

HCSCC is seeking your thoughts about the...

Redevelopment of the HCSCC Website

September 2011



Background to website redevelopment

The current website has been in existence since HCSCC opened in October 2005.

An internal review of HCSCC external communications found that while there is a high level of hits and downloads, the website

- is dated and needs a fresh look
- maintenance and updates are inefficient and costly
- usability and navigation could be improved
- has been unreliable e.g. incomplete online forms and problems with the site specific search function
- enhanced functions would enable HCSCC engage with a broader range of stakeholders, including people with special needs e.g. by meeting accessibility standards
- enhanced functions would also support imminent section 76 service provider reporting obligations.

HCSCC needs future website updates to be done promptly and more cost effectively, including by the potential to develop internal capacity to manage these tasks.

Requirements of website redevelopment

HCSCC wants the redeveloped website to have a fresh look that is friendly and welcoming to a broad range of website visitors. These include young people and adults who use health or community services, their family members or carers, service providers, professional organisations, peak bodies and government departments. HCSCC also wants a website that is easy to navigate.

The standard web page layout needs to be clear and easy to understand. It should convey that HCSCC's business is about people - the children, young people and adults who seek access to or use health or community services, and the staff and volunteers who provide these services.

It is critical that the website information and functions meet the needs of specific target groups. For example, easy access to information about the benefits of making a complaint, the options available about how to make a complaint and a clear explanation of the steps involved.

Service providers want easy access to information about how to respond to a complaint, best practice complaints handling tools, details of legislative requirements and HCSCC corporate functions.

The process so far

The need to redevelop the HCSCC website was identified during an internal review of HCSCC's external communications. As a result, discussions with the HCSCC staff team considered:

- Do we encourage people to access our website?
- If yes, do we receive any feedback about the website was helpful or not?
- If not, why don't we encourage people to access our website?
- Who do we think visits our website?
- Why do we think people visit our website?
- What do we think people want to see or expect to find?
- Do we think our website meets the needs of our visitors?
- If not, what might be missing?
- What type of content do we think would be helpful?
- What new features have we used or seen on other websites that we think could improve our website?
- What, if any key messages should our website represent?
- What are the critical things we need to get right?

In addition to the content gained from internally, HCSCC has closely monitored and reviewed a number of external websites; particularly those of other statutory complaints offices such as the:

- Equal Opportunity Commission (SA)
- Office of the Public Advocate (SA)
- Office of the Guardian for Children and Young People in Care (SA)
- Health and Disability Services Complaints Office (WA)
- Energy and Water Ombudsman (VIC)
- Department of Health and Ageing – Aged Care Complaints Scheme (Australian government)
- Office of the Public Advocate (VIC)
- Disability Services Commissioner (VIC)
- Health and Disability Commissioner (NZ).

HCSCC also undertook an audit of our existing website against the South Australian Government Website Standards (version 1.5F, dated 9 December 2009) to identify compliance gaps and required improvements.

This preliminary work has enabled HCSCC to produce a site map of the proposed redeveloped HCSCC website. Please refer to the information below:

Attachment – Proposed site map / structure of the redeveloped HCSCC website

Site Map of proposed redeveloped HCSCC website

- **Home**
- **About Us**
 - The role of the office
 - Services
 - Service standards
 - Strategic direction
 - The team
 - Legislation
 - Job opportunities
- **What's new**
- **HCSCC Charter of Rights**
 - Development of the HCSCC Charter
 - About the HCSCC Charter
 - HCSCC Charter resources
 - HCSCC Charter Champions Network
- **Making a complaint**
 - The complaint resolution process
 - What can I complain about?
 - What if I don't feel right complaining?
 - Children and young people
 - Other points to keep in mind
 - What to expect from the provider
 - Unsure or need advice?
 - A guide for consumers June 2010
 - Complaint form fill out online
- **Service providers**
 - Has someone complained about your service?
 - Why do people complain?
 - Step by step instructions
 - What to expect from the HCSCC

- **Resources and publications**
 - Buzz newsletters
 - Brochures
 - Capacity building tools
 - Case studies
 - Forms
 - HCSCC Charter
 - Information sheets
 - Media releases
 - Projects
 - Reports
 - Speak Up products
 - Translated documents
- **Frequently asked questions**
 - What can HCSCC do?
 - What complaints can't HCSCC accept?
 - Who can make a complaint?
 - What is the time frame for making a complaint?
 - How do I make a complaint?
 - What are the benefits of making a complaint?
 - How can I withdraw a complaint?
- **Contacts**
 - HCSCC contacts
 - Accessibility
 - Privacy
 - Disclaimer
 - Copyright
 - Useful links
- **Feedback**
 - Complaints about HCSCC
 - Feedback form
- **Site map**

Our aim

HCSCC's aim is to launch the redeveloped website in association with the International Day for People with Disability (IDPwD) and the United Nations Human Rights Day, which are celebrated in the first two weeks of December. HCSCC's preference would be to launch the redeveloped website in the first week of December 2011.

HCSCC's request for your support

HCSCC seeks to consult a range of external stakeholders: service users / consumers, carers, advocates, providers of health or community services and peak bodies to obtain their input and recommendations about the HCSCC website redevelopment.

The feedback from existing HCSCC website users is particularly important to ensure that the new website is welcoming, easily accessible and meets their diverse needs.

HCSCC has developed a short series of questions to obtain your feedback and recommendations. All feedback received will be collated, analysed and considered by HCSCC before any discussion and / or negotiation with the successful IT contractor.

HCSCC is keen to receive survey responses up until 5.00pm on **Friday 7 October 2011**.

To participate in our survey please use the link available on the Home page of the [HCSCC website](#).