

working it out



*tasmania's gender, sexuality and intersex
status support and education service*

WordsOut

Autumn 2016

About Working It Out

Working It Out (WIO) is a unique, specialist service for Lesbian, Gay, Bisexual, Transgender, gender non-binary and Intersex people and their families across Tasmania. We are proud of our reputation as an inclusive, community driven organisation respected by our members and other key stakeholders.

We facilitate a range of programs and projects dedicated to supporting people negotiating their sexuality, gender identity or intersex status, as well as providing individual and peer group support to individuals, families and friends. We do this through:

- ▶ Free and confidential individual direct support
- ▶ Support groups for young people, parents and people exploring their gender identity
- ▶ Student education and support in schools
- ▶ Training in workplaces
- ▶ Information for the wider community
- ▶ Policy development with government agencies
- ▶ Partnership projects with mainstream services
- ▶ Partnership projects with LGBTI organisations

Our Vision

To be Tasmania's specialist service for sexuality, gender and intersex status support and education, recognised for our experience and expertise.

Our Mission

To build individual resilience, community capacity and a more just society.

Contact

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Working It Out is On The Move!

Welcome to WordsOut Autumn reading.

I open this edition with some exciting news – Working It Out is on the move. In Launceston our office has moved into the heart of the CBD – a magnificent Art Deco building on the corner of Brisbane and George Streets with the entrance off Brisbane Street. The building houses a number of offices and businesses and so is full of busy people. We are delighted to be on the third floor with a great view and more space for people to meet, now we have two rooms. Lucy, our Community Development Officer, Jane, our LGBTI support worker and Dean, our Safe Schools Coalition Project Officer are all based at this new office.

Our new Launceston office is located at:

**Suite 40, Level 3 Holyman House
52/54 Brisbane Street, Launceston 7250**

After eleven fabulous years in Burnett Street, the Hobart office is moving around the corner to 278 Argyle Street, North Hobart. In the Hobart office you will find Andrew who works with the National MindOut Mental Health Project, Liv and Sue who deliver the National Ageing and Aged Care Training program, Don and Anna who provide LGBTI direct support, Xris, the Safe Schools Coalition Project Officer, the other Chris who undertakes project and service development, and myself as Executive Director.

The new address for our Hobart office is:

**278 Argyle Street
North Hobart 7000**

Please come and visit us in our beautiful new homes!



In early May, our commemoration of International Day Against Homophobia and Transphobia begins in Burnie on Monday 16th May with a lunch at Burnie YFCC's new youth space, 129 Wilson St (alley next to Dave's Noodles), Burnie. On May 17, which is IDAHO day, there is a morning tea in Devonport at YFCC at The Junction Hub, 64 Stewart St, Devonport 7310 and an afternoon tea in Launceston One Care's "The Manor" at 2 Guy Street, Kings Meadows. The winners of the 2016 Dorothies Awards will be announced by the Director of Gay and Lesbian Health Victoria Liam Leonard at the Launceston afternoon tea event at One Care. Sue Newman will talk about the National Training Program for Aged Care delivered by Working It Out until March 2017. You will find more about the program on page 10.

On Wednesday May 18th there is a breakfast at the Hobart Function and Conference Centre on the docks. All our IDAHO events are sure to be a great opportunity to celebrate and catch up with friends, allies and colleagues.



New Offices



*Above: Interior, new Launceston office
Left: Exterior, Launceston office (spot the rainbow flag!)*



Left: Entryway to new Hobart office



On the Move (cont.)

There has been much in the news of late in relation to both Safe Schools Coalition Australia and a plebiscite, a vote by which the people of a country or region express their opinion for or against an important proposal and in this case, a plebiscite on marriage equality legislation.

Working It Out is the Tasmanian partner delivering Safe Schools Coalition Tasmania.

There is a coalition at many levels including the State and Territory partners whose wisdom and professionalism have guided us through this storm and the school staff who continue to work towards inclusive school communities across Tasmania.

Our Safe Schools project officers, Dean in the North and Northwest and Xris in the South, are responding to requests from schools who want to do the best for their students.

