

Participation Advisory Committee

'Doing it with us not for us'

Minutes Monday 25 September

1:00pm – 3:00pm

Present

Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Debbie Zauder (Consumer, Australian Crohns and Colitis Association), Sophie Hill (Cochrane Consumers & Communication Review Group), Linda Sorrell (Southern Health), Libby Wilson (Peninsular Health), Michael Summers (Carers Victoria), Jan Snell (Barwon South Western DHS), Mary Draper (Royal Women's Hospital), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Anne Mitchell (Gay & Lesbian Ministerial Advisory Committee & Gay Lesbian Health Vic), Edward Manuel (Consumer, Headway Victoria), 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) Alison McMillan (Quality and Safety Branch, DHS)

Chair: Mary Draper

Apologies

Gillian Webb (The University of Melbourne), John Willis (Improving Care for Aboriginal & Torres Strait Islander Patients), Tony McBride (Health Issues Centre) Deborah Parnell (Council of the Ageing), Craig Stanbridge (Sunraysia Community Health Services Inc.), Vera Boston (North Yarra Community Health Inc.), Robin Ould (The Asthma Foundation Vic), Caroline Clarke (Royal Children's Hospital),

1. Welcome

The Chair welcomed Melanie Fraser, Aboriginal Liaison Officer, Health Services Commissioner to the committee.

2. Minutes

The minutes of the previous meeting held on Monday 24 July 2006 were accepted as an accurate account of the meeting. The committee members agreed on the placement of the minutes, terms of reference, implementation plan, biographies and photos of the Participation Advisory Committee members be placed on the 'How to Participate' page of the website <http://www.health.vic.gov.au/consumer/> It was also noted that the name of the website should be changed to reflect that it is participation of not only consumers but also carers and community members.

Approved.	The committee members approved the minutes of the meeting held on Monday 24 July 2006, as a true and accurate record of the meeting.
Action 1.	The minutes of the meetings, terms of reference, biographies of committee members and photos, as individually approved by members, will be placed on the website http://www.health.vic.gov.au/consumer/
Action 2.	The name of the website at the URL http://www.health.vic.gov.au/consumer/ will be changed to 'Consumer, Carer and Community Participation & Information Program'.

3. Terms of Reference

The committee noted that the changes were made as per the recommendations of the first meeting and accepted the Terms of Reference.

Approved. The committee members approved and agreed to abide by the terms of reference for the Department of Human Services' Participation Advisory Committee.

4. Implementation Plan

The committee approved the outline of the plan and found the colour-coded spreadsheet of activities for each year a very useful visual presentation. The chair commended the inclusion of a poster on the development of 'Doing it with us not for us' at the International Society for Quality in Health Care's conference in London, October 2006. It was also noted that part of the reporting to the committee would include an invitation to the Minister, Secretary, Division and Branch heads of the Department of Human Services to the committee meetings to discuss how the policy is being integrated throughout the work of the department. Discussion ensued on how the plan would outline and track future initiatives, opportunistic activities and monitoring and reporting requirements across the health system.

- Action 3.** The committee members approved the draft implementation plan and requested further work towards its completion prior to being posted on the website <http://www.health.vic.gov.au/consumer/>
- Action 4.** The committee endorsed the initiative to invite the Minister, Secretary and executives of the Department of Human Services to the meetings of the Participation Advisory Committee to discuss how the policy is being integrated throughout the work of the department.
- Action 5.** A report on the new consumer participation indicator of the Victorian Patient Satisfaction Monitor is to be presented by the department at the next committee meeting.
- Action 6.** The committee will write to the Australian Commission on Quality and Safety to introduce themselves, raise concern that the commission's brief does not include residential aged care and that they are happy to be consulted with regarding consumer, carer and community participation issues.
- Action 7.** A thematic grouping of the committee members' comments identifying what they want to see achieved from the implementation of the plan, as listed in the Minutes 24 July 2006, is to be provided to members for the next meeting. This will allow committee members to review their comments against the draft implementation plan.

