Relationships, sexualities, bodies and genders affirmed and valued in all their diversity
Acknowledgement of Country
The National LGBTI Health Alliance acknowledges the Traditional Custodians of Country throughout Australia and the Torres Strait Islands. We recognise their continuing connection to lands, waters, and communities. We acknowledge that these lands have been materially, ecologically and socially transformed through occupation by settlers and we acknowledge that this transformation does not erase history, sovereignty or continuing connections to culture. We acknowledge the work undertaken by Aboriginal and Torres Strait Islander people, not just for health but for justice. We pay our respects to Aboriginal and Torres Strait Islander Elders who came before, those that lead now, and those who will lead in the future.

Celebrating and honouring LGBTIQA+ history
We pay our respects and offer our deep thanks to those who have worked to improve the health and well being of their peers in LGBTIQA+ communities. We honour people and organisations in the diverse communities of which we are a part and we celebrate the extraordinary diversity of people’s bodies, genders, sexualities, and relationships. Thank you for your courage, and striving for health across the lifespan, and for being yourselves.

Acknowledgement of our funders
The Alliance gratefully acknowledges the support of the Australian Government Department of Health and the Australian Digital Health Agency.

We are also thankful for the donations we have received this year from many community groups, fundraisers and Alliance Members.

Contact
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Design and illustration: Deborah Kelly
Photographs: Jodie Barker, Robert Knapman Photography
About the Alliance

We are Australia’s national peak body for LGBTI health and wellbeing!

Our diverse membership is made up of organisations and individuals that provide health related programs and services, develop research and build community capacity.
Together we are focused on supporting lesbian, gay, bisexual, transgender, and intersex people (LGBTI) and other sexuality, gender, and bodily diverse people and communities.
As a peak body we serve our communities by:
+ Representing and advocating for their concerns at a national level through a nationally coordinated voice that aims to influence and change public policies and programs impacting on positive health outcomes for LGBTI people, their families and their communities
+ Supporting collaborations and partnerships between organisations, community groups, across sectors, and with governments.
+ Facilitating access to national funding for LGBTI health related projects.
+ Supporting key populations within our communities to build their capacity for self determination.

Our Vision
A world where relationships, sexualities, bodies and genders are affirmed and valued in all their diversity.

Our Mission
We provide leadership and advocacy to improve the health and wellbeing of LGBTI people, their families and their communities across Australia.
We support our member organisations to influence and improve policies and services for LGBTI people, their families and their communities.
We advocate to reduce discrimination, stigma and violence against LGBTI people, their families and their communities.

Our Values
In all aspects of our work, the Alliance upholds the following values:
+ **Integrity** - Our ways of working are open, respectful, honest, and transparent; we take responsibility for our actions
+ **Diversity** - We seek to understand the diverse circumstances and cultures of the people and communities we work with; we strive to ensure all experiences are respected and recognised
+ **Collaboration** - We broaden our impact by working with our partners, members, and stakeholders on shared goals to achieve the very best outcomes
+ **Innovation** - We consciously reflect and learn to improve our work and achieve our vision through being open to new ideas and fresh approaches
+ **Excellence** - We do what we do well, and base our work on evidence of need and effectiveness
+ **Impact** - We strive to achieve maximum influence to promote visibility and health and wellbeing of LGBTI people, families, and communities.

Our Role
Our role is shaped through consultation with our members, funders, and stakeholders, and the the needs articulated by LGBTI people and the communities in which they live and work.

We provide
+ **Leadership** - We are the national peak body representing the health and wellbeing of LGBTI people, their families and their communities. We provide a nationally unified voice
+ **Advocacy** - We present a nationally coordinated voice that aims to influence and change public policies and programs impacting on positive health outcomes for LGBTI people, their families and communities
+ **Research, Strategy, and Policy** - We use evidence and the experiences of individuals, their families, and communities to inform our work, establish our priorities, and drive an agenda for change.
About the Alliance (CONTINUED)

Our priorities

PRIORITY ONE: Looking forward
We will respond to emerging needs and new issues, while recognising our histories, and strive to ensure that health policies and programs improve the health and wellbeing of LGBTI people, their families and communities.

PRIORITY TWO: Respected and influential
We will increase our impact by positioning ourselves as the national ‘go to’ organisation on LGBTI health and wellbeing matters. We will achieve this by listening to LGBTI people, their families and communities and maintaining their respect and trust.

PRIORITY THREE: Supporting the health of LGBTI people, their families and their communities
We will continue to develop projects, programs, policies and resources to support the health and wellbeing of LGBTI people, their families and communities across all life stages building on the strengths of our work in mental health, peer support and ageing and aged care. Our work will always promote diversity, reduce violence and discrimination, and uphold human rights.

PRIORITY FOUR: Building the resilience of our communities
LGBTI people, their families and their communities will be strengthened by our work.

PRIORITY FIVE: Learning and education for the future
Learning and education opportunities are an investment into the future. Learning environments include schools, vocational colleges and universities and represent places where people learn and also places where people work.
Alliance Projects at a Glance

**Silver Rainbow:** LGBTI inclusive ageing & aged care
- 9 Conference presentations
- 23 consultations held as part of LGBTI Aged Care Action Plan
- 12 submissions to all relevant government commissions and parliamentary inquiries
- Newsletter/ Aged Care interest network c.3000 subscribers
- 84 training sessions delivered
- 51 regional, rural, remote training sessions
- Over 236 agencies trained
- 1,284 people trained
- Silver Rainbow site: 7000+ visits
- Social Media: 334 page likes, 362 followers.
- 50 contacts seeking advice, information, review of resources and information on LGBTI elders and inclusive aged care
- Attended 55 meetings to represent the voices and needs of LGBTI elders on government expert advisory bodies and national sector bodies

