



LGBTIQ SURVEY REPORT

JUNE 2021

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File Name & Path	https://hwpcp.sharepoint.com/Shared Documents/LGBTIQ+/LGBTIQ SURVEY 2021/LGBTIQ Survey.docx
Version	1
Status (Draft / Final)	Final
Date	June 10, 2021
Date Printed	June 10, 2021

INTRODUCTION

Hume Whittlesea Primary Care Partnership convened a working group to facilitate the Pride in the North partnership overseeing the planning and coordination of representation at the 2021 Midsumma Pride March.

This group comprised of members from the following key services in the catchment:

- Northern Health
- DPV Health
- Nexus Primary Care
- Kilmore District Health
- Sunbury Cobaw Community Health
- City of Whittlesea
- Hume Whittlesea PCP.

Alongside the Pride March work, the group informed a survey aimed at trying to capture:

- The range of activities organisations are undertaking to strengthen their practice in working with the LGBTIQ community; and,
- Information on services and activities that specifically support the LGBTIQ community in outer northern Melbourne and surrounds. This information will be included in a services directory and will be shared amongst organisations to broaden our understanding of what is available to the people we support.

THE SURVEY

The survey was sent to 111 organisations during the month of May 2021, with a return rate of 21% (n=23). (See Appendix A for a copy of the survey). Of the 23 completed surveys:

- 5 were from health services
- 2 from ethno specific organisations
- 6 from neighbourhood houses/community centres
- 9 from community organisations
- 1 from a local government.

FINDINGS

ACTIVITIES TO STRENGTHEN PRACTICE

Organisations reported a range of activities they are undertaking to strengthen practice to support the LGBTIQ community. Twenty organisations responded to this question. The most commonly reported strategies included:

- Policy and procedure reviews (n=14)
- Education across certain departments (n=13)
- Employing a diverse workforce (n=13)
- Signage and/or artwork in prominent areas (n=11)
- Promotion and communication of relevant events (n=11)

Strategies also implemented by respondents included:

- Quality improvement planning and reporting (n=9)
- Education across the whole organisation (n=8)
- Audited practice to identify strengths and opportunities (n=7)
- Working towards Rainbow Tick accreditation (5)
- Achieved Rainbow Tick accreditation (n=2).

IDENTIFYING SERVICES

Overall, respondents identified 3 local organisations providing 6 programs available that specifically target the LGBTIQ community. Services provided by the City of Whittlesea and Nexus Primary Care sit within the catchment. The programs delivered by Sunbury Cobaw Community Health Service are all delivered in the Macedon Ranges Shire (outside the catchment).

Organisation	Name	Description	Ages	Location
City of Whittlesea	Rainbow Group	A weekly group for LGBTIQ+ young people and their supporters to build positive social networks in a safe and supported environment.	12-25	South Morang
Nexus Primary Care Nexus	Youth LGBTI group	Monthly social and support group	14-25	Broadford
	Adult LGBTI group	Monthly social and support group	25+	Broadford
Sunbury Cobaw Community Health Service	Pride Crews	Social support group for LGBTIQA+ young people	12-25	Kyneton
	WayOut	Programs and projects that promote the rights, mental health and wellbeing of LGBTIQA+ young people and their families and support networks.	Under 25	Macedon
	House of Awesome	Social support group for LGBTIQA+ young people	12-25	Woodend

The survey also identified 13 programs or services that are available to the LGBTIQ community that are operated and delivered outside the catchment by 12 different providers. These include:

Organisation	Name	Description	Ages	Location
Switchboard	Rainbow Door	Switchboard provide peer-driven support services for the lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQA+) people, their families, allies and communities.	All	Melbourne
Drummond St	Queerspace	LGBTIQ+ health and wellbeing support service	All	Carlton

