



STRIDE For better
mental health

Your Experience of Service Survey

National Results 2021

Executive Summary

Understanding the experiences of Stride's consumers is essential to improving the supports we provide. To support our understanding, we administered the Your Experience of Service (YES) survey to gather information from our consumers on their experiences of care.

Commencing in July 2021, we collected 1,238 responses from consumers across our 3 service streams: Community, Integrated and Residential.

The overall experience with our services was consistent with results from 2020, with 74% of respondents rating us as 'very good' or 'excellent'. Across 5 domains of experience, our consumers reported largely positive experiences, especially in the areas of 'individuality' and 'respect'. The majority of respondents also indicated that our services have a positive impact on their overall wellbeing.

Based on the survey results, our two main strengths are:

- Our Supports, with 90% of respondents stating they were 'always' or 'usually' listened to in all aspects of their support.
- Our Staff, with 92% of respondents reporting that staff showed them respect 'always' or 'usually'.

There were two key areas that our consumers felt we could improve:

- Communication and Information Sharing, with 31% of consumers suggesting that information on the service was only made available 'sometimes' or 'rarely'.
- Consumer Feedback and Complaints, with almost 30% of consumers reporting they had either 'no' or 'infrequent' opportunities to help improve the service if they wanted to.

Overall, the results of our 2021 YES survey suggest that most consumers have a positive experience of service with Stride, though there are areas that we will work to improve over the next 12 months.

We acknowledge that these results may have been impacted by COVID-19 and the associated lockdowns that were in place for many of our consumers at the time we conducted this survey. As a result, the results from the 2021 YES survey may not be comparable to other surveys, organisations, or time-periods. Additionally, there is little public data on the YES survey available from similar organisations, and as such it is difficult to benchmark our results against an industry standard.

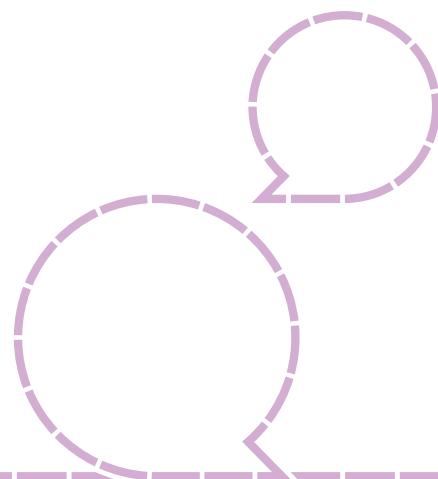


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We acknowledge the Traditional Custodians of the land on which we live and work, and of the many different nations across the wider regions from which we all come. We pay our respects to the Elders, past, present and emerging as the holders of the memories, the traditions, the culture and the spiritual wellbeing of the Aboriginal and Torres Strait Islander peoples across the nation. We acknowledge any Sorry Business that may be affecting the communities as a whole. In the spirit of reconciliation, partnership and mutual respect, we will continue to work together with Aboriginal and Torres Strait Islander peoples to shape our community mental health services to respond to the needs and aspirations of the communities to which we serve.



Introduction

Your Experience of Service

The Your Experience of Services (YES) survey was developed by the Australian Mental Health Outcomes and Classification Network and is designed to gather information from consumers about their experience with mental health services. The YES for Community Managed Organisations (CMO) has been specifically designed to gather information from consumers about their experiences of care with community managed organisations, including accommodation services, rehabilitation services, social and educational support, daily living support, and psychosocial support.

The survey breaks down consumers' experience of care into 5 different domains including individuality, information and support, and respect. It also examines how the service has impacted their wellbeing.

Our Approach

The YES survey was conducted as an annual snapshot over a four-week period from 15 July to 15 August 2021. Consumers were invited to participate in the survey during face-to-face interactions with service staff during the collection period. Those consumers with a recorded email address and/or a mobile phone number, were also sent an email or text message encouraging them to complete the survey.

Surveys were completed online, with hard-copies made available to all consumers if requested. Completion of the survey was voluntary and no identifying information was collected to ensure the responses were anonymous.

Survey Respondents

A total of 1238 responses were received during the collection period, which is an increase on the 931 responses received in 2020.

