

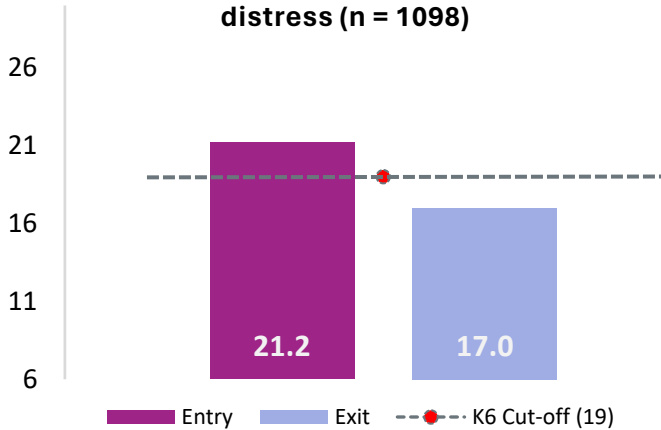
PARC/SUSD Annual Report, July 2022 – June 2023

Snapshot Summary

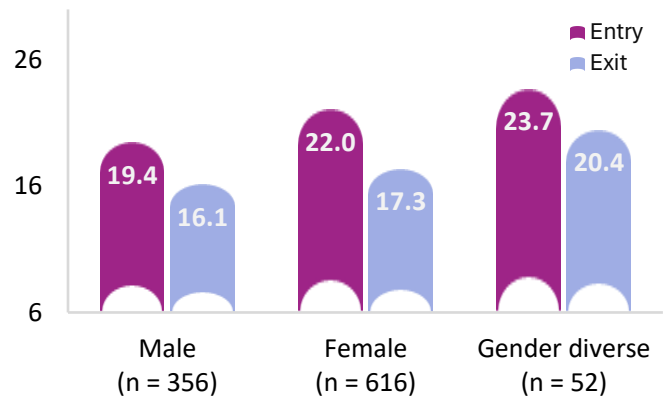
This is a snapshot summary of the PARC/SUSD Outcome Measures Annual Report for FY-22/23. It is based on data collected from 1098 residents from 15 sites in Victoria (n = 534), Queensland (n = 393), and Western Australia (n = 162) and 111 carers. We also explored outcomes in residents who returned to PARC/SUSD for the second time in FY-22/23.

Psychological distress

Significant reduction in psychological distress (n = 1098)