Vincentcare	Accommodation and homelessness support	Caring and tailored services that are inclusive of LGBTIQ+ people and which embrace diversity.	All	Glenroy
City of Banyule	Rainbow Space	A safe, fun and inclusive space for LGBTQIA+ young people, friends and allies, from Banyule and surrounds to be themselves and connect.	14-24	Bundoora
La Trobe University	Val's LGBTI Ageing and Aged Care	Improving healthy ageing pathways for older LGBTIQ people, their visibility and inclusion	Older	Bundoora
Uniting and Many Colored Sky	Queer Refuge and Asylum Seeker Peers	a peer led social support group that meets regularly for activities, excursions, workshops and trainings, referrals, connections, networking, and emotional and practical support, and a "queer family" for both QRASP members and their friends and allies	All	
Thorne Harbour Health	Various health services	Health Services for people living with HIV, and all people identifying as LGBTIQ	All	Abbotsford
Queer YA Book Club	Squishy Minnie	Sharing the love of books	Youth	Kyneton
The Greek and Gay Support Network	Greek and Gay	Provides support and social services to gay and lesbian individuals of a Hellenic background	All	Various across Melbourne
Rainbow Health Victoria	Rainbow Network	Rainbow Network empowers health and human services that work with young people to provide safe, welcoming and inclusive services for young LGBTIQ+ Victorians.	Youth	Online
Uniting Vic Tas	Asylum Seeker Rainbow Program	Support program for LGBTQIA+ people seeking asylum	All	Brunswick
	The Diversity Project	Case management and support Education sessions staff	Under 25	Shepparton
Kyneton Community House	Rainbow Voices	LGBTQIA+ community choir	All	Kyneton

GAPS IN SERVICES SPECIFICALLY TARGETING THE LGBTIQ COMMUNITY

Survey respondents identified the following gaps in services and support available in the local community:

1. Locally available and accessible services and information
 - People feel they have to travel to get LGBTIQ welcoming services (more regional service)
 - No support groups or programs in outlying areas such as Yea and Flowerdale. There is definitely a need for a teen awareness/support group
 - More community information is needed about what is available

2. Community safety
 - LGBTIQ report not feeling safe
 - A community hub to meet and exchange ideas
3. Affirmative health care
 - More focus on physical wellbeing as well as mental health
 - Access to LGBTIQ specific services
 - Lack of LGBTIQ specialist/community controlled health services in central Victoria
 - Awareness and training for direct care workers
 - GPs and counsellors with LGBTIQ specific expertise and training
4. Social opportunities
 - Community social groups for all ages
 - High demand for existing youth Rainbow group indicates there is a need for additional groups throughout the municipality
 - Limited social support services
5. Safe schools
 - Not all schools have Pride crews supporting LGBTIQ students
 - LGBTIQ safe spaces in schools
6. Culturally and linguistically diverse (CALD)
 - CALD LGBTIQ specific supports
 - Specialised and tailored support for the queer focused migrant community in Melbourne
7. Family violence
 - Need more family violence support for LGBTIQ people, including emergency housing
8. Housing
 - More accommodation for those experiencing homelessness

APPENDIX A: SURVEY

This survey has been designed to simply capture information on services and activities that specifically support the LGBTIQ community in outer northern Melbourne and surrounds. This information will be included in a services directory and will be shared amongst organisations to broaden our understanding of what is available to the people we support.

The Hume Whittlesea PCP is asking for your support to share your knowledge on what currently exists and your thoughts on service gaps.

Please complete as much of the survey as possible.

1. Organisation completing survey

- Name of organisation
- Name of person completing the survey
- Title
- Contact phone

2. What activities is/has your organisation undertaken to strengthen practice in working with the LGBTIQ community? (Select all that apply)

- Education across the whole organisation
- Education across certain departments or teams
- Policy and procedure reviews
- Signage and/or artwork in prominent areas
- Promotions and communication of relevant events
- Audited practice to identify strengths and opportunities
- Employing a diverse workforce
- Quality improvement planning and reporting
- Working towards Rainbow Tick accreditation
- Achieved Rainbow Tick accreditation
- Other, please describe

3. What services do you offer that are specifically targeted at the LGBTIQ community? (If you provide none or generalist services only, please proceed to question 4)

- Program or group name
- Brief description
- Target audience
- Eligibility criteria
- Service delivery mode (e.g group. 1:1)
- Operation times
- Location
- Cost
- Referral contact
- Contact person
- Telephone
- Email
- Website link
- Other information

4. What other local programs or groups are you aware of that specifically support the LGBTIQ community?

- Name of program/group
- Service provider
- Contact details

5. What gaps in services specifically targeting the LGBTIQ community do you identify?