



## **LGBTIQ+ HEALTH AUSTRALIA**

Date: 3 January 2024

### **Expression of Interest: QLife Consumer Advisory Group (easier read)**

#### **Introduction:**

QLife is here to support and chat with LGBTIQ+ people over the phone and through webchat. We talk about different things like sexuality, identity, gender, bodies, feelings, relationships, and more. Our team includes staff and volunteers who are also part of the LGBTIQ+ community and have personal experience with support services. Now, we want to hear more from you, the people who use QLife, so we can make even better decisions.

#### **Creating the Consumer Advisory Group:**

To make sure we're doing the best we can, we're setting up a Consumer Advisory Group. This group is for people like you who have used QLife (consumers). Your job is to share your thoughts and advice based on your own experiences. Here's what members of the group will do:

- Talk about your experiences using QLife and other similar services
- Give us feedback on how QLife is set up and how we do things
- Share your opinions on what decisions will make things better for LGBTIQ+ people

#### **Group's Main Goal:**

The main reason for this group is to make sure QLife stays connected to what LGBTIQ+ people need. When we listen to you and others in the community, we can be more effective and show respect in what we do. Your advice helps us make sure QLife is always helpful and supportive for everyone.

#### **Guiding Principles:**

The group will run based on these principles:

- *Collaboration:* We work together to build connections and make a positive impact.
- *Trauma-Informed for LGBTIQ+ people:* We recognize the unique challenges, historical trauma, and systemic issues faced by LGBTIQ+ individuals. Our goal is to create a safe, trusting, and validating environment.
- *Anti-Oppressive Practice:* We are committed to breaking down oppressive systems and promoting social justice. This includes challenging racism, sexism, ableism, transphobia, and heteronormativity.
- *Cultural Humility:* We are dedicated to ongoing self-awareness and learning. We seek insights from those with relevant lived experiences.
- *Confidentiality:* What's shared in the group stays within the group. We create a safe, non-judgmental space for open dialogue, fostering confidence in expressing thoughts without fear.
- *Accountability & Transparency:* We take responsibility for our decisions. Our actions are open and clear for everyone to see.

#### **Membership:**

The group welcomes LGBTIQ+ individuals who have used QLife. Your willingness to share your opinion to improve the service is essential.

#### **Role Responsibilities:**



Member's will:

- Share experiences and feedback about QLife's services.
- Advocate for the needs and perspectives of LGBTIQ+ individuals accessing support services.
- Collaborate with other members to provide recommendations for service enhancements.
- Participate in discussions, meetings, and decision-making processes.

**Example Topics for Discussion:**

- Reviewing feedback from service users and proposing solutions.
- Advising on proposed changes to QLife and how those changes should look.
- Providing guidance on the training of QLife staff.
- Testing out new service designs

**Time Commitment and Meeting Frequency:**

Members commit to 2-3 hours every three months, including meeting attendance, preparation, and potential extra tasks. Meetings will be held online on Zoom and will last 60-90 minutes.

**Remuneration:**

Members will receive \$60 per hour for each hour spent in meetings or any other activity related to the group.

**Selection Criteria:**

We are looking for people who have:

- Have used QLife for support before.
- An interest in improving support services for the LGBTIQ+ community.
- An ability to collaborate in an online group setting.
- A commitment to maintaining confidentiality and respecting diverse views.
- A self-care plan and support options (this might include QLife)

**Application**

To apply, please prepare your answers to these application questions – this could be in writing or verbally as a voice note recording.

1. Name
2. Contact details
3. Why do you want to be a part of the group?
4. In your opinion, what are three things that make a good LGBTIQ+ service?
5. If you could make 2 improvements to QLife, what would they be?
6. What do you do to look after yourself, your wellbeing and mental health?
7. What options do you have for support after an emotionally challenging discussion?

(Your answers for 6 & 7 can include contacting QLife)

Please email your written or audio answers to [sophie.potter@lgbtiqhealth.org.au](mailto:sophie.potter@lgbtiqhealth.org.au) by 9am 29<sup>th</sup> January 2024.

If you would rather have a phone call to answer the questions we can also arrange that, just email [sophie.potter@lgbtiqhealth.org.au](mailto:sophie.potter@lgbtiqhealth.org.au)

If you have any questions, please also email [sophie.potter@lgbtiqhealth.org.au](mailto:sophie.potter@lgbtiqhealth.org.au)