
QUEENSLAND COUNCIL
FOR LGBTI HEALTH

Year in Review

2020–21



QUEENSLAND COUNCIL FOR
LGBTI HEALTH

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QUEENSLAND COUNCIL FOR
LGBTI HEALTH

ACKNOWLEDGEMENT OF COUNTRY

IN KEEPING WITH THE SPIRIT OF RECONCILIATION, WE ACKNOWLEDGE THE TRADITIONAL OWNERS OF THE LAND ON WHICH WE EXIST TODAY, ACKNOWLEDGE THE IMPORTANT ROLE ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE CONTINUE TO PLAY WITHIN OUR DIVERSE COMMUNITIES, AND ACKNOWLEDGE THE TRADITIONAL OWNERS OF THE LAND ON WHICH WE LIVE, MEET, WORK AND PLAY AS THE FIRST PEOPLE OF THIS COUNTRY.



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01.

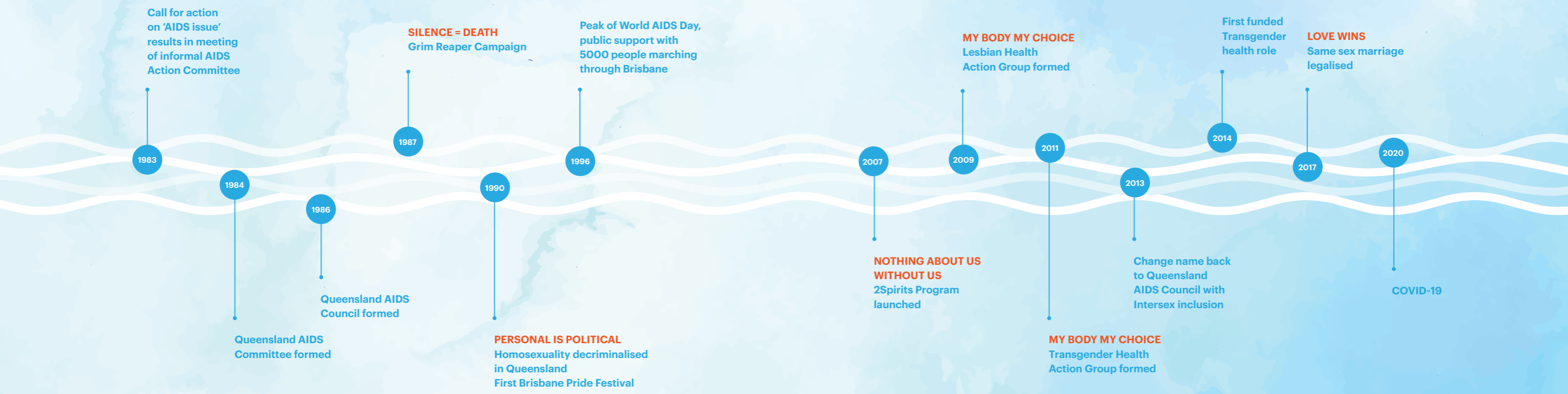
Our Year in Review

We are proud to present you with our 2020–2021 Year in Review report, which we've created to share how we have delivered on our In Action Strategic Plan 2020–2024.

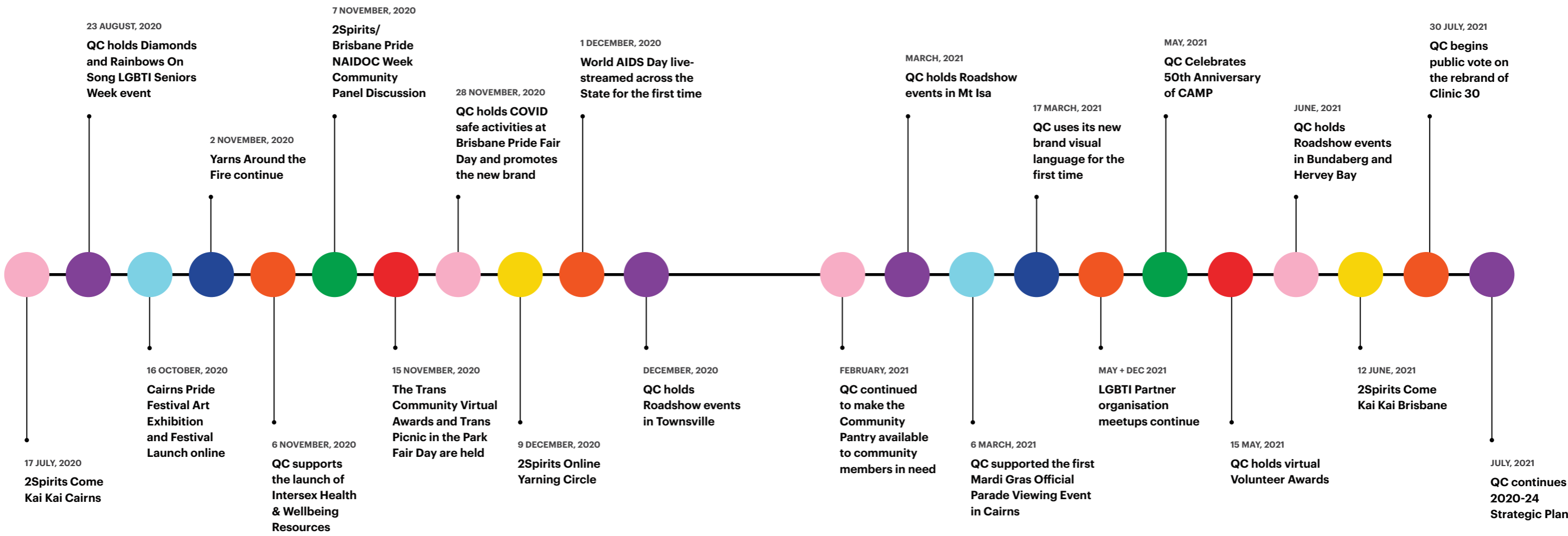
In this document we demonstrate how we have drawn on the strengths of our communities, and how we have embedded our learnings, adapted our approaches, and worked with transparency to respond to the needs of local communities across Queensland.



