

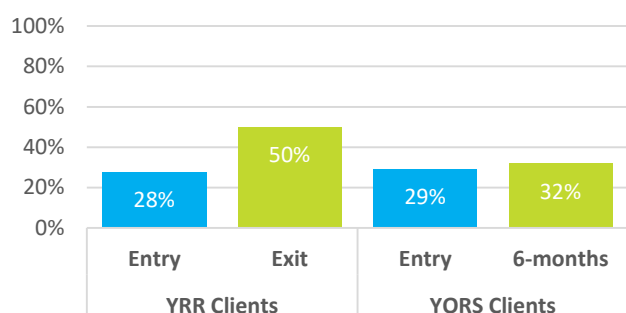
YRR and YORS outcome measures report

Snapshot summary

This report summarises responses to outcome measure surveys completed between December 2019 and August 2022 by Youth Residential Rehabilitation (YRR) and Youth Outreach Recovery Support (YORS) service clients. In this report we compare client outcomes as they enter and progress and exit the service.

Improved rates of employment

Employed on part-time or full-time basis



Improved social and community engagement

Client satisfaction with time spent socialising improved by:



12% YRR

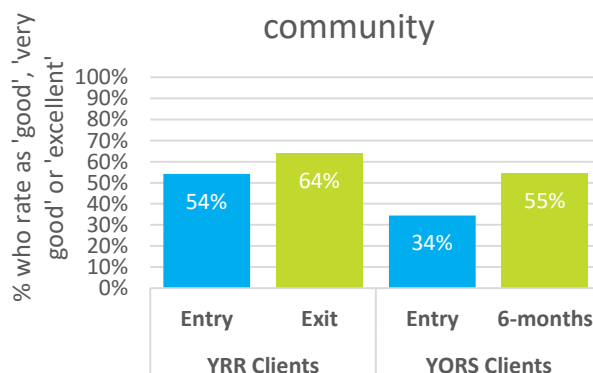
20% YORS

Improved physical health and substance use management

34%

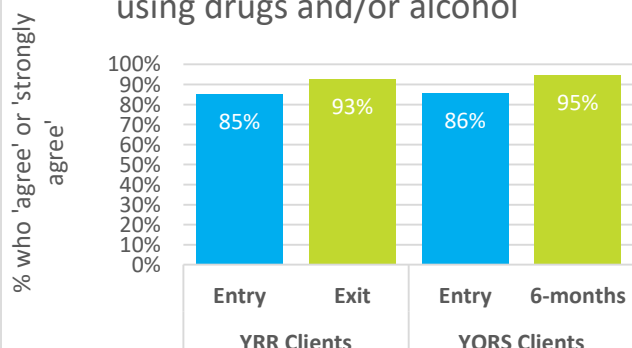
Improvement in self-rated physical health among YRR clients

Sense of being part of a group or community

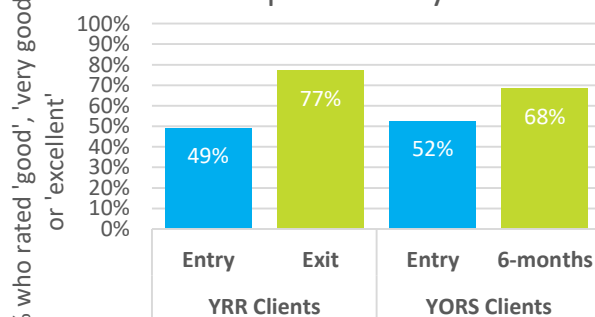


Improved sense of control

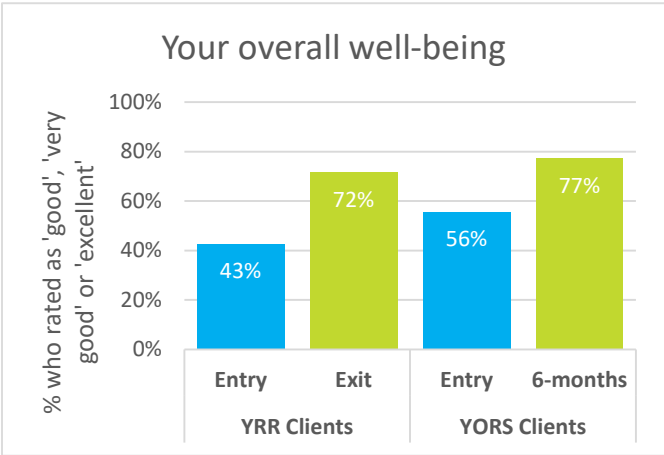
I know how to be safer when using drugs and/or alcohol



Ability to achieve the things that are important to you



Improved well-being, hope, and happiness



Improvements to happiness with life:



24% YRR

25% YORS

Improvements to hopefulness for future:



15% YRR

11% YORS

Service satisfaction

Mind provides a welcoming service for everyone, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ people, people from different cultures and those living with a disability:

85%

YRR

100%

YORS

Clients felt feedback on the service was welcome

95% agree

YRR

97% agree

YORS

Qualitative client feedback

YRR

Appreciation for staff

Opportunity to build life skills and independence

Sense of community

Quality amenities

- "It has been an extremely supportive and welcoming place to be. The staff and residents are always very friendly and up for a chat."
- "The staff made it for me, down to earth, diversity, and experiences"
- **Peer-practitioners were specifically noted as helpful:**
 - "I like having a peer prac around..."
 - "The welcomeness of feedback and suggestions, the brilliant and supportive keyworkers and peer prac"
- "Good stepping stone towards my personal independence"
- "Life skill development is really helpful, as well as mental health skills."
- "...Liked the sense of community."
- "Making friend and feeling a part of a community."
- "The quality of the rooms is very high"
- "The food provided"

YORS

Appreciation for staff

Flexibility

- "I am grateful for [staffs] ongoing support"
- "I appreciated my worker during my time"
- **Peer-practitioners were specifically noted as helpful:**
 - "Staff just genuinely care about the people they work with, having someone to talk to who has a lived experience also helped."
- "Enjoyed the flexibility"
- "I like the flexibility and accommodating my sessions so I can attend after school."
- "Flexibility with appointments, with staff outreaching to me."