

Key insights and project outputs: Health workforce archetypes

Six archetypes were identified. They provide insight into the different behaviours and challenges of the health workforce so interventions can be shaped to address their different needs.



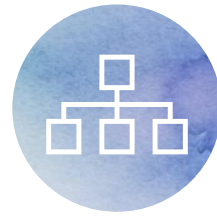
Key insights and project outputs: Opportunities

Fourteen opportunities to address LGBTIQA+ stigma and foster LGBTIQA+ safety in healthcare were identified.



Individuals and education

- 01** Career qualifying education
- 02** Continuous Professional Development (CPD)
- 03** Inclusive language and questioning
- 04** Create exposure opportunities
- 05** Accreditation and recognition of sub-speciality



Organisational

- 06** Culture of sharing and support



Infrastructure

- 07** LGBTIQA+ health data collection and use
- 08** Referral pathways and health directory
- 09** Access to LGBTIQA+ health services
- 10** Maintain LGBTIQA+ focused health services
- 11** Software standards for gender and sexuality information



Policy

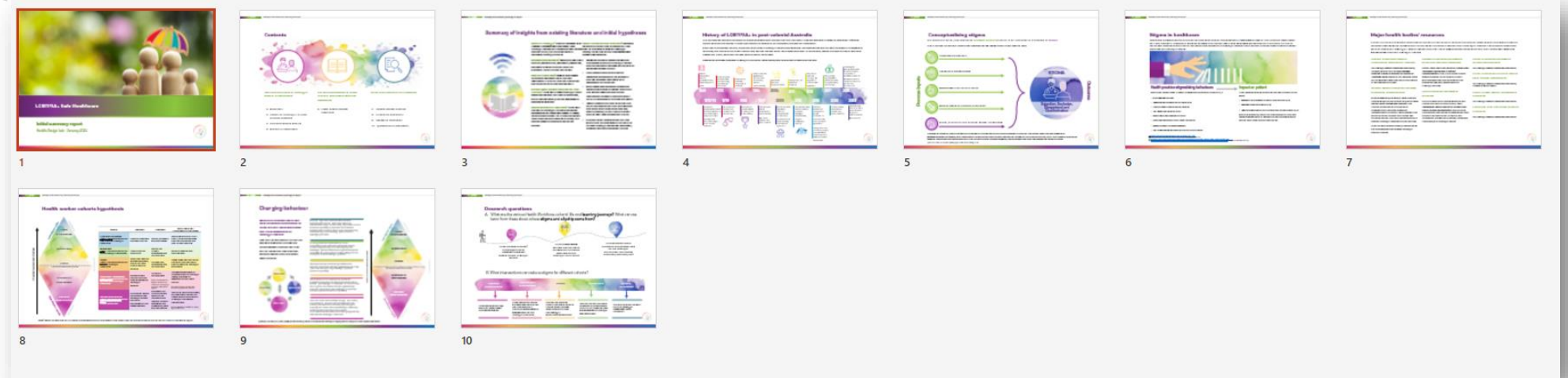
- 12** Improve funding for LGBTIQA+ care
- 13** Standards and laws for non-discrimination
- 14** Inclusive health promotion