02. Our Many Stories



03. Timeline





ACKNOWLEDGING THE CONTRIBUTION OF PETER BLACK

You can read the public profile of Peter Black in many places and immediately recognise the significant contribution he has made not only to QC, but to LGBTI communities in Queensland more broadly.

This year, he was recognised by Brisbane Pride through their Lifetime Achievement Award, which was fitting, as his publicly listed achievements are many. Peter Black is the Associate Dean, Learning & Teaching for the Faculty of Law at the Queensland University of Technology. He has a B.A./LL.B. (Hons I) from the University of Queensland and an LL.M. from Columbia University in New York. Peter is the President of the Queensland Council for LGBTI Health (QC) and also currently serves on the board of Australian Marriage Equality (AME) and the Postgraduate Medical Education Council of Queensland. He also sits on the Queensland Government's LGBTI Roundtable and for 2019-2020 was the Chair of the Queensland Government's Anti-Cyberbullying Advisory Committee.

For many years Peter has been an advocate for LGBTI equality, including marriage equality. He was a director of AME during the Australian Marriage Law Postal Survey and was the Queensland Coordinator of the Equality Campaign. He has previously served on the management committee of the LGBTI Legal Service, as the LGBTI representative on the Inclusive Brisbane Board (an advisory board to the Lord Mayor of Brisbane), and on the board of the Brisbane Pride Festival, including two years as President.

It speaks to a committed member of our communities who has provided services that are above and beyond the mere mortal, but doesn't for us here at QC fully capture everything that Pete means to us, to our organisation and our communities.

Pete has sat through hard conversations and listened and leaned into the sadness and joy felt by many members of our team and of our communities. He has recognised the



inextricable and multifaceted links of peer-led and community-owned organisations and has compassionately and with integrity navigated through them. Pete has acknowledged the power that he has in his life, and has used that consistently to bring light and life to the lived experiences of those sharing our communities.

To say Pete will be missed at QC is an understatement, but the legacy of his work, and his sincere, collaborative approach will be a beacon for our work for years to come.

A MESSAGE FROM PETER

I am incredibly excited about the future of the Queensland Council for LGBTI Health, as it continues to expand its services, supports and partnerships to local communities all across the State, so that all LGBTI Sistergirl and Brotherboy Queenslanders live longer and happier lives, and have access to the services and supports they need, no matter where they live.

QC's strength has always come from the support, the love and the honesty of the diverse LGBTI Sistergirl and Brotherboy communities it works in, for and with. I hope that folk all over the State will continue to get involved as supporters, volunteers, and members of QC. Together we will be able to drive the change we need for our communities.



FROM THE PRESIDENT AND CEO

The past 12 months has been another extraordinary year for our diverse LGBTI Sistergirl and Brotherboy communities across Queensland. However, despite the uncertainty and the challenges presented by COVID-19, our communities have demonstrated remarkable resourcefulness and resilience. Of course, this shouldn't be surprising, as this is the history of our communities. And in its 35th year, the Queensland Council for LGBTI Health has been proud to continue its role of working alongside our communities all across the State to ensure LGBTI Sistergirl and Brotherboy Queenslanders live longer and happier lives, and have access to the services and supports they need.

Indeed the past 12 months has seen your QC continue to innovate to expand and grow its services across the State, supporting LGBTI Sistergirl and Brotherboy folk, their families, friends and chosen families across the lifespan. This includes expanded individual clinical and mental health services through QCGP+ as well as training and professional development services and communities capacity building services.

We have also continued to embed the voices of our communities in our work. In addition to the important work of our advisory groups, we held a series of community conversations to give folk across the State the opportunity to participate meaningfully in several pieces of law reform that are underway. And through our Intersex Peer Advisory Partnership with Intersex Peer Support Australia, we achieved Yellow Tick Accreditation.

