



Tasmania's gender, sexuality and intersex support, education & advocacy service



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WIO is Tasmania's only dedicated LGBTIQA+ support, advocacy and education service.

WIO emerged out of the campaign to decriminalise male homosexuality in Tasmania in the 1990's. The widespread community backlash against the decriminalisation led to a spike in suicides amongst young, gay Tasmanians. A number of concerned community members and allies formed a group to address this growing problem, eventually commissioning a report. This report, *Working It Out: A needs-based analysis of sexual minority youth in North West Tasmania*, called for the provision of specialist services to support Tasmania's LGBTIQ+ people and the organisation was thus born.

ACKNOWLEDGEMENTS



Working It Out pays our respect to the traditional owners and custodians of this land and water, the country of Lutruwita and the

Palawa and Pakana. Sovereignty has never been ceded. It always was and always will be, Aboriginal land.

We acknowledge the contemporary Aboriginal communities, who have survived invasion and dispossession, and continue to maintain their identity, culture and Indigenous rights. We recognise the value of continuing Aboriginal knowledge and cultural practice, which informs our understandings of history, culture, science and the environment.

We also acknowledge LGBTIQA+ advocates, friends and allies whose courage and strengths have helped to make this a more just society for lesbian, gay, bisexual, transgender, intersex, queer and asexual/ aromantic populations and their friends and families. Their commitment to change, their resistance and courage to achieve justice has impacted on all of us to some degree. For some of us there is on-going hurt, anger or frustration. We are mindful of this in both the way we work and engage with others.

LANGUAGE



Working It Out uses the umbrella term LGBTIQA+ because it is recognisable to many of the organisations

and individuals we interact with. However, when working within our population groups we use the language of the people in the room, mindful that there are diverse expressions of body, relationship, gender and biological sex.

In 2023 we added the 'A' to our acronym to better acknowledge and support community members who are asexual, aromantic or agender.

When using the umbrella term LGBTIQA+ we explain why we do so. All language evolves and changes. Using respectful and inclusive language means checking with the person about how they identify and the pronouns they use for themselves.

The word 'families' includes chosen families, recognising the complex relationships which can underpin the lives of LGBTIQA+ people.

2022-2025 STRATEGIC PLAN

Our Vision

Is of a just and inclusive society that celebrates people of diverse sexualities, sex and genders.

Our Mission

To create change through lived-experiencebased education, support and advocacy which enables LGBTIQA+ Tasmanians to live their best lives.

Our Values

- Pride
- Respect
- Cultural Safety
- Reflection
- Creativity

Our Focus

We work to support all Tasmanians of diverse sexuality, sex and gender and across all domains and sectors. However, based on recent research and service mapping, we have identified the following key areas of focus for our work 2022 – 2025.

COMMUNITIES

Trans and gender diverse, intersex, young people, older people, people with disabilities, diverse cultural communities.

DOMAINS

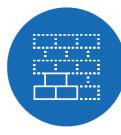
Primary: Preventative mental health, community connection.

Emerging: Therapeutic mental health, intimate partner and family violence, alcohol and other drugs, homelessness, and housing insecurity.

Goal 1: Support Goal 2: Connect Goal 3: Build Goal 4:









Chair & CEO REPORT



It Out (WIO) continued to grow and develop as an organisation and achieved some key wins in relation to our strategic goals.



Lynn Jarvis, CEO

Dani Cairns, Chair

We embarked on several new initiatives both internally and externally to better support the LGBTIQA+ communities we serve, and to ensure the organisation as a whole is sustainable into the future. The highlights are contained in the rest of this report, but below are a few of the stand outs.

After a successful small pilot in 2021-22 for the Better Lives pilot project, which involved developing training and resources for midwives and new parents of children born with innate variations of sex characteristics (Intersex), we were thrilled to be able to continue this work over the next three years with a significant Improving Wellbeing grant from the Tasmanian Community Fund.

This grant supports the development of more resources for health and educational professionals and for the rolling out of bespoke professional learning sessions across the state. This work and our support of other advocacy initiatives for the Intersex community in Tasmania, resulted in WIO being awarded the 2022 'The Darling' award across Australia and Aotearoa for Intersex Advocacy.

Funding from the Mental Health, Alcohol and Drug Directorate for Peer Navigators allowed us to also expand our provision in the north and northwest. For the first time ever, WIO has had two substantial roles in both regions. This new provision has not only allowed us to support more individuals and families, but has also allowed for a number of popular endeavours including Pride Coffee gatherings from Smithton to Launceston (in conjunction with NW Pride), Dungeons and Dragons groups in Launceston and expanded delivery of professional learning.

