

7 Survey of consumers

7.1 Sampling

Information on the evaluation and hyperlink to the survey was placed on the website of Beyond Blue and the Public Mental Health Consumers network. Information was also provided to other peak consumers and carer NGO organisations via the peak mental health NGO in each state or territory.

The survey was live for a five week period . There were 125 responses to the survey.

7.2 Responses to survey of consumers

Q1. What is your age?

Forty two per cent of consumers were aged from 25 to 44 years, 42 per cent were aged from 45 to 64 and 10 per cent were aged from 16 to 24 years.

Age of respondents	Respondents
Less than 16 years	1
16 to 24 years	13
25 to 44 years	53
45 to 64 years	52
65 years and older	3
Did not respond	3
Total	125

Q2. What is your gender?

Seventy per cent of respondents were female.

Gender of respondents	Respondents
Male	35
Female	88
Did not respond	2
Total	125

Q3. Postcode of residence?

Approximately 30 per cent of respondents were from New South Wales, 28 per cent were from Victoria, 17 per cent were from Queensland, 13 per cent were from South Australia and six per cent were from Western Australia. The Territories and Tasmania combined made up the remaining six per cent of respondents.

Gender of respondents	Respondents
New South Wales	37
Victoria	35
Queensland	21
South Australia	16
Western Australia	7
Australian Capital Territory	3
Tasmania	3
Northern Territory	1
Did not respond	2
Total	125

Q4. In the last 12 months have you consulted a GP, private psychiatrist, private paediatrician or private allied health provider (psychologist, occupational therapist, social worker) about a mental health problem you were experiencing?

Nearly all (94 per cent) of respondents had consulted a GP, private psychiatrist, private paediatrician or private allied health provider (psychologist, occupational therapist, social worker) in the last year.

Consulted a GP, psychiatrist, paediatrician or allied health provider	Respondents	Per cent
Yes	118	94%
No	4	3%
Did not respond	3	2%
Total	125	

Q4a. Did you consult a GP for this mental health problem?

Of the 118 respondents who reported that they consulted a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months, nearly half (49 per cent) reported that they had consulted a GP for their mental health problem. Fourteen per cent reported that they did not consult a GP and 37 per cent did not respond.

Consulted a GP, psychiatrist, paediatrician or allied health provider	Respondents	Per cent
Yes	58	49%
No	16	14%
Did not respond	44	37%
Total having consulted a provider in last 12 months	118	100%

4ai. Did your GP prepare a mental health care plan?

Of the 58 respondents who had consulted a GP, almost 60 per cent reported that their GP had prepared a mental health care plan and 38 per cent reported that the GP did not prepare a care plan.

GP prepared a Mental Health Care Plan	Respondents	Per cent
Yes	34	59%
No	22	38%
Don't know	2	3%
Total	58	100%

Q4aii. What care did you receive from your GP in relation to your mental health problem?

Sixty six per cent of respondents having seen a GP in the last 12 months reported receiving medication and approximately one-third received a referral to an AHP or psychiatrist.

Care received from GP	Respondents	Per cent
Medication	38	66%
Referral to a psychologist, social worker or occupational therapist	20	34%
Referral to a psychiatrist	17	29%
Psychological therapy	7	12%
Other	9	16%
Total	58	*

* Respondents may receive multiple types of care

Q4b. Did you consult a psychiatrist about this mental health problem?

Of the 118 respondents who reported that they consulted a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months, 42 per cent reported that they had seen a psychiatrist, and 23 per cent reported that they did not consult a psychiatrist.

Consulted a psychiatrist	Respondents	Per cent
Yes	49	42%
No	27	23%
Did not respond	42	36%
Total	118	100%

Q4bi. What care did you receive from your psychiatrist in relation to your mental health problem?

The proportion of respondents receiving medication from psychiatrists was similar to the number that reported receiving medication from their GP. A greater number of respondents reported receiving psychological therapy from a psychiatrist than did respondents reporting care from their GP .

Care received from GP	Respondents	Per cent
Medication	40	82%
Referral to a psychologist, social worker or occupational therapist	9	18%
Referral to a different psychiatrist	0	0%
Psychological therapy	30	61%
Other	10	20%
Total	49	*

* Respondents may receive multiple types of care

Q4c. Did you consult an allied health provider (psychologist, social worker or occupational therapist) about this mental health problem?

