

6 Survey of NGOs

6.1 Sampling

Information on the evaluation and hyperlink to the online survey was distributed through peak mental health NGO organisations in each state or territory.

The survey was live for a three week period. There were a total of 48 respondents to the survey.

Note that unless otherwise stated, no tests of statistical significance were conducted given the relatively small size of the samples.

Q1. What best describes the purpose of your organisation?

For the majority of respondents (58 per cent), the purpose of their organisation was to provide direct mental health services. Eight respondents indicated that consumer and advocacy and support was their main purpose and eight indicated support and information to carers. Two respondents reported information and referral services was their purpose, one reported peak and one did not provide a purpose.

Purpose of organisation	Respondents	Per cent
Consumer advocacy and support	8	17%
Direct mental health service provision	28	58%
Information and referral services	2	4%
Peak	1	2%
Support and information to carers	8	17%
(blank)	1	2%
Grand Total	48	100%

Q2. What best describes your role within your organisation?

Respondents comprised 11 Service providers, 32 Service director/team leaders, four Administrative managers and one respondent who did not provide their occupation.

Occupation	Respondents	Per cent
Administrative manager	4	8%
Service director / team leader	32	67%
Service provider	11	23%
(blank)	1	2%
Grand Total	48	100%

Q3. In which state/territory is your service based?

The majority of respondents (71 per cent) were from New South Wales. Seventeen per cent of respondents were from Western Australia, whilst all other states and territories excluding the Australian Capital Territory (no respondents) had less than five per cent of respondents each. One respondent did not provide the state or territory where their service is based

State or Territory the respondent is based	Respondents	Per cent
New South Wales	34	71%
Northern Territory	1	2%
Queensland	1	2%
South Australia	1	2%
Victoria	2	4%
Western Australia	8	17%
(blank)	1	2%
Grand Total	48	100%

Q4. Where is most of your service provided?

The majority of respondents (33 per cent) provide most of their service in a metropolitan area. Twenty three per cent of respondents provide most of their service in a regional area and 13 per cent provide most of their service in a rural area. Twenty five per cent of respondents provide their services statewide whilst 6 per cent provide their service in a remote area.

Area service is provided	Respondents	Per cent
Metropolitan area	16	33%
Regional area	11	23%
Remote area	3	6%
Rural area	6	13%
Statewide	12	25%
Grand Total	48	100%

Q5. What is the primary client group of your organisation?

Out of the total 48 respondents, more than 90 per cent identified general adults as the primary client group of their organisation. Thirteen per cent identified adolescents, eight per cent identified children and 7 per cent identified older people.

Client group	Respondents	Per cent of total respondents
Children (0 to 12 years)	4	8%
Adolescent/younger people (12 to 18 years)	6	13%
General adult (18 to 64 years)	44	92%
Older people (65 years and older)	8	17%

Q6. How many staff are involved in direct client service delivery in your organisation?

The majority (65 per cent) of the respondents' organisations have less than 20 staff involved in direct client service delivery. Fifteen per cent have between 21 and 50 staff and four per cent have between 51 and 100 staff. Seventeen per cent of respondents have more than 100 staff involved in client service delivery.

Staff involved in direct client service delivery	Respondents	Per cent
Less than 10	22	46%
Between 11 and 20	9	19%
Between 21 and 50	7	15%
Between 51 and 100	2	4%
More than 100	8	17%
Grand Total	48	100%

Q 14. To what extent do you agree with the following statement: Workers within my organisation are aware of the services offered by Better Access.

Thirty nine per cent agreed with the statement that workers within their organisation are aware of the services offered by Better Access. Thirty six per cent disagreed with this statement. Twenty one per cent were unsure and four per cent did not respond.

Workers within my organisation are aware of the services offered by Better Access.	Respondents	Per cent
Strongly Agree	5	10%
Agree	14	29%
Unsure	10	21%
Disagree	8	17%
Strongly Disagree	9	19%
Did not respond	2	4%
Grand Total	48	100%

Workers within my organisation are aware of the services offered by Better Access.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	3	1	0	0	1	5
Agree	4	3	0	2	5	14
Unsure	2	0	1	4	3	10
Disagree	3	3	1	0	1	8
Strongly Disagree	4	4	0	0	1	9
Did not respond	0	0	1	0	1	2
Grand Total	16	11	3	6	12	48

Q 15. To what extent do you agree with the following statement: Workers within my organisation know how to refer people to services available through Better Access.

