Consumer and Carer Opportunity

Host a Kitchen Table Discussion on the

Access My Healthcare website

https://www.accessmyhealthcare.com.au/

Do you live in the Central Queensland HHS or North West HHS regions? Health Consumers Queensland has an opportunity for two consumers and/or carers to host a Kitchen Table Discussion or Yarning Circle with local community members in each region in relation to the Access My Healthcare website and mobile app.

Closing date: 9am Friday 15th April 2022

**About the project**

Health Consumers Queensland has been contracted by **Community Information Support Services** to undertake consultation with people living in the local Central Queensland HHS, and North West HHS regions to receive feedback from consumers and carers on the **Access My Healthcare** [website](https://www.accessmyhealthcare.com.au/) and mobile app.

**What is Access My Healthcare?**

**Access My Healthcare** is an online calendar of health and community services and events that enables individuals, communities, clinicians, health practitioners and health service providers and planners to share meaningful and useful information that enhances access to required services, when and where they are needed.

**Access My Healthcare works by:**

* Locating a specific service.
* Locating the nearest service or within a specific distance.
* Locating both fixed and visiting services.
* Providing options for when services are provided (date range).
* Providing information in multiple formats.

**Project Purpose**

This opportunity is for health consumers to provide feedback on the Access My Healthcare website and mobile application. Hosts and participants should be familiar with searching websites and mobile applications for health information or services and will have ideally accessed a public health service in their community within the last year.

The objective of this project is 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. Being a source of trust

4. Reporting potential information errors by service providers

5. Recommendations on the display of information

**About Kitchen Table Discussions**

Kitchen Table Discussions are consultation sessions led by local people for local people. They allow 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, informal, and supportive environment.

Each Kitchen Table Discussion/Yarning Circle will be led by a **Consumer or Carer Host** with a strong community network. The host will invite up to **ten** community members to a discussion in a location of their choosing. If hosting a session online via Zoom or Skype, the host will invite up to **six** community members to participate.

The Host guides the discussion with a set of questions provided to them. After the session, the host provides their participants’ feedback to Health Consumers Queensland for incorporation into a report for Community Information Support Services.

**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:

* Choosing a time, date and venue between **21st April and 5th May,** which works for your participants.
* Host the session.
* Complete and provide the discussion feedback to Health Consumers Queensland **by 6th May.**

To support you with this, you will receive:

* **Training and briefing 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 and can reach out to people who are familiar with searching websites and mobile applications for health information or services and will 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 of your choosing and $187 if hosting an online session. You will also be reimbursed up to a maximum of $100 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 giving their time to share their stories.

How to apply

**Please complete this application form and return it to**[***projects@hcq.org.au***](mailto:projects@hcq.org.au)**by 9am Friday 15th April 2022.**

For assistance completing this application please contact Health Consumers Queensland via [projects@hcq.org.au](mailto:projects@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 and Carer Application Form**

**Kitchen Table Host for the Care at <Insert Project Name>**

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
* 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:

Living with a disability/chronic condition

Aboriginal people and Torres Strait Islander people

Living in rural and remote locations

Young people and older people

Culturally or linguistically diverse people

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 an inclusive kitchen table discussion/yarning circle on Access My healthcare website and mobile app.**
* **In 250 words or less, please describe:**
  1. **Why you would like to host a kitchen table discussion with people from your community to review the Access My Healthcare website and mobile app and its relevance and usefulness for your community?**