

# C&C Project

## Consumer and carer experiences of care Survey

Bulletin 5 March 2007



Welcome to the fifth e-bulletin of the *Consumer and carer experiences of care survey Project*. Building on the recommendations of the Review of the 2003-2004 Victorian Survey, the project, incorporates new ways of collecting information about experiences of care, feeding it back to staff and participants, and facilitating consumer and carer involvement in service quality improvement. Funded by the Department of Human Services, this project is a collaboration between Victorian Mental Illness Awareness Council, the Network for Carers of people with a mental illness, mental health services and the department. The 12-month pilot project is being conducted over 2006-2007. The four clinical and four PDRSS services participating in the project are listed below along with the key contacts representing each service on the statewide reference group. Please contact your representative if you have any queries.

### List of pilot sites

Clinical	Key contact
Eastern Health	Kim Koop
Southern Health	Vrinda Edan
Ballarat Health	Tamara Irish
Bendigo Health	Lorraine Flynn
PDRS	Key contact
Prahran Mission	Mark Smith
Doutta Galla	Nev Piper
Centacare	Kelvin Wilson
Mallee Family Centre	Florence Davidson

For further information, please contact the project managers:  
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Department of Human Services

### March update

#### Running discussion groups

The consumer and carer teams have completed the series of discussion groups with consumers and carers at all pilot sites around Victoria. Our final groups were conducted with participants from culturally and linguistically diverse (CALD) backgrounds.

#### Reporting results from the discussion groups

Some important themes have emerged from participants' comments and a report has been forwarded to the project working group. The project teams will soon book dates for site visiting to meet with staff and inform them about the project and more details of the initial findings. DHS will shortly be sending a letter about the emerging themes to pilot sites area managers for comment and contribution.

#### Planning survey methodology

Themes gathered from our discussion groups will then contribute to the process of developing survey questions for consumers and carers. Discussions are being held currently to help decide how we can best sample consumers and carers at clinical and PDRSS sites to take part in the survey, and also the best way to administer questionnaires and gather additional qualitative information.

#### Planning for feedback of results

Services will each need to consider the results of the survey and determine what actions they might take to respond to the survey feedback. It is generally anticipated that services will use existing quality assurance mechanisms and processes for this purpose. Consequently, services have been asked to start planning for this processes. Pilot sites have been asked to report on their existing quality assurance processes and mechanisms and how survey feedback will be processed at the next reference group meeting.

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