

A man and a woman are sitting on a brick porch, smiling and holding coffee cups. The man is on the left, wearing a white t-shirt, and the woman is on the right, wearing a white button-down shirt and striped pants. They are both looking towards the right. The background shows a brick wall and a doorway leading into a kitchen.

STRIDE For better
mental health

Your Experience of Service Survey

National Results 2022

Executive Summary

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

Commencing in June 2022, we collected 1,220 responses from consumers across our 3 service streams: Community, Integrated and Residential. This represents a quarter of Stride consumers.

Across five domains of experience, our consumers reported largely positive experiences, especially in the areas of 'valuing individuality' and 'showing respect'. The majority of respondents also indicated that our services have a positive impact on their overall wellbeing.

Some key highlights of the results include:

- 78% of respondents indicated that their overall experience in the last three months was 'Excellent' or 'Very Good'.
- 93% of respondents reported that they felt safe using the service, while 96% reported that their privacy was respected.
- A score of 88 out of 100 for questions relating to how well Stride services meet individual needs and are sensitive to culture, gender and faith.

- 72% of respondents indicated that their Stride service had an 'Excellent' or 'Very Good' effect on their hopefulness for the future.
- 71% of respondents indicated that the service has had an 'Excellent' or 'Very Good' effect on their overall well-being.
- Many positive comments praising Stride staff, the work they do, and how their support and assistance has impacted them.

Overall, the results of our 2022 YES survey suggest that most consumers have a positive experience with Stride services, though there are areas that we will work to improve over the next 12 months.

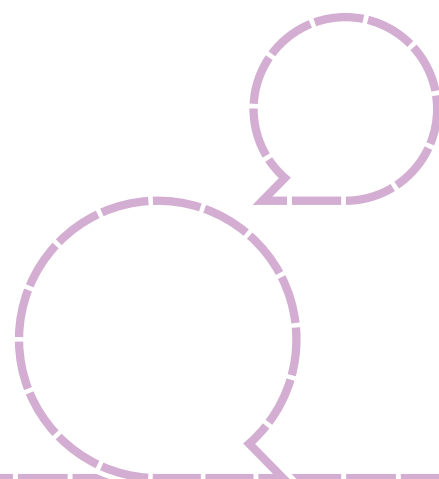


Table of Contents

Introduction	3
Your Experience of Service	3
Our Approach	3
Survey Respondents	3
Overall Consumer Experience	4
Domains of Experience	5
Impact of Services	6
Where can we improve?	7
Conclusion	8



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 in consultation with mental health consumers throughout Australia. The project to develop the survey was funded by the Commonwealth Department of Health.

The survey is based on the recovery principles of the 2010 National Standards for Mental Health Services and is designed to gather information from consumers about their experience with mental health services. It aims to help services and consumers to work together to build better 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 into five 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 three-week period in June 2022. The survey was available online, although hard-copy surveys were also made available. Consumers were invited to participate in the survey via email, text message, and during face-to-face interactions with service staff during the collection period.

Completion of the survey was entirely voluntary. No identifying information was collected to ensure the responses were anonymous.

Survey Respondents

A total of 1220 responses were received during the collection period.

The sample size represents an estimated 24.9% of all Stride consumers.

The majority of respondents were consumers of our Integrated Services, with 612 responses coming from this stream, representing 50% of all responses. Respondents from this stream were more likely to be females younger than 25 years. Respondents receiving Integrated services were more likely to have been receiving services for less than three months.

Consumers receiving support from our Community Services made up 43% of all responses. These consumers were more likely to be female, aged over 35 years, and receiving Stride services for more than 6 months.

The remaining 7% 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.