I would like to reassure everyone that WIO continues to provide a Safe Schools program for teachers to create an inclusive school community. Some key ideas about the Tasmanian Safe Schools program:

1. Our safe schools focus is teachers;
2. We provide staff professional learning which can be tailored to individual needs of the school community;
3. We promote inclusion;
4. We support staff to facilitate peer support groups for students;
5. We save lives and ensure a safe place for all students to learn;

6. The Safe Schools program is delivered to schools by request;
7. Safe Schools meets a need for school principals and staff by providing additional skills and information to support same-sex attracted, transgender and intersex students;
8. Safe schools is about learning to step into someone else's shoes, to understand what it's like and to be there for them. No more, no less.
9. A lack of recognition of who a person is has a lasting impact on mental health and this impacts on every part of a young person's life. A supportive family and school can save a person's life.



We have more exciting news. Our Live Loud research project is nearing completion. Project officer Xris Reardon has been talking with families inclusive of a transgender person about the best ways to support families and what needs to change. This work will have many outcomes as we collate the findings from the many ideas of those involved. This is our second research project funded by the Department of Premier and Cabinet.

We have just learned that they have also funded our new project, Leaders 2020, to support training for LGBTI young people as our future leaders. And leaders they are - some are presenting at schools and to community groups as well. The next Time to Tell training for young people as public speakers will occur in the middle of the year in the South with another following later in the North.



On the Move (cont.)

Go to our website for information on our latest projects and training sessions.

How you can support our work

Working It Out is a membership-based organisation. You are very welcome to join and you'll find the membership form on the website. As a member we will let you know about events and projects and you will be invited to the AGM and learn about the work that has been achieved during the past year. Our next AGM is on September

WIO is recognised as a charity and this means that any donation over \$2 is tax deductible. You are able to make a donation on our website.

In this edition of WordsOut

On the following pages you will meet Anna Cooper, LGBTI support worker in the South and learn about our new partnership with Harmony Press which is excellent for our library.

Andrew Badcock, MindOut Project Officer gives an update on the National project and the very good outcomes to provide better access to Mental health Services for LGBTI people and their families.

With Andrew, Chris Brophy is participating in How2 training through Gay and Lesbian Health Victoria. Chris and Andrew will be providing the training in Tasmania in 2017.

Liv provides a great update on the recent Rainbow Youth Night and another of our board members share a bit about themselves.

There are also updates on the Aged Care Training Project from Sue Newman, while our newest staff member Duncan, introduces the SignPost project.

We hope you enjoy this edition of WordsOut!

► **Susan Ditter**
Executive Officer



Rainbow Youth Night

Saturday April 16 saw the first-of-its-kind “Rainbow Youth Night” held at Youth Arts and Recreation Centre as part of 2016 National Youth Week in Tasmania. Over 80 young people attended, with \$340 being raised through ticket sales. (I would like to see this money be reinvested into future youth events).

This event came about for a few of reasons:

- a survey of the OUTspace participants about a range of possible activities to do during 2016 identified a ‘LGBTI youth party’ to be the first or second most popular (following a similar outcome for 2015);
- the addition of 2 young people to the TasPride committee (of which I am a member) highlighted the lack of events specifically for young people;
- LGBTI young people being identified by the headspace Hobart Youth Reference Group and the Glenorchy Youth Task Force as a priority group; and
- the opportunity to apply for a grant from National Youth Week to make this happen came around the same time, so it was decided we would apply.

Young people connected with OUTspace were involved in the initial decision to go ahead and apply, as well as the naming of the event, the poster design, the planning of activities and food, speeches during the event, and the setting up and packing up on the night. The entertainment was provided by two Drag Queens, Layla Mann and Rosa Rita, who were also young people – aged 21

& 23. Also available for some funny photos in the photo corner was The Diversatron – winner of the WIO Unifying Voice Award at TasPride’s Artfully Queer in 2014 and created by talented local artists Phoebe Adams and Shan Hooper.

