

# Participation Advisory Committee

## 'Doing it with us not for us'

Minutes Monday 15 September 2008

10:00am – 1:00pm

### Present

Debbie Zauder (Consumer, Monash Division of GPs), Linda Mack (Consumer Advisory Committee Resource Officer Network & Royal Melbourne), Maria Bohan (Carers Victoria), Evelyn Webster (Consumer, Primary Health Branch Consumer, Carer and Community Advisory Committee, DHS), Rita Bloomfield (Consumer, Goulburn Valley Community Consultation Committee), Cath Harmer (Quality and Safety Branch, DHS), Robin Ould (The Asthma Foundation Vic), Mary Draper (Royal Women's Hospital), Tony McBride (Health Issues Centre), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Vera Boston (North Yarra Community Health Inc.), Janet Laverick (Primary Health Branch, DHS), Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), and Sophie Hill (Cochrane Consumers & Communication Review Group),.

*Chair: Mary Draper*

### Apologies

Anne Mitchell (Gay & Lesbian Ministerial Advisory Committee & Gay Lesbian Health Vic) Sue Hendy (Council of the Ageing), Beth Wilson (Health Services Commissioner), Linda Sorrell (Melbourne Health), and Edward Manuel (Consumer), Jan Snell (Regional Directors DHS & Barwon South Western Region DHS), Alison McMillan (Quality and Safety Branch, DHS), and Jan Child (Metropolitan DONs & Peninsula Health).

### 1. Welcome

The Chair welcomed Jim Hyde, Director Public Health; Margaret Griggs, Manager Statwide Emergency, Critical Care and Surgical Services (on behalf of Francis Diver, Director Access and Metropolitan Performance); and Jeannine Jacobson, Acting Director Aged Care of the Department of Human Services to report on participation strategies and priority action implementation across their respective branches.

## 2. Report from the Department of Human Services & Health Services

### **Aged Care**

Currently promote resident rights and participation under the work of the *Count us in! Social inclusion for people living in residential aged care* program and SCORE – *Strengthening care outcomes for residents with evidence*. They also work with people living in Supported Residential Services, some of the most vulnerable people in our community and have been leading the development of the Charter recognising and supporting care relationships.

The branch administers the Home and Community Care (HACC) program which is guided by an advisory committee whose membership includes consumer and carer group representatives. As part of the national service standards assessment of HACC providers are required to involve consumers in service management and consumers are surveyed about the provision of service.

### **Access and Metropolitan Performance**

The Access and Metropolitan Performance branch has been working to improve the consumer experience of emergency services. They have run focus groups in the development of an Emergency Department consumer survey tool and are now looking at how to use the information they would be collecting on the survey to improve emergency services. In addition, they are considering how to bring the consumer voice into their development and planning activities in a systematic manner. For example, they have identified they don't have consumers on the Co-located GP Clinics strategy group which the branch administers. Consumer, carer and community participation is a new process for the branch and they have not traditionally worked with consumer and community groups.

### **Public Health**

The work of the Public Health branch is most often with large communities and concerning the population of Victoria's wellbeing. They have conducted some community consultation meetings and work with specific non-government organisations that are founded on consumer participation and governance.

**Discussion** Following the presentation committee members identified that the Department needs to remember that consumers and carers don't always come in a packaged 'group', they should be speaking to a wide variety of people and should welcome being challenged by community members who aren't posing the 'agreed' position on a topic. Need to consider the relation between the work of public health, community, primary and acute health sectors. In many meetings that the Department administers it is important that the Chair's role be acknowledged in facilitating consumer, carer and community member input.

**Action 1.** The committee members thanked the presenters for their presentations and requested that the presentations be made available to the public on the <http://www.health.vic.gov.au/consumer/> website and be attached to the Committee's minutes.

**Action 2.** The committee wishes to invite back to a later meeting the Director Access and Metropolitan Performance to hear of their developments in consumer, carer and community participation.

### 3. Minutes

The minutes of the previous meeting held on Monday 25 February 2008 were accepted as a true and accurate account of the meeting.

**Approved.** The committee members approved the minutes of the meeting held on Monday 25 February 2008 as a true and accurate record of the meeting.

**Action 3.** The minutes of the meeting of Monday 25 February 2008 are to be placed on the website <http://www.health.vic.gov.au/consumer/>

### 4. General Business

#### 4.1 Second Set of Performance Indicators: Participation Performance Indicator Subcommittee

#### 4.2 Evaluation of legislatively required Community Advisory Committees

#### 4.3 Improving how the Department of Human Services involves consumers, carers and community members on advisory and ministerial committees

**Action 4.** Agenda items 4.1 to 4.3 were carried over to the next meeting.

#### 4.4 Submission to the National Health and Hospitals Reform Commission

Discussion on the principles set out for the National Health and Hospitals Reform Commission (NHHRC) identified that the committee agree with the principles but advocates they be written in language understandable to the general community. The committee went on to identify that the review process should seek more strongly the consumer, carer and community voice and there needs to be an ongoing mechanism for the community to tell the Federal Government what its diverse members want from their health system.

**Action 5.** The committee supports the Department writing to the NHHRC stating the role of the committee, raise the language used in their information, importance of involving the consumer, carer and community voices and making a legitimate place for their input.

### 5. Business arising

#### 5.1 Member updates

This item was held over until the next meeting.

### 6. Meeting closed

The Chair closed the meeting at 3:00pm.

### Next Meeting

The date, time and meeting room may change as we are coordinating the final presentations from the Evaluating Effectiveness of Participation projects.

**Monday 28 July 2008**

Level 17

**Room 17:22**

(Lonsdale Street end of building, turn right inside entrance foyer, continue past kitchen and the room is to your right)

50 Lonsdale Street

**1:00pm to 3:00pm**