

# Mental Health Carer Experience of Service NBEDS

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# Mental Health Carer Experience of Service NBEDS

## Identifying and definitional attributes

**Metadata item type:** Data Set Specification

**METEOR identifier:** 745391

**Registration status:** [Health](#), Standard 10/06/2022

**DSS type:** Data Set Specification (DSS)

**Scope:** The scope of the Mental Health Carer Experience of Service National Best Endeavours Data Set (MH CES NBEDS) is state and territory public sector [Specialised mental health services](#).

As specified by the Mental Health Carer Experience Survey, carers are the family member, partner or friend of someone with a mental illness whose lives are also affected by that illness. Carers provide support and assistance to the person with a mental illness.

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

**Guide for use:**

The Mental Health Carer Experience Survey is offered to carers of a [Mental health consumer](#) to rate their experience of a public sector [Specialised mental health service](#).

The survey was developed by the Australian Mental Health Outcomes and Classifications Network (AMHOCN) under the auspices of the former Mental Health Information Strategy Standing Committee (MHISSC) of the former Australian Health Ministers Advisory Council (AHMAC). It was funded by the Australian Government Department of Health to give effect to the commitments in the Fourth National Mental Health Plan, which included the development of consumer and carer experiences and perceptions of care as a priority quality improvement initiative to strengthen the focus of the mental health sector on measures of experiences of care.

Following national and international literature reviews, sector consultations, field trials and psychometric validation, the survey was delivered as a measure suitable for national use in public sector mental health services. The measure captures information about issues meaningful and relevant to carers and, given its strong alignment to Standard 7 of the National Standards for Mental Health Services, can be used by services to identify areas for quality improvement in service delivery.

This NBEDS contains metadata describing 37 questions included in the Mental Health Carer Experience Survey, which explores the experience of service by carers 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.

Metadata items that reflect specific questions in the Mental Health Carer Experience Survey are listed below using a sequence number corresponding to the number of the item in the survey. Metadata items used for demographic or contextual data elements are not given a sequence number. Please refer to the DSS specific information for more detail.

A Mental Health Carer Experience Survey: Guide for Use is available on the [Australian Mental Health Outcomes and Classification Network](#) (AMHOCN) website (AMHOCN 2021).

**Collection methods:**

A recommended survey sampling methodology is not specified by this NBEDS.

*National reporting arrangements*

State and territory health authorities may provide the data to the Australian Institute of Health and Welfare on an annual basis.

*Periods for which data are collected and nationally collated*

Financial years ending 30 June each year. The reference period starts on 1 July and ends on 30 June each year.

**Implementation start date:** 01/07/2022

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

[Admitted patient mental health care service](#)

[Ambulatory care](#)

[Ambulatory mental health care service](#)

[Geographic indicator](#)

[Mental health consumer](#)

[Residential mental health care service](#)

The Mental Health Carer Experience Survey is available for use by appropriate organisations that enter a licensing agreement specifying conditions of use. The survey, detailed additional user guidelines and mandatory licensing arrangements are available on the [Australian Mental Health Outcomes and Classification Network \(AMHOCN\) website \(AMHOCN 2021\)](#)

Only one response is to be input for each data element in this NBEDS.  
CODE 6: Not needed is a response category in the survey and should be used where the respondent has selected this response option.  
CODE 9: Not stated/inadequately described can be used where survey responses are deemed to be illegible, where the respondent has not provided an answer, or where the respondent has selected multiple responses for the question.

## Source and reference attributes

**Submitting organisation:** Australian Institute of Health and Welfare

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

**Reference documents:** [AMHOCN \(Australian Mental Health Outcomes and Classifications Network\) 2021](#). Australian Mental Health Outcomes and Classification Network, Mental Health Carer Experience Survey. Victoria.

## Relational attributes

## Metadata items in this Data Set Specification

Seq No.	Metadata item	Obligation	Max occurs
1	<a href="#">Person—understanding what could be expected from a service, 6 point frequency scale code N</a>	Mandatory	1

### *DSS specific information:*

This relates to question 1 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?

