



## **Operational Plan July 2008 – June 2009 Training and Development Coordinator State wide**

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 2008 – June 2009) sets out the aim, target populations, settings, activities, outcomes and other project information for the second 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	<b>QLD health training workshops</b> <b>Aim:</b> Raise awareness of LGBT identities, health outcomes and inclusive service provision  <b>Due Date</b> June 2009	Hilary Knack QLD Health QAHC Training facilitators network  # costs of delivery funded by separate funding from Qld Health.	Raise awareness of creating inclusive work practices and service environments for LGBT clients.  Increase awareness of sexuality and gender identity, social pressures that impact upon access to services and health outcomes.  Increase distribution of LGBT health and community network information, resources and referrals.	Consult with QLD Health regarding amendments to current training resources.  Consult with QH to create training schedule for ATODS and mental health workers in all 20 QLD Health Districts.  Publicise workshops, administer registrations and hire training facilitators from the QAHC facilitator's network.  Ongoing evaluation of training workshops and provide participants with post-training resources.  Linking training participants into the QAHC LGBT health and community networks.  Complete final report summarising the evaluations of the workshops.	Deliver a minimum of 20 in-service training workshops QLD.  Evaluate each training workshop.  Deliver one report summarising the evaluation of all workshops to QLD Health service providers.	
1.1.2	<b>ATSI sexuality and gender identity training project</b> <b>Aim:</b> Develop and deliver culturally	Hilary Knack Two Spirits QLD Aboriginal and Islander Health Council (QAIHC)	Create a sustainable resource accessible to QAHC, Two Spirits and other service providers.  Raise awareness sexuality	Hire contract worker to complete the development of the training resource kit.  Consult with Two Spirits, QAHC and LGTBTS	Develop a specific ATSI sexuality and gender identity training kit with workshop resources and facilitators guidelines.	

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	<p>appropriate LGBTS awareness training to health and community workers</p> <p><b>Due Date:</b> June 2009</p>		<p>and gender identity, social pressures that affect ATSI LGBTS access to services and health outcomes with ATSI health workers.</p> <p>Raise awareness of creating inclusive work practices and service environments for LGBT clients.</p> <p>Increase distribution of LGBT health and community network information, resources and referrals.</p>	<p>community on development of final training resource before delivery to service providers.</p> <p>Expand facilitator's network and hire training facilitators to deliver training.</p> <p>Deliver pilot workshops to ATSI health workers.</p> <p>Evaluate the success of the workshop and further distribution of the workshop.</p> <p>Consult with Two Spirits on needed revision of the final resource.</p>	<p>Deliver a minimum of four pilot ATSI Sexuality and Gender Identity training workshop.</p> <p>Evaluate the workshop and revise resource for future use.</p>	
1.1.3	<p><b>QAHC training projects</b></p> <p><b>Aim:</b> Continue to deliver sexuality and gender identity awareness training workshops to service providers throughout QLD.</p> <p><b>Due Date:</b> Ongoing</p>	Hilary Knack QAHC staff	<p>Raise awareness of creating inclusive work practices and service environments for LGBT clients.</p> <p>Increase awareness of sexuality and gender identity, social pressures that impact upon access to services and health outcomes.</p> <p>Increase distribution of LGBT health and community network information, resources and referrals.</p>	<p>Respond to request for in-service training for services in Queensland.</p> <p>Distribute publicity of QAHC's training and development program and the provision of in-service training to health and community services networks in QLD.</p> <p>Follow up within publicity to service providers involved in QAHC activities, agency visits and consultations</p>	<p>Deliver a minimum of 10 training workshops throughout QLD to health and health related service providers.</p> <p>Evaluate all training workshops.</p> <p>Distribute post training resources to all training participants including membership to LGBT Community and Health networks.</p>	

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				<p>conducted by QAHC health promotion staff throughout QLD.</p> <p>Provide Open Access training workshops to health and community service providers.</p> <p>Evaluate workshops, provide post-training resources to participants.</p>		
1.1.4	<p><b>General Practitioners Education Project Aim:</b> Develop best strategies to start distributing information to General Practitioners.</p> <p><b>Due Date:</b> June 2009</p>	<p>Hilary Knack General Division of General Practitioners (GDGP) UQ School of Medicine</p>	<p>Develop a strategy plan to distribute information, forums and workshops on working with LGBT clients.</p>	<p>Develop best information distribution strategy to work with General Practitioners (GP).</p> <p>Consult with key contacts to develop the best forms of sexuality and gender identity training for GPs.</p> <p>Develop appropriate information resources for General Practitioners.</p>	<p>Develop strategies and commitment from GDGPs in Queensland to distribute information and training on sexuality and gender identity.</p> <p>Develop two information resources on sexuality and gender identity for GP.</p> <p>To distribute information to GPs in at least 3 GDGP areas.</p>	
1.1.5	<p><b>Pilot Gender Identity Training Project Aim:</b> Raise awareness of transgender identities and gender identity with health and health related service providers</p>	<p>Hilary Knack Key players in Transgender community and transgender health.</p>	<p>Provide a greater level of education regarding trans identities, medical and social impacts of transitioning and mechanisms to support trans clients.</p> <p>Increase distribution of LGBT health and community network information, resources and referrals.</p>	<p>Develop a gender identity training resource kit with workshop resources and facilitators guidelines.</p> <p>Hire appropriate training facilitators.</p> <p>Distribute pilot Gender Identity training workshop in South East QLD for</p>	<p>Develop a sustainable gender identity training resource kit.</p> <p>Deliver a 4 – 7 hour gender identity training workshop to address service provision to transgender clients.</p> <p>Distribute a minimum of</p>	

