

C&C Project

Consumer and carer experiences of care Survey

Bulletin 7 June 2007



Welcome to the seventh 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

June update

Planning survey methodology

The project teams have worked with Mental Health Branch and the Evaluation Support Unit in the Department of Human Services (DHS) to finalise various aspects of the proposed methodology. An application for ethics approval for the project has been submitted to the DHS Human Research Ethics Committee (HREC). The methodology may change in response to HREC's feedback. Currently, the methodology has three main components: a questionnaire, individual interviews and focus groups. Consumers and carers will primarily be invited to respond to the questionnaire through a telephone interview. However, if participants desire, they will have the option of receiving a hard copy by mail. In addition, consumers of PDRSS day programs will be approached to complete the questionnaire on-site. Respondents for individual interviews and focus groups will be drawn from consumers and carers who self nominate at the time of responding to the questionnaire. Once trends have emerged from the questionnaire and interviews, project workers will conduct consumer and carer focus groups at local service level.

Developing the questionnaire

The development of the questionnaire is still in progress. The questionnaire is shorter, simpler and more targeted than the 2003/04 questionnaire. Pilot site service managers will have the opportunity to comment on the questionnaire items before it is finalised.

Site visits

Consumer and carer team project workers are continuing their visits to pilot sites, informing them of progress and preparing staff for the forthcoming surveying period. Thank you to all staff who have attended to date.



Letter of expectations

The Department has sent a letter to the managers of all pilot services outlining its expectations of the key partners in this project. An important aspect of these expectations is the need for services to plan to integrate the survey findings into the service's other quality improvement processes and to involve consumers and carers in that process.

For further information, please contact the project managers:
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