The sample size represents an estimated 33% of all Stride consumers. This is an excellent result, particularly given the challenges of administering the survey during a number of COVID-19 lockdowns.

The majority of respondents were consumers of our Community Services, with 791 responses coming from this stream, representing 62% of all responses. These consumers were more likely to be female, aged over 35 years, and accessing services for more than 6 months.

Consumers receiving support from our Integrated Services made up 29% of all responses. These consumers were more likely to be female and younger than 25 years. Respondents from this stream were more likely to have been receiving support for less than 3 months.

The remaining 6% of responses were from consumers of our Residential Services. These respondents were more likely to be male and have been receiving support for more than 6 months. Responses were received from consumers across all age ranges.

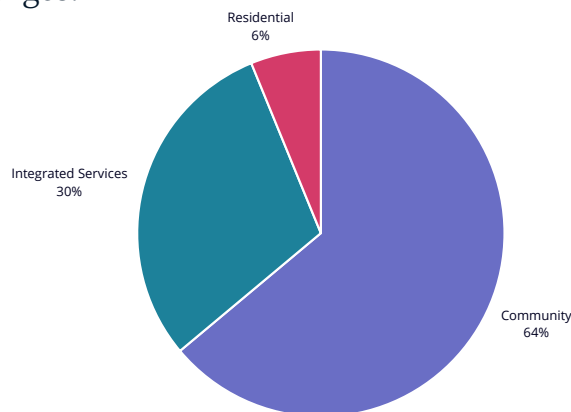


Figure 1. Proportion of respondents from each Service Stream.

Overall Consumer Experience

The YES survey asks consumers to rate their overall experience of care with the service over the last three months. Across Stride's services, three-quarters of survey respondents rated their experience as 'Excellent' or 'Very Good'. This is consistent with the results from the 2020 survey, as shown in Figure 2.

By Service Stream, the proportion of survey respondents who rated their experience as 'Excellent' or 'Very Good' was highest for Community Services (78%), followed by Integrated Services (70%), and Residential Services (64%). For all streams, these proportions are slightly lower than those reported in 2020, however, these decreases are not statistically significant.

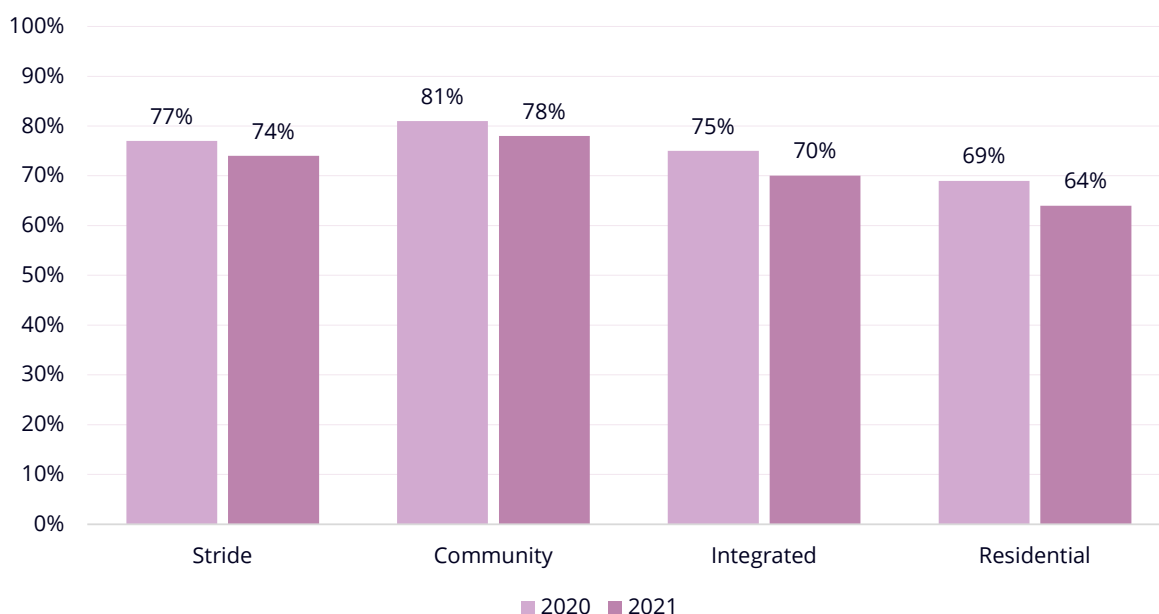


Figure 2. Overall Consumer Experience scores

"The support has been amazing, helpful, encouraging and has given me hope and excitement for the future."