Key insights and project outputs: Targeting cohorts with the opportunities

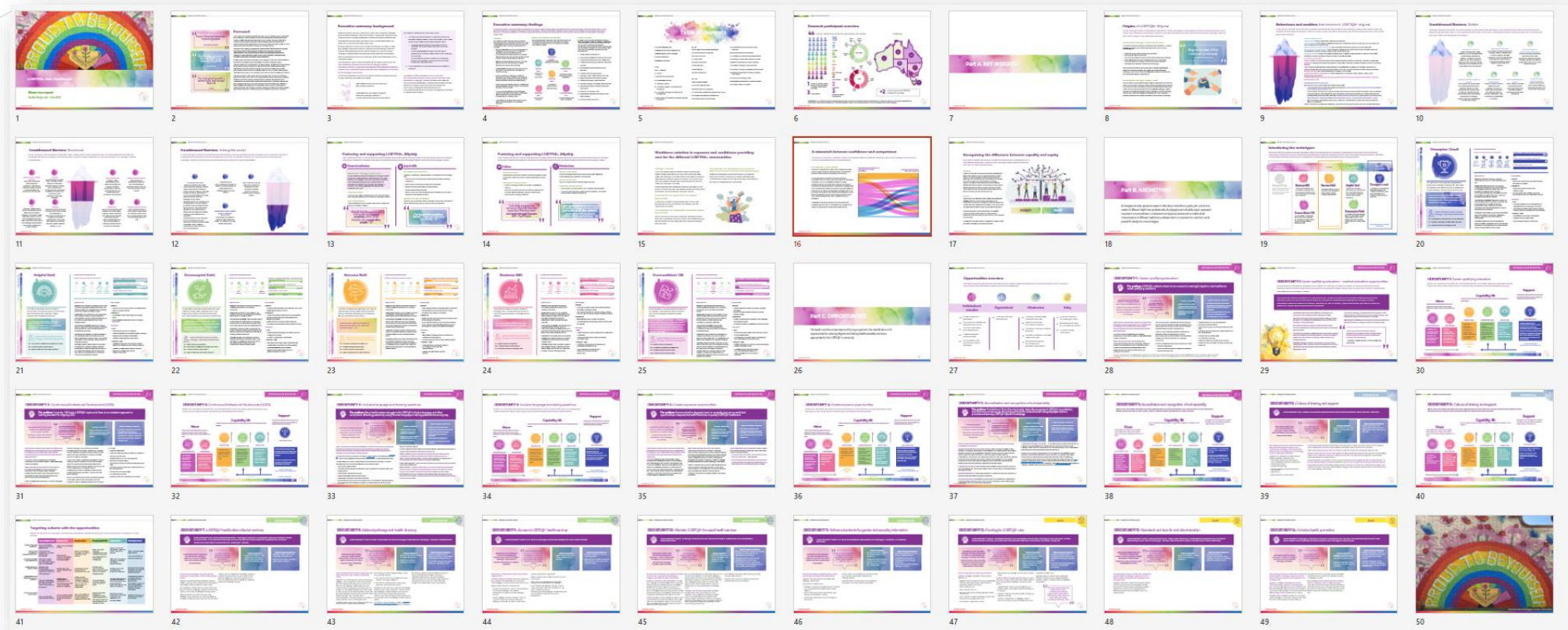
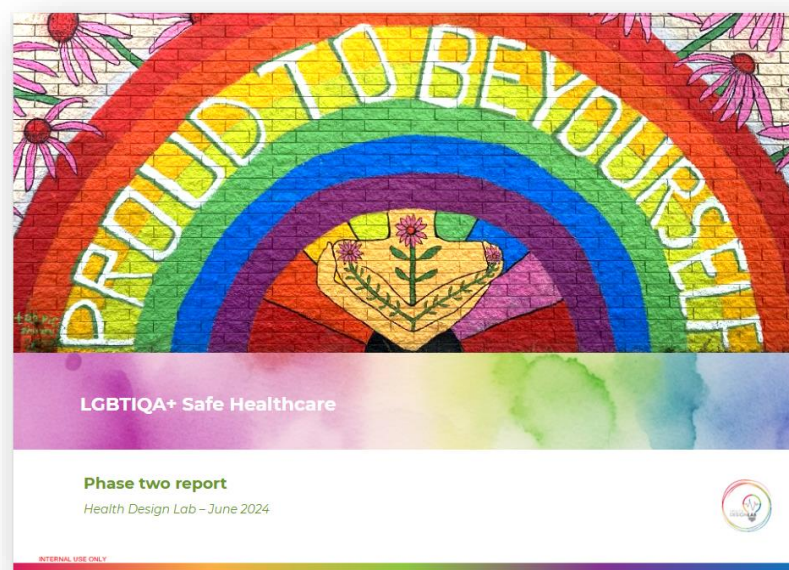
Below is a summary of how opportunities could support each archetype on their journey. It covers the *individual* and *organisational* focused opportunities as these can be tailored to the health workforce archetypes.

