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LGBTQ AWARENESS AND INCLUSIVE SERVICE DELIVERY

The HNECC PHN – The PHN



PRIDE
INCLUSION
PROGRAMS

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ACKNOWLEDGEMENT OF COUNTRY

We recognise the diversity of Aboriginal and Torres Strait Islander people, their experiences, cultures, languages and practices, and the richness of their contributions to the places where we work, live and play.

We acknowledge the Traditional Owners of the land on which we meet,

We pay respect to Elders past, present and emerging, and extend our respect to all Aboriginal and Torres Strait Islander people attending today.



Safe Space

- Ask ME questions you wouldn't/shouldn't ask anyone else
- No wrong questions – respectful curiosity is wonderful
- We all have different lived experiences and beliefs be careful who is listening
- Some of this may be a bit uncomfortable

Assistance

- Your EAP provider
- ACON Pride Counselling
- Lifeline: 13 11 14 (24-hours)
- QLife: 1800 184 527 (3pm-midnight)
- Suicide Call Back Service: 1300 659 467 (24-hours)
- Beyond Blue: 1300 22 4636 (24-hours)



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Aim Staff

- Explain why LGBTQ inclusion is important to an organisation
- Explain the differences between sex, gender identity, gender expression and orientation
- Outline some of the unique challenges faced by LGBTQ people
- Respond to some of the common views questioning the need for inclusion initiatives
- Overview of the barriers to accessing care and health disparities related to LGBTQ communities
- Understand the role that Staff play in creating a more inclusive culture



Trans and Gender Diverse Health Equity (TransHub)

HIV Prevention (a[**test**] testing service, peer workshops)

HIV Support (Newly diagnosed workshops, peers support counselling, retreats, care coordination, home-based care, meal service)

Sexual Health (screening, workshops)

Mental Health (Counselling)

Preventative Health (Smoking & cancer screening)

Disability (QueerAbility - NDIS Toolkit)

Alcohol & Drugs (NSP, Substance Support Counselling, Rovers)

Regional Services (Offices in Newcastle & Lismore, regional outreach)

Safety & Inclusion (Historical violence, legal advice, Welcome Here)

Domestic & Family Violence (Say it Out Loud)

Ageing (Community Visitor Scheme, Community Support Network, LOVE Project)

Pride Inclusion Programs

Pride Training (training for professionals)

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Who are we?

Established in 2010	NFP member organisation	300+ members	National reach	Public and private sector
Transition support services	Training / Consulting	policy, procedure & practice review	Benchmarking (HWEI)	Pride in Practice annual conference

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sport

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HWEI
HEALTH + WELLBEING EQUALITY INDEX

PRIDE
IN PRACTICE

LGBTI
INCLUSIVE
EMPLOYERS

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Why

- We don't have a problem here – no complaints
- Sexual orientation – not relevant here
- We treat everyone the same
- We don't have enough LGBTQ service users
- We are raising one group above all others
- Biology is only man or woman
- Is it really necessary?

So why is LGBTQ inclusion important?

Sexual
orientation
and gender
identity...

Apply to us
all

Are at the
core of who
we are

But some
people are
asked to or
feel like they
have to keep
this hidden

So why is LGBTQ inclusion important?

Remove
LGBTQ
barriers to
services

Reduce
LGBTQ
health
disparities

Inclusion
normalises
discussion
and visibility
of sexuality
and gender

Get
personalised
and person-
centred care

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2021 LGBTQ HEALTH STATISTICS

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43%
of CALD LGBTQ people have experienced family violence¹



2 in 5
LGBTQI people have reported intimate partner or family violence but only 28% had reported it¹



Sexual minorities have a higher prevalence of cardiovascular disease risk factors compared to heterosexual people¹



77.7% of LGBTQI people with severe disability or long term health conditions said they were treated unfairly in the last 12 months¹

of LGBTQI people had attempted suicide in the last 12 months = 13x more than the general population, with trans men 34x higher and trans women 27x and non binary people at 17x¹



LGBTQI people are **7x** times more likely to live alone than the general population⁴



22%
of LGBTQI people had experienced homelessness¹

60% don't know where to go for help or information about housing⁴



Only **46%** of trans people feel comfortable in health care settings with



22% preferring to be able to access their healthcare from a different provider⁴

15%
of health care workers felt they have treated patients/clients differently to other people due to their sexual orientation (self-reported)²

Only **43%** of LGBTQI people felt accepted accessing health or support¹



References: 1. Private Lives 3; Hill et al (2020); Private Lives 3: The Health and Wellbeing of LGBTQI People in Australia; La Trobe University. <https://www.la.trobe.edu.au/~/media/assets/pdf/2020/09/11/18586-private-lives-3.pdf?2>; 2. Stigma Indicators Monitoring Project; Cairns, et al (2018); LGBTI Health and Wellbeing; <http://www.acon.org.au/files/attachments/stigma-indicators-3>; Cairns et al. Assessing and Addressing Cardiovascular Health in LGBTQI Adults: A Scientific Statement from the American Heart Association. Circulation. 2020; 143:1161-1209; 3. Out of the Closet, Out of Our Options: Older LGBTQI People At Risk of Homelessness; Walkways; Talk; Planning for the Aged Action Group 2020; 4. Home is Where Our Story Begins: Family Community and Belonging for Sexuality and Gender Diverse CALD People; Aquino et al 2020; NSW LGBTQI Domestic And Family Violence Intergroup; ACON And Western Sydney Uo; 5. Trans And Gender Diverse People Health And Social Needs Assessment: A Community Survey; 6. Disability; Public Health NSW 2020.