Preparation during the year also led to our success as a new specialist LGBTI Aged Care Volunteer Visitors Scheme provider, starting in July 2023. This program complements our work in aged care and also sits along-side our broader volunteer buddy scheme, Working It Out Together.

We were also very pleased to have the work we do in the area of systemic advocacy and support, especially to government, recognised in the 2023 Budget, with specific funding. This allows WIO to participate in a range of committees, reference groups and to provide submissions and responses to important reform agendas. It also allowed for the employment of a dedicated person in this role, relieving Lynn as CEO from some of this work, and allowing us to do even more.

Chair—CEO Report (Cont.)

It was a very good year for our suite of professional learning offerings. Not just in terms of programs we are funded to deliver which includes support for schools (Valuing Diversity Framework), in aged care (Silver Rainbow), for the intersex community (Better Lives) and for sporting groups and clubs (Everyone Can Play) but also for our fee-for-service offerings. We delivered training to over 3200 people statewide which was an amazing achievement.

Finally, we were funded to scope out a statewide, community based LGBTIQA+ mental health service as an initiative under the Rethink Mental Health reform process. This involved extensive consultation with community members across the state to hear about what such a service needed to look like and do. Our challenge now is to lobby for this service to be delivered.

This organisational growth presented challenges in managing the increasing number of staff and complexity of delivery. As a result, in May 2023 the organisation reviewed its structure and made the decision to bring in additional management capacity for the year ahead. Long-time WIO employees Olivia Hogarth and Andrew Badcock took on the roles of Manager, Learning & Programs and Manager, Policy and Support respectively. Their knowledge and dedication will provide valuable support for both the CEO and the organisation into the future.

As a Board we revised the WIO Constitution to bring it up-to-date with contemporary practices, and instigated a new meeting and sub-committees schedule to give us the capacity to do the work a Board needs to do.

Sadly, many of these positive initiatives took place against a backdrop of ongoing attacks on the trans and gender diverse community. WIO was proud to push back against this trend during Pride Month with our 'We stand with you campaign'.

As always, WIO can do what we do because of the incredible support from WIO members and our friends and allies, and because of the fantastic staff who share their skills, knowledge and commitment with us every day. We are blessed to have such a great group of people in the organisation.

As Chair and CEO, and on behalf of the Board, we would like to thank all staff, volunteers and supporters for all that they contribute.

Dani & Lynn



Strategic Goal 1: Support

Key strategies

- Offer free, personalised support to individuals & families
- Run and/or support peer groups
- Deliver quality professional learning and training (PL) to promote LGBTIQA+ inclusive service delivery, education and employment





Key services & programs:

- 1:1 support sessions in Burnie, Devonport,
 Launceston, Hobart, + via phone and online
- Peer Groups— across the state, in person and online
- Professional learning and training
- How2 Rainbow Tick Courses
- Consultation and advice to organisations



Goal 1: Support

In Numbers

558
Individual
Support
Sessions

1033

People attending peer support groups

19
Regular
Support
Groups

3171

Participants in Professional Learning Sessions

175

Professional
Learning
Sessions



Goal 1: Support

Highlights



2022-23 was a bumper year for our training and professional learning with WIO delivering a record number of sessions across the state in a range of settings from Government agencies and services, health care providers, schools, aged care, sporting and social service organisations.

Left is the management staff of Libraries
Tasmania participating in a leadership session
with our CEO, Lynn Jarvis and Rodney
Croome.

Over the past year we have expanded our capacity in the north and north-west with funding from the Department of Health, Mental Health, Alcohol & Drug Directorate for Peer Navigators. From early 2023 there were dedicated staff in both then north and northwest, each working 4 days a week — another first for WIO.

We also continued to offer support by phone and online, meaning we were able to offer services to people across the state, no matter where they lives.

We regularly collect feedback from our individual support sessions. What we hear is amazing and a testament to not only to the need for our services, but also for the great work WIO staff do.

now have more hope for the future and possibilities in my life.

WIO has helped and keeps helping us as a family more than any other service.

You and WIO have been our rock! I honestly don't know how we would have managed without you.