	Overconfident Olli	Business Billi	Nervous Nelli	Preoccupied Patti	Helpful Harli	Champion Charli
01. Career qualifying education	Fill my knowledge gaps and remove my assumptions	Teach me the business benefit				
02. Continuous Professional Development (CPD)	Convince me to engage (e.g. through sharing lived experience)					
03. Inclusive language and questioning	Help me to match my ability working with LGBTIQA+ people with my confidence	Show me the financial and patient value (e.g. evidence and case studies)	Build my confidence with skills I can use in practice (e.g. role playing)	Teach me about LGBTIQA+ intersectionality with my area of work and the related skills (e.g. First Nations, or disability)	Equip me with the knowledge I need and where I can go for support	Teach me about latest best practice
04. Create exposure opportunities	Expose me to opportunities to receive feedback or guidance to check my overconfidence	Expose me to the value to patients first-hand	Expose me to build experience and confidence on the job	Expose me so I can connect the dots of how to provide care that considers intersectionality	Keep me up to date on changes in preferred languages and terminology	Allow me to share my skills and experience
05. Accreditation and recognition of sub-speciality	Expose me to opportunities to receive feedback or guidance to check my overconfidence	Expose me to the value to patients first-hand	Expose me to build experience and confidence on the job	Expose me so I can connect the dots of how to provide care that considers intersectionality	Expose me to build my experience, skills and confidence	Support me to provide exposure opportunities to others, to build a skilled workforce
	Help me understand specialty skills needed for LGBTIQA+ care, helping me check my confidence	Interest me in accreditation or subspecialty if the effort and cost is worth it for my business and/or my patients	Make me more confident providing LGBTIQA+ care and help me understand when to refer to a better suited practitioner	Help me support LGBTIQA+ patients within my area of focus	I'm not wanting to be a LGBTIQA+ specialist but would benefit from an accreditation option that fits with the care I'm providing	Provide recognition of my skills. I want any accreditation to be genuine but achievable. I would like to be compensated appropriately for my skills (e.g. funding incentives)
06. Culture of sharing and support	Help me recognise there is more to know	Help me identify areas of high value that will reward my time and effort	Help me increase my confidence and help me find answers to questions as they arise	Enable me to seek guidance on intersecting needs when required for my patients and share my own experience in an intersecting area	Supportive culture would allow me to seek guidance when needed (e.g. on complex cases)	Enable me to share my experience and learn from others

Reports



We produced a phase 1 report covering the desktop research and internal interview findings



We produced a phase 2 report covering the findings from external interviews including archetypes and opportunities.

Key take aways

- 1** Health Design Lab can provide policy areas with valuable insights by engaging a key cohort –health care professionals. In this case the findings complement consumer and community organisation perspectives gathered as part of a comprehensive series of community roundtables conducted by Health Equity Branch.
- 2** The Health workforce has varying levels of experience and confidence providing care for LGBTIQA+ communities. Interventions can be shaped to address their different needs.
- 3** The type of healthcare people in the workforce provide influences their understanding of the needs of LGBTIQA+ people, what LGBTIQA+ best practice looks like. So, we need to consider different professions' needs to meet an equality standard or an equity standard.
- 4** This research informed the 10-year National Action Plan for the health and wellbeing of LGBTIQA+ people.



Add a Caption

Wednesday • 10 Dec 2025 • 15:31

[Adjust](#)

 IMG_4048

Apple iPhone 15

HEIF



Main Camera — 26 mm $f1.6$

24 MP • 4284 × 5712 • 2.5 MB

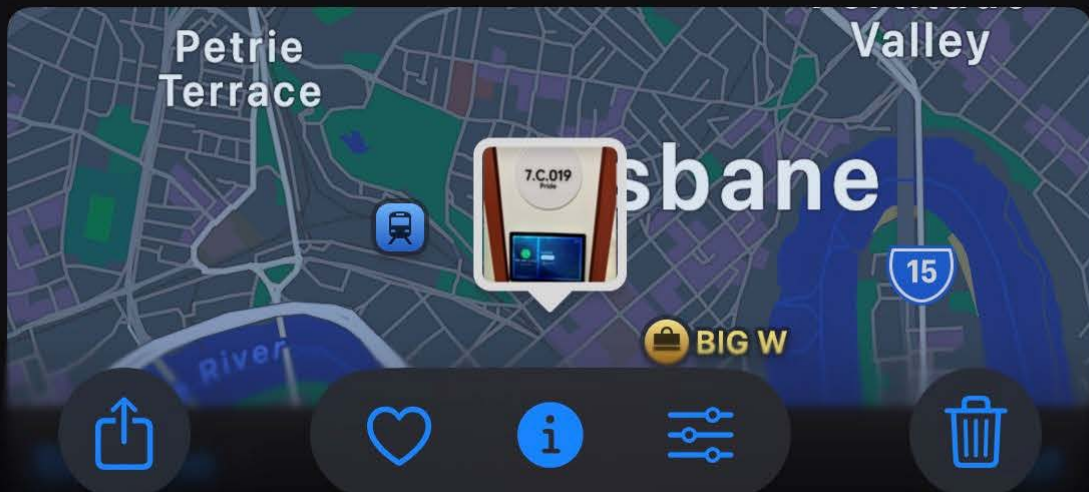
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From: NSPF Secretariat
Sent: Thursday, 20 November 2025 11:28 AM
To: [REDACTED]
Cc: NSPF Secretariat; New Ways of Working
Subject: FYI: NWOW Parramatta. Meeting room names revealed – as voted by staff [SEC=OFFICIAL]
Attachments: Parramatta meeting room names 2025.pdf