2022 LGBTQ HEALTH STATISTICS

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8% of staff in Australia said their personal beliefs meant they COULD NOT look after a patient who is sexuality or gender diverse¹

More than half (52%) of multicultural and multifaith LGBTQI people are out to their families who are supportive of their identity (whether it is discussed openly or not)²



INTERSECTIONAL STATS



18%
LGBT people aged 16 and over were born overseas³



Access to gender affirming surgeries cuts severe psychological distress and suicide attempts by more than **50%**⁴



Access to Gender affirming hormones was associated with nearly **40%** lower odds of recent depression and attempting suicide in the past year⁵

LGBTQIA+ young people are over **4x** as likely to engage in self-harm and transgender people aged 18 and over are **6.5x** more likely⁴



22% of LGBTQI people aged 18 and over reported residing in regional cities or towns and



6.4% in rural and remote regions¹⁰



51% of LGB young people, and **71%** of gender diverse young people aged 14 to 21 don't live at home with family¹²



60.9% of LGBTQI people reported at least one disordered eating behavior⁴



Transgender men were found to have **9times** the odds of diabetes and cardiovascular disease compared with cisgender women²



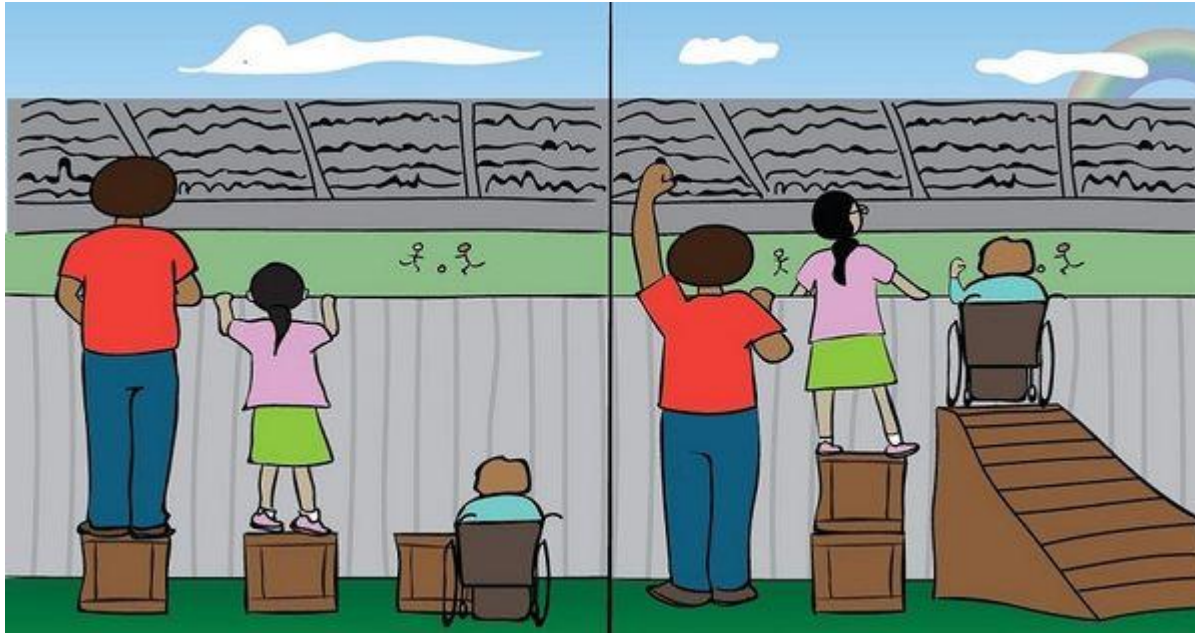
41.7% of LGBTQI people aged 18 and over reported having ever been in an intimate relationship where they felt they were abused in some way by their partner/s¹¹



80% of obstetricians and gynecologists did not receive training in residency on the care of transgender patients¹

References: 1. HWLS Staff Survey 2021; Pride in Health + Wellbeing Unpublished Data; 2. Navigating Intersectionality: Multicultural and Multifaith LGBTQI+ Victorians Talk About Discrimination and Inclusion; Jaffar-Chandy et al 2021; 3. Association of Gender Affirming Hormone Therapy with Depression, Thoughts of Suicide and Attempted Suicide Among Transgender and Nonbinary Youth; Green et al 2021; 4. Association Between Gender Affirming Surgery and Mental Health Outcomes; Altabas et al 2021; 5. Support of Mental Health and Suicide Prevention Services for LGBTQI+ People; LGBTQI+ Health Australia 2021; 6. Appearance-Based Antisocial Experiences Risk Among LGBTQI College Students: The Benefits of Living in Gender-Binary Schools; Gidycz et al 2019; 7. Transgender Individuals' Career Satisfaction: Results of a Cross-Sectional Study; Bostrom et al 2020; 8. Research from Cleveland Clinic: Deal with Family in Women's Health Research; School of the Transgender Patient: A Survey of Gender-Clinic Care; Gender Knowledge and Practice; women's health watch; 2019; 9-10. Snapshot of Mental Health and Suicide Prevention Statistics for LGBTQI+ People; LGBTQI+ Health Australia, 2021





Equality

Equity

- Not everyone is the same
- One solution won't work for everyone
- Treat everyone as individuals

- Must be in place **before** it is needed

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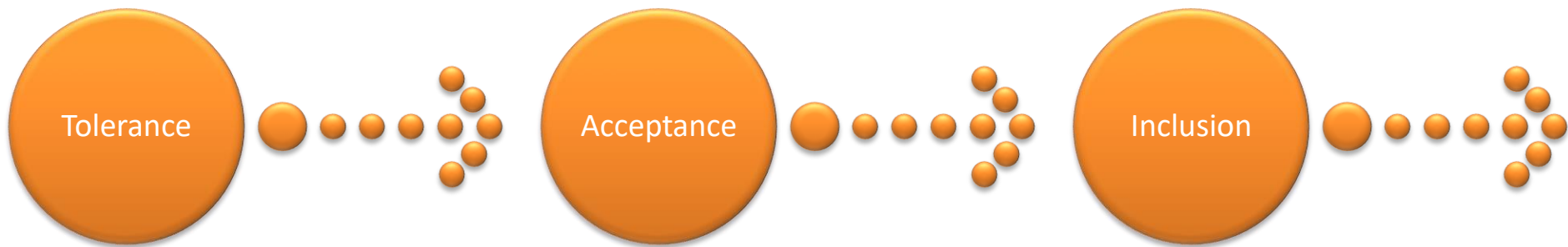
LGBTQ inclusion is:	LGBTQ inclusion is not:
About behaviour	About beliefs
Providing awareness	Changing personal values
Inclusive	Exclusive
Demonstrating organisational and service values of inclusion across all diverse groups	Valuing one diverse group over another
Creating a safe and caring environment	Tolerating behaviours that are damaging to individuals
Creating an inclusive culture for all LGBTQ people regardless of whether or not they verbalise if they are LGBTQ (disclose)	Forcing people to come out or disclose

