

Your Experience of Service National Best Endeavours Data Set 2019–

Exported from METEOR (AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website's material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at <https://creativecommons.org/licenses/by/4.0/>.

Enquiries relating to copyright should be addressed to info@aihw.gov.au.

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at meteor@aihw.gov.au.

Your Experience of Service National Best Endeavours Data Set 2019–

Identifying and definitional attributes

Metadata item type:	Data Set Specification
METEOR identifier:	738452
Registration status:	HealthI , Standard 15/04/2021
DSS type:	Data Set Specification (DSS)
Scope:	The scope of the Your Experience of Service National Best Endeavours Data Set (YES NBEDS) is state and territory public sector Specialised mental health services .

Specialised mental health services are those with a primary function to provide treatment, rehabilitation or community support targeted towards people with a mental disorder or psychiatric disability. These activities are delivered from a service or facility that is readily identifiable as both 'specialised' and 'serving a mental health care function'.

A service is not defined as a specialised mental health service solely because its clients include people affected by a mental disorder or psychiatric disability.

The definition excludes specialist drug and alcohol services and services for people with intellectual disabilities, except where they are specifically established to assist people affected by a mental disorder who also have drug and alcohol related disorders or intellectual disability.

The services can be sub-units of hospitals that are not, themselves, specialised mental health establishments (for example designated psychiatric units and wards, outpatient clinics etc).

Collection and usage attributes

Statistical unit:	Person
Guide for use:	The NBEDS contains metadata describing 26 questions included in the YES survey, which explores the experience of service by people in the three months prior to the survey completion. The exact wording of each survey question to be used in collection of this NBEDS can be found in the DSS specific information for each data element. The NBEDS also includes a number of demographic or contextual data elements. Free text fields that are part of the survey are not included.
Collection methods:	<p>A recommended survey sampling methodology is not specified by this NBEDS.</p> <p><i>National reporting arrangements</i></p> <p>State and territory health authorities provide the data to the Australian Institute of Health and Welfare on an annual basis.</p> <p><i>Periods for which data are collected and nationally collated</i></p> <p>Financial years ending 30 June each year. The reference period starts on 1 July and ends on 30 June each year.</p>

Comments: Glossary terms that are relevant to this data set are included here:

[Admitted patient mental health care service](#)

[Ambulatory mental health care service](#)

[Mental health consumer](#)

[Residential mental health care service](#)

The YES survey instrument is available for use by appropriate organisations that enter a licensing agreement specifying conditions of use. The survey instrument, detailed additional user guidelines and mandatory licensing arrangements are available on the Mental health services in Australia website (AIHW 2016).

Source and reference attributes

Submitting organisation: Mental Health Information Strategy Standing Committee

Steward: [Australian Institute of Health and Welfare](#)

Origin: This survey was developed under the guidance of the Mental Health Information Strategy Standing Committee (MHISSC) as part of the Commonwealth Consumer Experiences of Care project. It aims to give effect to the commitments in the Fourth National Mental Health Plan to strengthen the focus of the mental health sector on measures of consumer experiences of care.

The Victorian Department of Health was contracted to deliver this project by the then Australian Government Department of Health and Ageing.

Reference documents: AIHW (Australian Institute of Health and Welfare) 2016. Mental health services in Australia, Your Experience of Service survey instrument. Canberra. Viewed 4 February 2021, <https://www.aihw.gov.au/reports/mental-health-services/mental-health-services-in-australia/national-mental-health-committees/mental-health-information-strategy-standing-committee/your-experience-of-service-survey-instrument>

Relational attributes

Related metadata references: Supersedes [Your Experience of Service National Best Endeavours Data Set Health!](#), Superseded 15/04/2021

Metadata items in this Data Set Specification

Seq No.	Metadata item	Obligation	Max occurs
1	Person—felt welcome, 5 point frequency scale code N	Mandatory	1
	<i>DSS specific information:</i>		
	This relates to question 1 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, you felt welcome at this service <i>Never, Rarely, Sometimes, Usually or Always?</i>		
2	Person—respect shown for how feeling, 5 point frequency scale code N	Mandatory	1
	<i>DSS specific information:</i>		
	This relates to question 2 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, staff showed respect for how you were feeling <i>Never, Rarely, Sometimes, Usually or Always?</i>		

