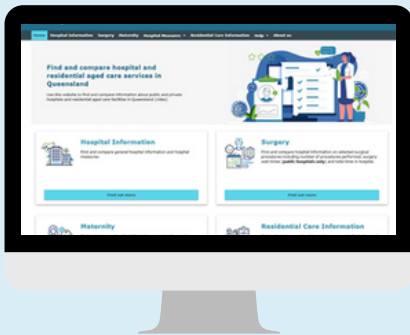


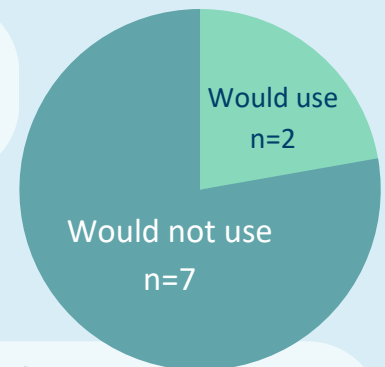
## Queensland Health: 'Inform my care' website

The "Inform My Care" (IMC) website offers a range of information on private and public hospitals and aged care facilities and the services they offer.

Clinical Excellence Queensland presented to CAC members seeking feedback on functionality and value.



Seven out of nine CAC members would not use the "Inform My Care" website in its current form.



### Reasons the IMC website would not likely be used:

Accessing data feels complicated,  
"make it simpler to use."

"Too much medical terminology used."

"The information could be displayed in an easier format."

"Prefer to speak with trusted professionals"

"Would like to see a clear explanation of the variables and assumptions."

### Should GCPHN promote the "Inform My Care" website?

"Benefits of the IMC website to the consumer are unclear."

"Through pharmacies."

"GPs have access to services with similar information, is this duplication?"

Clarity of intended audience - "consumers would require high levels of health literacy."

"It could be promoted through general practice."



## GCPHN Aged Care & Special Projects: Healthy Ageing

The Royal Commission into Aged Care Quality and Safety found that a portion of Australians are entering aged care facilities earlier than they may otherwise need, due to a lack of support for healthy ageing or an inability to manage chronic conditions in the community. GCPHN aims to support healthy ageing and ongoing management of chronic conditions for senior Australians.

CAC members were asked to discuss the challenges experienced with ageing family and friends.

### Challenges:

- Lack of transport
- Eligibility of services (i.e. taxi subsidies)
- Denial of ageing
- Long waitlists for service access
- Stigma around ageing



**78%**  
of CAC members

said that they would not attend educational workshops to learn more about supporting senior family/friends to better manage their health due to time constraints.

# GCPHN Community Advisory Council (CAC)

MEETING 02.06.2023

CAC members were asked to provide suggestions on resources and supports that they would find useful for ageing family and friends:

"A booklet or website with information all in one place."

"An information package sent on your birthday when you turn a certain age."

"Case management and advocacy professionals."

"Videos on TVs in GPs, psychologists, and other allied health offices."

"Semi-regular (say bi-monthly) information hubs at major shopping centres with a theme focus - staffed by professional and peer educators."



Who would you expect to deliver healthy ageing educational workshops?

Community centres

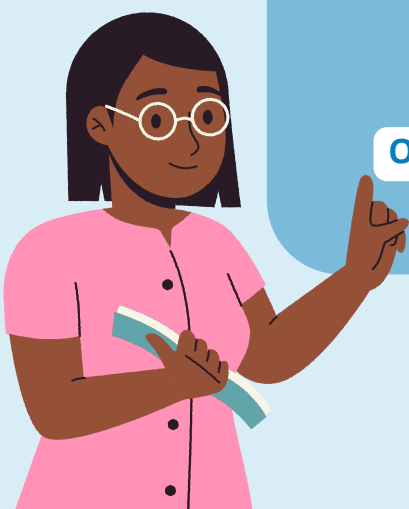
Peer educators

Organisations specific to my life-stage

Not-for-profit organisations

Non-government organisations

Libraries



**phn**  
GOLD COAST

An Australian Government Initiative