These successes were only possible thanks to the many passionate and dedicated people that work and volunteer with us, including our staff and volunteer teams, our board members, our Advisory Group members, and our supporters all across the State. Together we are driving change within systems and services and empowering communities and individuals to improve social, emotional and physical wellbeing for LGBTI Sistergirl and Brotherboy folk across the State.

BOARD AS OF 30 JUNE



PETE BLACK
President



MEL FOX
Vice President



SCOTT COBINE
Secretary



REBECCA REYNOLDS
CEO



DALLAS HURE
2Spirits/Diversity Member



BRYDON WANG
Treasurer
(Appointed October 2020)



JANET WILSON
General Member



BERNARD GARDINER
General Member



LYNETTE PIRIE
General Member
(Appointed October 2020)

RESIGNATIONS

Arron Hartnett – Treasurer (Resigned October 2020)

Naavikaran/Shawn D'souza – Diversity Member (Resigned October 2020)



04.

LGBTI QLDERS

Whilst a number of LGBTI Sistergirl and Brotherboy people live in the urban settings of Brisbane, Gold Coast and Cairns, there are also large numbers of LGBTI Sistergirl and Brotherboy people living in regional, remote, or very remote parts of Queensland.

05.

Our Progress on Our Mission and Objectives

QC leads in the delivery of peer-based, culturally responsive and inclusive LGBTI Sistergirl and Brotherboy health promotion, services and organisational and individual capacity development. As we begin our five year journey to deliver on our Strategic Plan, there are a number of areas where we have made progress.





01. OBJECTIVE

Our actions in 2020–2021 to promote the health and wellbeing of Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy Queenslanders through the inclusion of accessible and appropriate services for our communities across the lifespan that recognise the diversity of an individual's body, gender, relationships and feelings:

2SPIRITS PROGRAM

COVID-19 has created challenging times across the world, and against this backdrop we worked hard to maintain face-to-face and online services and continue to increase agency with our Aboriginal and Torres Strait Islander LGBTIQ Sistergirl, Brotherboy individuals, families and communities. We have adjusted how we offer services and support peer initiatives to reduce risk and isolation, and foster connection points in a safe and supportive way. We continue to promote health literacy and healthcare access awareness, build relationships and collaborate with Aboriginal and Islander health services (AMS) and sexual health services, engage young people and expand our footprint in regional, rural and remote settings.

This year we were privileged to conduct community outreach in North Queensland with a presence at the 2021 Cairns NAIDOC Family Day at Fogarty Park in Cairns; deliver engagement, connection, prevention and awareness initiatives through our Come Kai Kai activity in Brisbane and Cairns; hold Rainbow Getaway Retreats on Coochiemudlo Island on Quandamooka Country; continue Yarns Around the Fire peer education and connection online sessions, and partnered with the Tropical Public Health Unit Cairns to launch the Talk Test Treat Campaign, which was rolled out across North Queensland.

2Spirits also continued to work with GPs, nurses, health practitioners, health workers and education institution staff to improve workforce competencies to increase Aboriginal and Torres Strait Islander cultural capability, increase understanding of terminology and language, create inclusive service environments, and embed best practice through face-to-face and online delivery. Through new and existing partnerships in Yarrabah, Palm Island, Townsville, Mackay, Rockhampton, Thursday Island, Cape York and Brisbane communities, 2Spirits joined with key services and stakeholders to collaborate on peer initiatives to improve sexual health literacy in STI and BBV prevention, risk reduction strategies, including HIV pre-exposure prophylaxis (PrEP) and HIV post-exposure prophylaxis (PEP), voluntary testing, treatments and stigma reduction.

This long-time program has been recognised for our community contributions, receiving the 2020 Community Organisation Award at the Black Pride Awards, presented by the Haus of BlackStar, and the 2021 Community Support Group of the Year at the 60th Queens Ball Awards, presented by Brisbane Pride.



SUPPORTING HEALTH AND WELLBEING THROUGH OUR INTEGRATED HEALTH SERVICES

Our clinical health services are an essential part of our mix of services. We are committed to leveraging learnings, infrastructure and opportunities to support positive outcomes for communities in Brisbane, as well as embedding new services in regional areas. Through this, we are working to build state-wide health and sustainability models for LGBTI Sistergirl and Brotherboy communities in Queensland.

At Clinic 30 we understand that access to effective health services is imperative to address the physical and mental health challenges that our communities face. This year we have undertaken significant quality improvement initiatives that allow us to deliver the highest quality, safe and inclusive services possible, being successful in achieving full general practice accreditation through the Royal College Standards of General Practices Fifth Edition.

We have also continued to learn and grow in our responses to COVID-19, increasing and expanding our telehealth services to meet the need for safe and efficient healthcare during the pandemic. Testing Point, our fortnightly drop-in HIV and Sexual Health Clinic, has remained popular despite necessary changes to service delivery. Despite the challenges, in this period we saw 42 new PrEP clients and we have seen a significant increase in the uptake of PrEP prescriptions in the last six months of the year during which we provided 3056 episodes of care and welcomed 418 new patients.