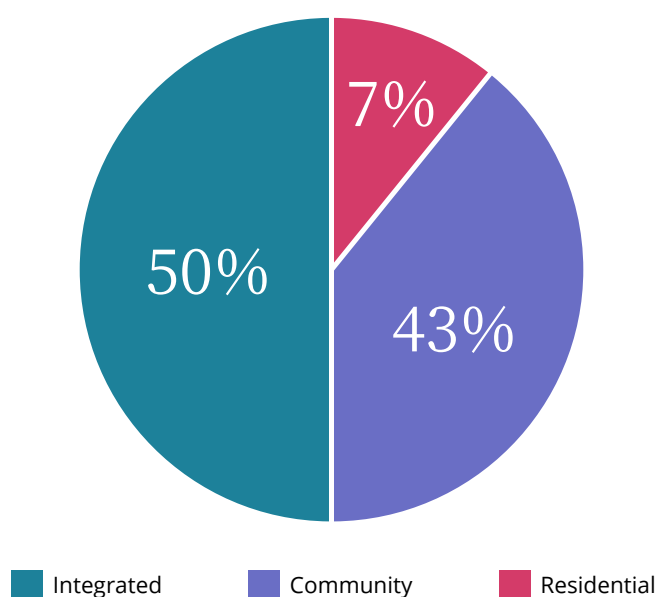


Figure 1. Proportion of respondents from each Service Stream.

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 services, 78% of survey respondents rated their experience as ‘Excellent’ or ‘Very Good’. This is an increase from 74% of respondents in 2021.

By Service Stream, the proportion of survey respondents who rated their experience as ‘Excellent’ or ‘Very Good’ was highest for Community Services (86%), followed by Integrated Services (73%), and Residential Services (68%).

For all streams, more respondents in 2022 rated their experience as ‘Excellent’ or ‘Very Good’ than in 2021.

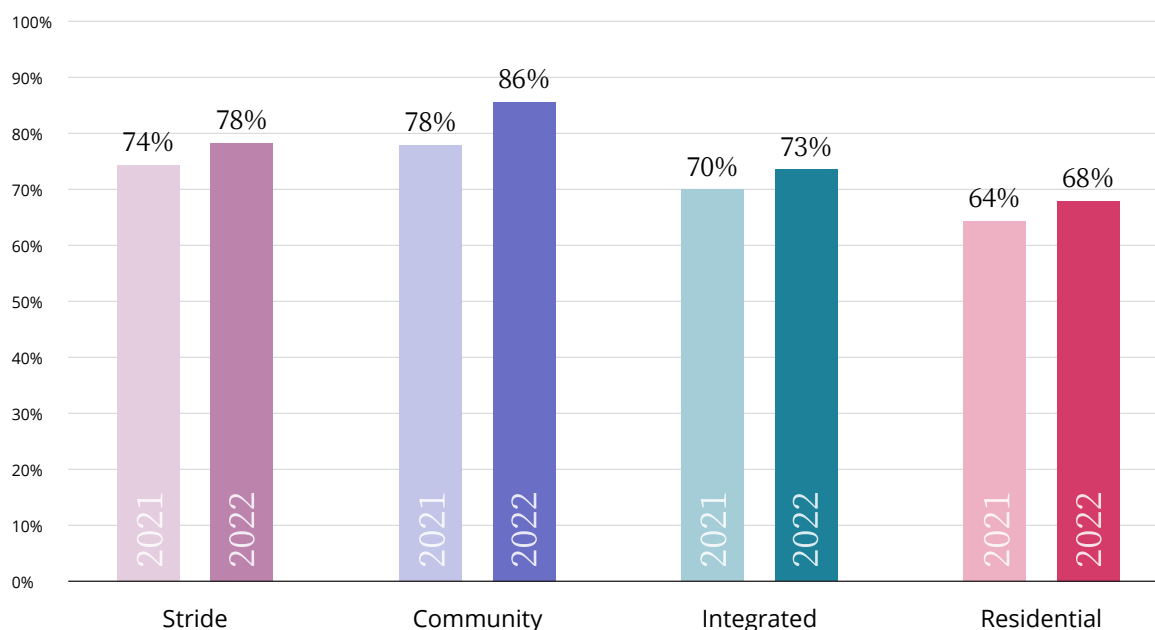


Figure 2. Overall Consumer Experience scores
Respondents who rated their experience as ‘excellent’ or ‘very good’ (%)

“Everything in my life is far better off with your help... much appreciated”

- Stride Consumer



Domains of Experience

78%

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).

The average score for each domain are shown for each Service Stream and Stride overall in Figure 3.

Across Stride, the Average Domain scores are high, ranging from 89 for 'Ensuring safety and fairness' to 90 for 'Valuing individuality'.

