

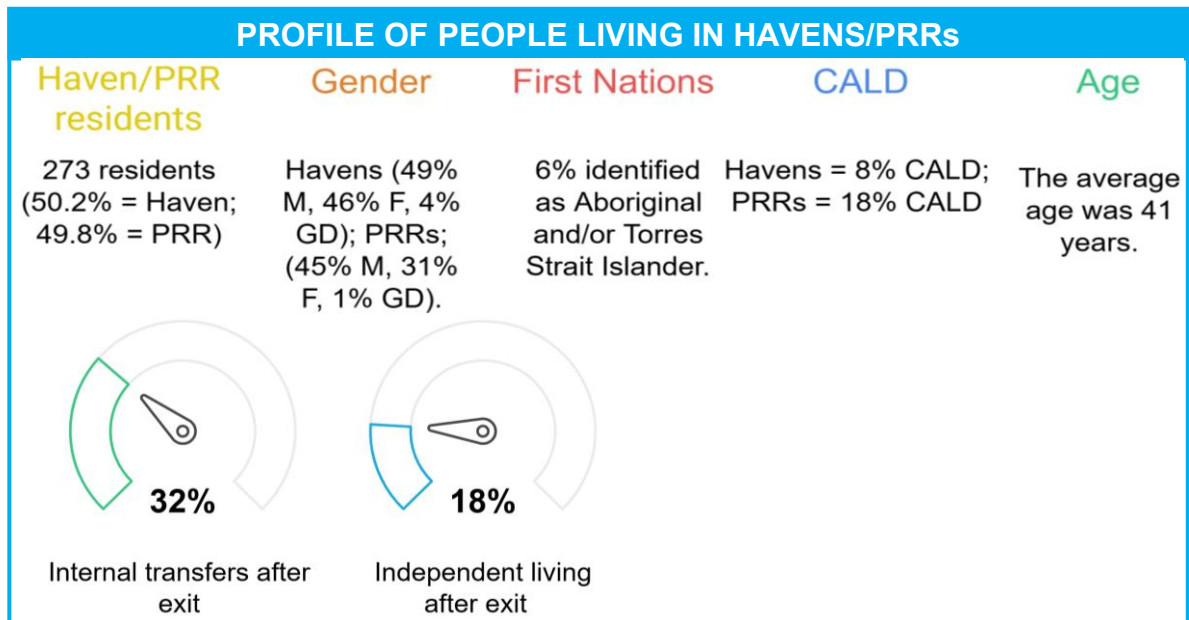
Haven/PRR Outcomes Report, July 2020 – June 2024

Snapshot Summary

This is a snapshot summary of the 2020-2024 Haven/PRR Outcome Measures Report. It includes 827 surveys from 273 service users, including 136 Haven and 137 PRR service users. It includes insights on service applicants, demographic insights on people using the services, and outcome data on recovery, quality of life (QoL), alcohol and other drug (AOD) use, hospitalisation, service satisfaction, and My Better Life (MBL) outcomes.

For the first time, we conducted an in-depth analysis to track how Haven/PRR residents progress over time on these two outcomes, allowing us to measure meaningful changes and gain a deeper understanding of Mind's impact.

The report also includes valuable qualitative insights on what matters to service users and carers, offering a holistic view of the impact of these services. Altogether, the findings address key questions about service user and carer outcomes, while informing service improvement, business development, and advocacy efforts. Key highlights from this report are presented below.

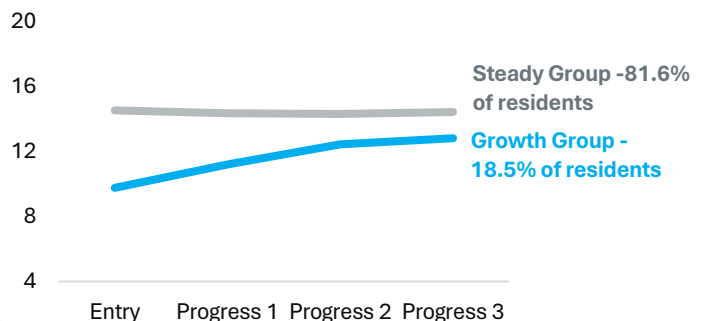


RECOVERY

- **Highest score** - Sense of belonging among residents.
- **Lowest scores** – Connection with broader community and physical health.
- **Younger residents** (18–39) and **females** scored lower on some items.
- **Longer stay** increased sense of belonging within Haven/PRR and physical health satisfaction.
- Assessment of **recovery over two years** showed two distinct groups: (1) The **Steady Group** maintained recovery over time. (2) The **Growth Group** started with a very low score and improved quickly.

