



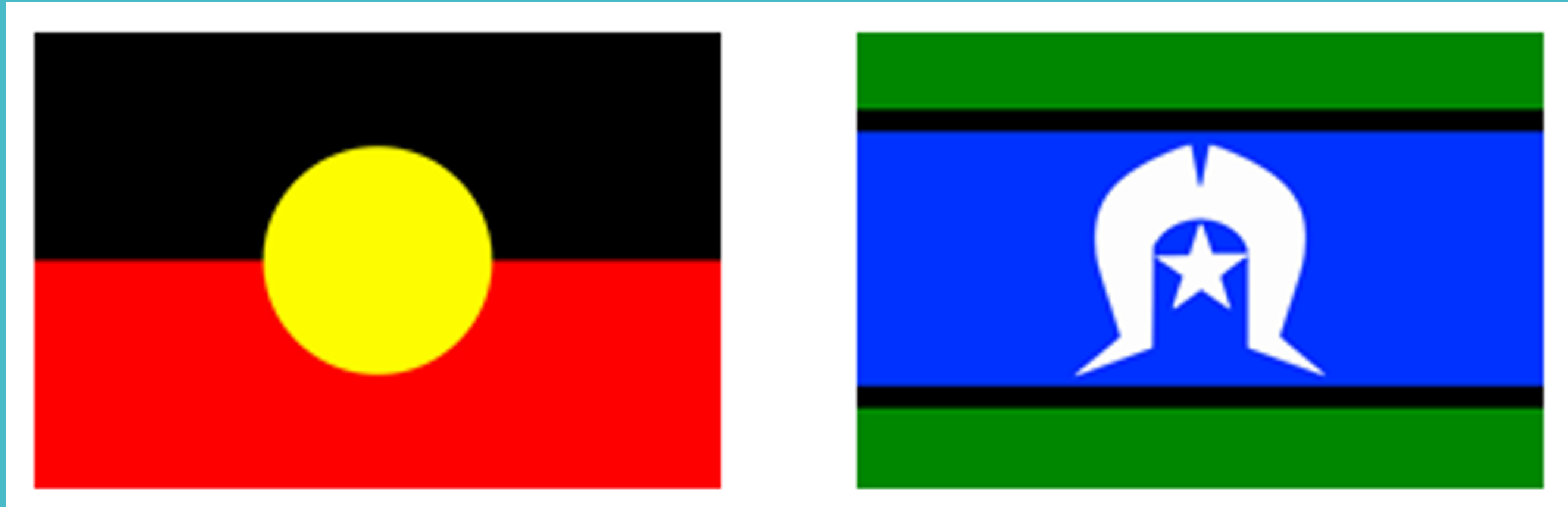
Specialist LGBTQ+ Support Services

Gen Whitlam, Associate Director, Client and Clinical Services

24 March 2022



Acknowledgment of Country



ACON...WHO ARE WE AND WHAT DO WE DO?

ACON is NSW's leading health organisation specialising in community health, inclusion and HIV responses for people of diverse sexualities and genders.



MINORITY STRESS

“Minority stress is a persistent feeling of loneliness. It’s the creeping suspicion that if you are honest about yourself, others will reject you. It’s the experience of outright bullying, violence and discrimination. It is the insidious grey background to an otherwise sunny day. But nothing fights a grey day like a rainbow.”

- Elizabeth Sutherland

is a writer, teacher and mother based in Melbourne.

ACON SUPPORT SERVICES

For people aged 18+ years, living in NSW and are:

- LGBTQ+
- Living with or at risk of HIV, including family members and carers

In person (COVID-dependent) - Sydney, Newcastle or Lismore

Telehealth - for anyone living in NSW

Business hours only - not after-hours crisis service

www.acon.org.au/support-services



OUR TEAM

We are gender or sexuality diverse (LGBTQ+) OR closely connected to the LGBTQ+ community

We come from diverse cultural backgrounds

We are Psychologists, Social Workers, Counsellors & Peer Workers



COUNSELLING SERVICES

Short term (12 session) model

Priority clients are:

- People living with or at risk of HIV
- People experiencing sexual, domestic and family violence
- People at risk of suicide or following a suicide attempt
- Financially disadvantaged
- Medicare ineligible

In person or via telehealth

Free or very low cost (depending on circumstances)