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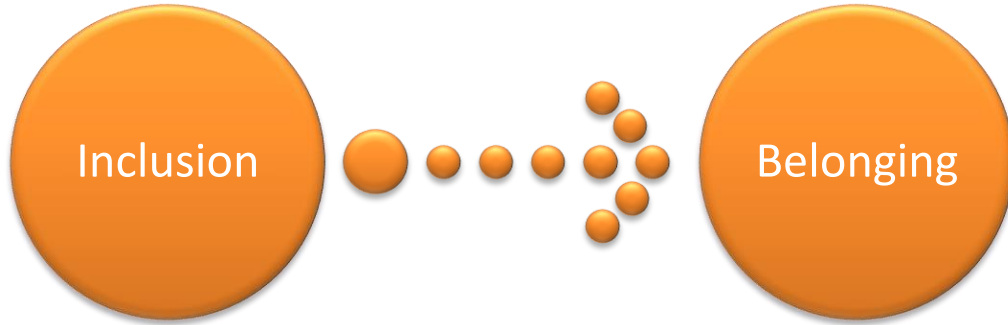
Inclusion



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Inclusion



“Diversity is being invited to the party. **Inclusion** is being asked to **dance**.”

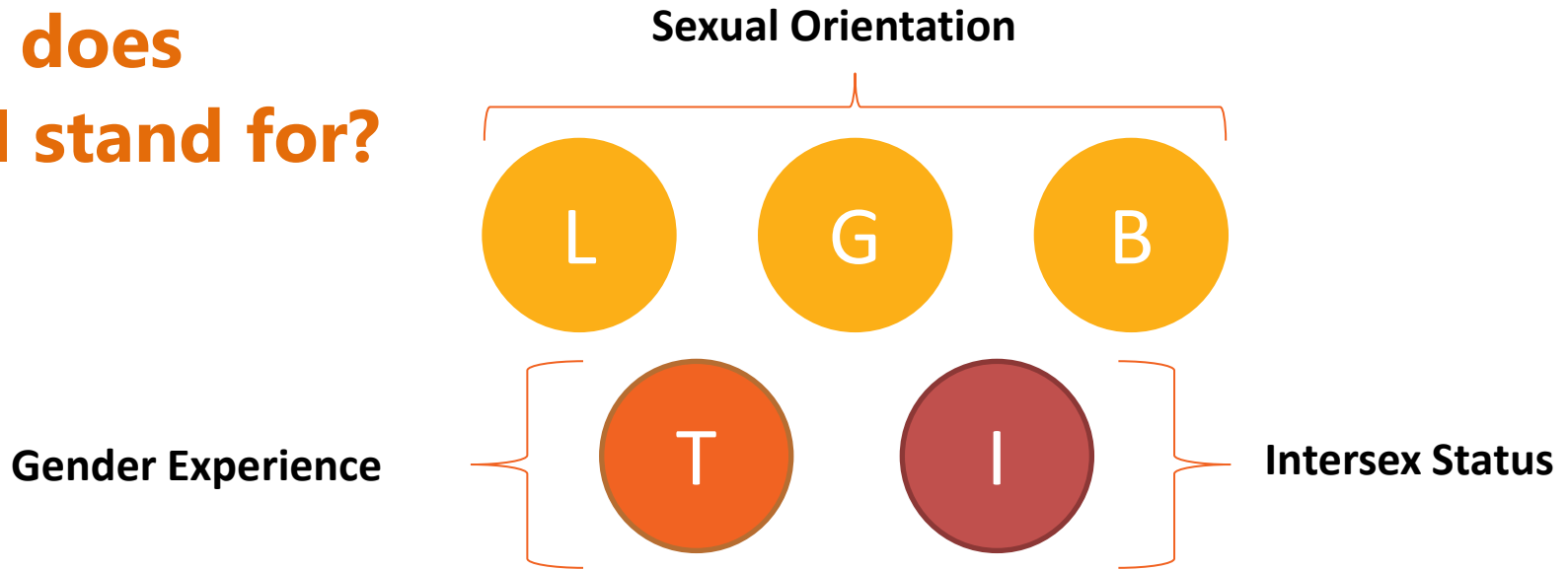
Verna Myers

Belonging is dancing like no one is watching!

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What does LGBTI stand for?



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Sex Characteristics, Gender, Expressions & Sexual Orientation

Sex Assigned at Birth

Gender

Gender Expression

Sexual Orientation

Male

Man

Masculine

Women

HETERONORMATIVE BINARY

Female

Woman

Feminine

Men

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Sex Characteristics, Gender, Expression & Sexual Orientation

Sex Assigned at Birth
Male
Female

Intersex Variations

Gender Identity	Gender Expression	Sexual Orientation
Man	<u>Intersex Variations</u>	Other
Woman	Masculine	Same
puberty,	Feminine	– IHRA

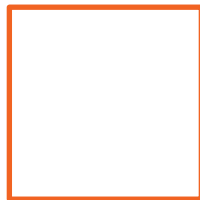
Intersex people are born with physical sex characteristics that do not fit medical norms for female or male bodies. We are a hugely diverse population, with at least 40 different underlying traits known to science. Intersex variations can become apparent at many different life stages, including prenatally through the use of genetic screening technologies, at birth and in early childhood, at puberty, and later in life – for example when trying to conceive a child – IHRA

Intersex Human Rights Australia – www.ihra.org.au
Intersex Peer Support Australia – www.isupport.org.au

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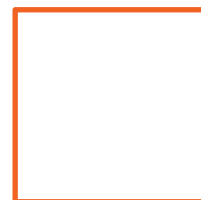
Legal Sex Classification



F



M



X

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Binary Genders

- Man/Male
- Woman/Female

Non-binary Gender - someone who is not exclusively male or female.