1. You understood what you could expect from the mental health service for yourself and your family member, partner or friend.

Seq No.	Metadata item	Obligation	Max occurs
2	<p><a href="#">Person—explanation of any legal issues, 6 point frequency scale code N</a></p> <p><b>DSS specific information:</b></p> <p>This relates to question 2 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?</p> <p>2. You were given an explanation of any legal issues that might affect your family member, partner or friend.</p>	Mandatory	1
3	<p><a href="#">Person—understanding of rights and responsibilities, 6 point frequency scale code N</a></p> <p><b>DSS specific information:</b></p> <p>This relates to question 3 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?</p> <p>3. You understood your rights and responsibilities.</p>	Mandatory	1
4	<p><a href="#">Person—individuality and values were respected, 6 point frequency scale code N</a></p> <p><b>DSS specific information:</b></p> <p>This relates to question 4 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?</p> <p>4. Your personal values, beliefs and circumstances were taken into consideration.</p>	Mandatory	1
5	<p><a href="#">Person—obtaining cultural or language support, 6 point frequency scale code N</a></p> <p><b>DSS specific information:</b></p> <p>This relates to question 5 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?</p> <p>5. You were able to obtain cultural or language support (such as an interpreter) when you needed.</p>	Mandatory	1
6	<p><a href="#">Person—opportunity to provide relevant information, 6 point frequency scale code N</a></p> <p><b>DSS specific information:</b></p> <p>This relates to question 6 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?</p> <p>6. You were given the opportunity to provide relevant information about your family member, partner or friend.</p>	Mandatory	1

Seq No.	Metadata item	Obligation	Max occurs
7	<a href="#">Person—respect for opinion, 6 point frequency scale code N</a>  <i>DSS specific information:</i>  This relates to question 7 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?  7. Your opinion as a carer was respected.	Mandatory	1
8	<a href="#">Person—involvement in decision making, 6 point frequency scale code N</a>  <i>DSS specific information:</i>  This relates to question 8 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?  8. You were involved in decisions affecting your family member, partner or friend.	Mandatory	1
9	<a href="#">Person—identified as a carer, 6 point frequency scale code N</a>  <i>DSS specific information:</i>  This relates to question 9 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?  9. You were identified as a carer of your family member, partner or friend.	Mandatory	1
10	<a href="#">Person—opportunity to discuss progress with staff, 6 point frequency scale code N</a>  <i>DSS specific information:</i>  This relates to question 10 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?  10. You were given opportunities to discuss the care, treatment and recovery of your family member, partner or friend (even, if for reasons of confidentiality, you could not be told specific information).	Mandatory	1
11	<a href="#">Person—family and carers given opportunity for involvement, 6 point frequency scale code N</a>  <i>DSS specific information:</i>  This relates to question 11 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?  11. You were involved in planning for the ongoing care, treatment and recovery of your family member, partner or friend.	Mandatory	1

Seq No.	Metadata item	Obligation	Max occurs
12	<a href="#">Person—opportunities to enhance abilities, 6 point frequency scale code N</a>	Mandatory	1
	<b>DSS specific information:</b>		
	This relates to question 12 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?		
	12. You were given the opportunity to enhance your abilities as a carer.		
13	<a href="#">Person—staff showed hopefulness for future, 6 point frequency scale code N</a>	Mandatory	1
	<b>DSS specific information:</b>		
	This relates to question 13 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?		
	13. Staff conveyed hope for the recovery of your family member, partner or friend.		
14	<a href="#">Person—support for carer relationship, 6 point frequency scale code N</a>	Mandatory	1
	<b>DSS specific information:</b>		
	This relates to question 14 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?		
	14. Staff worked in a way that supported your relationship with your family member, partner or friend.		
15	<a href="#">Person—provision of information for future illness, 6 point frequency scale code N</a>	Mandatory	1
	<b>DSS specific information:</b>		
	This relates to question 15 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?		
	15. You were given information about services and strategies available if your family member, partner or friend became unwell again.		
16	<a href="#">Person—opportunities to communicate confidentially, 6 point frequency scale code N</a>	Mandatory	1
	<b>DSS specific information:</b>		
	This relates to question 16 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, how often did the following occur?		
	16. You had opportunities to communicate confidentially with the treating doctor if you needed (such as by phone, email or in person).		

