

# C&C Experience

## Consumer and carer experience of care and support Initiative

Bulletin 12 February 2008



Welcome to the twelfth e-bulletin of the *Consumer and Carer Experiences Pilot Project*. Building on the recommendations of the *Review of the 2003-2004 Victorian Survey*, the Project incorporates new ways of collecting information about experience of care, of feeding it back to staff and participants, and of facilitating consumer and carer involvement in service quality improvement. This DHS-funded project is collaboration between Victorian Mental Illness Awareness Council, the Network for Carers of people with a mental illness, Mental Health Services and DHS. The pilot project is being conducted over 2006-2008. The four Clinical and four PDRSS sites participating in the project are listed below along with the Key Contacts representing your service on the Reference Group. If you have any enquiries you are able to contact your representative.

### 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

### February update

#### The implementation of C&C experience initiative has begun!

During January we have seen a number of exciting steps that mark the commencement of the implementation phase of the C&C Experience initiative. The final preparations included the delivery of a set of promotional material to the pilot sites in December 2007. This included:

- A special edition of the e-bulletin which explained details of the initiative to staff.
- General posters to put up in waiting rooms and other parts of the service.
- A brochure for consumers and carers who wanted to find out more about the initiative.

### Contracting of Computer Assisted Telephone Interview (CATI) Service

The Wallis Consulting Group are contracted to conduct the telephone interviews with consumers and carers for the initiative. The working group met with key staff from the Wallis Consulting Group to finalise arrangements in relation to the delivery of the phone interviews.

### Briefing of CATI interviewers

The project teams have also met with Wallis Consulting Group to discuss ways of being involved in the briefing of the CATI interviewers. The aim of the briefing is to provide supportive information to the interviewers to maximise the opportunities to engage effectively with consumers and carers.



After this briefing, the interviewers will have:

- A general understanding of the C&C Experience initiative and the purpose of the CATI interviews.
- An appreciation of the experience of being a consumer or carer for someone with a mental illness.
- An insight into the relationship between the consumer and carer and the mental health services with which they are involved, and key issues that might arise.

All interviewers will participate in the two-hour training session, which will take place just prior to the commencement of the phone interviews. During this session, members of both the consumer and carer project teams will have substantial input, and will engage the interviewers in activities and discussion.

In addition to being involved in the briefing, the two project teams will also be involved in the monitoring of the telephone interviews.

It is anticipated that the CATI interviews will commence in mid-February.

## Mail out of approach letters

The first approach letters were sent out on 23 January 2008. The letter explained:

- The purpose and process of the project.
- The selection process.
- The voluntary nature of their participation.
- The right to refuse to participate or withdraw at any time
- Contact details were provided for opting out, enquiries and complaints.

## Supporting consumer and carer queries at the pilot sites.

It is anticipated that some consumer and carers may approach staff at the services with queries about what questions they might be asked. A sample copy of the questionnaire will be available at the pilot sites in early February 2008.

