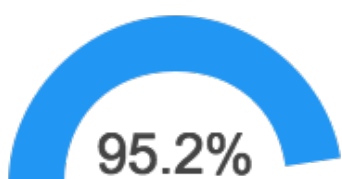
Within Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) a total of 21 surveys were completed.

Best performing questions in 2016

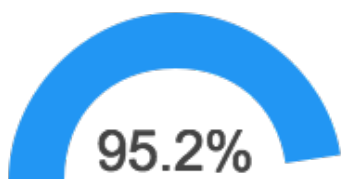
In 2016, Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) performed best on the following questions.



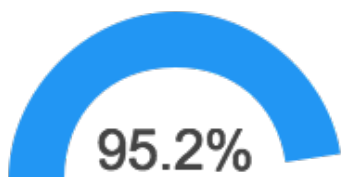
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)



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



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



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



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

Lowest performing questions in 2016

The Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) performed worst on the following questions.



20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)



21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)



8. You had access to your treating doctor or psychiatrist when you needed



16. There were activities you could do that suited you



19. Explanation of your rights and responsibilities

Chart Help

Commentary for each question can be seen by clicking 'show commentary' at the end of every question

This focuses on the positive score and compares this with other averages such as the Victorian average, the Regional average etc. A significant increase is symbolised by a green dot and a decrease by a red dot.



This chart shows all options available in the questionnaire. The positive score or desired outcome is highlighted in green (see below for more information on positive scores).

This shows the historical results, allowing you to quickly understand trends over time.

This compares the selected peer group, area, service, etc. with others. This view shows ranking (position left to right) and also the relative difference (height of bars).

For questions that have a desired response (e.g. 'always' in this example), the desired response is coloured green. All comparisons with other averages (i.e. Victorian average, regional average etc. are made with this desired response – called the positive score). Any non-desired responses are in red, and any exclusions (e.g. 'not applicable') are in blue. Please note – positive scores are calculated after the removal of any exclusion responses.

All Questions

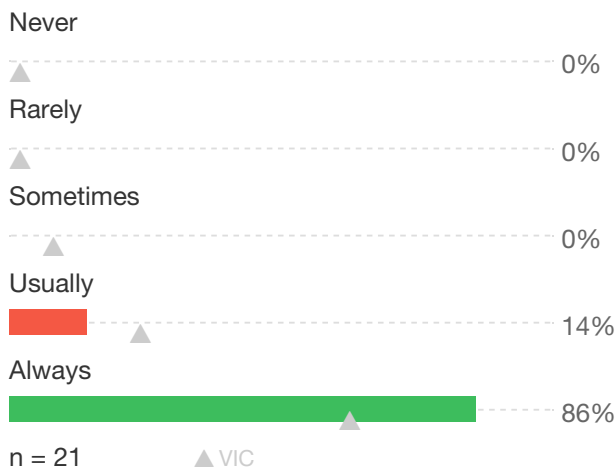
1 You felt welcome at this service

When asked how often "You felt welcome at this service", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers said *Never*, none (0%) advised *Rarely*, none (0%) reported *Sometimes*, 14% advised *Usually*, and 86% reported *Always*.

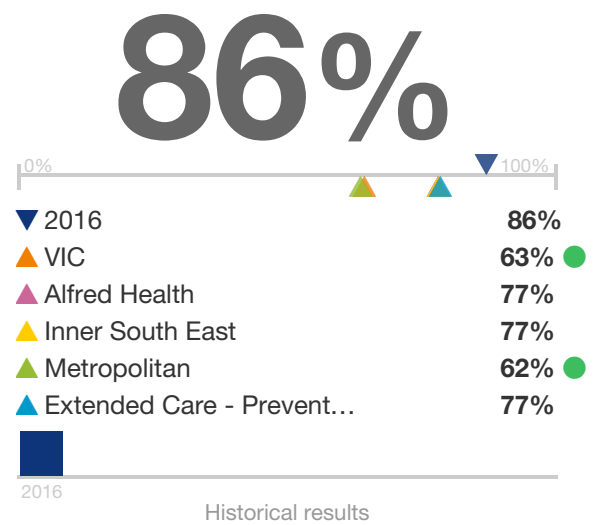
When compared with the current state average (63%), a significantly higher proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) said *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 1st out of 27 reporting organisations participating in the YES.

All answers



Always felt welcome at this service



Service Position

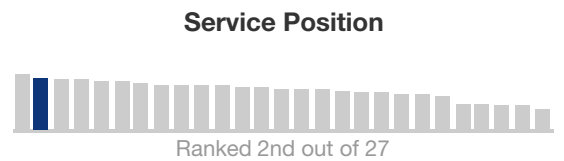
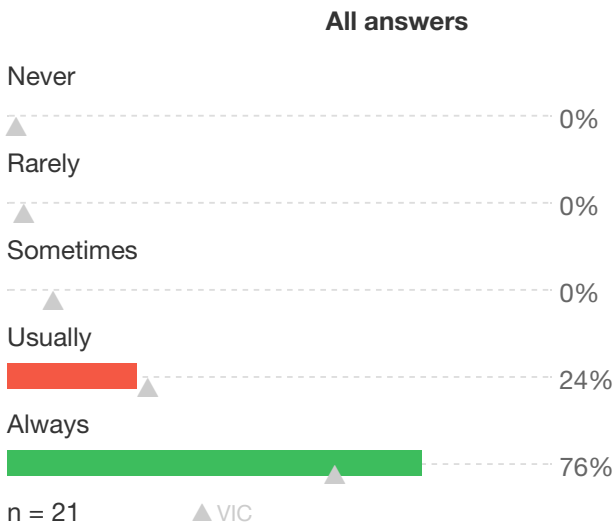


2 Staff showed respect for how you were feeling

When asked how often "Staff showed respect for how you were feeling", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers stated *Never*. none (0%) declared *Rarely*, none (0%) said *Sometimes*, 24% reported *Usually*, and 76% expressed *Always*.

When compared with the current state average (60%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) said *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 2nd out of 27 reporting organisations participating in the YES.

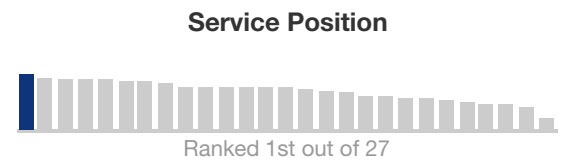
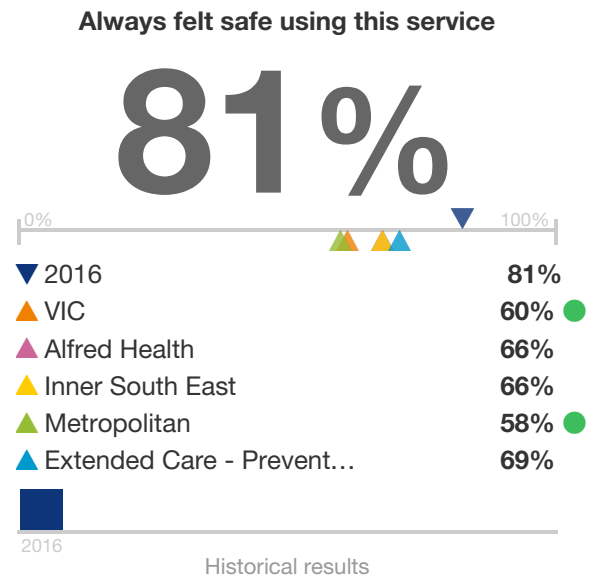
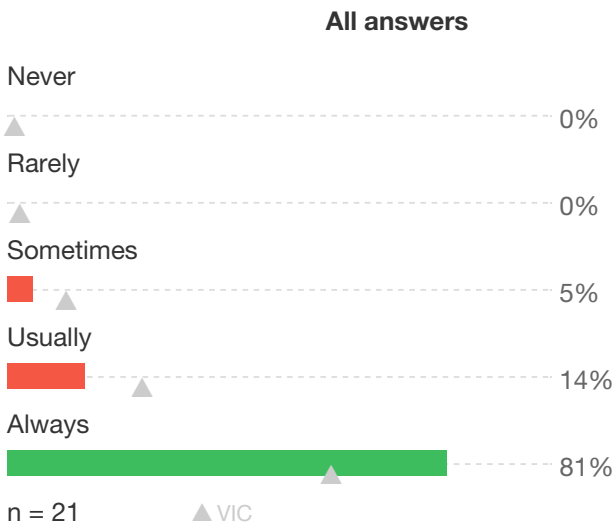


3 You felt safe using this service

When asked how often "You felt safe using this service", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers expressed *Never*. none (0%) reported *Rarely*, 5% reported *Sometimes*, 14% declared *Usually*, and 81% reported *Always*.