Also supporting the event were staff from WIO and other organisations:

- Xris Reardon, Safe Schools Coalition project officer, had a corner providing info and an opportunity to engage with young people about the Safe Schools Coalition. Xris was supported by Sue Newman.
- Andrew Badcock, MindOUT! project officer for WIO and youth worker at The Link Youth Health Services, volunteered his time to be there also, as did Ruby Grant, who is currently undertaking her PhD research into queer sexual health in Tasmania.
- Kristy Leaf, education officer from headspace, brought along a range of fun activities, and was supported by members of the headspace Youth Reference Group.
- Emesha Rudolf, from Youth Arts & Recreation Centre, was present throughout the night to provide support if there were any issues with the venue. Thanks also to Joel Imber from YARC who was key in making the event possible.
- Flamingos Dance Bar provided the equipment required by their DJ free of charge.
- Security for the event was provided by two fully qualified security personal connected with the LGBTIQ community in Hobart.
- Alpha Audio was contracted to provide a sound



engineer and lighting for the venue.

- TasPride also supported the night by providing decorations and mentoring the OUTspace young people through their experience with event planning.
- Particular thanks to the National Youth Week Grants, made possible by the Australian Department of Education and the Tasmanian Communities, Sport, and Recreation through the Department of Premier and Cabinet.

The consensus among the OUTspace young people was that the event was a great success. Here are two comments from members:

RYN went really well, and it was so great to see many people who either identify as LGBTIQ+ or are in support show up and have a great time together. It allows people to know that there is so much support and love within us and it let people know that you are not alone and that there is always somebody there. – Landa, 18

I believe that the night was a great success. The space had a great feel to it and the atmosphere during the night was good. Including the drag shows was a great idea and the Q&A with the two drag queens worked really well. The night felt like it was very inclusive to everyone who was there and most people seemed like they were having a good time. The graffiti flag worked really well and many people ended up contributing to it. We need to have more of these sorts of events for LGBTIQ+ youth and definitely another Rainbow Youth

Night. It was great being a part of the group who organised the night. - Nathan, 17

While those comments alone point to the event being a success, Sue Newman pointed out that what is difficult to capture was the looks on the young people's faces when they entered the space and throughout the night – a look that indicated they really loved being in a space that embraced and celebrated who they are, and where there was other young people like them. Several comments on the 'graffiti banner' reflect this.

YARC have already offered the space again, and there is much interest among the key people involved in participating in future events. Early discussions among the OUTspace members also expressed an interest in providing other events such as ten pin bowling or laser tag. There has also been interest expressed from young people in Launceston about having something similar up there. It is now clear that the rainbow young people of Tasmania have a voice and a desire to connect with other young people. It is now up to the youth services of Tasmania to provide those opportunities.

▶ **Olivia Hogarth**

Community Development Officer



Rainbow Youth Night (cont.)



RAINBOW YOUTH NIGHT

COME AS YOU ARE

Run by and for rainbow young people, RYN will be a first-of-its kind, fun, safe and inclusive event for same sex attracted, and gender diverse young Tasmanians and their allies.

If you're aged between 12 and 25, identify as LGBTQ+ then come along, bring a friend, celebrate, share and express pride in your identity!

WHEN: Saturday 16th April, 7-10PM

WHERE: Youth Arts and Recreation Centre
(44 Collins St, Hobart)

COST: \$5

includes; dj's, snacks and soft drinks, photo booth, interactive art, creative activities
*this is an alcohol free event

Presented by:

working it out



Tasmania's gender, sexuality and intersex
cultural support and education service



National Aged Care Training Project Update

Silver Rainbow is a national project coordinated by the National LGBTI Health Alliance with a network of trained facilitators across Australia; Working It Out in partnership with TasCAHRD is the state training provider for Tasmania.

To date Working It Out has delivered 28 free training sessions to aged care services across Tasmania. In the last 6 months training sessions were held in Smithton, Latrobe, Devonport, Blackmans Bay, Sorell, Burnie and Moonah with upcoming sessions in Swansea and again Latrobe. The feedback from participants attending training sessions has consistently been extremely positive.

"I really believe in this and I want to make sure that LGBTI people really feel included in our service; if they don't we need to change things..in fact I will change things"

"I didn't think I had anything to learn but I was so wrong!"

I didn't think we needed this training but it allowed the other staff to understand me better and it was great to see management joining in and now talking about more training for staff who weren't here. Thank you so so much."

