Queensland Health Website Transformation

Kitchen Table Discussions

This is your opportunity to host a Kitchen Table Discussion with your local community members to hear what you think about the Queensland Health websites (including [www.health.qld.gov.au](http://www.health.qld.gov.au)) and how it can be improved for consumers.

Closing date: 5pm Friday 14th February 2020

About the project

**Health Consumers Queensland is offering 16 consumers and carers from across Queensland the opportunity to lead consultation with their local community members.**

Queensland Health has contracted Health Consumers Queensland to undertake this consumer consultation.

The consultation will involve kitchen table discussions being held in each of the 15 Queensland Hospital and Health Services (HHS) regions, and Children’s Health Queensland. If you are a consumer or carer in one of the HHS regions and would like to host a kitchen table discussion, we welcome your application:

1. Children’s Health Queensland
2. Torres and Cape
3. Cairns and Hinterland
4. Townsville
5. Mackay
6. Central Queensland
7. Wide Bay
8. North West
9. Central West
10. South West
11. Metro South
12. Metro North
13. Sunshine Coast
14. Gold Coast
15. West Moreton
16. Darling Downs

Background

Every day, thousands of Queenslanders visit a range of Queensland health websites (including  [www.health.qld.gov.au](http://www.health.qld.gov.au/) and public hospital sites) to find public health information and services. We need to ensure that the quality of the sites is high so that Queenslanders can access health information quickly and efficiently. With over 50 sites within the Queensland Health website collection, it’s important that people can find what they are looking for.

In 2019, Queensland Health Strategic Communications Branch established the Website Transformation Program to improve the experience of people using Queensland Health websites. The program will focus on the needs of Queenslanders who access online information and services from Queensland Health.

Purpose

The Queensland Health Website Transformation team is working with Health Consumers Queensland to undertake “Kitchen Table” consumer consultations. This will help the team hear directly from people about their experience using Queensland Health websites, and to let us know how they could be improved.

In this way, a range of stakeholders including health consumers, carers and the general public will help shape the website transformation project.

The discovery process will help the team identify:

* “what works” and “what doesn’t work” for community members accessing the website;
* what sort of design features people can relate to;
* how Queenslanders can best find the health information and services they need;
* how to create accessible pathways for users to navigate all Queensland Health websites; and
* the sort of relationship people want to have with Queensland Health as a trusted source of information.

A better Queensland Health web presence should increase the efficiency of information and service delivery to users.  Improved engagement with the community enabled by the websites will support Queensland Health’s vision of “Healthier Queenslanders.”

About Kitchen Table Discussions

Kitchen Table Discussions are community engagement sessions led by local people for local people. They allow individuals and small groups to participate in discussions at a time of day, and in a place, that suits them. The discussions enable health consumers, carers and community members who do not ordinarily participate in healthcare consultation to have their say in a safe and supportive environment.

Each Kitchen Table Discussion will be led by a **Consumer Host** with a strong community network and will invite **up to 10** community members to a discussion in a location of their choosing. The Host guides the discussion with a set of questions provided to them and reports the outcomes back to Health Consumers Queensland.

Role of the Discussion Host

As the host, your role will be plan, coordinate and facilitate a once-only 90-minute discussion you’re your local network and community members. This includes:

* Inviting up to **10** participants who would be interested in being part of the discussion on this important subject. They will be your local community connections (ideally, people who do not normally have their voice heard in healthcare).
* Choosing a venue, time and date between **21st February and 13th March** that works for your participants.
* Host the session.
* Complete and provide a feedback report to Health Consumers Queensland **by 21st March 2020.**

To support you with this, you will receive:

* **Training via a Zoom video conference call. Zoom is free to download.**
* A comprehensive Host Guide.
* Questions to ask participants during the discussion, agenda and a report template.
* Support from Health Consumers Queensland to ensure you have a successful session.

Who are we looking for as Consumer or Carer Hosts?

Hosts will have knowledge of or have used a Queensland Health website, either <https://www.health.qld.gov.au> , a local hospital website or another from the Queensland Health portfolio of websites.

We are also interested in hearing particularly from consumers who may not normally participate in consultation on healthcare. To achieve this, we are particularly looking for consumers and/or carers who can demonstrate they have strong links with their communities.

We will choose one host from each of the 16 Queensland Hospital and Health Service regions.

Remuneration and Support

**Hosts –** you will be remunerated at Health Consumers Queensland’s day meeting rate of $374. You will also be reimbursed up to $100 to cover catering and venue costs for your session (on return of receipts).

**Participants –** Health Consumers Queensland will provide a $60 gift voucher for each Kitchen Table Discussion participant for their time.

How to apply

**Please complete this application form and return it to**[***consumer@hcq.org.au***](mailto:consumer@hcq.org.au)**by 5pm Friday14th February 2020.**

For assistance completing this application please contact Health Consumers Queensland via [consumer@hcq.org.au](mailto:consumer@hcq.org.au) or by phone on 07 3012 9090.

For queries relating to this opportunity*,* please email Anne Curtis, Engagement Consultant – Specific Projects, Health Consumers Queensland at [anne.curtis@hcq.org.au](mailto:anne.curtis@hcq.org.au)

**Consumer Application Form**

**Kitchen Table Host for the Queensland Health Website Transformation Project**

Full name:

Preferred phone number:

Email:

Postal address:

Postcode:

* By completing this application, I consent for my details to be added to the Health Consumers Queensland network database YES | NO
* I would like to receive email updates from Health Consumers Queensland YES | NO
* **Are you happy for Health Consumers Queensland to share this form with Queensland Health as part of the process for this application?** YES | NO
* Would you like us to retain this application for future vacancies? *(Applications not retained are destroyed once the application process is complete.)* YES | NO

Please highlight any group you identify with:

* Young people and older people
* Living with a disability/chronic condition
* Caring for someone with a life limiting condition
* Rural and remote
* Culturally or linguistically diverse
* From a non-English speaking background

Do you identify as: Aboriginal | Torres Strait Islander | Both | Prefer not to state

Are you a: Consumer | Carer

Age range: 16-24 25-29 30-39 40-49 50-59 60-69 70+

* **In 250 words or less, please describe your community connections and networks that you can draw on to host a successful and inclusive kitchen table discussion.**
* **In 250 words or less, please describe:**
  1. **Your knowledge of Queensland Health websites and,**
  2. **Why you would like to host a kitchen table discussion with your community on this topic**