Forty one per cent of respondents reported having consulted with an allied health provider in the last 12 months, and 30 per cent indicated that they did not consult with an allied health provider. Thirty per cent of respondents did not respond to this question.

Consulted with a private allied health provider	Respondents	Per cent
Yes*	48	38%
No	36	29%
Did not respond	41	33%
Grand Total	125	100%

* Includes one respondent who did not report having consulted with a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months

Q4ci. How many times did you see the allied health provider (psychologist, social worker or occupational therapist)?

Of the respondents having consulted with a private allied health provider, 69 per cent reported seeing the allied health provider seven or more times.

Number of sessions with a private allied health provider	Respondents	Per cent
One to six sessions	14	29%
More than 12 sessions	18	38%
Seven to twelve sessions	15	31%
(blank)	1	2%
Grand Total	48	100%

Q4cii. Did you receive a Medicare rebate for any of these services from the allied health provider (psychologist, social worker or occupational therapist)?

Sixty five per cent of respondents seeing a private allied health provider reported receiving a Medicare rebate. Almost one-third did not receive a Medicare rebate.

Received a Medicare rebate for seeing a private allied health provider	Respondents	Per cent
Yes	31	65%
No	15	31%
Did not respond	2	4%
Total	48	100%

Q4ciii. Are you still seeing your allied health provider (psychologist, social worker or occupational therapist)?

Fifty eight per cent of those respondents reporting having seen a private allied health provider are still seeing their allied health provider, 40 per cent are not.

Still seeing a private allied health provider	Respondents	Per cent
Yes	28	58%
No	19	40%
Did not respond	1	2%
Total	48	100%

Q4civ. How often are you seeing your allied health provider (psychologist, social worker or occupational therapist)?

Of the 28 respondents currently seeing a private allied health provider, 63 per cent reported seeing the allied health provider monthly or occasionally, when needed.

Frequency of seeing an private allied health provider	Respondents	Per cent
Weekly	5	18%
Fortnightly	6	21%
Monthly	15	54%
Occasionally, when needed	2	7%
Total	28	100%

Q4cv. Do you feel that you had enough sessions with your allied health provider (psychologist, social worker or occupational therapist)?

Of the 19 respondents who were no longer seeing a private allied health provider, half did not feel that they had had enough sessions.

Enough sessions with private allied health provider	Respondents	Per cent
Yes, about right	8	42%
No, not as many as needed	10	53%
Did not respond	1	5%
Total	19	100%

Q5. Overall, did the services you received for your mental health problem help you?

Of the 118 respondents who reported that they consulted a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months, 81 per cent reported that they felt better after receiving services, 14 per cent reported that the services made no real difference and five per cent reported that they felt worse.

Helpfulness of services	Respondents	Per cent
Yes, I feel much better	47	40%
Yes, I feel somewhat better	48	41%
The services made no real difference	17	14%
No, I feel somewhat worse	2	2%
No, I feel much worse	3	3%
Did not respond	1	1%
Total	118	100%

Q6. Overall, to what extent do you agree that the services were affordable?

Of the 118 respondents who reported that they consulted a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months, 54 per cent agreed that services and 35 per cent did not.

Affordability of services	Respondents	Per cent
Strongly Agree	18	15%
Agree	46	39%
Unsure	10	8%
Disagree	25	21%
Strongly Disagree	17	14%
Did not respond	2	2%
Grand Total	118	100%

Q7. Overall, to what extent do you agree that waiting times for the services were acceptable?

Of the 118 respondents who reported that they consulted a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months, 60 per cent of respondents thought waiting times were acceptable, 29 per cent did not.

Acceptability of waiting times	Respondents	Per cent
Strongly Agree	15	13%
Agree	55	47%
Unsure	12	10%
Disagree	15	13%
Strongly Disagree	19	16%
Did not respond	2	2%
Grand Total	118	100%

Q8. Overall, to what extent do you agree that allied health providers (psychologists, social workers and occupational therapists) were available in your local area?

Of the 118 respondents who reported that they consulted a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months, 47 per cent of respondents thought that allied health providers were available in their local area, and 51 per cent were unsure or did not think services were available.

Availability in local area	Respondents	Per cent
Strongly Agree	8	7%
Agree	47	40%
Unsure	24	20%
Disagree	19	16%
Strongly Disagree	18	15%
Did not respond	2	2%
Grand Total	118	100%

Q9. Overall, did the services meet your needs?