"A really great day, I took home the weight of how discrimination affects people. I really enjoyed the presenter's sense of humour & open nature – made some of the tougher topics less painful to hear."

A 'champions' workshop which was designed for senior leaders (HR managers, operational managers, L&D managers, policy writers etc.) to review the elements of LGBTI

inclusive practice within the context of organisational change was held in Hobart. The workshop was attended by 20 'champions' representing 5 organisations; some travelling from as far as Swansea and Latrobe. The workshop provided information relating to organisational implementation strategies of LGBTI inclusion, working with peers, compliance, accreditation, and discussed any challenges participants could foresee.

It was incredibly rewarding to see those in senior management positions who had previously attended our Inclusive Practice training wanting themselves and their organisations to become LGBTI 'Champions'.

For more information about the National LGBTI Aged Care Training Project please contact Sue Newman (03) 6231 1200 or sue@workingitout.org.au

➤ Sue Newman
Community Development Officer



SILVER RAINBOW



HOW2 Develop LGBTI Inclusive Services

LGBTI people have the right to access mental health services and supports that are inclusive, cognizant of their experience and responsive to their needs. But research consistently shows that LGBTI people remain at significantly increased risk of poor mental health outcomes, often due to direct and indirect discrimination. Undergoing Rainbow Tick accreditation and delivering the HOW2 program is one way that Working It Out hopes to continue to change these outcomes for LGBTI Tasmanians.

Earlier this year Working It Out successfully applied for funding to undertake Rainbow Tick accreditation and to establish the HOW2 organisational development program in Tasmania. Funding has been provided by the Commonwealth Government through the Tasmanian Partners in Recovery (PIR) consortium. Partners in Recovery is a national program that aims to better support people with significant and persistent mental illness and their families, by supporting organisations and services to work together more effectively.

The Rainbow Tick accreditation process supports organisations to understand, implement and demonstrate LGBTI inclusive service delivery, and provides national recognition for those that meet the Rainbow Tick standards. The Rainbow Tick provides assurance to LGBTI consumers and staff that an organisation will be responsive to their needs. Developed by Gay and Lesbian Health Victoria (GLHV) and Quality Innovation Performance (QIP), the Rainbow Tick process formally assesses organisations against six

standards for LGBTI inclusive practice and service delivery:

1. Organisational capability
2. Cultural safety
3. Professional development
4. Consumer consultation
5. Disclosure and documentation
6. Access and intake processes



In addition to undertaking the Rainbow Tick process, from September 2016 Working It Out will be offering the HOW2 organisational development program to health and human services organisations in Tasmania. Developed by GLVH, HOW2 promotes the development of LGBTI inclusive services. The program consists of four workshops facilitated over six months and assists participants to implement LGBTI inclusive policies, practices and procedures within their organisation, aligned with the six Rainbow Tick standards.

Please contact Working It Out if you would like to know more!

➤ **Christopher Brophy**
Rainbow Tick Project



The Tasmanian MindOut project, facilitated by Working It Out and funded by the National LGBTI Health Alliance, continues to improve LGBTI community inclusivity, connectedness, and celebration within mental health and suicide prevention services across the state. Tasmania now has three organisations signed on to the Champions project, including Relationships Australia Tasmania, The Link Youth Health Service and Advocacy Tasmania. Each organisation brings a varied outlook and approach to the Champions project and how it can support them to improve LGBTI inclusivity across diverse operational settings.

The three organisations have met several times over the last six months and will continue to meet to discuss changes, successes and challenges as well as identifying the next steps to take.

The MindOut Tasmanian LGBTI Mental Health Professionals Network continues to provide opportunities to engage with a range of professionals.

The network provides an opportunity to disseminate and engage with resources and best practice tools for improving mental health service responses with LGBTI Tasmanians. Recent meetings provided an opportunity for professionals to hear from a parent of a transgender child and their experiences of navigating a range of health and mental health systems. The presentation provided a thought-provoking opportunity for service workers to explore what better practice might mean for them. Follow up meetings included discussions and reflections on gender diversity in the workplace.