Thank you for being so welcoming and easy to talk to, I was so nervous but now I feel excited to explore these spaces

This was so helpful. It's incredible that there's a free service and space to get support coming out later in life

I FEEL BETTER NOW

Monthly **Pride Coffee** gatherings were rolled out across the north and northwest in conjunction with Northwest Pride and proved to be a big hit. Monthly Pride Coffees are now happening in Smithton, Burnie, Ulverstone, Devonport, Deloraine and Launceston.

By partnering with a community organisation we were able to expand our reach and also ensure the groups go ahead even when a WIO staff member is not available.



Strategic Goal 2: Connect

Key strategies

- Connect to LGBTIQ+ Tasmanians and communities through consultations, groups, social media, events, activities, eNews, member newsletters and website resources.
- Support local events and initiatives.
- Connect people and communities to one another





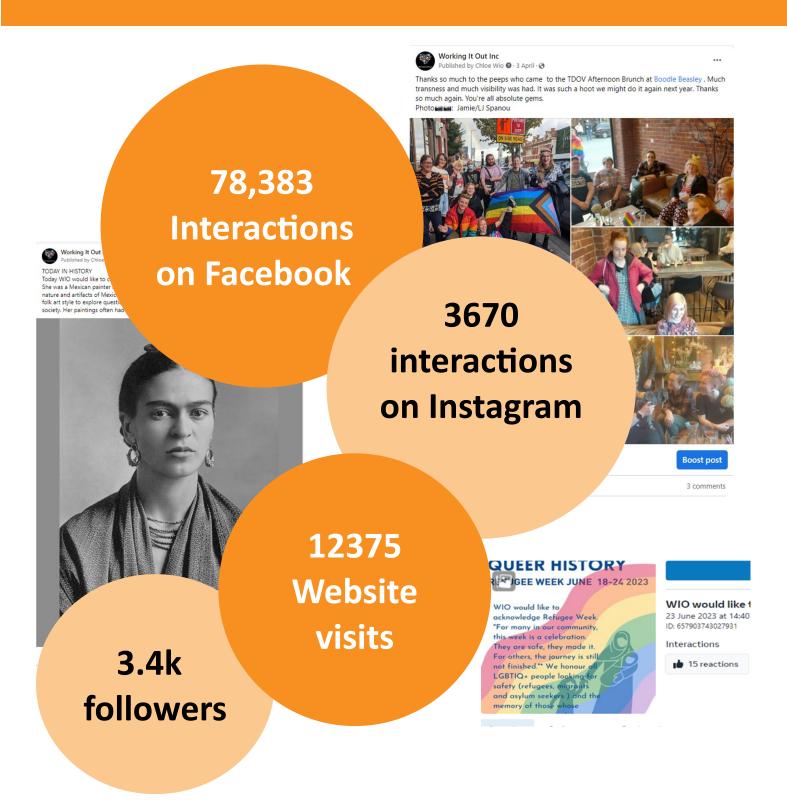
Key activities & programs:

- Participating in TasPride Festival and Parade, Pride in the Park, Ulverstone.
- Partnering with community orgs such as NW Pride and FRIENDZ and other to run events.
- Dungeons & Dragon groups in Hobart and Launceston
- Stay Connected event & groups listing



Goal 2: Connect

In numbers





Goal 2: Connect

Highlights

We Stand With You Campaign

For Pride Month, Working It Out asked allies to stand up and show their support for the trans and gender diverse (TGD) community.

Over two weeks, we delivered messages via our social media pages and gave out hundreds of badges and posters, urging allies to:

- Stand up visibly in solidarity with the TGD community
- Let TGD people know that you see and care about them
- Amplify positive stories of TGD people succeeding and contributing in our community
- Educate yourself about the issues and engage with those who do not understand TGD people's experience of discrimination and the harm this causes







LGBTIQA+ Small Community Grants Program

We helped distribute over \$13,200 of state government funding to small community groups for events and activities to promote connection and belong.

Left are our very own Tracey and Chloe who participated in the Under One Rainbow colour run in Brighton — an event supported by an LGBTIQ+ Small Community Grant.

Other great projects include support for the Hobart Queer Choir (later to become the VoiceLab), TasPride performances, the lesbian Soup Collective Art initiative, Queer health student get-together, makeup workshops and more!

Working it Out Together Buddy Program and Pride Morning Teas

WIO continue to deliver its volunteer buddy program— Working it Out Together—to provide valuable connection and support for community members who may be isolated, or who need 1:1 engagement.

In addition we recruited volunteers to help us run our popular Pride Morning Teas in aged care spaces. These volunteers are the foundation of our Rainbow Connections—Aged Care Community Visitors Scheme being rolled out in 2023/24.

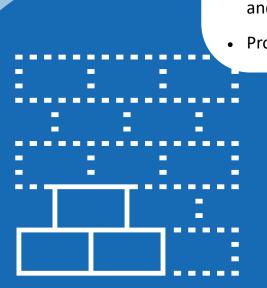




Strategic Goal 3: Build

Key strategies

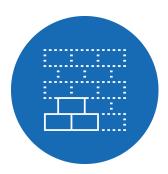
- Supporting the organisation and staff to offer quality services that meets the needs of LGBTIQA+ Tasmanians
- Modelling inclusivity & diversity best practice
- Build capacity in mainstream organisations and services
- · Providing a culturally safe environment





Key activities & programs:

- Valuing Diversity Framework supporting diversity & inclusion in Tasmanian schools
- Everyone Can Play—promoting inclusion in sport
- Silver Rainbow Aged Care Program—capacity building in aged care
- Signpost inclusive service listing
- WIO staff training & development



Goal 3: Build

In numbers

Welcome

signpost.org.au

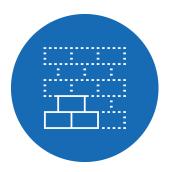
a Working It Out project

90% of participants in professional learning sessions indicate they will make a change to their practices

36 new listingson Signpost210 listings intotal

38% increase in program revenue and delivery

Staff attended several national LGBTIQA+ conferences: Health In Difference, LGBTI Ageing, AUSPATH, Better Together & Displaced Persons + Sydney World Pride



Goal 3: Build

Highlights



Working it Out was the proud recipient of the 2022 **Darling Award for Intersex Allyship** across Australia and
Aotearoa (NZ).

https://darlington.org.au/announcing-darling-award-3

This was an acknowledgement of our commitment to meaningful change for Tasmanians with innate variations of sex characteristics.

We were also the proud recipient of the Tasmania **Outstanding Achievement in Palliative Care Award** for our Silver Rainbow Program.





WIO continued to roll-out **How2 Rainbow Tick** courses across the state to support mainstream organisations to embed culturally inclusive practices across their organisation.

Congratulations to our good friends at Care2Serve who became the second Tasmanian organisation (after WIO!) to attain accreditation.



The category for the **2023 Dorothies Awards** for Excellence in Inclusive Practice was Local Government. Congratulations to the following winners:

Best Practice: Kingborough Council
 Pioneering Change: Hobart City Council
 Most Inspiring: Central Coast Council



Strategic Goal 4: Grow

Key Strategies

- Advocate for systemic change
- Be a vocal voice for LGBTIQA+ issues in Tasmania
- Be part of the national LGBTIQA+ voice
- Expand service delivery to meet needs
- Explore a dedicated LGBTIQA+ Mental Health Service





Key activities & programs:

- Better Lives Project Tasmanian Community
 Fund Grant to expand on our 2022 pilot
- Scoping project for a dedicated mental health/alcohol & drug service
- Increased funding for staff in the north and northwest
- Expansion of fee-for-service training



Goal 4: Grow

In media

What we need right now is more love and

hile there has been significant progress in social acceptance and legal rights for LGBTQ-people in Tasmania over the past 25 years, the reality is that for many life remains extremely difficult. As chief executive of Tasmania's only sexuality, gender and intersex status support and education service, I and our staff see and hear about these difficulties on a dialy basis, and I know of the incredible distress caused by enest or debates which target the rights of our community members. There have been many of these over the past two years with the event led by

We are all better off when we support inclusion and diversity, writes Dr Lynn Jarvis

UK activist Kellie-Jay Keen-Minshull (aka Posie Parker), in Hobart last week, just another

xample. Ms Keen-Minshull opposes laws transgender

identity, the participation of transgender people in sport, and drag performances. She also opposes the use of medical interventions that support the health and wellbeing of support the health and wellbeing of transgender young people. While Ms transgender young people the White Ms (Not the Not the No

she has done so previously, she has demeaned and vilified trans and gender diverse people and encouraged hate and dissent. Her events have been associated with fareight groups such as neo-Nazis, including a fortnight ago in Melbourne when a group of men clad in black shouted abuse at transgender activists and gave the Nazi salute as they stood on the steps of parliament. Ms Keen-Minishul suggests her motivation is the safety of women, yet there is no credible evidence that trans and gender diverse people pose any threat to women. In fact it is any threat to women in fact it is are under threat. Research

overwhelmingly shows that trans and gender diverse people in Australia experience extremely high rates of abuse, barassment, assault and exclusion, leading to some of the exclusion, leading to some of the goorest health and wellbeing grout omes of any population group in the country. For example, lifetime the country, For example, lifetime extracted attempts for trans and gender extracted attempts for trans and gender control of the experience of a precent for the general population. These figures are truly horrific and stem overwhelmingly from their experiences of rejection and hate.

