

**QLIFE – Using new technology
to improve mental health
outcomes for LGBTI
communities**

November 2013



LIFE

**KEEPING OUR
LGBTI COMMUNITIES
CONNECTED**



The short version

- National standardised LGBTI teleweb service
- Collaboration between five existing GLCS + LGBTI health alliance (application)
- COAG funding
- Qlife was born in early 2013



The Qlife partners

- Twenty10 incorporating GLCS NSW
- Switchboard Victoria
- GLCS SA/NT
- GLCS Western Australia
- GLWA Queensland
- National LGBTI Health Alliance
- *The national paid Qlife staff



The benefits of QLife

- Funding for services
- Training budget
- Skill sharing
- Supervision and support for volunteers
- Extended hours
- Call bouncing
- National clinical model
- Webchat
- Website resources/ forums
- National referral database
- Further advertising reach



The Qlife staff structure

- Volunteers – At each site
- Volunteer supervisors (eg Vic, Qld)
- Volunteer coordinators – At each site
- Paid QLife counsellors
- ?????? (National project coordinator)
- Tarn – National capacity building manager
- Ross – National clinical director



What changes?.....

- National policies
- National deliverables
- Some standardised training
- Reporting structures

What doesn't?.....

- Service identity
- Volunteers as key
- Peer delivered service



Examples of deliverables

- National standardised teleweb service covering all states
- National clinical model
- National clinical policies and procedures
- Nationally delivered standardised training
- National referral database
- Security audit
- LGBTI mental health narrative project
- Monthly forums
- National Health Advisory Committee (peer review)
- **Postcode data (funding stream)**



National approach to client engagement

- Developing a new clinical model for working with LGBTI clients
- Qlife clinical model will adapt over time and be nationally standardised in the future
- Model must work for clients at all stages of change
- Model needs to fit time limited single instance sessions
- Person centred and work with clients own strengths and motivations



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