Twenty seven per cent agreed with the statement that workers within their organisation know how to refer people to services available through Better Access. Forty per cent disagreed with this statement. Twenty three per cent were unsure and 10 per cent did not respond.

Workers within my organisation know how to refer people to services available through Better Access.	Respondents	Per cent
Strongly Agree	1	2%
Agree	12	25%
Unsure	11	23%
Disagree	11	23%
Strongly Disagree	8	17%
Did not respond	5	10%
Grand Total	48	100%

Workers within my organisation know how to refer people to services available through Better Access.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	0	1	0	0	0	1
Agree	6	2	0	1	3	12
Unsure	1	2	1	3	4	11
Disagree	4	2	1	1	3	11
Strongly Disagree	3	4	0	0	1	8
Did not respond	2	0	1	1	1	5
Grand Total	16	11	3	6	12	48

Q 16. To what extent do you agree with the following statement: Better Access has improved the mental health service system

Twenty seven per cent agreed with the statement that Better Access has improved the mental health service system. Nineteen per cent disagreed with this statement. Fifty four per cent were unsure.

Better Access has improved the mental health service system	Respondents	Per cent
Strongly Agree	3	6%
Agree	10	21%
Unsure	26	54%
Disagree	9	19%
Grand Total	48	100%

Better Access has improved the mental health service system	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	2	0	0	0	1	3
Agree	3	3	0	0	4	10
Unsure	6	7	3	5	5	26
Disagree	5	1	0	1	2	9
Grand Total	16	11	3	6	12	48

Q 17. To what extent do you agree with the following statement: Better Access provides referral options for people contacting my organisation who we would not normally provide services to.

Fourteen per cent agreed with the statement that Better Access provides referral options for people contacting their organisation who they would not normally provide services to. Thirty four per cent disagreed with this statement. Forty six per cent were unsure and six per cent did not respond.

Better Access provides referral options for people contacting my organisation who we would not normally provide services to.	Respondents	Per cent
Strongly Agree	2	4%
Agree	5	10%
Unsure	22	46%
Disagree	10	21%
Strongly Disagree	6	13%
Did not respond	3	6%
Grand Total	48	100%

Better Access provides referral options for people contacting my organisation who we would not normally provide services to.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	1	0	0	0	1	2
Agree	1	1	0	0	3	5
Unsure	7	6	2	3	4	22
Disagree	5	2	0	2	1	10
Strongly Disagree	1	2	0	1	2	6
Did not respond	1	0	1	0	1	3
Grand Total	16	11	3	6	12	48

Q 18. To what extent do you agree with the following statement: Better Access complements the services that my organisation provides

Forty one per cent agreed with the statement that Better Access complements the services that their organisation provides. Twenty three per cent disagreed with this statement. Twenty nine per cent were unsure and six per cent did not respond.

Better Access complements the services that my organisation provides	Respondents	Per cent
Strongly Agree	4	8%
Agree	16	33%
Unsure	14	29%
Disagree	9	19%
Strongly Disagree	2	4%
Did not respond	3	6%
Grand Total	48	100%

Better Access complements the services that my organisation provides	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	2	0	0	0	2	4
Agree	4	5	0	2	5	16
Unsure	4	5	2	2	1	14
Disagree	6	1	0	1	1	9
Strongly Disagree	0	0	0	1	1	2
Did not respond	0	0	1	0	2	3
Grand Total	16	11	3	6	12	48

Q 19. To what extent do you agree with the following statement: Better Access has reduced demand for the services that my organisation provides.

Only four per cent agreed with the statement that Better Access has reduced demand for the services that their organisation provides. Fifty two per cent disagreed with this statement. Thirty eight per cent were unsure and six per cent did not respond.

Better Access has reduced demand for the services that my organisation provides.	Respondents	Per cent
Strongly Agree	1	2%
Agree	1	2%
Unsure	18	38%
Disagree	17	35%
Strongly Disagree	8	17%
Did not respond	3	6%
Grand Total	48	100%

Better Access has reduced demand for the services that my organisation provides.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	0	0	0	0	1	1
Agree	1	0	0	0	0	1
Unsure	4	6	2	2	4	18
Disagree	9	4	0	3	1	17
Strongly Disagree	2	1	0	1	4	8
Did not respond	0	0	1	0	2	3
Grand Total	16	11	3	6	12	48

Q 20. To what extent do you agree with the following statement: Better Access has increased options for referral to mental health services for individuals using my service.

