

GROW's Member Survey 24-25

 **Our Mission**
enable people and
communities to grow,
recover and maintain
good mental health.


Each year, GROW surveys its members to assess how well our programs support the mental health journey of our members. In 2025, we received 524 responses—representing over 50% of our membership base.

This strong engagement provides valuable insights into the lived experiences of GROWERS and highlights the impact of our peer-support model. These findings guide our strategic direction and help us broaden our understanding of members needs. The annual Member Feedback Survey serves as a formative tool by capturing insights into the personal journeys of members navigating their mental health recovery. Crucially, it also contributes to our impact evaluation by tracking how GROWERS engage with the broader mental health system over time, including interactions with hospitals and practitioners. This ensures GROW remains responsive, evidence-informed, and accountable to our community and our funders.

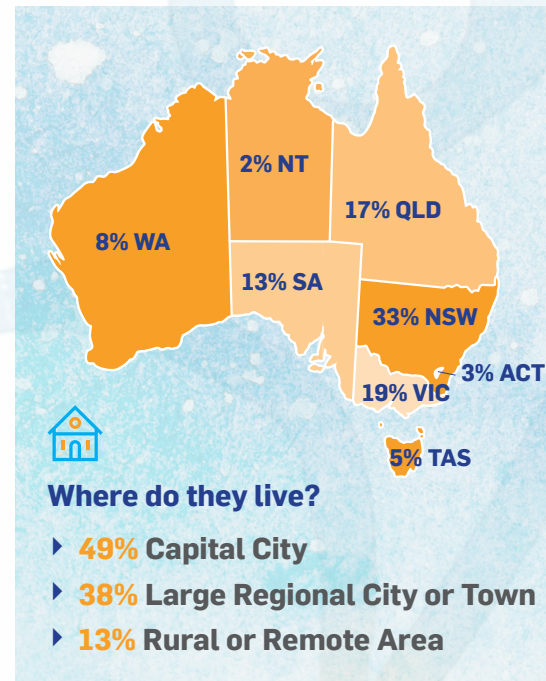
Snapshot of our members

 **Age** ▶ **3%** 18 – 29 ▶ **10%** 30 – 39 ▶ **41%** 40 – 59 ▶ **44%** 59+

 **Gender** ▶ **47%** male ▶ **51%** female ▶ **2%** other

 **How do they identify?**
(members could give more than one response)

- ▶ **3%** Aboriginal or Torres Strait Islander
- ▶ **7%** LGBTQIA+
- ▶ **7%** Culturally and Linguistically Diverse
- ▶ **33%** Having a disability



Participants represented
communities from
across Australia.

The majority
(75%)
were born in Australia,
while **8%** reported
speaking a language
other than English at
home, highlighting the
cultural and linguistic
diversity in the groups.

Employment



Current work status

- ▶ **26%** Employed
- ▶ **23%** Retired
- ▶ **1%** Self Employed
- ▶ **4%** Studying
- ▶ **46%** Did not answer

▶ GROW helped

- 20%** of members deal with their employer or retain employment,
- 9%** gain new employment and
- 10%** changed job/careers.

"The Grow program is excellent, and the support is great."

"I always feel better within myself after the group."



27%

of participants have been involved in the Grow Program less than a year and

27%

have been involved with Grow more than 10 years.



75%

attended face to face Grow Group,

19%

attend online Group and

7 %

attend Hybrid Group.

Mental Health



84%

of the participants have been diagnosed with a mental illness

TOP 4

Reasons for the mental health issues
(members could give more than one response)

- ▶ **64%** Depression
- ▶ **61%** Anxiety
- ▶ **25%** Post-traumatic Stress Disorder (PTSD)
- ▶ **16%** Bipolar Disorder

TOP 4

Contributors to mental health issues
(members could give more than one response)

- ▶ **51%** Childhood trauma or experience
- ▶ **48%** Poor relationships with family
- ▶ **42%** Relationship breakdown
- ▶ **42%** Loneliness

"Grow has supported me in realizing the help with which I needed to cooperate to regain my health and to rebuild a better life."

Professional Help



Since joining GROW...

- ▶ **30%** were able to Co-operate with professional help while under treatment suggesting the program complements clinical care
- ▶ **34%** have significantly less need of professional help showing GROW's role in empowering self-management
- ▶ **13%** no longer need professional help



66% are currently prescribed medication for a mental health condition

- ▶ **38%** continue taking medication as prescribed
- ▶ **16%** reduced the need for prescribed medication
- ▶ **5%** reduced or ceased prescribed medication in consultation with their doctor



77%

of the participants are engaging with professionals for their mental health.

23%

are not engaging with any professional services.

Hospitalisation



Before joining GROW, **49%** of members had been hospitalised for mental illness, coping difficulties, or other emotional problems.

Of these, **18%** reported no hospitalisations for such issues after joining GROW.



Since joining GROW...