When compared with the current state average (60%), a significantly higher proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) declared *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 1st out of 27 reporting organisations participating in the YES.

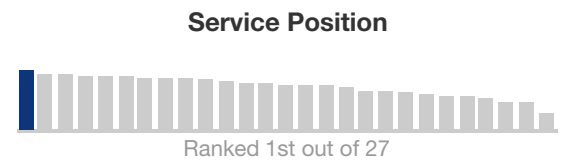
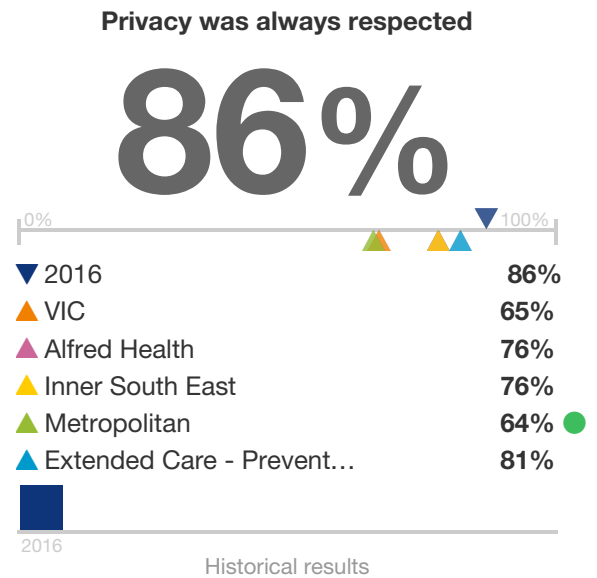
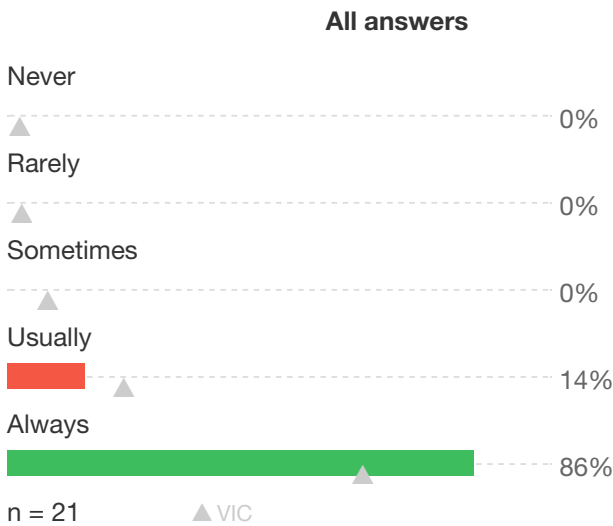


4 Your privacy was respected

When asked how often "Your privacy was respected", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers stated *Never*, none (0%) advised *Rarely*, none (0%) advised *Sometimes*, 14% declared *Usually*, and 86% stated *Always*.

When compared with the current state average (65%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) advised *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 1st out of 27 reporting organisations participating in the YES.

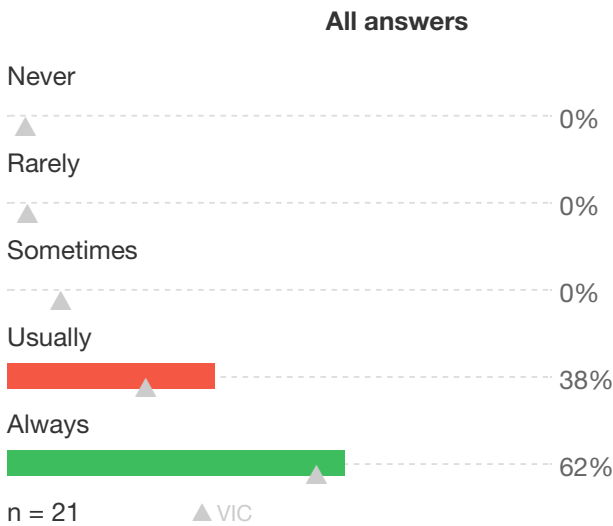


5 Staff showed hopefulness for your future

When asked how often "Staff showed hopefulness for your future", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers expressed *Never*, none (0%) reported *Rarely*, none (0%) declared *Sometimes*, 38% reported *Usually*, and 62% advised *Always*.

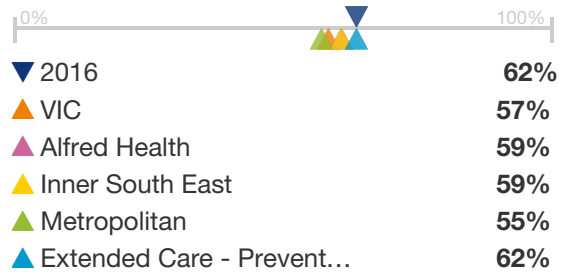
When compared with the current state average (57%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) declared *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 5th out of 27 reporting organisations participating in the YES.



Staff always showed hopefulness for the future

62%



Historical results

Service Position

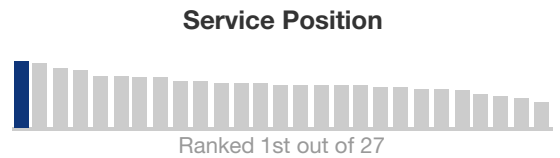
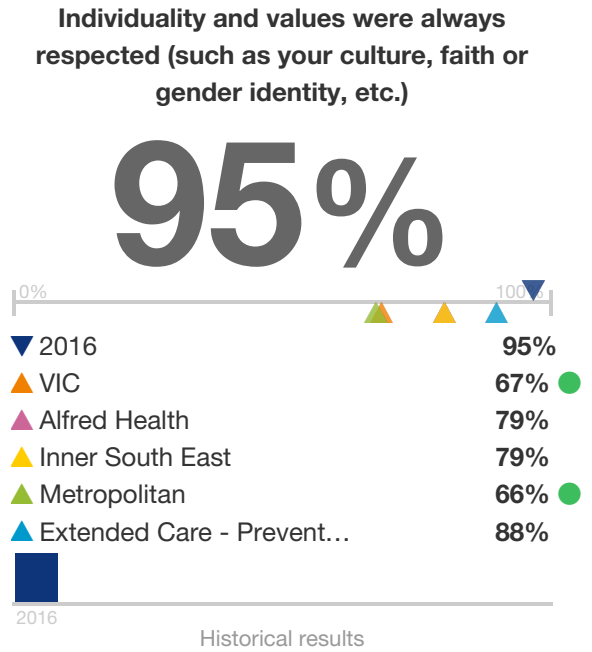
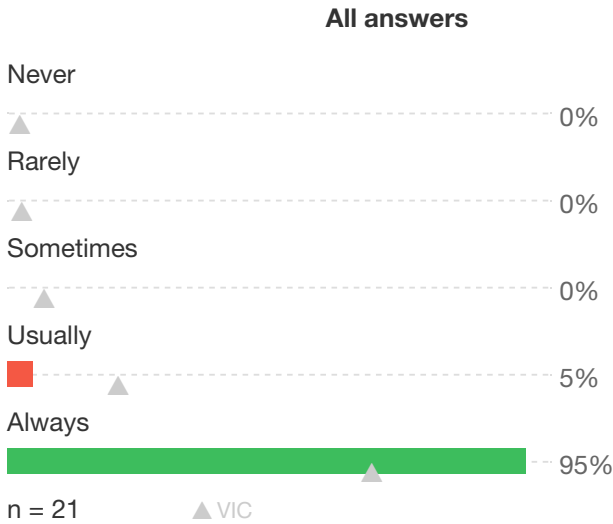


6 Your individuality and values were respected (such as your culture, faith or gender identity, etc.)

When asked how often "Your individuality and values were respected (such as your culture, faith or gender identity, etc.)", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers stated *Never*. none (0%) stated *Rarely*, none (0%) reported *Sometimes*, 5% reported *Usually*, and 95% reported *Always*.

When compared with the current state average (67%), a significantly higher proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) reported *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 1st out of 27 reporting organisations participating in the YES.