Ms Keen-Minshull also argues that the principle of free speech means she has a right to raise these means she has a right to raise these overwhelmingly shows that trans and

GBTIQ+ service needed, inquiry told

TASMANIA needs a dedicated LGBTIQ+ health service community members receive the appropriate treat-ment they need, Working It Out chief executive officer Lynn Jarvis says.

Dr Jarvis appeared before a Legislative Council inquiry on rural health on Monday and explained there was no LGBTIO+ services other than Working It Out in Tasmania, which was a preventative health service

nities or regional communi-ties," she said. "Our workers in the North

and North-West each have 13.5 hours a week to do Dr Jarvis said safety and

trust were important for LGBTIQ+ community mem-

vices that are both safe, that are trustworthy and that are knowledgeable about the health needs of their com-

"They need to access ser-

Dr Jarvis said service avoidance could be compounded by the overuse of overseas doctors in locum roles in rural and regional

to people choosing not to seek assistance because they

were not sure if the service

guess we want affirming ser-

vices - we don't just want to be tolerated and accepted,"

parts of the state.
"I'm not making any aspersions on those those particular health clinicians,

people come from are not as accepting of LGBTQI+ folk or people can feel uncertain about whether they'll be ac-cepting," she said.

Dr Jarvis said a dedicat-

as going to be accepting.
"And beyond accepting, I ed LGBTQI+ service would immediately solve trust and reliability issues, however, mainstream services needed to still strive to be

more inclusive. "If everywhere was affirming, accepting and knowl-edgeable of the health needs of LGBTQI+ people, then we could perhaps do away with

And beyond accepting, I

guess we want affirming services - we don't just want to be tolerated and accepted.

Working It Out chief executive Lynn Jarvis

any dedicated service, but I think that's a fair way off,"

Working It Out, Dr Jarvis said it was forced to act as a pseudo peak body for LGBTIQ+ matters as nothing else existed for community members.

She said the most inclu-sivity was advocated for, the more the organisation was approached for advice and assistance, but there was only so much help it could provide within funding and resourcing constraints.

The next hearing for the inquiry will be held on August 2.

- MATT MALONEY



A Poppin story ti

BY ALISON FOLETIA

MS Popplins reading Prockdille and Wiltimop's Bettimop
LIBRARIES Taxmania will
hold its first ever Drag
Story Time at the Launceston the Computer of the Computer of the Launceston the Computer of the Computer of the Launceston to the Computer of the Computer

Gender-diverse children face school risks

were asked questions like to a primary of the total primary of the total



Goal 4: Grow

Highlights

The **Better Lives** project began in full in July 2022.

A major part of the project is developing resources and delivering capacity building training in health and education.

Right is the Better Lives project Officer, Simone-lisa Anderson (middle) surrounded by Lola Cowle, Senior Executive Officer of the Tasmanian Community Fund (left) and Morgan Carpenter, Executive Director of Intersex Human Rights Australia (right) at the launch of some of the of resources.

All resources from the project are freely available from the WIO website: https://www.workingitout.org.au/better-lives/





2022-23 Rethink 2020 Implementation Plan

In 2023 WIO oversaw a major scoping project to design a dedicated, statewide LGBTIQA+ Mental Health/Alcohol & Drug service for Tasmania.

Consultations with community members was held across the state to hear about what such a service needed to be and do. In addition, we visited similar services in other jurisdictions to learn what and how these services operated.

This work was funded under the state government's mental health reform initiative, Rethink Mental Health which list LGBTIQA+ people as a priority population group.

We advocated to government through our membership of all of the Tasmanian Government LGBTIQA+ Reference/Working Groups:

- Whole of Government LGBTIQA+ Reference Group (co-Chair role)
- Department of Health LGBTIQA+ Reference Group
- Department of Police, Fire & Emergency Services LGBTIQA+ Reference Group
- Department for Education, Children & Young People LGBTIQA+ Working group
- Department of Justice LGBTIQA+ Reference Group



We publicly advocated for services for LGBTIQA+ Tasmanians through social media, print, television and radio.

We made submissions to a number of inquiries and reform process, including:

Conversion Practice Forum, Tasmanian Suicide Prevention Strategy, Tasmanian AOD Strategy, Tasmanian Housing Strategy, Tasmanian Child Safety Framework, Tasmania's Long-term Healthcare Strategy, National Stigma and Discrimination Reduction Strategy, Best Practice Guidelines for Youth Suicide Prevention in Rural Australian Communities' Delphi Study, and the Inquiry into Tasmanian experiences of gendered bias in healthcare.

Working It Out Board



Dani



Andrew

Dani Cairns Chair

Andrew Mitchell Deputy Chair

Anna Macnab Treasurer

Rowan Richardson Secretary

Benjamin Jones Director

Miranda Hann Director

Scoutt Winter Director

Ellen MacDonald Director



Anna



Scoutt

Ellen

Farewells during the year:

Jacob Miller Charlie Burton

Marc Bauer Fraser Creighton

Pen O'Rourke



Benjamin



Rowan



Miranda

Working It Out Staff

Alex LGBTIQA+ Community Worker

Andrew Badcock LGBTIQA+ Support Worker / Policy & Research Officer

Ani Cooper LGBTIQA+ Support Worker

Chloe Black Community Engagement & Communications Officer

Daniel Howard LGBTIQA+ Schools Inclusion Officer

Garry Wakefield LGBTIQA+ Community Worker

Jenny Schorta Finance Officer

Kai Chambers LGBTIQA+ Support Worker/Peer Worker

Lynn Jarvis Chief Executive Officer

Olivia Hogarth Manager, Learning & Aged Care Programs

Rose Matthews Cleaning

Ruth Shegog Compliance Manager

Simone-lisa Anderson Better Livers Project Officer

Tracey Wing Trainer

Worthy Sigler Rainbow Connections Project Officer

Yalei Wilson Peer Group Facilitator

Farewelled during the year

Xris Reardon LGBTIQ+ Schools Inclusion Coordinator

Zac Williams Signpost Project Officer

Davina wright OUTspace Facilitator





Members

To our 130+ Members for your ongoing support—being connected to the community via our members is vital to the ongoing success of WIO.

Funders

- Department of Health (state)
- Department of State Growth
- Department of Health& Ageing
- Department for Education,
- LGBTIQ+ Health Australia
- Tasmanian Community Fund
- Department of Premier and Cabinet

Volunteers

To those who put their hands up to volunteer with us during the year, including participants in the **Working It Out Together and Rainbow Connections** projects.

Also, a **BIG** thank you to those of you who helped us by providing your expertise for free, particularly Shane Dalgleish (IT) from Network Integrated Support Services and Sean McBain (graphic design).

Donors

To everyone who made regular donations, to groups who held an event for us and donated the proceeds, to Red Parka for donating a portion of their sales, to Rosny College for their collection during their production of Priscilla Queen of the Desert, and to those of you who gave regularly (we know who you are!), on GiveOut Day or at any other time during the year.

Sponsors & partners

To Care2Serve for their generous sponsorship



And to Intersex Peer Support Australia, The Link Youth Service, Launceston Volunteers for Community YFCC, TasPride, and University of Tasmania for working in partnership with us.

2022-2023 Financial Statement

Statement of Comprehensive Income

For the Year Ended 30 June 2023

	2023 \$	2022 \$
Income	•	T
Grant funding	1,106,848	750,661
Other income	122,072	89,282
Gain/(loss) on asset disposal		
Government rebate & reimbursements		
Total Income	1228,920	839,943
Less: Expenses		
Accountancy and audit fees	6925	
Employee expenses	933,995	721,501
Motor vehicle expenses	2,596	
Other operating expenses	205,115	159,033
Total Expenses	1,148,631	880,534
Net surplus/(deficit) for the year	80,288	(40,591)
Other comprehensive income		
Total comprehensive income	80,288	(40,591)



Tasmania's gender, sexuality and intersex support, education & advocacy service



workingitout.org.au

signpost.org.au

beingproud.org.au

regionalpodcast.wixsite.com/hear-queer-tas



workingitoutinc

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@workingitoutinc

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Burnie

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SUPPORTED BY

