

Operational Plan July 2006 – June 2007

Lesbian, Gay, Bisexual, Transgender Health Systems Project

QuAC delivers a number of projects that make up the Lesbian, Gay, Bisexual, Transgender Health Systems Project. The Draft Action Plan (July 2006 – June 2007) sets out the aim, target populations, settings, activities, outcomes and other project information over the second and third year of the LGBT Health Systems Project.

All projects are State wide (i.e. projects cover Queensland but are delivered from one office, Brisbane).

The Draft Action Plan has been based upon the concerns identified within the LGBT Community Consultation Research Report 2005 and outlines five main project areas, following on from the proposed Action Plan (Dec 2005 – July 2006);

1. Training & Professional Development
2. Research and Advocacy
3. QLD LGBT Networks
4. Information Distribution
5. Support to LGBT Community Groups and Campaigns
6. Reporting

	Project Title & Aim	Project Lead & Partners	Outcomes	Activities	Measures & Targets	Progress
1. Training and Development						
1.1	Gender Identity and Sexuality Training in Western QLD Aim: Increase awareness and knowledge of the LGBT community and social pressures that may affect LGBT people accessing services, improving health outcomes and addressing	Hilary Knack <ul style="list-style-type: none"> ▪ Training facilitators ▪ Sexual Health Zonal Co-ordinators ▪ Regional Key Players in community ▪ QUATSIHAP 	Increase the awareness of health and health related service providers regarding; <ul style="list-style-type: none"> ▪ LGBT identities ▪ Social pressures related to gender identity and sexuality ▪ Barriers to accessing services and addressing health concerns ▪ Appropriate service provision to the LGBT community ▪ Provide LGBT resources & information on LGBT 	Consult with Key Players time of training workshops and publicity strategies Publicity within Health and Health Related Area Re-evaluate, Produce and Distribute Pre-reading packages for training Hire Trainers and deliver training workshops Deliver community	Contacting all health and health related services within region All training participants to receive Pre-training resources	

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	sexual health. To improve service environments and service provision to the LGBT community. Due Date: December 2006 and ongoing		support organisations & referrals	consultations after/in conjunction with training sessions regarding strategies to support LGBT community. Evaluate success of training	Minimum of 5 training workshops in Western and Regional QLD.	
1.2	Gender Identity and Sexuality Training in Far North QLD Aim: Increase awareness and knowledge of the LGBT community and social pressures that may affect LGBT people accessing services, improving health outcomes and addressing sexual health. To improve service environments and service provision to the LGBT community. Due Date: June 2007	Hilary Knack <ul style="list-style-type: none"> ▪ Training facilitators ▪ Sexual Health Zonal Co-ordinators ▪ QuAC Health Promotion Officer ▪ QUATSIHAP ▪ Regional key players in community 	Increase the awareness of health and health related service providers regarding; <ul style="list-style-type: none"> ▪ LGBT identities ▪ Social pressures related to gender identity and sexuality ▪ Barriers to accessing services and addressing health concerns ▪ Appropriate service provision to the LGBT community Provide LGBT resources & information on LGBT support organisations & referrals	Consult with Key Players regarding time of training workshops and publicity strategies. Publicity within Health and Health Related Area Distribute Pre-reading packages for training Hire Trainers and deliver training Evaluate success of training	Contact all health, health related govt and non-govt services within region and surrounding areas. Distribute Pre-Training reading packages to all training participants. Minimum of 5 training workshops in Far North QLD	
1.3	Train the Trainer QuAC Staff Aim: Train all QuAC staff in using the LGBT	Hilary Knack <ul style="list-style-type: none"> ▪ Consultants Hired to develop training	All QuAC staff to know how to use training package and be able to facilitate LGBT training within regional areas.	Conduct face to face train the trainer training sessions with QuAC staff and presentation on the training manual.	Minimum of one train the trainer session with all QuAC health promotional staff.	

