
QUEENSLAND COUNCIL
FOR LGBTI HEALTH

Year in Review

2021-22



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.







LIST OF ACRONYMS & DEFINITIONS USED

2SPIRITS - Established in 1996, 2Spirits is a state-wide grassroots service, with expertise in health & wellbeing, sexuality, gender diverse identities and bodies, specialise in working within urban, regional, remote communities, and aims to improve the health and wellbeing of diverse identities, sexualities, genders, bodies and relationships for our Aboriginal & Torres Strait Islander LGBTIQ+ Sistergirl and Brotherboy Queenslanders.

ACCHOs - Aboriginal Community Controlled Health Organisations

ACSN - Aged Care Service Navigators

AIDS - Acquired immunodeficiency syndrome

BISEXUAL - An individual who is primarily attracted, emotionally and sexually, to more than one gender. Not all multi-gender attracted people will use the term bisexual.

BBV - Blood Borne Viruses

BMIND - Brisbane MIND Psychological Support Program funded through Brisbane North PHN.

BROTHERBOY - An Aboriginal or Torres Strait Islander gender diverse man (assigned female at birth) who lives and presents as a man. A Brotherboy has a male spirit and a distinct cultural identity.

COTA - Council of the Ageing

CVS - Community Visitors Scheme

DIVERSE VOICES - A non-profit organisation with a focus on the wellbeing of the lesbian, gay, bisexual, transgender, intersex & queer - or LGBTIQ - communities through operation of the peer support telephone, web chat and referral service

FNQ - Far North Queensland

GAY - A woman or man who is primarily attracted, emotionally and sexually, to a person of the same gender. This term is predominantly used when referring to men, and some women prefer the term lesbian. Not all same-gender attracted men will use the term 'gay.'

HIV - Human immunodeficiency virus

INTERSEX - An intersex variation can include variations in chromosomes, gonads, sex hormones, or genitals that do not fit the gender binary definitions of male or female.

LESBIAN - A woman who is primarily attracted, emotionally and sexually to another woman. Not all same-gender attracted women will use the term 'lesbian'.

LGBTIQ+ Sistergirl & Brotherboy (LGBTI) - Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy

MGOV - Many Genders One Voice

PHN - Primary Health Network

QC - Queensland Council for LGBTI Health

QCGP+ - QCGP+ is an inclusive chosen families general practice run by QC, based in Brisbane. Our goal is to offer Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Sistergirl and Brotherboy communities and people easy access to clinicians for all general health services and place a high value on non-judgemental, strengths based communication between client and doctor. QCGP+ exists because these communities often experience barriers such as stigma, discrimination and isolation which can prevent them accessing health services.

QPP - Queensland Positive People

QWADA - Queensland World AIDS Day Alliance

RAPID - Operated by QPP, RAPID is a free testing service for HIV and other STIs, staffed by highly trained peers who are not doctors or nurses. RAPID's parent organisation, Queensland Positive People (QPP), is a peer-led, community-based organisation committed to improving the lives of all people living with HIV across Queensland.

RBWH - Royal Brisbane Womens Hospital

SEQ - South East Queensland

SISTERGIRL - An Aboriginal or Torres Strait Islander gender diverse woman (assigned male at birth) who lives and presents as a woman. A Sistergirl has a female spirit and a distinct cultural identity.

STI - Sexually Transmitted Infections

TRANSGENDER - An umbrella term for people whose gender identity does not align with their sex assigned at birth.



Contents





01.

OUR YEAR IN REVIEW

08

02.

OUR MANY STORIES

10

03.

TIMELINE

12

04.

OUR COMMUNITIES IN QUEENSLAND

16

05.

OUR PROGRESS ON OUR MISSION & OBJECTIVES

18

06.

FINANCIALS

48





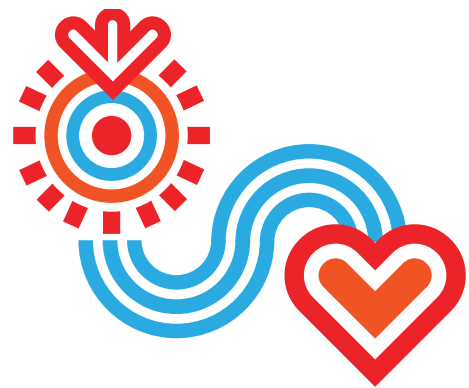


01.

Our Year in Review

We are proud to present you with our 2021-2022 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.



**YEAR IN REVIEW
2021-22**

02. Our Many Stories

1983
Call for action on 'AIDS issue' results in meeting of informal AIDS Action Committee

1984

Queensland AIDS Committee formed

1986

Queensland AIDS Council formed

1987

SILENCE = DEATH
Grim Reaper Campaign

1990

PERSONAL IS POLITICAL
Homosexuality decriminalised in Queensland
First Brisbane Pride Festival

1996

Peak of World AIDS Day, public support with 5000 people marching through Brisbane



