

Your Experience of Service (YES) Survey

Information for mental health service providers



Darling Downs and West Moreton PHN is conducting the **Your Experience of Service** survey to better understand client experiences of our commissioned mental health services.

This survey is being sent to clients who received a service from you within the last three months. Clients will receive a unique SMS link directly from RHEALTH, who operate the referHEALTH system in our region.

The survey is anonymous, and participation is entirely voluntary. Giving feedback (or not) will not affect their ongoing access to services.

It is important to let your clients know the survey is coming, and how their honest feedback about their experiences can help improve all mental health services in the region.

If clients approach you about the survey, please encourage honest answers and avoid influencing responses. Please do not sit with clients while they complete the survey.

To support this, the PHN has developed a client handout resource that can be provided to your clients.



For more information click [HERE](#) or scan the QR code below:

