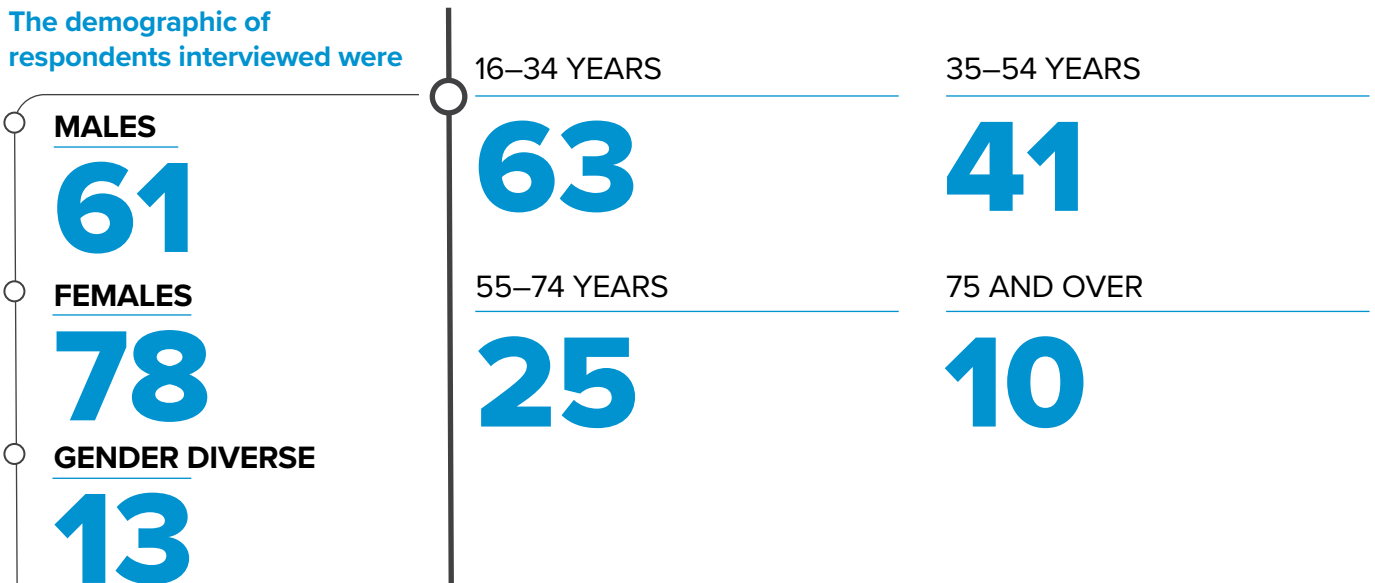


# ABORIGINAL AND TORRES STRAIT ISLANDER

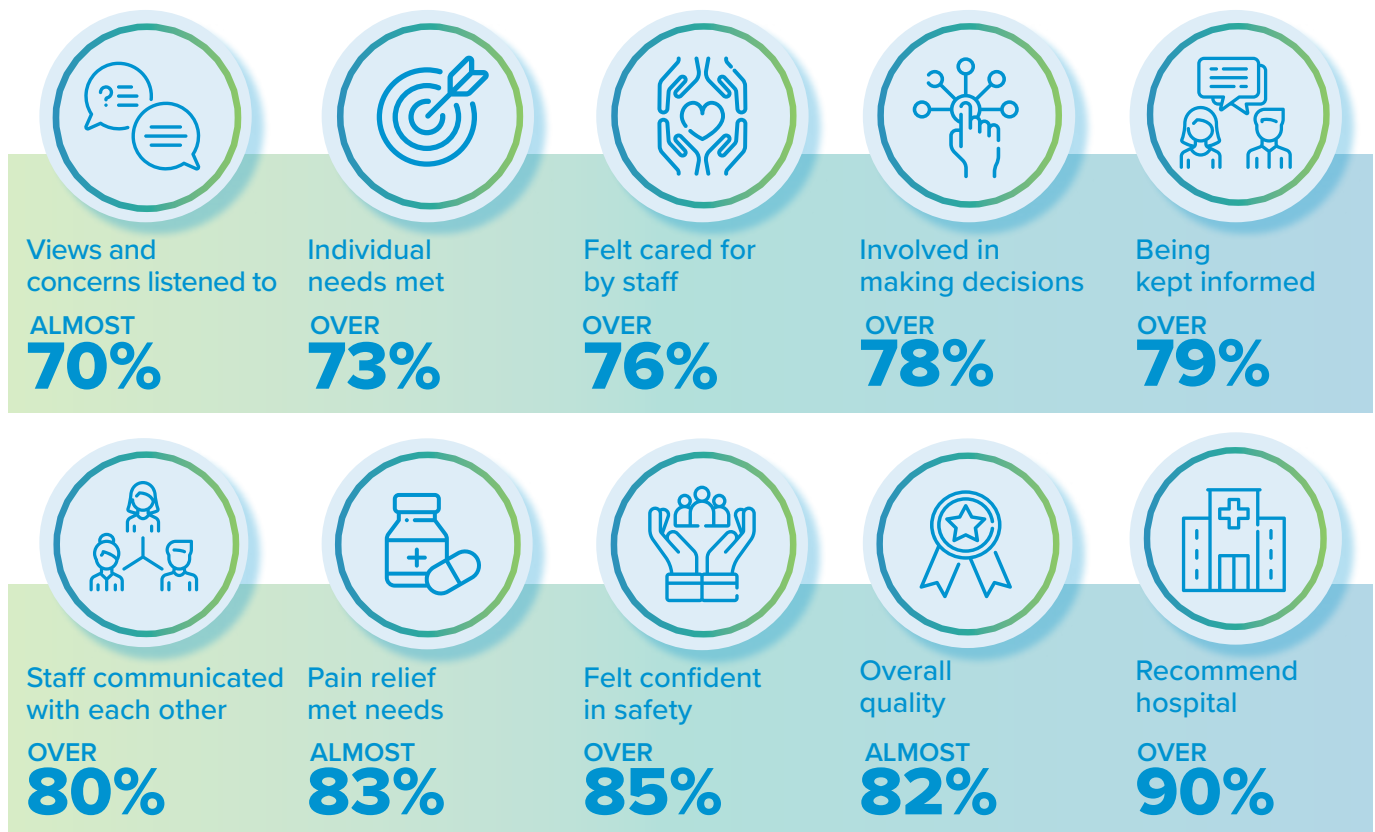
## Measuring Consumer Experience 2024 Snapshot

As part of the SA Consumer Experience Surveillance interviews for the year between January and December 2023, a total of **139 Aboriginal and Torres Strait Islander consumers were interviewed.**

The demographic of respondents interviewed were



The consumers were asked the Australian Hospital Patient Experience Question Set, where the majority of respondents responding either 'always' or 'mostly' when asked if:



## INDIVIDUAL NEEDS WERE NOT MET

“MY INDIVIDUAL NEEDS WERE MET” WAS ASKED AND ANSWERED NEGATIVELY.

OF THE  
**38**

Aboriginal respondents who reported that their individual needs were not met mostly or always, **36** responded to the follow-up questions “when a need could not be met, staff explained why?”

AROUND  
**26%**

reported staff explained mostly or always why their need could not be met.

## HARM OR DISTRESS DISCUSSED WITH STAFF

**77.5%**

of Aboriginal respondents **did not** experience unexpected harm or distress as a result of their treatment or care.

OF THE  
**22.5%**

Aboriginal respondents **that did** experience harm or distress:

**13.1%**

experienced emotional harm

**5.8%**

experienced both physical and emotional harm.

OF THE  
**31**

Aboriginal respondents who reported that they had experienced unexpected harm or distress, all responded to the follow-up question:

**38.8%**

said that this was discussed with them.



## WITH REGARDS TO PATIENTS' RIGHTS AND ENGAGEMENT:

# 68.7%

of Aboriginal respondents **were not** asked if they had any cultural or religious beliefs that might affect the way they were treated in the hospital.

Of the **31.3%** that did get asked, **23.1%** were asked after admission.

Of the 19 Aboriginal respondents who **required an interpreter,**

**ALMOST**

# 30%

**were provided one in 2023.**

### THE MAJORITY OF ABORIGINAL RESPONDENTS:

## OVER 76%

felt that their right to an opinion was **always or usually respected.**

Each participant was given the opportunity to provide both a satisfied and dissatisfied qualitative comment about their experience, which was provided to the Local Health Networks and their hospitals.

**A TOTAL OF 137 ABORIGINAL AND TORRES STRAIT ISLANDER RESPONDENTS PROVIDED EITHER A SATISFIED OR DISSATISFIED COMMENT.**

**ALMOST**

# 92%

### SATISFIED OR DISSATISFIED COMMENTS

## A TOTAL OF 72

**satisfied comments** were received and were most commonly related to doctors and nurses; coordination and integration of care; respect for patients' values, preferences and expressed needs; and physical comfort.

## A TOTAL OF 65

**dissatisfied comments** were received and comments were most commonly related to coordination and integration of care; doctors and nurses; respect for patients' values; preferences and expressed needs; physical comfort; and information; communication and education.