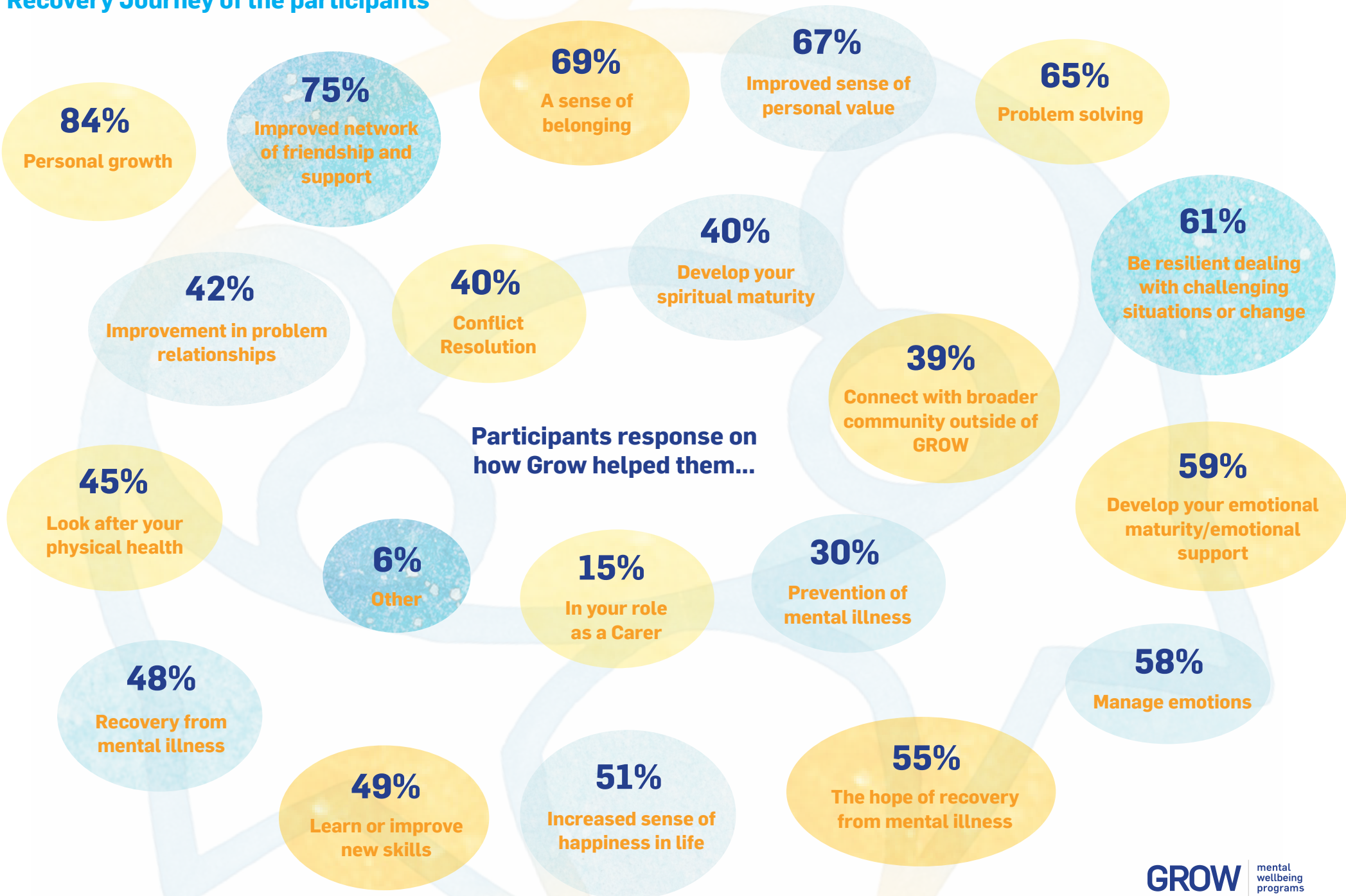
- ▶ **10%** needed fewer hospital admissions
- ▶ **2%** spend fewer days in hospital when admitted
- ▶ **28%** prevented further hospitalisation



37% of members had self-harmed or attempted suicide before joining GROW

- ▶ **76%** overcame suicidal thoughts
- ▶ **68%** stop suicide attempts
- ▶ **63%** overcame self-harm

Recovery Journey of the participants



GROW helped...



12%

Manage or overcome drug and/or alcohol problems,



4%

Reduce contact with the justice system and



9%

Obtain or maintain stable housing



In the past 3 months, the participants have set...

A goal and made some little way towards achieving it ▶ **35%**

A goal and gotten pretty far with achieving it ▶ **22%**

A goal and have achieved it ▶ **19%**

Satisfaction with the GROW program

66% gave 5 stars (highly satisfied). ★★★★★

28% gave 4 stars (generally satisfied). ★★★★☆

Overall weighted average **4.54** ★★★★★

Overall positive impact



A combined , **71.8%** (369 people) rated GROW as **EXCELLENT OR VERY GOOD**, showing strong effectiveness.

Adding those who said **GOOD**, over , **93%** of respondents see GROW as helpful in some capacity.

The aspects of GROW that participant voted as most beneficial

80%

Weekly meetings

77%

Peer support

76%

Structured program

69%

Practical tasks/goals

67%

Reading material

63%

Community and social aspect

49%

Learning new skills

28%

Literature process

What keeps you coming back to GROW?

"Personal Growth. I can see that Grows Method is working for me."

"Recovery.
Being involved in Grow makes my life a whole lot better, and easier."

"From an individual's perspective, at the least, Grow provides somewhere to go when you're at rock bottom/bedrock. From there, Grow provides a community of individuals who share similar life experiences and knowledge of mental health."

"Social connection."

"Have made a lot of friends, enjoy the socials."

"The opportunity to meet other people with mental health issues. Grow is like a community and gives me a sense of belonging. The meeting structures works well for me."

"Maintain mental well being."

"Thank you for being there. "

"Feeling connected, caring and sharing community, improved mental health, finding greater purpose in daily life due to expanded friendship circle"

"The people & program."

"Grow has saved my life.
I love it even thou I have been going for nearly 10 years now I still need the acceptance, Joy and friendship the Grow group gives me without judgement. Grow helps me work on my issues which seem to keep coming up and I'm unsure how to cope, the Grow group helps me with these everyday problems so I can keep growing to maturity. Thank you Grow."

"My online group, I feel safe sharing anything with all the people who attend without fearing judgment. Always supportive of each other and have developed friendships over the years."