5. General Business

5.1 Participate in Health Conference

Members of the conference organising sub-committee provided a verbal report on the progress of the development of the 'Participate in Health Conference 2007 – Making it work'. The image for the promotion of the conference was displayed and a discussion paper on the integration of the themes for the conference into the draft program was provided to committee members. The website for the conference, electronic promotional material and the call for stories, poster and speaker's market abstracts will be available by Friday 6 October 2006. Committee members asked that winners of the consumer and carer participation and community engagement awards of the Victorian Public Healthcare Awards be encouraged to present or tell their story at the conference.

Action 8.	The conference organising committee to continue work on the development of the conference including contacting proposed speakers and finalising workshops.
Action 9.	All committee members and conference organising committee members to be notified electronically of the establishment of the conference website.
Action 10.	An email be sent to the winners of the Victorian Public Healthcare Awards for 'Excellence in consumer and care participation' and 'Excellence in community engagement', encouraging them to submit an abstract for a presentation or speaker's market stall at the conference.

5.2 Second Set of Performance Indicators

Agenda item deferred to next meeting.

5.3 Monitoring and Evaluation strategies

The project brief is an initiative of the Quality and Safety Branch of the department and is to provide funding to the acute sector for evaluation activities. The projects conception has been envisaged to meet Priority Actions 17, 19 and 21 of the policy and Recommendation 9 of the Consultation Paper to the policy. Discussion on the project brief's aim, scope, time lines, and on what is evaluation occurred. The committee also commented on proposed application guidelines that health services would be provided with upon expression of interest in conducting an evaluation activity.

Approved.	The committee approved the submission of the project brief to the department's approval processes for project monies upon the undertaking of the following actions:
Action 11.	The aim of the project should be linked to the overall implementation of the policy 'Doing it with us not for us'.
Action 12.	The objectives of the project or the application guidelines for the health services should reiterate the principles of participation, as outlined in the policy.
Action 13.	The scope of the project should be modified to include some reporting on processes and impacts of the individual evaluation activities to ensure that learning from the evaluations is communicated. Opportunities for communicating what has been learnt from the projects should be highlighted within the brief and guidelines to be sent to health services applying for the grants.
Action 14.	Key tasks, deliverables and timeframes to be updated to reflect the planning of the conference and other activities as outlined in the draft policy implementation plan.
Action 15.	The Cochrane Consumers and Communication Review Group is to provide a 1 page (back and front) outlining the Cochrane Collaboration's taxonomy of evaluations, interventions, outcomes and impacts.
Action 16.	The Evaluation Unit of the department is invited to present an overview on evaluation to the committee and to be consulted with in the finalisation of the project brief.
Action 17.	A draft of the application guidelines for health services interested in applying for a grant to undertake an evaluation project will be provided to the committee for discussion at the next meeting.

6. Report from the Department of Human Services

The Director, Social Policy Branch, Monica Pfeiffer reported on the new 'Recognising and supporting care relationships' policy by the department. Monica outlined how the policy was recognising the relationship between the carer and the consumer; that the consumer was not represented as a burden, but focusing on the positives of the caring relationship and how the department's programs should support this relationship. The policy was launched along with the 'Disability Services carer action plan', 'Recognising and supporting care relationships for Older Victorians', and 'Caring together – An action plan for carer involvement in Victorian public mental health services'.

The policy has as one of its principals 'participation' and builds on and incorporates the policy direction of 'Doing it with us not for us', as outlined on p.22 of the 'Recognising and supporting care relationships' policy framework for carers.

7. Business Arising

No business arising.

8. Meeting closed

The Chair closed the meeting at 3:00pm and thanked members for their participation.

Next Meeting

Monday 27 September 2006

Level 17

Room 17:22 (Lonsdale Street end of building, turn right inside entrance foyer, continue past kitchen)

50 Lonsdale Street

1:00pm to 3:00pm