



## **Operational Plan July 2007 – June 2008 Training and Development Coordinator - Statewide**

QAHC delivers a number of projects undertaken by the Training and Development Coordinator. The role of the coordinator is to develop training resources on service provision to lesbian, gay, bisexual and transgender (LGBT) clients and distribute sexuality and gender identity awareness training to health and health-related service providers throughout Queensland. The Operational Plan (July 2007 – June 2008) sets out the aim, target populations, settings, activities, outcomes and other project information for the first year of the Training and Development Coordinator.

All projects are state wide (ie projects cover Queensland but are delivered from one office, Brisbane).

The Operational Plan covers three main project areas;

1. Information distribution which includes; the delivery and development of population specific and general sexuality and gender identity awareness training projects throughout Queensland; the provision and development of LGBT resource materials; and the maintenance of state wide LGBT networks.
2. Advocacy
3. Reporting

	<b>Project Title &amp; Aim</b>	<b>Project Lead &amp; Partners</b>	<b>Outcomes</b>	<b>Activities</b>	<b>Measures &amp; Targets</b>	<b>Progress</b>
<b>1 Information Distribution</b>						
<b>1.1</b>	<b>Sexuality and Gender Identity Training Development and Delivery</b>					
1.1.1	<p><b>QLD training projects</b>  <b>Aim:</b> Raise awareness of LGBT identities, health outcomes and inclusive service provision</p> <p><b>Due Date</b>  June 2008</p>	Hilary Knack QAHC Training facilitators network	<p>Raise awareness of providing LGBT inclusive service provision and service environments.</p> <p>Increase awareness of sexuality and gender identity, social pressures that can affect LGBT people's access to services and health outcomes.</p> <p>Increase networks with service providers and ongoing distribution of LGBT health and community information, resources and referrals.</p>	<p>Identify services already linked with QAHC that are interested in training.</p> <p>Consult with health and health-related services about conducting in-service training programs.</p> <p>Publicise QAHC training and development in appropriate training and service provider networks.</p> <p>Hire training facilitators from the QAHC training facilitator's network for the delivery of the workshops.</p> <p>Plan appropriate training workshops for in-service training from QAHC training resource kit eg according to length and target group.</p> <p>Ongoing evaluation of training workshops and impact of training on service provision.</p>	<p>Deliver 10 in-service training workshops in QLD.</p> <p>Deliver 5 open-access training workshops in QLD.</p> <p>Join training networks in Queensland.</p> <p>Evaluate each training workshop.</p>	
1.1.2	<p><b>ATSI sexuality and gender identity training project</b>  <b>Aim:</b> Provide culturally</p>	Hilary Knack QATSIHAP	Increase awareness with ATSI health workers of sexuality and gender identity, social pressures that affect ATSI LGBT access to services and health	Work in consultation with QATSIHAP and key community members on developing a workshop specifically for ATSI health workers.	<p>Develop a specific ATSI sexuality and gender identity training workshop.</p> <p>Deliver a minimum of</p>	

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	<p>appropriate LGBTs training to health and community workers – link in with QATSIHAP</p> <p><b>Due Date:</b> June 2008</p>		<p>outcomes.</p> <p>Raise awareness of providing LGBTs inclusive service provision and service environments.</p> <p>Increase networks with service providers and ongoing distribution of LGBT health and community information, resources and referrals.</p>	<p>Develop a training workshop based on the QAHC Sexuality and Gender Identity Training Resource Kit to provide culturally appropriate education of sexuality and gender identity issues relating to ATSI LGBTs and for ATSI health workers.</p> <p>Identify options to incorporate sexuality and gender identity training into training options for ATIS health workers.</p> <p>Hire training facilitators to deliver training.</p> <p>Deliver a pilot workshop to ATSI health workers.</p> <p>Evaluate the success of the workshop and further distribution of the workshop.</p>	<p>two Pilot ATSI Sexuality and Gender Identity training workshop.</p> <p>Evaluate the workshop and identify recommendations for its further use.</p>	
1.1.3	<p><b>Youth Training projects Aim:</b></p> <p>Investigate funding options for further <i>What We Don't See Training</i> to youth and community workers</p>	Hilary Knack	<p>Advocate to identify funding opportunities for further LGBT Youth Sector training following the <i>What We Don't See Training 2006</i>.</p>	<p>Complete the <i>What We Don't See Training Report 2006-2007</i>.</p> <p>Distribute report to key players in the youth sector.</p> <p>Initiate communication with the Department of Communities regarding</p>	<p>One report on What We Don't See Youth Training.</p> <p>Distribute Report and <i>What's Out There</i> to key organisations and youth sector networks.</p>	

