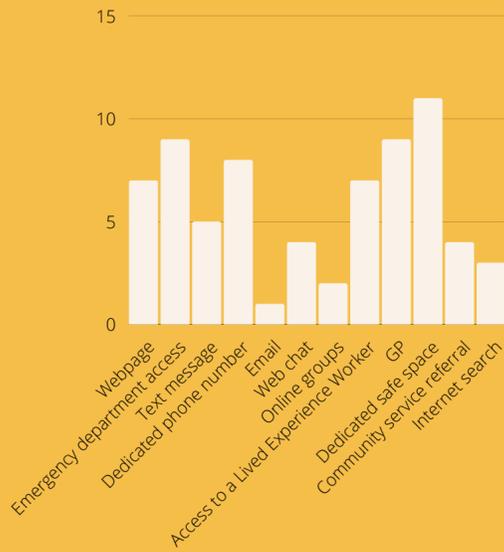


# Consumer Survey: Access to Service

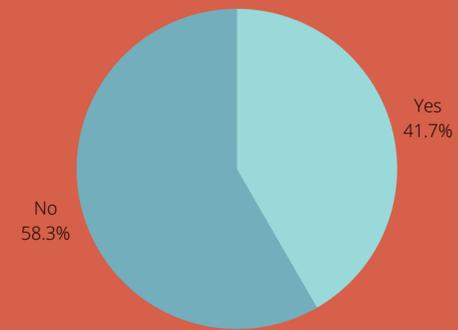
1

## What would be helpful in accessing suicide prevention services?



2

## Did you have a support person or people with you at the time you accessed St Vincent's services?



3

## How did you feel when you accessed services?



4

## Why did you select any stronger emotions?

### Dominant theme

Challenging time lead to heightened emotions



### Challenges:

- Opening up about my personal circumstances & thoughts.
- A new experience in mental health services.
- Poor experience in the Acute Psychiatric ward.



### Positives:

Someone was there to help which restored HOPE



- My whole situation was being lived in the extreme. All the negatives were heighten
- I felt a great deal of vulnerability that I would be pouring out a lot of personal stuff which lead me to suicide and a level of exhaustion of holding it in for a long time
- It was a very difficult time and I felt very alone
- My emotions were all over the place
- The first time seeking some care of any form was very overwhelming. My friend tried to get me to call beyond blue, and when that didn't help so I was worried nothing would. But luckily she suggested st vincent's.



5

## How did you first hear about St Vincent's services?



6

## What is a reasonable waiting time to access HOPE after contacting emergency services?



7

## Anything Else?

### Theme: felt relieved

- "In the first contact, would have preferred just to hold space rather than giving strategies of how to regulate emotions."
- "I am so thankful that these services are statewide. It was the first time I felt I received real help."

