

# Participation Advisory Committee

## 'Doing it with us not for us'

Minutes Monday 23 July 2007

1:00pm – 2:30pm

### Present

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Debbie Zauder (Consumer, Monash Division of GPs), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Linda Mack (Consumer Advisory Committee Resource Officer Network & Royal Melbourne), 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), John Willis (Improving Care for Aboriginal & Torres Strait Islander Patients), Jan Child (Metropolitan DONs & Peninsula Health), Anne Mitchell (Gay & Lesbian Ministerial Advisory Committee & Gay Lesbian Health Vic), Edward Manuel (Consumer), Linda Sorrell (Southern Health), Robin Ould (The Asthma Foundation Vic), Craig Stanbridge (Sunraysia Community Health Services Inc.), Anne Frost (proxy for Janet Laverick, Primary Health Branch, DHS) and Vera Boston (North Yarra Community Health Inc.).

*Chair: Rita Bloomfield*

### Apologies

Sophie Hill (Cochrane Consumers & Communication Review Group), Mary Draper (Royal Women's Hospital), Nilgun Yuncel (Carers Victoria), Melanie Fraser (Office of the Health Services Commissioner), Gillian Webb (The University of Melbourne), Peter McMahon (Carer), Deborah Parnell (Council of the Ageing), Caroline Clarke (Medical Directors & Royal Children's Hospital), Jan Snell (Regional Directors DHS & Barwon South Western Region DHS), Tony McBride (Health Issues Centre), Alison McMillan (Quality and Safety Branch, DHS), and Janet Laverick (Primary Health Branch, DHS).

### 1. Welcome

The Chair welcomed Anne Frost as proxy for Janet Laverick (Primary Health Branch, DHS) and presenter Sue Brennan, Acting Director, Mental Health Branch to the meeting.

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

Sue Brennan, Acting Director, Mental Health Branch presented a comprehensive outline of the past, current and future initiatives on consumer and carer participation in Victorian mental health services. Her presentation highlighted: relevant legislation, the review by the peak consumer and carer bodies of the experience survey; consumer and carer consultants, the consumer and carer subcommittee of the Ministerial Advisory Committee on Mental Health and the funding of the Psychiatric Disability Rehabilitation Support services.

Committee members discussed with the Acting Director: the level of clinical support available in the community; differences between access to services in rural and metropolitan areas; and how information on the experience survey review is being passed on to consumer members of the peak body.

**Action 1.** The committee members thanked the Acting Director for her presentation and requested that the presentation on *Mental health – consumer and carer participation initiatives* be made available to the public on the <http://www.health.vic.gov.au/consumer/> website.

### 3. Minutes

The minutes of the previous meeting held on Monday 28 May 2007 were accepted as a true and accurate account of the meeting. An amendment to the date of the meeting was noted.

<b>Approved.</b> The committee members approved the minutes of the meeting held on Monday 28 May 2007 as a true and accurate record of the meeting.
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<b>Action 2.</b> The minutes of the meeting of Monday 28 May 2007 are to be placed on the website <a href="http://www.health.vic.gov.au/consumer/">http://www.health.vic.gov.au/consumer/</a>
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### 4. Implementation Plan

Members who have not provided a photograph for the implementation document and other documents associated with the policy should email a print quality and Internet quality photograph to the Department.

<b>Action 3.</b> Photographs to be sent to the Department of Human Services at <a href="mailto:Catherine.Harmer@dhs.vic.gov.au">Catherine.Harmer@dhs.vic.gov.au</a> .
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### 5. General Business

#### 5.1 Second Set of Performance Indicators

The first meeting of the subcommittee is planned for Wednesday 22 August 2007 with the following members being approved:

*Mary Draper, Chair of Participation Advisory Committee and from Royal Women's Hospital*

*Evelyn Webster, Participation Advisory Committee – consumer member and on DHS Primary Health Branch Consumer, Carer and Community Advisory Committee*

*Jan Child, Participation Advisory Committee, Metropolitan Director of Nursing representative and from Peninsula Health*

*Alison Brown, Victorian Healthcare Association, Clinical Governance Project with Community Health Centre's*

*Panayiota Romios, Health Issues Centre*

*Julie Hall, Royal Children's Hospital*

*Joyce Goh, Mental Health Branch, Department of Human Services*

*Margaret Summers, Aged Care Branch, Department of Human Services*

*Cath Harmer, Quality and Safety Branch, Department of Human Services.*

It was noted that the membership did not include a rural or regional member or a Community Advisory Committee (CAC) resource officer representative. Mr Craig Stanbridge nominated to be the rural representative and it was suggested that the Department of Human Services advertise membership on the sub-committee to CAC resource officers.