We tested 915 clients for HIV & STI's, with a quarter of those receiving treatment for an STI, including syphilis which is on the increase in Queensland.

We have also continued on our journey of becoming an inclusive 'chosen families' General Practice. After extensive consultation and input from our communities statewide, we were pleased to announce a new name for Clinic 30; QCGP+, and with it a commitment to increased and expanded services including Sexual Health, Women's Health, Trans and Gender affirming care, culturally appropriate services for our Sistergirl and Brotherboy communities, and a continued focus on the expansion of clinical services into regional and rural areas of Queensland. This year also saw the Brisbane Gender Clinic (which ran as a separate clinic from 1994 until early 2021) become a part of daily service provision at Clinic 30, with all of our doctors undertaking specialised training in Trans and Gender Diverse healthcare to meet international standards of care. We have also seen a steady intake of cisgender females and heterosexual identifying clients, and sustained engagement of PLHIV, which is reflective of our mission to be a safe and inclusive space for all.

Additionally, this year as part of our work to support health and wellbeing, QC was proud to work alongside intersex led organisations to launch new Intersex Healthcare Pathways resources to mark Intersex Solidarity Day. These resources, developed by intersex people themselves, help support sustainable, appropriate and meaningful solutions, and QC was proud to commit to a shared and continued process of learning and growth.



OUR LGBTI SENIORS COMMUNITY VISITING SERVICE (CVS)

QC continues to partner with Diverse Voices in the delivery of the Seniors Community Visiting Service (CVS). Over this year, the CVS provided 608 visits, with the support of a committed team of around 30 volunteers connecting with a similar number of clients. The visits have included in-person visits, phone visits and video-calls, as well as creative ways of ensuring contact during COVID-19 lockdowns, such as arranging a flower delivery, posting a card or a thoughtful gesture such as driving by to drop-off a favourite coffee and chocolate bar.

It has been another year of adapting, innovating and looking to consolidate reinvention as COVID-19 demanded great flexibility in volunteer and new client intake, volunteer training processes and the ongoing work of matching clients with visitors. Our very committed volunteer visitors are to be commended for the roles they play in

supporting some of our communities' most isolated elders and seniors to fulfil the vital human need for social connection.

It was fitting for the CVS to feature in two awards in the annual QC National Volunteer Week celebrations, with the 2021 QC President's Award for Volunteering going to longtime CVS volunteer Julia Geljon and the entire visiting team named as recipients of this year's Volunteer Commendation Award for South-East Queensland.

With the current Federal Health funding committed until 30 June 2022, the service will mark its 10th anniversary in February next year. And like all Community Visitor Scheme auspiced organisations around the country, there is anticipation of news in the coming period that Federal Health responses to the Royal Commission into Aged Care Quality and Safety recommendation may result in increased support for the CVS program to be able to reach more people.



02. OBJECTIVE

Our actions in 2020–2021 to promote sexual health and reduce the transmission of HIV and STIs among Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy Queenslanders:

OUR SEXUAL HEALTH PROGRAMS

As priority communities for QC, we've continued to work closely within our programs with transgender, gender diverse and non-binary communities, including through our sexual health programs. As part of this, seven statewide online sessions have been held, offering support and social connection to help foster resilience, and sharing referrals and experiences with testing, stigma and discrimination. The work of QC's Trans, Gender Diverse and Non-Binary Communities Health Advisory Group was also a priority for QC this year, to ensure that programs and services run by QC are affirming, inclusive and informed by the voice of community. Amongst our activities with transgender, gender diverse and non-binary communities, we've continued the Binder project run in conjunction with Many Genders One Voice, continued to distribute branded safe sex packs as well as 120 other resource orders to these communities across the State, and work has begun on QC's first ever transgender, gender diverse and non-binary sexual health campaign, which we're really excited to be delivering in the future.

As part of our sexual health programs, we ran QC Roadshows in rural and regional areas. We visited important communities where we could support local Community Champions.

We consulted with communities and Elders about the solutions they identified, we also ran information sessions and distributed resources. We supported social connection through social events, connected with important communities on the ground (including transgender, gender diverse and non-binary people and Elders) and helped share stories of accessing and affirming sexual health services as well as stories of resilience. We also celebrated accessing and affirming and inclusive care and delivered training to services.

During this period, our Outreach Volunteers continue to engage with our audiences via online platforms and dating and hook-up apps, and provide information around the common questions such as sexual health testing locations. We were excited to support our Volunteers to return, where safe, to face-to-face events on the Gold Coast, Sunshine Coast and Brisbane, including Brisbane Inferno Football Club, Sunshine Coast Mardi Gras and Gold Coast Pride.

And despite COVID-19 challenges to the ability to come together, this past year has also seen the Volunteer Award winning 'Burning Rubber Condom Packing Team' produce and distribute almost 60,000 condom packs and over 3,500 internal condoms, and 4,500 dams to our communities across the State.

