Opportunity to Host a Kitchen Table Discussion to provide consumer feedback on

WWW.ACCESSMYHEALTHCARE.COM.AU

Closing date: 4pm on 19th February 2021

Access My Healthcare

**This opportunity is for 3 consumers to host kitchen table discussions with their local community networks to provide feedback on the Access My Healthcare website and mobile application. Hosts should be familiar with searching websites and mobile applications for healthcare information or services.**

[Access My Healthcare](https://www.accessmyhealthcare.com.au/) brings together all health and wellbeing services and providers into a single, integrated, easy to use website and app. Access My Healthcare connects Queensland health and wellbeing services to consumers and carers, clinicians and the community.

Health Consumers Queensland has been contracted by **Community Information Support Services** to undertake this project. [Community Information Support Services](http://www.communityinfo.org.au/), believe that all Australians should have access to timely, convenient, and equitable health and wellbeing services. **Community Information Support Services** is a charity supported through membership fees from health and community organisations that partner to provide information on services and events accessible to the public.

Project Purpose

The purpose of this project is to receive feedback from consumers on the **Access My Healthcare** website and app. The Kitchen Table Discussions will enable consumers and carers to review the Access My healthcare website and mobile application and provide feedback on:

1. Display of information
2. How easy is it to use?
3. How relevant are the results of the searches?
4. Recommendations on the display of information

About Kitchen Table Discussions

Health Consumers Queensland provides opportunities for consumers to lead consultation with their own community. We do this via Kitchen Table Discussions which are community engagement sessions led by local people for local people. They allow small groups to participate in discussions at a time of day 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.

We are seeking three (3) **Consumer Hosts** with a strong community network who can bring together up to six community members each to have a discussion in-person or online via Zoom video conferencing. If online the host will have up to five participants. The Host guides the discussion with a set of questions provided to them and provides the feedback to Health Consumers Queensland. All information received is de-identified to ensure the participant’s privacy is maintained.

Role of the Discussion Host

As the host your role will be to plan, coordinate and host a once-only 90-minute discussion with community members. This includes:

* Inviting community members who would be interested in being part of the discussion to provide feedback on Access My Healthcare. They will be your local community connections.
* Choosing a time, date and venue between **24th February and 17th of March,** that works for your participants.
* Host the session.
* Complete the provided feedback template and email to Health Consumers Queensland via email **by 19th March** along with the completed participant registration sheet.

To support you with this, you will receive:

* **Training via a Zoom video conference call. Zoom is free to download.**
* A comprehensive Host Guide and toolkit with all printed documentation.
* Questions to ask participants during the discussion.
* Support from Health Consumers Queensland to ensure you have a successful session.

Who are we looking for as Consumer or Carer Hosts?

We would like our hosts to have strong community connections. Hosts should have ideally accessed a public health service in their community within the last year.

Remuneration and Support

**Hosts –** you will be remunerated at Health Consumers Queensland’s day meeting rate of $374 for hosting an in-person session at a venue and $187 if hosting an online session. You will also be reimbursed up to $70 to cover catering and venue costs for your in-person session (on return of receipts).

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

How to apply

**Please complete this consumer application form and return to**[**projects@hcq.org.au**](mailto:projects@hcq.org.au)by **19th February at** **4pm**.

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

**Consumer Application Form**

**Access My Healthcare Kitchen Table Discussion**

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 as being a part of:

* Rural and Remote
* Living with a disability/chronic condition
* Caring for someone with a disability
* Physically isolated or transport disadvantaged
* 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+

*Your responses to the following questions only need to be a brief sentence or two*

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:

Why you would like to host a kitchen table discussion with your community members to learn about Access My Healthcare and provide feedback on the website and mobile app.