

C&C Experience

Consumer and carer experience of care and support Initiative

Bulletin 12 April 2008



Welcome to the fourteenth e-bulletin of the *Consumer and Carer Experiences Pilot Project*. Building on the recommendations of the *Review of the 2003-2004 Victorian Survey*, the Project incorporates new ways of collecting information about experience of care, of feeding it back to staff and participants, and of facilitating consumer and carer involvement in service quality improvement. This DHS-funded project is collaboration between Victorian Mental Illness Awareness Council, the Network for Carers of people with a mental illness, Mental Health Services and DHS. The pilot project is being conducted over 2006-2008. The four Clinical and four PDRSS sites participating in the project are listed below along with the key contacts representing your service on the Reference Group. If you have any enquiries you are able to contact your representative.

List of pilot sites

| Clinical | Key contact |
|----------------------|----------------|
| Eastern Health | Mark Thornett |
| Southern Health | Vrinda Edan |
| Ballarat Health | Tamara Irish |
| Bendigo Health | Lorraine Flynn |
| PDRS | Key contact |
| Prahran Mission | Mark Smith |
| Doutta Galla | Neville Piper |
| Centacare | Kelvin Wilson |
| Mallee Family Centre | Cath Murphy |

For further information, please contact the project managers: Ms Anna Crowley at anna.crowley@arafemi.org.au, Ph: 9810 9352 or Mr Lei Ning at projectmanager@vmiac.com.au Ph: 9387 8317

April update

Individual interviews

Consumer and Carer project teams have completed the individual interviews with participants across various sites. The interviews have provided an opportunity for consumers and carers to tell their story, and to provide a greater understanding of their experience of Mental Health Services.

Focus groups

Focus groups with consumers and carers at each service are now under way. Participants have been randomly selected from those who registered their interest following our telephone interviews. In these groups, participants are asked to respond to the six most significant issues that emerged from the telephone interviews. Experiences and ideas from these groups will contribute to reports for the services in the pilot.

Planning ahead

The Department of Human Services will soon contract an external evaluator who will be responsible for developing an overall report as well as service-specific reports, and will be evaluating the methodology adopted in this pilot. Reports and summaries will then be disseminated to services will be made available to consumers and carers.

Many consumers and carers who have taken part in this initiative have told us, "It's all very well telling you about my experiences, but what good will it do?" A very important part of this initiative is to see that action can be taken in response to the findings. The Department of Human Services, in partnership with the VMIAC and the Carers Network, will soon be offering Experience Design in Mental Health, a leading edge approach which involves consumers, carers and staff in co-designing aspects of the service. Services will be invited to nominate to take part in this process, which can support them in responding to the outcomes of the C&C Experience.