A focus this year has been engaging with sex on premises (SOPV) owners and managers from across the State to form a working group, and create spaces for owners to connect, share, access training, and work towards creating a statewide SOPV Code of Conduct.

Continuing our strong focus on PrEP access, QC's PrEP campaign ComePrepd also released additional community PrEP stories and new targeted condom packs, the PrEP directory grew to include two new categories: Medicare ineligible and a Closing the Gap Prescriber directory for Aboriginal and Torres Strait Islander folk, and additional PrEP online access options were included to the campaign website which complemented new affordability posters and messaging: <https://www.comeprepd.info/accessing-prep/>



03. OBJECTIVE

Our Actions in 2020–2021 to promote increased social and emotional wellbeing through a whole of community approach to addressing the social determinants of health:

SUPPORTING MENTAL HEALTH AND SOCIAL AND EMOTIONAL WELLBEING

One of the many impacts of COVID-19 is uncertainty, and our mental health services have seen more people accessing support in greater numbers than ever.

This growth has also coincided with an ever-expanding multidisciplinary support team with Occupational Therapy, Psychology, Counselling, Social Work and Case Management expertise, and community members have been able to access mental health support through a range of online, self-referral and funding options.

Our partnership with the Brisbane North PHN continues to flourish and support our communities in the Brisbane North region, through both the National Suicide Prevention Trial (NSPT) and the Brisbane Mind (BMind) program. The BMind program provides up to twelve fully funded counselling services to LGBTI Sistergirl and Brotherboy people who are experiencing financial, social and environmental barriers that are impacting on them accessing other psychological and mental health support services, and the NSPT provides short term fully funded

counselling services and case work support to LGBTI Sistergirl and Brotherboy people who experience moderate mental health illness and are at risk of suicide. Through our partnership with the Wesley Mission Queensland Psychological Therapies program, we are also able to support people in the Brisbane South region, offering both suicide prevention and mainstream mental health services

Alongside our counselling services, QC continued promoting our Talking Heals campaign, Queensland's first large scale LGBTI Sistergirl and Brotherboy suicide prevention public campaign. This campaign encourages community conversations and supports community members to access services through referral pathways, through the delivery of ASIST suicide intervention workshops, we have helped to increase the capacity for LGBTI Sistergirl and Brotherboy people to recognise and assist someone at risk of suicide.

QC's mental health team supports our communities to increase control over and improve their mental health so that they can maintain happy, healthy and fabulous lives. We look forward to continuing this journey in the years ahead.

04. OBJECTIVE

Increases the agency and momentum of our communities to meet their own needs through support that is trusted, reliable and transparent:

CHAMPIONS OF CHANGE IN OUR COMMUNITIES

QCs volunteers are the essential ingredient in the work we do, and we could not begin to achieve the impact we have without their dedication and commitment to our work. By connecting with and working with our communities through volunteering opportunities, whether they are joining advisory groups, doing outreach in our community spaces, creating social connections, our volunteers are essential to allowing us to deliver trusted, peer-led services that are informed by community solutions.

One of the ways in which we acknowledge our hardworking volunteers each year is through our annual Volunteer Awards, announced as part of National Volunteering Week.



QC VOLUNTEERING AWARDS-2021

This year, we were proud to announce the following winners of the QC Volunteering Awards:

2021 Commendation Award

The volunteers of the LGBTI Seniors Community Visiting Service

2021 South East Queensland Volunteer Celebration Award

The Burning Rubber Condom Packing Team

2021 Volunteer Award for Collaboration

Dr Frances Mulcahy

2021 Volunteer Commendation Award

The TGDNB Advisory Group

2021 Volunteer Award for Innovation

Matthew Molineux

2021 Volunteer Award for Transparency

Billie Stimpson

2021 North QLD Volunteer Celebration Award

Sharm Giles

2021 Volunteer Award for Respect

Dr Chris Quital

2021 President's Award

Julia Geljon



OUR SOCIAL MEDIA AND ONLINE ENGAGEMENT

This year has shown us that it's now more important than ever to stay connected to the people who make up our diverse communities across the State by sharing trusted and reliable social media content, along with the odd heart-warming meme. Our primary website content has begun to shift in planned stages to our new qc.org.au domain with more to come in that space. This is important as we had 46,155 sessions on our site from 38,051 visitors across the year as we continue that site transition and development.

QC has delivered over 2.1 million impressions to more than 11,500 fans across our social media channels, resulting in over 150,000 engagements from the people, organisations and groups who make up our wonderfully diverse LGBTI Sistergirl and Brotherboy communities. All of this liking, sharing and commenting has led to 8,835 link clicks which powers so much awareness and connection to our many campaigns, events and forums. As COVID-19 continues to keep many people apart, including rostered combinations of days in the office and working from home for many of our own teams, we are spending more time online than ever before.

Through a combination of organic and paid posts, our health promotion, education campaigns and wellbeing messages continue to be at the forefront of our online engagement. Whether it's between QC and one person or a whole community of people having a conversation online, we are grateful for the sharing and interest in our health and wellbeing messages which make up the majority of our content.