OFFICIAL

Good morning members,

Please see the email below confirming the 8 most popular names for the Parramatta meeting room naming process, as voted by Parramatta staff (attached).

Note: A broader announcement will soon be shared with all Parramatta-based staff, detailing the results of the staff vote.

We note this email has already been provided to the Diversity and Inclusion Networks, and therefore some NSPF members may receive this information twice.

Kind regards,
NSPF Secretariat

OFFICIAL

From: New Ways of Working <[REDACTED]>
Sent: Thursday, 20 November 2025 11:00 AM
To: CALDNetwork [REDACTED]; DCN Committee [REDACTED];
Gender Equality Network [REDACTED]; Health Pride Network [REDACTED];
[REDACTED]; Neurodiversity Network [REDACTED]; IndigenousNetwork [REDACTED]
Cc: New Ways of Working [REDACTED]; [REDACTED];
[REDACTED]; NSPF Secretariat [REDACTED];
Inclusion [REDACTED]; [REDACTED]
Subject: NWOW Parramatta. Meeting room names revealed – as voted by staff [SEC=OFFICIAL]

OFFICIAL

Good morning Network Chairs and staff representatives

Please share the following message with your Network members for information only – no action is required

The NWOW team would like to take this opportunity to extend our sincere thanks for your collaborative efforts and thoughtful contributions to the.

We greatly appreciate the time and consideration you and your members have invested in submitting name suggestions that reflect the values, diversity, and unique identities of your Networks. Your input has been instrumental in shaping a workplace that feels inclusive, connected, and meaningful for staff.

We are excited to share the 8 most popular names as voted by Parramatta staff (attached).

A broader announcement will soon be shared with all Parramatta-based staff, detailing the results of the staff vote.

Thank you again for your continued support. If you have any questions or would like any further information, please don't hesitate to contact the NWOW team at [REDACTED]

Kind regards,

NWOW State and Territory Offices Team

New Ways of Working Program
Workplace and Change Branch
People, Communication and Parliamentary Division | Corporate Operations Group
Australian Government, Department of Health, Disability and Ageing
E: [REDACTED]

The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

OFFICIAL

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: New Ways of Working
Sent: Thursday, 16 October 2025 4:17 PM
To: [REDACTED]
Cc: Health Pride Network ; New Ways of Working [REDACTED]
Subject: RE: FYI: FOR ACTION by Friday 17 October - NWOW Parramatta meeting room name nominations [SEC=OFFICIAL]

Hi [REDACTED]
 Hope you're having a lovely afternoon
 Thank you so much for sharing your thoughtful name suggestions and for getting them to us ahead of tomorrow's deadline. Your contribution is greatly appreciated and will certainly help keep the process moving forward smoothly. Please extend our thanks to your network members for their collaborative efforts in supporting the Parramatta room naming process.
 Your suggestions will be reviewed alongside those from other staff networks and carefully considered as part of the upcoming staff vote. I'm pleased to confirm that one name from each of the network's submissions will be selected through the voting process, ensuring your network will be represented in the new Parramatta office.
 We'll be sure to keep you updated once the final names are selected, following broad agreement on the options in the coming weeks. Thanks again for your support and collaboration.