- Stride Consumer



Domains of Experience

74%

of consumers rated their experience with Stride as 'Very Good' or 'Excellent'.

The YES survey has been designed so that questions of a similar theme can be grouped into domains and a score calculated for each domain (range 20-100).

Total scores for each domain are shown for each Service Stream and Stride overall in Figure 3. Across Stride, Domain scores are high, ranging from 75 for 'Ensuring safety and fairness' to 88 for 'Valuing individuality'.

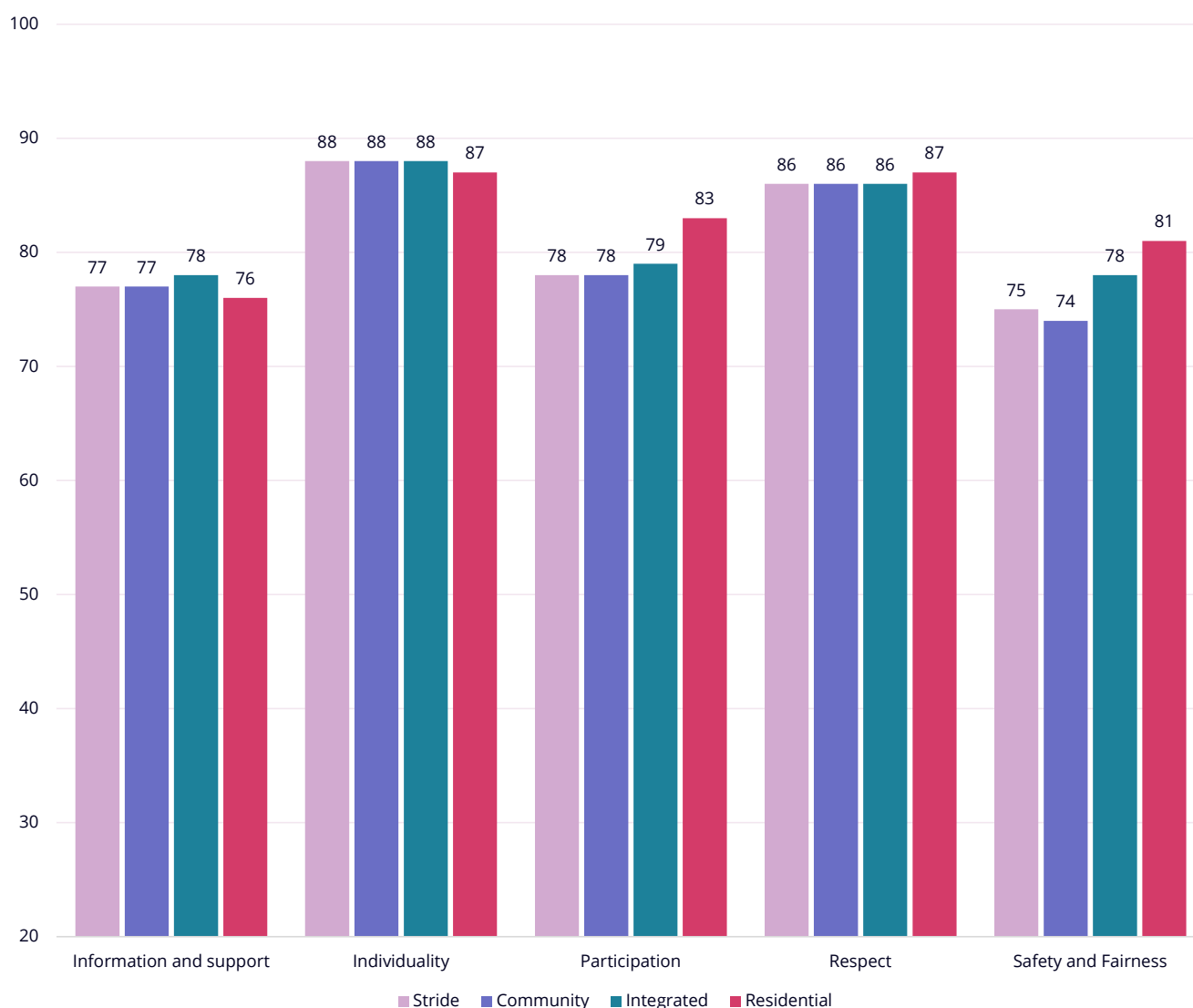


Figure 3. Average Domains of Experience scores for each Service Stream

Impact of Services

The impact of the service is examined by asking the consumer 4 questions on their:

- hopefulness for the future
- ability to manage their day-to-day life
- management of their physical health
- overall wellbeing

The responses were transposed to create impact scores out of 100 (range 20-100). Figure 4 shows the averages of these scores for each Service stream, as well as for Stride overall.

92%
of respondents believe
that our staff were
positive for their future
'Always' or 'Usually'.