**QLife:** Australia’s national LGBTI phone and webchat counselling and referral service.
- **Total number of contacts:** 20,864
  - Percentage of contacts: phone / webchats: 66% phone, 32% chat, 2% email
  - Percentage change from previous year: 17% increase
  - Number of hours spent on phone and webchat: 5,551 hours combined
  - Average length of phone calls and webchats:
    - Calls: 21 minutes;
    - Chat: 40 minutes

**MindOUT:** Leadership in LGBTI Mental Health & Suicide Prevention
- Over 11,000 views of our intersex awareness day video. Watch it [here](https://www.youtube.com/watch?v=4rRwof1ae70)
- 18 newsletters
- 2,644 subscribers
- 371 PHN subscribers
- 2,502 Mental Health and Suicide Prevention strategy downloads
- 513 Practice Wisdom downloads
- 212 Going Upstream downloads
- 37,681 views of statistics at a glance
- 2,694 views of webinars
- 19 organizations are partners in the Champions Project
- 11 LGBTI, gender or sexuality Mental Health Professional Networks in operation

Training delivered to 1,284 people from 236 organisations in 84 sessions

Almost 3,000 subscribers to our e-newsletter

20,864 contacts

5,551 hours of direct contact time
Report from the Alliance Chair

Happy 10th Birthday to the National LGBTI Health Alliance and all our extraordinary members!

This has been yet another year of momentous social change for LGBTI people and communities. As Australia's peak body for LGBTI Health we bear witness to both the great resilience of our communities and the very real health impacts that intense public debate can bring.

It is clear that much has been achieved, and there is still more to do on our journey to a world where relationships, sexualities, bodies, and genders are affirmed and valued in all their diversity.

As the Board considers the challenges and opportunities of a second decade in the work of the Alliance, we reflect on the achievements of the first ten years. From modest beginnings in 2008, with the ten founding members setting the direction, the Alliance has grown to become the leading nationally respected voice in the health sector that partners, represents and advocating on behalf of LGBTI communities, people and families. Our membership has grown to 150+ individuals and organisations across Australia and through partnerships with more than 15 State and Territory organisations, we deliver a range of services targeted to improving the health and wellbeing of LGBTI people across the nation.

The knowledge, enthusiasm and consistent efforts of our staff and partner organisations has been central to informing the improvements we are now witnessing towards the observance of more inclusive practices in the health and community service sectors. The collective commitment we have to expand this work will ensure further gains are made over and beyond the next ten years. The Alliance will continue to improve LGBTI Health and wellbeing outcomes by influencing policy, creating partnerships and raising the importance and awareness of diverse needs.

This annual report provides an insight into how the Alliance has influenced the national conversation and impacted health service delivery over the last 12 months. It also confirms how well positioned the Alliance is to further shape the national conversation about health issues that are important to LGBTI communities.

As a national peak body, it is important to listen to stakeholders and strive to respond from an appropriately informed position. A key priority for the Board over the past year has been to ensure the organisation is listening to the views of members, partners and other stakeholders. This precipitated a comprehensive communications review process targeted at maintaining the integrity and authority of the Alliance as the national leader for LGBTI health and wellbeing. This process has included extensive consultation across our stakeholders and members and will be very important in informing the views of the Alliance as we assess the strategic objectives and plans beyond 2020.

As we bring an end to the first decade of work and look ahead to the next decade, we acknowledge the outstanding contribution of the outgoing Executive Director, Rebecca Reynolds. Bec’s leadership over the past five years is one of the primary reasons the organisation has achieved so much with innovation and dedication. The Alliance was very fortunate to have employed someone with the determination, skill, and dedication that Bec has to lead the organisation over this pivotal time. We wish Bec well as she embarks on the next exciting chapter ahead.

The National LGBTI Health Alliance is in a strong position looking ahead and I want to acknowledge the supreme efforts of the staff, Board, partner organisations and members who have all worked to ensure the 2017-2018 year was rewarding, inspiring, and dynamic. We enter the next phase of the history of the Alliance from a position of strength and with a sense of enthusiasm about the challenges and opportunities to come.

Philippa Moss
Chair,
National LGBTI Health Alliance
The past year has been a time of development and growth for the Board. Building on the strong foundations laid during the past 10 years, we welcomed new Board Directors to assist in guiding the strategic direction of the organisation.

Suzanne Castellas
Co-opted Director

"Being on the Board of the Alliance has been such an amazing opportunity to be part of an organisation that reaches out and touches so many parts of community; to be able to use my professional legal skills in a different way to help effect change is an enormous privilege."

Suzanne is currently a civil lawyer at Legal Aid NSW and runs her own inner city private practice. She provides pro bono service regularly to the Inner City Legal Centre charged with supporting the LGBTIQ community in NSW, and was the Centre Coordinator and Human Rights Lawyer for the HIV/AIDS Legal Centre. She continues to work closely with LGBTIQ communities and the national BBV and STI health sectors - providing legal services to vulnerable and disadvantaged clients with complex legal and non-legal needs. Suzanne is committed to driving law reform through litigation to address the stigma and discrimination that continues to affect LGBTIQ communities and those with BBVs, and actively supports a broad base of initiatives that address LGBTIQ safety and inclusion.

Robert Collins
Co-opted Director for Ageing & Aged Care

"Being a member of the Alliance Board highlights for me what the work of Alliance is all about... respect for diversity amongst LGBTI people"

Robert holds a Bachelor of Commerce Degree and a Public Administration Diploma and has extensive experience in a broad range of human relations activities, having been employed in various private enterprise organisations and Government administrative positions. Robert has a keen interest in social justice advocacy for the LGBTI community, and is Convenor of the Diverse Voices. He is also Diverse Voices’ nominated representative on the Queensland AIDS Council’s Ageing in Diversity Action Group.

Susan Ditter
Director for Tasmania

Susan is Executive Officer of Working It Out, Tasmania’s gender, sexuality and intersex status support and education service. Susan is a member of the Tasmanian Department of Education Strategic Working Group, TasPolice Strategic Working Group, Whole of Government Reference Group and DHHS Reference Group and was Secretary of the Tasmanian Council on AIDS Hepatitis and Related Diseases 2008 –2014.