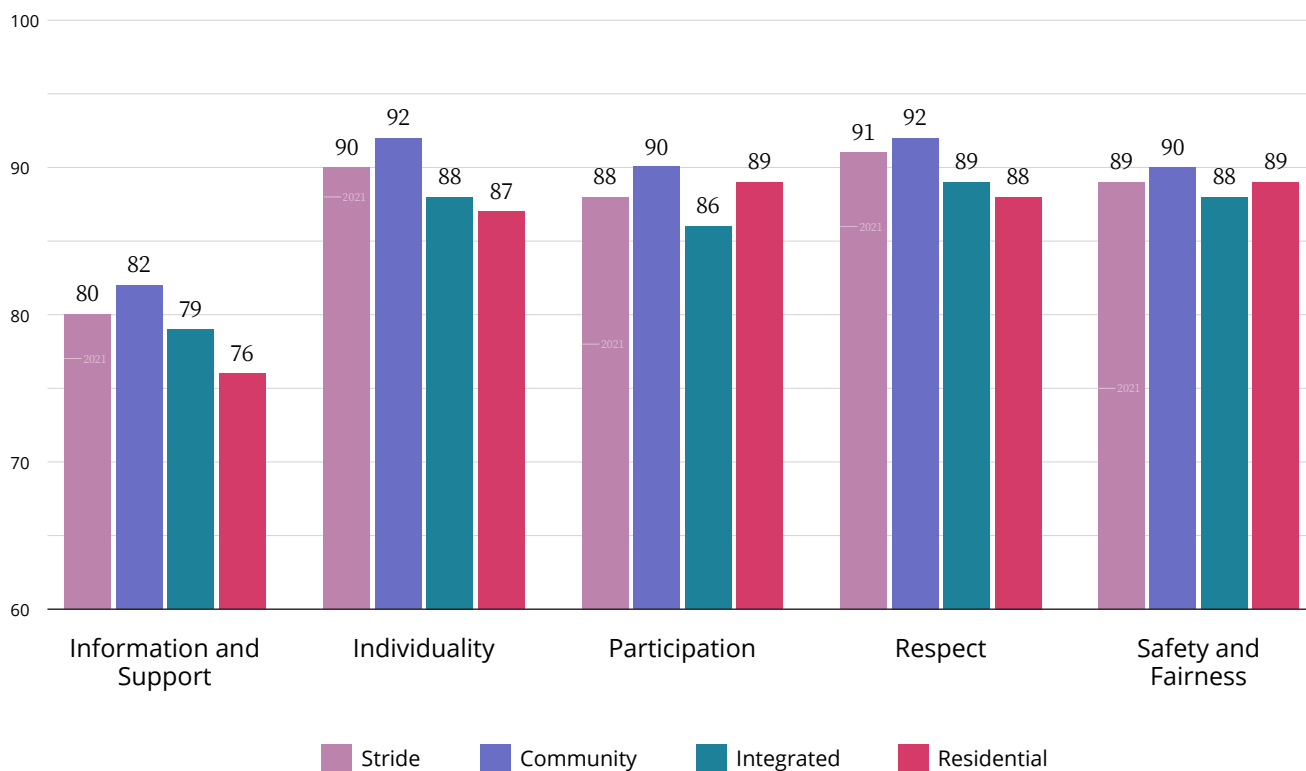


Figure 3. Average Domains of Experience scores for each Service Stream

91%

of consumers reported that staff showed respect for how they were feeling.

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.

94%

of respondents believe that their individuality and values were respected (such as their culture, faith or gender identity)