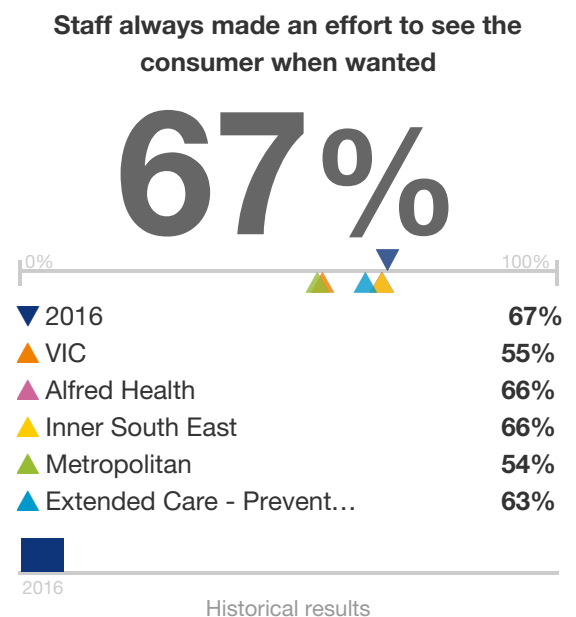
7 Staff made an effort to see you when you wanted

When asked how often "Staff made an effort to see you when you wanted", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*, none (0%) stated *Rarely*, none (0%) reported *Sometimes*, 33% reported *Usually*, 67% reported *Always*, and none (0%) reported *Not applicable*.

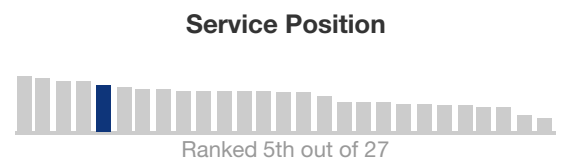
Excluding those who reported Not applicable, 67% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers answered *Always* when asked "Staff made an effort to see you when you wanted"

When compared with the current state average (55%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) reported *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 5th out of 27 reporting organisations participating in the YES.



Note: the positive score is generated by excluding those who responded "Not applicable" to this question and recalculating



8 You had access to your treating doctor or psychiatrist when you needed

When asked how often "You had access to your treating doctor or psychiatrist when you needed", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*. none (0%) reported *Rarely*, 5% reported *Sometimes*, 48% reported *Usually*, 33% reported *Always*, and 14% advised *Not applicable*.

Excluding those who reported Not applicable, 39% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers answered *Always* when asked "You had access to your treating doctor or psychiatrist when you needed"

When compared with the current state average (43%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) advised *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 15th out of 27 reporting organisations participating in the YES.



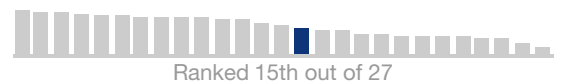
Always had access to the treating doctor or psychiatrist when needed

39%



Note: the positive score is generated by excluding those who responded "Not applicable" to this question and recalculating

Service Position



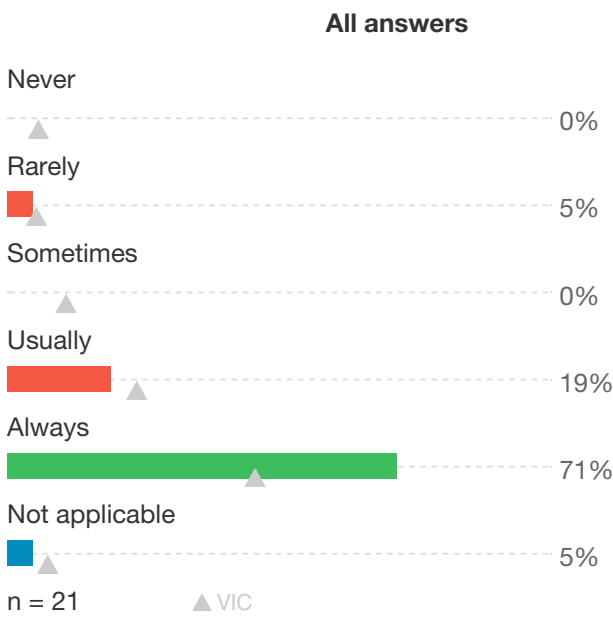
9 You believe that you would receive fair treatment if you made a complaint

When asked how often "You believe that you would receive fair treatment if you made a complaint", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*. 5% reported *Rarely*, none (0%) advised *Sometimes*, 19% said *Usually*, 71% reported *Always*, and 5% declared *Not applicable*.

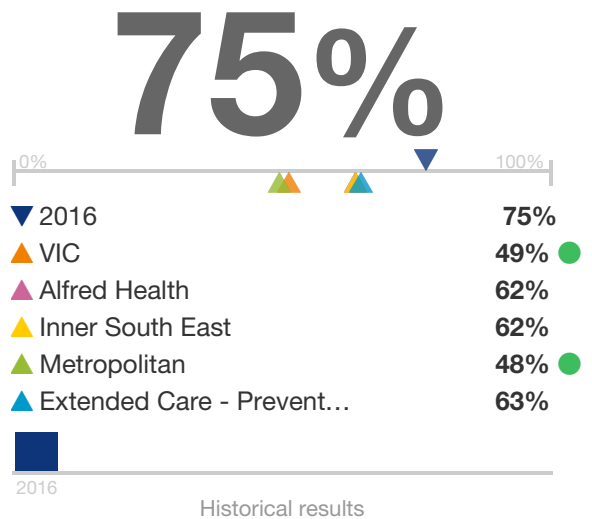
Excluding those who reported Not applicable, 75% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers answered *Always* when asked "You believe that you would receive fair treatment if you made a complaint"

When compared with the current state average (49%), a significantly higher proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) reported *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 1st out of 27 reporting organisations participating in the YES.



Always believe that fair treatment would be received if a complaint was made



Note: the positive score is generated by excluding those who responded "Not applicable" to this question and recalculating

Service Position



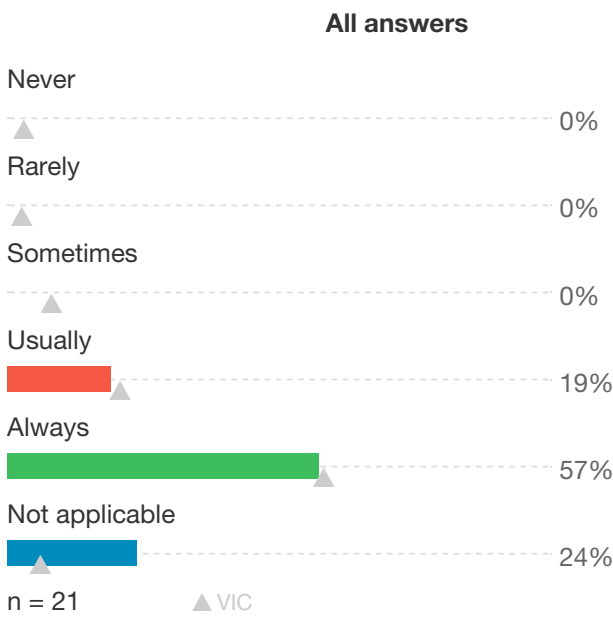
10 Your opinions about the involvement of family or friends in your care were respected

When asked how often "Your opinions about the involvement of family or friends in your care were respected", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*. none (0%) reported *Rarely*, none (0%) reported *Sometimes*, 19% declared *Usually*, 57% expressed *Always*, and 24% expressed *Not applicable*.

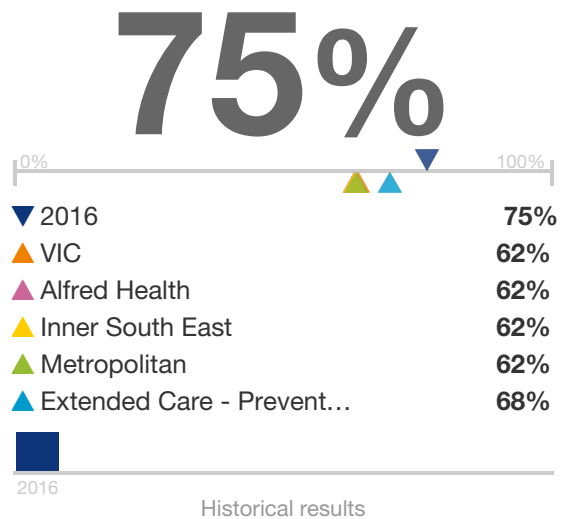
Excluding those who reported Not applicable, 75% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers answered *Always* when asked "Your opinions about the involvement of family or friends in your care were respected"

When compared with the current state average (62%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) stated *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 2nd out of 27 reporting organisations participating in the YES.