Terence Humphreys
Director for New South Wales

Terence Humphreys is the Co-Executive Director at Twenty10 incorporating the Gay and Lesbian Counselling Service of NSW (GLCSNSW), where he and his team provide a range of support and education products across the youth, health, community and education sectors as well as the broader community. He developed and regularly facilitates Twenty10’s diversity training package, Here and Now, which aims to build people’s confidence in working with people of diverse genders and sexualities, and/or intersex status.

Janet Jukes
Deputy Chair, Director for Victoria

“I’m incredibly proud and honoured to be a part of the LGBTI Health Alliance. A highlight for me this year was the HID conference which was an incredibly important gathering of LGBTIQ+ activists and health professionals and demonstrated to me both how far we have come and the work that is before us. It’s inspiring.”

Janet is the CEO of LifeWorks Relationship Counselling and Education Services. Janet has extensive experience in the human services sector in management, service delivery and policy in several fields including youth and family services, homelessness, family violence, community legal services, and research. Prior to taking up her position at LifeWorks, Janet worked for The Salvation Army, Australia Southern Territory, most recently as the Director of EastCare Network which provides residential and support programs in the Melbourne eastern metropolitan region.
Stephen Kerry
Director for the Northern Territory
“The Alliance Board reassures me that there are individuals and organisations throughout Australia, many of whom go unrecognised and work tirelessly behind the scenes, who are dedicated to and passionate about improving the health needs of LGBTQI Australians.”

Stephen is a sociology lecturer at Charles Darwin University. Stephen has been heavily involved in LGBTQI communities since 1990 and since 2001 xie* has pursued an academic career to champion the needs of people who live on society’s gender margins. Stephen is member of the Darwin-based LGBTQI advocacy group Rainbow Territory and the founder of Ask, a consultancy business which advises community groups and organisations on how to communicate with LGBTQI clients.

*Dr Kerry identifies as genderqueer. In writing, Dr Kerry uses the gender-neutral pronouns xie (pronounced she) and hir (pronounced her), verbally xie uses the gender-neutral pronouns they and them.

Gai Lemon
Director for Queensland
“Being a member of the Alliance Board is about connecting meaningfully with passionate, committed individuals in supporting a vibrant organisation with equally devoted staff, creating a healthier future for LGBTIQ+ people.”

Gai has an extensive history as an activist on behalf of the LGBTIQ+ populations in Queensland, and an eclectic curriculum vitae that most recently includes a move to Brisbane North Primary Health Network (PHN) to work in Mental Health, Alcohol and Other Drugs Program Development. Previously Director of Healthy Communities Programs with the Queensland AIDS Council, Gai’s career path includes women’s health, disability, sexuality education, blood borne viruses and adult education in the tertiary and RTO sector. She is an authorised Civil Celebrant, specialising in end of life and after death care, including funeral work.

Graham Lovelock
Director for Western Australia
“Being part of the Board leadership team of the Alliance at this time is a real honour. It enables me to contribute my professional skills drawn from my range of life experiences. This ensures that what is needed to improve health and wellbeing outcomes of LGBTI people and their families is being heard at the highest levels of decision making in Australia.”

Graham is a company director and freelance communications consultant with some 20 years’ experience as a communications and marketing professional working in a range of private enterprise, not-for-profit and government organisations. Graham has wide-ranging experience in the areas of organisational development, internal and external communications, marketing and brand direction, project, change and events management, community consultation, grant writing and fundraising and government relations. He has recently completed a Certificate in Governance and Risk Management (Intensive) with the Governance Institute of Australia.

Philippa Moss
Alliance Chair,
Director for the Australian Capital Territory
“I am privileged to be a small part of this big picture. The Board is responsible for governance, risk, finances and strategic direction. The Alliance staff, members and partners do the most amazing work on the ground with communities. As a member driven organisation, it is so inspiring to be part of an evolving entity that truly works to represent LGBTIQ&A+ communities and all the intersections.”

Philippa is the Executive Director of the AIDS Action Council of the ACT. Philippa has a long and respected history of working in the community sector in social planning, community development and as a disability advocate in both NSW and the ACT. She demonstrates a strong commitment to the community sector, seeking out like-minded people and organisations to work in partnership with a strength based and solution focused philosophy.
Shaun Staunton  
Co-opted Director  
“Being a member of the National LGBTI Health Alliance Board allows me the opportunity to contribute to an organisation that drives so much social change to support LGBTI people and other sexuality, gender, and bodily diverse people and communities.”  
Shaun leads beyondblue’s diversity and inclusion work and has previously held a number of roles in the areas of LGBTI health, the HIV prevention community sector, and blood-borne virus clinical education. He has held an Honorary Associate lecturer attachment to the University of Queensland School of Medicine and has been an investigator with an Australian Research Council Linkages Grant Research Project. He has particular interest in developing strategies to foster inclusive environments, working with stakeholders to support Aboriginal and Torres Strait Islander social and emotional wellbeing, and digital strategies to support LGBTI communities.

Raymond Zada  
Co-opted Director for Tekwabi Giz  
Raymond is an Adelaide-based visual artist working primarily with photography, video, and digital design. He’s also an award-winning radio broadcaster with 13 years experience in production, presentation, and technical operation. Raymond won the Works on Paper category of the 29th Telstra National Aboriginal and Torres Strait Islander Art Award for his piece, racebook. An edition of 10, racebook has been acquired by several public galleries in Australia and overseas as well as private collections. In 2013, Raymond won the New Media category of the 30th Telstra National Aboriginal and Torres Strait Islander Art Award for his piece, Sorry. Sorry examines the complexities of Australian history and the disconnect between language and reality.

