

C&C Experience

Consumer and carer experience of care and support
– a mental health quality improvement initiative



The Victorian Mental Illness Awareness Council and The Network for Carers of people with a mental illness in partnership with the Department of Human Services and your mental health service are inviting consumers and carers to comment on their experience of care and support at this service.

What is it?

- An initiative to find out consumers' and carers' experience of care and support while using mental health services and is based on the issues that consumers and carers have identified as important.
- It involves:
 - a user-friendly survey, developed after discussions with consumers, carers and services,
 - focus groups and
 - interviews.

Who can take part?

- A number of consumers and carers at this service will be randomly selected, and be sent a letter inviting them to participate in the survey. **Participation is voluntary.**
- If you are selected, you will be telephoned and asked if you are interested in taking part in the telephone survey. If you agree to participate, it will take about 15 minutes of your time.
- If you complete the phone interview, you may also be asked if you would be interested in attending an individual interview or a focus group with the consumer and carer project team members.

What difference will it make?

- Your feedback is an important part of quality improvement at this service.
- Your input will benefit consumers and carers who use this service.

Want to know more?

Ask staff at this service or check out the website:

www.health.vic.gov.au/mentalhealth/quality/consumer

January–April
2008