*Funded by NSW Ministry of Health



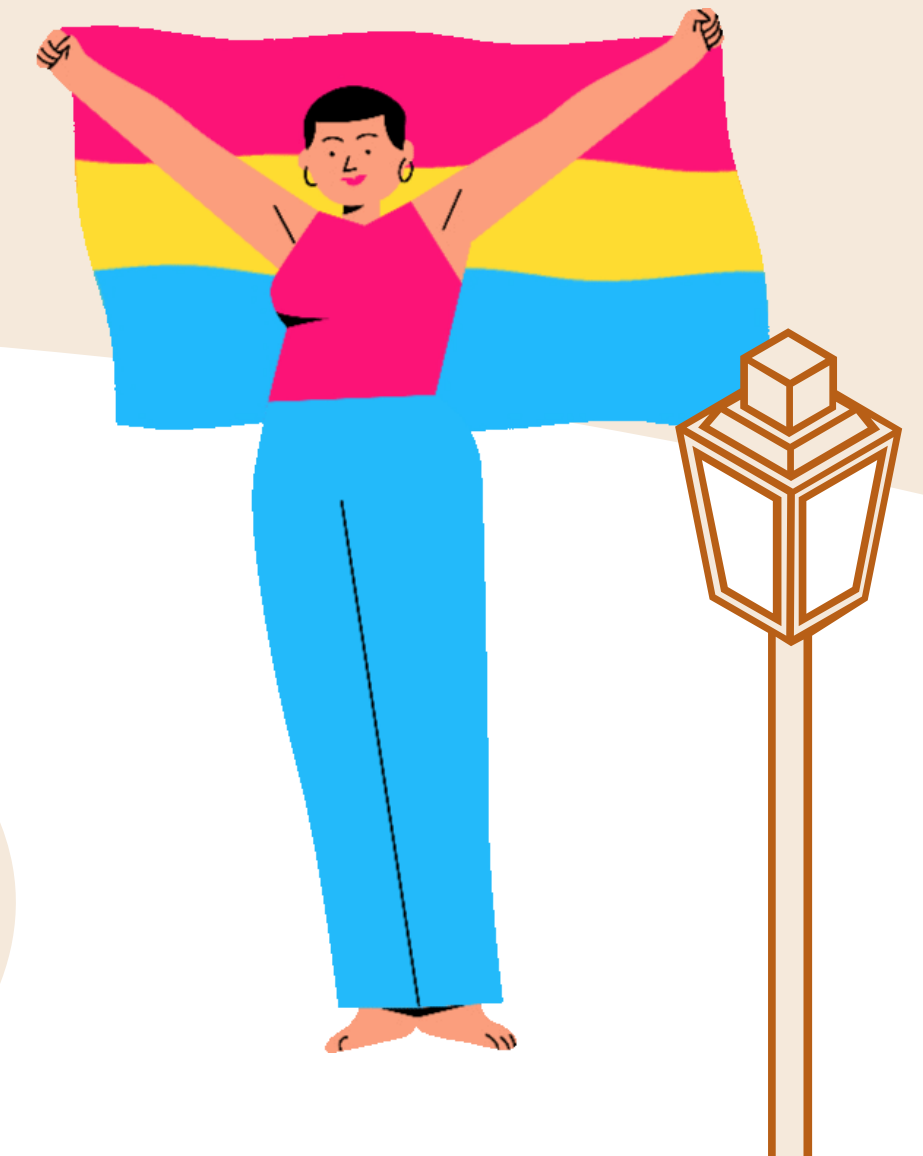
SUBSTANCE SUPPORT (AOD) COUNSELLING

For LGBTQ+ people who want to manage, reduce or stop AOD use/harms
AND Support for partners/family members of LGBTQ+ people who use substances

Model:

- Short term (12 session) model
- Harm reduction approach
- In-person or via telehealth
- Free service

*Funded by CESP HN and NSW Ministry of Health



CARE COORDINATION

Short term (3-6 month) model

Priority clients are people with complex and multiple needs:

- Living with or at risk of HIV
- Experienced sexual, domestic or family violence
- High risk of suicide or following a suicide attempt

Mainly social workers who support clients with health, financial, social, housing and legal support service access

Incidental counselling

In person or via telehealth

FREE Service

*Funded by NSW Ministry of Health and Department of Communities & Justice



MENTAL HEALTH PEER WORK



Non-clinical alternative support based on mutual lived experience of suicidal crisis & mental health challenges

Short term (3-6 months) model

Peer work can be accessed as an alternative to, or in addition to, ACON's other support services

