



Information Brochure

Experience of Service Questionnaire /Your Experience of Service Questionnaire

What is the Experience of Service Questionnaire and the Your Experience of Service Questionnaire?

The Experience of Service questionnaire (ESQ) and Your Experience of Service (YES) questionnaire are designed to gather information from consumers about their experience. They are designed to help the Midwest Mental Health and Community Alcohol & Drug Service (MMH&CADS) and consumers to work together to enhance services.

The questionnaires are based on the recovery principles of the 2010 National Standards for Mental Health Services. Their development was funded by the Commonwealth Department of Health and 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 questionnaire tool can be found at www.health.gov.au and searching for “experience of care”.

Are my answers confidential?

Yes the questionnaires are completely confidential - your name, date of birth or any other personal identifiers such as your medical record number are not recorded. WACHS values client privacy so your answers will not be used to identify you at all – unless you would like this to happen. 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, gender or cultural background will not be attached to those comments.

Where can I get help to complete the Questionnaire?

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

What do I do with my Questionnaire when I have finished?

- Your completed form can be put into the survey return boxes which are located in the Mental Health & Community & Alcohol reception areas in Geraldton, Carnarvon and Meekatharra.
- Or you can ask reception for a reply paid envelope and return it via post

What will happen to my feedback?

Feedback will be combined in a report to help identify what it is we are doing well and what could be done better. These reports will be used to identify areas of improvement with our service

Are there other ways I can provide my feedback about service?

The ESQ & YES questionnaires provide anonymous feedback to services. If you need to lodge a complaint or raise a specific allegation you should consider:

- Discussing with staff or managers of the service
- Accessing Patient Opinion: www.patientopinion.org.au/

If you would like a response from the service please fill out a feedback form (available from reception), phone the service or ask to speak to one of the staff.