This includes people who have:

- No binary gender at all (e.g. sit entirely outside of male or female)
- people who have some relationship to binary gender, such as some trans feminine and trans masculine people.

Some people might identify across binary and non-binary genders.

Gender Experience

Cisgender

— Person who identifies their gender as the same as the sex that was assigned to them at birth

Transgender & Gender Diverse

— Transgender and Gender Diverse - people who identify their gender as different to the sex that was assigned to them at birth

Sex Characteristics, Gender, Expression & Sexual Orientation

Sex Assigned at Birth
Male
Female

Gender
Man
Non-Binary
Gender Queer
Gender Fluid
Bigender
Agender
Woman

Gender Affirmation and Transition

Social:
e.g. publicly changing name, pronouns and appearance

Medical:
e.g. taking hormones, having surgery including gender affirming procedures

Legal:
e.g. changing legal sex and name in official documents

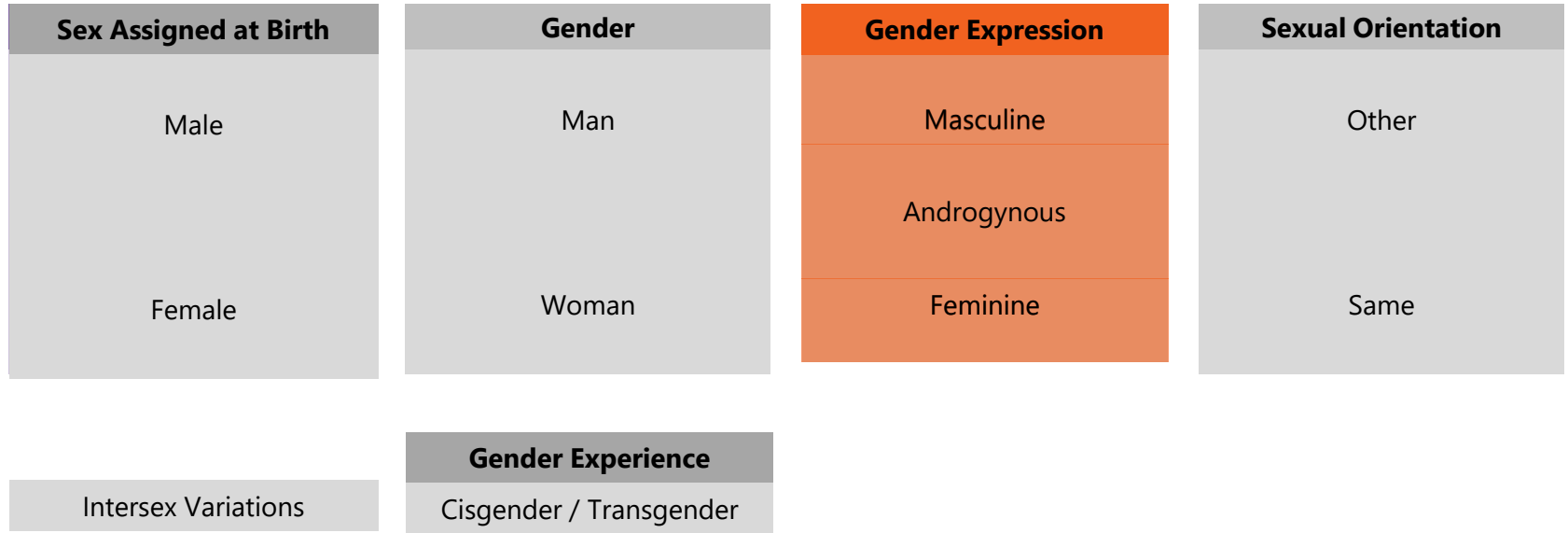
Intersex Variations

Gender Experience
Cisgender / Transgender

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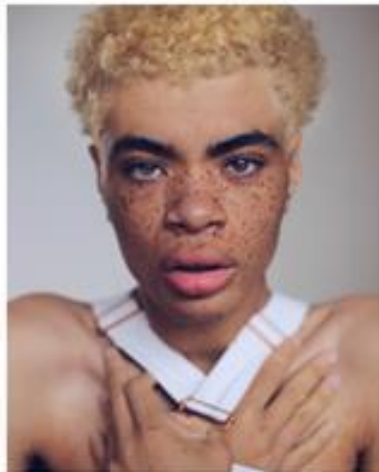
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Sex Characteristics, Gender, Expression & Sexual Orientation



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Gender Expression



Feminine

Androgynous

Masculine

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Would a man in a skirt,
stockings or heels be
considered masculine
in Australia today?

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Sexual Orientation

Straight - Someone who identifies as a male who is predominantly attracted to women or someone who identifies as a female who is predominantly attracted to men and they have a sexual and/or intimate relationship.

Lesbian - Someone who identifies as a female who predominantly has romantic, sexual and/or intimate relationships with other women.

Gay - Someone who identifies as a male who predominantly has romantic, sexual and/or intimate relationships with other men.

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Sexual Orientation

Bisexual - Someone who is attracted to some people of their own gender and some people of a different gender.

Queer - an umbrella term used to be inclusive of anyone whose gender and/or sexual orientation does not fit within the 'norm'. A reclaimed slur.

Pansexual - Someone who is attracted to others based on different attributes regardless of gender or sex.

Asexual - term used by people not sexually attracted to anyone.



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Best Practice Note:

- Let people describe themselves
- “What does that mean to you?”



TRANSGENDER

HETERONORMATIVE

GENDER QUEER

**GAY
WOMAN**

PRE~~X~~SENCE

ORIENTATION

LIF~~X~~ESTYLE

BISEXUAL

Pansexual

TRANS

LESBIAN

**QUEER
!**

NO~~X~~RMAL

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Which acronym is right?

