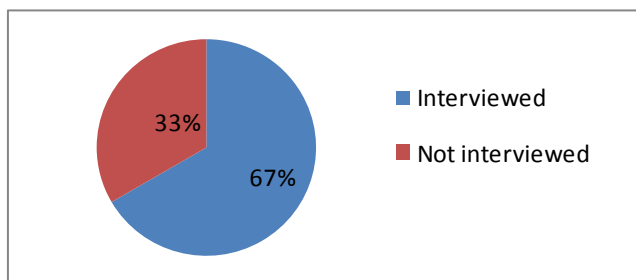


# Summary Report on the MHCT Compliments and Improvement Opportunities Member Survey 2009

## 1. Objectives

The purpose of this project was to survey the member organisations of the Mental Health Council of Tasmania on 11 performance categories associated with day to day operations, consistent with the Quality and Safety Standards framework on Compliments and Complaints.

## 2. Survey Population



The MHCT currently has 28 full members and 3 associate members. Only the full member organisations were candidates for this particular survey and it was deemed inappropriate to survey organisations with membership less than 3 months.

18 members were interviewed.

## 3. Overall Survey Results

Overall, the survey elicited a significant number of compliments across the range of performance categories, and while there were a number of constructive suggestions for improvement, none of these constituted a complaint *per se*. Across the 11 performance categories:

**59%** of the responses rated MHCT as satisfactory

**19%** of the responses rated performance either satisfactory plus or exceeds expectations

Only **6%** of the responses were either rated unsatisfactory or rated as having room for improvement

One of the most interesting and challenging features of the survey was that perceptions about some issues were opposed, for example:

- Parking and disabled access at the MHCT office is fine – Parking at the MHCT is difficult and access for people with disabilities is poor
- Advocacy is one of the areas MHCT does very well – We'd like more help with advocacy
- Very good, high quality emails – Some email information is valuable, lots isn't

The detailed feedback from this survey will be useful and relevant to several current MHCT reviews as well as future annual or recurring planning or review activities. The data has been sorted into the following groups:

- Website (currently under review)
- Resources, particularly in terms of access (currently under review)
- MHCT Brochure/Poster
- MHCT Communications Strategy, especially in relation to emails and newsletters
- Workforce development and training and the planning of future information sessions, conferences and workshops (latter taking place with the Resources Project)
- Planning for networking, partnership facilitation, advocacy and other member support activities
- MHCT facilities and office lease

## 4. Summary of the Complimentary Feedback

- MHCT events especially the Suicide Prevention Conference, have been good, focused and provided outstanding opportunities for networking
- MHCT communications – with members, stakeholders, Government and the media - are generally viewed as being high quality, high output, having integrity, being well respected and being "a bit

entrepreneurial". The 2009 Annual Report and AGM consistently received particularly complimentary feedback.

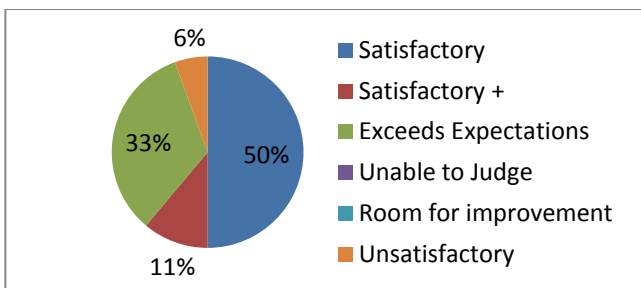
- Policies and policy improvement processes are of a high standard. The opportunities for change and focus of the Board Development Group were also praised.
- There is a consistently high degree of confidence in the ethics of the EO and staff, who are viewed as being dedicated, understanding sector needs, approachable and accessible, friendly and helpful, professional and inclusive.

### 5. Summary of the Key Opportunities for Improvement

- Many members do not/do not regularly use the MHCT Website and possibilities for making the website, emails and E-newsletters interactive were identified.
- Information about parking and access at the MHCT offices, as well as information about and promotion of resources can be improved. Many members have not been/have not recently been to the MHCT offices and are therefore unaware of the extent of the resources available to borrow. These opportunities have also been noted for the current Website upgrade project and Resources project - which are being managed in tandem to optimize effectiveness.
- There is scope for increasing and improving communications about what MHCT does, with members, consumers as well as the general public. This includes improving clarity on the opportunities MHCT provides members for networking, developing partnerships etc., as well as improving clarity around the scope of MHCT's advocacy role and what information MHCT can provide to consumers.

