GCPHN Community Advisory Council (CAC)
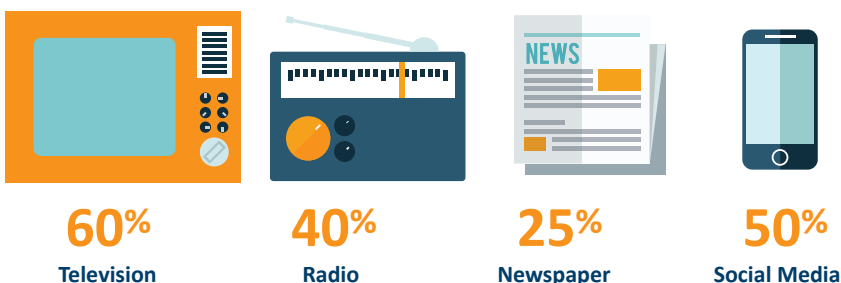
COVID-19 vaccine roll-out

CAC Members that had sought out information relating to the COVID-19 vaccination program

16 OUT OF **20**

14 OUT OF **20**
FOUND INFORMATION THEY SORT OUT EITHER VERY USEFUL OR SOMEWHAT USEFUL

4 OUT OF 20 DID NOT SEEK INFORMATION
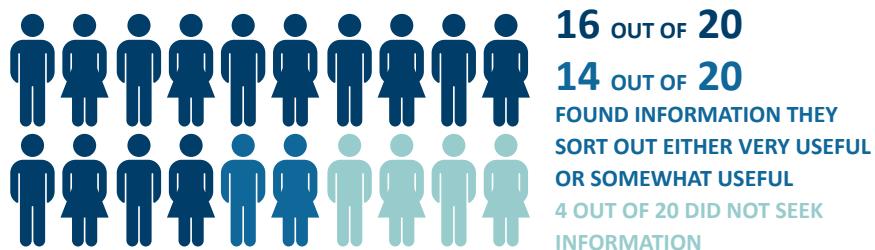
Which website was most useful?

50%	68%	63%	50%
www.health.gov.au	www.gcphn.org.au	www.covid19.qld.gov.au	www.who.int
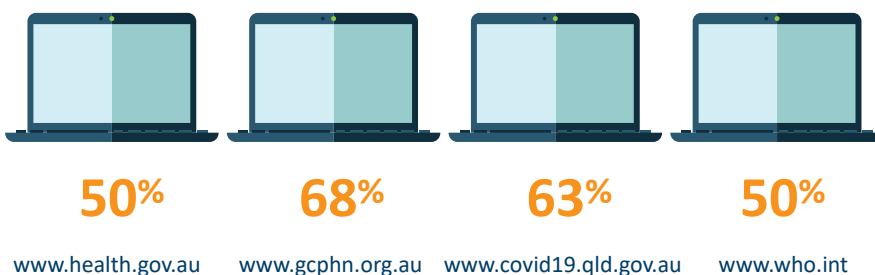
Where else did they see information relating to the COVID-19 vaccination program?

60%	40%	25%	50%
Television	**Radio**	**Newspaper**	**Social Media**

FOCUS POINTS OF CONCERN

Unclear information in relation to eligibility age categories

Uncertainty relating to how people access the vaccine

Not knowing where to go for information or who to believe

The current roll-out appears difficult for GPs to manage

Uncertainty around effectiveness and side effects

Concerns around the global pharmaceutical industry playing a role in causing panic in the general community

Lack of community confidence due to safety of the vaccine, speed to market and misinformation online

SUGGESTIONS

'Specific information required for people with no medicare card.'

'There is a need to present more evidence and messaging on safety to the community.'

'Information, access and process for elderly Australians is needed, particularly those with culturally and linguistically diverse backgrounds who are semi-isolated.'

'Young people need to be encouraged to do more of their own research.'

'Critical literacy needs to be improved amongst the population.'

Recommendation to the GCPHN Board:
GCPHN addresses the concerns noted by ensuring consumer friendly, evidence-based information from reliable sources is promoted.