Key changes/developments on the Board this year  
Mark Fuller resigned December 2017  
Shaun Staunton appointed July 2017  
Raymond Zada appointed December 2017
Alliance Members

Coming together from across Australia, Alliance Members are the heart and head of our work. Together we represent diversity within the Australian population and LGBTI health. Increasingly, our members also represent important intersectional perspectives of LGBTI health, including: Aboriginal and Torres Strait Islander communities; cultural and linguistic diversity; people living with disability; ageing and aged care; education; and socioeconomic diversity. In the context of the national conversation on marriage equality, this year we experienced growth in the numbers of individuals joining the Alliance.

**Member Organisations**

**International**
Australian and New Zealand Professional Association for Transgender Health (ANZPATH)
Intersex Trust Aotearoa NZ (ITANZ)
RainbowYOUTH (New Zealand)

**National**
Australian Federation of AIDS Organisations (AFAO)
Intersex Human Rights Australia (IHRA)

**Australian Capital Territory**
AIDS Action Council of the ACT Inc.
A Gender Agenda
Diversity ACT Community Services
Alcohol Tobacco and Other Drug Association ACT Incorporated
Sexual Health and Family Planning ACT (SHFFACT)

**New South Wales**
AIDS Council of New South Wales (ACON)
Evergreen Life Care
Family Planning NSW
Novacare Community Services
The Twenty-Ten Association Incorporating GLCNSW

**Northern Territory**
Northern Territory AIDS and Hepatitis Council
Darwin Community Legal Service

**Queensland**
Diverse Voices
IndigiLez Women’s Leadership and Support Group
Open Doors Youth Service
The Queensland AIDS Council (QuAC)

**Victoria**
Beyondblue
Bisexual Alliance Victoria (BAV)
Family Planning Victoria
Gay and Lesbian Health Victoria (GLHV) @ Australian Research Centre in Sex
Grampians Community Health
Health and Society (ARCSHS)
Merri Health
Rights Information Advocacy Service
Transgender Victoria (TVG)
Victorian AIDS Council (VAC) (now known as Thorne Harbour Health)
Victorian Gay and Lesbian Rights Lobby
Zoe Belle Gender Collective

**South Australia**
ECH Inc

**Tasmania**
Kentish Regional Clinic (Cores)
Relationships Australia Tasmania
Richmond Wellbeing
Working It Out Inc (WIO)

**Western Australia**
GLBTI Rights in Ageing Inc (GRAI)
Living Proud
Western Australia AIDS Council (WAAIDS)
YouthLink

**To Join**
For more information about membership and joining the Alliance: [www.lgbtihealth.org.au/membership](http://www.lgbtihealth.org.au/membership) or contact: members@lgbtihealth.org.au
QLife provides anonymous LGBTI peer support and referral for people wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

QLife is a nationally available service through a single contact number, and website, provided by locally based partner organisations across Australia. QLife’s partners are: Diverse Voices – Queensland, Living Proud – Western Australia, Switchboard – Victoria and Twenty10, which incorporates GLCS NSW.

QLife’s partner organisations have been delivering peer-based phone counselling for over 40 years, and all QLife volunteers and counsellors bring lived experience and peer counselling skills to the many and varied conversations every day.

QLife has received a total number of 20,864 contacts which represents a 17% increase on last year’s number. QLife can be accessed by phone, webchat or email, however phone chat remains the most popular. 66% of contacts were by phone, 32% on webchat and 2% via email. This represents 5,551 hours of direct support with people who contact QLife.

Feedback from QLife users is consistently very positive and is exemplified by these two responses:

“I really liked that the counsellor also drew on their own experiences and was willing to share some of that with me. It validated what I was going through” – May 2018

“I needed advice for my 14 year old son and this was invaluable advice and more so reassurance that I was doing everything possible to help him. What a wonderful service you offer, and I totally admire the people who are giving their time and dedication to helping others who are going through issues that they have either knowledge or personal experience with. Keep up the good work and thank you! I left the chat, smiling, more relieved and determined to be there for my son!” – August 2017

How important is it to you that QLife is an LGBTI-specific service?

The graph above is from the QLife feedback survey for 2017-18. Where 1 = not very important and 5 = very important, the graph clearly demonstrates that it was very important to 79.1% of survey respondents that QLife is an LGBTI-specific service.

There are around 200 QLife volunteers nationally, providing phone and webchat support 365 days a year. Volunteering at QLife provides people with an opportunity to contribute and support their own community/ies, as well providing its own rewards to the volunteers.

QLife plays an important role in connecting our communities to information, services, and knowledge. In addition, QLife resources are widely used by health professionals that support LGBTI people.

Our partners provided training this year to over a hundred people seeking to support LGBTI communities, whether they are volunteers who want to work on the QLife phones, or organisations that want to make their services or workplace more inclusive and safer for LGBTI people.

QLife engages with other telephone and webchat counselling services as part of the nation-wide development of teleweb services. In addition to networking and supporting each other, we promote and support LGBTI inclusive practice and protocols in other teleweb services through this engagement.

“Joining QLife was the second most important thing I’ve done in my life - after Reiki”

QLife NT volunteer
Marriage equality postal survey impact

The national marriage equality postal survey had an enormous impact on our LGBTI communities and services. As a peer-led service, everyone was affected. It is a testament to the strength and commitment of the QLife partners, their volunteers, staff and counsellors, that QLife were able to meet the 20% increase in contacts leading up to, and for the duration of, the national marriage equality postal survey.

Despite the far-reaching distress the survey caused to LGBTI individuals, their families and communities, many past QLife volunteers remained committed and assisted staffing the phones during the survey period. QLife clinical supervisors provided additional sessions to support the volunteers and counsellors during this time, and QLife partner sites held emergency volunteer intake and training sessions.

For some, being proactive during the stresses of the survey offered a way to respond to this pain, to contribute positively to the community and of course, they were provided with the love and support of the QLife team.

“Today’s chat allowed me to be myself and talk to someone about my gender specific problem. It’s possible that the Counsellor saved my life tonight”

“This helped me immensely. It was sensitive but not standoffish. I was able to talk about what I needed to and feel supported.”

