SSHC Consumer Advisory Committee
Agenda

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Date: June 2021

Time: 6.00 - 8.00 pm

Venue: Online (Zoom meeting)

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<u>Present</u>: Thomas Munro, Jack Batchelor, Jason Ealey, Hassan Kalam, Samantha Ingram, Parvesh Jagga, Teeraya Bunsripanit, Joao Santos, Antony Brookes

<u>Apologies</u>:

<u>Guest members</u>: Rick Varma, Clinical Services Manager

1. **Acknowledgement of country**

2. **Minutes of last meeting**

   We will ask that somebody approves the previous minutes as being true and accurate.
   Approver: Antony

3. **Previous Actions** (none carried over)

Due	Action	Who	Status
Ongoing	**Website review**	TM	Updated Am I OK? to Time to Test? – Review in this meeting. Learning web design to update website.
Ongoing	**New hospital registration number**	TM	No further info
This meeting	**TM to investigate developing a "You said, we did" board.**	TM	In progress (Could be in the waiting room or the lift)
This meeting	**TM to ensure that volunteers do not put prices on the art work itself outside of the opening nights.**	TM	Done
This meeting	**TM to email to ask for volunteers to participate in the podcast.**	TM	Done – please participate
This meeting	**TM to develop a 1-page WHS brief for consumers participating in the meeting from home eg. ergonomics.**	TM	Done – on agenda

This meeting	**TM to send a Doodle poll to the group to see how they would like to meet in future.**	TM	Done – most said Zoom

4. Agenda Items

a) Introduction

Take a moment to reintroduce yourself and say one interesting thing that you have done since we last met.

b) Updates
- Revision to flow chart for incident reviews, which involves the CAC in anything that involves consumers

c) GP introduction video for shared care referrals

- Liked the 'Friends of SSHC GPs' idea
- Video introduction could be helpful
- Knowing how to access a GP can be daunting for people new to Australia
- GPs may not have space – need to ensure there's capacity
- Need to clarify if it would still be free – there would be a range of options (free and paid)
- How much influence would SSHC have over it being a queer-frienly practice and a safe space? What happens if there's negative feedback from consumers?
- Will it be on the website?
- Support for CALD backgrounds – interpreters.
- Would be good to watch video in own time, not in a consult.

Action: RV to take suggestions into account and facilitators to keep CAC informed as it develops

d) Counselling introduction resource

- Too much text – needs visuals, dot points and infographics
- The process isn't clear – how do you book? Clear steps would be useful.
- Would it be developed in language? May not be any point if the counsellors can't provide services in languages other than English (is the interpreter service adequate for this?)
- Up front make it clear why people might need counselling – what's it for and why might it be beneficial?
- Emphasise it is free (Medicare required?)
- Leaflets are 'old-school' – it could be a link to a section on the website where they can read online with online registration to access. This page could have a bio of the counsellors to help make them more approachable.

- Google reviews for counselling? Seeing other's testimonials helps promote the service.

Action: TM to discuss with Allied Health team

e) Annual Evaluation

- The group reported positive feeling about how the CAC has developed
- The agenda could be re-sent closer to the meeting to refresh everyone's memories as sending it out 2 weeks before can be forgotten
- A survey will be developed to anonymously evaluate more formally
    - Including a question on term limits for the CAC

5. Workplace Health and Safety

- Group happy with WHS advice – felt it was clear and had no suggestions

6. Busness without notice

- Discussed the upcoming Moodle and potential consumer involvement

7. Next Meeting

Date to be confirmed by email.

Actions

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