Kind regards,
 [REDACTED]
 Workplace and Change Branch
 People, Communication and Parliamentary Division | Corporate Operations Group
 Australian Government, Department of Health, Disability and Ageing
 E: [REDACTED]
 Location: Level 3, North Yaradhang Building
 GPO Box 9848, Canberra ACT 2601, Australia
The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

From: [REDACTED]
Sent: Thursday, 16 October 2025 10:39 AM
To: New Ways of Working [REDACTED]
Cc: Health Pride Network [REDACTED]
Subject: RE: FYI: FOR ACTION by Friday 17 October - NWOW Parramatta meeting room name nominations [SEC=OFFICIAL]

Hi NWOW
 Thanks very much for the opportunity to provide you with some name options for the new rooms in the Parramatta Office.
 Please see the below suggestions from the Health Pride Network.

Name suggestion	Reasoning
<u>Ward 17 South</u> (or just <u>17 South</u>) Preferred option	- This is the ward in St Vincents Hospital Darlinghurst that was established to care for HIV/AIDS patients in the very early days of the epidemic. It has a very significant and symbolic place in the heart of Sydney's queer community, and has been recreated in the Qtopia museum. - It is symbolic of providing compassionate community care, led by the Sisters of Charity which was very much at odds with general social mood towards HIV at the time. - It also represents a coming together of all the queer community at a time of major crisis, not just the gay, bisexual, transgender and other men who had become infected, but of their lesbian friends and chosen family who helped care for them. - The Commonwealth Dept of Health was groundbreaking and world leading in its approach to HIV treatments in the early days of the epidemic, recognising it as a disease which needed to be treated to keep all Australians safe, and not just a taboo problem to be swept under the carpet. https://acon40.org.au/hiv-support-in-nsw/
Gunanday	- Dharug word for Rainbow. - The Rainbow Flag or Pride Flag has been an international symbol for LGBTQIA+ people since the 70's.

Thanks!

Co-Chair – Health Pride Network

T: [REDACTED] | E: [REDACTED]

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

?	?
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To: [REDACTED]

OFFICIAL

OFFICIAL

Cc: New Ways of Working [REDACTED]
[REDACTED] NSPF Secretariat [REDACTED] Inclusion [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

OFFICIAL

Please share this message with your Network members for information and action

This is a friendly reminder that meeting room name suggestions for the NWOV Parramatta office are due by **Friday 17 October 2025**. Each Network has been invited to submit **up to 5 meeting room name suggestions** that reflect their Network's identity and values. Please see the previous email attached for your reference.

Due to our project timeline, if no response is received, we will use names previously proposed by your Network for use at other NWOV sites. This will allow staff time to vote for their preferred meeting room names and align with signage design and production deadlines.

Please see the list of meeting room name suggestions that have previously been submitted by staff networks (attached).



**We'd love
your input by
17 Oct**

- o Consult with your Network members to shortlist up to 5 meeting room name suggestions
- o Follow the guidelines below
- o Include a brief explanation of each nominated word and its connection to your Network
- o Email nominated words to [REDACTED], including correct spelling, pronunciation, and English translation (if needed) by **COB Friday 17 October 2025**.



Room nomination guidelines

- o **Copyright:** avoid team names, brands, words, or slogans that may have copyright claims
- o **No personal names:** avoid names of individuals i.e. present or past departmental staff members or distinguished individuals. Thorough investigation, approval and consent processes involve greater time than our project timeframe allows
- o **Keep it simple:** consider how staff use meeting room names: short, easy to remember and pronounce names are more likely to be referred to in full
- o **Be inclusive:** names should reflect the diversity of staff and the public we serve
- o **Meet community standards:** ensure names are respectful and appropriate for a broad audience
- o **Resubmit words:** you're welcome to resubmit words previously provided for use at other sites.

1. Parramatta staff will be invited to vote on the meeting room names — drawn from Network nominations



[More info](#)

and local language suggestions. Voting will close in November 2025.

2. The most popular nominations within each category will be used to name meeting rooms in the new NWOW Parramatta office.

For help or support:

- Email the team at [REDACTED] if you have any questions or require further clarification.
- For reference, see the Brisbane [meeting room name vote options](#) and [chosen meeting room names](#).

Thank you for your contributions to creating a welcoming and inclusive workplace. We look forward to sharing the results once the votes are in.