“It was very very helpful, for linking me to other services and then being able to talk out my issue. My issue is hard and it is hard to talk about. I don’t feel good thinking about it but I need someone to talk to. QLife helped me.”

“I felt like I was crazy and alone before, and now I feel empowered and confident to deal with my situation”

QLife celebrated at the 40th Sydney Gay and Lesbian Mardi Gras Parade

QLife staff Heath and Lucy acknowledging IDAHOBIT Day 2018
The 5th National Mental Health Plan was released in August 2017. It forms part of the National Mental Health Strategy, a strategic framework to guide coordinated government efforts in mental health reform and service delivery. Partly as a result of MindOUT making submissions and facilitating consultations throughout the plan’s development, this is the first National Mental Health Plan to explicitly include LGBTI populations. Importantly, a precedent for inclusion has begun: momentum for visible inclusion is increasing.

For MindOUT this was a year of reflection, learning and growth. After releasing the National Mental Health and Suicide Prevention Strategy that was informed by our work over the last several years, we heard that this document still did not include Aboriginal and Torres Strait Islander people and communities. Rather than moving forward and implementing a strategy we put aside what we thought we knew and turned back towards Tekwabi Giz who guided our learning about how we need to embed traditional ways of knowing and culture into our systems that exclude them.

By speaking about this process of learning at the Health in Difference Conference, our hope is to not only ensure that all the work of MindOUT instinctively embeds Aboriginal and Torres Strait Islander LGBTI, Sistergirl and Brotherboy people and communities, but that we can encourage all other LGBTI programs to do the same. We are grateful for the patience, trust, guidance and wisdom that Tekwabi Giz has given us so that we can truly influence change in mental health and suicide prevention for all LGBTI people.

As a result, we undertook eight state and territory based roundtable consultations that had over 100 people from around Australia participate, which provided valuable feedback about this document. This engagement has ensured a further focus on the issues and needs of the LGBTI sector and communities, in particular the embedding of Aboriginal and Torres Strait Islander population. We now will be moving on to translate the strategy into actions for this document to have meaningful impact. To do this MindOUT will be setting a benchmark on what is known to be good practice in LGBTI suicide prevention that can be used to support the foundation of quality care to meet the needs of LGBTI people and communities.

The work of MindOUT is guided by skilled, knowledgeable and experienced community leaders who make up an Expert Advisory Group providing advice, support and expertise about LGBTI mental health and suicide prevention.

MindOUT facilitates the building of a knowledge base by bringing together groups/individuals undertaking innovative work in their local LGBTI communities to form national connections and collaborative relationships. This wisdom from across the sector is then echoed by MindOUT who has the ability to be a voice at national forums, ensuring LGBTI populations are being actively included in conversations regarding mental health and suicide prevention, and are supporting visibility within policy, strategies, plans, frameworks, data collection and research.

National Mental Health Commission Monitoring and Reporting Framework

The National Mental Health Commission set up a series of consultations on the development of their Monitoring and Reporting Framework. However, the Alliance noticed that LGBTI populations would not be included in these consultations until 2023. The Alliance made strong representations to have LGBTI people included as a priority population within the current series of consultations on the development of the Monitoring and Reporting Framework.

As a direct result of these representations by the Alliance, the final report to the National Mental Health Commission acknowledged this omission of LGBTI populations, and included a recommendation that the Commission will contribute towards stronger reporting on the mental health of LGBTI people and communities in their Monitoring and Reporting Framework.

World Mental Health Day

MindOUT partnered with Mental Health Australia to have the first LGBTI focused World Mental Health Day resource in the ‘Do you see what I see’ campaign. This aids in the increasing visibility...
of LGBTI people within mental health, raising awareness of the higher risk of poor mental health outcomes that LGBTI people experience due to stigma. This relationship will continue into the future to raise awareness, and ensure that mental health campaigns are relevant to LGBTI people and communities.

Advisory Groups
Historically LGBTI populations have been relatively invisible in mental health and suicide prevention strategies, policies and frameworks, and therefore excluded from program responses. MindOUT participates in a range of national advisory groups to support adequate embedding and inclusion of LGBTI populations. These have included:

◆ Blackdog LifeSpan Priority Population Subcommittee
◆ Public Health Australia Mental Health Special Interest Group
◆ Being a champion for the Life in Mind Communications Charter

National Mental Health Commission
Our submission to the National Mental Health Commission for their review of mental health consumer and carer engagement and participation in Australia led to the primary recommendation that LGBTI people and communities to be acknowledged as the experts in their own lives. This acknowledgement should be formalised and embedded at all stages of service initiation, development and delivery.

Webinars
A primary goal of MindOUT is to work with mental health and suicide prevention organisations and services to support them to be increasingly responsive to the needs of LGBTI people and communities. One way we do this is by facilitating an open access webinar series that hosts skilled and knowledgeable people in the LGBTI sector to present on topics that critically engage webinar participants with topics relevant to understanding mental health and suicide prevention for LGBTI people.

In the last year topics have included:

◆ LGBTIQ+ Young People’s Mental Health Help Seeking and Digital Cultures by Paul Byron
◆ Nonsuicidal Self-Injury within LGB Communities by Madeline Wishart

◆ Barriers to Healthcare Experienced by Trans young People By Penelope Strauss
◆ Introduction to LGBTI Mental Health by Sally Morris
◆ GPs Role in Supporting LGBTI Mental Health By Dr Ruth McNair
◆ Culturally and Linguistically Diverse LGBTI People by Dr Judy Tang
◆ Developing LGBTIQ Inclusive Practice within Mainstream Mental Health Services by Katie Larson
◆ Intersectional Identities: LGBTIQ people with Disabilities by Jax Jackie Brown

All webinars can be viewed here: https://lgbtihealth.org.au/mindout-webinars/

Face to Face Training
Bespoke training was developed for organisations that are seeking more comprehensive professional development for their staff. The training was delivered to partners in the Champions project, and to PHNs.