Opinions about the involvement of family or friends in care were always respected



Note: the positive score is generated by excluding those who responded "Not applicable" to this question and recalculating

Service Position



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

When asked how often "The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*, none (0%) said *Rarely*, 14% said *Sometimes*, 38% advised *Usually*, and 48% reported *Always*.

When compared with the current state average (62%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) stated *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 22nd out of 27 reporting organisations participating in the YES.



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

48%



Service Position

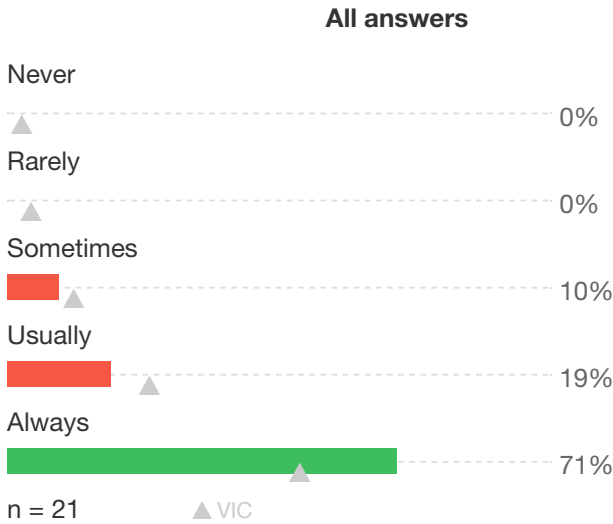


12 You were listened to in all aspects of your care and treatment

When asked how often "You were listened to in all aspects of your care and treatment", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers declared *Never*. none (0%) stated *Rarely*, 10% stated *Sometimes*, 19% advised *Usually*, and 71% reported *Always*.

When compared with the current state average (54%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) reported *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 4th out of 27 reporting organisations participating in the YES.



Always listened to in all aspects of care and treatment

71%



Service Position



13 Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff)

When asked how often "Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff)", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*. 5% reported *Rarely*, 19% reported *Sometimes*, 19% reported *Usually*, and 57% reported *Always*.

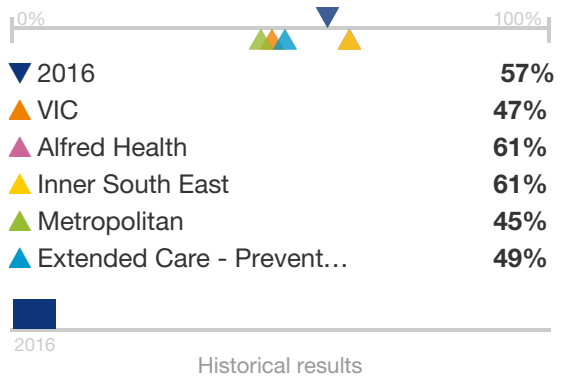
When compared with the current state average (47%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) said *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 5th out of 27 reporting organisations participating in the YES.



Staff always worked as a team in care and treatment (for example, consistent information was received and the consumer didn't have to repeat themselves to different staff)

57%



Service Position

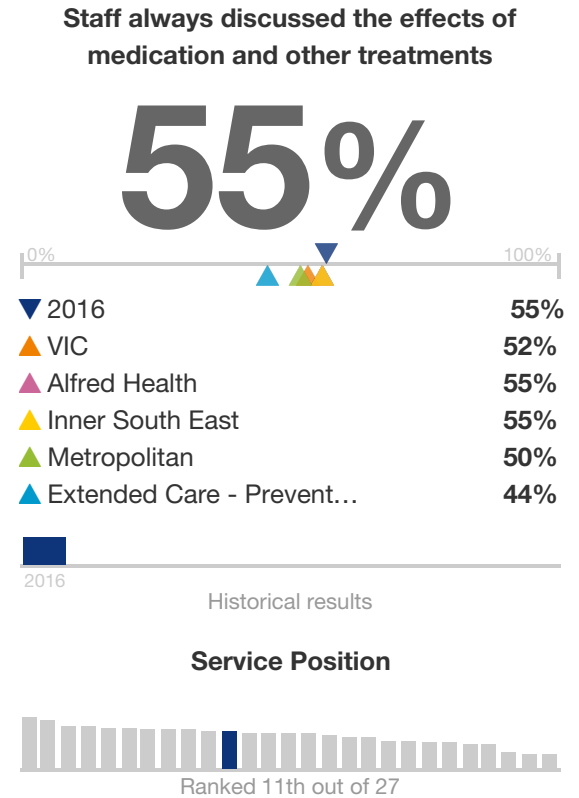


14 Staff discussed the effects of your medication and other treatments with you

When asked how often "Staff discussed the effects of your medication and other treatments with you", 5% Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers expressed *Never*. 5% advised *Rarely*, 20% reported *Sometimes*, 15% reported *Usually*, and 55% reported *Always*.

When compared with the current state average (52%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) stated *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 11th out of 27 reporting organisations participating in the YES.

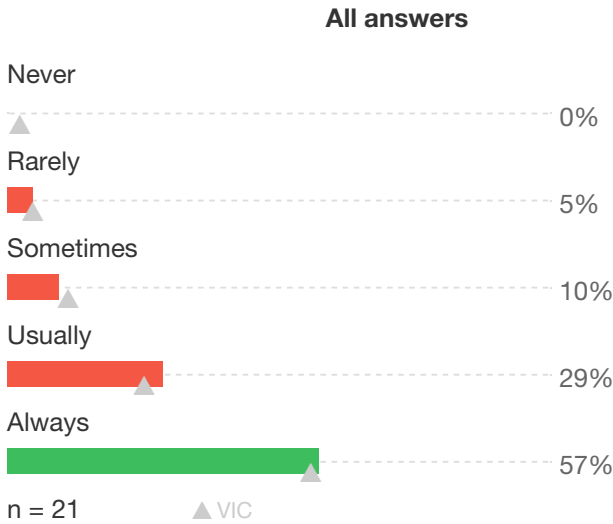


15 You had opportunities to discuss your progress with the staff caring for you

When asked how often "You had opportunities to discuss your progress with the staff caring for you", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers expressed *Never*. 5% reported *Rarely*, 10% reported *Sometimes*, 29% reported *Usually*, and 57% reported *Always*.

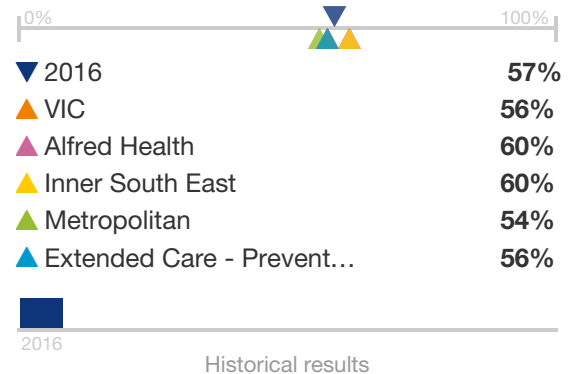
When compared with the current state average (56%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) advised *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 11th out of 27 reporting organisations participating in the YES.



Always had opportunities to discuss progress with the staff caring for the consumer

57%



Service Position



16 There were activities you could do that suited you

When asked how often "There were activities you could do that suited you", 5% Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers advised *Never*, none (0%) advised *Rarely*, 5% reported *Sometimes*, 50% reported *Usually*, 40% stated *Always*, and none (0%) reported *Not applicable*.

Excluding those who reported Not applicable, 40% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers answered *Always* when asked "There were activities you could do that suited you"

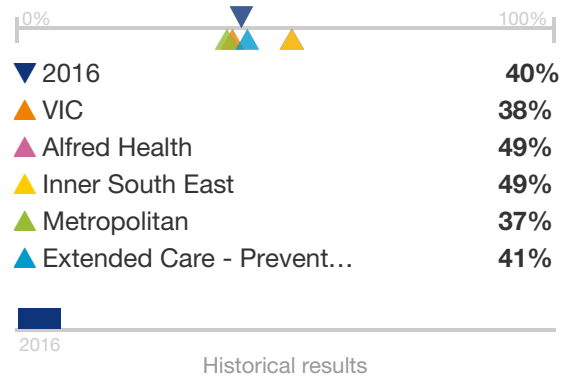
When compared with the current state average (38%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) reported *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 8th out of 27 reporting organisations participating in the YES.