Social media helps us stay connected to the many people across Queensland who share their thoughts, knowledge and challenges with us. The ever-changing moods and demands of the social media landscape are not always kind, so we do our best to keep our QC digital footprint both welcoming and supportive. We also appreciate that it's often our volunteers, staff and peer organisations who are also an integral part of the sharing, caring and moderating that happens online.

This year, whether it's through Facebook, Instagram, Twitter, Snapchat, LinkedIn, WhatsApp or Zoom, much of our shared world continues to exist online with all of you. Let's keep the sharing and connecting happening both in person and online.

05. OBJECTIVE

Our actions in 2020–2021 to promote services that are safe, inclusive, respectful and free from violence in all of its forms:

RAINBOW PRIDE @ WORK TRAINING

QC's Training and Development Program has been providing practical support to services and organisations to build an open and inclusive rapport with LGBTI Sistergirl and Brotherboy people in Queensland since 2005, including training, consultancy services, and collaboration on reviewing processes and systems. In our training work, this year provided both challenges and opportunities to demonstrate a commitment to continued quality improvement and embedding intersectionality. Throughout this complex period of service delivery, QC's training program has continued to thrive and innovate, and now offers multiple methods of training delivery to meet the needs of our partners and other workforce needs across Queensland. The program has seen a significant increase in demand for training and presentations from the corporate and business sectors, as well as national and international bodies.

An integral part of QC's work is supporting organisations to reflect on their knowledge and practices, and supporting them to take action to ensure their services are knowledgeable, inclusive and affirming.

This year, QC's training programs, content and processes were reviewed by Intersex Peer Support Australia to embed Intersex inclusion in line with the Yellow Tick Review Framework. In addition, continued engagement with QC's Trans, Gender Diverse and Non Binary Advisory Group has provided invaluable lived experience perspectives in the professional development of health and community services across Queensland.

The program also continues to provide excellence in training and consultancy for the aged care sector through the National Silver Rainbow Program as the QLD partner. The program's work in the domestic violence sector has also expanded with the Recognise, Respond & Refer program, funded by the Brisbane South PHN, ensuring GPs are equipped with knowledge to appropriately support and refer LGBTI Sistergirl and Brotherboy people experiencing domestic and family violence. The program also commenced consultancy projects for multiple women's health services and aged care facilities with the projects ranging from support around bathroom signage through to policies, procedures and workforce development.

06. OBJECTIVE

Our actions in 2020–2021 to develop a robust, fair and accountable organisation that is focused on learning and quality improvement:

QC BUILDS AND SUPPORTS THE EVIDENCE BASE

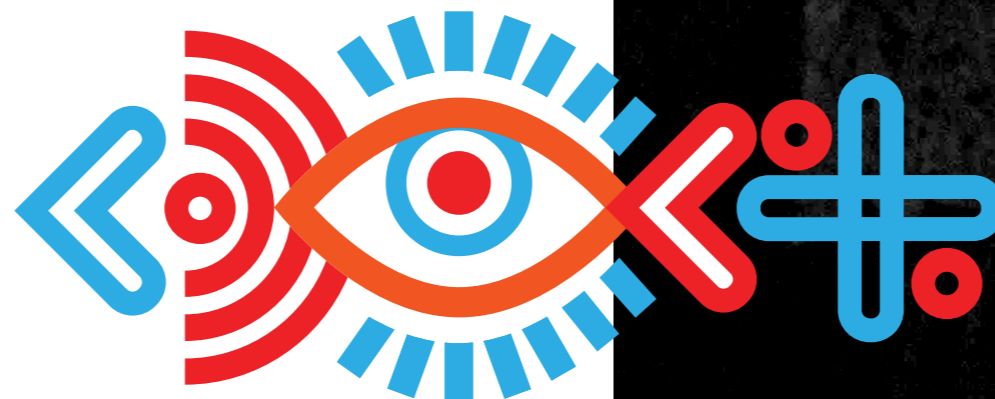
QC has a long history of support and collaboration with a range of partners to raise the visibility of the voices, perspectives and needs of our communities through supporting research projects across Queensland. From promoting important research with our communities through our channels and platforms, conducting community consultations and focus groups, through to partnering on key research projects, this year we have continued to focus on research to inform our campaigns, supported the voices of young people in regional areas to be heard, developed our regional Roadshow visits through consultation with community members, and ensured we heard from and listened to our clients and communities through evaluation of our services. This year we also partnered again with the Centre for Social Research in Health at UNSW to deliver the Annual Queensland Gay Community Periodic Survey, run entirely online for the first time in its history in the state. This research is an important part of Australia's understanding of and response to HIV, monitoring sexual practices, drug use and HIV and other STI testing patterns.

OUR QUALITY ACCREDITATION

QC has also continued to ensure it is guided by robust internal policies, procedures and processes through commitment to formal accreditation systems. This year we achieved the full general practice accreditation through the Royal College Standards of General Practices Fifth Edition, while also continuing our own journey to achieving the Rainbow Tick, and proudly worked with Intersex Peer Support Australia to support Intersex inclusion in QC's services through the Yellow Tick Review Framework. In this year, QC also commenced its journey to achieve the Human Services Quality Framework.

