

C&C Project

Consumer and carer experiences of care Survey

Bulletin 2 December 2006



Welcome to the second e-bulletin of the *Consumer and carer experiences of care survey Project*. Building on the recommendations of the Review of the 2003-2004 Victorian Survey, this Victorian project incorporates new ways of collecting information about experiences of care, feeding it back to staff and participants and facilitating consumer and carer involvement in service quality improvement. Funded by the Department of Human Services, this project is a collaboration between Victorian Mental Illness Awareness Council, the Network for Carers of people with a mental illness, mental health services and the department. The 12-month pilot project is being conducted over 2006-2007. The four Clinical and four PDRSS sites participating in the project are listed below along with the Key Contacts representing each service on the Reference Group. Please contact your representative with any queries.

List of pilot sites

Clinical	Key contact
Eastern Health	Kim Koop
Southern Health	Vrinda Edan
Ballarat Health	Tamara Irish
Bendigo Health	Lorraine Flynn
PDRS	Key contact
Prahran Mission	Mark Smith
Doutta Galla	Neville Piper
Centacare	Kelvin Wilson
Mallee Family Centre	Florence Davidson

December update

Planning discussion groups

Most of December has been spent organizing materials for discussion groups and planning the timetable for groups with staff at individual pilot sites. In these groups we explore the question of what important issues should be included in surveys of consumer and carer experience of services. Separate discussion groups for consumers and carers have begun this month and will continue over January and February. We ask consumers and carers to contact us directly to register for a group, and we provide refreshments and cost reimbursement on the day. A written template is also available for people who cannot attend a group but would still like to make a comment. Pilot sites are supporting us by promoting the project, providing a meeting venue, and offering support for debriefing of participants if required. Contact the consumer or carer project team (details below) if you would like to find out details of a particular group.

Communication

Flyers advertising the discussion groups to consumers and carers have been finalized and are being sent to pilot sites in advance of a group taking place. Each site has also worked on a communication strategy to plan how the project will be communicated and promoted through each service.

Ethics

The Department of Human Services is currently working on an ethics application regarding the project for the DHS Human Research Ethics Committee. A letter with further details on this process will soon be sent out to Executive staff at each of the pilot sites.

For further information, please contact the project managers: Ms Anna Crowley at anna.crowley@arafemi.org.au, Ph: 9810 9352 or Mr Lei Ning at projectmanager@vmiac.com.au Ph: 9387 8317.