



HIV Outreach Team
Consumer Advisory Committee Meeting

Minutes

Thursday 10th Sep 2020
10am to 11.30am
Teleconference Meeting
(Details as per invitation)

We would like to acknowledge the traditional Aboriginal owners, on whose land we gather today. We would also like to pay our respects to elders past and present.

Action Item	What	Who	When
Amend HOT Service Flyer	Image info box Ethics approval	Dianne Nyoni	Completed
Client Satisfaction Survey	Design, gather feedback and modify for use.	Dianne Nyoni	In Progress
Support co-design of care plan	A consumer to attend meetings and give critical feedback and ideas to the development of HOT CARE PLAN	CT	In Progress
Item 1	Acknowledgement of Country. Acknowledgment of Country was given.		
	Apologies: <ul style="list-style-type: none"> ▪ JR (Consumer) ▪ PC (Consumer) ▪ RM (Consumer) ▪ TM (Consumer) ▪ KM (Consumer) 		
	Present: <ul style="list-style-type: none"> ▪ Barreto, Leo (Program Manager HOT) ▪ Nyoni, Dianne (Consumer Engagement Officer) ▪ WF (Consumer) ▪ DW (Consumer) 		

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	<ul style="list-style-type: none"> ▪ CG (Consumer) ▪ CT (Consumer)
	<p>Chair:</p> <ul style="list-style-type: none"> ▪ CT <p>Welcome to Country</p> <ul style="list-style-type: none"> ▪ WF (Consumer)
	<p>Minutes:</p> <ul style="list-style-type: none"> ▪ Dianne Nyoni
Item 2	<p>Approval of Minutes:</p> <p>The committee approved the last minutes of the HOT CAC. First; WF second; CG</p>
	<p>Declaration of Conflict of Interest:</p> <p>No conflict of interest was declared.</p>
Item 3	<ul style="list-style-type: none"> ▪ HOT Program Manager Report – Leo Barreto ▪ Leo asked welfare of CAC team hoped all getting supports ▪ Leo speaks to the challenges of dealing with COVID-19 and team changes of working with social distancing ▪ Plan least service disruption as possible, face to face contact has significantly decreased. ▪ Due to social distancing split team into two, rotating weekly between home and office to protect team from COVID-19 ▪ Leo in office full time, Admin working from home part time and DN working from home ▪ Clients are being serviced as per usual and a condition for face to face is a screen test three questions, have you travelled, symptoms, come in contact with anyone with COVID-19, screening tool we must ask everyone. If symptomatic no face to face, contact tracing is done and instructions are given thereafter. ▪ Face to face only if essential, social distancing is utilised. ▪ Many clients have decided not to see clinicians due to fear and concern choosing to self-isolate ▪ Staff provide any unintended consequences due to COVID-19 to record and address concerns as a team ▪ Clinic reviews are happening over phone Leo asks how it is being received and feedback

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	<ul style="list-style-type: none"> ▪ Leo updated client statistics
Item 4	<p>Consumer check in roundtable</p> <ul style="list-style-type: none"> ▪ Friendly confidential check-in to ensure welfare and isolation issues due to COVID
Item 5	<p>HOT Consumer Representative report – Dianne Nyoni</p> <ul style="list-style-type: none"> ▪ R U OK? Day Dianne highlighted today as Ru OK day and encouraged all to reach out and check in on others ▪ COVID survey has been developed and updated into a Survey Monkey format to be completed. DN sent a link to all to complete. ▪ Client Satisfaction Survey has been sent for feedback and will be reviewed for November send out. ▪ Consumers on CAC our numbers are organically down so no need for any to step down but we can welcome three new members for 2021 ▪ DCCC changes. No more monthly meetings, were advised on two meetings per year to streamline DCCC efficacy. ▪ Royal commission submission update DN notified submission was submitted March 26th 2020 and read Letter from the RC for Aging and Safety response ▪ Discussed writing personal stories to add to the submission and encouraged all to do so
Item 6	<p>Discussion on COVID-19 ‘HOT Staying Connected</p> <ul style="list-style-type: none"> ▪ Discussion on what we could do better to engage all consumers due to end of HQ platform and plans to utilise to connect with all consumers ▪ DN suggested getting a more regular newsletter which was agreed by all ▪ Setting up a drop in morning tea facilitated by consumers was also recommended.
Item 7	Action Items
Item 10	<p>Other Business:</p> <ul style="list-style-type: none"> ▪



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	<p>Meeting Closed 11:30am Next Meeting: Thursday 16th, Dec 2020 10:00am - 11:30am Tele-meeting TBA</p>
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