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	Health Systems Training package.	modules			Distribute training packages to all QuAC regional offices.	
1.4	Community Professional Development & Education Aim: Provide in-service training or education on LGBT issues. Due Date: June 2007	Hilary Knack <ul style="list-style-type: none"> ▪ Training/Education Facilitators ▪ Sexual Health, mental health, drug and alcohol, counselling, agencies ▪ GDGP ▪ Hospital Training and development co-ordinators 	<p>Increase awareness of gender identity and sexuality issues and improve service provision by HCP to the LGBT community.</p> <p>Refer to outcomes noted in 1.1</p>	<p>Respond to community requests for in-service LGBT training for service providers in health and health-related services.</p> <p>Continue to raise awareness and develop networks within health and health related services regarding the need for gender identity and sexuality training.</p> <p>Achieve agreements with services to conduct in service training or education with staff in health and health related services.</p> <p>Consult relevant bodies regarding the most appropriate training strategies with target groups.</p> <p>Hire trainers to facilitate and evaluate in-service training for health and health related service providers.</p>	Conduct a minimum of 10 in-service training/educational sessions with health care providers.	
2. Research and Advocacy						
2.1	Broader QLD Govt policy research	Hilary Knack <ul style="list-style-type: none"> ▪ Steering Committee 	To address the broader concerns identified in the Community consultation that	Identifying the structures, practices and procedures that need to be sensitive to	To report to QH about the broader policy concerns that relate to	

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	Aim: To report on the gaps and barriers within QLD Govt policy that affects the Health outcomes of the LGBT community. Due Date: June 2007		<p>impact upon the accessibility of health and health-related services for the LGBT community.</p> <p>Research to relate to the improvement of LGBT sexual health and through the QH whole of government approach to health and wellbeing.</p>	LGBT concerns regarding the improvement of health outcomes, access to health and health related services and the health and wellbeing of the LGBT community.	barriers to accessing health services, improving health outcomes and reducing the transmission of HIV, Hep C and STIs.	
2.2	Health Care Providers LGBT Knowledge Surveys Aim: Collate information on level of knowledge and training on gender identity and sexuality issues HCP have in QLD. Due Date: December 2006	Hilary Knack <ul style="list-style-type: none"> ▪ Steering committee ▪ GDGP, AMAQ ▪ Reps from sexual health, nurses, mental health, youth services 	<p>Identify the level of knowledge, appropriate service provision, training & education of gender identity and sexuality issues by health care providers.</p> <p>Where education and training in gender identity and sexuality issues is primarily being conducted.</p> <p>Identifying how often HCP consider they address gender identity and sexuality issues within service provision.</p>	<p>Consult key players within target groups to assist in the distribution and involvement of HCP in LGBT surveys.</p> <p>To distribute survey and collate results regarding knowledge and training opportunities relating to gender identity and sexuality.</p>	Involve GP, Hospital staff, sexual health workers, drug and alcohol services, mental health, Youth, domestic violence and sexual assault services in QLD.	
2.3	University Curriculum LGBT Advocacy Aim: Establish a working group to address the content of university curricula addressing gender identity and sexuality issues.	Hilary Knack <ul style="list-style-type: none"> ▪ Steering Committee ▪ Reps from LGBT community and health sector and universities. 	<p>Identify the current content of gender identity and sexuality issues in courses relating to health and wellbeing within QLD Universities.</p> <p>Identify models of university curricula that are inclusive of gender identity and sexuality issues.</p>	<p>Establish a working group to address concerns relating to the level of education relating to gender identity and sexuality.</p> <p>Working group to decide scope of university curricula to be address regarding gender identity</p>	Consult all relevant University faculties regarding content of curricula.	

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	Due Date: June 2007		Collate report on findings of gender identity and sexuality content in relevant university curricula and knowledge, training and education received by HCP.	and sexuality content. Identify current gender identity and sexuality content within relevant university curricula. Collate HCP LGBT Knowledge surveys to establish how many HCP have received education or training relating to these issues. Collate report on findings on curricula content, LGBT community concerns and results of HCP LGBT knowledge from surveys.		
3. QLD LGBT Networks						
3.1	LGBT Health & Community Networks Aim: Increase distribution of information within newsletters to raise awareness of LGBT issues, resources, training opportunities, research & relevant events.	Hilary Knack	Distribution of monthly newsletters throughout QLD. Increase membership within LGBT Health and LGBT Community networks. Increase awareness of resources, information, training opportunities, reports, research projects, events relating to LGBT Health and LGBT community development.	Re-evaluate direction and future of networks regarding membership feedback from early consultation request. Continue distribution of monthly newsletters and publicity of networks	Distribute monthly newsletter for LGBT Health Network and LGBT Community Network. Publicity of networks within all LGBT Health Systems Projects.	
3.2	Far North QLD LGBT Networks Aim: Identify strategies to increase support for HCP working	Hilary Knack <ul style="list-style-type: none"> ▪ Training facilitators ▪ Sexual Health Zonal Co-ordinators ▪ QuAC Health 	Increase participation of people in this region within LGBT networks. Increase awareness of project, directory, resources	Publicity to all key players, contact key community members in regions to develop publicity strategy in conjunction with database.	Contact all relevant stakeholders in community. Community consultations/Strategies	