Seq No.	Metadata item	Obligation	Max occurs
17	<a href="#">Person—information provided on rights and responsibilities, yes/no/don't know/not needed code N</a>  <b>DSS specific information:</b>  This relates to question 17 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, have you been given the following?  17. A brochure or other material about your rights and responsibilities.	Mandatory	1
18	<a href="#">Person—explanation of how to give feedback about the service, yes/no/don't know/not needed code N</a>  <b>DSS specific information:</b>  This relates to question 18 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, have you been given the following?  18. An explanation of how to make a compliment or complaint about the mental health service.	Mandatory	1
19	<a href="#">Person—provision of information about support services, yes/no/don't know/not needed code N</a>  <b>DSS specific information:</b>  This relates to question 19 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, have you been given the following?  19. Information about carer support services (such as local groups, carer consultants, counsellors).	Mandatory	1
20	<a href="#">Person—information on opportunities to improve the service, yes/no/don't know/not needed code N</a>  <b>DSS specific information:</b>  This relates to question 20 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, have you been given the following?  20. Information on opportunities to participate in improving this mental health service.	Mandatory	1



Seq No.	Metadata item	Obligation	Max occurs
21	<a href="#">Person—provision of after hours contact number, yes/no/don't know/not needed code N</a>  <b>DSS specific information:</b>  This relates to question 21 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, have you been given the following?  21. A number you could call after hours for the service.	Mandatory	1
22	<a href="#">Person—information about having a support person, yes/no/don't know/not needed code N</a>  <b>DSS specific information:</b>  This relates to question 22 of the Mental Health Carer Experience Survey. The full question is: As a carer with a family member, partner or friend who had contact with this mental health service in the last three months, have you been given the following?  22. Information about taking a support person to meetings or hearings if you wished.	Mandatory	1
23	<a href="#">Person—effect of service on relationship, effect of service code N</a>  <b>DSS specific information:</b>  This relates to question 23 of the Mental Health Carer Experience Survey. The full question is: As a result of your experience with this mental health service in the last three months, has your life changed in the following areas?  23. Your relationship with the person for whom you care.	Mandatory	1
24	<a href="#">Person—effect on hopefulness for future, effect of service code N</a>  <b>DSS specific information:</b>  This relates to question 24 of the Mental Health Carer Experience Survey. The full question is: As a result of your experience with this mental health service in the last three months, has your life changed in the following areas?  24. Your hopefulness for your future.	Mandatory	1
25	<a href="#">Person—effect of service on overall well-being, effect of service code N</a>  <b>DSS specific information:</b>  This relates to question 25 of the Mental Health Carer Experience Survey. The full question is: As a result of your experience with this mental health service in the last three months, has your life changed in the following areas?  25. Your overall wellbeing.	Mandatory	1