Seq No.	Metadata item	Obligation	Max occurs
3	Person—felt safe, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 3 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, you felt safe using this service <i>Never, Rarely, Sometimes, Usually or Always?</i>		
4	Person—privacy was respected, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 4 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, your privacy was respected <i>Never, Rarely, Sometimes, Usually or Always?</i>		
5	Person—staff showed hopefulness for future, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 5 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, staff showed hopefulness for your future <i>Never, Rarely, Sometimes, Usually or Always?</i>		
6	Person—individuality and values were respected, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 6 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, your individuality and values were respected (such as your culture, faith or gender identity, etc.) <i>Never, Rarely, Sometimes, Usually or Always?</i>		
7	Person—staff effort to be available when wanted, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 7 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, staff made an effort to see you when you wanted <i>Never, Rarely, Sometimes, Usually, Always or Not applicable?</i>		
8	Person—access to treating doctor or psychiatrist, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 8 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, you had access to your treating doctor or psychiatrist when you needed <i>Never, Rarely, Sometimes, Usually, Always or Not applicable?</i>		

Seq No.	Metadata item	Obligation	Max occurs
9	Person—fair treatment if a complaint was made, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 9 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, you believe that you would receive fair treatment if you made a complaint <i>Never, Rarely, Sometimes, Usually, Always or Not applicable?</i>		
10	Person—opinions about involvement of family or friends in care respected, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 10 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, your opinions about the involvement of family or friends in your care were respected <i>Never, Rarely, Sometimes, Usually, Always or Not applicable?</i>		
11	Person—facilities and environment met needs, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 11 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, the facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas etc.) <i>Never, Rarely, Sometimes, Usually or Always?</i>		
12	Person—listened to in all aspects of care and treatment, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 12 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, you were listened to in all aspects of your care and treatment <i>Never, Rarely, Sometimes, Usually or Always?</i>		
13	Person—staff teamwork in care and treatment, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 13 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, 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) <i>Never, Rarely, Sometimes, Usually or Always?</i>		
14	Person—staff discussed effects of medication and treatments, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 14 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, staff discussed the effects of your medication and other treatments with you <i>Never, Rarely, Sometimes, Usually or Always?</i>		

Seq No.	Metadata item	Obligation	Max occurs
15	Person—opportunity to discuss progress with staff, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 15 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, you had opportunities to discuss your progress with the staff caring for you <i>Never, Rarely, Sometimes, Usually or Always?</i>		
16	Person—activities that suited, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 16 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, there were activities you could do that suited you <i>Never, Rarely, Sometimes, Usually, Always or Not applicable?</i>		
17	Person—family and carers given opportunity for involvement, 5 point frequency scale code N	Mandatory	1
	DSS specific information:		
	This related to question 17 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, you had opportunities for your family and carers to be involved in your treatment and care if you wanted <i>Never, Rarely, Sometimes, Usually, Always or Not applicable?</i>		
18	Person—information given about service, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 18 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, 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.) was <i>Poor, Fair, Good, Very Good, or Excellent?</i>		
19	Person—explanation of rights and responsibilities, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 19 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, explanation of your rights and responsibilities was <i>Poor, Fair, Good, Very Good or Excellent?</i>		
20	Person—access to peer support, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 20 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, access to peer support (such as information about peer workers, referral to consumer programs, advocates etc.) was <i>Poor, Fair, Good, Very Good or Excellent?</i>		

