



1. HOW DID YOU FEEL WHEN BEING REFERRED TO HOPE?



2. WHAT DO YOU BELIEVE IS CAUSING THE STRONGER EMOTIONS?

Dominant themes

Found Assessment overall helpful, mainly due to feeling respected and having a supportive clinician



Positives

- An excellent caseworker with similar values and cultural background
- Respected, and conscious of mental health background
- Felt like an equal
- Supportive process and well communicated
- Good listening skills.



Challenges

Mind went blank - with current mental state- hazy memory only

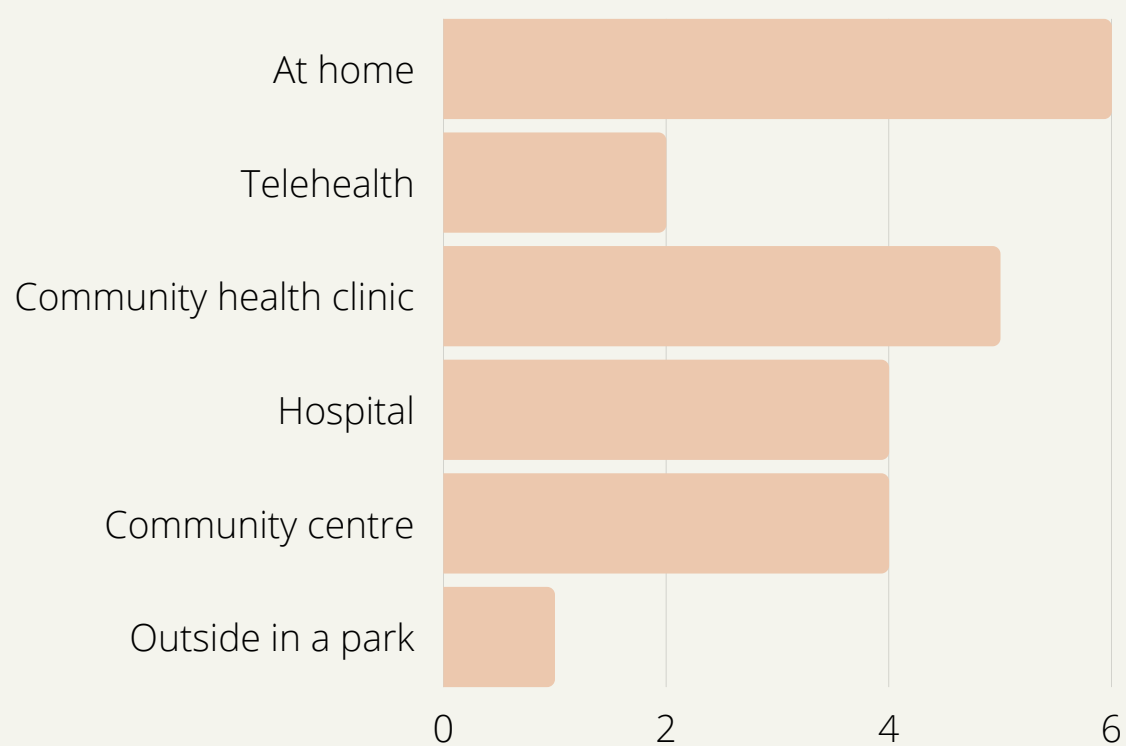
I had an excellent caseworker - we had similar values and came from a similar cultural background. He treated me as an equal from the start.

The entire process was very supportive as I had phone calls from people detailing what things meant and how it would work instead of just one call and emailing forms

My HOPE worker was empathetic and listened to me. At times I felt judged or misunderstood (this is inevitable), but my worker and I were able to repair and I learnt to trust my worker.

CONSUMER SURVEY: HOPE ASSESSMENT

3. WHERE WOULD YOU PREFER TO HAVE THE ASSESSMENT CONDUCTED?



“ I don't think Telehealth is a good option as you can't connect with a person in the same way you can face to face. This is a time when you really need face to face interaction. ”

4. WHAT IS A REASONABLE WAITING TIME TO ACCESS HOPE?

