



WAAMH

Western Australian Association
for Mental Health

WAAMH WORKFORCE DEVELOPMENT PROJECT

People's Experience of the Workforce Survey

Survey about your experience of the non-government workforce

In its role as the peak body for the community (non-government) mental health sector, the WA Association of Mental Health (WAAMH) is undertaking a project to identify ways to assist the non-government workforce to provide better services and achieve better outcomes for people receiving services and support.

This short survey is for people who receive mental health support or services provided by non-government services. It seeks your views about the people who provide support and services. When you engage with a non-government service, the person(s) with whom you deal are part of the workforce.

Your comments should relate to your experience of the people who work for non-government services.

What will happen with your feedback

Your answers will be confidential and will not be used to identify you. Services will receive combined feedback based on all the responses and a list of all comments.

Your feedback will be combined with feedback from service providers into a report to identify ways to assist the workforce to achieve better outcomes for people accessing non-government mental health services. The report will go to the Mental Health Commission and WAAMH.



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Your details

1. Gender

- Female
- Male
- Other

2. Age

- Under 24
- 25-30
- 31-40
- 41-50
- 51-60
- 61-65
- Over 65

3. How long have you been accessing services or support from non-government services?

- Less than 4 weeks
- 1 month to 6 months
- 6 months to 1 year
- 2 years to 4 years
- More than 5 years



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Information about the workers you interact with

**4. What is positive about the workers you have contact with in non-government services?
(please list)**

5. What do those workers do well? (please list)

6. Based on your experience, please rate the people who provide you with support and services in the non-government services on the following:

	Very low	Low	High	Exceeds expectations	Could not say
How competent they appear for the role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what degree do they appear to you to be skilled for the role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well trained they appear for the role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Their level of experience for the role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Their level of empathy and compassion when performing the role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent are you able to work well with them in pursuit of your goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please indicate how frequently the workers do each of the following:

	Never	Rarely	Sometimes	Usually	Always
Explain my rights and responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listen to what I say	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consult me about what they do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information in a way I can understand it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand my circumstances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recognise and support the role of family and carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support and promote recovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give me greater choice and control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide me with access to peer support or peer workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Achieve recovery goals important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work in collaboration with me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work in partnership with other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recognise social and cultural issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. From your experience, what areas of improvement in the non-government workforce should occur (please list):

Thank you for taking the time to complete the survey.

If you have questions or require further information, please contact Colin Penter P: (08) 6246 3014 e-mail: cpenter@waamh.org.au or Michael Jones P: (08) 6246 3017 e-mail: mjones@waamh.org.au.