<b>Action 4.</b> The committee approved the subcommittee membership, the rural based member and seeking CAC resource officer inclusion.
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## 5.2 Evaluating Effectiveness of Participation projects

The committee noted the report on the progress of the four projects, particularly that all projects had commenced activity prior to the commencement date 1 July 2007. Committee members were interested in attending the 14 August learning session and in having the projects present their third quarterly report to the committee.

**Action 5.** The committee invites the Evaluating Effectiveness of Participation projects to present their third quarterly report to the committee at a mutually agreed date.

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

No work towards this project was undertaken in the last reporting period.

The committee discussed their role in advising the Department of Human Services on how to improve participation in decision making. It was noted that the role of committee needed to be considered in respect to this function. Concern was raised in relation to which consumers, carers and community members are included in consultations, how work is progressed through the large bureaucracy of the Department of Human Services and at what point the committee can have input into the progression of participation work.

**Action 6.** The committee requested that the Department of Human Services provide a paper on the role of the committee in improving participation across the Department for discussion at the Monday 24 September 2007 meeting.

## 5.4 Evaluation of legislatively required Community Advisory Committees

As tabled in the Department of Human Services' report on projects the Tender Review Committee was formed and comprised:

- three consumers, all from metropolitan CACs, one of whom is the link to the Participation Advisory Committee

- two CAC resource officers, both from metropolitan CACs

- two Department of Human Services staff, one from Procurement Services and Program Manager, Consumer Participation and Information (position is also a link to the Participation Advisory Committee).

The Tender Review Committee met and edited the Department's draft specification for tender document. A final version has been approved by the Department's Procurement Services Unit and is pending approval from the Director, Quality and Safety Branch.

**Action 7.** The committee noted the progress on the tender process and thanked Graeme Roberts for acting as the link between the committee and the Tender Review Committee.

**Action 8.** The committee asked that a copy of the specification be sent to them after the public advertising process.

## 6. Business arising

The Chair called for updates from committee members on consumer, carer and community participation activities in their areas. The following was reported:

Evelyn Webster, Consumer, reported that Care Connect has recently employed her as a Consumer Consultant. Care Connect is a national organisation providing home care services. She is currently

working with a project officer and her counter parts in some of the other states on consumer participation.

Robin Ould, Chief Executive Officer, Asthma Foundation, reported that the Foundation was currently moving to work on behalf of people who live with anaphylaxis and their families.

Craig Stanbridge, Chief Executive Officer, Sunraysia Health, identified that the service is planning a major health promotion campaign as part of the areas drought and social recovery plan. This will target families on irrigated blocks whose water quotas have for the first time been severely restricted. The service will be working closely with the community to ensure communication is targeted to this specific community.

Linda Sorrell advised the committee that she is now the Chief Executive Officer of Melbourne Health and will continue to attend the committee in her capacity as a health service Chief Executive Officer representative.

Vera Boston, Chief Executive, North Yarra Community Health, reported that they have now employed their Aboriginal Consumer Consultant as the services Aboriginal Liaison Officer. The volunteers at North Yarra Community Health have recently been taking up the opportunity to undertake CPR training.

Anne Mitchell, Director Gay and Lesbian Health Victoria, highlighted their current work in coordinating a forum in October for gay and lesbian people with a disability. A person from this community has been helping the organisation coordinate the conference.

Anne Frost, Primary Health Branch, advised the branch is at the point of finalising a contract to investigate how it is progressing consumer, carer and community participation.

Linda Mack, Community Advisory Committee Resource Officer Representative and Melbourne Health, advised that the Resource Officers Network has invited the Department of Human Services to its next meeting to talk on the issue of Health Service Cultural Diversity Plans, Community Participation Plans and integration into health service strategic planning processes.

John Willis, Improving Care for Aboriginal and Torres Strait Islander Patients program, updated on NAIDOC week activities and work with Maroondah Hospital and their Aboriginal Community.

Edward Manuel, Consumer, indicated the work going on in the area of disability services coming under the control of people with a disability.

Rita Bloomfield, Consumer Consultative Committee (CCC) of Goulburn Valley Health, reported on a presentation by the Emergency Department of the health service to the CCC, that the CCC is working with the health service on improving hand hygiene and reviewing the service's Community Participation Plan.

## 7. Meeting closed

The Chair closed the meeting at 2:30pm.

## Next Meeting

**Monday 24 September 2007**

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**