Seq No.	Metadata item	Obligation	Max occurs
26	<a href="#">Person—overall experience of service, measure of experience code N</a>  <b>DSS specific information:</b>  This relates to question 26 of the Mental Health Carer Experience Survey. The full question is:  26. Overall, how would you rate your experience as a carer with this mental health service over the last three months?	Mandatory	1
27	<a href="#">Person—consumer wanted carer involvement, 6 point frequency scale code N</a>  <b>DSS specific information:</b>  This relates to question 27 of the Mental Health Carer Experience Survey. The full question is:  27. Overall, during the last three months, did your family member, partner or friend want you involved in their care?	Mandatory	1
30	<a href="#">Person—gender, code X</a>  <b>DSS specific information:</b>  This relates to question 30 of the Mental Health Carer Experience Survey. The full question is:  30. What is your gender?	Mandatory	1
31	<a href="#">Person—main language spoken at home, English/other code N</a>  <b>DSS specific information:</b>  This relates to question 31 of the Mental Health Carer Experience Survey. The full question is:  31. What is the main language you speak at home?	Mandatory	1
32	<a href="#">Person—age range, code N</a>  <b>DSS specific information:</b>  This relates to question 32 of the Mental Health Carer Experience Survey. The full question is:  32. What is your age?	Mandatory	1
33	<a href="#">Person—Indigenous status, code N</a>  <b>DSS specific information:</b>  This relates to question 33 of the Mental Health Carer Experience Survey. The full question is:  33. Are you of Aboriginal or Torres Strait Islander descent?  Where the respondent has ticked 'No' on the survey, the value 4 - Neither Aboriginal nor Torres Strait Islander origin - should be used.	Mandatory	1

Seq No.	Metadata item	Obligation	Max occurs
34	<a href="#">Person—length of elapsed time as a carer, time code N</a>  <i>DSS specific information:</i>  This relates to question 34 of the Mental Health Carer Experience Survey. The full question is:  34. How long have you been a carer of your family member, partner or friend with a mental illness?	Mandatory	1
35	<a href="#">Person—relationship to reference person, mental health consumer code N</a>  <i>DSS specific information:</i>  This relates to question 35 of the Mental Health Carer Experience Survey. The full question is:  35. What is your relationship to the family member, partner or friend for whom you are a carer? The person I care for is:  This question defines the relationship between a carer and a <a href="#">mental health consumer</a> . For example, a response of "My mother or father" means that the carer is caring for their mother or father. The mother or father is the mental health consumer who is the client of the service.	Mandatory	1
36	<a href="#">Person—length of time being a client, elapsed time code N</a>  <i>DSS specific information:</i>  This relates to question 36 of the Mental Health Carer Experience Survey. The full question is:  36. How long has your family member, partner or friend been a client of this mental health service?	Mandatory	1
37	<a href="#">Person—help completing survey, person who helped code N</a>  <i>DSS specific information:</i>  This relates to question 37 of the Mental Health Carer Experience Survey. The full question is:  37. Did someone help you complete this survey?  Value 2 includes 'partner'  Value 4 includes 'carer or consumer worker or peer worker'.	Mandatory	1
-	<a href="#">Establishment—Australian state/territory identifier, code N</a>  <i>DSS specific information:</i>  This relates to the Australian state/territory codes used to record collection state/territory.	Mandatory	1
-	<a href="#">Establishment—region identifier, X[X]</a>  <i>DSS specific information:</i>  This relates to the region identifier recorded for collection location identification purposes.	Mandatory	1

Seq No.	Metadata item	Obligation	Max occurs
-	<a href="#">Establishment—region name, text XXX[X(57)]</a>  <i>DSS specific information:</i>  This relates to the region name recorded for collection location identification purposes.	Mandatory	1
-	<a href="#">Establishment—service unit cluster identifier, XXXXX</a>  <i>Conditional obligation:</i>  To be used when reporting records of the Mental Health Carer Experience Survey relating to ambulatory and residential service units.  <i>DSS specific information:</i>  This relates to the service unit cluster identifier recorded for collection location identification purposes.	Conditional	1
-	<a href="#">Establishment—service unit cluster name, text XXX[X(97)]</a>  <i>Conditional obligation:</i>  To be used when reporting records of the Mental Health Carer Experience Survey relating to ambulatory and residential service units.  <i>DSS specific information:</i>  This relates to the service unit cluster name recorded for collection location identification purposes.	Conditional	1
-	<a href="#">Hospital—hospital identifier, XXXXX</a>  <i>Conditional obligation:</i>  To be used when reporting records of the Mental Health Carer Experience Survey relating to admitted service units.  <i>DSS specific information:</i>  This relates to the hospital identifier recorded for collection location identification purposes.	Conditional	1
-	<a href="#">Hospital—hospital name, text XXX[X(97)]</a>  <i>Conditional obligation:</i>  To be used when reporting records of the Mental Health Carer Experience Survey relating to admitted service units.  <i>DSS specific information:</i>  This relates to the hospital name recorded for collection location identification purposes.	Conditional	1
-	<a href="#">Person—mode of statistical survey completion, code N[N]</a>  <i>DSS specific information:</i>  This relates to the statistical completion mode used to complete the Mental Health Carer Experience Survey.	Mandatory	1