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	<b>Due Date:</b> Dec 2008			<p>LGBT young people and service provision and support.</p> <p>Deliver another What We Don't See Training workshop for community workers.</p> <p>Distribute <i>What's Out There</i> resource to Youth sector</p>	<p>Deliver minimum of 3 <i>What We Don't See</i> Training Workshops in QLD.</p> <p>Distribute electronic and hard copies and develop links to QAHC website for resource with key youth interagencies and services.</p>	
1.1.4	<p><b>General Practitioners Education Project Aim:</b> Raise awareness of LGBT identities, related health concerns and inclusive service provision to general practitioners in QLD. <b>Due Date:</b> June 2008</p>	Hilary Knack General Division of General Practitioners	<p>Raise awareness of sexuality and gender identity, barriers to LGBT clients accessing services and disclosing sexuality and gender identity issues.</p> <p>Increasing awareness of how to provide inclusive service provision and service environments for LGBT clients.</p>	<p>Consult with the state wide and regional GDGP to support the delivery of sexuality and gender identity education for GPs.</p> <p>Consult with GDGP as to the format and content most appropriate for the needs of GPs.</p> <p>Develop a contact network to publicise forum to GPs in Queensland.</p> <p>Develop a format and training schedule for education in Queensland in 2008. Develop any specific resources that may be relevant for these forums.</p> <p>Hire facilitators to conduct education forums.</p>	<p>Contact all GDGP in QLD and discuss the training forums and potential time frames.</p> <p>Develop a 2-3 hour training forum from the QAHC sexuality and gender identity training resource kit.</p> <p>Develop networks of GPs in each region to distribute publicity and information about forums to.</p> <p>Deliver a 2-3 hour forums to General Practitioners.</p> <p>Distribute a package of LGBT resources to</p>	

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				Distribute education forums where interest level is appropriate.	forum participants. Deliver a minimum of four forums, aiming for 40 participants.	
1.1.5	<b>Pilot Gender Identity Training Project</b> <b>Aim:</b> Raise awareness of transgender identities and gender identity with health and health related service providers <b>Due Date:</b> June 2008	Hilary Knack Key players in Transgender community and transgender health.	Increase awareness within health and health-related service providers of appropriate service provision to transgender clients and related social pressures and health concerns for transgender people.	Collate gender identity resources for workshop.  Develop a guideline for the training workshop.  Consult with the transgender community and health professionals regarding the content and format of the training workshop.  Develop a specific training workshop and appropriate resources for training workshop.  Hire appropriate training facilitators.  Distribute Pilot Gender Identity training workshop in South East QLD for health and health-related service providers.  Evaluate the success of the training workshops and impact upon service provision.	Consult a minimum of three gender identity training programs.  Consult with a minimum of 8 representatives from the transgender community.  Deliver a 4 – 7 hour gender identity training workshop to address service provision to transgender clients.  Distribute 3 pilot training workshops to health and health-related service providers.  Aim to involve a minimum of 40 service providers for the pilot training.	
<b>1.2 LGBT Resource Material</b>						
1.2.1	<b>Self taught service providers</b>	Hilary Knack	Raise awareness of sexuality and gender identity	Compare available self-taught training resources	Consult at least three different types of on-	