Twenty three per cent agreed with the statement that Better Access has increased options for referral to mental health services for individuals using their service. Thirty five per cent disagreed with this statement. Thirty three per cent were unsure and eight per cent did not respond.

Better Access has increased options for referral to mental health services for individuals using my service.	Respondents	Per cent
Strongly Agree	3	6%
Agree	8	17%
Unsure	16	33%
Disagree	12	25%
Strongly Disagree	5	10%
Did not respond	4	8%
Grand Total	48	100%

Better Access has increased options for referral to mental health services for individuals using my service.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	2	0	0	0	1	3
Agree	2	2	0	1	3	8
Unsure	7	4	2	1	2	16
Disagree	4	3	0	3	2	12
Strongly Disagree	1	2	0	0	2	5
Did not respond	0	0	1	1	2	4
Grand Total	16	11	3	6	12	48

Q 21. To what extent do you agree with the following statement: Better Access has had no real impact on the client group that my service works with.

Forty two per cent agreed with the statement that Better Access has had no real impact on the client group that their service works with. Twenty three per cent disagreed with this statement. Twenty five per cent were unsure and 10 per cent did not respond.

Better Access has had no real impact on the client group that my service works with.	Respondents	Per cent
Strongly Agree	6	13%
Agree	14	29%
Unsure	12	25%
Disagree	7	15%
Strongly Disagree	4	8%
Did not respond	5	10%
Grand Total	48	100%

Better Access has had no real impact on the client group that my service works with.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	2	2	0	1	1	6
Agree	6	3	0	3	2	14
Unsure	4	3	2	1	2	12
Disagree	1	1	0	0	5	7
Strongly Disagree	2	2	0	0	0	4
Did not respond	1	0	1	1	2	5
Grand Total	16	11	3	6	12	48

Q 22. To what extent do you agree with the following statement: My service receives many referrals from Better Access providers.

Only two per cent agreed with the statement that their service receives many referrals from Better Access providers. Sixty seven per cent disagreed with this statement. Twenty three per cent were unsure and eight per cent did not respond.

Workers within my organisation know how to refer people to services available through Better Access.	Respondents	Per cent
Strongly Agree	1	2%
Unsure	11	23%
Disagree	12	25%
Strongly Disagree	20	42%
Did not respond	4	8%
Grand Total	48	100%

Workers within my organisation know how to refer people to services available through Better Access.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	1	0	0	0	0	1
Unsure	4	2	1	1	3	11
Disagree	3	4	0	2	3	12
Strongly Disagree	8	5	1	2	4	20
Did not respond	0	0	1	1	2	4
Grand Total	16	11	3	6	12	48

Q 23. To what extent do you agree with the following statement: My service encourages many patients to contact their GP to request a referral to allied health services through Better Access.

Thirty three per cent agreed with the statement that their service encourages many patients to contact their GP to request a referral to allied health services through Better Access. Thirty two per cent disagreed with this statement. Twenty five per cent were unsure and 10 per cent did not respond.

My service encourages many patients to contact their GP to request a referral to allied health services through Better Access.	Respondents	Per cent
Strongly Agree	2	4%
Agree	14	29%
Unsure	12	25%
Disagree	8	17%
Strongly Disagree	7	15%
Did not respond	5	10%
Grand Total	48	100%

My service encourages many patients to contact their GP to request a referral to allied health services through Better Access.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	1	0	0	0	1	2
Agree	5	3	1	2	3	14
Unsure	3	1	1	2	5	12
Disagree	3	4	0	1	0	8
Strongly Disagree	3	3	0	0	1	7
Did not respond	1	0	1	1	2	5
Grand Total	16	11	3	6	12	48

Q 24. To what extent do you agree with the following statement: Better Access providers work well with my service to provide coordinated care to clients using both services.

Only two per cent agreed with the statement that Better Access providers work well with their service to provide coordinated care to clients using both services. Fifty two per cent disagreed with this statement. Thirty eight per cent were unsure and eight per cent did not respond.

Better Access providers work well with my service to provide coordinated care to clients using both services.	Respondents	Per cent
Agree	1	2%
Unsure	18	38%
Disagree	13	27%
Strongly Disagree	12	25%
Did not respond	4	8%
Grand Total	48	100%

Better Access providers work well with my service to provide coordinated care to clients using both services.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Agree	1	0	0	0	0	1
Unsure	7	3	1	2	5	18
Disagree	5	3	0	3	2	13
Strongly Disagree	3	5	1	0	3	12
Did not respond	0	0	1	1	2	4
Grand Total	16	11	3	6	12	48

Q 25. To what extent do you agree with the following statement: Better Access has reduced my organisation's ability to recruit and retain occupational therapists.