Seq No.	Metadata item	Obligation	Max occurs
21	Person—needs considered in development of a care plan, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 21 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, the development of a care plan with you that considered all of your needs (such as health, living situation, age etc.) was <i>Poor, Fair, Good, Very Good, or Excellent?</i>		
22	Person—convenience of location, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 22 of the YES survey instrument. The full question is: Thinking about the care you have received from this service within the last 3 months or less, convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.) was <i>Poor, Fair, Good, Very Good, or Excellent?</i>		
23	Person—effect on hopefulness for future, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 23 of the YES survey instrument. The full question is: As a result of your experience with the service in the last 3 months or less, please rate the effect the service had on your hopefulness for the future as <i>Poor, Fair, Good, Very Good, or Excellent?</i>		
24	Person—effect of service on ability to manage day to day life, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 24 of the YES survey instrument. The full question is: As a result of your experience with the service in the last 3 months or less, please rate the effect the service had on your ability to manage your day to day life as <i>Poor, Fair, Good, Very Good, or Excellent?</i>		
25	Person—effect of service on overall well-being, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 25 of the YES survey instrument. The full question is: As a result of your experience with the service in the last 3 months or less, please rate the effect the service had on your overall well-being as <i>Poor, Fair, Good, Very Good, or Excellent?</i>		
26	Person—overall experience of care, 5 point performance scale code N	Mandatory	1
	DSS specific information:		
	This relates to question 26 of the YES survey instrument. The full question is: As a result of your experience with the service in the last 3 months or less, overall, how would you rate your experience of care with this service in the last 3 months? <i>Poor, Fair, Good, Very Good, or Excellent?</i>		

Seq No.	Metadata item	Obligation	Max occurs
-	Establishment—Australian state/territory identifier, code N DSS specific information: This relates to the Australian state/territory codes which the YES survey utilises to record collection state/territory.	Mandatory	1
-	Establishment—region identifier, X[X] DSS specific information: This relates to the region identifier which the YES survey records for collection location identification purposes.	Mandatory	1
-	Establishment—region name, text XXX[X(57)] DSS specific information: This relates to the region name which the YES survey records for collection location identification purposes.	Mandatory	1
-	Establishment—service unit cluster identifier, XXXXX Conditional obligation: To be used when reporting records of the YES survey relating to ambulatory and residential service units. DSS specific information: This relates to the service unit cluster identifier which the YES survey records for collection location identification purposes.	Conditional	1
-	Establishment—service unit cluster name, text XXX[X(97)] Conditional obligation: To be used when reporting records of the YES survey relating to ambulatory and residential service units. DSS specific information: This relates to the service unit cluster name which the YES survey records for collection location identification purposes.	Conditional	1
-	Hospital—hospital identifier, XXXXX Conditional obligation: To be used when reporting records of the YES survey relating to admitted service units. DSS specific information: This relates to the hospital identifier which the YES survey records for collection location identification purposes	Conditional	1

Seq No.	Metadata item	Obligation	Max occurs
-	Hospital—hospital name, text XXX[X(97)]	Conditional	1
	<p>Conditional obligation:</p> <p>To be used when reporting records of the YES survey relating to admitted service units.</p> <p>DSS specific information:</p> <p>This relates to the hospital name which the YES survey records for collection location identification purposes.</p>		
-	Person—age range, code N	Mandatory	1
	<p>DSS specific information:</p> <p>This relates to the age question of the YES survey instrument. The full question is: what is your age?</p> <p>Age is at the date of the collection.</p>		
-	Person—gender, code X	Mandatory	1
	<p>DSS specific information:</p> <p>This relates to the gender question of the YES survey instrument. The full question is: what is your gender?</p>		
-	Person—help completing survey, person who helped code N	Mandatory	1
-	Person—help completing survey, yes/no/unknown/not stated/inadequately described code N	Mandatory	1
	<p>DSS specific information:</p> <p>This relates to the help completing the survey question of the YES survey instrument. The full question is: did someone help you complete this survey?</p>		
-	Person—Indigenous status, code N	Mandatory	1
	<p>DSS specific information:</p> <p>This relates to the Indigenous status question of the YES survey instrument. The full question is: are you of Aboriginal or Torres Strait Island origin?</p>		
-	Person—involuntary treatment indicator, yes/no/unknown/not stated/inadequately described code N	Mandatory	1
	<p>DSS specific information:</p> <p>This relates to the involuntary treatment status question of the YES survey instrument. The full question is: 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?</p>		