FUNDRAISING AND DONATIONS

QC continues to receive support from many passionate individuals, groups and fundraisers, who help us to deliver our services, with over \$30,000 raised through fundraising activities or donations. QC would like to say a big thank you for the wonderful support of everyone who has made personal donations during the last financial year, all services that made direct donations and groups that held events to support QC. Your generosity is essential to the work we do and the impact that we have in the community.





07. OBJECTIVE

Our actions in 2020–2021 to empower community leadership and community led solutions of ways of knowing, being and doing:

SUPPORTING IMPACT THROUGH HEALTH ACTION GROUPS

One of the important ways that QC empowers community leadership and community led solutions is through support to Health Action Groups and ongoing collaboration with groups, volunteers and Community Champions, to drive change in particular areas of need in the community.

MGOV

It was another busy year for our partnership with Many Genders One Voice (MGOV), with a new rebrand of the group. This saw MGOV's logo updated from the original logo, created in 2011, to better represent the diversity within the transgender, gender diverse and non-binary communities as identified through community feedback, and MGOV unveiled the new logo created by Lee Segawa in May 2021. This past year also saw a mix of online and face-to-face meetings across the State to support social connection and information, and the Trans Community Awards was held virtually in 2020, which was a first for MGOV. Even with the challenges of moving an event from in person to online, the event was attended by 35 people online, with a further 40 people viewing the awards on Youtube after the event. This year also saw the awards being sponsored by QC with support from the Lord Mayor's Suburban Initiative Fund & Central Ward, Cr Vicki Howard.

MGOV also once again lit up the Story Bridge in Trans colours for Transgender Day of Remembrance, with this event being one of the most reflective and special events held. This is demonstrated through the fact that it continues to grow every year and gives community members, allies and supporters the opportunity to talk about their own experiences and loss of loved ones in a supported space.

For Transgender Day of Visibility in March, MGOV held an online statewide forum to discuss what visibility means to community and how communities can be more visible across the state, with attendees from across the State including a number of gender affirming GPs who provide care to our communities.

These events would not be as successful as they are without community and MGOV is grateful to everyone who attended the events, gave feedback, and shared MGOV social media posts. Our communities are so strong because of everyone in them and the support they give each other. None of this would be possible without you all.

AIDAG

Despite the ongoing challenges of COVID-19 in the past 12 months, the Ageing in Diversity action groups continue to be a space for staff of aged care provider organisations, other support agencies and older LGBTI Sistergirl

Brotherboy community members to learn and share perspectives around the development of culturally appropriate care and support for older LGBTI people. Whether engaged in the Rainbow Tick accreditation process, the 'How-To' pre-accreditations process, the Silver Rainbow LGBTI aged care training for staff, or in earlier stages of creating LGBTI inclusive practice, AIDAG participants are encouraged to identify key questions or learnings to share, and demonstrate to older LGBTI Sistergirl and Brotherboy communities their commitment to care, health and wellbeing support needs. The pandemic and its impacts on the aged care sector have created challenges to ongoing active participation for a number of stakeholders, however a committed core of participants in both the Brisbane and Sunshine Coast groups have maintained continued involvement.

PARTNERING WITH OUR COMMUNITIES TO REMEMBER AND REFLECT ON WORLD AIDS DAY

World AIDS Day remains a powerful moment of reflection and memorial for LGBTI Sistergirl and Brotherboy people, and every year QC partners with local communities to support World AIDS Day activities.

World AIDS Day remains a powerful moment of reflection and remembrance for LGBTI Sistergirl and Brotherboy folk, for their family members and their loved ones. World AIDS Day, 1 December 2020 was again an important time for QC. With the wonderful support of our staff, volunteers, partners, musical performers including the Brisbane Pride Choir, and members of the WAD working groups, a Candlelight Vigil was held in Brisbane and one in Cairns. Both the Brisbane and Cairns Vigils paid respect to those who have lost their lives to HIV/AIDS, and also remembered the family and loved ones also affected by loss, grief, and stigma. Speeches at both events reflected on sharing stories, remembering the loss and the after effects, and of challenging systems to do better. All vigil participants were again provided Red Ribbons, and candles held during a reflective moment of silence were then placed to remember those we have lost.

Other WAD events were promoted during the lead up to WAD, both community and individually led, in the Gold Coast, Hervey Bay, Toowoomba and Townsville, and for the first time, both vigils were live-streamed across the State, providing an opportunity for people from across all of Queensland to join these moments to reflect and remember.



06.

Outcomes for our Communities

In the In Action Strategic Plan 2020–2024, QC committed to achieving the following outcomes for our communities. QC is proud to share the following feedback from the people we have worked with about how we went in 2020–21:



QC supports people to be connected to their communities and have the individual, social and economic support for equal participation in our communities and services to increase social and emotional wellbeing; and be able to access the medicines and the treatments that they need in a timely and affordable way.