Seq No.	Metadata item	Obligation	Max occurs
-	<a href="#">Specialised mental health service organisation—organisation identifier, XXXX</a>  <b>DSS specific information:</b>  This relates to the organisation identifier recorded for collection location identification purposes.	Mandatory	1
-	<a href="#">Specialised mental health service organisation—service delivery setting, code N</a>	Mandatory	1
-	<a href="#">Specialised mental health service—admitted patient care program type, code N</a>  <b>Conditional obligation:</b>  To be used when reporting records of the Mental Health Carer Experience Survey relating to admitted service units.	Conditional	1
-	<a href="#">Specialised mental health service—admitted patient service unit identifier, XXXXXX</a>  <b>Conditional obligation:</b>  To be used when reporting records of the Mental Health Carer Experience Survey relating to admitted service units.  <b>DSS specific information:</b>  This relates to the admitted patient service unit name recorded for collection location identification purposes.	Conditional	1
-	<a href="#">Specialised mental health service—admitted patient service unit name, text XXX[X(97)]</a>  <b>Conditional obligation:</b>  To be used when reporting records of the Mental Health Carer Experience Survey relating to admitted service units.  <b>DSS specific information:</b>  This relates to the admitted patient service unit recorded for collection location identification purposes.	Conditional	1
-	<a href="#">Specialised mental health service—ambulatory service unit identifier, XXXXXX</a>  <b>Conditional obligation:</b>  To be used when reporting records of the Mental Health Carer Experience Survey relating to ambulatory service units.  <b>DSS specific information:</b>  This relates to the ambulatory service unit cluster identifier recorded for collection location identification purposes.	Conditional	1

Seq No.	Metadata item	Obligation	Max occurs
-	<a href="#">Specialised mental health service—ambulatory service unit name, text XXX[X(97)]</a>	Conditional	1
	<b>Conditional obligation:</b>		
	To be used when reporting records of the Mental Health Carer Experience Survey relating to ambulatory service units.		
	<b>DSS specific information:</b>		
	This relates to the ambulatory service unit name recorded for collection location identification purposes.		
-	<a href="#">Specialised mental health service—residential service unit identifier, XXXXXX</a>	Conditional	1
	<b>Conditional obligation:</b>		
	To be used when reporting records of the Mental Health Carer Experience Survey relating to residential service units.		
	<b>DSS specific information:</b>		
	This relates to the residential service unit recorded for collection location identification purposes.		
-	<a href="#">Specialised mental health service—residential service unit name, text XXX[X(97)]</a>	Conditional	1
	<b>Conditional obligation:</b>		
	To be used when reporting records of the Mental Health Carer Experience Survey relating to residential service units.		
	<b>DSS specific information:</b>		
	This relates to the residential service unit recorded for collection location identification purposes.		
-	<a href="#">Specialised mental health service—target population group, code N</a>	Mandatory	1
-	<a href="#">Survey—language, code (ASCL 2016) N[NNN]</a>	Mandatory	1
-	<a href="#">Survey—sample population, code N</a>	Mandatory	1
-	<a href="#">Survey—type of enumeration period, code N</a>	Mandatory	1
	<b>DSS specific information:</b>		
	This relates to the administration of the Mental Health Carer Experience Survey. It is not a question within the survey.		