

C&C Experience

Consumer and carer experience of care and support
– a mental health quality improvement initiative

Participating services

Clinical Services
Eastern Health Aged Mental Health Service at Peter James Centre in Forest Hill
Eastern Health Adult Mental Health Service in Box Hill, East Ringwood, Healesville, Upper Ferntree Gully, Waverley and Yarra Junction
Southern Health Mental Health Program in Berwick, Clayton, Dandenong and East Hampton
Bendigo Health Psychiatric Services in Bendigo, Castlemaine, Echuca, Kyneton and Swan Hill
Ballarat Health Psychiatric Services in Ararat, Ballarat, Horsham and Stawell
Psychiatric Disability Rehabilitation and Support Services (PDRSS)
Prahran Mission in Prahran
Doutta Galla in North Melbourne
Centacare in Ballarat
Mallee Family Care in Mildura

More information

If you would like to find out more about the C&C Experience of care and support initiative, please ask staff at this service or check out the website:

[www.health.vic.gov.au/mentalhealth/
quality/consumer.htm](http://www.health.vic.gov.au/mentalhealth/quality/consumer.htm)

To find out more about VMIAC visit their website:

www.vmiac.com.au

To find out more about the Network for Carers visit their website:

www.carersnetwork.org

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Your experience matters!



This initiative is a **collaboration** between Victorian Mental Illness Awareness Council (VMIAC), the Network for Carers of people with a mental illness (The Network), selected Victorian mental health services and the Mental Health Branch in the Department of Human Services.

How was the initiative developed?

VMIAC and the Network, as peak bodies representing the interests of consumers and carers in Victoria, have employed project teams made up of consumers and carers to guide this project. The project has been designed to reflect the ideas and issues of consumers and carers and was developed after wide consultation in Victoria.

What is the purpose of the initiative?

Your experiences with mental health services are important. This questionnaire is part of a pilot project involving eight mental health services in Victoria (see full list of participating services overleaf). The initiative has three components: questionnaires completed with telephone interviewers as well as individual interviews and focus groups. The questionnaires will provide a platform for exploration of questions via individual

interviews and focus groups facilitated by our consumer and carer project teams with consumers and carers at your service. Results from this initiative will inform quality improvement activities at your service.

Will my taking part in this project be confidential?

Yes, participation in the C&C Experience is confidential and staff at your service will not know if you have participated. No identifying information will be used in the reports.

How do I participate?

Some of you will be randomly selected and sent an approach letter and information sheet, formally inviting you to participate in the project.

Do I have to take part?

No, you do not have to take part and this will not affect the mental health service that you receive.

If I am not selected, can I still participate?

No, you cannot participate in this pilot but perhaps in the future. You should contact your mental health service to look at other opportunities to provide feedback.

What is involved?

Randomly selected consumers and carers will be invited to complete a questionnaire over the phone. If you decide to complete the questionnaire you will be invited to register your interest to participate in a focus group or attend an individual interview with members of our consumer and carer project teams. Participants will be selected from this list.

What if I am attending both PDRSS and a clinical service?

If you are, or someone you care for is, accessing both a clinical mental health service and PDRSS that are participating in this initiative, there is a chance that you will be contacted twice. While we know that doing the questionnaire twice is a lot to ask, it would be fantastic for both services you are involved with to receive your feedback.

What difference will it make?

Consumer and carer feedback about their experience at this service is an important part of quality improvement. By participating in this initiative there is an opportunity to benefit all consumers and carers who use this service.