

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:	<ul style="list-style-type: none">• Health, Standard 15/04/2021
DSS type:	Data Set Specification (DSS)
Scope:	<p>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.</p> <p>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'.</p> <p>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.</p> <p>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.</p> <p>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).</p>

Collection and usage attributes

Statistical unit:	Person
Guide for use:	<p>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.</p>
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 [Show more detail](#)

Seq No.	Metadata item	Obligation	Max occurs
1	Person—felt welcome, 5 point frequency scale code N	Mandatory	1
2	Person—respect shown for how feeling, 5 point frequency scale code N	Mandatory	1
3	Person—felt safe, 5 point frequency scale code N	Mandatory	1
4	Person—privacy was respected, 5 point frequency scale code N	Mandatory	1
5	Person—staff showed hopefulness for future, 5 point frequency scale code N	Mandatory	1
6	Person—individuality and values were respected, 5 point frequency scale code N	Mandatory	1
7	Person—staff effort to be available when wanted, 5 point frequency scale code N	Mandatory	1
8	Person—access to treating doctor or psychiatrist, 5 point frequency scale code N	Mandatory	1
9	Person—fair treatment if a complaint was made, 5 point frequency scale code N	Mandatory	1
10	Person—opinions about involvement of family or friends in care respected, 5 point frequency scale code N	Mandatory	1

11	Person—facilities and environment met needs, 5 point frequency scale code N	Mandatory	1
12	Person—listened to in all aspects of care and treatment, 5 point frequency scale code N	Mandatory	1
13	Person—staff teamwork in care and treatment, 5 point frequency scale code N	Mandatory	1
14	Person—staff discussed effects of medication and treatments, 5 point frequency scale code N	Mandatory	1
15	Person—opportunity to discuss progress with staff, 5 point frequency scale code N	Mandatory	1
16	Person—activities that suited, 5 point frequency scale code N	Mandatory	1
17	Person—family and carers given opportunity for involvement, 5 point frequency scale code N	Mandatory	1
18	Person—information given about service, 5 point performance scale code N	Mandatory	1
19	Person—explanation of rights and responsibilities, 5 point performance scale code N	Mandatory	1
20	Person—access to peer support, 5 point performance scale code N	Mandatory	1
21	Person—needs considered in development of a care plan, 5 point performance scale code N	Mandatory	1
22	Person—convenience of location, 5 point performance scale code N	Mandatory	1
23	Person—effect on hopefulness for future, 5 point performance scale code N	Mandatory	1
24	Person—effect of service on ability to manage day to day life, 5 point performance scale code N	Mandatory	1
25	Person—effect of service on overall well-being, 5 point performance scale code N	Mandatory	1
26	Person—overall experience of care, 5 point performance scale code N	Mandatory	1
-	Establishment—Australian state/territory identifier, code N	Mandatory	1
-	Establishment—region identifier, X[X]	Mandatory	1
-	Establishment—region name, text XXX[X(57)]	Mandatory	1
-	Establishment—service unit cluster identifier, XXXXX	Conditional	1
-	Establishment—service unit cluster name, text XXX[X(97)]	Conditional	1
-	Hospital—hospital identifier, XXXXX	Conditional	1
-	Hospital—hospital name, text XXX[X(97)]	Conditional	1
-	Person—age range, code N	Mandatory	1
-	Person—gender, code X	Mandatory	1
-	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
-	Person—Indigenous status, code N	Mandatory	1
-	Person— involuntary treatment indicator, yes/no/unknown/not stated/inadequately described code N	Mandatory	1
-	Person—main language other than English spoken at home, code (ASCL 2016) N[NNN]	Mandatory	1
-	Person—mode of statistical survey completion, code N[N]	Mandatory	1
-	Person—period of time care received, code N	Mandatory	1
-	Specialised mental health service organisation—organisation identifier, XXXX	Mandatory	1
-	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
-	Specialised mental health service—admitted patient service unit identifier, XXXXXX	Conditional	1
-	Specialised mental health service—admitted patient service unit name, text XXX[X(97)]	Conditional	1

- [Specialised mental health service—ambulatory service unit identifier, XXXXXX](#) Conditional 1
- [Specialised mental health service—ambulatory service unit name, text XXX\[X\(97\)\]](#) Conditional 1
- [Specialised mental health service—residential service unit identifier, XXXXXX](#) Conditional 1
- [Specialised mental health service—residential service unit name, text XXX\[X\(97\)\]](#) Conditional 1
- [Specialised mental health service—target population group, code N](#) Mandatory 1
- [Survey—language, code \(ASCL 2016\) N\[NNN\]](#) Mandatory 1
- [Survey—sample population, code N](#) Mandatory 1
- [Survey—type of enumeration period, code N](#) Mandatory 1