Your Experience of Service (YES) Survey

Following the procurement phase of commissioning, community-managed mental health sector, organisations will be required to use the YES survey. MHCC encourages all community-managed mental health organisations to implement the YES survey. The following document provides information about the survey and how to access it.

Overview

The YES survey is a standardised national measure of mental health consumers' experiences. It supports quality improvement and service evaluation by gathering direct feedback from consumers about their experiences with a service. This feedback enables organisations to strengthen and continuously improve their service delivery.

YES CMO Survey

The YES CMO survey is a version of the YES survey designed specifically for community managed organisations (CMOs). It uses language that is more appropriate for community sector services. Additionally, a shorter alternative (YES CMO Short Form) is also available. The YES CMO survey includes 28 questions (13 in the short form), with additional sections for comments and demographic information.

Why use the YES CMO survey?

For community managed mental health organisations, the YES CMO survey provides a practical and impactful way to understand consumer experiences and drive service improvement. It also contributes to a broader evidence base across the ACT mental health system.

Why data collection matters

Collecting consumer experience data through the YES CMO survey is essential because it:

- Captures the consumer voice – ensuring services are shaped by lived experience,
- Supports continuous improvement – providing consistent, measurable insights to identify strengths, gaps and changes over time,
- Enables comparability – allowing benchmarking across services and identification of system-level trends,
- Identifies priority groups – highlighting whether different demographic groups experience services diversely,
- Strengthens accountability and transparency – demonstrating commitment to improvement and openness about performance, and
- Informs policy and advocacy – providing evidence to identify systemic issues and support sector-wide improvements.

YES CMO Survey Structure

The YES CMO survey is organised into four subsections:

- Subsection 1 – **Experience items (how often)**:

- Consumers reflect on their experiences of care over the past three months. Responses are rated on a scale from '*never*' to '*always*'

- Subsection 2 – **Outcome items (how well)**:
  - Consumers consider how well the service met their needs across specific areas in the past three months. Responses are rated on a scale from '*poor*' to '*excellent*'
- Subsection 3 – **Additional comments**:
  - Consumers can provide feedback on their overall experience, including what worked well and how the service could be improved
- Subsection 4 – **Demographic information**:
  - Consumers can provide non-identifiable demographic information. This helps services identify whether specific issues or concerns are emerging for particular demographics

How to access the YES CMO survey

Organisations are required to obtain a licence to use any of the YES surveys. Once granted, the licence does not expire, allowing organisations to use the survey on an ongoing basis.

A licence can be obtained via the following link: https://www.amhocn.org/forms/yes-community-managed-organisation-cmo-survey-application-for-use