Government of **Western Australia**
South Metropolitan Health Service

Help us make health information easier to understand

Come along to a focus group and share your ideas

Health information isn't always easy to understand.

The South Metropolitan Health Service (SMHS) is developing **plain language guidelines** to help our staff communicate more clearly with patients, families, carers and community members.

We are looking for people from **culturally and linguistically diverse (CaLD) backgrounds** to take part in a **one-off focus group** and help us develop these guidelines.

About the focus group

The focus group is part of the SMHS Multicultural Action Plan 2026–2030.

We want to hear directly from people from multicultural communities about what helps, and what makes it harder, to understand information from health services.

During the session, we will talk about things such as:

- what makes health information clear and easy to understand
- words or language that can be confusing
- how the way information is presented can make it easier or harder to understand
- what staff should consider when writing information for people from different cultural and language backgrounds
- what should be included in the new SMHS plain language guidelines.

You do not need to be an expert in health or plain language. We are interested in your experiences, ideas and what is important to you and your community.

Who can take part?

We welcome expressions of interest from people who:

- are aged 18 years or older
- identify as being from a culturally and linguistically diverse background
- live, work or receive healthcare in the South Metropolitan area
- have experience as a patient, carer, family member or community member
- are interested in helping make health information easier for people to understand
- are comfortable sharing ideas and listening respectfully to different experiences and opinions.

We would like the focus group to include people with different cultures, languages and lived experiences.

We particularly welcome interest from people who speak a language other than English and people who have found health information difficult to understand.

What will I need to do?

You will attend one focus group of approximately **two hours**.

The focus group will be held at an office building located in the suburb of **Myaree.**

The focus group will take place on a date **between Monday 14 and Friday 18 December, within the hours of 7:00 am to 6:00 pm. The exact date and time are yet to be confirmed.**

During the session, we may ask you to:

- talk about your experiences of receiving written health information
- look at examples of health information and tell us what works well and what could be clearer
- share your ideas about language, wording and presentation
- help us identify practical tips for SMHS staff.

You can choose how much of your personal experience you would like to share. There are no right or wrong answers.

Your feedback will help us develop practical guidelines for SMHS staff when they share information with patients, families, carers and community members.

What support will be available?

We want everyone to be able to participate comfortably and confidently.

If you need support to take part, please let us know.

Participants will receive **$75 for attending the focus group**, in line with the SMHS Consumer and Carer Participation Policy.

How do I express my interest?

We would like to know:

- A little about yourself and your cultural background.
- Why you are interested in joining the group.
- What experiences or perspectives you would like to share.

You can express your interest in any of the following ways:

- Sending an email to SMHS.SafetyQualityandConsumerEngagement@health.wa.gov.au
- Participating in a phone conversation, by calling 0478 123 217

Please let us know that you are interested by 6 December 2026.

Need help?

If you would like support with your expression of interest or have questions about the role, please contact Lauren Preedy via phone (0478 123 217) or email SMHS.SafetyQualityandConsumerEngagement@health.wa.gov.au