

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

The CES provides anonymous feedback to services. However, if you need to lodge a complaint or raise a specific allegation you should consider some of these options:

The health service has officers who can assist with enquiries and complaints. Please ask staff for more information.

You can also visit the **SA Health website** at sahealth.sa.gov.au/mentalhealthcarers or sahealth.sa.gov.au/consumerfeedbackcomplaints

Office of the Chief Psychiatrist. Can assist with making a complaint and referring it to the correct service. chiefpsychiatrist.sa.gov.au

The Health and Community Services Complaints Commissioner. Can investigate complaints if a previous complaint process has failed. 8226 8666 or toll free 1800 232 007.



Some feedback carers have shared with us:

My experience with this service would have been better if...

**“Organising review meetings...
Sending information to carer at home”**

(CES Respondent)

The best things about this service were...

“The times when the nurses listened to him and me. I had time to speak with a carer consultant who sat with us and listened to my story... She gave me lots of information about carers’ rights and how I could get help in the community”

(CES Respondent)

If you would like a survey in a different language, please contact the Office of the Chief Psychiatrist.

For more information

Office of the Chief Psychiatrist
sahealth.sa.gov.au/mentalhealthcarers

Phone: (08) 8226 1099
Health.StatewideLivedExperienceRegister@sa.gov.au

Public - IA - A1



<https://creativecommons.org/licenses>

© Department for Health and Wellbeing,
Government of South Australia. All rights reserved.
FIS: 19121.3 Printed: May 2021.



SA Health



Statewide Mental Health Carer Experience Survey

Tell us about your experience with our mental health services.



SA Health



What is the Mental Health Carer Experience Survey (CES)?

The CES provides you with the opportunity to tell us about your experience with our mental health services.

It's about your experience as a carer rather than the experience of the person you care for.

The combined information from many carers helps mental health services to improve the quality of the care and support that is provided.

Who is a carer?

The carer of a person receiving mental health care is usually a family member, partner or friend who plays a vital role in supporting a person experiencing mental illness.

Carers provide emotional and practical support to a person experiencing mental illness. They may not think of themselves as a 'carer' but instead may have found themselves in the role because they see it as part of their relationship with the person they care for. Carers may not necessarily live with the person they care for.

Where can I get help to complete the survey?

A family member, partner or friend may be able to help you to complete the survey. Alternatively, you can ask a staff member at the service for assistance.

Are my answers confidential?

Participation in the survey is voluntary and your responses are anonymous.

The CES does not ask for identifying information such as your name or address. Your answers are combined with others and provided to services based on service groups. To ensure anonymity, reports are only produced for a service when ten or more surveys have been completed.

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

If you are completing a paper version of the survey: Place the completed survey into the reply-paid envelope and hand to a staff member, post it or place it in the survey return box located at the service.

If you are completing a digital version of the survey using an iPad at the service: Inform the staff member who gave you the iPad that you finished the survey.

What will happen to my feedback?

Your feedback will help us to identify areas where our service can improve to build a partnership with carers when delivering mental health care.