Of the 118 respondents who reported that they consulted a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months, 67 per cent of respondents were satisfied that services met their needs and 19 per cent were unsure or dissatisfied.

Satisfaction that needs were met	Respondents	Per cent
Yes, I am very satisfied with the services	35	30%
Yes, I am satisfied with the services	44	37%
I am neither satisfied or dissatisfied	15	13%
No, I am dissatisfied with the services	10	8%
No, I am very dissatisfied with the services	10	8%
Did not respond	4	3%
Total	118	100%

Q10. If a family member or friend were experiencing a mental health problem, would you recommend to them that they seek a referral to a therapist from their GP through Medicare?

Of the 118 respondents who reported that they consulted a GP, private psychiatrist, private paediatrician or private allied health provider in the last 12 months, 83 per cent indicated a likelihood of recommending a friend/family member to seek referral to therapist via their GP and Medicare, only three per cent indicated that it was unlikely that they would so recommend.

Satisfaction that needs were met	Respondents	Per cent
Yes, certainly	78	66%
Possibly	20	17%
Not sure	10	8%
Unlikely	4	3%
Did not respond	6	5%
Total	118	100%

7.3 Comments from survey of consumers

Female aged 16 to 24 years, Major City, VIC

For severe and long term mental health difficulties, more than 12 sessions are sometimes required. I currently access a private psychiatrist twice weekly and have for the last four years. However, for those who cannot afford private health cover and need more.... (#66)

Female aged 16 to 24 years, Major City, VIC

Mental health disorders are already social taboos, having lack of access to available services makes life just that little bit harder. (#18)

Female aged 16 to 24 years Outer Regional NSW

I had the experience of having to wait eight weeks with my GP's referral to a psychologist from the Division of GP. I then learnt that I could actually find my own. I didn't have to wait to be seen, and whilst I had to pay an extra \$45 to see them,... (#81)

Female aged 16 to 24 years

Rebate for REGISTERED psychologists needs to be the same as clinical psychologists. There is no prejudice between the 2 types of professionals for sufferers of mental disorders, that they are both entirely and equally accessible. (#110)

Female aged 25 to 44 years Major City ACT

The completion of the Mental Health Plan by the GP was unhelpful for the GP and myself. It was a formality they had to complete to enable me to access the Better Access initiative and made no difference to the treatment they provided. All it did was cost me. . . (incomplete comment) (#107)

Female aged 25 to 44 years Major City ACT

There needs to be more information about it 'out there'. Are the people who have accessed it those who were already accessing services but now get to do it subsidised? I suspect so. I've heard from others that some GPs tell clients it is a waste of money. (#5)

Female aged 25 to 44 years Major City ACT

Yes, it should be for an unlimited amount of sessions, not limited to I think 12 in one year. (#98)

Female aged 25 to 44 years Major City NSW

Have recommended this many times. I found it to be very helpful. Awareness and easier access to mental health professionals is critical to managing these illnesses. I believe we are understaffed in rural areas and I hope this can be addressed. (#21)

Female aged 25 to 44 years Major City NSW

I have to travel 2.5 hours by public transport each way (so 5 hours in total) to see a decent psychiatrist. I have tried the public system psychiatrists but every time I went they kept asking me if I was suicidal or wanted to harm myself. (#113)

Female aged 25 to 44 years Major City NSW

I have to travel from Beaumont Hills to Burwood (St John of God Medical Centre) to see my psychiatrist on a monthly basis. I believe that GPs require more information on depression and anxiety as I have been suffering for 13 years before my GP decided to refer me. (#42)

Female aged 25 to 44 years Major City NSW

It is one thing to have access to a health practitioner (eg GP) but quite another to have them facilitate access to further practitioners. My GP refused me a mental health plan as, in his words, "a psychologist can't make my problems go away." (#29)

Female aged 25 to 44 years Major City NSW

Psychological and Psychiatric services are great-need them in a quicker timeframe or your Mental Health decreases. (#82)

Female aged 25 to 44 years Major City NSW

Services need to treat the whole person, need to be free or cheap and waiting times must be as short as possible. System requires more government spending! Schools also require more counsellors! (#115)

Female aged 25 to 44 years Major City NSW

The care I received was on the whole excellent. My only issue was that I had a terrible experience at an acute psychiatric ward as there were no beds available in a more suitable specialised mother baby unit and as such suffered longer. (#36)

