



## FAQs

### What is the Maternity Co-Design Project?

This project is about talking with our community, staff and healthcare partners to make our maternity care the best it can be. It is about Shaping Maternity Care Together, by listening to your experiences and working in partnership to design maternity care.

### Why is this important?

It is projected that births within our region will increase in coming years. This growing demand is an important reason why the Mackay HHS has commenced planning for the future of our maternity care now. The key aim of the Maternity Co-Design Project is to make our maternity care the best it can be for local women, expectant parents and their families, as well as ensuring the provision of a valued and sustainable maternity service into the future.

### Where do women birth in the Mackay Hospital and Health Service?

We provide birthing services at both Mackay Base Hospital and Proserpine Hospital.

Supporting services include:

- Mackay Birth Centre
- Maternally Yours Midwifery Group Practice
- Kem Kem Yanga Midwifery Group Practice
- Midwife Clinic Care

Comprehensive antenatal and postnatal care is also provided at Mackay Base Hospital and Proserpine Hospital as well as at our six other hospitals in Sarina, Bowen, Clermont, Collinsville, Dysart, Glenden, Middlemount and Moranbah. Shared care with your GP is also available.

### What is phase two of the project?

We are currently in phase two of the project. This phase of the project is about the actual co-design of our maternity care. During the month of September there will be a several opportunities for community, staff, and healthcare partners to provide feedback and contribute to the project through surveys, focus groups and online forums. You can see the project timeline and where we are at by visiting [www.mackay.health.qld.gov.au/maternity-codesign/](http://www.mackay.health.qld.gov.au/maternity-codesign/).

### What are we looking at in phase two?

As we begin engaging with our community, staff and healthcare partners on the future of our maternity care, there are three key areas which we want your ideas and contributions to focus on:

- In your experience, what does good maternity care look like?
- In your experience, how do we provide a calm safe environment for all labour and birth, regardless of the place of birth?
- In your experience, what would good communication with stakeholders look and feel like?

**Shaping maternity care together!**

[mackay.health.qld.gov.au/maternity-codesign](http://mackay.health.qld.gov.au/maternity-codesign)

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## How can I contribute?

There are several ways you can get involved in the Maternity Co-Design Project, these include attending a focus group, participating in the online forums or complete the online survey. Find out more our project website [www.mackay.health.qld.gov.au/maternity-codesign](http://www.mackay.health.qld.gov.au/maternity-codesign) .

## What information can I look at now?

We have developed an infographic which outlines the maternity care we currently provide, key facts and information about the health of our community, as well as some examples of patient journeys when accessing maternity care. You can access the infographic on our project website [www.mackay.health.qld.gov.au/maternity-codesign](http://www.mackay.health.qld.gov.au/maternity-codesign) .

We also want to support greater shared knowledge of our maternity care across our community and staff. To help with this we have developed a summary of key maternity terms and their definitions to help create a shared awareness and understanding as we discuss maternity care during phase two. You can access the glossary on our project website [www.mackay.health.qld.gov.au/maternity-codesign](http://www.mackay.health.qld.gov.au/maternity-codesign) .

## Who can engage?

We want to connect and engage with our maternity consumers past, present and future as well as our healthcare partners, community groups and other organisations. Anyone from our Mackay, Whitsundays and Isaac communities who has a connection, or experience with maternity care is encouraged to participate and provide their feedback.

## What happens after phase two?

At the end of phase two, when consultation is complete, the Mackay HHS will develop a draft plan to inform how we enhance maternity care for the future. Feedback and contributions received from community, staff and healthcare partners will be considered in the development of this plan.

Phase three of the Maternity Co-Design Project will involve us reconnecting with our community, staff and healthcare partners who have participated in the project to let them know what we heard and our next steps. You can see our project by visiting <https://www.mackay.health.qld.gov.au/maternity-codesign/>

## Can I provide my ideas directly to the Project?

Yes of course. You can email us to provide your suggestions on how we can enhance maternity care for our local communities at [mhhs-maternity-codesign-project@health.qld.gov.au](mailto:mhhs-maternity-codesign-project@health.qld.gov.au) .

## How will my information be protected?

Your feedback and any information collected is in accordance with the National Privacy Principles (NPPs) set out in the Information Privacy Act 2009 (Qld) (IP Act).

## What if I have questions about the Maternity Co-Design Project?

Contact our Maternity Co-Design Project Team on (07) 4885 6801 or email [mhhs-maternity-codesign-project@health.qld.gov.au](mailto:mhhs-maternity-codesign-project@health.qld.gov.au) .

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