

Trans, Gender Diverse and Non-Binary Communities

Community Engagement Strategy

Purpose:

The strategy aims to provide direction for community engagement with Trans, Gender Diverse and Non-Binary (TGDNB) communities from designing, to planning, managing, reporting, and learning (including monitoring and evaluating) and will be supported by QC policies and procedures. The strategy will be used in all community consultations relating to QC and TGDNB communities across the state. Community input will enhance decision-making, project outcomes and future opportunities.

Commitment:

QC is committed to engaging with TGDNB communities in a meaningful way on decisions that impact and/or interest them.

Consultation will consist of but not be limited to:

- Advisory groups relating to TGDNB health.
- Community members and groups.
- Online forums and surveys.
- QC Evaluations.
- Workshops and events.
- Community panels (This is where TGDNB voices are acknowledged to be missing).
- Any reference group that is relevant.
- Face to face consultation at events.
- Community feedback and suggestions.

Stages of community consultation may look like but not limited to the following:

1. As a project/activity or campaign is created, key stakeholders and communities will be defined.
2. The purpose or goals of the project will be defined, ways of engaging with the target stakeholders and communities will be set e.g. Survey, email, website etc.
3. Community consultation process is implemented, stakeholder and community engagement are monitored during this process.
4. Community engagement is closed. Information, feedback, and suggestions are collated and analysed. A final report will be done to feed information gathered back to the stakeholders and communities that took part. Lessons learnt will also be included during the evaluation process.

QC staff have the capacity and skills to undertake community consultation with the TGDNB communities as part of any project/activity or campaign. Working with some communities e.g. Aboriginal and/or Torres Strait Islander communities, considerations about culturally appropriate language and content should be applied, similarly, TGDNB communities would

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see considerations about appropriate terminology being applied. Each unique group within the consultation process would require some considerations being made to ensure safe and inclusive environments for participants and staff. (Please see Community consultation and engagement guidelines for working with Trans, Gender Diverse and Non-Binary people and communities and QC's language guide for further information and appropriate terminology.)

Other considerations to be made would also include holding the space for participants to have varying experiences and/or intersectionalities such as living with a disability, chronic condition etc and lived experience as a TGDNB person.

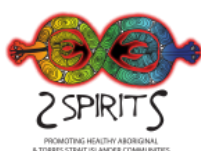
Holding space means to support someone in a safe, respectful way. This means to accept someone's experiences and putting your needs and opinions aside, allowing someone to just be. Holding space may appear to be easy, but sometimes our own opinions and biases may get in the way, Community consultation should strive to create safer and inclusive spaces for all participants regardless of lived experiences or cultural identity/ies. Community consultations will be part of standard practice in decision making for projects or campaigns that affect TGDNB communities.

QC will engage with TGDNB communities when:

- There is a requirement to understand the communities' expectations, needs and priorities.
- A decision or plan will substantially impact communities and there is some part of the decision or plan that is negotiable.
- Community advocates have expressed an interest in being part of a consultation process. (The responsibility is with you to manage and seek out TGDNB voices if they are missing from vital parts of consultation that may greatly impact their communities.)

When QC actively engages with TGDNB communities, it will:

- Provide opportunities that are accessible on a State-wide level and support participation of the TGDNB communities.
- Actively endeavour to reduce barriers that prevent participation by these communities.
- Implement flexible processes and utilize several community tools to ensure the greatest amount of participation. E.g. local networks, groups, services/organisations, community champions and appropriate ways of working with focuses on language, affirming practice etc.
- Undertake consultation at a time that is consistent with appropriate planning processes.
- Be transparent regarding how consultation affected project/activity or campaign outcomes by reporting back to communities.
- Provide time and resources for these communities as required and as available.
- Monitor consultation processes and evaluate and improve as necessary.



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- Make access to consultation fair, equal and not biased towards any community. Location and technology are examples of situations that impact on access.
- Advocate for community consultation to be part of the broader community engagement within LGBTIQ+ Sistergirl and Brotherboy communities as a whole.
- Support a sustainability plan during the community consultations. We recognize peoples time, energy, emotional labour as well as lived experience etc may impact on the consultation process and will support these communities to ensure that the process is sustainable not just now but also into the future.

How QC Will Engage with TGDNB Communities:

- All consultation with TGDNB communities will be purposeful and form part of a planned procedure. Consultation will be undertaken as early as practicable within a project/plan etc as to allow for adequate consultation processes to take place.

Evaluation Process:

All consultation will have an evaluation process, both for the organization, stakeholders and for communities involved. This will be conducted in 2 ways.

- The first involves evaluation of the project/activity or campaign to ensure that QC has delivered on all commitments during the consultation period. This will allow QC to identify and correct any gaps during the project/activity or campaign community consultation process.
- The second evaluation process involves a broader analysis of community consultation engagement on an organization wide basis. This will include analysing consultation findings against QC's own goals, values and also against organisational policies and procedures, such as the demographic questions used when engaging with communities.

The Trans, Gender Diverse and Non-Binary Communities Engagement Strategy will be re-evaluated every 12 months, with the next review to commence in March 2025.