Seq No.	Metadata item	Obligation	Max occurs
-	Person—main language other than English spoken at home, code (ASCL 2016) N[NNN]	Mandatory	1
	DSS specific information: This relates to the main language spoken at home question of the YES survey instrument. The full question is: What is the main language you speak at home?		
-	Person—mode of statistical survey completion, code N[N]	Mandatory	1
	DSS specific information: This relates to the statistical completion mode used to complete the YES survey.		
-	Person—period of time care received, code N	Mandatory	1
	DSS specific information: This relates to the length of care question of the YES survey instrument. The full question is: how long have you been receiving care from this service on this occasion?		
-	Specialised mental health service organisation—organisation identifier, XXXX	Mandatory	1
	DSS specific information: This relates to the organisation identifier which the YES survey records for collection location identification purposes.		
-	Specialised mental health service organisation—service delivery setting, code N	Mandatory	1
-	Specialised mental health service—admitted patient care program type, code N	Conditional	1
	Conditional obligation: To be used when reporting records of the YES survey relating to admitted service units.		
-	Specialised mental health service—admitted patient service unit identifier, XXXXXX	Conditional	1
	Conditional obligation: To be used when reporting records of the YES survey relating to admitted service units.		
	DSS specific information: This relates to the admitted patient service unit name which the YES survey records for collection location identification purposes.		

Seq No.	Metadata item	Obligation	Max occurs
-	Specialised mental health service—admitted patient service unit name, text XXX[X(97)] Conditional obligation: To be used when reporting records of the YES survey relating to admitted service units. DSS specific information: This relates to the admitted patient service unit which the YES survey records for collection location identification purposes.	Conditional	1
-	Specialised mental health service—ambulatory service unit identifier, XXXXXX Conditional obligation: To be used when reporting records of the YES survey relating to ambulatory service units. DSS specific information: This relates to the ambulatory service unit cluster identifier which the YES survey records for collection location identification purposes.	Conditional	1
-	Specialised mental health service—ambulatory service unit name, text XXX[X(97)] Conditional obligation: To be used when reporting records of the YES survey relating to ambulatory service units. DSS specific information: This relates to the ambulatory service unit name which the YES survey records for collection location identification purposes.	Conditional	1
-	Specialised mental health service—residential service unit identifier, XXXXXX Conditional obligation: To be used when reporting records of the YES survey relating to residential service units. DSS specific information: This relates to the residential service unit which the YES survey records for collection location identification purposes.	Conditional	1
-	Specialised mental health service—residential service unit name, text XXX[X(97)] Conditional obligation: To be used when reporting records of the YES survey relating to residential service units. DSS specific information: This relates to the residential service unit which the YES survey records for collection location identification purposes.	Conditional	1
-	Specialised mental health service—target population group, code N	Mandatory	1

Seq No.	Metadata item	Obligation	Max occurs
-	Survey—language_code (ASCL 2016) N[NNN]	Mandatory	1

DSS specific information:

The Your Experience of Service questionnaire is available in the following languages:

- Arabic
- Armenian
- Assyrian
- Auslan
- Bengali
- Bosnian
- Burmese
- Chinese (Mandarin)—Simplified
- Chinese (Mandarin)—Traditional
- Croatian
- Dari
- Dinka
- English
- French
- Greek
- Hindi
- Indonesian
- Italian
- Japanese
- Khmer
- Korean
- Macedonian
- Nepali
- Persian (Farsi)
- Polish
- Punjabi
- Russian
- Samoan
- Serbian
- Spanish
- Tagalog
- Tamil
- Thai
- Tibetan
- Turkish
- Urdu
- Vietnamese

-	Survey—sample population_code N	Mandatory	1
-	Survey—type of enumeration period_code N	Mandatory	1

DSS specific information:

This relates to the administration of the YES survey instrument. It is not a question within the survey.