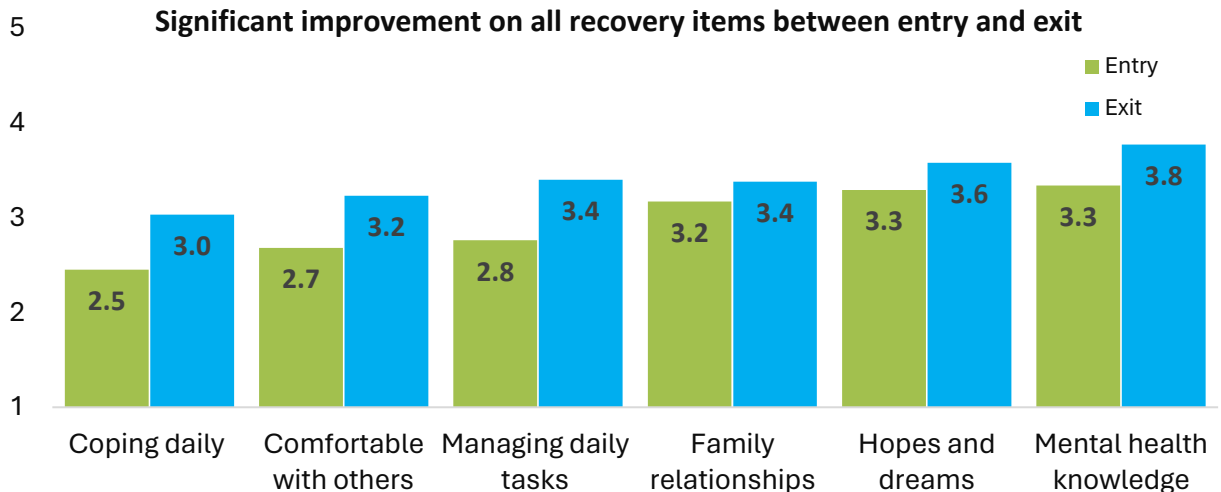
Higher distress in gender diverse group

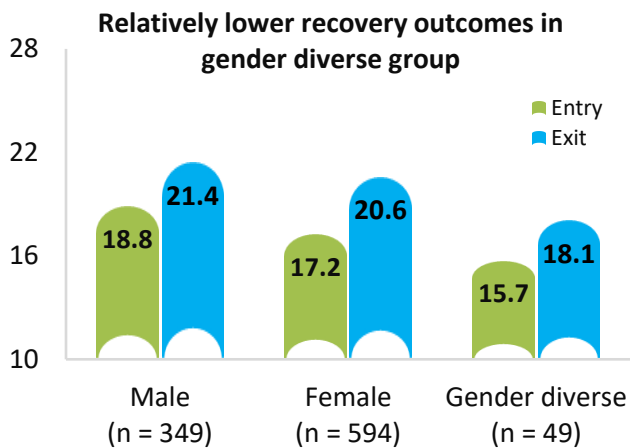


- Between entry and exit, there was a consistent **4-point reduction** in psychological distress, across all groups such as age, gender, relationship status, Aboriginal status, and site.
- A **49%** reduction in number of residents at risk of 'serious mental health concerns' was observed between entry and exit, which was statistically significant.
- Younger residents (16 -29 years) and gender diverse residents** had higher levels of psychological distress, compared to older residents and male and female identifying groups.
- Psychological distress levels reduced significantly in both Youth and Adult PARCS/SUSD between entry and exit. However, scores were higher in Youth compared to Adult services.

Recovery

Significant improvement on all recovery items between entry and exit

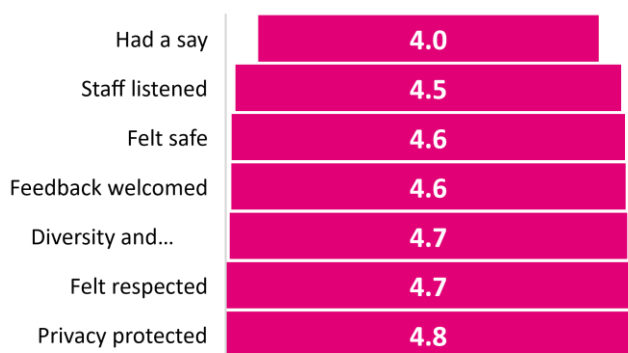




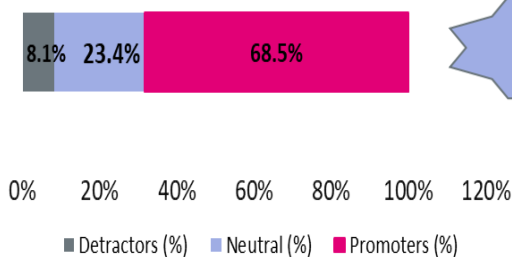
- Between entry and exit, residents consistently showed a **3-point improvement** in overall recovery, irrespective of their age, gender, relationship status, Aboriginal status, and site.
- Younger residents (16 -19 years) and gender diverse residents** had lower recovery outcomes.
- Both Youth and Adult services had significant improvements in recovery between entry and exit. No significant recovery differences were found between the two service types.

Residents' feedback

Service satisfaction ratings were very high



69% of residents would recommend Mind to family and friends (n = 1151)



NPS = 61%

- Feedback scores were impressively high for residents, ranging between 4.0 to 4.8 (out of 5).
- The majority of residents (68.5%) were 'Promoters', and the Net Promoter Score (NPS) for PARC/SUSD services was 'Excellent', at 61%. This means that residents were highly likely to recommend Mind to their family and friends.

Returning residents (n = 111)

- At first visit, psychological distress and recovery scores were similar in both returning (n = 111) and non-returning residents (n = 890) at entry and exit.
- In returning residents, their distress and recovery followed the same pattern as their first visit – that is, it was the same at entry and at exit both times.
- Gender diverse residents (n = 11) showed little to no improvement in recovery and distress outcomes at both visits.

Carers (n = 111)

- Data was available for only 111 carers from 4 Adult and 3 Youth SUSD services (86% from QLD and 14% in WA).
- Carers' wellbeing ratings were very high, ranging from **4.0** (increased ability to cope) to **4.3** (know more about mental health resources for carers) out of 5.
- Carers' service satisfaction ratings were also very high, ranging from **4.4** (diversity and inclusion) to **4.9** (treated with respect) out of 5.
- An impressively high NPS of **83%** was reported by carers, reflecting their trust and satisfaction with Mind's PARC/SUSD service.