In person (Sydney and Newcastle only) or via telehealth

*Funded by NSW Ministry of Health



COMMUNITY VISITORS SCHEME

Aims to reduce loneliness and social isolation for **older LGBTQ+ people**

Trained volunteer visitors provide peer connection, friendship and support through fortnightly social visits

Client must be recipients of Home Care or Residential Aged Care Package

*Funded by Commonwealth Department of Health



HOW TO REFER TO ACON SUPPORT SERVICES

Complete the form www.aconhealth.org.au/intake_form

Email intake@acon.org.au

Call 9206 2000



*Intake hours - Mon, Tues, Thurs, Fri (10am-2pm)

*Intake officer will ask to speak to the client to understand their presenting needs

NEW ACON PEER SERVICES

P4T



I'm questioning my gender and need someone to talk to

P4T is a free telehealth peer navigation service for all trans people over 18 in NSW.

A trans peer navigator can help you access the care, mental health and wellbeing services and community supports you need, because we understand what it's like.

Visit [transhub.org.au/p4t](https://www.transhub.org.au/p4t) for more info and to apply.

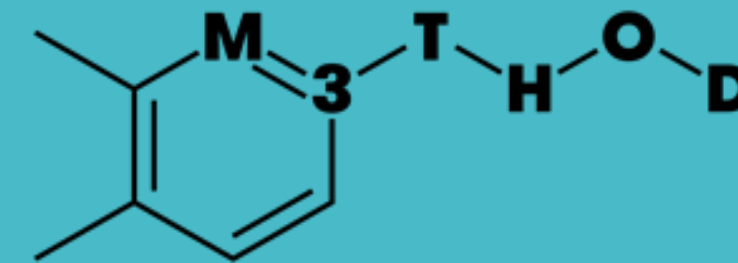
  **Mental Health Commission**
of New South Wales

P4T

<https://www.transhub.org.au/p4t>

M3THOD

Peer led, motivational interviewing brief intervention for gay and bisexual men (cis or trans), trans women and non-binary people who use crystal methamphetamine and/or GHB when having sex



<https://endinghiv.org.au/toolkit/m3thod>

PRIDE TRAINING

The screenshot shows a web browser window with the URL <https://www.pridetraining.org.au>. The browser tabs include 'Pride Counselling', 'Home - Canva', 'ACON's Client services', 'Canva for Windows De', 'pride training - Search', and 'ACON Pride Training'. The website header features the ACON logo and 'PRIDE TRAINING' text. A navigation menu on the left includes 'Cart', 'REQUEST TRAINING', 'HOME', 'ABOUT +', 'TRAINING +', 'SHOP', 'INCLUSION PROGRAMS', 'RESOURCES +', and 'DONATE'. The main content area displays a course card for 'TRANS VITALITY: TRANS-AFFIRMING PRACTICE'. The card includes the ACON logo, 'PRIDE TRAINING' text, '3 Hours' duration, 'NSW Professionals' target audience, and 'eLearning' format. The course title is prominently displayed in large white letters. A 'REGISTER FOR FREE' button is centered at the bottom of the card. Additional details include a RACGP CPD Activity badge for 6 points (2020-22) and a 'Proudly funded by NSW GOVERNMENT' logo.

<https://www.pridetraining.org.au/>

PRIDE IN HEALTH AND WELLBEING

A national membership program that provides year-round personalised support to organisations within the Health, Wellbeing and Humans services sector to improve their LGBTQ inclusive care, remove systematic barriers to accessing care and thereby reduce health disparities faced by LGBTQ communities.

<https://www.prideinhealth.com.au/>



ONLINE RESOURCES



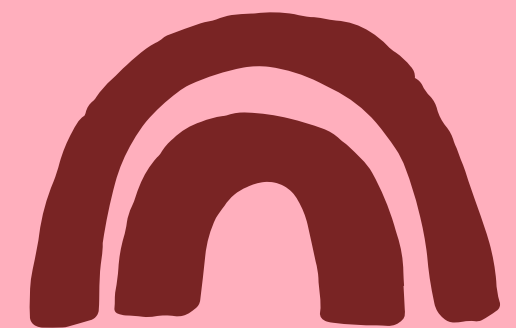
Transhub - for trans and gender diverse people, allies and health providers

PivotPoint - for LGBTQ+ people who use AOD

QueerAbility - resource to support LGBTQ+ people navigate the NDIS

Say It Out Loud - for LGBTQ+ people seeking support for sexual, domestic and family violence

AOD Inclusive Practice Guidelines for Treatment Services



ANY QUESTIONS

Working together to create safe spaces for the LGBTQ+ community

