Your Experience of Service Survey for Community Managed Organisations (YES CMO):

Information for Consumers

1. **What are community managed mental health services?**

   Community managed organisations (CMOs) are not-for-profit organisations that receive funding from Australian governments to provide a wide range of mental health services to individuals, families and carers, and the broader community.

2. **What is the YES Survey?**

   The Your Experience of Service (YES) survey for Community Managed Organisations (YES CMO) is designed to gather information from consumers about their experiences of care with community managed organisations. Results from the survey can help mental health services and consumers work together to build better services.

   The YES CMO was developed in consultation with mental health consumers throughout Australia.

3. **Are my answers confidential?**

   Yes. The YES CMO survey 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.

4. **Can I get help to complete the survey?**

   Yes. Feel free to ask a friend, family member, carer or staff member to help you complete the survey.

5. **How do I complete the survey?**

   The YES CMO Survey is available online. If you would rather fill out a paper (hard-copy) version, please speak to a staff member.

   By responding to the survey, you are providing your consent to take part. Please note online survey responses cannot be withdrawn due to their anonymous and de-identified nature.

6. **What will happen to my feedback?**

   Your anonymous feedback will be combined with feedback from other consumers to help our staff understand what's working well and what we can improve. A summary of the results will be available to all consumers.

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, consider discussing this directly with staff or management at the service. You can also provide feedback to Stride via email: feedback@Stride.com.au

If completing this survey has raised issues for you, please contact your support worker, case manager or call Stride on 1300 00 1907.

If you require urgent clinical mental health support, please contact your local emergency department, GP or private service provider.

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.

STRIDE For better mental health

headspace