"I know that Clinic 30 is available and there if I need it."

– Louise

QC supports people to be confident and equipped to maintain their mental health and social and emotional wellbeing.

"QC has helped me understand the world I live in and the issues facing our communities, and through that how to be more empathetic to others and ensure my own mental health is a priority."

– David

QC supports people to be empowered and enabled through social connections, service participation and improved health and wellbeing to have agency in addressing their needs.

"As a volunteer with QC, we always have the chance to have a say from small things to big decisions and provide feedback on what services are needed, which is very empowering."

– Ritik

"As a volunteer, we receive training on supporting our communities and our needs, and this is always so informative and such a great way for QC to demonstrate inclusivity and empower our work."

– Varick

QC supports people to be able to identify and access services that support better mental, physical, social and spiritual health that are free from violence in all of its forms.

"If I ever feel lost on where to go, I know I can go to QC for help, and if they don't offer the service themselves, they can point me in the right direction."

– Harlyn

QC supports people to have access to a range of integrated services, in and beyond the health system, in the communities where they live and work that are inclusive and appropriate.

"As a volunteer, we receive training on supporting our communities and our needs, and this is always so informative and such a great way for QC to demonstrate inclusivity."

– Gordana

"QC have always been there to offer support and education to our LGBTI group, and their sessions are always so popular with our participants."

– Lauren

"As a non-LGBTI Service, I found the QC training incredibly helpful, and the facilitators created a very welcoming and safe space for everyone to engage with the content and self-reflection, so that we can better support our clients."

– Amalie



"As a volunteer with a visiting service at QC, I've connected with an absolutely incredible person who I love dearly. I am so grateful for this wonderful experience to gain a new friend in a completely different age bracket to me."

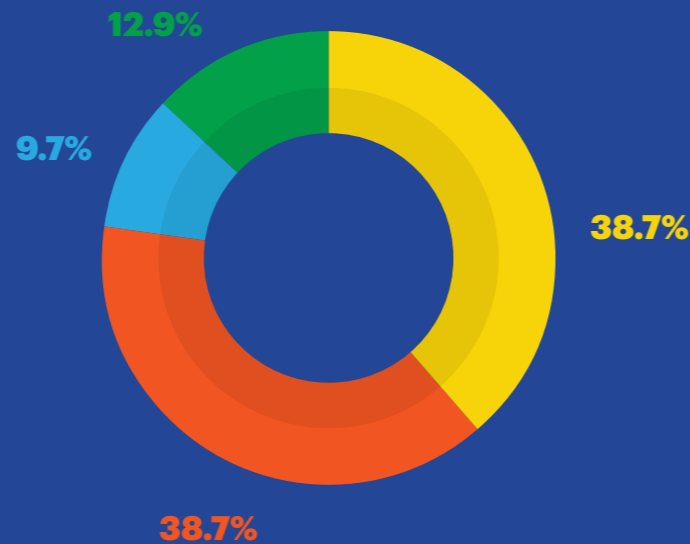
– Mackenzie

07. Financials

QC continues to implement robust internal financial policies, procedures and reporting to ensure prudent spending for the benefit of our communities. We've continued to see growth in our funding, staffing and contractors, and are focused on continuing to grow our impact across the State. This impact can be seen in the work throughout this report and we commend this Financial Report to you.

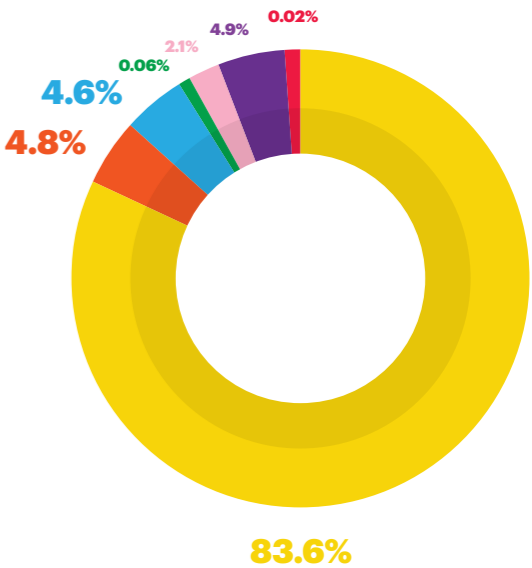
PEOPLE

Full-Time Staff	12
Part-Time Staff	12
Contractors-General Practitioners	3
Contractors-Trainers/Facilitators	4
TOTAL	31



REVENUE

Grant Income	\$2,806,602
Medicare Income	\$160,483
Donation/Gift Income	\$149,635
Fundraising Income	\$3,015
Training Income	\$70,933
Other Income	\$164,029
Interest Income	\$833
TOTAL	\$3,355,530



EXPENSES

Community Building	\$1,653,590
Client Service Delivery	\$1,223,534
Strategic Expenses	\$465,524
TOTAL	\$3,342,648