Two per cent agreed with the statement that Better Access has reduced their organisation's ability to recruit and retain occupational therapists. Forty six per cent disagreed with this statement. Forty four per cent were unsure and eight per cent did not respond.

Better Access has reduced my organisation's ability to recruit and retain occupational therapists.	Respondents	Per cent
Strongly Agree	1	2%
Unsure	21	44%
Disagree	11	23%
Strongly Disagree	11	23%
Did not respond	4	8%
Grand Total	48	100%

Better Access has reduced my organisation's ability to recruit and retain occupational therapists.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	1	0	0	0	0	1
Unsure	5	5	2	4	5	21
Disagree	5	1	1	2	2	11
Strongly Disagree	5	3	0	0	3	11
Did not respond	0	2	0	0	2	4
Grand Total	16	11	3	6	12	48

Q 26. To what extent do you agree with the following statement: Better Access has reduced my organisation's ability to recruit and retain psychiatrists.

No respondent agreed with the statement that Better Access has reduced their organisation's ability to recruit and retain psychiatrists. Forty eight per cent disagreed with this statement. Forty per cent were unsure and 13 per cent did not respond.

Better Access has reduced my organisation's ability to recruit and retain psychiatrists.	Respondents	Per cent
Unsure	19	40%
Disagree	12	25%
Strongly Disagree	11	23%
Did not respond	6	13%
Grand Total	48	100%

Better Access has reduced my organisation's ability to recruit and retain psychiatrists.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Unsure	7	3	1	4	4	19
Disagree	3	4	1	2	2	12
Strongly Disagree	5	2	0	0	4	11
Did not respond	1	2	1	0	2	6
Grand Total	16	11	3	6	12	48

Q 27. To what extent do you agree with the following statement: Better Access has reduced my organisation's ability to recruit and retain psychologists.

Eight per cent agreed with the statement that Better Access has reduced their organisation's ability to recruit and retain psychologists. Forty four per cent disagreed with this statement. Thirty eight per cent were unsure and 10 per cent did not respond.

Better Access has reduced my organisation's ability to recruit and retain psychologists.	Respondents	Per cent
Strongly Agree	3	6%
Agree	1	2%
Unsure	18	38%
Disagree	11	23%
Strongly Disagree	10	21%
Did not respond	5	10%
Grand Total	48	100%

Better Access has reduced my organisation's ability to recruit and retain psychologists.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	2	1	0	0	0	3
Agree	0	0	0	1	0	1
Unsure	6	3	1	4	4	18
Disagree	4	3	1	1	2	11
Strongly Disagree	4	2	0	0	4	10
Did not respond	0	2	1	0	2	5
Grand Total	16	11	3	6	12	48

Q 28. To what extent do you agree with the following statement: Better Access has reduced my organisation's ability to recruit and retain social workers.

Six per cent agreed with the statement that Better Access has reduced their organisation's ability to recruit and retain social workers. Forty four per cent disagreed with this statement. Thirty eight per cent were unsure and 13 per cent did not respond.

Better Access has reduced my organisation's ability to recruit and retain social workers.	Respondents	Per cent
Strongly Agree	2	4%
Agree	1	2%
Unsure	18	38%
Disagree	10	21%
Strongly Disagree	11	23%
Did not respond	6	13%
Grand Total	48	100%

Better Access has reduced my organisation's ability to recruit and retain social workers.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Strongly Agree	1	1	0	0	0	2
Agree	0	1	0	0	0	1
Unsure	5	4	1	4	4	18
Disagree	3	2	1	2	2	10
Strongly Disagree	6	1	0	0	4	11
Did not respond	1	2	1	0	2	6
Grand Total	16	11	3	6	12	48

Q 29. To what extent do you agree with the following statement: Better Access has increased training and professional development opportunities for my staff.

No respondent agreed with the statement that Better Access has increased training and professional development opportunities for their staff. Fifty two per cent disagreed with this statement. Thirty five per cent were unsure and 13 per cent did not respond.

