Your Experience of Service

Your feedback is important. This questionnaire was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and consumers to work together to build better services. If you would like to know more about the survey please ask for an information sheet.

Completion of the questionnaire is voluntary. All information collected in this questionnaire is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

These questions ask how often we did the following things ...

<table>
<thead>
<tr>
<th>Question</th>
<th>Frequency Options</th>
<th>Never</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Usually</th>
<th>Always</th>
<th>Not Applicable</th>
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</thead>
<tbody>
<tr>
<td>1. You felt welcome at this service</td>
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<td>2. Staff showed respect for how you were feeling</td>
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<td>3. You felt safe using this service</td>
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<td>4. Your privacy was respected</td>
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<td>5. Staff showed hopefulness for your future</td>
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<td>6. Your individuality and values were respected (such as your culture, faith or gender identity etc.)</td>
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<td>7. Staff made an effort to see you when you wanted</td>
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<td>8. You had access to your treating doctor or psychiatrist when you needed</td>
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<td>9. You believe that you would receive fair treatment if you made a complaint</td>
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<td>10. Your opinions about the involvement of family or friends in your care were respected</td>
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<td>11. The facilities and environment met your needs (such as cleanliness, private space, common areas, furniture etc)</td>
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</table>

This information helps to show whether some groups of people are missing out on giving their feedback. It also shows if some groups of people have a better or worse experience than others. Knowing this helps to focus efforts to build better services. No information collected in this section will be used to identify you.

What is your gender?
- Male
- Female
- Other

What is the main language you speak at home?
- English
- Other

Are you of Aboriginal or Torres Strait Islander origin?
- No
- Yes - Aboriginal
- Yes - Torres Strait Islander
- Yes - Aboriginal and Torres Strait Islander

What is your age?
- Under 18 years
- 18 to 24 years
- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 to 64 years
- 65 years and over

How long have you been receiving care from this service on this occasion?
- Less than 24 hours
- 1 day to 2 weeks
- 3 to 4 weeks
- 1 to 3 months
- 4 to 6 months
- More than 6 months

At any point during the last 3 months were you receiving involuntary treatment (such as an involuntary patient or on a community treatment order) under Mental Health Legislation?
- Yes, involuntary patient / on a community treatment order
- No, I was always a voluntary patient
- Not Sure

Did someone help you complete this survey?
- No
- Yes - family or friend
- Yes - language or cultural interpreter
- Yes - consumer worker or peer worker
- Yes - another staff member from the service
- Yes - someone else

Thank you for your time and comments. Please place the completed questionnaire in the envelope provided and return by mail.

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Your Experience of Service (YES) Questionnaire

1. WHAT IS THE YOUR EXPERIENCE OF SERVICE QUESTIONNAIRE?

The Your Experience of Service (YES) questionnaire is designed to gather information from consumers about their experiences of care. It aims to help mental health services and consumers to work together to build better services.

The YES questionnaire was developed with mental health consumers. It is based on the recovery principles of the 2010 National Standards for Mental Health Services. The project to develop YES was funded by the Commonwealth Department of Health, and was led by the Victorian Department of Health. Consumers and carers throughout Australia were consulted, and a national trial of the questionnaire occurred in 2012 and 2013.

More information about the development of the YES questionnaire tool can be found at www.health.gov.au, searching for “experience of care”.

2. ARE MY ANSWERS CONFIDENTIAL?

The Your Experience of Service (YES) questionnaire does not record your name, date of birth or any other personal identifiers such as your medical record number. Your answers will not be used to identify you. Services will receive combined feedback based on groups of people. They will also receive a list of all comments made. However other details such as your age, sex or cultural background will not be attached to those comments.

3. WHERE CAN I GET HELP TO COMPLETE THE QUESTIONNAIRE?

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

4. WHAT DO I DO WITH MY YES QUESTIONNAIRE WHEN I HAVE FINISHED?

Put it in the reply paid envelope, then
- Post it, or
- Put it in a Your Experiences of Service Survey return box.

5. WHAT WILL HAPPEN TO MY FEEDBACK?

Your feedback will be combined with other consumers’ feedback in a report that helps services to identify what it is they do well and what they could do better. Services will then use these reports to identify areas where they can improve their service.

6. ARE THERE OTHER WAYS I CAN PROVIDE MY FEEDBACK ABOUT SERVICES?

The YES questionnaire provides anonymous feedback to services. If you need to lodge a complaint or raise a specific allegation you should consider discussing these with:
- A Consumer Worker
- Staff or managers of the service

You can also go to the feedback page on the NSW Health website. This page describes how to make an official complaint, including how to lodge a complaint with the NSW Health Care Complaints Commission (HCCC).