People with diverse genders and sexualities

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Most LGBTQ people have good health and are resilient and diverse

- Part of every demographic/community
- Draw strength from within community
- Pride & inclusion creates positivity and good mental health
- Have loving relationships



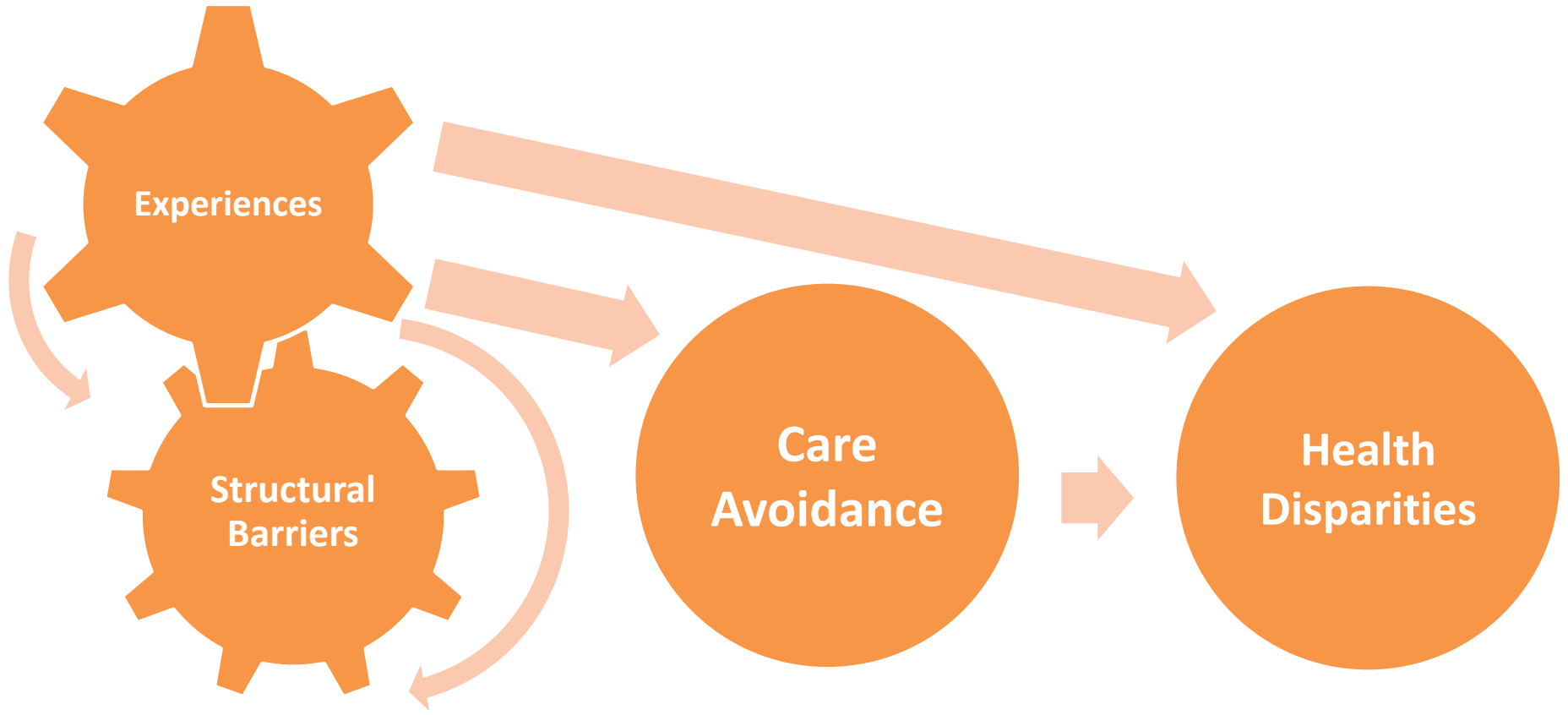
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What we know - 2022

- **20%** increase in productivity of staff who are out at work
- **20%** of LGBTQ postponed or cancelled care because they thought they wouldn't be accepted





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- Popular culture
- Society/politics
- Invisibility
- Lack of data/research
- Systems designed for majority