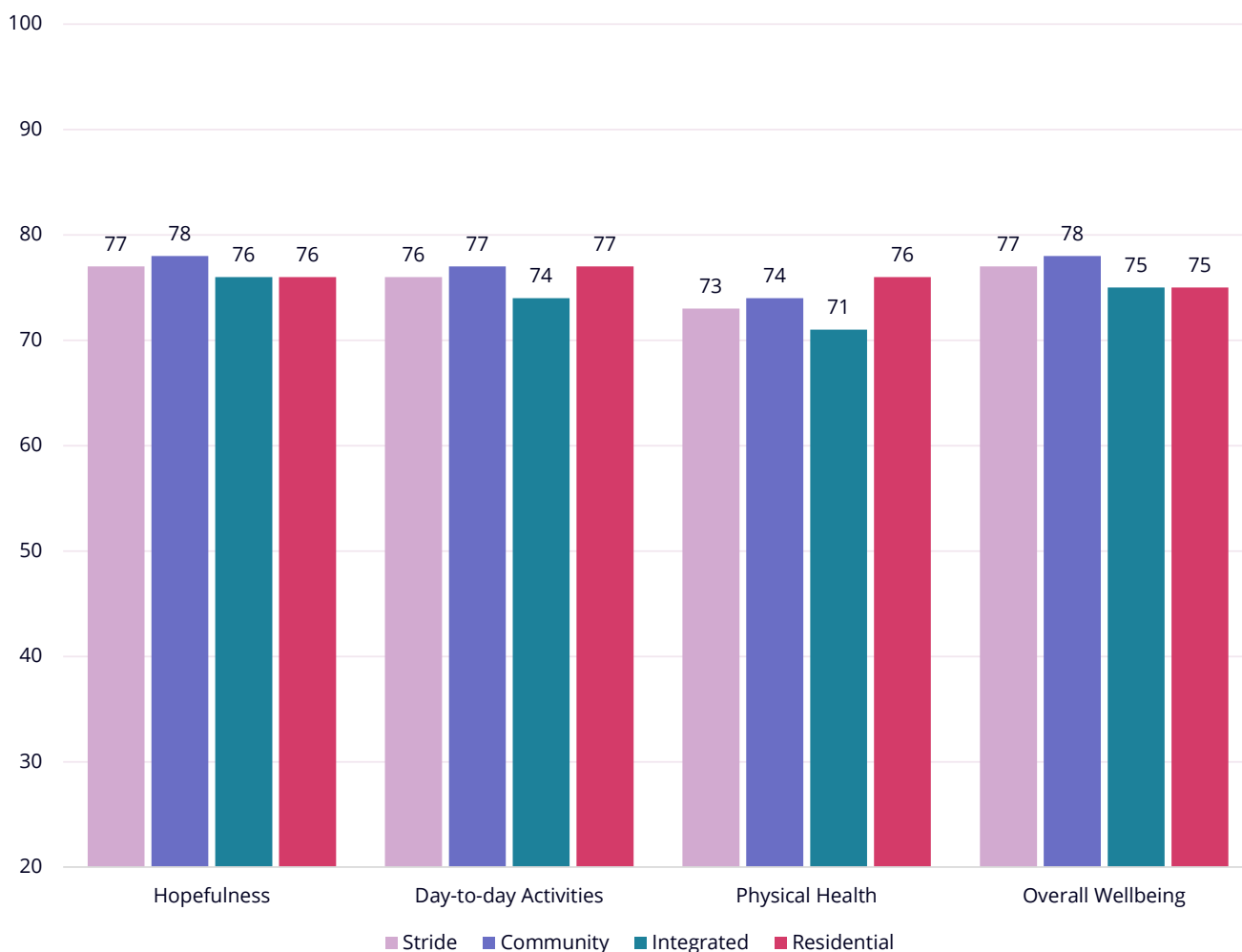


Figure 4. Average Impact of Service scores for each Service Stream

Overall Results

The results of the YES survey provide evidence of the key areas where things are working well and where there exist opportunities to improve the experience for our consumers.

What are our strengths?

There are two clear areas that are working well and positively contributing to consumers' experience with us:

Our Supports

There were a number of positive suggestions about the support and care provided by our services:

- 83% of respondents indicated that the support or care available met their needs 'Always' or 'Usually'.
- Almost 90% of respondents reported that they were 'Always' or 'Usually' listened to in all aspects of their support or care.
- Two-thirds (or 67%) of respondents indicated that the service has had an 'Excellent' or 'Very Good' effect on their overall well-being.

Our Staff

A large number of responses to the survey's open-ended questions praised our staff and spoke to the strength of our workforce. Responses to individual survey items provide further evidence to the importance of staff in contributing to a positive consumer experience. For example:

- 92% of respondents indicated that our staff showed respect for how they were feeling 'Always' or 'Usually'.
- 92% of respondents believe that staff were positive for their future 'Always' or 'Usually'.
- 87% of respondents reported they 'Always' or 'Usually' had opportunities to discuss support or care needs with staff.

When it's
hard to
see how
far you've
come

Where can we improve?

Across the results of the YES survey, there are two themes that emerge as opportunities to contribute to a positive experience for our consumers. These themes include:

Communication and Information Sharing

Almost one-third (31%) of respondents indicated that information about the service—such as how the service works, what to expect, upcoming changes etc.—was not always readily available. This result was consistent across all Service Streams.

In their suggestions for improvement, respondents also offered ideas on how to better communicate with consumers, particularly around the other services offered.

