



# The Hon Ray Williams MP

---

**Member for Castle Hill**  
**Minister for Multiculturalism and**  
**Minister for Disability Services**

---

## MEDIA RELEASE

---

**23 August 2018**

### **HAVE YOUR SAY ON CASTLE HILL ELECTORATE MENTAL HEALTH SERVICES**

Invaluable insight into mental health care in the Castle Hill electorate will be gathered through a new carer survey as well as from consumers, who will now be able to submit feedback online, in an Australian-first set to transform the patient experience across NSW.

Member for Castle Hill Ray Williams MP said the two new initiatives will provide accurate and timely feedback about the services they provided, to ultimately improve the care for people in the Castle Hill area living with mental illness.

“Feedback from members of our community and their carers who come into contact with mental health services in our electorate is essential so we can continue to improve the care available,” Mr Williams said.

Over the next two years the NSW Government will invest \$180,000 in the new Carer Experience Survey (CES) and \$280,000 for the electronic patient survey.

Minister for Mental Health Tanya Davies said all mental health services across the State will receive regular reports outlining not only what consumers have to say, but how carers found their interaction with staff and the service as a whole.

“The NSW Government is proud to become the first state to roll out a carer survey for mental health services, in addition to making the Your Experience of Service (YES) more accessible to patients by going online,” Mrs Davies said.

Consumers can access the new online eYES survey on their mobile phone or computer. All information collected through the survey will be strictly confidential in accordance with NSW Health policy.

For more information or to complete the survey please visit:  
[www.health.nsw.gov.au/mentalhealth/pages/eYES.aspx](http://www.health.nsw.gov.au/mentalhealth/pages/eYES.aspx).

**Media: June Belkovskis - 02 8882 9555**