Present
Mary Draper (Chief Executive, Health Issues Centre), Cath Harmer (Consumer Partnerships and Quality Standards, Department of Health), Evelyn Webster (Consumer, Peninsula Health – Rosebud Community Committee), Sophie Hill (Centre for Health Communication and Participation), Keir Saltmarsh (Mental Health Drugs and Regions, Quality and Safety Unit), Rita Bloomfield (Consumer, Goulburn Valley Community Consultation Committee), Robin Ould (The Asthma Foundation Victoria), Jan Child (Metropolitan DONs & Peninsula Health), Graeme Roberts (Consumer, Bundoora Extended Care & Northern Health), Linda Mack (Community Partnerships Resource Officer, Melbourne Health), Dr Mark Garwood (Medical Director, Western Health).

Chair: Mary Draper

Apologies
Grant Davies, Janet Compton, Demos Kroukos

1. Welcome
The Chair welcomed members to the meeting. Dr Mark Garwood (Medical Director, Western Health) was attending his first meeting. The Chair invited all members to introduce themselves in turn.

2. Minutes
The minutes of 28 October 2013 were accepted for placement on the website.

Action 1
The minutes of 28 October 2013 were accepted and will be placed on the http://www.health.vic.gov.au/consumer/ website.

3. Health literacy and information sub-committee
Sophie Hill (Chair)

The sub-committee is in the process of running seven workshops for health service staff and the community providing the opportunity for participants to speak about their requirements and priorities in the development of the health literacy policy. A forum has been held at Benalla with further forums scheduled for Ararat, Traralgon, Warrnambool, Bendigo, and two Melbourne sites.

The sub-committee and the Department of Health prepared a background paper to drive the discussion at the forums and will provide written feedback and comments.

Selection of the issues raised at the Benalla forum:

- identifying authoritative health information – for recommendation to others
- need for health information to be more than just a one page document
- needs to be simple – but also need access to more complex information
- health system access – receiving information about navigating the system
• language used when interacting with people in a way that enhanced access to services and information
• improving the way we provide information to people with increased difficulty accessing and understanding information due to disadvantage
• communication between clinicians about consumers remains a challenge – there was agreement between clinicians and consumers about this point
• the Better Health Channel is good but not comprehensive
• much duplication of information occurs within the system – even at health service level
• some health services wanted more sites (than the Better Health Channel) to which they can refer consumers and carers.

**Action 2:** The Chair of the Health literacy and literature sub-committee will report on the progress of the forums at the next meeting.

5. **Victorian Healthcare Experience Survey**

The Department of Health has appointed Ipsos Social Research Institute to manage the Victorian Healthcare Experience Survey, the new tool for understanding the experience of consumers and carers in the Victorian health system. The Department of Health would like the reference committee for the Victorian Healthcare Experience Survey to be a sub-committee of the Participation Advisory Committee and for two committee members to participate in the sub-committee.

Dr Mark Garwood and Evelyn Webster offered to represent the Participation Advisory Committee on the sub-committee.

**Action 3:** The Department of Health will establish a Victorian Healthcare Experience Survey sub-committee and include Dr Mark Garwood and Evelyn Webster as representatives of the Participation Advisory Committee.

6. **Evaluation of Doing it with us not for us**

6.1 The Department of Health recommended to the committee that a conference be conducted in March 2015 to both celebrate the successes of the *Doing it with us not for us* policy, and launch the new policy that will be developed in response to the current evaluation and the consultation with health services and consumers and carers later in 2014.

The Department of Health will speak with other Australian jurisdictions about sponsoring peak consumer and carer organisations in their jurisdictions to participate in the conference.

**Action 4:** The Department of Health will bring a more evolved idea about the conference to the next meeting of the Participation Advisory Committee.

6.2 **KPMG report on the Summative evaluation of the Doing it with us not for us policy**

Kathryn Cook, Jenni Lee, Ruth Smith, Mark Currie and Nikki Flook

KPMG provided an update on the evaluation to date outlining the objectives of the evaluation and the activities performed to complete the analysis of the current state of consumer participation policies and practices in Australia and other selected international jurisdictions. The current state analysis also documents current best evidence based practices, and provides an understanding of the logic underlying the policy. This will assist in the development of the evaluation strategy.
The Evaluation sub-committee of the Participation Advisory Committee has provided advice and feedback in the process to this point.

**Action 5:** The Department of Health to circulate final version of the evaluation strategy to the Participation Advisory Committee.

6. **Victorian Mental Illness Awareness Council**

Isabell Collins, Director, *Victorian Mental Illness Awareness Council* presented to the meeting on the role of the Consumer Partnership Forums in the Mental Health reform.

The *Victorian Mental Illness Awareness Council* is the peak consumer organisation providing information, support, education, individual, group & systemic advocacy, research & evaluation of mental health in Victoria.

In October 2012, Minister Wooldridge announced partnership approach to the reform of mental health. This approach provides the group the opportunity to advise and provide input into the reform agenda through the identification of consumer issues, the development of mental health policy, planning and implementation. This includes the new Mental Health Act and the Psychiatric Disability Rehabilitation Support Service reform process, as well as the broader delivery of mental health care in hospital settings and the community.


7. **Meeting closed**

The Chair closed the meeting at 12:55pm.

**Next Meeting**

- **Monday 28 April 2014**
- **Room 17.22, Level 17, 50 Lonsdale Street**
- **11:00am to 1:00pm**