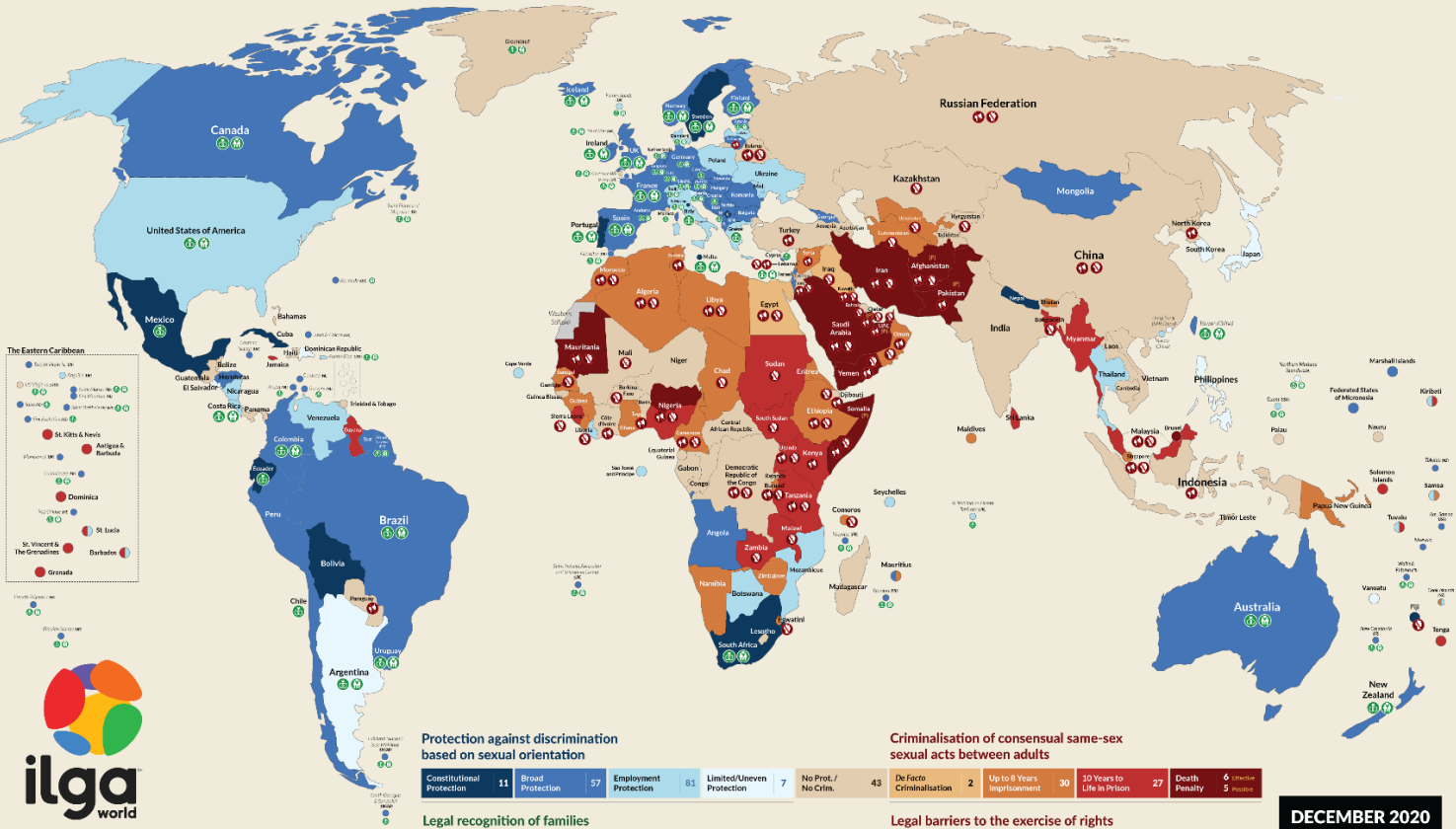
INDIRECT BARRIERS

- Staff not trained
- Gendered services
- Lack of suitable forms
- Past experiences
- Confidentiality

DIRECT BARRIERS

SEXUAL ORIENTATION LAWS IN THE WORLD

From criminalisation of consensual same-sex sexual acts between adults to protection against discrimination based on sexual orientation



The data presented in this map is based on State-Sponsored Homophobia, an ILGA report by Lucas Ramón Menéndez, Katelyn Borch, Rafael Carrasco Lelis, Enrique López de la Peña, R.I. and Daron Tan. This map can be reproduced and printed without permission as long as ILGA is properly credited and the content is not altered. ilga.org





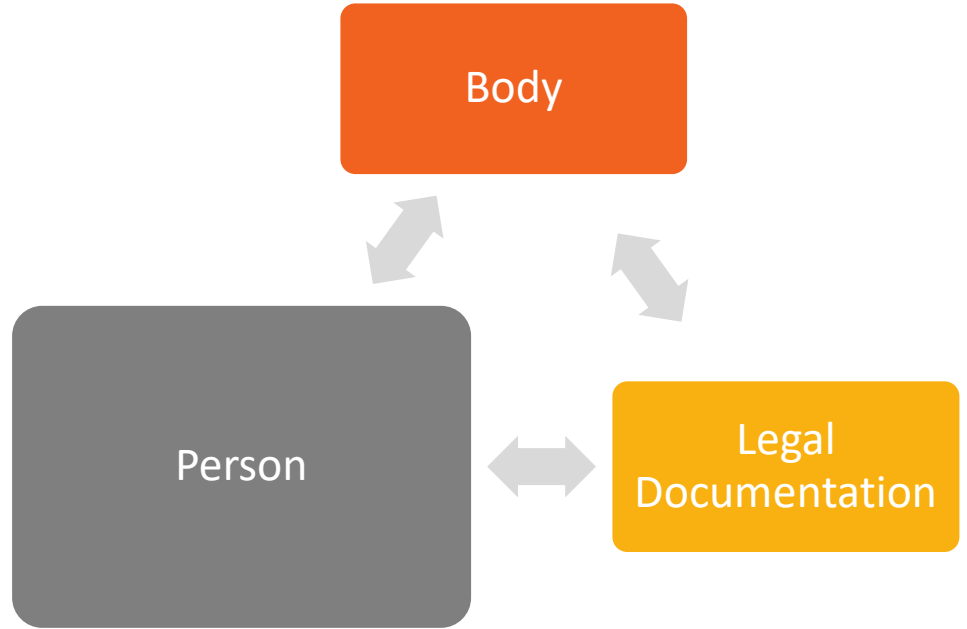
**How would you
address this
person?**

**How about
now?**



What is your Gender? F/M?

BE SPECIFIC about what you need to know and why your asking!



