

# You Said...™

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I have ups  
and  
downs  
a lot.

*I feel without your services,  
or without the help I get from my  
counsellor, I'm not sure where  
I would be when a challenge  
comes up in my life.*

So thank you!”

If your GP has referred you to a CAREinMIND™ counsellor, chances are you will be sent a *You Said...* survey.

Through *You Said...* we listen to people's experiences and outcomes so we are able to better support your mental health care.

**Find out more at [nwmphn.org.au/yousaid](http://nwmphn.org.au/yousaid)**

# What you say can make a difference



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NORTH WESTERN  
MELBOURNE

An Australian Government Initiative

Funded by North Western Melbourne Primary Health Network to support CAREinMIND™ mental health services. *You Said...* is powered by Cemplicity and supported by project partner KPMG.

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A survey for people referred to a  
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# What is You Said...™

*You Said...* is an online survey tool used to collect and measure your experience and outcomes of the care you receive through the CAREinMIND service.

## ***Why have you been invited to participate in You Said...?***

*You Said...* is for people referred to CAREinMIND for free mental health support service. To participate you have also signed the *consent to evaluation* on your GP referral.

## ***How does it work?***

You will be contacted by text or email and invited to complete a short survey **before** your first counselling session.

You will be contacted again to complete two longer surveys during your treatment – at around three months and nine months.

## ***Your privacy***

To protect your privacy and confidentiality all information you share through *You Said...* is de-identified, unless you choose to give consent for CAREinMIND staff to contact you.

## ***Why should you do the survey?***

*You Said...* gives you a way to share your experiences of the care you receive. It also helps us to improve services for everyone in our community through your feedback.

## ***Questions?***

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So far people have told us...

## I would like to...

*"be able to  
move on"*

*"help improve the  
day-to-day issues"*

*"deal with my situation,  
as I feel overwhelmed"*

*"be better  
than where I am..."*

*"have someone  
to talk to"*

*"have the right medication"*

*"help with the stress"*

*"let go of my  
negative emotions"*



**Sharing your experiences  
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