

LGBTIQ+

CULTURAL SENSITIVITY & AWARENESS TRAINING

Evaluation Snapshot



WHISE, in collaboration with Thorne Harbour Health, hosted a capacity-building event as part of the implementation of the **Good Health Down South 2021 - 2025** strategy to improve women's sexual and reproductive health across the Southern Metropolitan Region.

The online capacity-building session was delivered to healthcare and community service professionals, to increase workforce capacity to create culturally appropriate and inclusive services for LGBTIQ+ clients and consumers. The session, **LGBTIQ+ cultural sensitivity and awareness training**, was held on Thursday 12 May 6:30 - 8:30pm on Zoom, and featured facilitators with lived experience from Thorne Harbour Health.

The aims of the session were to:

- Increase understanding of LGBTI+ health and wellbeing;
- Individually analyse and challenge assumptions and values and reflect on the implications in your delivery of health care and other service provision to LGBTI+ communities;
- Increase understanding of the importance and use of appropriate language;
- Increase understanding of the unique vulnerabilities and health barriers that LGBTI+ communities face;
- Improve confidence in comprehensively meeting the needs of LGBTI+ consumers.
- Improve skills around intake and assessment of LGBTIQ+ consumers;
- Increase knowledge, skills and confidence in providing a LGBTI+ affirming environment.

Good Health Down South 2021 - 2025 Year One and Two Action Plan

Action 4.1: The Good Health Down South partnership will explore opportunities to support the delivery of LGBTIQ+ culturally sensitivity training and transgender and non-binary inclusive practice training for health practitioners.



200 people registered to attend the forum.

100 people attended the forum.



Knowledge and understanding



Following the forum, there was an **increase in participants' knowledge of the social determinants of the health and wellbeing of LGBTIQ+ people.**

PRE TRAINING

23%

rated their understanding as high or very high.

POST TRAINING

80%

rated their understanding as high or very high.



Following the forum, there was an **increase in participants' knowledge of appropriate language to ensure LGBTIQ+ consumers feel included and welcome.**

PRE TRAINING

32%

rated their understanding as high or very high.

POST TRAINING

86%

rated their understanding as high or very high.



Following the forum, there was an **increase in participants' knowledge of the barriers to services for LGBTIQ+ consumers.**

PRE TRAINING

20%

rated their understanding as high or very high.

POST TRAINING

77%

rated their understanding as high or very high.



Following the forum, there was an **increase in participants' knowledge in ensuring the intake and assessment process at your organisation is inclusive for LGBTIQ+ consumers.**

PRE TRAINING

17%

rated their understanding as high or very high.

POST TRAINING

86%

rated their understanding as high or very high.



Following the forum, there was an **increase in participants' knowledge of what comprises or qualifies as affirming and inclusive services for LGBTIQ+ consumers.**

PRE TRAINING

17%

rated their understanding as high or very high.

POST TRAINING

75%

rated their understanding as high or very high.



Confidence



Following the forum, there was an **increase in participants' confidence in meeting the needs of LGBTIQ+ consumers.**

PRE TRAINING

19%

rated their understanding as high or very high.

POST TRAINING

86%

rated their understanding as high or very high.



Key learnings and feedback



Participant

Most LGBTIQ+ youth don't feel safe and comfortable to freely be themselves in a variety of settings. Respect what information the consumer is willing to share. Respect any information given to you is confidential unless specified. Create an inclusive space and demonstrate allyship. Create more opportunities for organisation-wide training.



Participant

I think we automatically assume that people relate to their assigned sex, and now I have greater awareness that this is not the case for many people. I am now aware of the pain, trauma and distress that people experience when their sexual orientation and preferences are not validated or rejected.



Participant

The training was great and the presenters were very engaging and knowledgeable. I loved the mix of presenters, videos and material used in this session.



Participant

Gaining greater understanding on how my micro aggressions and the incremental trauma could affect LGBTIQ+ people.



Participant

Thank you for this training as it was informative and interesting and I have learnt so much from it.



Participant

"Make the conversation about good relationships and normalising condom use."



Implementing the key learnings

Participants identified how they will implement the key learnings of the forum in their work:



Add my pronouns into my email and also by being more aware of the language I use



I can work to not assume gender or sexuality of any of the people I interact with. I can also display my pronouns.



Absolutely. I think I want to do more to push organisations I work with and for to have embed inclusivity into their policies and procedures.



Currently I have no LGBTIQ+ families on my caseload however feel I'm more prepared if these families require additional parenting support.



I'm going to revisit all of our organisation's policies & procedures, project planning and funding applications through this lens.



I could support to the LGBTQ+ community in schools when not knowing if a student identifies as part of the community, and changing language I use in the classroom.



The impact

WHISE is committed to demonstrating social impact in dollars using the Australian Social Values Bank, a rigorous, cost effective approach to providing the social value of our work. Based on the survey data which track indicators or increased knowledge and confidence collected from participants we illustrate below the social value of this training session.

Social Impact

LGBTIQ+ Cultural Sensitivity and Awareness Training

Net Social Benefit to Community
\$419,179
(\$7,105 per person for a cost of \$5,793 (adjusted for opportunity cost and optimism bias))

59
 Directly delivered to 55 participants with an estimated impact for 12 months

73.36
Benefit Cost Ratio

Social Impact as calculated through Australia Social Value Bank for the LGBTIQ+ Cultural Sensitivity and Awareness Training.

The values used in this Cost Benefit Analysis have been derived using the Wellbeing Valuation method from data gathered through the HILDA (Household, Income and Labour Dynamics in Australia) and Journeys Home surveys.