

# C&C Project

## Consumer and carer experiences of care Survey

Bulletin 8 July 2007



Welcome to the eighth 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 experiences of care, feeding it back to staff and participants, and 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 services participating in the project are listed below along with the key contacts representing each service on the statewide reference group. Please contact your representative if you have 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	Neville Piper
Centacare	Kelvin Wilson
Mallee Family Centre	Florence Davidson

### July update

#### Ethics application

The DHS Human Research Ethics Committee (HREC) has sent an invitation to us to present our response to the queries raised at their last meeting. This would enable us to progress our submission.

#### Changes in DHS personnel

The June meeting farewelled Mario Santilli and welcomed Joyce Goh, Acting Manager, Quality Services. Joyce will now chair the Working and Reference Groups of this Project. Many thanks to Mario for his contribution.

#### Site visits

The Project teams have undertaken presentations to the pilot sites to enhance the partnership aspect of this project. The presentations provided the opportunity for staff to hear about the progress of the Project and to encourage participation by consumers and carers when the surveys begin.

#### Developing the questionnaires

The development of the questionnaires is continuing and is near finalisation. Questionnaires have been tailored for consumers and carers in each of the Adult, PDRSS, Aged and CAMHS sectors. After feedback, a group of selected consumers and carers will test the utility of the questionnaire. The plan is to use Computer Assisted Telephone Interviews (CATI) to administer the questionnaires. As indicated in our previous bulletin, the questionnaire stage of the project will be followed by a small series of personal interviews and focus groups with some consumers and carers who have indicated interest in being involved.



## Promotional materials

Promotional material, including posters, letters and information brochures outlining the survey process are being developed, to support staff and inform consumers and carers. We look forward to sharing them with you soon.

## Extension of project timeline

Due to the delays with the ethics approval, the timeline of this project has been extended to the end of this year.

For further information, please contact the project managers:  
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