

Carer Experience Survey (CES)



The Carer Experience Survey (CES) is a national initiative to learn about carers experience of mental health services. For the first time in 2022, RCH Mental Health will also participate. Parents and carers of children and young people who have used our service in the past six months are invited to complete the survey.

By giving feedback about your experience you will help us better understand how to work with families and carers in a way that meets their needs and build better mental health services.

Taking part in CES is voluntary and anonymous. Nothing that could identify you or the young person you are supporting (e.g. name and address) is asked in the survey. You can choose which questions you are most comfortable answering.

The survey is administered by independent research company Ipsos on behalf of the Department of Health. In March 2022 eligible parents and carers will receive an SMS from Ipsos with a link to the online survey as well as some explanatory notes. It is also possible to request a hard copy. The survey will take 10-15 minutes to complete.

If you need assistance with or have any questions about the survey, you can call this free 1800 356 928 helpline number.