

# Your Experience of Service (YES) Survey

Autumn 2025

Information for mental health service providers

Darling Downs and West Moreton PHN is conducting the Your Experience of Survey to better understand consumer experiences of our commissioned mental health services.

This Autumn, the survey is being sent to consumers who received a service within the last three months. Consumers will receive a unique SMS link directly from RHEALTH, who operate the referRHEALTH 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 service consumers know the survey is coming, and how their honest feedback about their experiences can help improve all mental health services in the region.

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

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

More information:  
[ddwmpnh.com.au/YES](http://ddwmpnh.com.au/YES)

