

# C&C Project

## Consumer and carer experiences of care Survey

Bulletin 3 January 2007



Welcome to the third 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, the 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 services participating in the project are listed below along with the key contacts representing each service on the statewide reference group. Please contact your representative if you have 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	Nev Piper
Centacare	Kelvin Wilson
Mallee Family Centre	Florence Davidson

### January update

#### Discussion groups

The consumer project team and carer project team have each facilitated discussion groups at a number of sites and are in the process of organising further groups during January and February. The groups have been conducted at both clinical and PDRSS services as well as at a VMIAC consumer group. These groups were well attended with 8-20 participants.

Participants have provided the project with information that will be useful in the development of the survey tools. The project teams are in the process of analyzing the data from the discussion groups and distinct themes are emerging. The teams will continue to draw out main themes with the remaining discussion groups. We would like to thank both the staff and participants at each of the services that we have visited for their generous help and assistance in making the discussion groups so successful.

Groups have been conducted at Ballarat Health Service, Centacare PDRSS, Doutta Galla PDRSS and Maine Connection - VMIAC Group.

#### Other work

- Ethics application for survey phase being prepared
- Discussion regarding the survey participant inclusion and exclusion criteria
- Project evaluation plans being formulated
- Discussion regarding survey sampling and recruitment strategy

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