

## Minutes HOT CAG

Thursday 15<sup>th</sup> September 2022

11am to 1.00pm

Face to face meeting

Chair WF

*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
SESLHD Aboriginal Tim Croft	Invite for in- service	Dianne to be introduced by HARP Aboriginal Team	TBA
Set up drop in morning tea	Aim for monthly drop in for all HOT clients	Dianne	Ongoing
Item 1	<b>Acknowledgement of Country.</b> Acknowledgment of Country was given. 11.03am TM		
	<b>Apologies:</b> <ul style="list-style-type: none"><li>CT (Consumer)</li></ul>		
	<b>Present:</b> <ul style="list-style-type: none"><li>Nyoni, Dianne (Consumer Engagement Officer)</li><li>Althea Barry Manager</li><li>Cindy SW student on placement</li><li>PC (Consumer)</li><li>TM (Consumer)</li><li>DT (Consumer)</li><li>WF (Consumer)</li><li>PP (Consumer)</li><li>DW (Consumer)</li></ul>		
	<b>Chair:</b> <ul style="list-style-type: none"><li>WF</li></ul> <b>Welcome to Country</b>		

	<ul style="list-style-type: none"> <li>▪ TM</li> </ul>
	<b>Minutes:</b> <ul style="list-style-type: none"> <li>▪ Dianne Nyoni</li> </ul>
<b>Item 2</b>	<b>Approval of Minutes &amp; Action Items</b> The committee approved the last minutes of the HOT CAC. First; PC second; WF
	<b>Declaration of Conflict of Interest:</b> No conflict of interest was declared.
<b>Item 3</b>	<ul style="list-style-type: none"> <li>▪ <b>HOT Program Manager Report – Althea Barry</b></li> <li>▪ Health Promotion events update we sit under Sexual health/blood born viruses along with Albion st, KRC Sydney sexual health ADAPHS under Population and Community Health umbrella in saying that we have become our own hospital if you could say.</li> <li>▪ Accreditation was a great success, both as Pach and HOT team. Good feedback on all as this was first time PaCH was accredited as a stand-alone entity.</li> <li>▪ Acknowledged my health checklist as a great piece of document.</li> <li>▪ Section 2 Althea mentioned PC and Dianne gave great overview for CAC and how we engage/co-design with HOT team.</li> <li>▪ As a Pach directorate, Cheryl Brady is putting together how Consumers, contingency worker are engaged across PaCH.</li> <li>▪ Pach is putting across an advisory group for both Health services and also NGOs to ensure no cross work in projects and working collaboratively to support work across the SHBBV work. A request to have a HOT rep along with SSH rep.</li> <li>▪ We need to fill a survey in regard ongoing engagement with Aboriginal community as a service. Althea will start on that and engage with CAC to put in further insights/feedback.</li> <li>▪ Monkey pox previous vaccination roll out well taken up and demographic was targeted due to low numbers of available vaccine. In near future further batches, looking toward Pride festival and how we can manage MP in our local district. Numbers have been low recorded in NSW.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Data for HOT 632 occasions of service which has been our consistent average. Referrals have been dropping since Covid but forensic or justice health are slowly returning back.</li> <li>▪ Dietician has resigned from her three days a week position, that position will not be renewed. Many staff on long service leave at the moment so numbers of staff are low so we are trying to manage the best we can.</li> <li>▪ We will know in the next week or two if former manager will extend or be back in nine months or so. This will affect my former role and if the position of manager does come up I will apply for it.</li> <li>▪ Althea farewelled and left the meeting</li> </ul>
Item 4	<p><b>Strengths Based Practice Training CAC raining</b></p> <ul style="list-style-type: none"> <li>▪ This is our new part of the CAC meeting and each meeting we do a training</li> <li>▪ SBP is a social work tool taught and handed out principles on booklet. Looking at the person with focusing on what they can do rather than what they can't do, it's a very empowering tool.</li> <li>▪ PC Talked to the vulnerability and difficulty at times for clinicians to use, we discussed the bias that can creep in and how it is inevitable to come up. We discussed the impact of a client coming with a new diagnosis and be in a state of shock and utilising a service like this can be very daunting. So a tool like SBP can be helpful but in saying that not all case-manager are social workers as we have nursing and other allied health staff.</li> <li>▪ We as a CAC used this training to ensure we in co-design remind and encourage this Strength's Based Practice is used more in our work especially as it has a great impact on stigma and other issues directly needed to work with PLWHIV.</li> <li>▪ A great discussion and consensus that this is a great tool for HOT</li> <li>▪ We also are going to be discussing the words Empathy vs Compassion I mentioned in my education training that Empathy was a must in our work to be effective especially using active listening</li> </ul>

