

HIV Outreach Team
 Consumer Advisory Committee Meeting

Minutes

Thursday 11th March 2021
 11am to 1pm
 Face to face meeting
 Chair CG
 HOT Board Room

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
Client Satisfaction Survey	Design, gather feedback and modify for use.	Dianne Nyoni	Completed
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"> ▪ PC (Consumer) 		
	Present: <ul style="list-style-type: none"> ▪ Barreto, Leo (Program Manager HOT) ▪ Nyoni, Dianne (Consumer Engagement Officer) ▪ Barry, Althea (Acting HOT Manager) ▪ Politis, Joanna (HOT Social Worker) ▪ Rider, Amanda (HOT Dietician) ▪ Haslam, Annabel (HOT Clinical Nurse Specialist) ▪ WF (Consumer) 		

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	<ul style="list-style-type: none"> ▪ DW (Consumer) ▪ CG (Consumer) ▪ CT (Consumer) ▪ RM (Consumer) ▪ TM (Consumer) ▪ GA (Consumer) ▪ NK (Consumer) ▪ NP (Consumer)
	<p>Chair:</p> <ul style="list-style-type: none"> ▪ CG <p>Welcome to Country</p> <ul style="list-style-type: none"> ▪ GA (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; DW</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.

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	<ul style="list-style-type: none"> ▪ 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 ▪ Leo updated client statistics 150 on books atm 20 are Dietetics clients ▪ Leo spoke to Service planning Day earlier in the year and the projects to update service forms and optimise client centred work with various staff group projects ▪ Leo reaffirmed the restructure of our directorate to new Director Dr Maryanne Gale ▪ Leo also spoke to the stream lining of the Sexual Health Unit to ensure a smoother operation between the collective services ▪ Leo spoke to his 3 months leave and introduced Althea Barry as the acting in his absence ▪ Althea spoke to looking forward to working with and encouraged all that she is available if they need to call her
<p>Item 4</p>	<p>Staff Report</p> <ul style="list-style-type: none"> ▪ Joanna spoke to the various projects that came out of Service Planning Day and encouraged consumers to join small working groups on these projects to ensure they are co-designed with consumer voice ▪ Amanda gave overview of client satisfaction survey ▪ Joanna and Amanda handed out Client assessment and Clinical Pathways form for feedback from consumers ▪ Consumer raised concern with terminology and questions in relation to AOD that could be inappropriate and many concurred this is important language is used in empowering manner in all aspects of intake process
<p>Item 5</p>	<p>HOT Consumer Representative report – Dianne Nyoni</p> <ul style="list-style-type: none"> ▪ Consumer check in roundtable/welcome new consumers ▪ Welcome new three consumers, NP, NK, GA ▪ Current consumers shared experience and encouragement to joining the HOT CAC

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	<ul style="list-style-type: none"> ▪ Surveys have been completed ▪ HOT service design updates including consumer involvement so far ▪ Dates next year CAC Meetings ▪ DCCC changes. No more monthly meetings, were advised on two meetings per year to streamline DCCC efficacy.
Item 6	<p>Discussion on 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. May have to delay until COVID stable but may need to consider online.
Item 7	<p>Action Items</p>
	<p>Merry Christmas and Happy Holidays to all</p>
Item 10	<p>Other Business:</p> <ul style="list-style-type: none"> ▪ None
	<p>Meeting Closed 1pm Next Meeting: Thursday 11th, March 2021 10:00am - 11:30am Tele-meeting TBA</p>