2007

**NOTHING ABOUT US
WITHOUT US**
2Spirits Program
launched

2009

MY BODY MY CHOICE
Lesbian Health
Action group formed

2011

MY BODY MY CHOICE
Transgender Health
Action group formed

2013

Change name back
to Queensland
AIDS Council with
Intersex inclusion

2014

First funded
Transgender
health role

2017

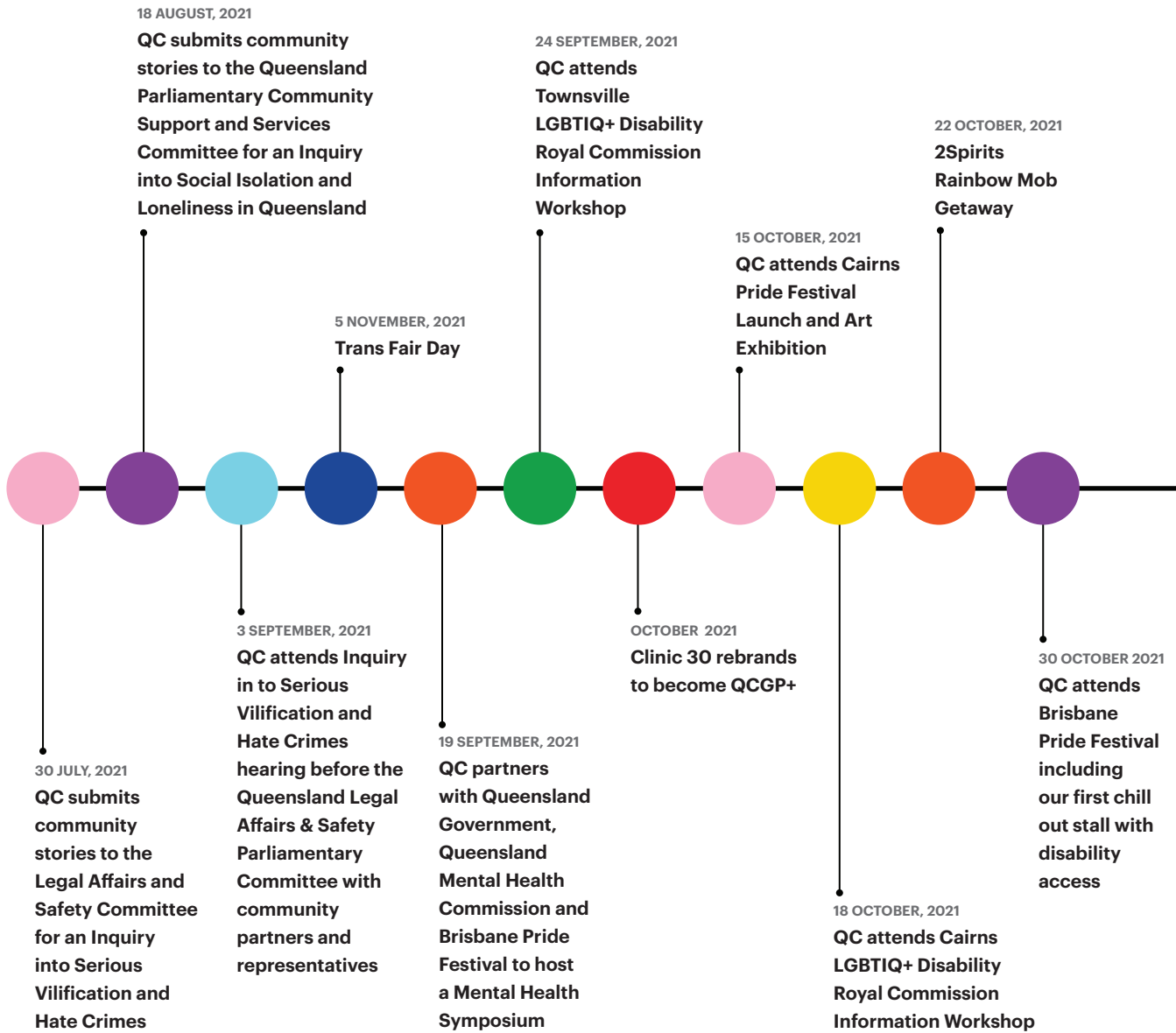
LOVE WINS
Same sex marriage
legalised

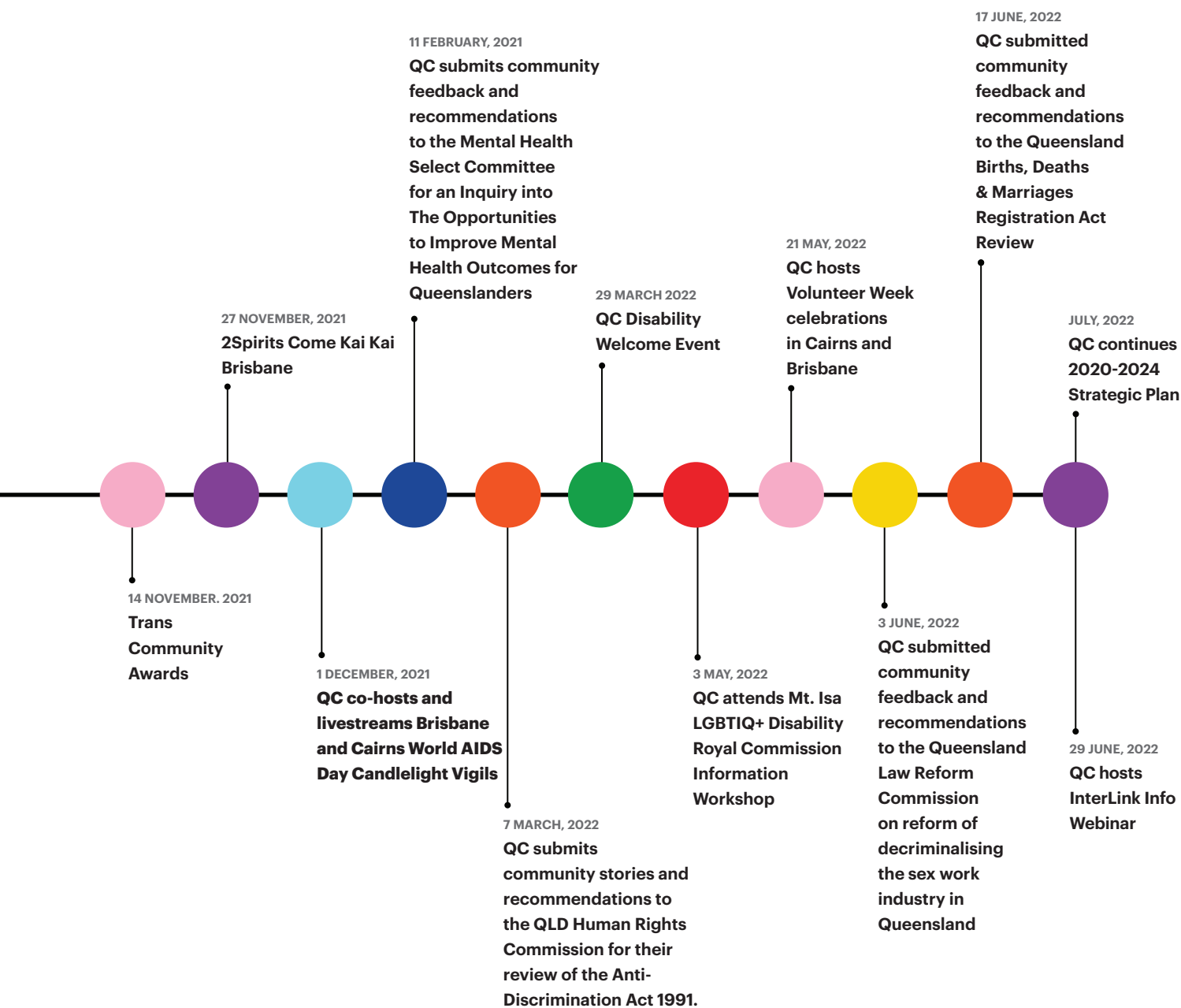
2020

COVID -19
2020-2022



03. Timeline







FROM THE PRESIDENT AND CEO

The 2020 - 2021 Financial Year was not the gradual transition to a new normal that we had all been hoping for at QC, and it presented many challenges for us as we moved through both the ongoing impacts of COVID-19 on our team and the services that we deliver, and the unimaginable impacts of the 2022 storms and flooding that devastated so much of South Eastern Queensland and our close Neighbours in Northern New South Wales. To say it was rough, was an understatement, and in particular, those storms severely damaged 30 Helen Street, placing new priorities in front of the organisation to support our team in the best way possible to continue the work we do in communities. Since the storms, our Programs have continued to operate from temporary premises, including some space leased from Queensland Positive People. We will be forever grateful for their generosity & hospitality over the past months.

Our team have been brilliant through all of this, and we are lucky to have so many committed individuals working for the health and well-being of our Queensland communities.

It has also given us time as an organisation to take stock of where we are, where our services are and what is our role in advancing care for our LGBTI Queensland communities. Both those visible and those who are still finding ways to be so in their everyday lives. We are a state filled with diversity and colour, and our Board has made some significant decisions about the way that will work for us as an organisation moving forward.

During mid 2022, the Board unanimously resolved to accept an offer for the sale of the premises at 30 Helen street that has been a home to so many of us over so many years.

It was originally purchased through the generosity and benefaction of a few Queenslanders who had the means to do so. It has served us well, and enabled us to develop services and supports that sit across a lifespan of services that include frontline coordinated

health care, hold our core duty of prevention testing and treating the sexual health of our communities, mental health services, community outreach and connection services. Our decision making reaffirms our commitment to these services and to expanding them wherever possible.

It has given us a base to deliver state wide services, and has provided a home to many other organisations and community groups over many years.

It has been a place of safety for many, and a place that holds difficult history for others. We hold, balance and honour all of these stories as we move forward. And move forward we will. Along with our existing presence in Brisbane and Cairns, we will extend our physical service delivery footprint to represent the first steps in have an ongoing Queensland wide and regional presence. This is not a decision that has been made lightly, and has included months of research, deliberation and consultation with members of our communities to determine the future of QC.

We have a 3-5 year strategy that will create a stable foundation for a state that is, and our many communities that are, working through a period of immense change and we are committed to embedding our values in all that we do, and to enshrining and holding space for those who are central to our work but who sit at traditional intersections of Culture and identity. We will work deliberately and take the time that we need to get this work right and will work through an ongoing co-design process with our communities and partners.

Having said that, this year has been one of many successes and many journeys alongside our communities here in Queensland. We are proud to present this annual Year In Review for you to see the amazing depth and diversity of our team and the vast communities we work with across Country.



MELISSA FOX

(She/Her)

President



BERNARD GARDINER

(He/Him)

Vice President



SCOTT COBINE

(He/Him)

Secretary



REBECCA REYNOLDS

(She/Her)

CEO



DALLAS HURE

(He/Him)

2Spirits / Treasurer



JANET WILSON

(She/Her)

Treasurer



LYNNETE PIRIE

(She/Her)

Southern Region Member



VICKIE OGILVIE

(She/Her)

Board Member



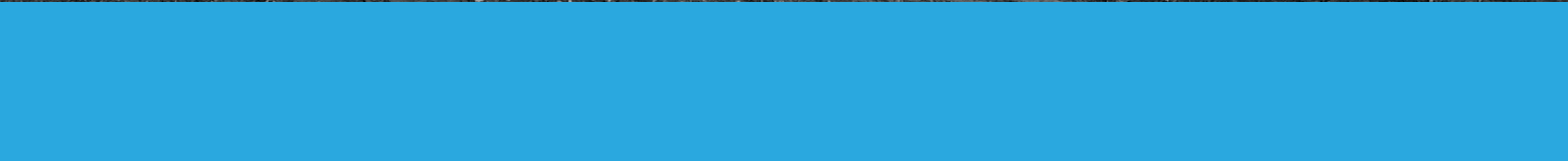
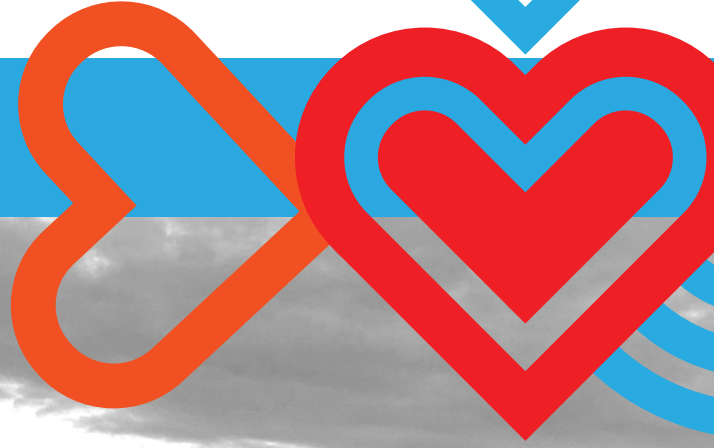
**QUEENSLAND COUNCIL FOR
LGBTI HEALTH**

RESIGNATIONS

Peter Black (He/Him) Board President
Brydon Wang (He/Him) Board Treasurer



**YEAR IN REVIEW
2021-22**





04.