Mental health recovery

Total = 271 residents. $p = 0.017$



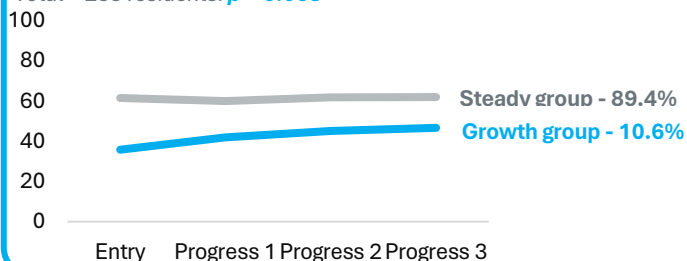
"My mental health and will to live has gone from a 1 to a 10" - Resident.

QUALITY OF LIFE (QoL)

- **Highest score** - Livability, Service, & Safety (67%). This is higher than reported in other people with severe mental health concerns in Australia (56-61%).
- **Lowest scores** – Lowest score was for psychological wellbeing, highlighting the need for the supports/services provided.
- **Younger residents** (18–39) and **females** scored lower on some items.
- **Longer stays** was associated with better psychological wellbeing.
- Assessment of **QoL over two years** showed two distinct groups: (1) The **Steady Group** maintained recovery over time. (2) The **Growth Group** started with a very low score and improved quickly.

Overall QoL

Total = 255 residents. $p = 0.068$



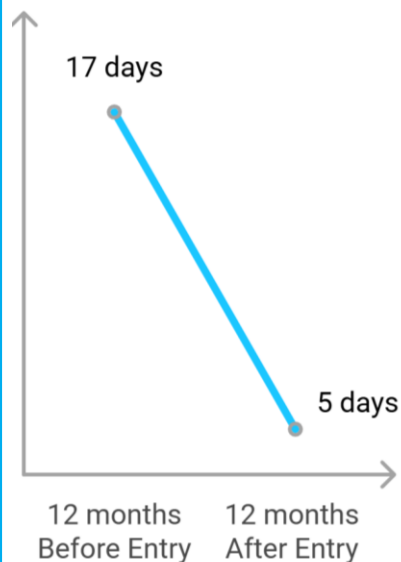
“new staff have facilitated improvements in my mental health and growth to the point where my quality of life is the best it's ever been. I didn't anticipate I would improve this much” - Resident.’

AOD USE

- Residents felt supported and able to manage AOD use.
- Changing AOD use was less important to them.
- No differences between gender or age groups.

HOSPITALISATION – HAVENS

70% reduction MH-related hospitalization days - Reduced from 17 days before move-in to 5 days in the 12 months after entry



RESIDENTS' SATISFACTION

- Scores on all service satisfaction items were very high (**67 -87%**).
- **Lowest score** – Had a say.

NPS Havens

24.4%

NPS PRRs

25.8%

What service users liked:

- Service users felt respected, cared for, and valued the non-clinical approach.
- They gained skills for independent living and enjoyed the sense of community within Havens and PRRs. *“I like that it's not too clinical at the SIL. It's a very nice facility, and I enjoy living here and working on my independence” – Resident*

CARER OUTCOMES - HAVENS

- Carers gained satisfaction from their care duties and felt supported by others.
- Areas of concern included their own physical health, mental health, and finances.
- They were satisfied with Mind's services, indicated by high service satisfaction ratings 80-93%

“The Haven has been the best place that my brother has lived since he has left home... it feels like a home for my brother” - Carer

Carers NPS = 50%