

# Participation Advisory Committee

## 'Doing it with us not for us'

Minutes Monday 24 November 2008

1:00pm – 3:00pm

### Present

Debbie Zauder (Consumer, Monash Division of GPs), Evelyn Webster (Consumer, Primary Health Branch Consumer, Carer and Community Advisory Committee, DHS), Cath Harmer (Quality and Safety Branch, DHS), Mary Draper (Royal Women's Hospital), Tony McBride (Health Issues Centre), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Janet Laverick (Primary Health Branch, DHS), and Jim Higgins (Regional Directors DHS & Barwon South Western Region DHS).

*Chair: Mary Draper*

### Apologies

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Beth Wilson (Health Services Commissioner), Linda Sorrell (Melbourne Health), Vera Boston (North Yarra Community Health Inc.), Robin Ould (The Asthma Foundation Vic), Rita Bloomfield (Consumer, Goulburn Valley Community Consultation Committee), Linda Mack (Consumer Advisory Committee Resource Officer Network & Royal Melbourne), Sophie Hill (Cochrane Consumers & Communication Review Group), Maria Bohan (Carers Victoria), Patricia Reeve (Council of the Ageing) and Jan Child (Metropolitan DONs & Peninsula Health).

### 1. Welcome

The Chair welcomed all members to the meeting.

### 2. Report(s)

There were no reports from either the Department of Human Services' directors or health service providers.

### 3. Minutes

The minutes of 27 October were accepted and the minutes of 15 September were deferred until 23 March 2009.

<p><b>Action 1.</b> The minutes of 27 October were accepted and will be placed on the <a href="http://www.health.vic.gov.au/consumer/">http://www.health.vic.gov.au/consumer/</a> website. The minutes of 15 September were deferred for consideration until 23 March 2009.</p>
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## 4. Review findings

Discussion ensued on the tabled actions made in response to the review report and materials presented by the Department of Human Services on the implementation of *Doing it with us not for us*.

The following revised actions were accepted by the Participation Advisory Committee:

- Action 2.** The committee notes the achievements of the policy, it has been an effective driver of consumer, carer and community participation, and endorses the continuation of *Doing it with us not for us* as the participation policy for the Victorian health care system.
- Action 3.** The committee endorses the use and further development of the comprehensive suite of participation performance indicators as a key driver in the ongoing implementation of *Doing it with us not for us; what gets measured gets managed*.
- Action 4.** To determine how well the policy has been implemented by health services the committee recommends an audit be undertaken of all 2007-08 Quality of Care Reports against the minimum reporting requirements for consumer, carer and community participation contained with the reporting guidelines. The reporting guidelines incorporate the monitoring framework of the implementation of the Strategic Direction of *Doing it with us not for us*.
- Action 5.** The committee will review with the Department of Human Services on 25 May 2009 the terms of reference and membership of the committee.
- Action 6.** The Minister for Health, The Hon. Daniel Andrews, be briefed on the audit findings and the review of the terms of reference and membership of the committee.
- Action 7.** Two awards for participation to be given at the 2009 Participate in Health Conference:
- to an individual or group (consumer, carer or community member(s)) for outstanding contribution to the development and improvement of health services in Victoria
  - to a health service for outstanding partnership practices with consumers, carers and community member(s) for the improvement of health care, treatment or wellbeing.
- Action 8.** The two key strategies, 'Evaluating Effectiveness of Participation projects' and 'Participate in Health Conference', to continue with the incorporation of the respective review and evaluation findings to improve the design of these strategies.
- Action 9.** The committee will advise on and contribute to the annual Quality of Care Report guidelines.
- Action 10.** Promotion of the policy during 2010 to 2012 will focus on young people and Indigenous communities.

- 4.1 Participate in Health Conference sub-committee formation and discussion on themes and key note speaker was deferred to March 2009 meeting.
- 4.2 Update on the development of the second set of Participation Performance Indicators was provided by members of the subcommittee. Work has been proceeding at a steady pace, draft versions of the indicators will be developed by the end of December and the consensus workshop will be held on 25 February 2009. Invitation to the workshop will be selective and will cover all health sectors and include consumer, carer, and community members and group representatives.

- 4.3 The final report and the Victorian government's response to the *Evaluation of legislatively required Community Advisory Committees (CAC) to Boards of Public Health Services* were tabled and are available publicly at <http://www.health.vic.gov.au/consumer/> . A meeting to discuss the findings was held with The Hon. Daniel Andrews and the findings were accepted by the evaluation reference committee. Ongoing implementation of the recommendations will be processed through the CAC Resource Officer Network meetings.
- 4.4 Improving how the Department of Human Services involves consumers, carers and community members on advisory and ministerial committees continues to progress. Training from the Health Issues Centre was conducted, the email network expands through participation in the training and its members will be consulted in the updating of the Quality of Care Reporting and Awards guidelines. All department officers are referred to the Consumer Nominee Program to recruit consumers, carers and community members for consultations, partnerships and delegation activities.

## 5. Business arising

- 5.1 Committee member updates were deferred until the March 2009 meeting.
- 5.2 The appointment of Mr Russell McGowan as the consumer member to the board of the Australian Commission on Safety and Quality in Healthcare (ACSQHC) was noted.
- 5.3 It was noted that Indicator Number 58 Patient Experience was up for consideration within the national indicators of safety and quality in health care developed by the Australian Institute of Health and Welfare for ACSQHC.

## 6. Meeting closed

The Chair closed the meeting at 3:00pm.

## Next Meeting

**Monday 25 May 2009  
Room 13:01 Level 13**

(Take **middle lifts** (levels 13 -24) and the room is on your left inside the entry foyer area)  
50 Lonsdale Street, Melbourne  
**1:00pm to 3:00pm**