There were always activities the consumer could do that suited them

40%



Note: the positive score is generated by excluding those who responded "Not applicable" to this question and recalculating

Service Position



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

When asked how often "You had opportunities for your family and carers to be involved in your treatment and care if you wanted", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*. 5% advised *Rarely*, none (0%) reported *Sometimes*, 24% reported *Usually*, 52% reported *Always*, and 19% declared *Not applicable*.

Excluding those who reported Not applicable, 65% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers answered *Always* when asked "You had opportunities for your family and carers to be involved in your treatment and care if you wanted"

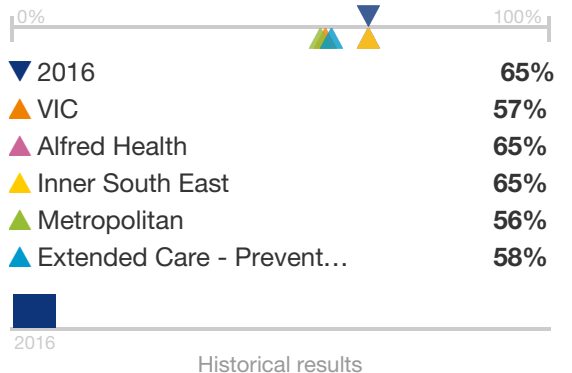
When compared with the current state average (57%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) said *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 6th out of 27 reporting organisations participating in the YES.



Always had opportunities for family and carers to be involved in treatment and care if wanted

65%



Note: the positive score is generated by excluding those who responded "Not applicable" to this question and recalculating

Service Position

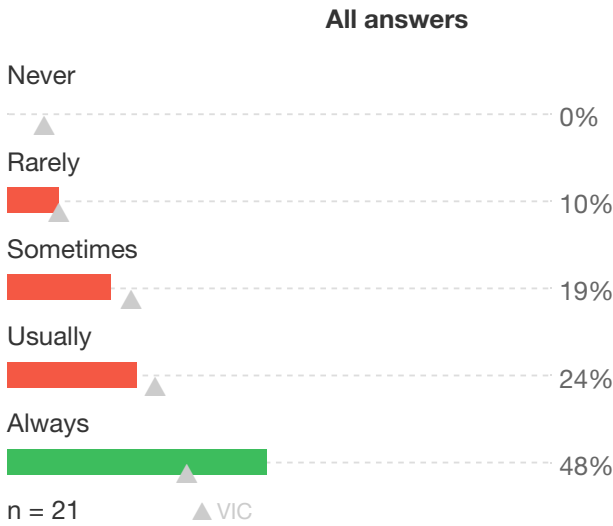


18 Information available to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)

When asked how well was the "Information available to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.)", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers stated *Never*. 10% said *Rarely*, 19% stated *Sometimes*, 24% stated *Usually*, and 48% reported *Always*.

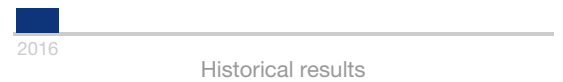
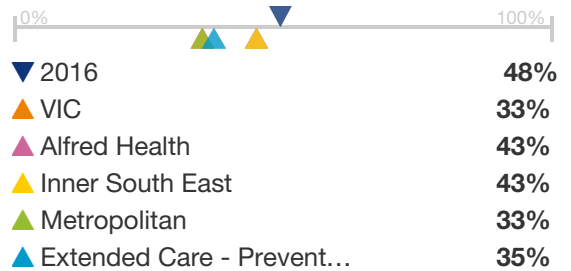
When compared with the current state average (33%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) declared *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 3rd out of 27 reporting organisations participating in the YES.



Information was always available about this service (such as how the service works, which staff will be working with the consumer how to make a complaint, etc.)

48%



Service Position

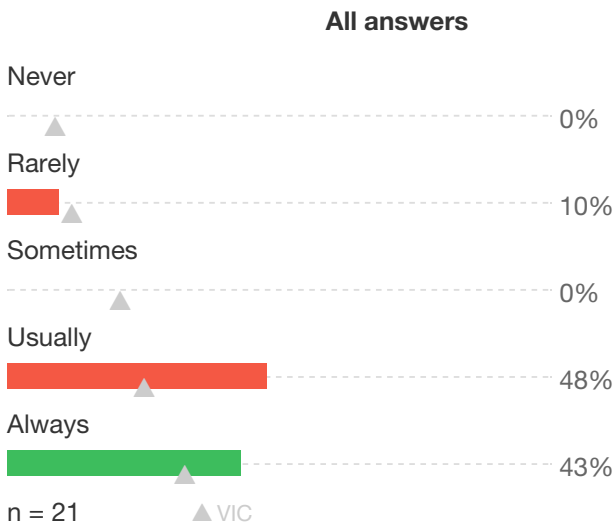


19 Explanation of your rights and responsibilities

When asked how well was the "Explanation of your rights and responsibilities", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers advised *Never*. 10% reported *Rarely*, none (0%) declared *Sometimes*, 48% reported *Usually*, and 43% reported *Always*.

When compared with the current state average (33%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) declared *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 5th out of 27 reporting organisations participating in the YES.



Explanation of rights and responsibilities was always available

43%



Historical results

Service Position



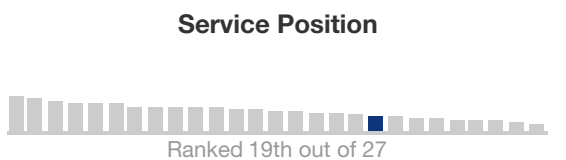
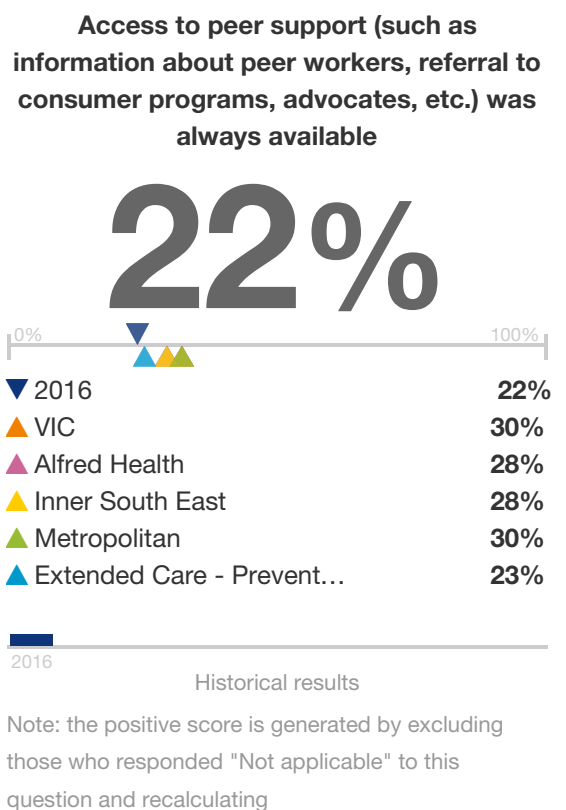
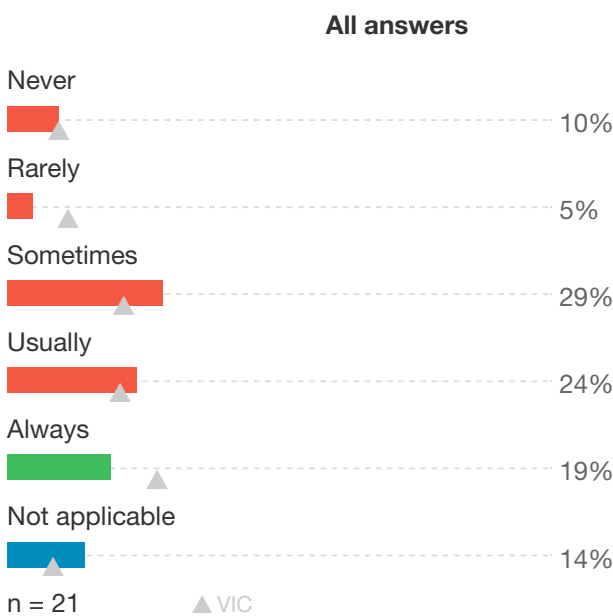
20 Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)

When asked how well was the "Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)", 10% Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*. 5% advised *Rarely*, 29% advised *Sometimes*, 24% stated *Usually*, 19% advised *Always*, and 14% reported *Not applicable*.