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	<b>Due Date:</b> June 2009			health and health-related service providers.  Evaluate the workshops and impact upon service provision.	3 pilot training workshops to health and health-related service providers.  Evaluate training workshop resources and revise resource for further use.	
<b>1.2 Resource Development</b>						
1.2.1	<b>Resources to support access to health services for the LGBT community</b>  <b>Aim:</b> Improve access to services and relationships with health service providers for LGBT people in Queensland.  <b>Due Date:</b> Ongoing		Increase knowledge to address sexuality or gender identity issues with health and health related practitioners.  Identify mechanisms to address barriers LGBT people may experience when accessing services.	Complete the final production of LGBT CALD Contact fact sheets.  Develop a poster and pamphlet series to support and encourage LGBT people accessing health and related services and developing greater rapport with service providers.  Focus test resource on LGBT community members and service providers and evaluate.  Distribute posters and pamphlets to services in Queensland, websites and networks in QLD.	Finalise production of two LGBT CALD contact fact sheets.  Create a minimum of one poster and one pamphlet to support access to services.  Publicise in LGBT networks, LGBT press and relevant websites.  Distribute previous and ongoing training participant networks and QAHC networks.	
1.2.2	<b>Service Providers LGBT Awareness Resources</b> <b>Aim:</b> Provide further information on LGBT issues for the sexuality and gender	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.	Finalise the development of the Families fact sheet, Trans and Gender Identity fact sheet for training kits.  Review and edit as needed existing training fact sheets.	Produce a minimum of two training fact sheets for service providers.  Produce one resource on inclusive service provision.	

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	identity training kit. <b>Due Date:</b> June 2009		Resources to be included in the sexuality and gender identity training programs.	<p>Distribute Supporting Transgender and Sistergirl Clients booklet to service providers in QLD.</p> <p>Develop an LGBT inclusive services pamphlet for services in conjunction with the LGBT Communities resource in 1.2.1</p> <p>Distribute inclusive services pamphlet to service providers and training participants network in QLD.</p> <p>Develop a post training resource kit for service providers/services that have completed service provision training.</p> <p>Identify further resources to support the sexuality and gender identity training resource kit.</p>	<p>Develop one post training resource pack to distribute to services and service providers.</p> <p>Distribute post training resource kits to all services and providers and services completing training.</p>	
<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	Hilary Knack	Increase awareness of resources, information, training opportunities, reports, research projects, events relating to LGBT Health and LGBT community development.	<p>Produce a bi-monthly email newsletter for each LGBT Community and LGBT Health Networks.</p> <p>Evaluate the networks membership, distribution, appropriate content of the</p>	<p>Distribute bi-monthly newsletter for LGBT Health and LGBT Community Networks.</p> <p>Add all training participants to LGBT networks.</p>	

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	LGBT issues, resources, training opportunities, research & relevant events. <b>Due Date: Ongoing</b>		Increase membership within LGBT Health and LGBT Community networks.	newsletters and how useful they are to members. Report on the development of the networks in QLD.  Develop new publicity documents for the networks.  Distribute new publicity documents for the networks.	Report on development and distribution of networks.  Develop one print series	
1.3.2	<b>QLD LGBT Network Road Show</b> Aim: Present information and resources in person – bring network members together  <b>Due Date: June 2009</b>	Hilary Knack QAHC Regional Health promotional officers QAHC Project 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> Aim: To maintain contact and	Hilary Knack	Distribute information on training facilitation opportunities with QAHC, training resources, provide feedback on completed	Deliver further Train the Trainer workshops and increase membership of the Facilitators network.	Hold one facilitators consultation dinner to evaluate the facilitators networks and delivery of training workshops.	

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	<p>access reliable and experienced training facilitators for QAHC workshops on a regular basis.</p> <p><b>Due Date:</b> ongoing</p>		<p>training projects and information on future training projects with QAHC.</p> <p>Raise awareness of QAHC training resources, internal policies regarding the hire and payment for contracted training facilitators.</p>	<p>Distribute bi-monthly email newsletters to the Training facilitators network.</p> <p>Conduct facilitator's consultation to evaluate and review how the network is working and other needs that may be required.</p> <p>Continue to publicise facilitation work with QAHC.</p> <p>Develop a six month training schedule of potential workshops for facilitators.</p>	<p>Deliver a minimum of one Train the Trainer workshop.</p> <p>Distribute bi-monthly email newsletters to QAHC Training facilitators.</p> <p>Maintain records of facilitators experience and availability.</p>	
<b>2. Advocacy</b>						
2.1	<p><b>Resource and Information Referrals</b></p> <p><b>Aim:</b> Respond to community and training participants request for information on LGBT resources and relevant topics</p> <p><b>Due Date:</b> Ongoing</p>	Hilary Knack	<p>Provide Service providers and LGBT people with information on services addressing sexuality and gender identity issues, LGBT resources and information.</p> <p>Raise awareness and participating in sexuality and gender identity awareness training.</p>	<p>Responding to enquiries from previous training participants, general service providers and LGBT people.</p> <p>Distribute information or referrals to appropriate services or resources relevant to enquiries.</p> <p>Provide information on the necessity of inclusive service provision for LGBT clients in health and health-related service environments.</p>	<p>Aim to spend 4-8 hours per month responding to general enquiries and referring to appropriate services.</p> <p>Raise awareness of the sexuality and gender identity training to relevant interagencies, peak bodies and service providers.</p>	

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<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 2008 – Dec 2009	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 2009	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 2008 – June 2009.	Present one report to QH	