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	with the LGBT community and the LGBT community in these areas. Due Date: Dec 2006	Promotion Officer <ul style="list-style-type: none"> ▪ QUATSIHAP ▪ Regional key players in community 	and consultation report. Increase support for people working with the LGBT community and the LGBT community. Develop networks and strategies to maintain support for people working with LGBT people and the LGBT community in regional western QLD.	Strategy consultation with communities to strengthen support and networks with service providers working with the LGBT community and LGBT people in the region. Provide the community with information on project and facilitate discussion on strategies for sustained support to HCP and LGBT community.	meetings. Identify concerns and proposed strategies to increase and create sustained support networks for people within Far North QLD. Develop strategy to increase support to HCP and LGBT community. Report to evaluate strategies proposed within the community and action to be taken by project.	
4. Information Distribution						
4.1	LGBT Sexual Health Directory Aim: Increase resources, HCP in directory, maintenance of directory information. Due Date: June 2007	Hilary Knack	Increase service providers and LGBT community awareness of appropriate health and health-related services, LGBT organisations, groups, social venues and networks, recent LGBT resources and research. Create awareness within health and health related services and LGBT community of LGBT Sexual Health Referral Directory.	Continue publicity of Directory. Maintain and update the Referral Directory.	Regular Advertising within the LGBT press. LGBT networks and through health and health related services.	
4.3	Referrals Aim: To respond to requests for referrals to	Hilary Knack	Increase access and awareness within the LGBT community, members of the general community and	To respond to requests for information in relation to LGBT health and wellbeing concerns.	To be able to refer enquiries to relevant services or organisations or	

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	appropriate services, resources and training opportunities. Due Date: June 2007		service providers to appropriate services, organisations, contacts, resources, research and training opportunities regarding gender identity and sexuality.	Record Number of Referrals.	contacts within QLD to assist with information or service provision for the LGBT community or concerns related sexuality, gender identity and LGBT sexual health.	
5. Supporting LGBT Community Groups and Campaigns						
5.1	Supporting LGBT orgs, groups and networks Aim: Work in conjunction with other LGBT groups and organisations to support projects promoting the health and wellbeing of the LGBT community. Due Date: Ongoing	Hilary Knack <ul style="list-style-type: none"> ▪ Reps from LGBT orgs and groups and Health and Health related services 	Raise awareness of LGBT issues, address gaps identified in the community consultation, work in conjunction with other LGBT orgs to increase awareness, understanding, distribute resources to Service Providers.	Participation in LGBT community projects that aim to increase awareness of LGBT issues, access to services and improve health outcomes. Participation within forums, and committees addressing LGBT health outcomes and improving access to health and health-related services. Facilitate support and involvement in HID Conference 2007.	Participate and present on project at the HID Conference 2007. Respond to requests for support, input and attendance at appropriate forums, meetings and events regarding issues affecting LGBT health and wellbeing.	
6. Reporting						
6.1	Project 12 month Report Aim: To summarise the progress of the project within the first 12 months. Due Date: December 2007	Hilary Knack	Inform QLD Health of the progress, development and accomplishments of the Project within the first 12 months.	Collate information regarding the projects activities and progress from Dec 2005 – Dec 2006	Present one report to QH	
6.2	Project Summary Report 2007	Hilary Knack	Summarise progress of project from Dec 2004 to	Collate and summarise progress, development,	Present one Report to QH.	

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	Aim: Summary of progress of project from Dec 2004 to June 2007 Due Date: June 2007		June 2007 and report on future actions and direction the project recommends to be taken.	issues and action areas identified for future work. Collate report to QH.		