



Client Information

<i>Client Name</i>	Generic Client
<i>Date of birth (age)</i>	14 December 1980 (42)

Assessment Information

<i>Assessment</i>	Your Experience of Service (YES)
<i>Date administered</i>	14 September 2023
<i>Assessor</i>	Dr David Hegarty
<i>Time taken</i>	0 minutes 39 seconds

Results

	Average Score (1-5)	Descriptor
Frequency Scale	4.3	Usually
Performance Scale	4.3	Very Good

Subscales

	Average Score (1-5)
Making a Difference	4.5
Providing Information and Support	4
Valuing Individuality	3
Supporting Active Participation	4.5
Showing Respect	4.4
Ensuring Safety & Fairness	5

Interpretation & Recommendations

The client summarises their experience of service as being 'Usually' for how often (frequency) their service achieved acceptable standard levels. The client summarises the outcome of their service (performance) as 'Very Good'. These descriptors are based upon the average scores for relevant questions.

Note. 'Not Applicable' responses are not included in the calculated average score. The client filled in 22 responses out of the 26 compulsory questions (i.e., the client filled in 4 questions as 'Not Applicable').

Scoring and Interpretation Information

The total sum of numerically assigned values are added separately to yield two overall scores for (i) Frequency Scale (Experience items - items 1 to 22) and (ii) Performance Scale (Outcome items - items 23, 24, 25). These totals are then divided by the number of items completed (ignoring any NA responses) to calculate an average score. The average score can then be used to determine a descriptor for each scale (i.e., an average score less than 1.5 =



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Scoring and Interpretation Information (cont.)

"Never" or "Poor", less than 2.5 = "Rarely" or "Fair", less than 3.5 = "Sometimes" or "Good", less than 4.5 = "Usually" or "Very Good" and 5 or less = "Always" or "Excellent"). A higher average score is indicative of a better experience of service.

There are also 6 domains that are assessed. An average score is reported using the method outlined for the two overall scores (i.e., not including items where an NA response was indicated). A higher average score is indicative of a better experience of service within these domains:

1. Making a difference (Items 23, 24, 25, 26): This domain describes how the service contributes to outcomes for individuals. It includes social and emotional wellbeing and physical health.
2. Providing Information & Support (Items 18, 19, 20, 21): This domain describes how the service works for the individual. It includes resources such as written information, a care plan, and access to peer support.
3. Valuing Individuality (Items 6, 16): This domain describes how the service meets an individual's needs. It includes sensitivity to culture, gender and faith and the importance of personal values and beliefs.
4. Supporting Active Participation (Items 8, 10, 13, 14, 15, 17): This domain describes how the service provides opportunities for engagement, choice and involvement in the process of service delivery.
5. Showing Respect (Items 1, 2, 4, 5, 7, 12): The domain describes how the service provides the individual with a welcoming environment where they are recognised, valued and treated with dignity
6. Ensuring Safety and Fairness (Items 3, 9, 11): This domain describes how the service provides individuals with a physically and emotionally safe environment.

Client Responses

		Never	Rarely	Sometimes	Usually	Always
1	The following questions ask HOW OFTEN we did the following things... Thinking about the care you have received from this service, what was your experience in the following areas: You felt welcome at this service	1	2	3	4	5
2	Staff showed respect for how you were feeling	1	2	3	4	5
3	You felt safe using this service	1	2	3	4	5
4	Your privacy was respected	1	2	3	4	5



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Client Responses (cont.)		Never	Rarely	Sometimes	Usually	Always	
5	Staff showed hopefulness for your future	1	2	3	4	5	
6	Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	1	2	3	4	5	
		Never	Rarely	Sometimes	Usually	Always	Not Applicable
7	Staff made an effort to see you when you wanted	1	2	3	4	5	0
8	You had access to your treating mental health care professional when you needed	1	2	3	4	5	0
9	You believe that you would receive fair treatment if you made a complaint	1	2	3	4	5	0
10	Your opinions about the involvement of family or friends in your care were respected	1	2	3	4	5	0
11	The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.)	1	2	3	4	5	0
		Never	Rarely	Sometimes	Usually	Always	Not Applicable
12	You were listened to in all aspects of your care and treatment	1	2	3	4	5	0
		Never	Rarely	Sometimes	Usually	Always	Not Applicable
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)	1	2	3	4	5	0
		Never	Rarely	Sometimes	Usually	Always	Not Applicable
14	Staff discussed the effects of your treatment with you	1	2	3	4	5	0
15	You had opportunities to discuss your progress with the staff caring for you	1	2	3	4	5	0
		Never	Rarely	Sometimes	Usually	Always	Not Applicable
16	There were activities you could do that suited you	1	2	3	4	5	0
17	You had opportunities for your family and carers to be involved in your treatment and care if you wanted	1	2	3	4	5	0



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		Poor	Fair	Good	Very Good	Excellent	
18	<small>The following questions ask HOW WELL we did the following things... Thinking about the care you have received from this service, what was your experience in the following areas: 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.)</small>	1	2	3	4	5	
19	Explanation of your rights and responsibilities	1	2	3	4	5	
		Poor	Fair	Good	Very Good	Excellent	Not Applicable
20	Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.)	1	2	3	4	5	0
		Poor	Fair	Good	Very Good	Excellent	
21	Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.)	1	2	3	4	5	
22	Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.)	1	2	3	4	5	
23	The effect the service had on your hopefulness for the future	1	2	3	4	5	
24	The effect the service had on your ability to manage your day to day life	1	2	3	4	5	
25	The effect the service had on your overall well-being	1	2	3	4	5	
26	Overall, how would you rate your experience of care with this service?	1	2	3	4	5	
27	Please provide any extra comments.						
	My experience would have been better if...						
	N/A						
28	The best things about this service were...						
	N/A						