Kind regards,

NWOW State and Territory Offices Team

New Ways of Working Program

Workplace and Change Branch

People, Communication and Parliamentary Division | Corporate Operations Group

Australian Government, Department of Health, Disability and Ageing

E [REDACTED]

The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

OFFICIAL

From: [New Ways of Working](#)
To: [CALDNetwork](#); [DCN Committee](#); [Gender Equality Network](#); [Health Pride Network](#); [Neurodiversity Network](#)
Cc: [New Ways of Working](#); [REDACTED]; [NSPF Secretariat](#); [Inclusion](#); [REDACTED]
Subject: FOR ACTION by Friday 17 October - NWOW Parramatta meeting room name nominations [SEC=OFFICIAL]
Date: Monday, 13 October 2025 11:56:33 AM
Attachments: [For action by Friday 17 October - NWOW Parramatta meeting room names.msg](#)
[Meeting room suggestions from Networks - Brisbane and Yaradhang.pdf](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

OFFICIAL

Good morning Network Chairs and staff representatives,

Please share this message with your Network members for information and action.

This is a friendly reminder that meeting room name suggestions for the NWOW Parramatta office are due by **Friday 17 October 2025**.

Each Network has been invited to submit **up to 5 meeting room name suggestions** that reflect their Network's identity and values. Please see the previous email attached for your reference.

Due to our project timeline, if no response is received, we will use names previously proposed by your Network for use at other NWOW sites. This will allow staff time to vote for their preferred meeting room names and align with signage design and production deadlines.

Please see the list of meeting room name suggestions that have previously been submitted by staff networks (attached).

	We'd love your input by 17 Oct	For action - Consult with your Network members to shortlist up to 5 meeting room name suggestions - Follow the guidelines below - Include a brief explanation of each nominated word and its connection to your Network - Email nominated words to [REDACTED] including correct spelling, pronunciation, and English translation (if needed) by COB Friday 17 October 2025.
	Room nomination guidelines	Things to consider Copyright: avoid team names, brands, words, or slogans that may have copyright claims No personal names: avoid names of individuals i.e. present or past departmental staff members or distinguished individuals. Thorough investigation, approval and consent processes involve greater time than our project timeframe allows Keep it simple: consider how staff use meeting room names: short, easy to remember and pronounce names are more likely to be referred to in full Be inclusive: names should reflect the diversity of staff and the public we serve Meet community standards: ensure names are respectful and appropriate for a broad audience Resubmit words: you're welcome to resubmit words previously provided for use at other sites.
	Next steps	Following nominations - Parramatta staff will be invited to vote on the meeting room names — drawn from Network nominations and local language suggestions. Voting will close in November 2025. - The most popular nominations within each category will be used to name meeting rooms in the new NWOW Parramatta office.
	More info	For help or support: - Email the team at [REDACTED] if you have any questions or require further clarification. - For reference, see the Brisbane meeting room name vote options and chosen meeting room names.

Thank you for your contributions to creating a welcoming and inclusive workplace. We look forward to sharing the results once the votes are in. Kind regards,

NWOW State and Territory Offices Team

New Ways of Working Program
 Workplace and Change Branch
 People, Communication and Parliamentary Division | Corporate Operations Group
 Australian Government, Department of Health, Disability and Ageing

E: [REDACTED]
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OFFICIAL

Parramatta

Most popular meeting room names

As voted by staff 2025

First Nations

3 meeting spaces will be named in acknowledgement and celebration of our First Nations peoples and their continuing connection to land, water and community.

First Nations peoples

Room name/s

Local language
(Dharug)
3 spaces



- Ngarra** (*nyah-rah*): Listen
- Bayadara** (*by-a-dah-ra*): Speak
- Bunya** (*boon-yah*): Tea Tree

Department staff networks and communities

5 meeting rooms will be named in celebration of our Staff Diversity Networks which contribute to our diverse and inclusive workplace culture.

Staff network

Room name

Culturally and Linguistically Diverse (CALD) Network
1 room



Cemelle (*sehme-leh*)
An indigenous Mexican (Nahuatl) word for unity / tranquillity.

Disability and Carers' Network (DCN)
1 room



Bumblebee
Those with disability achieving seemingly impossible tasks, like the bumblebee flying.

Gender and Equality Network (GEN)
1 room



Numbat
A rare and resilient species, symbolising perseverance.

Health Pride Network
1 room



Oxford Street
Recognised as the geographical and spiritual heart of Sydney's queer communities. Known for the original 1978 protests that led to Mardi Gras and remains home to many LGBTQIA+ community services and businesses.

Neurodiversity Network
1 room



Calm
Peace and calm promotes productivity.

