

C&C Project

Consumer and carer experiences of care survey Project

Bulletin 9 October 2007



Welcome to the ninth 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 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 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 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	Florence Davidson

August update

Ethics application

The project has received approval from the Department of Human Services – Human Research and Ethics Committee (HREC). While there is no requirement to submit the protocol to participating services for the organisation’s HREC approval, we will submit the protocol if services request that this occurs.

Developing the questionnaires

The project team has received useful feedback from consumers, carers and service providers about the questions we have developed for the questionnaire. This is about to be finalised and will then be converted to a script which can be used by telephone interviewers (also known as CATI operators) who will work through the questionnaire with consumer and carer respondents on the telephone.

Promotional materials

Our next e-bulletin will contain more information and answer questions about the practical details of the project and what you can do to support it in your service. A flyer will also be sent out to staff announcing the estimated timeframe for the telephone interviews, individual interviews and focus groups.

Planning ahead

The last page of this e-bulletin contains a flow chart outlining all the steps involved in the project. We are about to move into the Implementation Phase of the project.

- This month, service staff are being asked to take every opportunity to check that the service’s **database is accurate** and up-to-date with their client and carer contact details. This step is **vital** to ensure that consumer and carer participation is optimised.



- Once the contact details are processed, the CATI operator will send out letters to a selected sample of consumers and carers from each service, informing them about the project and inviting them to take part. Participation is of course **voluntary** and **confidential**.
- Those consumers and carers who have received an introductory letter can then expect a phone call from a CATI operator asking them if they would like to take part in a short phone interview. It should take around 15 minutes. Interpreters may also be available. If a consumer or carer would rather complete the questionnaire in hard copy, they will be able to ask for it to be sent out to them with a reply-paid envelope.
- Those who choose to answer questions in the phone interview will then be offered the opportunity to register their interest in taking part in a follow-up individual interview or focus group.
- All participants will be offered the opportunity to have a summary of findings sent to them in recognition of their contribution.
- The table below presents an overview of the approximate numbers of consumers and carers involved at each service for the various components of the data gathering phase of the project. Note that larger numbers will be needed at CAMHS and Aged Services because there are only two of each of these services participating in the pilot, compared to four Adult and four PDRS Services.

	Adult Service	PDRSS Service	CAMHS Service	Aged Service
Approx number randomly contacted per service				
Consumers	260	260	520	520
Carers	160	160	310	310
Minimum number required to complete phone interviews per service				
Consumers	60	60	120	120
Carers	60	60	120	120
Minimum number required for individual interviews				
Consumers	Total of 12 interviews across project			
Carers	Total of 12 interviews across project			
Number of focus groups per service (6-9 participants)				
Consumers	1	1	1	1
Carers	1	1	1	1

For further information, please contact the project managers:
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 or Mr Lei Ning at projectmanager@vmiac.com.au Ph: 9387 8317



Pilot process flowchart

