

C&C Experience

Consumer and carer experience of care and support Initiative

Bulletin 13 March 2008



Welcome to the thirteenth 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	Kim Koop
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

March update

CATI interviews

The CATI interviewers of the Wallis Consulting Group have administered the questionnaires of this initiative by telephone. The target sample sizes of the Adult and CAMHS services have been achieved, but there were difficulties in the Aged and PDRS Services to reach the desirable sample sizes due to the limited numbers of registered consumers and carers at the participating services. Wallis Consulting Group is compiling a report of the response to the questionnaires.

Individual Interviews

Consumer and Carer project teams have commenced the individual interviews with randomly selected participants who have completed the questionnaires and self-nominated to participate in the interviews. Both teams will conduct 12 individual interviews each. These interviews are aimed at developing a deeper understanding of participants' experience of the mental health services.

Planning for Focus Groups

The focus groups are a major part of this multi-staged approach which endeavours to explore more service specific experiences of consumers and carers. These groups will focus on the three most positive and the three least positive items that emerged from the responses to the questionnaire for each service.

The participants will also be randomly selected from the participants of the questionnaires. The project teams will conduct one consumer and one carer focus group at each participating service. These focus groups will be held between late April and the end of June 2008.