Conference Presentations
MindOUT provides professional development by presenting at key national conferences, ensuring LGBTI populations are visible and included in the national landscape. This contributes to the building of awareness, knowledge, and embedding of LGBTI people in research, programs and professional development. Conference presentations delivered this year include:

◆ National Suicide Prevention Conference: When Service Delivery and Lived Experience Come Together: LGBTI People Taking Action to Support Their Community
◆ International Mental Health Conference: Strengthening LGBTI Health and Wellbeing, and Recognising Vulnerability in Online Environments
◆ Health in Difference 2018: National LGBTI Mental Health and Suicide Prevention Strategy, 12 Months On
◆ International Suicide Prevention Conference - A National LGBTI Mental Health and Suicide Prevention Strategy - Australia
ALLIANCE PROJECTS

MindOUT! (CONTINUED)

The Darlington Statement and Intersex 2.0
MindOUT provided support to help enable the second Australian – Aotearoa/New Zealand Intersex Retreat which was held over 2 days during April 2018. This brought together 24 people with variations in sex characteristics and advocates to discuss the human rights of intersex people and build on the Darlington statement developed at the first retreat.

The Alliance supported the Intersex awareness breakfast in Canberra for the Parliamentary Friendship Group for LGBTI Australians. Following this event, a video resource, ‘Intersex Awareness Day 2017’ was developed and can be viewed on the National LGBTI Health Alliance’s YouTube Channel: https://www.youtube.com/watch?v=4rRwgf1ae70

The Darlington Statement can be affirmed at https://darlington.org.au/affirmation/

Champions
Running since 2013, The MindOUT Champions project works closely with 20 dedicated mental health and suicide prevention organisations located in each state and territory across Australia to increase their capacity to identify, respond and address the mental health and wellbeing needs of LGBTI people in their services. These organisations range from large national organisations, such as Neami National and YourTown, to state services, such as Relationships Australia Queensland and Skylight in South Australia, to small local support organisations, such as Amity in Darwin. Excitingly, Richmond Wellbeing was the first of the MindOUT Champion project partners to obtain the Rainbow Tick.

LifeSpan
MindOUT has been working closely with Black Dog Institute on supporting LGBTI inclusion within the broader LifeSpan project, which is an evidence-based approach to integrated suicide prevention. Significantly two PHNs focus on LGBTI as a priority population with North West Melbourne PHN and Brisbane North PHN working with local LGBTI services who are central to the design, development and implementation of these suicide prevention initiatives.

Mental Health Professional Network (MHPN)
The Mental Health Professional Networks (MHPNs) are a unique initiative targeted at improving interdisciplinary mental health practice and collaborative care in Australia. MindOUT has continued to collaborate with these networks to support the development, delivery and growth of networks that have a focus on gender, sexuality, and/or LGBTI mental health. Eleven of these networks have a specific focus on LGBTI people and are now in operation across Australia. The MHPN circulates information about appropriate information, resources, meetings, workshops and webinars throughout its networks of mental health professionals. The outcome of the Alliances involvement in MHPN is that a greater number of mental health professionals have a better understanding of, and ability to better meet the mental health needs of, LGBTI people.

MindOUT is excited about the continuing move towards greater visibility and inclusion of LGBTI populations within mental health and suicide prevention and will continue to guide and support this work in a way that best meets the needs of our communities.
A National Voice

Silver Rainbow plays an active role in ensuring the voices of LGBTI elders are heard and represented at a National policy level. This year, Silver Rainbow attended 55 meetings on various government expert advisory bodies and national sector bodies, and made 12 submissions to government commissions and parliamentary inquiries into issues affecting ageing and aged care.

Silver Rainbow had a representative appointed to the Aged Care Sector Committee (ACSC) and made Chair of the ACSC Diversity Sub Group. This Sub Group led the consultations and development of the new Aged Care Diversity Framework. The Hon. Ken Wyatt, Minister for Senior Australians and Aged Care, launched the Diversity Framework on the 6 December 2017 in Parliament House.

The Minister stated “Australia’s Aged Care Diversity Framework is a timely and important step towards a more inclusive future for aged care services in Australia. Whether barriers to appropriate aged care are perceived or real, they must be addressed to meet the diverse needs of the community.”

LGBTI Aged Care Action Plan Consultations on this plan commenced in September 2017. Silver Rainbow conducted 23 consultations across Australia in metropolitan and remote areas, as well as targeted consultations with, and feedback sought from, specific groups such as lesbian women, trans and gender diverse older people, people who are intersex, bisexual people and people living with HIV. Consultations were attended by LGBTI older people and elders, carers, family members, friends, representatives from aged care providers and LGBTI organisations, health care professionals and others interested in LGBTI inclusive aged care.

The Plan has actions that are designed to make aged care inclusive for all LGBTI older people and older people living with HIV. In addition, there is a section of the plan with specific actions targeted at lesbian women, gay men, bisexual people, trans and gender diverse people, people who are intersex, people living with HIV, LGBTI people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander LGBTI peoples brotherboys and sistergirls.

Some of the government advisory bodies and other national sector bodies that Silver Rainbow engages with include:

- Technical Advisory Group which works on the design of the Single Quality Framework
- Palliative Care in Aged Care Project National Advisory Group – providing oversight of whole project and guidance and input for LGBTI content (now PalliAged)
- National Reference Group for End of Life Directions for the Aged Care Project
- Workshop contributing to the National Palliative Care Strategy
- Providing information and content ideas for the ‘Bridging the Cultural Gap’, that supports the provision of culturally
sensitive person-centred care which is designed to support the delivery of dementia care. It provides information on different community groups and care tips, including tips for caring for LGBTI people living with dementia.