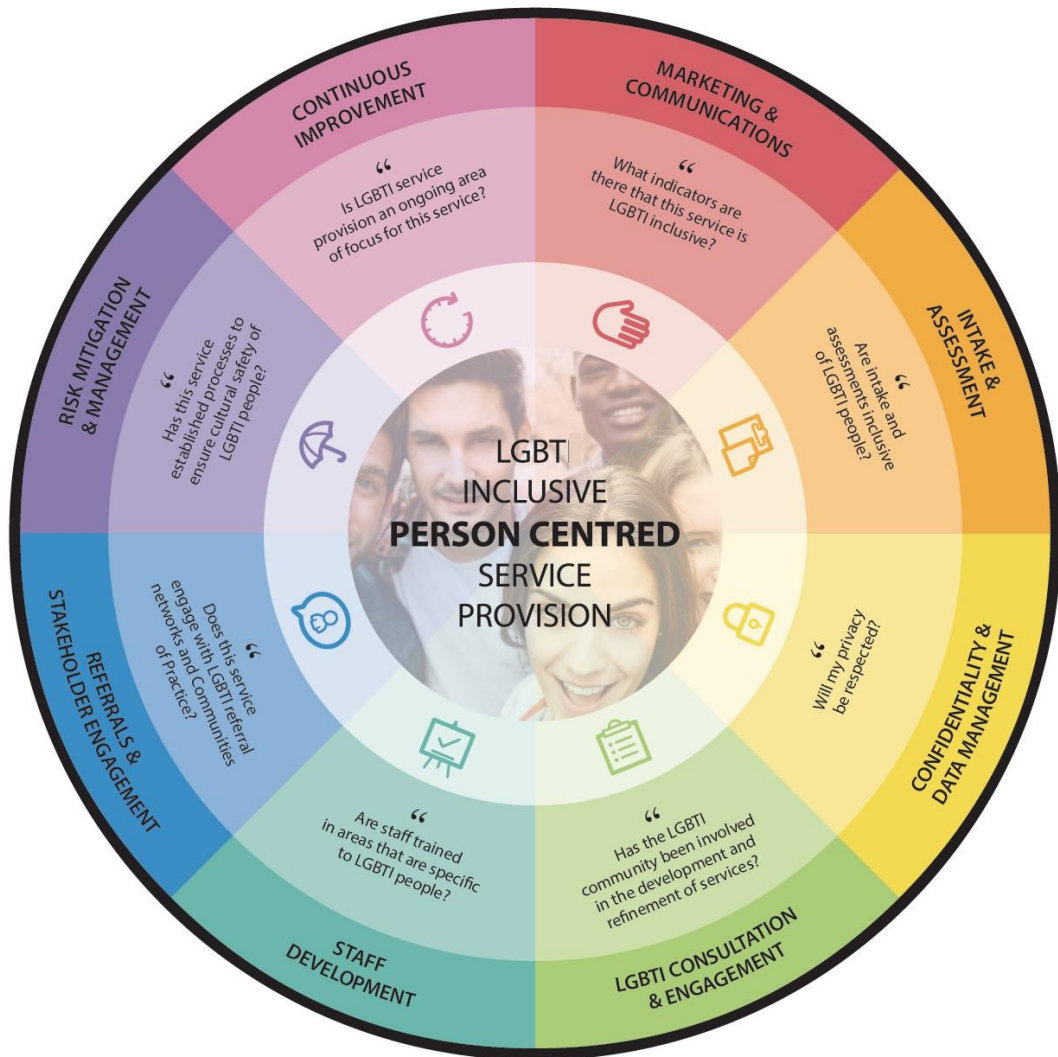
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LGBTQ

INCLUSIVE PERSON-CENTERED SERVICE PROVISION MODEL

Supporting organisations to be educated and trained in LGBTQ inclusive service delivery





The power of inclusion...



48%
of transgender
young people have
attempted suicide[†]



82%
reduction in
attempts with high
levels of social
support[‡]

Strauss et al, 2017

Bauer et al 2015

**Using a transgender youth's chosen name at
work, at school, with friends, and at home: [¥]**



reduces
depression
symptoms by
71%



reduces
thoughts of
suicide by
34%



reduces
Suicide
attempts by
65%

Russell et al, 2018

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MENTAL HEALTH



- **60% diagnosed with depression** at some point in their life
- **47% suffered from generalized anxiety disorder**
- **42% had considered suicide** in the last 12 months
- **75% considered suicide** ever in their life
- **5% attempt at suicide** in the last 12 months (14% trans men 11% trans women) compared 0.4% general pop.

- Rates of Illicit drug use among LGB people is higher than heterosexual people.
- **Methamphetamine:**
 - 6 x higher Gay and Bisexual men
 - 3 x higher Lesbian and Bisexual women
 - 3 x higher Trans & Gender Diverse people.
- Trans & Gender Diverse people **2x** more likely to use Illicit drugs
- **Cocaine:**
 - 3.7 x higher Gay and Bisexual men
 - 6 x higher among Lesbian and Bisexual women.
- **Alcohol** use is higher among LGB people than the heterosexual populations.



ALCOHOL AND OTHER DRUGS

- Discrimination and stigma
- Experienced trauma
- Loneliness and Social Isolation
- Closeted
- Inequitable treatment
- Older gay, and bisexual men experience mental health distress **1.42 X** higher than heterosexual men.
- **1.35 X** higher for older lesbians and bisexual women compared to older heterosexual women
- Lack of staff education.

Hughes, M. (2016).



AGEING

- LGBTQ people are less likely than the general population to attend Cancer screening
- **66%** of LBQT women 40 years and older had ever had a mammogram. However, 55% were overdue - more than two years ago, **30%** never had a mammogram or were not sure if they had been screened.
- Barriers with access to gender affirming healthcare
- Gay and Bisexual men and Trans women have higher rates of anal cancers (higher in HIV positive men)



PREVENTATIVE HEALTH



TRANSGENDER PEOPLE

- **5 times** more likely to be diagnosed with depression
- **3 times** more likely to be diagnosed with an anxiety disorder.
- **18 x** more likely to attempt suicide
- Almost **half** had attempted suicide
- **7 / 10** people have been subjected to discrimination
- **6.5 x** more likely to self harm
- Less likely to disclose their trans experience to a GP
- Under screened for cervical, prostate, breast/chest cancers
- **3 x** more likely to use an illicit drug



TRANSGENDER PEOPLE

- Inadequate access to gender affirming treatments
- **30%** report being threatened with violence
- **19%** report being physically attacked
- **64%** report modifying behaviour due to fear of discrimination
- **22%** report housing instability/homelessness
- **41%** report employment issues
- **69%** report transphobic discrimination