Better Access has increased training and professional development opportunities for my staff.	Respondents	Per cent
Unsure	17	35%
Disagree	13	27%
Strongly Disagree	12	25%
Did not respond	6	13%
Grand Total	48	100%

BAI has contributed to improved mental health outcomes for people living in remote communities.	Respondents					
	Metropolitan	Regional	Remote	Rural	Statewide	Total
Unsure	5	2	1	4	5	17
Disagree	5	4	1	2	1	13
Strongly Disagree	6	2	0	0	4	12
Did not respond	0	3	1	0	2	6
Grand Total	16	11	3	6	12	48

6.2 Comments from survey of NGO providers

6.2.1 Profile of NGO respondents providing comment

Of the 48 respondents to the survey, 18 (38 per cent) provided additional comments regarding the Better Access initiative. Of these respondents, 11 (61 per cent) were from New South Wales, five (28 per cent) were from Western Australia and one each were from South Australia and Victoria. Forty four per cent of respondents provided a statewide service, 28 per cent provided service in a metropolitan area and 28 per cent provided service in a regional or rural area.

6.2.2 Comments received on survey

Note: Comments that were not relevant to the project/survey have not been included.

Statewide, Direct mental health service provider, WA

We have to my knowledge, not had any contact with the initiative, hence strongly disagree on some questions. (#11)

Regional area, Direct mental health service provider, NSW

We are not aware of this initiative. (#16)

Statewide Direct mental health service provider NSW

We are an NGO so the last set of questions are rated as unsure as they do not have relevance for us. We deal with people with major and disabling mental illness. I am not aware of any service user of our organisation getting access to the Better Access. (#21)

Regional area Support and information to carers NSW

We are a bit unsure what the Better Access initiative is? Maybe we are a bit naive sorry. (#30)

Regional area Consumer advocacy and support service NSW

Until this survey, I haven't known about Better Access. I would like to think that Better Access can assist us in the future in the Coffs/Clarence. (#37)

Metropolitan area Direct mental health service provider WA

This is probably a useful initiative for people with mild to moderate mental illnesses, and the worried well. It will undoubtedly improve financial position of OTs, psychologists, social workers and psychiatrists. 12 sessions is not enough for people with more severe conditions. (#7)

Statewide Peak WA

There is still very limited access to allied health providers in rural and remote areas. (#10)

Statewide Consumer advocacy and support service NSW

The Better Access scheme has improved access to services for consumers who need short based therapy. It has not been able to be of assistance to those with ongoing mental health problems. (#15)

Rural area Direct mental health service provider WA

The Better Access initiative has not demonstrated any real change from an NGO perspective, however it has reached some clients from other sources. Networking and inclusion of NGO services has been limited from this agency's perspective. (#12)

Rural area Support and information to carers NSW
No (#39)

Metropolitan area Direct mental health service provider NSW

Many services are fragmented and it can be difficult even for service providers to find out information. It is even more difficult for carers and consumers to be aware of all the available services and often GPs do not know what services are available. (#45)

Metropolitan area Direct mental health service provider NSW

I really don't have any idea of what Better Access initiative is, how to access it or what its involvement is with my organisation. We may receive input or support may be given to our consumers from Better Access, however i am completely unaware of anything. . .(incomplete comment) (#46)

Regional area Direct mental health service provider VIC

I manage a small peri natal and infant mental health service. We provide counselling for (usually) women with anxiety and depression but also triage and refer for medical assessment and management when required. GPs do seem to refer clients to both my service and Better Access. (#42)

Metropolitan area Consumer advocacy and support service NSW

I am not familiar with the term 'Better Access Initiative', however have heard about 'GP shared care' and wonder if it is the same thing. (#27)

Metropolitan area Direct mental health service provider WA

Better access appears not to have any requirement to ensure that plans developed look at the needs of the whole person and consider the role of other agency supports that could assist with recovery. (#6)

Statewide Direct mental health service provider NSW

BA is an irrelevant service so far as our organisation is concerned. We provide a direct, unique, highly successful service for survivors of childhood trauma. Survivors tell us that, until Mayumarri, they received no help in overcoming their problems. (#17)

Statewide Direct mental health service provider NSW

Although I am part of a larger organisation, I have answered the questions predominantly in relation to the respite service. The Better Access initiative is a great concept. (#33)

Statewide Consumer advocacy and support service SA

A prominent concern still exists for the training of GPs in utilising the Better Access Initiative. I hear many reports of clients accessing GPs to be turned away without adequate assistance for Major Depression and Suicidal Ideation. (#43)