Our Communities in Queensland

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



**YEAR IN REVIEW
2021-22**

05.



Our Progress on Our Mission & Objectives

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





**YEAR IN REVIEW
2021-22**

01. OBJECTIVE

Our actions in 2021–2022 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

Over the 2021-2022 period, patience has been a vital key in our service delivery offering a variety of face to face and online initiatives. Our focus in engagement with individuals and communities was to be a conduit to stay connected with our communities and with each other to reduce feelings of isolation and disconnection and continue to share important health and education information. Through our online Yarns Around the Fire engagement sessions, we had open and at times challenging but respectful yarns unpacking mental health, the Disability Royal Commission, reforms to the Births, Deaths and Marriages Registration Act, Voluntary Assisted Dying in Queensland Act, floods in SEQ and viral hepatitis, sexual health and monkeypox, just to name a few. We traveled to Cunnamulla, Toowoomba, Charleville, Townsville and Yarrabah to interact with individuals and communities through rainbow community BBQ's, art workshops and meet and greet with local First Nations

Elders and services. We conducted yarning circles in Yarrabah, Cunnamulla and Townsville yarning about sexual health, uptake of PrEP, regular STI/HIV testing and mental health and wellbeing. Additionally, we conducted business on Minjerribah the traditional lands of the Quandamooka Peoples (now known as North Stradbroke Island) to facilitate our Rainbow Mob Retreat focussing on social connections, suicide prevention, mental health, healing, and peer to peer support.

2Spirits launched our first ever health literacy resources highlighting the importance of cervical screening and Susu/breast/chest awareness for Queenslanders. 2Spirits were excited to join in the celebrations with Cunnamulla community in their first ever Mardi Gras Ball raising awareness in Domestic and Family Violence in LGBTI mob and Gladstone's first Pride Fair Day.







QUEENSLAND COUNCIL FOR
LGBTI HEALTH



Cairns



Townsville



Mount Isa



Whitsunday



Mackay



Longreach



Rockhampton



Gladstone



Roma



Bundaberg



Hervey Bay



Charleville



Sunshine Coast



Cunnamulla



St George



Toowoomba

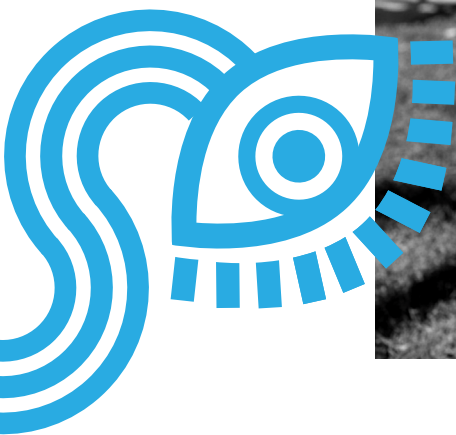


Brisbane



Gold Coast





2Spirits undertook a Capacity Building Needs Analysis Project led by Professor Odette Best to identify the need for capacity building amongst services that offer resources, programs and support services to Aboriginal and Torres Strait Islander LGBTI Queenslanders. The project findings confirmed gaps in organisational competencies and workforce confidence to appropriately deliver culturally safe healthcare to this population within ACCHOs. 2Spirits is committed to continue to work with organisations to improve competencies in delivering safe and supportive healthcare services and is committed to growing our capacity to do so in the coming year with the evidence presented through the work of Dr Best. 2Spirits continues to work with our existing partnerships and foster new partnerships and

collaborations with Department of Seniors, Disabilities Services, Aboriginal and Torres Strait Islander Partnerships, Inala Wangarra, Open Doors Youth Service, Darling Downs Lifeline, Townsville Aboriginal and Islander Health Service, Palm Island Regional Council, Townsville Sexual Health, Gurriny Yealamucka Health Service, Cairns Sexual Health Service, Cairns Tropical Public Health Service, Cairns and Hinterland Hospital and Health Services, Hepatitis Queensland, Queensland Positive People, Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health Limited, Metro North Health (Brisbane) and South East Sexual Health, BBV, HIV interagency network and Brisbane North and South PHN.

*This work is led by **Phil Sariago**
& **Rocky Byrne***



**YEAR IN REVIEW
2021-22**

SUPPORTING HEALTH & WELLBEING THROUGH OUR INTEGRATED HEALTH SERVICES

Our clinical health services are an essential part of what we offer to the community members we work with, and despite a challenging year, our QCGP+ clinic team have continued to achieve positive outcomes for people in Brisbane, while working towards new services in regional areas. This year we were excited to welcome new doctors, as well as a new Clinic Coordinator, Clinic Nurse and Medical Receptionist, as QC continues to invest in the clinic service that we know means so much to our communities. A major achievement in 2021 was the rebranding from Clinic 30 to QCGP+ to reflect the wider range of services and ways of working that the clinic is implementing. As part of the rebrand, we asked our patients what they thought of the QCGP+ services, and we were very pleased to learn people rated us highly for our **professionalism**, the way we **treat our patients with respect and sensitivity**, the ways in which we **centre our patients in decision making**, and the **time we take to have important discussions with people**.

The start of 2022 brought disruption for many

in our communities, and the patients of QCGP+ were equally impacted as the clinic space too felt the brunt of the extreme weather events at the start of 2022. Our QCGP+ team invested substantial effort, time and care to re-establish QCGP+, temporarily co-located with RAPID (QPP), while continuing to negotiate the challenges of COVID-19.

In this period, QCGP+ has continued to implement telehealth services to meet people's needs as we have continued to grapple with the pandemic, as well as continuing Testing Point, our drop-in HIV and Sexual Health Clinic, when safe to do so. While Testing Point was paused as we relocated clinic services, we are excited by the prospect of commencing this important initiative again.

Despite the many challenges faced, the clinic





delivered **3,632 episodes of care sessions** to **1,026 patients** over the last year, and since re-establishing the clinic at the start of 2022, we have seen over 200 new patients join us. In particular, we provided **463 episodes of care** regarding **PrEP**, and another **1,094 sessions** regarding **sexual health more generally and HIV care**.

We conducted **3,024 tests for HIV and**

STIs, including **709 tests for syphilis**, which continues to increase in Queensland.

We have also continued on our journey of becoming an inclusive 'chosen families' General Practice aligned with our clinic rebrand, with almost **500 sessions** focused on **mental health and mental health care plans**, and over **800 sessions** focused on **delivering gender affirming care**, as we continued our work of the previous Brisbane Gender Clinic (which ran as a separate clinic from 1994 until early 2021) become a part of daily service provision, with our doctors undertaking specialised training in Trans and Gender Diverse healthcare and sharing that knowledge through consultation and advice with doctors and clinicians further afield to build the capacity of the sector. Finally, Clinic staff work closely with our sector partners to support their knowledges as well as supporting positive outcomes for our patients, across topics such as cervical screening, sexual health and HIV care, and Aboriginal and Torres Strait Islander health and wellbeing.



3,632

Care Sessions



1,026

Patients



463

PrEP



1,094

Sexual Health
& HIV Care



3,024

Tests for HIV & STIs



709

Tests for Syphilis



500

Sessions focused
on Mental Health
Care



800

Sessions focused
on Gender
Affirmation Care

*This clinical work is led by **Julie Fresta**, along with the amazing team of GPs, nurses and practice staff*



**YEAR IN REVIEW
2021-22**

INTERLINK

InterLink, an innovative psychosocial support service for people with innate variations of sex characteristics, launched its pilot series at QC in partnership with Intersex Peer Support Australia.

A World first that has been in development since 2020 with support from Queensland Health - Clinical Excellence, InterLink uses a brief therapeutic model that brings together trained mental health workers and peer support workers to co-deliver groups with people of different ages (10 years and older) and parents/carers. InterLink provides support for people entering and exiting the program and acts as a short-term, warm referral hub where people can meet others with similar bodies or experiences, be connected with trained mental health practitioners and community-based networks of peer and affirmative services. Information and registration into the program are easily available at <https://www.ilink.net.au>. The pilot is being delivered with the oversight of a Peer Advisory Group evaluated in collaboration with the University of Southern Queensland and the University of Queensland.

"It's a good service to connect with other intersex people who had similar but different experiences"

WINNER OF "THE DARLING" 2021 INTERSEX ALLY AWARD

This year QC was announced as the winner of "The Darling" 2021 - Intersex Ally Award, awarded by the Darlington Consortium of intersex-led and allied organisations and community members working towards implementation of the Darlington Statement. We remain incredibly humbled, excited and proud.

*This world first work is led by **Bonnie Hart**.*

QC has also continued to support the dissemination of Intersex Healthcare Pathways resources, available through the YellowTick initiative - <https://darlington.org.au/yellowtick/>. These resources, developed by and for people with intersex variations, help support meaningful intersex inclusion and development of appropriate service delivery across health, education and community sectors that effectively meet intersex health and wellbeing needs. QC was proud to have supported the development of these resources and to continue our journey of a shared and continued process of learning and growth.

We are proud to continue to create space for folk from our many communities to grow their important work in fields where they are experts. We are grateful for their ongoing willingness to trust our intentions, and to work with us as we learn to unpick our own systems and knowledge to get better at the work that we need to be doing.

"Understanding, free and honest talk"





OUR LGBTI SENIORS COMMUNITY VISITING SERVICE (CVS)

At the heart of what we aim to do within QC and our suite of services and supports is to make sure that all folk, irrespective of age, are connected and included. At a time when the rhetoric has been around 'move online', we have strived to remember and reframe that narrative to include those who do not, or cannot access the online world but who are equally important to our communities and our connections.

In the Australian context more broadly, the need to be keeping up connections with our communities' older people has continued to grab headlines as an urgent and pressing theme for health and wellbeing service providers amid the ongoing pandemic.

It has been a challenging year for aged care Community Visitor Schemes around the country - with the ongoing frequent changes brought about by Covid-19 disrupting numerous attempts to visit across many programs, whether through participant or volunteer illness, isolation periods, lockdowns or State border and/or State health and aged care directive changes.

The resultant general uncertainties in peoples' lives, plans and commitments has emerged broadly across communities in many ways - and includes a now visible impact on national levels of volunteering. This downward trend is keenly in focus this year as volunteer involving organisations work towards development of a new National Volunteering Strategy.

The LGBTI Seniors Community Visiting Service based at QC and co-funded with Diverse Voices has shared in the common 'highs and lows' experience of many similar programs around the country. The service witnessed a drop of about 30% in volunteer numbers - also seen to have carried through to visiting statistics, with around 425 visits recorded in 2021-22 following the previous year's 608 visits.

We pay tribute however to the many volunteer visitors who have maintained their roles and also thank and acknowledge all current volunteers - as well as our former visitors who have needed to step back from their roles.

Ongoing feedback from Visiting Service participants continues to speak volumes about the quality and life-giving impacts borne out each week or fortnight from the simple act of a friendly 'chat and cuppa' spent with their visitor.

This year we also have been pleased to welcome in several new participants and recently trained visitor volunteers.



Other highlights during the year have included:

- Annual volunteer celebrations included a high tea to mark International Volunteers Day in December and a free movie and popcorn night during National Volunteer Week in May.

- Congratulations to visitor Ray Moore who was awarded the 2022 QC President's Award for his role with both the visiting and QC health promotion outreach teams.

- Also congratulations to visitor Peter Branagan who received a Brisbane Lord Mayor's Achievement Award after being nominated by the Visiting Service participant who he has visited weekly for several years.

- Brisbane Pride Festival participation, with participation in the organising of places on board the decorated Brisbane City Council bus riding in the annual festival parade on Fair Day. The Visiting Service also promoted national Ageism Awareness Day and Queensland Seniors Month at the QC tent at Fair Day.

- We also remembered past participants of the Visiting Service by taking part in the Pride Festival's annual memorial garden planting event at New Farm Park.

- QC staff gathered for end of year/Christmas holiday celebrations by making handmade greeting cards and decorating mini-potplants to add a personal touch to the annual 'Happy Hampers for Happy Seniors' end-of-year giftbags distributed by visitor volunteers on their pre-Christmas visits.

Federal Health Department Community Visitor Scheme funding this year was allocated as a 12-month rollover until June 30, 2023. During this time, we await news on the department's implementation of the Royal Commission into Aged Care Quality and Safety recommendation to redesign aspects of the program and fund an expanded renamed Aged Care Volunteer Visitors Scheme from July 1, 2023.



*This work is led by **Ann Matson**, supported by **Ged Farmer***



POLICY & ADVOCACY

Queensland has had a very big year in policy and law reform, and our communities keep showing up to be at the helm, working hard and demanding our rights in advocacy in different ways.

As an organisation that was founded out of advocacy and fighting for better rights and health access, it is part of our story of origin so QC now continues this work, with our Board being clear about the need to step back into that space, especially on behalf of those who can't. In partnership with our communities we continue to build on this legacy.

Issues like lack of rights for our sex worker communities, people living with HIV, human rights, the rights of people with intersex variations, access to affirming services and healthcare for our Trans, Gender Diverse and Non-Binary communities continue to be at the forefront of issues to tackle and change together.

Law reform has dominated the Queensland Government's agenda in recent months, even in a challenging health emergency. QC has been proud to contribute to pieces like the review of the Queensland Anti-Discrimination Act for the first time in 30 years, The Births, Deaths & Marriages Registration Act Review to allow for more affirming certificates and registrations, talking to people about the new Queensland Assisted Dying Act and working with our sex worker partner organisations on decriminalising

the sex work industry in Queensland. They all have required different levels of conversation and advocacy coordination from our organisation, partners and communities. Enquiries by parliamentary committees such as the Inquiry into Serious Vilification and Hate Crimes, Inquiry into Social Isolation and Loneliness and Inquiry into The Opportunities to Improve Mental Health Outcomes for Queenslanders have been opportunities to tell people's stories and bring issues to light affecting our communities, all with the aim of improving service delivery and access for our LGBTI communities.

Change is not always easy and can be tiring, and our histories tell us this from those who have come before us. It takes a long road, courage and bravery. Our communities have been all those things and more over the years and the work continues to grow in meaningful ways.

We thank all our community members, community partners, friends and support people for bravely coming forward with your stories and contributing to advocacy, policy and service delivery change. QC is proud to have walked alongside you and bring the voices of our communities forward in this work and we look forward to continuing ways to guide and make space for LGBTI people, support people, their allies, friends, chosen families and families.



This work is led by
Rebecca Reynolds
and **Ben Dawson**



AGED CARE SYSTEM NAVIGATOR TRIAL - CAIRNS

It's no secret that Australia's Aged Care system has many challenges. Various reviews and a Royal Commission have highlighted multiple flaws in the system, service gaps for those in the system and confusing processes for those attempting to access Aged Care services.

One of many national reforms in the sector is the Aged Care System Navigator Trial, that aims to support vulnerable seniors (and their loved ones/carers) to know what services are available, feel more comfortable in the assessment process and to better understand how to access services based on their needs. The Aged Care System Navigator Trial has been operating since 2019 across a small number of trial sites dotted around Australia. Originally meant to be a one-year trial, the arrival of COVID-19 led to two extensions of the trial and ultimately, in mid-2021, an opening for QC to join the Trial with a focus on senior members of the LGBTI communities in Cairns, Far North Queensland.

Connections

Making connections was and remains important to bring awareness of the Trial, build referral pathways and develop further understanding of the needs of LGBTI seniors amongst the various groups, service providers and sectors. Having connections in place also provides the opportunity for 'warm referrals' for QC's clients with local service providers.

Social and sector networking was a vital avenue to inform the community about this new service. Just a few examples of the connections formed by our Navigator in Cairns are:

- COTA (Council on the Ageing) Queensland
- Cairns Alliance of Social Services
- Port Douglas and Mossman Community Agency Network
- BoyZout Gay Men's Social Group
- The office of the Minister for Seniors
- Local Aged Care service providers
- Cairns and Hinterland Hospital and Health Service
- Informal LGBTI seniors' social groups
- Queensland Positive People
- Various Neighborhood Centre's in the region
- Facebook networks such as Cairns Queer Fundraising; Cairns Queer Community and the Cairns LGBTI Alliance.

Making connections was and remains important

to bring awareness of the Trial, build referral pathways and develop further understanding of the needs of LGBTI seniors amongst the various groups, service providers and sectors.

Successes

Participants of the program report the following benefits from their engagement in the Trial:

- Better access to local Aged Care services
- Support through the often-daunting assessment process
- Encouragement and capacity building to contact services
- Increased confidence, leading to additional social contacts and wellbeing support
- Additional services and support at home
- Ability to understand the My Aged Care system and feeling more in control of their support package
- Improved safety in the home from additional services/resources
- A sense of comfort, safety and trust when dealing with another member of the LGBTI community

The support of the Queensland Minister for Seniors, the Honorable Craig Crawford MP, has been invaluable. The Minister is an active supporter of the Cairns LGBTI community and was instrumental in the planning and hosting of the first Queensland LGBTI Seniors Expo run by the Department for Seniors, held in Cairns on 19th May.