Excluding those who reported Not applicable, 22% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers answered *Always* when asked "Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)"

When compared with the current state average (30%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) expressed *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 19th out of 27 reporting organisations participating in the YES.

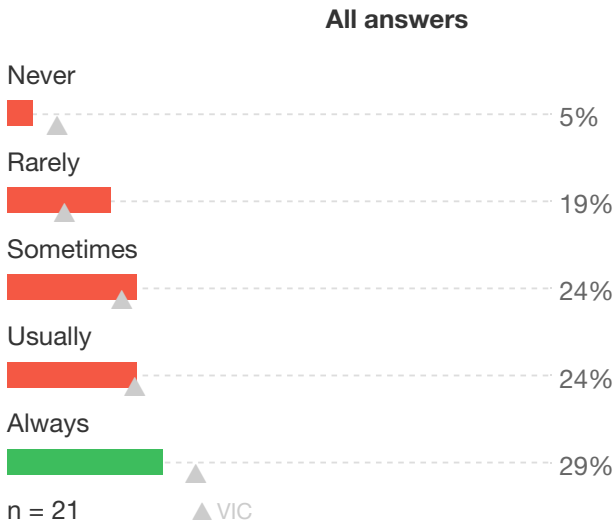


21 Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)

When asked how well was the "Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)", 5% Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers advised *Never*. 19% declared *Rarely*, 24% reported *Sometimes*, 24% advised *Usually*, and 29% reported *Always*.

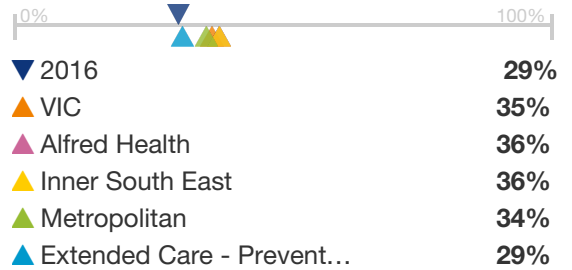
When compared with the current state average (35%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) stated *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 17th out of 27 reporting organisations participating in the YES.



Development of a care plan that considered all consumer needs (such as health, living situation, age, etc.) was always available

29%



Service Position

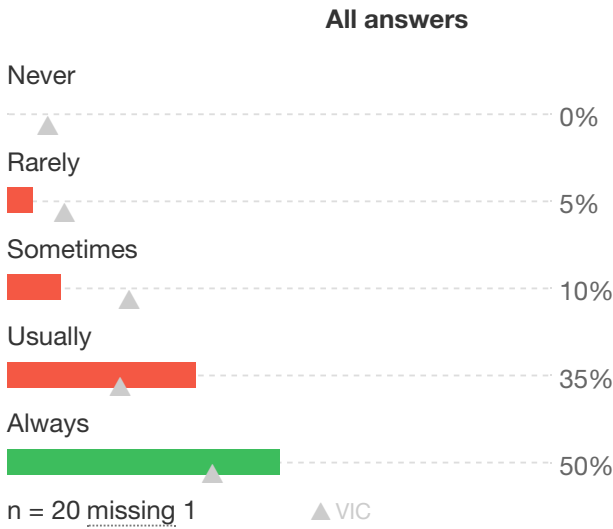


22 Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)

When asked how well was the "Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Never*. 5% stated *Rarely*, 10% said *Sometimes*, 35% stated *Usually*, and 50% reported *Always*.

When compared with the current state average (38%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) stated *Always*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 4th out of 27 reporting organisations participating in the YES.



Convenience of the location (such as close to family and friends, transport, parking, community services, etc.) was always available

50%



Service Position

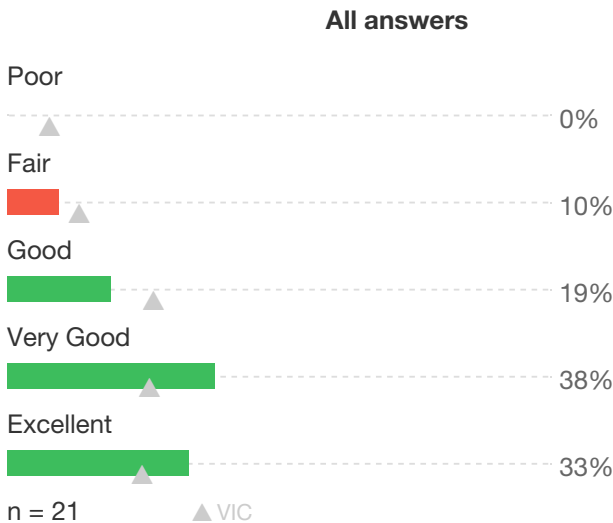


23 The effect the service had on your hopefulness for the future

When asked to rate "The effect the service had on your hopefulness for the future", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Poor*. 10% declared *Fair*, 19% reported *Good*, 38% advised *Very Good*, and 33% expressed *Excellent*.

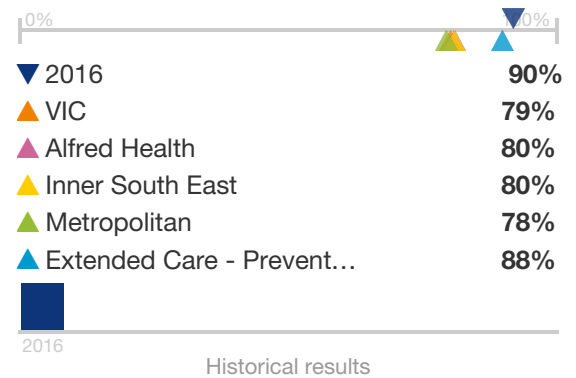
When compared with the current state average (79%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) reported *Good*, *Very Good* or *Excellent*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 3rd out of 27 reporting organisations participating in the YES.



The effect the service had on hopefulness for the future was good, very good or excellent

90%



Service Position

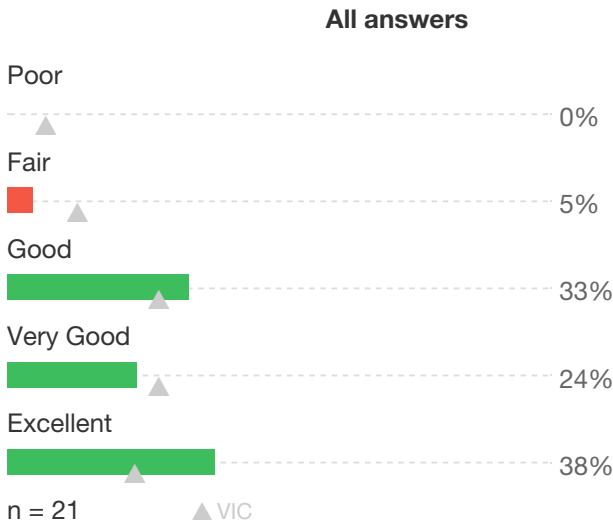


24 The effect the service had on your ability to manage your day to day life

When asked to rate "The effect the service had on your ability to manage your day to day life", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Poor*. 5% stated *Fair*, 33% reported *Good*, 24% declared *Very Good*, and 38% reported *Excellent*.

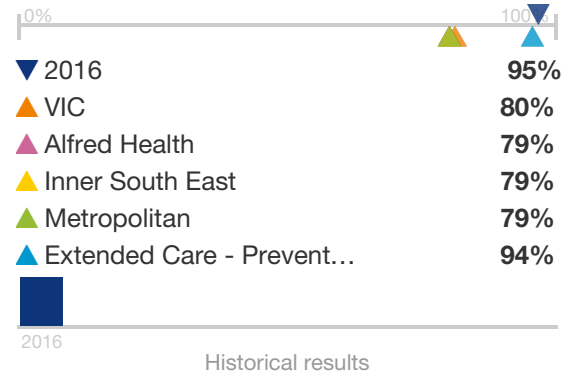
When compared with the current state average (80%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) said *Good*, *Very Good* or *Excellent*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 1st out of 27 reporting organisations participating in the YES.



