Queensland Health Website Transformation Advisory Group

Terms of Reference

DRAFT

Contents

Document Version history

Version	Date	Changed by	Comments
1.1	07 January 2020	Stephen Wernicke	Draft for distribution

Overview

Purpose

The purpose of the **Website Transformation Project** ("the Project") is to deliver a better public health website network for patients, the public, clinicians, staff and other stakeholders.

The purpose of the **Website Transformation Advisory Group** ("the Advisory Group" or "WebTAG") is to provide governance, advice and guidance to the project team running the Project within Strategic Communications Branch (SCB).

Scope of the Project

The scope of the Project covers over 100 websites across Queensland Health, including:

- the Department of Health main site;
- Qld.gov.au/health franchise site;
- Hospital and Health Service (HHS) websites;
- Departmental business unit sites (e.g. Clinical Excellence Queensland);
- Campaign and speciality sites;
- Endorsed sites (e.g. BreastScreen Queensland);
- QHEPS.

Benefits

Thousands of Queenslanders rely on Queensland Health's online public health information each day. Our current website network delivers a poor user experience because it is outdated, disconnected and inconsistent. We are failing to live up to our audiences' expectations.

The new public health website network will provide trusted content accessibly, responsively and consistently. The Project will:

- give Queensland Health a leading digital presence within Queensland Government;
- enable delivery of a coherent narrative across the System which reflects our culture, values and commitment to excellence; and
- provide a new foundation for future internal initiatives, and a delivery channel for broader government web-based reform.

Responsibilities

The Advisory Group's responsibilities include:

- Providing visible representation and commitment to the Project;
- Receiving updates and attending meetings about the Project;
- Providing advice, feedback and guidance to the Project Team on the planning, development and implementation of the new website network;
- Helping to identify key stakeholders for further consultation during the Project;
- Helping to identify issues, risks and dependencies relating to the Project;
- Helping to define acceptable risk thresholds for Project elements;
- Helping to identify appropriate parameters such as timeframes, organisational impact and scale of adoption; and
- Endorsing Project deliverables to provide assurance that quality requirements have been met.

Membership

Roles within the Advisory Group

Chair and Co-Chair

The Chair and Co-Chair are responsible for involving the Advisory Group in the Project and making sure their feedback and guidance are communicated to the Project Team.

Initiative Manager

The Initiative Manager is responsible for successful delivery of the Project.

Senior Responsible Officer

The Senior Responsible Officer is the visible owner of the Project and is accountable for its successful delivery.

Senior User

The Senior User represents the interests of stakeholders who will use the products delivered by the Project.

Senior Suppliers

The Senior Suppliers represent the Project Team.

Group Representatives

The Group Representatives advise on the interests of:

- HHSs and the Department, including clinicians, communications professionals, technology stakeholders and regional staff;
- First Nations;
- the Queensland Government Customer and Digital Advisory Group within the Department of Communities, Housing and Digital Economy; and
- consumers.

Project Team Representatives

Project Team Representatives provide input and updates about the Project.

Project Executive

The Project Executive is comprised of the following people from the Strategic Communications Branch ("SCB"):

Name & Email	Organisational Role (SCB)	Advisory Group Role
Stephen Wernicke	Digital Program Manager	Initiative Manager, Chair
Thara Amerin	Product Owner – Content & UX	Senior Supplier, Co-Chair
Anthony Dann	Product Owner – Technology	Senior Supplier
Natalie Patch	Director – Media & Digital	Senior User
Robert Hoge	Senior Director	Senior Responsible Officer

List of Advisory Group Members

The Project Executive maintains a list of Advisory Group members on the Microsoft Teams WebTAG team. Other people may attend meetings if they are invited by the Project Executive or if they are proxies. The Project Executive will review the Advisory Group's membership as needed.

Meetings

Documents & communication

A Project Team Representative will act as the secretariat for the meetings and maintain the minutes, agenda, actions, issues and risk register. The Microsoft Teams WebTAG team will be used to distribute and store documents. Documents may be distributed out-of-session where appropriate. Advisory Group members will be asked to review documents prior to each meeting. The Project Executive is responsible for managing and monitoring meeting outcomes. The Initiative Manager is the main point of contact for other members of the Advisory Group.

Frequency

A meeting will be held monthly or every two months (as required).

Location & duration

The meetings will take place online using Microsoft Teams. The duration of each meeting will be one hour.

Quorum

Attendance by five Group Representatives will be considered a quorum.

Proxies

Members may send a proxy when unable to attend a meeting, providing they are suitably briefed. In the event the Chair and Co-Chair are unable to attend, another member of the Project Executive or a Project Team Representative will chair the meeting.

Decision making

Final decisions about the Project are the responsibility the Project Executive, incorporating advice from the other Advisory Group members. If the Advisory Group votes on a matter, simple majority of those present at the meeting at which the vote is cast indicates acceptance.

Confidential Information

All information provided to the Advisory Group about the project is presumed to be confidential. The Chair or Co-chair (in consultation with the rest of the Advisory Group) will determine which information is appropriate for sharing outside of the group, and the extent to which it may be shared.

Guiding Principles

Generally speaking, the Project Team and the Advisory Group will follow the 12 principles of the Agile Manifesto:

1. Our highest priority is to satisfy the customer through early and continuous delivery of valuable software.
2. Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.
3. Deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale.
4. Business people and developers must work together daily throughout the project.
5. Build projects around motivated individuals. Give them the environment and support they need and trust them to get the job done.
6. The most efficient and effective method of conveying information to and within a development team is face-to-face conversation.
7. Working software is the primary measure of progress.
8. Agile processes promote sustainable development. The sponsors, developers, and users should be able to maintain a constant pace indefinitely.
9. Continuous attention to technical excellence and good design enhances agility.
10. Simplicity – the art of maximizing the amount of work not done – is essential.
11. The best architectures, requirements, and designs emerge from self-organizing teams.
12. At regular intervals, the team reflects on how to become more effective, then tunes and adjusts its behaviour accordingly.