

**SSHC Consumer Advisory Committee  
Minutes**

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**Date:** Tuesday 29<sup>th</sup> of September 2020  
**Time:** 6.00 - 8.00 pm  
**Venue:** Online (Zoom meeting)

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Present: Thomas Munro (co-chair), Jack Batchelor (co-chair). Birdie (support), Jason, Hassan, Sam, Hai-Yuean, Parvesh, Teeraya, Packy, Joao, Antony

Apologies:

Guest members:

**1. Acknowledgement of country**

**2. Minutes of last meeting**

First meeting, none to review.

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

Due	Action	Who	Status

**4. Agenda Items**

**a) Group agreement**

The group had a discussion about how we should behave towards each other while in the group, confidentiality, and how to participate effectively over Zoom. The established group agreement is included at the end of these minutes.

**b) Introduction**

The group introduced themselves and why they were interested in being a part of the group.

**c) Orientation**

An overview of the mandatory training everyone must do was given. Not everyone has been able to access the portal.

**Action: TM to provide support around mandatory training and let CAC members know how to access it**

**d) Review Terms of Reference**

The Terms of Reference were reviewed. The group agreed that Tuesday evening between 6-8 were the best time to meet.

**e) Social media overview**

Feedback was given on the use of the SSHC social media. Full details have been kept by the Social Media and Consumer Engagement Officer and will inform the next iteration of the social media strategy.

**Action: TM to be informed by consumer feedback when reviewing the SSHC social media strategy**

**Action: TM to develop a survey for consumers/staff/partner orgs to see what they want to see from our social media presence**

**f) Website overview**

The CAC members discussed the website. Major recommendations were that it be updated and have images including staff from the clinic. Full details have been kept by the Social Media and Consumer Engagement Officer and will inform the next iteration of the social media strategy.

**Action: Investigate if the website can be updated**

**Action: Ensure all content is optimised for mobile**

**Action: Update website images to include images of staff from the clinic**

**Action: Investigate including how to access an interpreter in multiple languages**

**Action: Investigate having a chat function on the website**

**g) Am I OK? Feedback**

The Cac gave feedback on the AM I OK? tool. This has been incorporated into the Am I OK? tool review report. Full details have been kept by the Social Media and Consumer Engagement Officer and will inform the next iteration of the social media strategy.

**Action: Make it explicit that we only see priority populations, or people with symptoms, on the website and Am I OK? tool**

**Action: Provide a list of queer friendly GPs to go to when referring out**

**Action: Replace the red at the end of Am I OK? with images of clinicians**

**Action: Rename Am I OK? to make it clear what its purpose is**

**5. Busness without notice**

**6. Next Meeting**

The next meeting will be held in December.

**Actions**

Due	Action	Who	Status
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December CAC meeting	<b><i>Provide support around mandatory training and let CAC members know how to access it</i></b>	TM	In progress
December CAC meeting	<b><i>Be informed by consumer feedback when reviewing the SSHC social media plan</i></b>	TM	In progress
December CAC meeting	<b><i>Develop a survey for consumers/staff/partner orgs to see what they want to see from our social media presence</i></b>	TM	In progress
December CAC meeting	<b><i>Investigate if the website can be updated</i></b>	TM	In progress
December CAC meeting	<b><i>Ensure all content is optimised for mobile</i></b>	TM	In progress
December CAC meeting	<b><i>Update website images to include images of staff from the clinic</i></b>	TM	In progress
December CAC meeting	<b><i>Investigate including how to access an interpreter in multiple languages</i></b>	TM	In progress
December CAC meeting	<b><i>Investigate having a chat function on the website</i></b>	TM	In progress
December CAC meeting	<b><i>Make it explicit that we only see priority populations, or people with symptoms, on the website and Am I OK? tool</i></b>	TM	In progress
December CAC meeting	<b><i>Provide a list of queer friendly GPs to go to when referring out</i></b>	TM	In progress
December CAC meeting	<b><i>Replace the red at the end of Am I OK? with images of clinicians</i></b>	TM	In progress
December CAC meeting	<b><i>Rename Am I OK? to make it clear what its purpose is</i></b>	TM	In progress

*Appendix:*

# **Group agreement**

- **Respectful behaviour (being polite)**
- **Respecting other people's views**
- **Not being intoxicated for meetings**
- **Ask questions! Can pause for clarification**
- **Confidentiality – what is said in the group stays in the group**
- **Be on time – Let Tom or Jack know if you'll be late**
- **Don't use phones during the meeting**
- **Step up, step back (share your views, and allow others to do so if you are speaking a lot)**
- **Turn off mic when not talking to reduce noise**
- **If people need to leave, let others know**
- **You can put up your hand to indicate you want to speak, or use the group chat**