

Consumer consultations inform the model of care for the Victorian Paediatric Rehabilitation Service

The development of the Victorian Paediatric Rehabilitation Service (VPRS) aims to ensure that specialist paediatric rehabilitation services for children will be available across the state. The vision for the service is that Victorian children who need specialist rehabilitation will be able to get the level of service they need, when they need it, in the most appropriate location, no matter where in the state they and their families live.

An important aspect in the development of the VPRS was to seek the views of parents, families, carers and service users on what is important to them in accessing specialist paediatric rehabilitation services. Families that have had or have a current need for paediatric rehabilitation services were identified with the assistance of the Royal Children's Hospital, Southern Health and consumer advocacy agencies. Forty-five people participated in one-on-one interviews and two group discussions, which were conducted by the consultants, Ipsos. Families came from across metropolitan Melbourne as well as rural and regional Victoria and represented a range of children and adolescents with specialised paediatric rehabilitation needs.

Some of the key findings from the consumer consultations included:

- continuity of care between rehabilitation and related services is vital
- there is strong support for a centralised paediatric rehabilitation service
- families need to be kept informed of what to expect when their child is sick or injured
- families want to be involved (but the level of involvement varies)
- effective care coordination is important to facilitate access to services and to ensure continuity of care
- families need support while their child is undergoing rehabilitation
- treatment settings need to be appropriate for children and adolescents and there needs to be flexibility in delivery to accommodate the needs of families
- effective communication should occur between the members of the treatment team.

The recommendations arising from the consumer consultation report will inform the development of the model of care for the VPRS, and will ensure that ultimately the model of care reflects the views of the consumers who will access the service. A final report from this work will be available on our website later this year.

For your diary For your diary For your diary For your diary For your diary

Please note the following dates for future meetings and forums:

Date	Meeting
15 June	Forum cancelled. This date will be used for a COAG LSOP workshop
22 June	HARP Community of Practice
3 August	Improving Care Forum – Stroke Care Meeting
17 August	Improving Care Community of Practice Meeting
7 September	Improving Care Forum – Transition Care Program

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