- Dementia Collaborative Research Centre Advisory Group on eLearning Resource for the specific needs of LGBTI people with behavioural and psychological symptoms of dementia (BPSD): provide ongoing advice and information on content and linking with LGBTI older people with dementia and carers

**Silver Rainbow Training**

This year has seen many new achievements for Silver Rainbow. Through our national network of nine training partners we have delivered 94 training sessions. Notably, 61 sessions were delivered in regional, rural, and remote areas. Training was delivered to participants from over 236 different agencies. The Silver Rainbow website continues to be a popular site for information and updates with over 7,000 website visits.

Silver Rainbow increased its presence on social media, particularly on Facebook. We are seeking different ways to connect with community and organisations to share important information. Social media provides us with the opportunity to reach people quickly and gather information for our submissions and to share LGBTI voices and experiences as advice to the various committees we sit on.

In March 2018, Silver Rainbow brought together all our training partners from around Australia for a 2-day training review workshop. Joined by expert consultant, Dr Catherine Barrett and facilitated by Zed Tintor, the group reviewed the existing training materials, shared reflections on delivery and suggestions for improvements, and contributed to broader discussions around training processes, procedures and facilitator support mechanisms. This workshop was a pivotal component of the overarching training update.

The review and update of the Silver Rainbow training materials includes the development of 5 new modules in collaboration with key external consultants. These modules form part of our focus on disaggregating the LGBTI acronym, and exploring and honouring the unique characteristics, challenges, strengths and needs of each population reflected within it. This is also reflected in our continuing resource development, ensuring case studies and personal narratives are integrated throughout resources, to encourage service providers to understand and support cultural safety for L, G, B, T and I older people. These modules will launch in late 2018.

As experts in LGBTI ageing and aged care, the Silver Rainbow team have been involved in both contracted and informal consultations, reviews and updates for state and national organisations developing their own training packages. This included participating in a co-design process with other peak bodies for My Aged Care Learning Environment (MACLE) – a single national platform for all My Aged Care training.

**LGBTI Think Tank**

Silver Rainbow organised an LGBTI Think Tank with Minister Wyatt in Perth in November 2017. The Think Tank brought together 21 representatives from across Australia including LGBTI older people, LGBTI state and national peak bodies, aged care providers, researchers and Aboriginal representatives. There were two critical issues that the Minister discussed with participants - Breaking down the barriers: What are the critical issues we need to give consideration to with respect to older LGBTI people accessing aged care services? - and What do we need to do to ensure we support the aged care sector to deliver care that is sensitive to, and inclusive of, the needs of older people who identify as LGBTI, their families and carers?
Conferences
Silver Rainbow was represented at several key ageing conferences raising awareness of LGBTI ageing and aged care issues among mainstream providers, including:

◆ 3rd National LGBTI Ageing and Aged Care Conference, Draft Diversity Framework
◆ 5th National Elder Abuse Conference, A unique experience of elder abuse - panel session with LGBT older people, facilitated with ACON
◆ Diversity in Community Aged Care Forum, A new Diversity Framework for Ageing and Aged Care
◆ Health in Difference, National LGBTI Aged Care Action Plan - the Final Step
◆ Diversity Forum, LGBTI Aged Care Action Plan
◆ World Elder Abuse Awareness Day, Keeping LGBTI communities and people safe

Virtual Visitor Scheme
Silver Rainbow with our partner Nundah Activity Centre, have continued to deliver the LGBTI Virtual Visitor Scheme to isolated older LGBTI people around Australia and we have successfully completed a pilot phase of the Virtual Visitor Scheme together. With a core group of 10 participants connecting weekly or fortnightly via Skype to a ‘Virtual Visitor’ at Nundah, the Scheme has highlighted the benefits of providing a digital platform for LGBTI elders to connect socially. In the evaluation of the project the participants told us that: using Skype was much easier than having to prepare their home for a physical visitor or having to go out; they highly valued talking with an LGBTI peer; a digital platform made social connections easier; that regardless of where they live their mental health had improved, and that feelings of loneliness had decreased.

The Scheme has now begun to connect groups of participants together for ‘Virtual Visitor’s morning teas’ which further foster social support amongst LGBTI older people, no matter where they live.
Much of the Policy and Research team’s new work in 2018 has involved supporting the work of the Alliance’s existing projects. This support has taken the form of submissions and feedback to Suicide Prevention Australia (SPA) with MindOUT, as well as Senate inquiries and government reviews with Silver Rainbow.

With an active Policy and Research team, the Alliance has renewed capacity to re-engage in community conversations that advocate for the health and wellbeing of people with diverse bodies, relationships, genders and sexualities. Examples include the federal government’s Expert Panel on Religious Freedom, giving feedback to the Medical Board of Australia’s revised guidelines on sexual boundaries in doctor-patient relationship, making a submission to the Australian Law Reform Commission’s review of the Family Law System, and the ABS’s review of topics for the 2021 Census.

This increased capacity has also resulted in policy work that is targeted toward people in specific life stages. For example, work that addresses the needs of young people through participation in the Consumer Advocacy Advisory Group for the development of National Statement of Principles for Child Safe Organisations and providing feedback on “Let’s Talk: Young Women’s Views on Sex Education” survey, developed by the Young Women’s Advisory Group. The team has also undertaken work that addresses the needs of older people by providing feedback on the federal government’s consultation paper relating to their plans to establish Specialist Dementia Care Units and a submission to the Aged Care Workforce Strategy Taskforce.

In partnership with People with Disabilities, the Alliance continued to work closely with the NDIA as it continued the development of its LGBTIQQA+ Disability Strategy. This has involved working closely with LGBTI disabled people and organisations to provide detailed feedback on the approach and wording of this important document. This work is ongoing, and we look forward to completion and implementation of the Strategy late 2018, early 2019.

The Alliance partnered with Australian Digital Health Agency to communicate the concerns of LGBTI people and communities regarding the My Health Record system, and to communicate with LGBTI people and communities about how they can use My Health Record and the potential benefits for their health.

Representatives of the Australian Digital Health Agency had the opportunity to address delegates at the Health in Difference conference and this was supported by the Agency staffing a stall at the conference engaging with delegates and answering any questions which arose.

