

C&C Project

Consumer and carer experiences of care Survey

Bulletin 4 February 2007



Welcome to the fourth 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

February update

Running discussion groups

The consumer and carer project teams have been continuing the series of discussion groups with consumers and carers at various pilot sites around Victoria. We have had a very positive response from participants who enjoyed the groups both as an opportunity to make comments and also to network and share information with other participants. Our final groups this month will focus on people who engage with aged mental health services, as well as those from culturally and linguistically diverse backgrounds.

Reporting results from the discussion groups

The project teams are currently identifying the themes that have emerged from participants' comments. We are in the process of putting together a short report and we look forward to the Department of Human Services sending out a summary to pilot site area managers for service provider comment on the themes. We will also be visiting sites again to meet with staff and tell them about the project and our initial findings.

Planning survey methodology

Themes gathered from our discussion groups will be fed into the process of developing survey questions for consumers and carers. Further discussions are being held to decide how we will sample consumers and carers at clinical and PDRSS sites to take part in the survey, and also the best way to administer the questionnaire and gather qualitative information.

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.