Female aged 25 to 44 years Major City QLD

I ran out of the 12 ones per year at a time when I needed them. (You only get 12 sessions a year apparently.) I found that I got a lot better when I started going to the sea/sun with a friend once a week and swimming in the sea, relaxing and having a chat. (#83)

Female aged 25 to 44 years Major City QLD

To overcome Depression, you really need to see a Therapist for quite a long time. They tend to be expensive and I had to give up before I was in any way better, merely because I could not afford it. I now feel I am on my own as I can't afford to see a Therapist. (#77)

Female aged 25 to 44 years Major City VIC

GPs need to be better educated about mental illness so that they make referrals not just a prescription. (#76)

Female aged 25 to 44 years Major City VIC

I feel that as a sufferer of depression, single, working/studying part time and in my late 20's I don't get enough support from the government or medical profession to help me beat this illness. I struggle with my medication bills, add to that the limited(incomplete comment) (#85)

Female aged 25 to 44 years Major City VIC

I think it is a fantastic step in the right direction but it shouldn't end here. Greater education is needed all the time advising people where to go and what to do and what resources are available to them before they become desperate. (#35)

Female aged 25 to 44 years Major City VIC

I think it's wonderful that this is being given such consideration. I am unfamiliar with the public system in this respect, having been referred to my psychiatrist by my endocrinologist, but I am aware that there are issues with waiting times & the system. . . .(incomplete comment) (#119)

Female aged 25 to 44 years Major City VIC

In reference to question 6, the costs of treatment were only affordable with the Medicare rebate. Without the rebate, I would have been unable to seek the ongoing treatment I required. (#44)

Female aged 25 to 44 years Major City VIC

It was great to see an allied professional (clinical psychologist) who specialised in my problem areas (borderline personality disorder) and who could target the treatment specifically to me in conjunction with my psychiatrist prescribing medication. (#65)

Female aged 25 to 44 years Major City WA

I think the cost of the allied health professionals is still too expensive, and there should be more of a Medicare rebate made available, especially for those on benefits or low incomes. (#33)

Female aged 25 to 44 years Outer Regional QLD

Psychology appointments undertaken were at no cost, this may have been funded through Medicare, not really sure. Medications however are quite expensive. (#38)

Female aged 25 to 44 years Outer Regional QLD

Service from Health Professionals is good, but access to them especially in emergencies is bad. Appointments can take weeks, and if you are mentally ill this can seem like a life time. (#112)

Female aged 25 to 44 years Outer Regional VIC

The treatments from the psychologist were not evidence based, just talking, no plan, no evaluation of where we were, no direction in the treatments, very crisis driven and not helpful. Made no attempt to refer me to a psychiatrist even though my symptoms . . . (#6)

Female aged 25 to 44 years Outer Regional WA

My GP firstly didn't do a mental health care plan as she didn't have time so I was referred to a psychiatrist who I had to pay without any rebate because of my doctor. Finding the right psychiatrist is important for the individual's recovery. (#26)

Female aged 45 to 64 years Inner Regional NSW

There were not enough sessions. (#60)

Female aged 45 to 64 years Inner Regional SA

I think for the purpose of this survey, you are only asking the experience of obtaining the allied health aspect of the service. What about the experience of the GP doing the health care plan. My experience of this was appalling (#8)

Female aged 45 to 64 years Inner Regional TAS

I am not satisfied with the availability of Medicare rebate in respect of clinical psychologist, etc without reference to their training and practice while it is not available in respect of services provided by others including counsellors with very high skills. (#22)

Female aged 45 to 64 years Inner Regional VIC

More public awareness of this scheme would be positive. (#116)

Female aged 45 to 64 years Major City NSW

As someone who has a heart arrhythmia that is often mistaken as an anxiety condition, I feel I can comment on services for people with at least anxiety disorders. I understand that there is a Better Access initiative allowing access to psychologists etc (#125)

Female aged 45 to 64 years Major City NSW

I believe that there should be Medicare only access to quality psychiatrists. (#45)

Female aged 45 to 64 years Major City NSW

I was seeing a psychologist for months before the initiative rebates began and getting very little rebate from my health fund and looking at having to stop. Now I feel that I am able to get the help I need without so much worry of cost (#57)

