

Your Experience of Service NBEDS 2019-: Your Experience of Service Database, 2022; Quality Statement

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 NBEDS 2019-: Your Experience of Service Database, 2022; Quality Statement

Identifying and definitional attributes

Metadata item type:	Data Quality Statement
METEOR identifier:	778073
Registration status:	AIHW Data Quality Statements , Standard 07/07/2023

Data quality

Data quality statement summary:	Description
	<p>The mental health Your Experience of Service Database enables reporting on consumer-rated experiences of care in state and territory public specialised mental health services. Data coverage is from 2015–16.</p> <p>The database is held by the Australian Institute of Health and Welfare (AIHW) and contains data from the Your Experience of Service (YES) survey, finalised in 2014, where consumers rate their experience of the service they received across a number of domains.</p> <p>Each year state and territory governments supply data to the AIHW under the Your Experience of Service National Best Endeavours Data Set (YES NBEDS).</p>

Summary of key issues

- The YES database collection contains data from the anonymously completed YES survey, which explores mental health consumers' perception of experience of service and the care they received across 26 questions. The collection also includes data elements relating to some consumer demographics, care settings of the service and mental health legal status.
- Only jurisdictions that have implemented the YES survey in their services collect data and provide an annual data supply to the AIHW. Since the collection began, only New South Wales, Victoria and Queensland provide data for the collection.
- States and territories have implemented different survey sampling methodology to gather data for this collection. Comparisons between state and territory results should be undertaken with caution.
- Jurisdictions are continually refining their survey methodology to improve response rates. Caution is required in interpreting changes over time as some differences (such as consumer demographics) may be impacted by changes in sampling methodology and survey implementation.

Institutional environment:	<p>The Australian Institute of Health and Welfare (AIHW) is an independent corporate Commonwealth entity under the Australian Institute of Health and Welfare Act 1987 (AIHW Act), governed by a management Board and accountable to the Australian Parliament through the Health and Aged Care portfolio.</p> <p>The AIHW is a nationally recognised information management agency. Its purpose is to create authoritative and accessible information and statistics that inform decisions and improve the health and welfare of all Australians.</p> <p>Compliance with the confidentiality requirements in the AIHW Act, the Privacy Principles in the Privacy Act 1988 (Cth) and AIHW's data governance arrangements ensures that the AIHW is well positioned to release information for public benefit while protecting the identity of individuals and organisations.</p> <p>For further information see the AIHW website www.aihw.gov.au/about-us, which includes details about the AIHW's governance (www.aihw.gov.au/about-us/our-governance) and our role and strategic goals (www.aihw.gov.au/about-us/our-vision-and-strategic-goals).</p>
Timeliness:	<p>The reference period is 1 July to 30 June each year. State and territory governments provide the data to the AIHW once per year approximately 10 months after the end of the reference period. Data are published within 6 months after data supply.</p>
Accessibility:	<p>Your Experience of Service data are available at AIHW's <i>Mental health online report</i> website (https://www.aihw.gov.au/mental-health/topic-areas/consumer-rated-experience).</p> <p>Additional disaggregation of the Your Experience of Service data are in this AIHW publication.</p> <p>The AIHW produces the Mental health online report as an online publication at https://www.aihw.gov.au/mental-health. This includes PDF documents of all sections in the publication, as well as data tables and data visualisations.</p> <p>Users can request data not available online or in reports via the AIHW data request system (noting the release of data are subject to restrictions and requests that take longer than half an hour to compile are charged for on a cost-recovery basis).</p>
Interpretability:	<p>Information is available for interpreting Your Experience of Service data from AIHW's <i>Mental health online report</i> website (https://www.aihw.gov.au/mental-health/topic-areas/consumer-rated-experience).</p> <p>Data published annually in the Mental health online report include important caveat information to ensure appropriate interpretation of the analyses presented by the AIHW. Readers are advised to take note of footnotes and caveats specific to individual data tables that influence interpretability of specific data.</p>

Relevance:

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 provide care in admitted, ambulatory (non-admitted), and residential settings.

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).

Participating services

Only New South Wales, Queensland and Victoria have implemented the YES patient experience survey in their public specialised mental health services and provide an annual data supply to the AIHW. The number of participating services in each state for 2015–16 to 2021–22 is shown in Table 1.

Table 1: Number of services that administered the YES survey in participating states and territories, 2015–16 to 2021–22

	2015–16	2016–17	2017–18	2018–19	2019–20	2020–21	2021–22
NSW	43	44	49	49	48	50	50
Vic	17	17	16	17	n.a.	17	17
Qld	18	20	20	20	20	20	19
Total	78	81	85	86	68	87	86

Note: Victoria did not conduct the YES survey during 2019–20 due to the COVID-19 pandemic.

Accuracy:

States and territories are primarily responsible for the quality of the Your Experience of Service data supplied to the AIHW. The AIHW undertakes a series of validation checks after data files are submitted. Validation is conducted in 2 stages:

1. The compliance stage is managed by the AIHW and is concerned with ensuring that the file is structurally compliant.
2. The data validation stage is managed by the AIHW and is primarily concerned with identifying inconsistent, anomalous and exceptional issues, including invalid values, missing data and historical inconsistency. Any missing or unusual data is clarified with the supplying jurisdiction.

Occasionally, states and territories re-supply data for Your Experience of Service. Updated figures are reported in the next annual publication.

Coherence: Data reported by states and territories may not be explicitly comparable; therefore, comparisons between states and territories should be made with caution.

Each state has chosen a method of administration that best suits their local needs. New South Wales has adopted a “continuous” survey sampling method, where people using their specialised mental health services are offered the YES during every hospital stay or community episode of care. By contrast, Victoria and Queensland have adopted a “snapshot” approach where people using their specialised mental health services are encouraged to complete the YES over a particular time of the year.

Specific state and territory coherence issues are outlined below.

Victoria

In Victoria, people using their specialised mental health services were offered the YES over a 2-month period in 2016 and 2017 and a 3-month period in 2018, 2019, 2021 and 2022. Victoria did not conduct the survey during 2020 due to the COVID-19 pandemic.

Queensland

In Queensland, people using specialised mental health services were offered the YES over a 4-week period (6 weeks for services in rural areas) for collection from 2015 to 2017 and over a 6-week period from 2019 to 2021 (some services opted to cease offering the survey in response to the COVID-19 pandemic).

In 2017–18 Queensland reclassified existing Community Care Units from admitted patient care to residential mental health service units.

Data products

Implementation start date: 01/07/2021

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare

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

Relational attributes

Related metadata references: See also [Your Experience of Service National Best Endeavours Data Set 2019–Health](#), Standard 15/04/2021