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GCPHN Community Advisory Council (CAC)

MEETING 05.03.21

Drug and Alcohol Services

Identified as the most important pieces of information by CAC members when looking for drug and alcohol treatment services

- Fees and costs involved
- Availability, location and capacity of the service
- Eligibility and how to gain access to the service
- Reviews, reputation, and feedback of the service
- Follow-up support after the immediate crisis
- Service suitability for diagnosis
- Lived experience and/or well-trained, peer support staff

These were identified as the most important pieces of information when deciding if the treatment service is the most appropriate/right fit for the person requiring support

- Ongoing support and treatment after the immediate crisis
- Transparency around religious and cultural influences of the service (e.g. is the service financially supported by a religious organisation?)
- Style of treatment offered (e.g. abstinence-focused) and suitability of the service for the diagnosis
- Fees and costs involved
- Eligibility and how to gain access to the service
- Reviews, reputation, and feedback of the service
- Lived experience and/or well-trained, peer support staff
- Availability, location and capacity of the service

"More lived experience people are needed in all mental health and AOD services." – CAC member

"Ongoing support and treatment are really important to me"

"Knowing the cost is really important to me"

GCPHN Community Advisory Council (CAC)

Specific groups within the community that would benefit the most from targeted communications and marketing about treatment options

- Youth and young adults, including high school, university and TAFE students.
- Minority groups, Including but not limited to people who are: A & TSI, LGBTIQAP+, the culturally and linguistically diverse, homeless community
- Those suffering from mental health issues and have become overwhelmed by the process.

"Early intervention is needed to prevent the overflow and strain on other services." – CAC member

Service information that should be made available in hard copy (printed versions)

- Static information which is less likely to change, such as emergency service phone numbers and quick tips for help. These resources should be made available in general practices, pharmacies, hospitals, dentists, allied health facilities and libraries.
- Specific information for demographics that may not have access to, or have limited knowledge of, online resources. Including the older demographic and the homeless community.
- Men's support groups.

"It would be good if a brochure was available for that service"

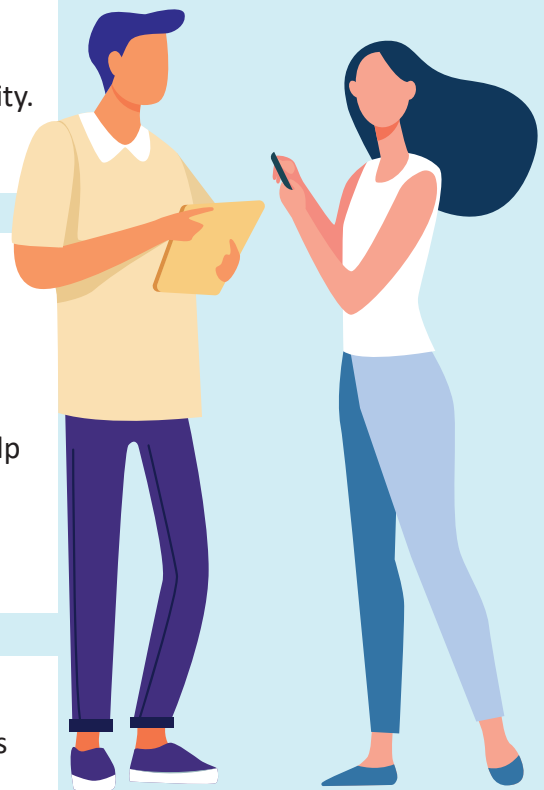**What service information is better suited for online access?**

- Information that may change regularly (e.g. availability of services, fees, exclusion criteria, services available).
- Information on how to access immediate help/treatment.
- Services containing multiple choice/dropdown options to help users identify the "best fit" for a person enquiring about the service.
- After hours contact information.

Other feedback and suggestions

- Health Pathways was recommended as very useful. Pathways information should include current waiting time for support, services should be able to update their own information.
- 'Compare the Market', 'I Select' type apps and Aged Care Reviews are models that could be adapted to show what services are available.

Recommendation to the GCPHN Board:

That CAC member feedback be considered in the next stages of development of Alcohol and Other Drug program work under the Joint Regional Plan.

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