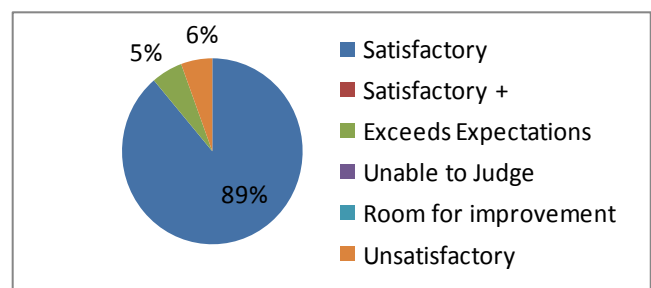
### 6. Detailed Survey Ratings

**Note:** These pie charts need to be read from 12 o'clock. Apologies for having two blue ratings, but if its blue near 12:00 then that's the proportion of unsatisfactory ratings for the performance category, if its blue further around, e.g. near 6 or 9 o'clock then that's the proportion of people who felt unable to judge or had no reason to believe their was a problem for that performance category.



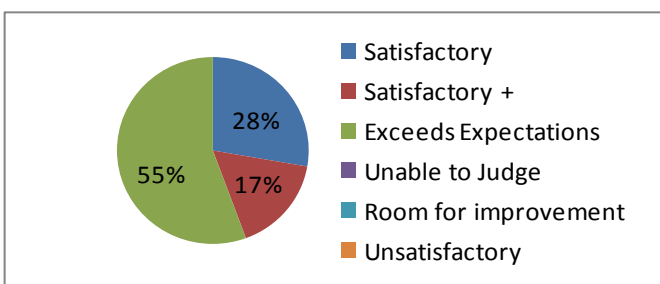
#### Quality of Services

How we represent interests of the sector, provide a public voice, advocate, influence effective public policy, organise networking



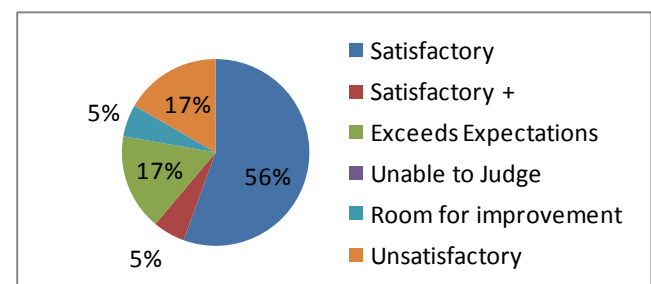
#### Access to Services

Access for representing the member's interests, providing a public voice, advocating, influencing effective public policy



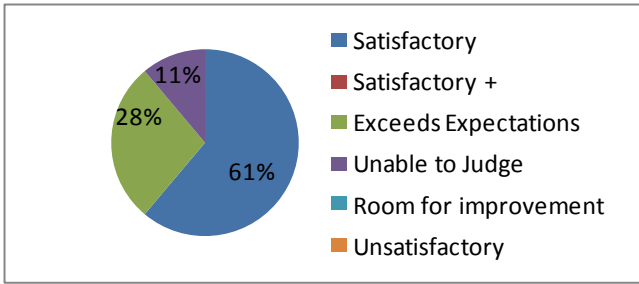
#### Cost of Services

Subscription fees – value for money for members



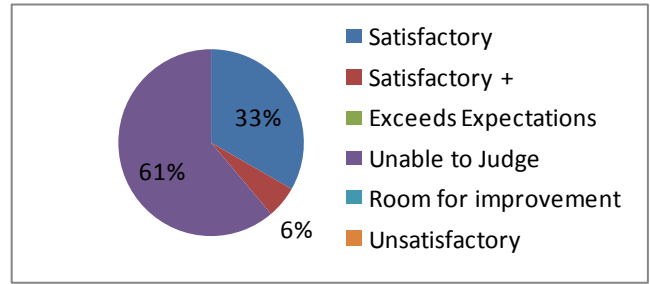
#### Level of Support

Providing delegate and member organisation with opportunities for information sharing, networking, developing partnerships, input into policy development



