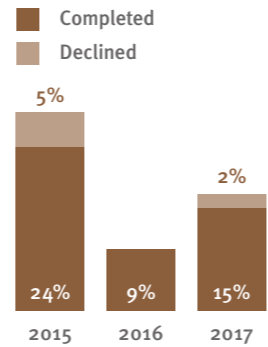


# Your Experience of Service

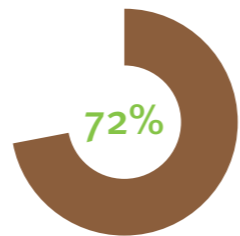


## Survey Completion Rates



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

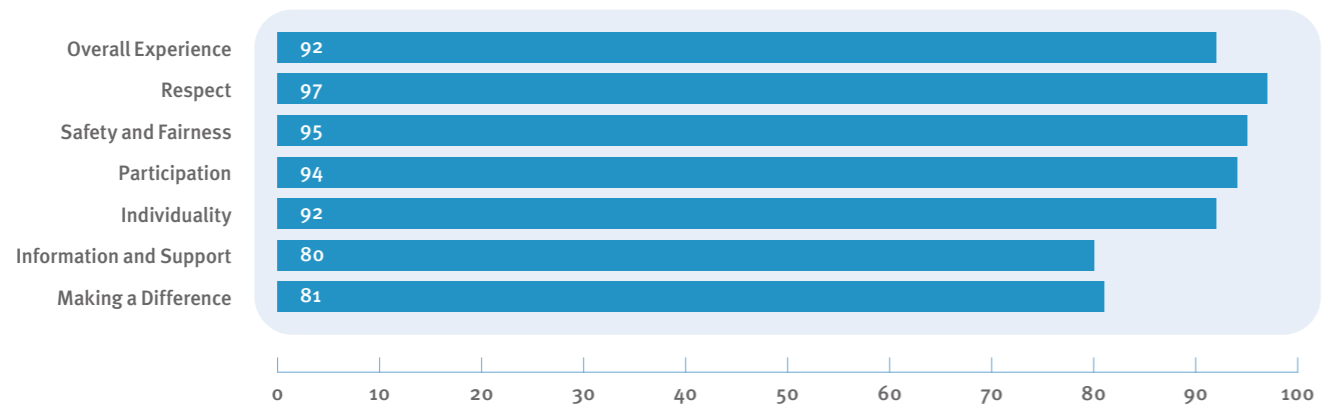
Very Good or Excellent



## Overall Experience Scores 2015-2017



## Experience Scores by Domain 2017



## Highest Scoring Questions

**Scale**  
5 – Highest Score  
1 – Lowest Score

- 4.94** Q1. You felt welcome at this service
- 4.89** Q11. The facilities and environment met your needs
- 4.89** Q4. Your privacy was respected
- 4.89** Q5. Staff showed hopefulness for your future
- 4.89** Q15. You had opportunities to discuss your progress with the staff caring for you

## Lowest Scoring Questions

- 4.00** Q19. Explanation of your rights and responsibilities
- 4.00** Q21. Development of a care plan with you that considered all of your needs
- 3.89** Q24. The effect the service had on your ability to manage your day to day life
- 3.83** Q25. The effect the service had on your overall well-being
- 3.75** Q20. Access to peer support

## The best things about this service were...

- ...Having stability and being made to feel I am not alone. Case managers who follow up with you.
- ...I can talk to them whenever I want to.
- ...That I got all the help that was needed and that I came a long way.
- ...Feeling as though I always have a safe place to talk about anything. So much support.

## My experience would have been better if...

- ...I had tried harder. Co-manage my anger and frustration.
- ...Nil.