The effect the service had on the ability to manage day to day life was good, very good or excellent

95%



Service Position

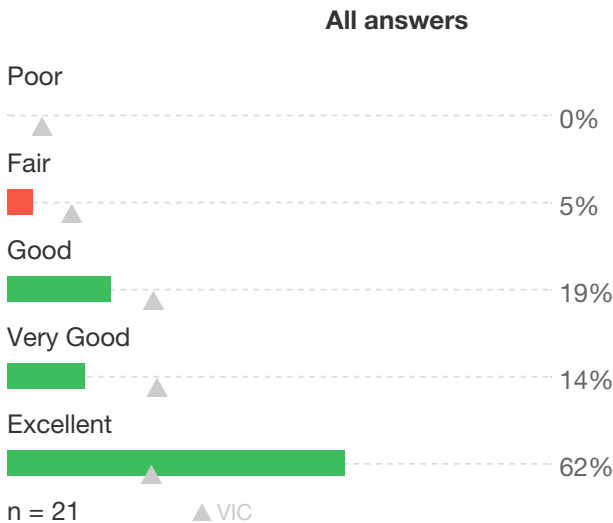


25 The effect the service had on your overall well-being

When asked to rate "The effect the service had on your overall well-being", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Poor*. 5% expressed *Fair*, 19% reported *Good*, 14% reported *Very Good*, and 62% reported *Excellent*.

When compared with the current state average (81%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) said *Good*, *Very Good* or *Excellent*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 1st out of 27 reporting organisations participating in the YES.



The effect the service had on overall well-being was good, very good or excellent

95%



Service Position

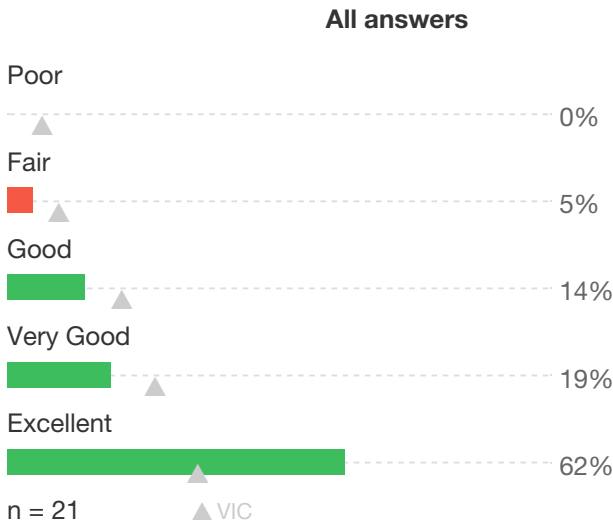


26 Overall, how would you rate your experience of care with this service in the last 3 months?

When asked to rate "Overall, how would you rate your experience of care with this service in the last 3 months?", none (0%) Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers advised *Poor*. 5% reported *Fair*, 14% reported *Good*, 19% said *Very Good*, and 62% reported *Excellent*.

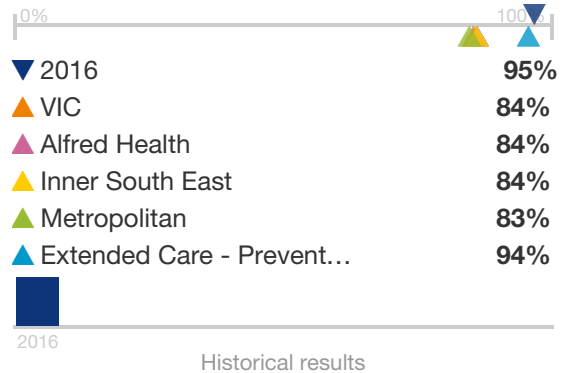
When compared with the current state average (84%), a similar proportion of consumers at Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) declared *Good*, *Very Good* or *Excellent*.

Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) positioned 2nd out of 27 reporting organisations participating in the YES.



Overall, experience of care with this service in the last 3 months was good, very good or excellent