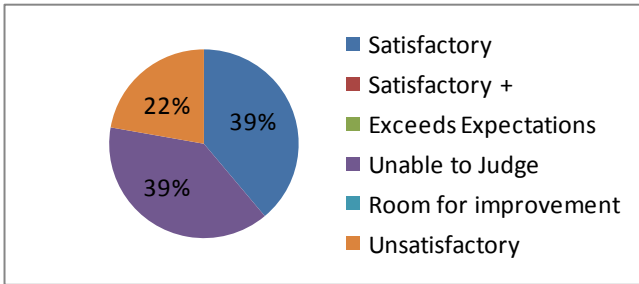
**Ethics/Legality**

The culture, attitude and legislative understanding, compliance of MHCT & staff



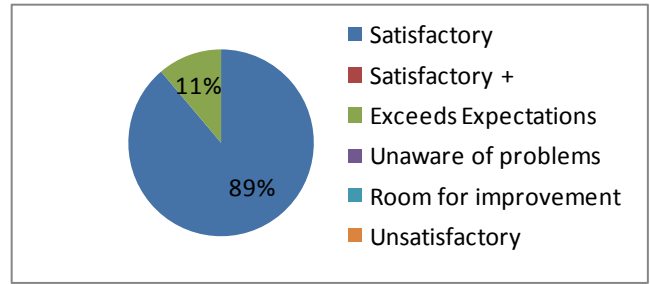
**Policy/ Guidelines**

MHCT accountability, as well as financial, risk & management processes



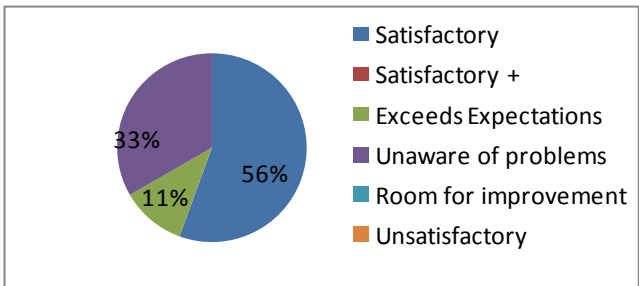
**Quality of Facilities**

Suitable and proper for what MHCT do



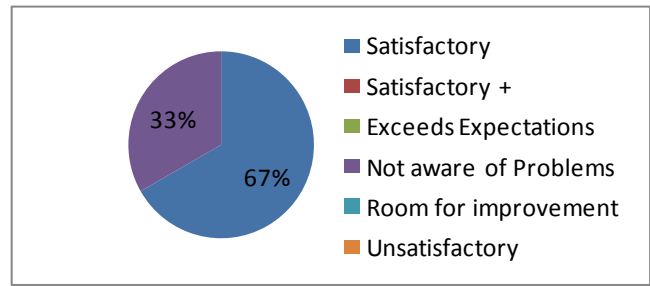
**Timeliness of Services**

Representing member interests, providing a public voice, advocating, influencing effective public policy, information provision, facilitating networking



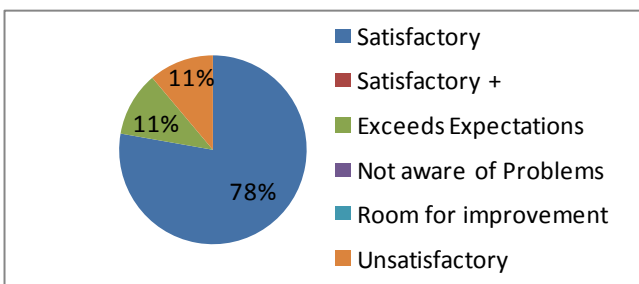
**Access to Information**

Website, brochures, email, telephone access to information and resources



**Confidentiality**

Compliance with confidentiality obligations re member information, personal/personnel information, within the lobbying/advocacy role



**Quality of Information**

Website, brochures, email, telephone quality of information and resources