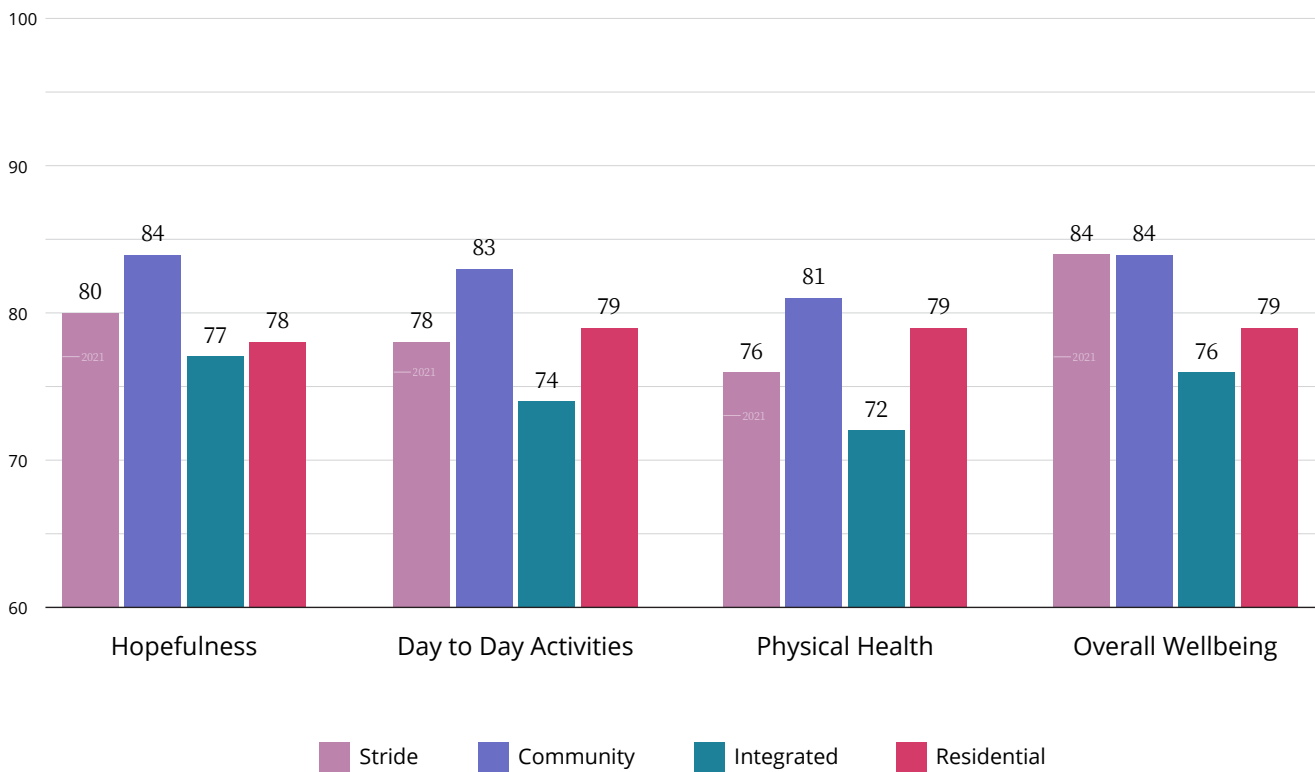


Figure 4. Average Impact of Service scores for each Service Stream

96%

of consumers reported that their privacy was respected.

Where can we improve?

Two themes have emerged from the results of the 2022 YES Survey as opportunities to improve our consumers' experiences.

These themes are as follows:

Access to Peer Support

Across all services, more than 16% of respondents rated their access to peer support as 'fair' or 'poor'. This access includes information about peer workers, referral to peer programmes, and advocates.

Consumers from our Residential Services rated this access the lowest, followed by Integrated Services consumers, and Community Services consumers.

The results of the YES Survey suggest that there may be opportunities for our services, particularly our Residential and Integrated services, to improve access to peer services and networks.

Making a Complaint

Almost 18% of respondents indicated that they would 'never' or 'rarely' make a complaint to the service if they were unhappy with their support or care.

This result suggests that there may be a lack of awareness about our complaints processes or supports. Another explanation is that some consumers may not feel comfortable to make a complaint.

"I absolutely love the staff, fellow clients and services provided by Stride... My life has changed in many ways, all for the better, since being with Stride."

- Stride Consumer



“[Staff member] goes above and beyond to ensure you not only feel supported, but all other available supports are in place. Her knowledge of and ability to liase with other support services is like a super-power”

- Stride Consumer



Conclusion

Overall, the results of the 2022 YES Survey suggest that the majority of Stride consumers have a positive experience with our services.

The results also suggest that consumer experience has improved in some areas when compared to the results from the 2021 YES Survey. It is important to note that changes in self-reported consumer experience cannot be attributed to a single factor. Given that the 2021 Survey was conducted during a period of significant COVID constraints, it is possible that the improvements in consumer experience reflect a return to more usual service delivery.

In any case, it is encouraging to know that most consumers report a favourable experience with Stride and that services have a positive impact on their lives.

While the results from the survey are largely positive, there are opportunities to strengthen consumers experience, which we will continue to explore.

The results of the 2022 YES Survey will be used across Stride to support the continuous improvement of our services and ensure ongoing positive experiences for our consumers into the future.

STRIDE For better
mental health

1300 00 1907 | Stride.com.au