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	<p><b>sexuality and gender identity training resource</b>  <b>Aim:</b> Enable service providers to undertake training/education in their own time and audit the inclusiveness of their own work practices, policies and service environments</p> <p><b>Due Date:</b> June 2008</p>		<p>issues, link service providers to LGBT resources, awareness of how to create inclusive service provision and service environments for LGBT clients through a self-motivated training program.</p>	<p>available.</p> <p>Consult service providers on information most wanted and most appropriate forums.</p> <p>Draft online training guide based on Audit resources and QAHC Sexuality and Gender Identity Resource Kit. Create links to other LGBT resources and websites in program.</p> <p>Hire consultant to format on-line resource for the QAHC website.</p> <p>Promote the resource to Health and Health-related service providers in QLD.</p>	<p>line training resources</p> <p>Publicise project and distribute to key services a questionnaire to identify most useful information and format of online training resource.</p> <p>One self-directed training manual on the QAHC website.</p> <p>Promote to all key players in the health sector and service providers.</p> <p>Monitor use of training resource.</p>	
1.2.2	<p><b>LGBT Community Access to Health Services Resources</b>  <b>Aim:</b> Raise awareness of mechanisms to improve relationship with health service providers and awareness of barriers that LGBT people may encounter in service provision that related to</p>		<p>Increase knowledge to address sexuality or gender identity issues with health and health related practitioners.</p> <p>Identify mechanisms to address barriers LGBT people may experience when accessing services.</p>	<p>Collect resources already available that address these issues for LGBT people.</p> <p>Create fact sheets to address sexuality and gender identity issues that may create barriers for LGBT people.</p> <p>Distribute draft fact sheets for community consultation with key members of the LGBT community.</p> <p>Develop final fact sheets,</p>	<p>Collect a minimum of four similar resources to examine approaches taken to deliver this information.</p> <p>Create a minimum of two fact sheets.</p> <p>Consult with a minimum of 10 community representatives and relevant service providers.</p> <p>Distribute to all LGBT</p>	

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	sexuality and gender identity <b>Due Date:</b> Dec 2007			publicise, distribute to LGBT groups and appropriate support services and put on the QAHC website with links to other resources.	social groups and support organisations in QLD.  Publicise in LGBT networks, LGBT press and relevant websites.	
1.2.3	<b>Service Providers LGBT Awareness Resources</b> <b>Aim:</b> Provide further information on LGBT issues for the sexuality and gender identity training kit. <b>Due Date:</b> Dec 2007	Hilary Knack	Raise awareness of issues that affect the health and wellbeing of LGBT people and the impact of social pressures related to sexuality and gender identity.  Resources to be included in the sexuality and gender identity training programs.	Review resources available in the QAHC sexuality and gender identity training resource kit.  Identify resources that need to be established to support the delivery of the sexuality and gender identity training workshops for specific population groups or LGBT issues.  Develop appropriate resources to be included in the QAHC Sexuality and Gender Identity Resource Kit and QAHC website.	Develop resources to accompany population specific training workshops.  Develop one post training resource to used to evaluate service environments and continue to give service providers contacts with LGBT resources.	
<b>1.3 QLD LGBT Networks</b>						
1.3.1	<b>LGBT Health &amp; Community Networks</b> <b>Aim:</b> Increase distribution of information within newsletters to raise awareness of LGBT issues,	Hilary Knack	Increase awareness of resources, information, training opportunities, reports, research projects, events relating to LGBT Health and LGBT community development.  Increase membership within	Produce a bi-monthly email newsletter for each LGBT Community and LGBT Health Networks.  Evaluate the networks membership, distribution, appropriate content of the newsletters and how	Distribute bi-monthly newsletter for LGBT Health and LGBT Community Networks.  Add all training participants to LGBT networks.	