	<ul style="list-style-type: none"> <li>▪ We agreed as a CAC that genuine empathy is virtually impossible as walking alongside is not the same as living with and we clearly agree it can be problematic and seen as pity.</li> <li>▪ “Compassion” - I understand what you shared and I want to help how can I help? Is a safe and honest way to approach working with PLWHIV</li> <li>▪ Empathy is described as a feeling of sameness...we as a CAC after discussion believe this is not the case there is never a feeling of equal standing and the only sameness we can have is our humanness. In order for Empathy to work it needs to be considered that it is fraught with bias</li> <li>▪ We feel this needs to be discussed as a service and possibly spoken to in an in service format by the CAC to humanise how we feel and give examples of how we have faced this in health setting.</li> <li>▪ We spoke to action this in future.</li> <li>▪ WE shared our experiences and came to a consensus on what we feel we need to add to this in-service.</li> </ul>
<b>Item 5</b>	<p><b>HOT Consumer Representative report – Dianne Nyoni</b></p> <ul style="list-style-type: none"> <li>▪ SESLHD HIV STI Steering Committee Next meeting coming up soon to be advised</li> <li>▪ HOT service QI updates consumer involvement, Dianne thanked consumers who have already engaged with the QI projects and encouraged them to further engage.</li> <li>▪ We discussed our own QI Project for Exit Survey feedback from staff and now target final draft and changes needed. This is now complete and next action to put onto survey monkey and tablets for those who do not have technology to fill.</li> <li>▪ Client Satisfaction Survey Annually 2022 Shared we are now doing this annually and will be working on getting this out by November it is complete and just needs to be uploaded to survey monkey and we can then get that actioned asap.</li> <li>▪ Aboriginal/TSI matters, we talked to inviting Tim Croft to speak to what is happening over SESLHD in this</li> </ul>

	<p>space. As a new standing item in our meetings this is most welcomed. An Aboriginal staff member for HARP has offered to do an introduction so we can action this.</p> <ul style="list-style-type: none"> <li>▪ Newsletter Dianne had copies of the last two months newsletter to be viewed by CAC. They stated that they were happy with the value and product so far, stated it's a great read and well received. I was encouraged to continue the good work. I encouraged others to be inclusive in participating in newsletter and talked to setting up drop in tea to engage other consumers distribute newsletter and build future capacity for CAC.</li> <li>▪ Potential CAC members, we welcomed a new member DT and next week I will be meeting with another new CAC which will bring us back to full capacity again.</li> </ul>
<b>Item 8</b>	<p><b>Action Items</b></p> <ul style="list-style-type: none"> <li>▪ Invite Tim Croft to next CAC Meeting</li> <li>▪ Prepare for Social Inclusion event 22 DEC 2022</li> </ul>
<b>Item 9</b>	<p><b>Other Business:</b></p> <p>None</p>
<b>Item 10</b>	<p><b>Next Meeting: Thursday 15<sup>th</sup>, DEC 2022</b> <b>11:00am – 12.30pm TBA</b></p>
	<p><b>Meeting Closed 1pm</b></p>