

C&C Experience

Young people and their families' 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 young people and their families 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 young people and their families have identified as important.
- It involves:
 - a user-friendly survey, developed after discussions with young people, their families and services,
 - focus groups and
 - interviews.

Who can take part?

- A number of young people and families 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 project team members.

What difference will it make?

- Your feedback is an important part of quality improvement at this service.
- Your input will benefit young people and their families 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

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