Female aged 45 to 64 years Major City NSW

In the past 10 years, I have needed to access Mental Health Services for my daughter and have been somewhat disappointed in the result being referred to one department to another, when someone is in distress and has threatened suicide these services should be easy. . . .(incomplete comment) (#121)

Female aged 45 to 64 years Major City NSW

It is less stigmatising than having a case manager in the public system. Also having GP means more likely to get care for both mental and physical health together, and it avoids the medication- more medication- side effects- multi medication – diabetes. (#89)

Female aged 45 to 64 years Major City NSW

Thank you for this opportunity to comment. Access would be improved if there were rebates available, through Medicare and private health insurance schemes, for visits to counsellors/therapists as well. (#37)

Female aged 45 to 64 years Major City NSW

This initiative helped me as I was very distressed after the break-up of a relationship. I was supported at every step by the GP, who was concerned that I might become suicidal. I was referred to the Extended Hours Team (community mental health service). (#9)

Female aged 45 to 64 years Major City QLD

Fours years ago, I was diagnosed with Bipolar Disorder. Took me two years to recover. Use all health services available. Now see psychiatrist for a check up each year. Have Blood tests for Lithium levels. Have my own individual Stay Well Plan to keep healthy. (#20)

Female aged 45 to 64 years Major City QLD

I feel that the costs of mental health providers, mainly psychologists, are totally out of reach for the average family. Although the 12 week Medicare rebate does help anyone with mental health problems, in general need more then 12 weeks of seeing a mental health specialist. (#106)

Female aged 45 to 64 years Major City QLD

I think it should be a lot easier to see a doctor through the Hospital system. (#12)

Female aged 45 to 64 years Major City QLD

It has assisted me in accessing services that I would not normally be able to afford. (#91)

Female aged 45 to 64 years Major City QLD

The Better Access Initiative has made allied health services available and accessible to everyone, not just those who have private health insurance or financial capability to pay for services. This initiative should be continued and more people informed of availability. (#108)

Female aged 45 to 64 years Major City SA

Make it more highly promoted - not just web sites but everywhere but in particular to medical professions as well. (#84)

Female aged 45 to 64 years Major City SA

Many organisations funded by government who claim to offer a 'service' only keep lists of other people who offer 'service'. None of them actually do any work. More variety is needed than just talking eg art, narrative etc. (#92)

Female aged 45 to 64 years Major City VIC

I am in a position to afford to pay \$100 for my weekly session with my psychotherapist and sometimes I feel a bit guilty about getting a Medicare rebate when there are probably people who need it more than I do. On the other hand, I have a severe and enduring problem. (#4)

Female aged 45 to 64 years Major City VIC

I believe that Family Therapists (qualified) should also be included in the Medicare rebate. I was seeing a psychologist for \$150 per session, now see a family therapist at same clinic, who is meeting my needs fantastically and better than the original psychologist. (#34)

Female aged 45 to 64 years Major City VIC

Up front fees can be very expensive for those on limited income, may deter some people from seeking help. There is a need for "follow up" support groups in outer "metro" areas. (#79)

Female aged 45 to 64 years Major City WA

I was referred to local mental health service which was helpful; however part of the reason for my depression is due to severe back pain and GP REFUSED to carry out Better Access for physio even after I stated as a resident of Australia was entitled to it. (#101)

Female aged 45 to 64 years Major City WA

NOT sure as I only go to mental health clinic but I have a great GP who works in partnership with my psychiatrist. (#7)

Female aged 45 to 64 years Outer Regional SA

It is good that some funding is now available to help with the costs of seeing a psychologist etc. BUT

a) six weeks is usually nowhere near long enough to sort out most problems

b) you have to be able to access these services which is often extremely hard. (#88)

Female aged 45 to 64 years Outer Regional TAS

I have suffered with depression for years. Sometimes I cope other times I don't. I have other health issues and problems, i.e. two heart attacks at 45, diabetic, asthmatic, migraine sufferer, just to name a few. (#43)

Female aged 65 years and over Major City SA

I have been very fortunate with the help I have received from both my GP and psychologist. I feel it is very important for a patient to have good rapport with both the GP and psychologist for positive results. (#105)

Female aged Less than 16 Outer Regional NSW

My local services were very few, but when I had to go to an adolescent Mental Health unit it made me worse. I needed to be with my mum and Dad and I wasn't allowed and so I got worse. (#78)

Male aged 16 to 24 years Major City VIC

I chose a non clinical psychologist because I wanted to talk about my life goals and how to manage my mental health condition. (#10)