QC has developed a close and supportive connection with COTA (Council on the Ageing) Queensland in Cairns and Statewide. Our Navigator in Cairns works collaboratively with the COTA Queensland Navigator, benefiting from peer support, informal debriefing, information sharing and when needed, dual visits to clients (especially initial visits). QC's participation in the Trial has established QC within the Aged Care sector in the Far North, leading to QC becoming a supportive voice for LGBTI seniors in the region. For example, our Navigator has worked collaboratively with staff from Services Australia; Access Community Housing; various Service Providers; and of course, COTA Queensland, to support seniors in a holistic approach to system navigation and service access.

Our Navigator

Our Cairns based Aged Care System Navigator, Gary Hubble, commenced in the role in late November 2021 after initial establishment support undertaken by Ged Farmer, Executive Officer Communities. Being a new role to QC and to Cairns, the focus for the first few months was to develop appropriate processes and protocols, practice frameworks and a robust community engagement and marketing plan. Rolling out a new program was never going to be easy. Additionally, rolling out a program at the height of Queensland's COVID-19 outbreak caused delays in the rollout, initially impacting QC's ability to engage with the Cairns-based LGBTI seniors.

The future

The national Aged Care Navigator Trial has been widely acclaimed as a success. The Aged Care System Navigator Trial concludes in December 2022 and the Federal Government will roll out a full version of the program, to be commissioned nationally through Primary Health Networks as 'Care Finders'. The new program will bring continued support to vulnerable seniors, including those from diverse backgrounds, from January 2023.

Whilst we will not know the outcome of the tenders for the new program until late 2022, what we do know is that QC's participation in the Trial has further developed our skills-base and re-affirmed the need for ongoing specialist support for LGBTI seniors. Regardless of the outcome of the tenders, we look forward to continued improvements in access to, and provision of, quality Aged Care services and support across Queensland.



*This important work in North Queensland is led by **Gary Hubble**, supported by **Ged Farmer***



**YEAR IN REVIEW
2021-22**

QCILC - INFORMATION, LINKAGES & CAPACITY BUILDING PROJECT (ILC)

Throughout the 2021/2022 financial year the main goal for the QC Information, Linkages and Capacity Building (ILC) project was to lay the groundwork for a well-executed lead up to launch which would in turn enable the successful launch of the LGBTI and disability intersectional ILC training program. We also had smaller landmark points which included ensuring the accessibility of QC advertising materials, and the creation of a roadmap for successful integration within the disability community.

In creating advertisements to best promote the ILC project many factors were considered. These included both the accessibility of the content itself as well as creating designs which aligned with both QC's core values and represented the diversity of ability that QC sees in the LGBTI and disability communities.

The plan for the LGBTI and disability intersectional ILC project was a plan which consisted of three parts. Firstly, consultation with the disabled community throughout the various regions of Queensland to both increase visibility for the project and get a greater sense of the communities needs. The second section was to build on that increased visibility to recruit an advisory committee and to use the resulting connections formed during that outreach to then engage with disability services providers and organisations. Thirdly, the development of the training program with the consultation of the appropriate communities focused on promoting autonomy of the LGBTI people with disabilities in accordance with the National Disability Insurance Scheme (NDIS) framework. To that end we hired a disabilities officer focused on outreach. This role has the

potential to enable us to forge relationships with NDIS providers and participants. During the January to June period of 2022 the outreach role has contacted service providers, and NDIS participants as part of the advisory committees consultative work.

The project was publicly announced in March via a digital presentation with a good response. We then worked towards our first training session scheduled for July. With the simultaneous launch of the website with the public launch of the project, great efforts were undertaken to attempt to ensure the maximum accessibility of the site. We received constructive feedback regarding the accessibility of the information on the site, resulting in efforts to provide workable resolutions to these issues. From this experience we have gained valuable insight into future accessibility needs.

Overall, this early phase of the project faced many challenges, including COVID-19 limitations, attempting to provide accessible digital information where QC hadn't covered this in detail previously, and how best to reach and interact with the target audience, particularly in regional areas. We confronted these challenges and developed strategies to best meet the project's short-term and long-term goals. Despite the challenges and barriers, we can now say we've established a space for regular committee meetings and chats with people from our LGBTI disabilities communities, helping us steer work and opportunities for growth. We look forward to refining our product and sharing it with a wider audience.

This work is led by
Annabelle Oxley
& **Mitch Medcalf**



02. OBJECTIVE

Our actions in 2021–2022 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

The QC volunteer driven Outreach Team give their time at community fair days, LGBTI bars/ clubs, online dating applications, and sex on premises venues, with the aim of increasing community risk reduction sexual health knowledge, as well as promoting three monthly sexual health checks.

June 2022 saw the welcomed return of our valued Outreach Team, re-engaging in our communities with face-to-face venue outreach sessions, following almost two years absence from the initial COVID-19 outbreaks in 2020.

Volunteers continue to engage with both face-to-face conversations and via online platforms, more recently informing our communities about Monkeypox awareness, prevention and upcoming Monkeypox vaccination.

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. In late 2021, QC made a promise to Trans, Gender Diverse and Non-Binary communities to ensure that every member of our diverse Trans, Gender Diverse and Non-Binary communities feel safe, valued, represented and appropriately supported to be able to be active participants in the co-design, delivery, accessing, monitoring and evaluation of our programs and spaces. Along side this commitment, QC also released its Trans, Gender Diverse and Non-Binary Engagement Strategy, which was a first for the organisation.

The campaign plan was finalised in late 2021 for QC's first ever Transgender, Gender Diverse and Non-Binary sexual health campaign and work is underway to see this exciting campaign launch later in 2022. Outreach within the Trans, Gender



Diverse and Non-Binary communities occurred at the many events within the last 12 months with 105 safe sex packs distributed.

New iterations of well-known existing campaigns including ComePrepd and Let's Treat Syphilis continue to be developed following extensive state-wide community consultation with Aboriginal and Torres Strait Islander folks, CALD, regional, Trans, Gender Diverse and Non-Binary communities, as well as stakeholder and clinical groups.

QC continues to work and collaborate with multiple university sexual health related research projects including; The role of migrant networks for sexual health literacy among newly arrived and Asian-born gay, bisexual, and men who have sex with men in Queensland, and HIV prevention knowledge, attitudes, and practices among young Queenslanders: Informing PrEP Access for 'at risk' youth.

*This work across the state is led by **Dylan Barrett** and **Robert Muscolino***



**YEAR IN REVIEW
2021–22**



03. OBJECTIVE

Our Actions in 2021–2022 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 & EMOTIONAL WELLBEING

This year saw more challenges with the ongoing impacts of COVID-19, as well as the major weather challenges that Queensland faced. Despite this, the QC mental health team rose to the challenge to meet the ever increasing demand that has seen more people accessing support in greater numbers than ever. The skills in our expanding multidisciplinary support team have also continued to diversify, with Counselling, Psychology, Social Work, care coordination and psychosocial expertise we've continued to provide mental health support through a range of online, self-referral and funding options, with some exciting expansions into running more groups than ever before, and providing comprehensive support for community members to apply for the National Disability Insurance Scheme (NDIS). In addition to the mental health services provided under Medicare and the NDIS, our partnership with the Brisbane North PHN and with our community partner Open Doors Youth Service, continues to flourish. Through these partnerships we are able to support our communities in the Brisbane North region, with new psychosocial programs being offered as well as services to support people through the impacts of the Queensland floods, in addition to the existing National Suicide Prevention program (NSP) and the Brisbane Mind (BMind) programs. In this period we were excited to begin partnering with private mental health practitioners to be able to offer art based therapy sessions. The BMind program provides up to twelve fully funded counselling services to LGBTI people

who are experiencing financial, social and environmental barriers that are impacting on them accessing other psychological and mental health support services, and the NSP Program provides short term fully funded counselling services and care coordination to LGBTI people who 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. With the support of the Brisbane North PHN we have been able to broaden the focus of our mental health services and provide both targeted and more comprehensive support. The BMind flood program has seen the delivery of a range of therapeutic groups to support the recovery of community members from the impacts of the Queensland floods in early 2022. The QC Mental Health Team were also excited to welcome a new member of the team under the BMind Psychosocial program, whose focus is on supporting people to understand the practical barriers to their mental health wellbeing and provide support to address unmet needs and work towards recovery and flourishing. This program also includes the development and delivery of group activities so watch this space! QC's mental health team is a vital support to our communities to assist them to increase control over and improve their mental health so that they can maintain happy, healthy and authentic lives and we are excited to be continuing this journey in the years ahead.

*This work is led by **Miff Trevor**, supported by a skilled team of practitioners including **Adele Pope, Anthony Smith, Desmond Bracken, Peta Ward** & partners in the community*



04. OBJECTIVE

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

VOLUNTEERS - OUR COMMUNITY CHAMPIONS

The value of volunteers to QC cannot be overstated. There are so many people in the community willing to put their hands up and help out. QC is able to achieve a greater impact with the work that we do in our communities because of our dedicated volunteers. Programs such as the CVS, our Wrapped and Ready program, QC's Venue Outreach programs and the many events throughout the year continue to be successful because of our amazing volunteers.

QC is excited to be bringing online a new volunteer management system called Better Impact. Better Impact is volunteer management software designed to help organise all aspects of an organisation's volunteering workforce. It can help onboard volunteers, set shifts, generate reports, and more. It also allows volunteers to create profiles, and through those profiles they can record their hours, complete training, pick up shifts and communicate with their program leaders and other volunteers. It's very exciting and a massive thank you to Laren Crighton for the amazing work in building a system tailored for the needs of QC.

*This work is led by **Ged Farmer** with the skilled guidance of **Laren Crighton**, a workplace placement resource who was with QC in 2021-22.*



QC VOLUNTEERING AWARDS 2021

We have a large number of volunteers scattered right across Queensland, and their energy and passion shine through year-round. This year, we were proud to announce the following winners of the QC Volunteering Awards:

QC Values Award

The Burning Rubber Condom Packing Team

QC President Award

Billie Stimpson

QC North Queensland Celebration Award

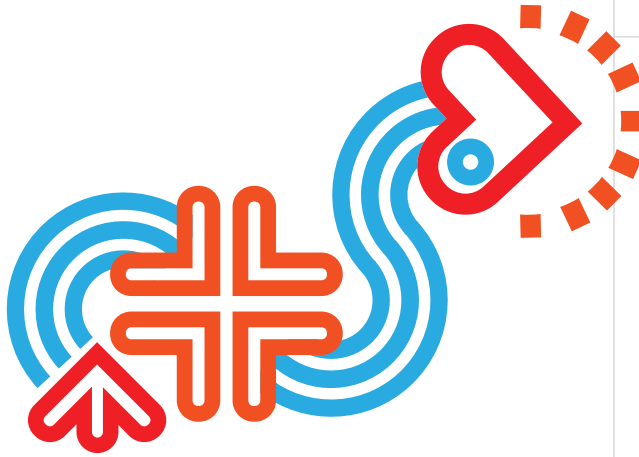
Sharm Giles

QC South East Queensland Celebration Award

Ray Moore



Congratulations to our award winners!

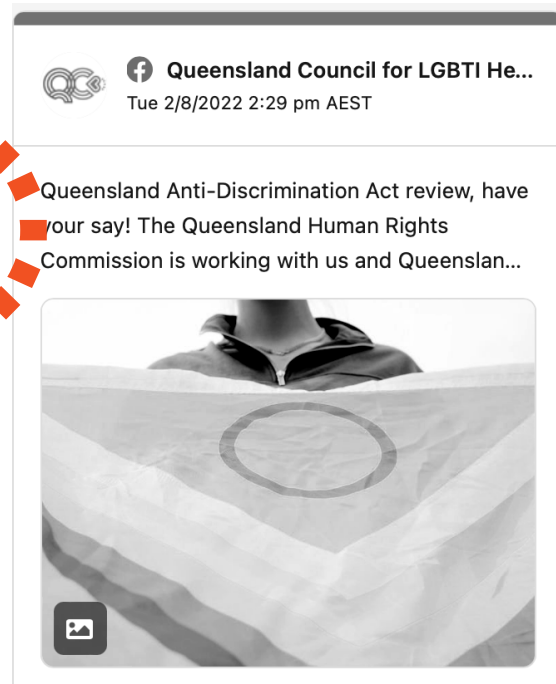


OUR SOCIAL MEDIA AND ONLINE ENGAGEMENT

Digital and social media platforms continued to keep our communities increasingly connected as pandemic-enforced isolation remained part of our lives along with a string of extreme weather events, keeping many of us from meeting face-to-face as often as we would have liked. That, together with the vast geographical expanse of Queensland, means that we live-streamed more events this year than ever before so that people could tune in if digital network coverage was available to them. These events included the QC Open Day at 30 Helen Street, Brisbane Pride Fair Day and the World AIDS Day Candlelight Vigils in both Cairns and Brisbane.

Australians now spend, on average, 1 hour and 57 minutes on social media per day (Digital 2022 Australia). The importance of this digitally driven connection to friends, family and community organisations like ours is also why the Australian government is working to improve network coverage across the country, recognising that people in remote communities are still at a real disadvantage, even though one silver lining of the pandemic is that the rate of people completely offline fell from 10% to just 1%. (Digital Nation Australia 2021)

Our social media, online engagement and communications are led by
Simon Betteridge and Ben Dawson



This year QC had over 48,000 website visits from 38,000 people and added improved backend membership functionality, setting us up for improved website connectivity and streamlined processes in the year ahead. From the 700,000 impressions delivered to 12,000 fans across our social media channels, we've had 50,000 engagements from the people, organisations and groups sharing meaningful online connection and conversation across our diverse LGBTI communities. We've also shared powerful pieces of advocacy work, along with some lighter moments as well, which has led to 4,100 link clicks which powers so much of our ongoing campaigns, events and forums.

We appreciate that the true value exchange that occurs across our social platforms has meaning because our members, volunteers, staff and peer organisations generously contribute to multiple online conversations and interactions every single day. We thank you for keeping our socials real from the bottom of our IRL* heart!

*In Real Life



**YEAR IN REVIEW
2021-22**



05. OBJECTIVE

Our actions in 2021–2022 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 health and community services to build an open and inclusive rapport with LGBTI clients in Queensland since 2005, including training, consultancy services, and collaboration on reviewing processes and systems. 2021/2022 provided a lot of challenges as well as a lot of 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 modes of training delivery to meet sector and organizational workforce needs across Queensland. The program has seen a significant increase in demand for ongoing training and consultancy around organisational development and guest presentations from the corporate and business sectors, tertiary education sector and 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. In 21/22 QC's training



programs content and resources were reviewed by Intersex Peer Support Australia to ensure embedded 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 continues to provide excellence in training and consultancy for the aged care sector through the National Silver Rainbow Program as the QLD partner. The success of the Queer Without Fear program and resources has supported the expansion of work in the domestic violence sector with the Recognise, Respond & Refer program with Brisbane South PHN, ensuring GPs are equipped with knowledge to appropriately support and refer LGBTI people experiencing domestic and family violence. The program also continued 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.

*This work is led by **Ash Broom**, supported by **Ged Farmer***



06. OBJECTIVE

Our actions in 2021–2022 to develop a robust, fair and accountable organisation that is focused on learning and quality improvement:

QC BUILDS AND SUPPORTS THE EVIDENCE BASE

QC works closely with our communities and a range of partners to ensure the voices, perspectives and lived experiences of our communities are brought to life in various research projects across Queensland. As is fundamental to our work, over the last twelve months we have again focused on research to inform our campaigns and put our audiences at the heart of our health promotion information and material. We also continue to play a key role promoting national research, particularly into regional and remote areas, to ensure the



Queensland voice and experience is represented. We partnered again in 2021 with the Centre for Social Research in Health at UNSW to deliver the Annual Queensland Gay Community Periodic Survey, which we ran with a mix of face to face and online recruitment. 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, and we consistently hear from community members about how much participating in this research each year means to them.



This work is led by **Sally Cripps**



**YEAR IN REVIEW
2021–22**

OUR QUALITY ACCREDITATION

QC has also continued on our journey to ensure our work is supported by robust internal policies, procedures and processes, always underpinned by our conversations with the community, as we continue to work towards achieving formal accreditations.

Having achieved the full General Practice accreditation through the Royal College Standards of General Practices Fifth Edition, we also proudly achieved the 'Yellow Tick' for some of our programs, after working with Intersex Peer Support Australia to support Intersex inclusion in QC's services through the Yellow Tick Review Framework.