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	resources, training opportunities, research & relevant events. <b>Due Date: Ongoing</b>		LGBT Health and LGBT Community networks.	useful they are to members. Report on the development of the networks in QLD.  Re-create QAHC internal database for the distribution of the Network newsletters. Update membership details.	Develop a distribution database for newsletters.  Delete membership details that are not current any longer.  Report on development and distribution of networks.	
1.3.2	<b>QLD LGBT Network Road Show</b> <b>Aim:</b> Present information and resources in person – bring network members together <b>Due Date: June 2008</b>	Hilary Knack QAHC Regional Health promotional officers	Raise awareness of the LGBT Community and Health Networks throughout Queensland and provide an opportunity for members to be actively involved in participating in the network.  Present information on recent LGBT health research, resources and LGBT projects within Queensland.	Publicise LGBT Network forums in regional centres in QLD.  Develop half day forums on current LGBT information in QLD and projects being developed throughout Australia.  Provide resource packs for participants in forums with information on QAHC and projects in Australia.  Provide an opportunity for participants to provide feedback experiences of LGBT issues in each area.	Deliver 5 LGBT forums in QLD.  Aim to involve 100 participants within QLD.  Collate feedback on experiences with addressing LGBT issues in QLD.  Report on forums and membership's feedback.	
1.3.3	<b>Training Facilitators Network QLD</b> <b>Aim:</b> Establish a mechanism to maintain contact with QAHC training	Hilary Knack	Distribute information on training facilitation opportunities with QAHC, training resources, provide feedback on completed training projects and information on future training	Training Facilitators Email group established.  Distribute monthly email newsletters to the Training facilitators network.	Provide monthly email newsletters to QAHC Training facilitators.  Establish a variety of training facilitators throughout QLD	

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	facilitators. <b>Due Date:</b> ongoing		projects with QAHC.  Raise awareness of QAHC training resources, internal policies regarding the hire and payment for contracted training facilitators.	Publicise the network to the QAHC Train the Trainer workshop participants, previous QAHC training facilitators and people who meet with the training coordinator regarding conducting training facilitation in the future.  Database of training facilitators experience and availability establish in QAHC.  Establish QAHC internal policies regarding payment and travel with training facilitators.  Revise Training Logistics Resource to provide information to facilitators and QAHC staff on the organisation of training workshops.  Provide QAHC train the trainer workshops in regional QLD.	interested in working with QAHC on training projects.  Maintain records of facilitators experience and availability.  Establish a QAHC policy on facilitator's pay rates and travel expenses.  Finalise the documents for the training facilitators logistics and distribute documents to network.  Deliver two train the trainer workshops in regional QLD.	
<b>2. Advocacy</b>						
2.1	<b>Ageing Action Group</b> <b>Aim:</b> Explore and raise awareness of issues affecting the ageing LGBT population in QLD.	Ageing Action Group Hilary Knack	Continue to raise awareness of issues that affect senior LGBT people and LGBT people who are carers.	Support Ageing Action Group further identified areas of action to address LGBT ageing and carers issues.  Publicise the results of the	Participate in bi-monthly ageing action group meetings.  Provide support to ongoing advocacy projects in the group.	

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	<b>Due Date:</b> Ongoing			Young, the Ageing and the Restless survey.		
2.2	<b>Resource and Information Referrals</b> <b>Aim:</b> Respond to community and training participants request for information on LGBT resources and relevant topics <b>Due Date:</b> Ongoing	Hilary Knack	Provide Service providers and LGBT people with information on services addressing sexuality and gender identity issues, LGBT resources and information.  Raise awareness and participating in sexuality and gender identity awareness training.	Responding to enquiries from previous training participants, general service providers and LGBT people.  Distribute information or referrals to appropriate services or resources relevant to enquiries.  Provide information on the necessity of inclusive service provision for LGBT clients in health and health-related service environments.	Aim to spend 4-8 hours per month responding to general enquiries and referring to appropriate services.  Raise awareness of the sexuality and gender identity training to relevant interagencies, peak bodies and service providers.	
<b>3. Reporting</b>						
3.1	<b>Six Month Project Report</b> <b>Aim:</b> To summarise the progress of the project over the first six months.	Hilary Knack	Inform QLD Health of the progress, development and accomplishments of the project in the first 6 months.	Collate information regarding the projects activities and progress from July 2007 – Dec 2007	Present one report to QH	
3.2	<b>Project 12 month Report</b> <b>Aim:</b> To summarise the progress of the project within the first 12 months. <b>Due Date:</b> June 2008	Hilary Knack	Inform QLD Health of the progress, development and accomplishments of the project in the first 12 months.	Collate information regarding the projects activities and progress from July 2007 – June 2008.	Present one report to QH	