And finally, the Tasmanian MindOut coordinator has been assisting in developing content, interviews

and broadcasting for Tasmania's only LGBTI community radio program Bent Air Radio (a project started by TasCAHRD), which aims to challenge the stigma and discrimination faced by LGBTI people and provide a connection to the broader Tasmanian community. The weekly program has created a strengths-based space for the wider community to listen to interviews, content and news related to the LGBTI community, upcoming events and services available, and discussion around mental health and whole of health, while also providing up-to-date news content as a means of celebrating the resilience and capacity of the local LGBTI Tasmanian communities and services. This is important because of the potential benefits of engaging with an audience who are unaware of the services available, or are not part of the LGBTI community but can become better informed community allies, which helps address MindOut outcomes.

Bent Air is on Edge Radio 99.3FM in the Hobart region every Thursday at 10am till 11am – you can also listen to it online on Edge Radio's website. The program is always keen for new content, interview, chats, or updates – so if you'd like us to promote or highlight something LGBTI-related and important to you, our airwaves are perfect to use! Contact Andrew via (03) 6231 1200 or andrew@workingitout.org.au.

► **Andrew Badcock**

Tasmanian MindOut Coordinator



By means of an introduction to the SignPost project, I should introduce myself first! My name is Duncan Robinson and I've just joined the Working It Out crew. I am in the final year of my Master of Social Work at UTas and had my placement at Working It Out during the second half of 2015, working with Xris Reardon on the Live Loud project and Safe Schools Coalition. I had an amazing time during my placement and am really honoured to have the chance to be involved more with Working It Out.

I'll be working on the SignPost website redevelopment (<http://www.signpost.org.au>), which is aimed towards updating, re-establishing and strengthening the connections that SignPost has created for the LGBTI community with service providers in the North-West of Tasmania. Funding for the SignPost website redevelopment has been uprovided by Tasmanian Partners in Recovery (PIR).

The plan for SignPost now is to make the site a state-wide resource that links in services and support that are LGBTI inclusive. SignPost is about creating and encouraging inclusion in the community and with service providers showing their willingness to join SignPost this sends a message to the LGBTI community that they will be supported and safe within these environments. This Tasmania wide inclusive service will work towards the improvement of, and, better mental health and personal wellbeing outcomes for the LGBTI community.

📍 **Duncan Robinson**
Signpost Project Officer



Harmony Ink Press

Through Anna, Working It Out has been fortunate to establish a link with Harmony Ink Press (an imprint of the full-service publisher Dreamspinner Press) who publishes great LGBTI teen and young adult fiction featuring significant personal growth of unforgettable characters across the LGBTQ+ spectrum. Seeking strong, authentic voices telling thought-inspiring stories with positive outcomes that explore all the facets of teen and young adult life, across a wide range of subgenres, Harmony Ink Press is also committed to supporting LGBTI communities through a variety of charitable promotions and publications. WIO has become a member of Harmony Ink's review distribution group enabling us to receive regular opportunities for anyone wanting to review titles across all of the Dreamspinner Press's imprints. The reviews will be shared here in WordsOut for you to enjoy. In addition to these opportunities we can also expect to receive new books from Harmony Ink for our resource library that will be available for members to borrow.



Direct Support Update

Hello Everyone. I am hoping that this Autumn 2016 edition of Words Out finds you well and enjoying life. It is wonderful to again have this opportunity to share a few words about this challenging but hopeful time, in which, together we can hopefully achieve a true sense of acceptance, dignity and respect for one another.

Still being relatively new in a Direct Support role at Working It Out I want to thank each of my awesome colleagues who have made me feel a part of their great team and have supported me wholeheartedly in this role. As a LGBTI Direct Support Worker, it is a privilege to be invited into some of the personal journeys that others share with me and I am constantly inspired by the strength, resilience and wisdom that is so often shown despite numerous life challenges and experiences of difficult events.

Our Direct Support program is a free and confidential service open to LGBTI individuals, their friends, families and allies negotiating gender, sexuality and/or intersex status. As one of the team in our Direct Support program, I may be seen as someone to simply talk to and provide non-judgmental support in a safe space that may not be available to individuals in their everyday life. We offer face-to-face, phone, email, Skype and other types of flexible support contact so that regardless of someone's location and/or preference for a particular mode of communication we can hopefully cater to their needs in the best way possible.