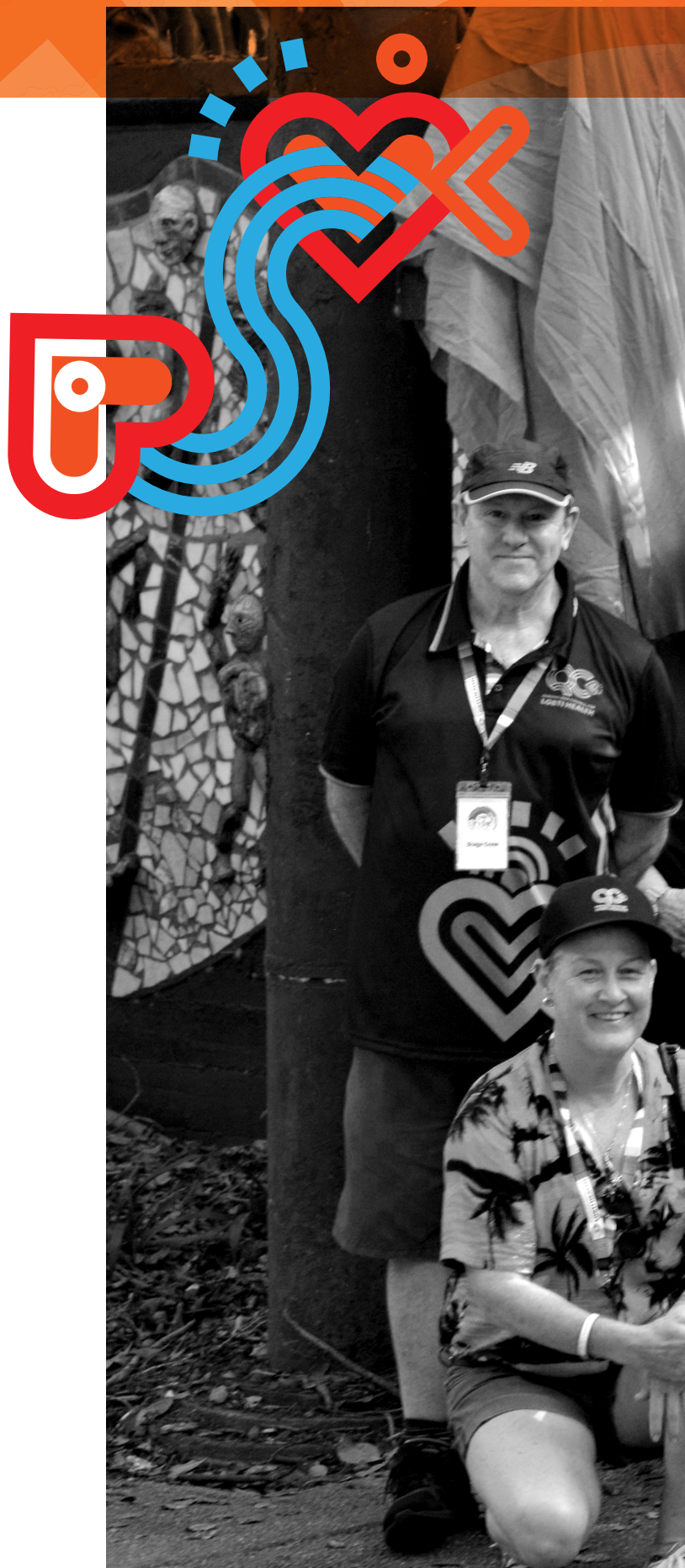
A major focus in this period has been our continuing work to attain the Human Services Quality Framework accreditation, which we expect to achieve in early 2023. At the same time, we are also working towards the Rainbow Tick, a quality framework developed by Rainbow Health Australia, that helps health and human services organisations show that they are safe, inclusive and affirming services and employers for LGBTI people.

This work is led by
Shaun Staunton
and **Vahnja Rotar**

FUNDRAISING AND DONATIONS

QC continues to receive financial support from many passionate individuals, groups and fundraisers with over **\$58,529** raised through fundraising activities or donations. QC would like to thank you for the wonderful support and generosity 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 and kindness is essential to the work we do and the impact that we have working with LGBTI communities. As a part of our duties to grow the financial capacity of our communities and their organisations, QC continues to provide ongoing Auspicing support to many groups and enables vital work to continue across the state. We are proud to include this as part of the important work that we continue to undertake.

This work is led by
Cynthia Lim





**YEAR IN REVIEW
2021-22**

07. OBJECTIVE

Our actions in 2021–2022 to empower community leadership and community led solutions of ways of knowing, being and doing:

SUPPORTING IMPACT THROUGH HEALTH ACTIONS 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.

MANY GENDERS ONE VOICE (MGOV)

Another busy 12 months for Many Genders One Voice, with more events and projects occurring than ever before which continue to support social & emotional wellbeing, connection and provide information to Trans, Gender Diverse & Non-Binary communities across Queensland. Trans Fair Day was held in September 2021 (After being postponed from August due to COVID-19) as part of the Brisbane Pride Festival calendar, this event has been regularly held over the last 6 years (Except for 2020 due to COVID-19) and has been a highlight for many Trans, Gender Diverse and Non-Binary community members and was attended by approx 250 people. The aim of this event is to be a community focused event supporting positive mental and physical health for Trans, Gender Diverse and Non-Binary communities of all ages. Trans Fair Day 2021 was supported by Cr Jonathan Sriranganathan and the Lord Mayor's Suburban Initiative Fund. 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 2022, MGOV compiled an online visibility campaign with



images, bio's and quotes from 8 Trans, Gender Diverse and Non-Binary community members across Queensland. This campaign continues to grow in reach and visibility every year.

The Gender Service at the RBWH held a bake sale with all proceeds being donated to MGOV for future events and projects. Fundraising from the bake sale was used to restart the Free Binder Project. This project will restart in late 2022. The last time the Free Binder Project occurred was September 2017, we're delighted to be able to provide this wonderful opportunity later in the year.

Another successful year for the Binder Project, which provides Binders at a small cost, with just under 200 binders being provided to Trans, Gender Diverse and Non-Binary community members across the state. The Binder Project is heading into its 7th year and has provided just under 1,000 binders during this time and continues to be a valuable service within Queensland.

MGOV's events and projects 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.



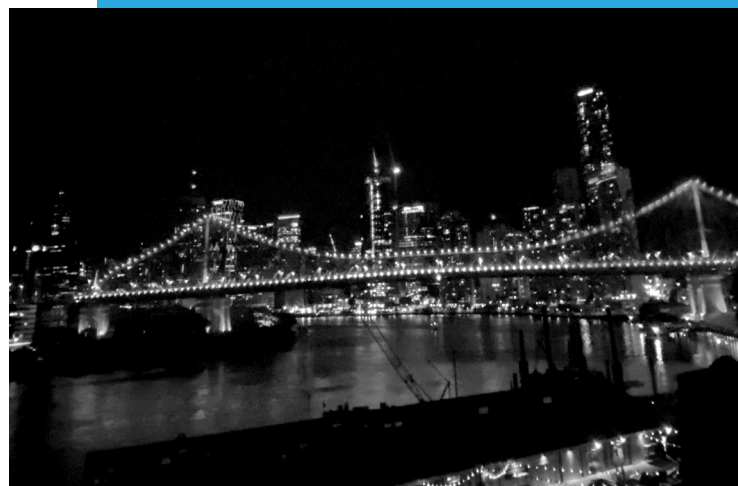
AGEING IN DIVERSITY ACTION GROUP (AIDAG)

From the beginning of 2022 the Ageing in Diversity Action Group has been very engaged. Reflections from the members lead to regular bi-monthly meetings which were set up with discussion leads and guest speakers. This has led to a consolidation of the group and a more focused agenda covering the many areas of aged care that the group addresses.

The group continues to evolve with a view to revisit the workings and outputs of the group. Some topics with guest speakers this year were

- Exploring ABS guidelines for DATA collection
- Discussions with Queensland's only Rainbow tick accredited aged care unit and how providers can still align with Rainbow Tick accreditation standards even if not obtaining accreditation themselves.
- QC's Aged Care System Navigator spoke on the ACSN Trial and the experiences of some of our senior LGBTI folk.
- An overview of the Silver Rainbow program was given and provided a further insight into obtaining a greater capacity for Aged Care units and services in working with the LGBTI communities.

AIDAG will continue to meet bi-monthly and will commence planning for 2023 in the coming months.



*This important work around ageing is led by
Ann Matson, supported by **Ged Farmer***



**YEAR IN REVIEW
2021-22**

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

World AIDS Day, December 1st continues, as always, to be a powerful moment of reflection and remembrance for LGBTI folk, for their family members and their loved ones. For our organisation, it is a moment where we remember, reflect, and recommit to working in ways that embed learnings from our history and bring those stories forward with us as we move through the new challenges in our current world. We are stronger for bringing those lessons, and the memory of those who have gone before us, with us in our work and our lives.

For the broader communities, World AIDS Day Candlelight Vigils give folk the chance to pay their respect for those who have lost their lives to HIV/AIDS, and also holds space for remembrance by the family and loved ones, who were also affected by loss, grief, and stigma caused by AIDS. It allows for those who continue to live with HIV and its effects to reflect, and know they are thought of and supported in this journey.

Continued partnership with QPP and QWADA has opened up the vision of the World AIDS Day Candlelight Vigils and events, and the Vigil provided a great opportunity for the merger of all stakeholders, leading to future Community events being representative of all LGBTI Communities folks.