The Policy and Research team has valued the direct input from our diverse individual and organisational members across Australia when preparing policy submissions. We value these grassroots voices as a vital source of evidence that can document the needs and concerns that have not been addressed in formal research. Incorporating embodied and lived experiences of people with diverse bodies relationships, genders and sexualities, as well as the practice experiences of those working alongside them, is central to the Policy and Research team’s work in formulating LGBTI health policy.

The Policy and Research team would like to acknowledge the extensive work undertaken by the predecessors in the Alliance, working across a variety of roles, who have laid the groundwork for our current work. We are proud to build upon such solid foundations and benefit from the knowledge and experience of our mentors and peers in the field.

The team is looking forward to continuing to further develop the meaningful relationships we’ve built with Alliance Members and other stakeholders and working collaboratively in order to establish our priorities and drive an agenda for positive change to national LGBTI health policy.
This year we continued building on our partnership with Tekwabi Giz, a collective of Aboriginal and Torres Strait Islander LGBTI, Sistergirls and Brotherboys from around Australia. Tekwabi Giz met face-to-face on three occasions. During this time an Aboriginal and Torres Strait Islander suicide prevention activity plan was developed to inform the work of the group going forward.

Members of Tekwabi Giz are from grassroots organisations and bring their experience, knowledge and connection to community to the work the group is doing on a national level, which was showcased during the 2018 Health in Difference conference.

Members of the group represent Tekwabi Giz sitting on the Closing the Gap working party with Prime Minister and Cabinet (PMC), Centre for Best Practice in Aboriginal and Torres Strait Islander Suicide Prevention, World and National Indigenous Suicide Prevention Conference Committee, and National Aboriginal and Torres Strait Islander leadership in the Mental Health LGBTIQ Committee.

Members of Tekwabi Giz also participated in the LGBTI Think Tank with Minister Wyatt in Perth in November 2017 which was coordinated by Silver Rainbow.


Tekwabi Giz meetings are funded through the MindOUT project and not specific Aboriginal and Torres Strait Islander funding. We aim to lead by example in showing what can be achieved when organisations create strong, genuine, partnerships with the communities they serve.

“At 67 years of age I feel that I am privileged to be able to make a contribution to the progression and welfare of the Indigenous LGBTI Community of Australia. Our journey as Indigenous LGBTI Australia has been a major struggle to first of all, gain recognition, then after tabling the issues which impact us, we had to then lobby for them to be acknowledged as our lived reality, then came our capacity to garner funding to allow us to do the work we needed to get done. I see Tekwabi Giz as our next step to furthering the work that we as Indigenous LGBTI need to undertake to build us as a brand.” Aunty Vanessa
Health in Difference 10

This year marked the 10th anniversary of Health in Difference, National LGBTI Health Conference, 10th in a series of conferences that stretches back to 1996.

The theme of this conference was ‘Health in Place: Country. Communities. Contexts. Capacity.’ The conference was held in Sydney and attracted record numbers of participants, 382 community members, researchers, service providers and policy makers. The program was extensive with 129 separate presentations over two and half days. The opening plenary was rounded out by the highly acclaimed Pick-a-box: Gender diversity through the ages. These presentations can all be found online at HID 2018 Opening Plenary – available on the National LGBTI Health Alliance’s Health in Difference YouTube channel.

A huge thank you to the plenary speakers on day one who, between them, presented a tour de force of the journeys they and their communities have been on over the last ten years.

The presentations on day one set the scene for the following days filled with thoughtful presentations, robust debate, intensive networking, mutual support, learning, sharing and building of links across our many diverse networks of community individuals, activists and country.

The conference saw a large attendance by and focus on Aboriginal and Torres Strait Island individuals and presentations. An entire stream – Country – offered the opportunity to respectfully step into a deepening recognition of Country and the many links between, place, land, language, culture, family, health and wellbeing. It was a very special opportunity to hear from leaders whose lives and work bring together Country and the rich diversity of genders, bodies, relationships that make up this place.

The conference included an entire stream – Capacity – dedicated to capacity building through a series of 13 interactive workshops focused on sharing and improving skills of participants.
The successful panel discussion presented by Intersex community members, Intersex Human Rights Australia (IHRA), and the Androgen Insensitivity Syndrome Support Group Australia (AISSGA) was one of the most highly rated sessions at the conference.

A special thank you to Aunty Vanessa who held a yarning circle at the Health in Difference Conference about the LGBTI Aged Care Action Plan on the needs of older Aboriginal and Torres Strait Islander LGBTI peoples Brotherboys and Sistergirls.

Significantly, MindOUT partnered with Black Dog Institute to run a workshop for PHNs at Health in Difference, where 30 people attended from PHNs across Australia, alongside contributing to the LifeSpan Priority Population Subcommittee, and delivering a eMHPrac webinar for health practitioners including GPs. This relationship has seen LGBTI populations beginning to be embedded within suicide prevention practice, resources, and evidence.
Treasurer’s Report

The Audited Financial Statements for The National LGBTI Health Alliance for the year ended 30 June 2018 have been finalised and will be made available on our website.

The financial reports covered the National LGBTI Health Alliance as an individual entity that is a non-for-profit Company Limited by guarantee, incorporated and domiciled in Australia. The financial statements have been prepared as General Purpose Financial statements in accordance with Australian Accounting Standards- reduced Disclosure requirements, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board of the Corporations Act 2001.

The Auditors have stated that the reports are a ‘true and fair view’ of the Company’s financial position at that date. The Auditors have issued an unqualified audit report.

During 2017-2018 The National LGBTI Health Alliance consolidated financial operations in its core projects across the Organisation. Several key funding agreements were successfully completed, funding extensions granted and renegotiated which have provided the basic for continued stability and potential organisational growth in 2018-2019.

Rob Collins
Treasurer

The Annual Financial Statements for the year ended 30 June 2018 can be viewed here:
Health in Difference conference panel Pick-a-box: Gender Diversity Through the Years