In addition to providing direct support it was also brilliant helping facilitate a screen printing

workshop in which a number of OUTspace members brought in their own designs to WIO to print onto something of their choice. Despite the somewhat time consuming process everyone was hugely enthusiastic and produced amazing t-shirts, hoodies, banners and bags to name a few of the items printed. It was also great to see a number of group members proudly wearing their recently heat set artwork out into the world at the end of the day. Well done everyone who participated and I hope that you all enjoyed the experience.

I would love to run another similar event sometime in the next few months if there are enough people interested, so please let either Liv or myself know if you are keen and we can start planning the next one.

➤ **Anna Cooper**
LGBTI Support Worker



Meet the Board

As an LGBTI community run and led organisation, Working It Out has a board of representatives from our membership whose role includes ensuring that Working It Out maintains excellent standards of governance and accountability. We asked a few of our board members to tell us a little bit about themselves.

Kat

My name is Kat. Born and bred in Tassie!! I identify as a pansexual woman. Till the notion of pansexuality surfaced I identified awkwardly as a bisexual woman- but it didn't quite fit. Funny how those things matter!

I work in the community services sector at an executive level and have a passion for empowering others to build their own capacity to address any self addressed issues.

I have an obsessive interest in specific forms of art- with my first career being as a nationally exhibiting visual artist. I am a pedant for authenticity and accountability. My interest in WIO is several fold. I'm keen to support others to have access to specialist and mainstream support services that are informed and inclusive of LGBTI nuances.

I'm particularly interested in the mental health and family violence areas and would particularly like to see those sectors grow their awareness of Rainbow aspects of supporting community members living with those experiences.

I'm also a mother to a 'rainbow' child and hope for a more inclusive world for them.

▶ Kat Faludi-Ball

Board Member

Aimee

I joined the board of Working It Out just over two years ago and have been fortunate to have been involved with the organisation for a number of years before that. As a younger person I participated in TasPolice training sessions as a panel speaker, and in my professional life I have worked in partnership with Working It Out to develop the Hobart based OUTspace peer support group.

I work in Hobart as a Social Worker in the area of mental health. I am passionate about all matters of social justice and see the ethos and integrity of Working It Out as central to continuing to address barriers faced by LGBTIQ people. It is my strong belief that our whole society benefits from connecting with and accepting others, and remembering our shared humanity.



Working It Out Information & Services

Peer Support

Working It Out facilitates peer support groups for adults, young people and parents. For information and upcoming dates for groups in the North and North-West contact lucy@workingitout.org.au
For information regarding groups in the South, contact liv@workingitout.org.au.

Online Services

QLife operates a free national phone counselling service for LGBTI people from 5:30pm to 10:30pm, 7 days a week. You can talk to someone on the phone by calling 1800 184 527 or chat with a qualified person online.

 <http://www.qlife.org.au>

SignPost is a website resource that provides up to date information on LGBTI services, particularly in the North West of Tasmania.

 <http://www.signpost.org.au>

Gender Help for Parents is a website created by Australian parents who have struggled to find information about services and support for issues around their children's gender identity.

 <http://www.genderhelpforparents.com.au>

BeingProud is a Working It Out website that provides information and resources for Tasmanian parents and families of young people who are Lesbian, Gay, Bisexual, Transgender, Intersex, Sexuality Diverse and Gender Diverse.

 <http://www.beingproud.org.au>

Projects

Silver Rainbow LGBTI Aged Care Training

Supporting aged care service providers to be LGBTI inclusive. Delivered in conjunction with TasCAHRD.

MindOUT! Tasmania

Community capacity building with mental health professionals and service providers.

Safe Schools Coalition Tasmania

Helping schools provide a safe space for sexuality, gender diverse and intersex students.

Live Loud Community Research Project

A research project exploring the experience of trans, non-binary and gender diverse Tasmanians, their friends and families.

The Dorothies Awards

In 2016 the annual Dorothies Awards will be open to Ageing and Aged Care Services for excellence in LGBTI inclusion. Contact WIO for a nomination form and further details!

Contact Us

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