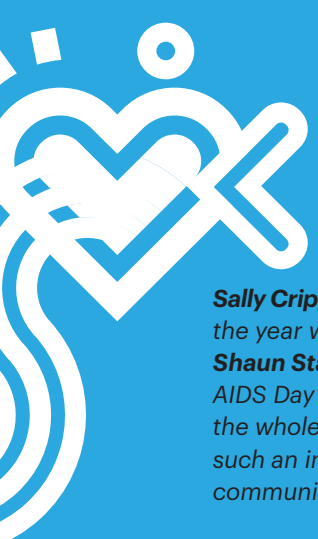
World AIDS Day 2021 saw a last-minute venue change for the Candlelight Vigil in Brisbane. With amazing team work the venue, 22 Helen

St Teneriffe, QC's newly rented premises, were decorated and readied by our wonderful staff, volunteers, partners, and members of the QWADA working group for the folk who came, despite the rain, to join together to sit in quietude and reflect on what AIDS has meant for them in the course of their life. After a wonderful Welcome to Country by Aunty Dawn Daylight, and with the diligent guidance of Gai Lemon Celebrant, speeches were given, and names and reflections were shared. Grief sat heavy on the shoulders of many in the room. Brisbane Pride Choir and Garret Lyons brought music to the event, and created a peaceful ambience. Lighting and placing of candles gave folk a chance to be active in their grief, to place a light, a hope for a better tomorrow.

A light supper after the event was also appreciated by those who attended, and gave some a chance to share stories, to feel collectively understood, and suitably supported. Resources were on hand for those who wished to take them.

Townsville World Aids Day 2021 Candlelight Vigil was attended by Rebecca Reynolds, CEO, QC, and Cairns World Aids Day Candlelight Vigil was supported by Shaun Staunton, QC COO. Both were well attended and created space for many to pay their respects, and place flowers and candles in memory and in hope.





Sally Cripps led this work through the year with the support of **Shaun Staunton**. During World AIDS Day events state wide, the whole team joins in to mark such an important date for our communities

PRIDE FESTIVALS EXPAND ACROSS QUEENSLAND

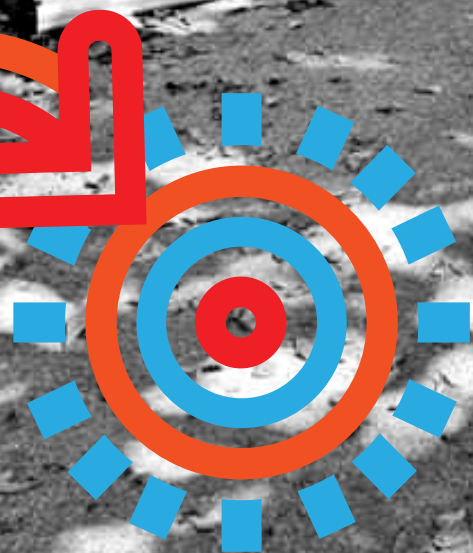
Pride Festivals have a long history of celebrating the diversity and colour of our Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Sistergirl and Botherboy communities and people, and have continued to persevere even in the most challenging of times when it comes to organising events and spaces for folks to come together.

In 2021 and 2022, we saw Pride Festivals continue and grow right across Queensland, creating events and places where our communities recognised and celebrated, remembered and paid tribute to festivals past, and dreamed about what is possible into the future.

From Cunnamulla to the Gold Coast to Brisbane in the South East, to Gladstone in Central Queensland and Cairns in the Far North, we aimed to show up and be there for those communities and volunteers who work tirelessly to bring these incredible displays of belonging together.

QC continues to work with and deliver to our communities different ways that help Pride Festivals form, maintain and grow. We aim to keep showing up and helping in any way that we can. We look forward to continuing this work with Pride Festivals across Queensland and welcome ways that we can contribute even more.





YEAR IN REVIEW
2021-22

06. Financials

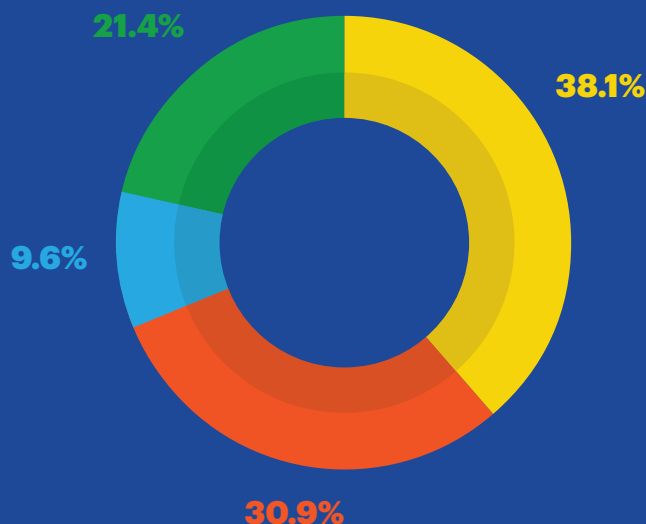
QC continues to implement robust internal financial policies, procedures and reporting to ensure prudent spending for the benefits of our communities. This year has seen unprecedented challenges financially for the organisation as we have worked through the interruption to both service delivery from the impacts of COVID-19 but also of the devastating weather experienced by Southeastern Queensland.

We made the decision to roll over grant activity funds where activities had to be deferred and to that end, incurred a deficit in our financial spending, but in doing so, retained the highly skilled and specialised workforce that our communities rely on for their services and supports.

Coming out of the financial year, we continue to see growth in our funding, staffing and contractors and are focused on the growth of our impact across the state. This work and growth can be seen through the pages of this report, and we commend the team and this Report to you.

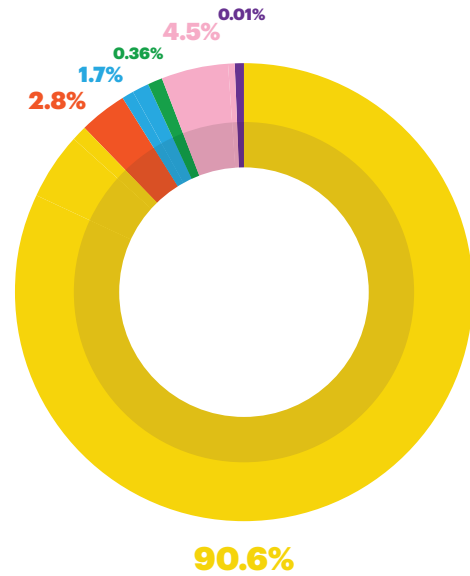
PEOPLE

● Full-Time Staff	16
● Part-Time Staff	13
● Contractors-General Practitioners	4
● Contractors-Trainers/Facilitators	9
TOTAL	42



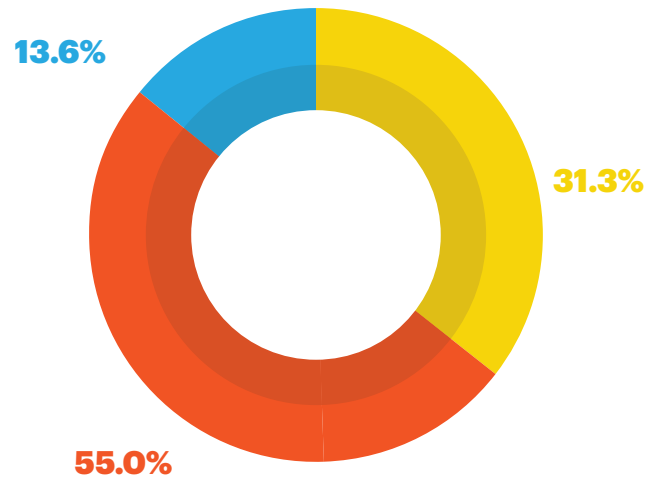
REVENUE

● Grant Income	\$3,116,409
● Medicare Income	\$96,704
● Donation/Gift Income	\$58,529
● Training Income	\$12,405
● Other Income	\$155,925
● Interest Income	\$364
TOTAL	\$3,440,336



EXPENSES

● Community Building	\$2,036,849
● Client Service Delivery	\$1,159,667
● Strategic Expenses	\$504,177
TOTAL	\$3,700,694

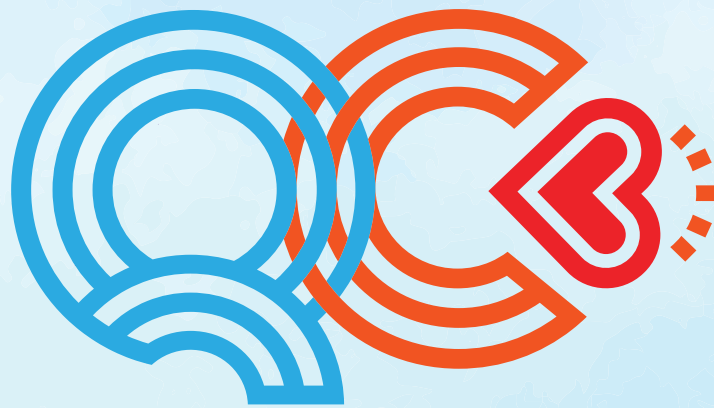


*Our Financial Reports and processes are run with immaculate attention to detail by **Cynthia Lim**.*



**YEAR IN REVIEW
2021-22**





**QUEENSLAND COUNCIL FOR
LGBTI HEALTH**





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