Consumer Feedback and Complaints

Almost 30% of respondents reported that they had had no opportunities, or infrequent opportunities, to help improve the service if they wanted (such as attending meetings to give their opinions or views).

Over a quarter of respondents indicated that they would ‘Never’, ‘Rarely’ or ‘Sometimes’ make a complaint to the Service if they had a concern about their support or care. This result was consistent across Service Streams.

Some survey respondents also raised concerns around Stride’s complaints processes in the open-ended survey questions. Overall, these comments suggest some consumers may not feel comfortable to make a complaint or there may be a lack of awareness about our complaints processes or supports.

“My Support Worker always helps, listens, encourages, cares, and I feel so comfortable sharing every aspect of my experiences.”

- Stride Consumer



“Each and every member of Stride staff has been exceptional. Each person has given of themselves in facilitating Stride’s mission statement and duly in turn, aided me in every aspect of my health.”

- Stride Consumer



Conclusion

Overall, the results of the 2021 YES survey suggest that the majority of our consumers have a positive experience with our services. The results suggest that our consumers feel respected, listened to, and they receive the care and support needed to improve their overall wellbeing.

There is, however, an opportunity for these results to be improved. Over the next few months, Stride will be working towards implementing actions to improve the experience of our consumers based on these survey results.

It is important to note that many consumers have been adversely affected by current COVID-19 constraints, including lockdowns and the required changes to service delivery. These changes in a COVID-19 environment may have impacted consumers’ experience with Stride’s services.

Despite this possibility, the results of the 2021 YES survey provide an opportunity for Stride to consider how we contribute to the experience of our consumers, and ultimately, how we can improve this experience.

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