From: Health Pride Network
Sent: Thursday, 25 September 2025 1:01 PM
Cc: [REDACTED]
Subject: Health Pride Network - Welcome to our SharePoint site! [SEC=OFFICIAL]

OFFICIAL

Hello portfolio and external agency HPN members

We are pleased to let you know that you should now have access to the [Health Pride Network SharePoint site](#) as visitors! This includes access to our archive of [Newsletters](#), days of significance, resources and more. Please let us know if you have trouble accessing the site.

Thank you for bearing with us while we were setting this up. We hope you find the site to be a helpful resource!

As always, please reach out if you have any questions or concerns.

Cheers
HPN Exec

Health Pride Network Executive



The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

No longer want to be part of HPN? No worries, you can let us know by email to [REDACTED] We understand things get busy and inboxes get full – you are always welcome to re-join at a later date!

OFFICIAL

[illegible]

Hi all

When I get a chance, I'll write up a SOP with instructions for adding external members to close the loop.

██████████

[REDACTED]

T: [REDACTED] | E: [REDACTED]

This email comes to you from Ngunnawal Cou
Location: 27 Scherger Drive, Canberra Airport
PO Box 100, Woden ACT 2606, Australia

The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

Please note that this email and attachments may contain confidential or legally privileged information. Please consult with Regulatory Legal Services Division before disclosing any part of this email, or attachment, outside the Department. If you receive this email in error, please delete it and contact the sender immediately.



From: [REDACTED]
Sent: Wednesday, 24 September 2025 3:15 PM
To: [REDACTED]
Cc: Health Pride Network; [REDACTED]; [REDACTED] <[REDACTED]>; [REDACTED]; [REDACTED]

OFFICIAL

This sounds like a great plan – thank you [REDACTED] for pulling it together!

114

Child, Youth and Priority Populations Branch
Mental Health and Suicide Prevention Division | Primary and Community Care Group
Australian Government Department of Health, Disability and Ageing

T: [REDACTED] | E: [REDACTED]



The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

OFFICIAL

From: [REDACTED], [REDACTED] [REDACTED]

Sent: Tuesday, 23 September 2025 3:46 PM

To: [REDACTED]

Cc: Health Pride Network

Subject: RE: For action - HPN members at portfolio agencies [SEC=OFFICIAL]

Hi [REDACTED]

Thanks so much for this comprehensive deep dive on managing our portfolio agency members – appreciate your thoroughness here! No issues from me and no changes needed on my end. Unless anyone has any major concerns, I think this is good to go 😊

Lets wait to hear from the others, but it would be ideal for this to go before the end of the week (please and thank you!)

Best

From: [REDACTED] [REDACTED] [REDACTED]

Sent: Tuesday, 23 September 2025 2:55 PM

To: [REDACTED]; [REDACTED]; [REDACTED]

The diagram illustrates a two-stage process. In the top stage, a horizontal bar contains a central rectangular block and two vertical bars on either side. In the bottom stage, the central rectangular block is smaller, and the two vertical bars are larger and more prominent.

_____, _____, _____

Hello everybody

We have a way to add both external network and committee members in a way that is consistent with our access and privacy needs. I would like to take action and add the people as soon as possible – could you please have a read of the proposed emails below and let me know if you suggest any changes?

1. Portfolio agency COMMITTEE members

Hello portfolio agency HPN Committee members

Thank you for bearing with us while we were setting this up. We are looking forward to continuing to work with you in our committee meetings, and now also via SharePoint!

Cheers
HPN Exec

Sharepoint support confirmed that we can add external portfolio network members to the sharepoint in a backend security group with read only permissions. They will not be members of the Office365 group, meaning their will not be visible to anybody except site owners. We currently have 35 portfolio agency members who are not on the committee. I can also action this right away, and propose we send a BCC email with the following wording:

3

We are pleased to let you know that you should now have access to the [Health Pride Network SharePoint site](#) as visitors! This includes access to our archive of [Newsletters](#), days of significance, resources and more. Please let us know if you have any trouble accessing the site.

Thank you for bearing with us while we were setting this up. We hope you find the site to be a helpful resource!

As always, please reach out if you have any questions or concerns.

Cheers
HPN Exec

3. Updated exit forms

I have made minor updates to our exit forms, which I propose we link under the signature when sending the above emails. They now include the privacy policy link and relevant privacy wording from the existing sign up form. The forms are also now open to responses from people outside of the Health IT environment, and therefore require separate fields for name and email address, as are required under the Qualtrics sign up form. Otherwise, external HPN members would not be able to access the forms.

