

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

National e-Health Transition Authority (NeHTA)

Budget Estimates 2011-12, 30 May 2011

Question: 19

OUTCOME 10.2: e-Health

Topic: e-Health - Website

Written Question on Notice

Senator Boyce asked:

In terms of NEHTA's stated commitment to stakeholders, consumers, consultation and communication how would you rate your web site?

Answer:

We assume the question refers to the main NEHTA website www.nehta.gov.au. In answering this question, it is helpful to recap context in which this website operates and the way in which it has been developed.

The main website NEHTA was established in 2005 and has been updated as the work of the organisation has grown. Due to the increased breadth and complexity of the organisation's work, it now contains a significant amount of diverse information. This includes current information on NEHTA work programs, corporate and media information and publications.

In addition, www.ehealthinfo.gov.au provides concise information for consumers about aspects of eHealth including patient journeys.

There are several other special purpose NEHTA operated websites, some of which are password controlled collaboration portals which enable document sharing, discussion forums and other functionality.

These websites complement related material hosted by key government agencies that manage national health programs. For example, Medicare Australia hosts more comprehensive information about healthcare identifiers (eg user guidelines, technical specifications for vendors), while www.yourhealth.gov.au contains FAQs about healthcare identifiers.

While some parts of the main site work well we recognise that, due to change and expansion of work programs, some of our audience needs have outgrown the current architecture. The complexity and interdependency of the work programs do create challenges for users navigating information and we are aware of the feedback on this.

Since May 2011, we have been reviewing NEHTA's web presence and are in the process of planning a consolidation and redesign project, taking into account user feedback, audience research and best practice user centred design principles.