



MHACA
Mental Health
Association of
Central Australia

Your Experience of Service (YES) Survey - 2020 Information Sheet

1. What are community managed mental health services?

MHACA is a not-for-profit organisation that receives funding from Australian governments to provide a wide range of mental health services to people with mental health conditions, their families and carers, and the broader community. The services provided by MHACA include tenancy support, care coordination, rehabilitation services, social and educational support, daily living support and the drop-in program

2. What is the Your Experience of Service Questionnaire?

The Your Experience of Service (YES CMO) survey is designed to gather information from participants about the assistance they receive from MHACA. It aims to help MHACA and participants to work together to build better services.

The YES CMO survey was developed in consultation with mental health participants throughout Australia. It is based on the recovery principles of the 2010 National Standards for Mental Health Services.

3. Are my answers confidential?

The YES CMO survey does not record your name, date of birth or any other personal information. Your answers will not be used to identify you.

4. Where can I get help to complete the YES CMO survey?

Feel free to ask a friend, family member, carer or staff including a Peer Worker to help you complete the YES CMO survey.

5. What do I do with my YES questionnaire when I have finished?

Please post it back in the reply-paid envelope. You can also bring the survey to MHACA and put into the collection box located in Reception or give the survey to your support worker for them to place in the collection box.

6. What will happen to my feedback?

Services across Australia are using the same survey which will help us develop better services regardless of where you live. Your feedback will be combined with other participants' feedback in a report that helps MHACA s to identify what it does well and what it could do better. MHACA will then use the report to identify areas where it can improve.

7. Are there other ways I can provide my feedback about services?

The YES CMO survey provides anonymous feedback to services. If you need to lodge a complaint, raise a specific issue, or want feedback on your concerns, you should consider discussing this directly with staff or management at the service.

If you need more information or assistance, please ring Ruth at MHACA on 8950 4600.