Homelessness

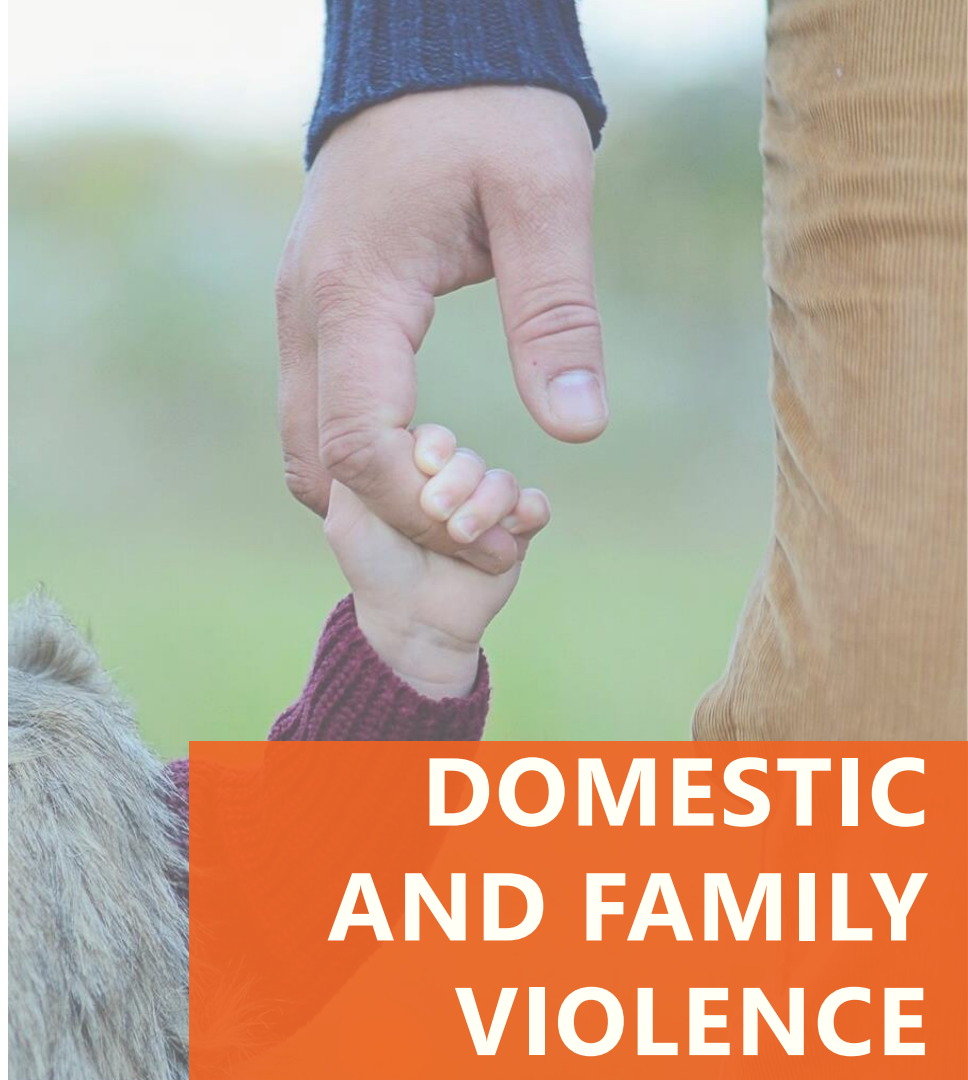
- Rejection by family and the community - main driver of homelessness in LGBTIQ youth
- LGB respondents were at least **twice** as likely as heterosexuals to experience homelessness.
- Almost $\frac{1}{4}$ had ever experienced homelessness and **11% in the past year**
- **26%** reported homelessness was related to their identity
- LGBTI elders are **7x** more likely to live alone and **60%** don't know where to go for assistance or information about housing.

Staying home: A youth Survey report on young people's experiences of homelessness 2020.

Writing themselves in 4: 2021

Out of the Close, Out of Options; older LGBTI people at risk of homelessness. 2020

- 1 in 3 LGBTQ people experience violence from a partner, ex-partner or family member.
- **LGBTQ people are just as likely as people in the general population to experience DFV.**
- LGBTQ people are less likely to find support services that meet their specific needs.



DOMESTIC AND FAMILY VIOLENCE



Disability Support

- **39%** of WTI4 identified as having a disability or long term health condition
- LGBTQ people with a disability have **TWICE** the rates of anxiety and distress than LGBTQ people without.
- LGBTQ people with a disability are more likely to experience **VIOLENCE** than the broader population of people with a disability which is already higher than the general population
- TGD people 3-6x more likely to be autistic than cisgender people

Writing Themselves in 4 – La Trobe 2021

More than Ticking a Box Deakin 2020

Elevated rates of autism other neurodevelopmental and psychiatric diagnoses and autistic traits in TGD individuals, Warrier et al 2022

WHAT CAN YOU DO?

Be Informed:

- Attend training sessions
- Talk to LGBTQ people
- Read LGBTQ research
- Measure your inclusion



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WEAR IT
PURPLE



STILL ME,
STILL
HUMAN

HAPPY WEAR IT PURPLE DAY

Acknowledge
LGBTQ Days of
Significance

WE SUPPORT HEALTH + WELLBEING
SERVICE PROVIDERS TO BE INCLUSIVE
www.prideinhealth.com.au

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Be Part of the Solution:

- Talk about pronouns
- Advocate for inclusive language
- Take a stand against slurs, jokes etc
- Call out non-inclusive processes



Use correct pronouns



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Provide inclusive options

My name is Claire. I use She/her pronouns. How would you like me to refer to you?

We know some great LGBTQ inclusive support groups if you are interested....

Who is your next of kin or who do you turn to for support?

How would you like me to refer to you body?

Be Visible:

- Promote yourself as an ally
- Wear a pin, lanyard, flag
- Share your ally story
- Celebrate days of significance



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Measure your inclusion

- Benchmarking index
- Staff survey
- Client survey
 - Free
 - National
 - Confidential
 - Close 1 Feb



How well would you rate your LGBTQ inclusive service provision?



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Claire Allen

Pride in Health + Wellbeing Program Manager

She/Her/Hers

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0419 583 034

prideinhealth.com.au



Monthly newsletter

Videos:

<https://youtu.be/M4KjyDYLSVI>

https://www.youtube.com/watch?v=Q5-7t_qBw14



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