Male aged 25 to 44 years Inner Regional QLD

I have found that the Better Access Plan is a great help with the cost of seeing a Psychologist. I would like to see more sessions per year, as I found 12 per year is not enough for when a person needs a lot of help. (#87)

Male aged 25 to 44 years Inner Regional VIC

I am hoping this will help fill in the gaps within the primary care in allied health. (#74)

Male aged 25 to 44 years Inner Regional WA

I think any advancement in treating mental health problems early, affordably and with understanding will advance our society and make a real difference to individuals who have suffered silently and shamefully because of the misinformation and negligence. (#46)

Male aged 25 to 44 years Major City VIC

I think any initiative that may contribute to more accessible and affordable treatment for sufferers is a good thing. A fortune gets spent by the Govt/TAC (rightly so) to address the road toll which is something everyone identifies with. Why should mental health be different. (#15)

Male aged 25 to 44 years Major City VIC

There are many issues with the public mental health system, far beyond the reach of this survey. (#69)

Male aged 25 to 44 years Major City VIC

There should be more information for local areas. (#75)

Male aged 45 to 64 years Inner Regional NSW

I believe we need a resource centre in our town like or similar to the one at 132 Prince Street, Grafton 2460. For starters, it would be a great place for consumers and carers to meet and socialize, share information stories etc. Numerous possibilities. (#95)

Male aged 45 to 64 years Inner Regional NSW

Will the Initiative be looking at ways to increase the number of psychiatrists in rural/remote areas? (#28)

Male aged 45 to 64 years Inner Regional SA

There has been no residential or visiting psychiatrist to my town since 2007 and I only have a social worker and GP which can see me regularly providing there is an appointment available. Demands on their time are high. (#73)

Male aged 45 to 64 years Major City NSW

Getting the GP to complete a form is hard enough. Finding a psychologist to see is even harder! (#97)

Male aged 45 to 64 years Major City NSW

There is still considerable stigma attached to Mental health and its treatment. The fact that it is difficult to access help only feeds that stigma. GPs tend to medicate problems without offering real alternatives or complimentary remedies or strategies. (#71)

Male aged 45 to 64 years Major City QLD

I am in a more fortunate (or unfortunate) position than most people suffering similar problems to myself, because I am a Vietnam veteran, and my conditions resulted from that part of my life. Therefore, I am able to access services which are accessible easily through DVA. (#100)

Male aged 45 to 64 years Major City SA

I consult a psychiatrist for an organic mental disorder. I would not consult an allied therapist. (#62)

Male aged 45 to 64 years Major City SA

I have multiple chemical sensitivity, a condition whose aetiology is unknown but which is often associated with neuro-psychological complaints. Whatever the cause may be, the symptoms of MCS following chemical exposures are severe and often extreme(?). (#86)

Male aged 45 to 64 years Major City SA

Mental health is proceduralized to the detriment of the consumer. I have been abused and witnessed dear ones suffer abuse as a direct result of vulnerable situations they were put in by mental health treatments. Dangerous cowboys. (#123)

Male aged 45 to 64 years Major City SA

The more 'open' the issue of mental illness is made will help take away the embarrassment that consumers feel of admitting to it. Mental illness MUST be considered to be an illness, if diagnosed by a credited doctor, and should be recognised as such. (#99)

Male aged 45 to 64 years Major City VIC

I think the stigma attached to mental health problems is a major problem. Poster advertising campaigns in Melbourne in recent months have been excellent. (#39)

Male aged 45 to 64 years Major City VIC

My psychiatrist bulk bills and, as an ongoing patient for over 10 years, I have ready access. Hence my comments may not relate to the BAI. (#104)

Male aged 45 to 64 years Major City VIC

Psychiatrists are crucial and almost impossible to see! (#52)

Male aged 45 to 64 years Major City VIC

There are many choices regarding access to help and these are to be made by the patient. Oftentimes the patient is not able to make the right choice, because of a lack of information or because of the nature of the illness. (#64)

Male aged 45 to 64 years Major City VIC

There seems to have been an explosion in the need for access to mental health professionals but not enough of them to go round! (#80)

Male aged 65 years and over Major City VIC

I question the usefulness of a simplistic survey such as this. People being happy with the service etc does not mean that they will have received the right treatment. Whether one would advise someone to see an allied health professional would depend upon their condition. (#103)