

# C&C Project

## Consumer and carer experiences of care Survey

### Information



### Hello and welcome to the C&C Project.

The Department of Human Services has funded the Network for Carers of people with a mental illness and the Victorian Mental Illness Awareness Council to conduct a 12-month pilot project over 2006-07 to develop a survey method that captures acceptable, valid and reliable data from consumers and carers of clinical and psychiatric disability rehabilitation support mental health services.

### An invitation

You have been invited to be part of either a consumer or a carer discussion group as part of a project to improve the quality of service received by consumers and carers in public mental health services.

### The purpose of the discussion group

The first thing we need to do is to develop good survey questions that cover aspects of services that you think are important to comment on. Then next year we will use the survey questions to ask people in a number of regions across the state about their experiences. In inviting you to this discussion group we'd like you to help us come up with some ideas for what should be included in the survey of consumer and carer experiences.

Remember we are interested in finding out what we should be including in the survey of consumer and carer experiences with mental health services. While personal stories are important, this discussion group will concentrate on collective experiences of all carers and consumers.

### The nature of the discussion group

The group will be made up of ten or fifteen participants and will be facilitated by two members of the carer or consumer project team. The facilitators are well trained and have experience themselves as consumers or carers. The group will run for approximately two hours.

### Benefits

Your opinions are valuable in developing a way of evaluating mental health services that is meaningful to consumers, carers and service providers. You will also be contributing to ongoing service quality improvement. The project teams value your views and has arranged for reimbursement of travel cost and time, as well as providing refreshments.

### Voluntary participation

Taking part in this discussion group is completely voluntary and you can leave the group at any time. Consumers and carers like yourself are conducting the discussion group, and no members of staff from your service will be present at the group.

### Confidentiality

Everything you say in the group will be respected and treated confidentially and made anonymous. Group members will also be asked to respect the rights of others in the group. The only records we will be making in the group are written ones and no names will be used. The information we collect will only be used for developing the survey and once collated information from the group will be destroyed.

### Questions or concerns

If you have any questions or concerns about the project or the discussion group that cannot be answered today, you are very welcome to contact any of the following people:

**Service staff members**—Ph:

**Lei Ning**, Consumer project manager—Ph: 9387 8317

**Anna Crowley**, Carer project manager—Ph: 9810 9352

The issues covered in the discussion may be sensitive for some participants. If the discussion raises personal issues that you would like to talk to someone about, we can provide you with names of support services. In addition a staff member is available if you wish to talk with them.

**Many thanks for your interest in the project.**

Department of Human Services

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Government  
initiative

