

C&C Project

Consumer and carer experiences of care Survey

Bulletin 1 November 2006



Welcome to the first e-bulletin of the *Consumer and carer experiences of care survey Project*. Building on the recommendations of the 2003-04 Victorian survey review, this is a flagship project for Victoria that 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. Funded by the Department of Human Services, this project is a collaboration between the 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 2006-07. 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. Please contact your representative with 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	Wayne Harrington
Centacare	Kelvin Wilson
Mallee Family Centre	Florence Davidson

November update

Meeting staff

Project managers have met with key representatives from each of the pilot sites. Project workers are currently visiting pilot sites to meet with service staff. In these meetings, they discuss the current survey and receive feedback about the previous survey. Project workers are enlisting staff help to make contact with consumers and carers of their services.

Forming discussion groups

Before developing the tools for the survey (questionnaires and interview schedules), we will be consulting with consumers and carers about what they think should be included in a survey of services to be run in April-May 2007. This month we are working on the format and guidelines for those group consultations. We are also working with local service staff to plan how to run the discussion groups for consumers and carers across a selection of the pilot sites. The information gathered from these groups will be useful when we start to develop relevant consumer and carer-friendly tools early next year.

Communication

In addition to planning for the discussion groups, we are also developing some marketing materials to help recruit consumers and carers to the discussion groups. We will be sending flyers and other advertising materials to your area shortly.

For further information, please contact the project managers:

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