



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

1. What is the Your Experience of Service (YES) survey - NDIS?

The Your Experience of Service (YES) survey is designed to gather information from NDIS consumers about their experiences of care with Lilly Pilly Counselling. It aims to help Lilly Pilly Counselling and consumers to work together to build better services.

The YES survey was developed in consultation with mental health consumers. It is based on the recovery principles of the 2010 National Standards for Mental Health Services. The project to develop the YES survey was funded by the Australian Government Department of Health, and was led by the Australian Mental Health Outcomes and Classification Network (AMHOCN). A trial of the questionnaire occurred in 2019. More information about the YES survey project can be found at: <https://www.amhocn.org/your-experience-service-surveys>.

2. Are my answers confidential?

The YES 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.

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

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

4. What will happen to my feedback?

Many services across Australia are using the same survey which will help us to develop better services regardless of where you live. 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.

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

The YES 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. You can do so on Lilly Pilly's website at <https://lilypillycounselling.com.au/feedback/>