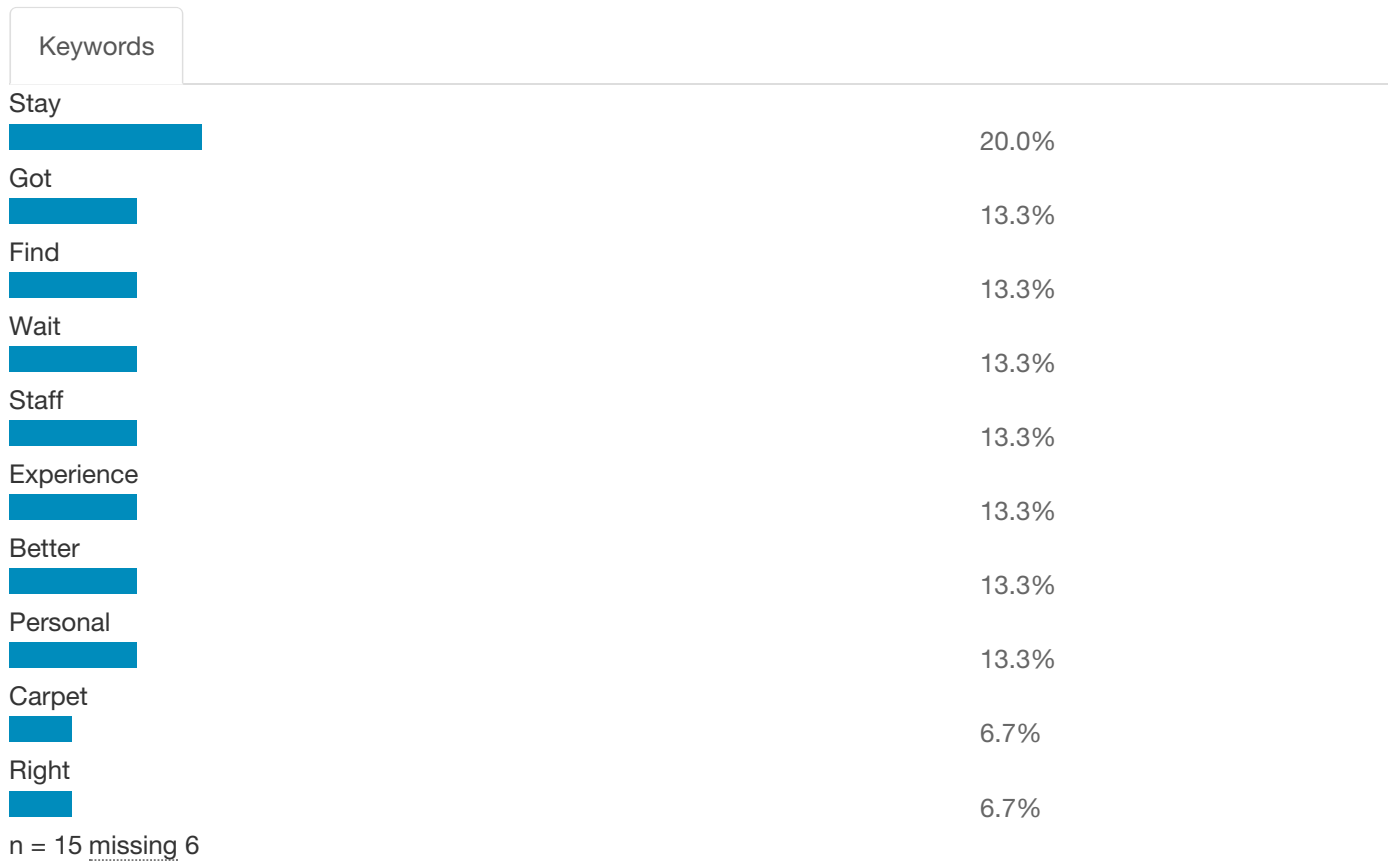
95%



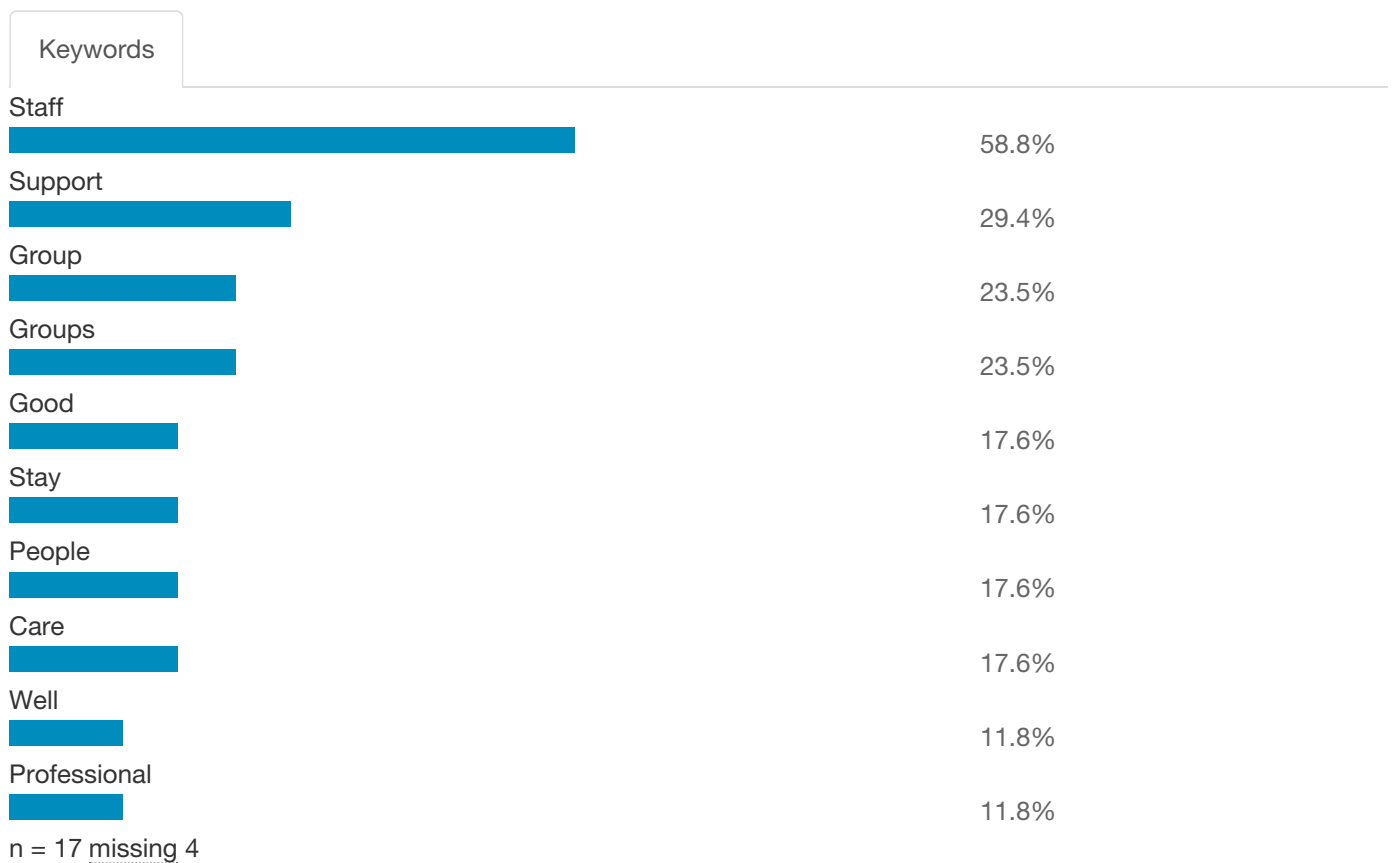
Service Position



27 My experience would have been better if...

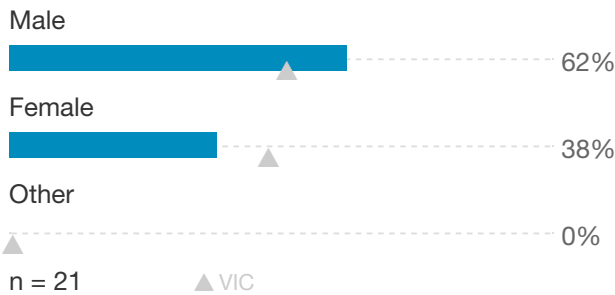


28 The best things about this service were...



29 What is your gender?

When asked "What is your gender?", 62% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers advised *Male*. 38% expressed *Female*, and none (0%) said *Other*.



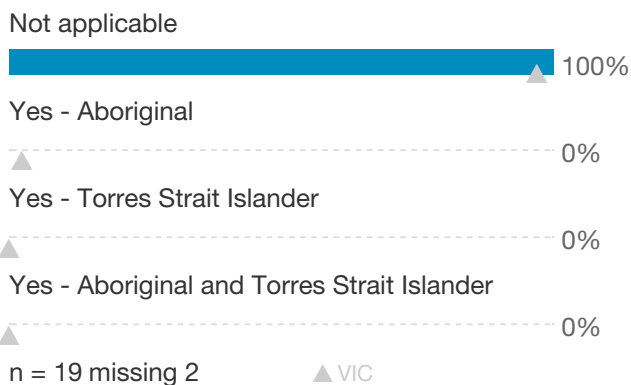
30 What is the main language you speak at home?

When asked "What is the main language you speak at home?", 90% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers said *English*. and 10% reported *Other*.



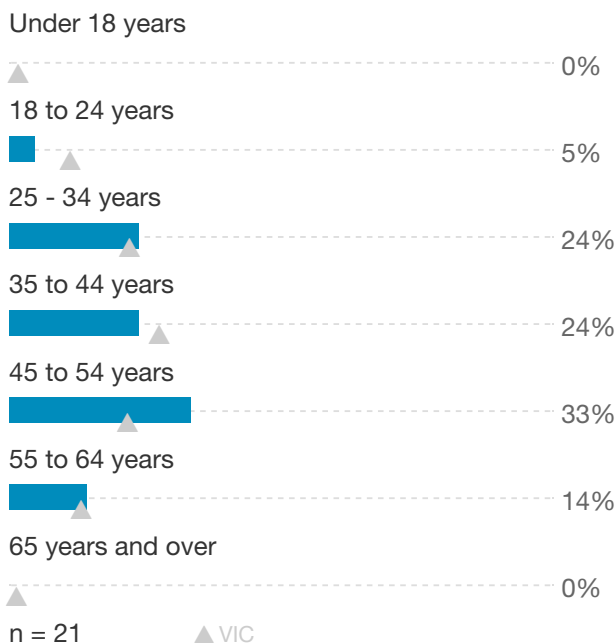
31 Are you of Aboriginal or Torres Strait Island origin?

When asked "Are you of Aboriginal or Torres Strait Island origin?", 100% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Not applicable*. none (0%) stated *Yes - Aboriginal*, none (0%) reported *Yes - Torres Strait Islander*, and none (0%) reported *Yes - Aboriginal and Torres Strait Islander*.



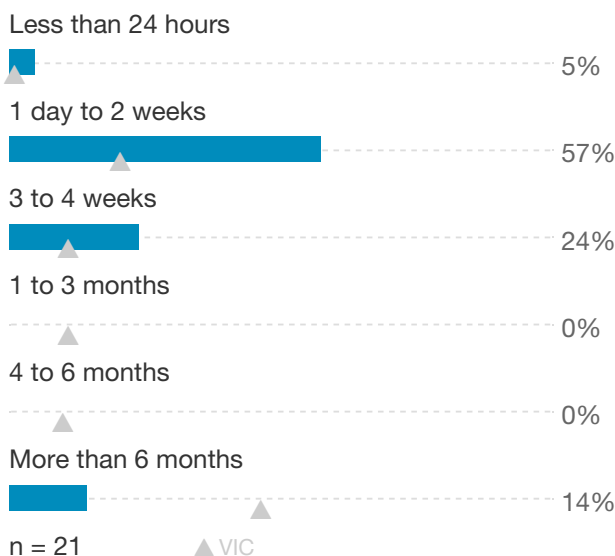
32 What is your age?

When asked "What is your age?", none (0%) of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Under 18 years*. 5% advised *18 to 24 years*, 24% reported *25 - 34 years*, 24% reported *35 to 44 years*, 33% said *45 to 54 years*, 14% advised *55 to 64 years*, and none (0%) reported *65 years and over*.



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

When asked "How long have you been receiving care from this service on this occasion?", 5% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers reported *Less than 24 hours*. 57% reported *1 day to 2 weeks*, 24% expressed *3 to 4 weeks*, none (0%) declared *1 to 3 months*, none (0%) advised *4 to 6 months*, and 14% reported *More than 6 months*.



34 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?

When asked "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?", 14% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers said Yes, *involuntary patient/on a community treatment order*. 86% declared No, *I was always a voluntary patient*, and none (0%) advised *Not sure*.

Yes, involuntary patient/on a community treatment order



No, I was always a voluntary patient



Not sure



n = 21

▲ VIC

35 Did someone help you complete this survey?

When asked "Did someone help you complete this survey?", 95% of Alfred Health - Extended Care - Prevention and Recovery Care (Adult) (South Yarra) consumers stated No. none (0%) said Yes - *family or friend*, none (0%) reported Yes - *language or cultural interpreter*, none (0%) reported Yes - *consumer worker or peer worker*, 5% reported Yes - *another staff member from the service*, and none (0%) advised Yes - *someone else*.

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



n = 21

▲ VIC