Leave the committee:

s22
[Redacted signature block]

Kind regards

[Redacted name]

[Redacted name] (she/her)

Dispute Resolution, Compliance and Commercial Branch

Regulatory Legal Services Division | Health Products Regulation Group
Australian Government Department of Health, Disability and Ageing
T: [Redacted] | [Redacted]

This email comes to you from Ngunnawal Country.
Location: 27 Scherger Drive, Canberra Airport
PO Box 100, Woden ACT 2606, Australia

The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

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OFFICIAL

From: [REDACTED]
Sent: Friday, 12 September 2025 11:19 AM
To: [REDACTED]
Cc: Health Pride Network [REDACTED]
Subject: RE: For action - HPN members at portfolio agencies [SEC=OFFICIAL]

Good morning everybody

Recirculating the below chain, to pick back up.

Kind regards

[REDACTED] (she/her)

Dispute Resolution, Compliance and Commercial Branch

Regulatory Legal Services Division | Health Products Regulation Group
Australian Government Department of Health, Disability and Ageing
T [REDACTED] | E: [REDACTED]

This email comes to you from Ngunnawal Country.
Location: 27 Scherger Drive, Canberra Airport
PO Box 100, Woden ACT 2606, Australia

The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

Please note that this email and attachments may contain confidential or legally privileged information. Please consult with Regulatory Legal Services Division before disclosing any part of this email, or attachment, outside the Department. If you receive this email in error, please delete it and contact the sender immediately.



From: [REDACTED]
Sent: Thursday, 10 April 2025 10:25 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: For discussion - HPN members at portfolio agencies [SEC=OFFICIAL]

Thank YOU [REDACTED] – you’re doing all the hard work!

From: [REDACTED]
Sent: Thursday, 10 April 2025 10:24 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: For discussion - HPN members at portfolio agencies [SEC=OFFICIAL]

Thanks [REDACTED] 😊 We'll action.

Cheers,

[REDACTED]

[REDACTED] (she/her)

National Surveys, [REDACTED]
Mental Health and Suicide Prevention Division
T: [REDACTED]

From: [REDACTED]
Sent: Thursday, 10 April 2025 9:46 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: For discussion - HPN members at portfolio agencies [SEC=OFFICIAL]

Hi [REDACTED]

I am comfortable that there is no content on the Pride Network's Sharepoint page that we wouldn't want portfolio agency staff to have access to.

I agree with the process outlined below for management

Thanks

[REDACTED]

[REDACTED] (he/him)

Mental Health and Suicide Prevention Division | Primary and Community Care Group
Child, Youth and Priority Populations Branch
Australian Government Department of Health
T: [REDACTED] | M: [REDACTED] | E: [REDACTED]

Executive Assistant [REDACTED] T: [REDACTED]



From: [REDACTED]
Sent: Monday, 7 April 2025 11:27 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: For discussion - HPN members at portfolio agencies [SEC=OFFICIAL]

Hi [REDACTED],

Am I able to reconfirm your approval for the SharePoint site to be enabled for external sharing? I know you already gave your go-ahead below, but I have since received this message from the SharePoint IT folks, which I thought best to pass on just to be double certain!

The setting can be updated however you need to confirm first that there is no content within the site for internal use only if there is that can introduce potential security breaches site owners must be extremely selective when assigning access to the site.

Our site owners are:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

My suggestion would be that to keep things simple, any queries about external membership come through to [REDACTED] and I. [REDACTED] will manage external membership as part of the management of the Committee membership list. If these “external” members leave the Committee, their access will be removed as part of the offboarding process. Also, external accounts automatically become inactive if unused for 90 days.

Cheers,

[REDACTED]

[REDACTED] (she/her)

National Surveys, [REDACTED]
Mental Health and Suicide Prevention Division

T: [REDACTED]

From: [REDACTED]

Sent: Monday, 31 March 2025 10:33 AM

To: [REDACTED]

Cc: [REDACTED] Health Pride Network

Subject: RE: For discussion - HPN members at portfolio agencies [SEC=OFFICIAL]

Hi [REDACTED]

Thanks for your email and for leading this one.

All sounds great! That’s a great idea to have an Exec email the agency heads. Also just a reminder that all portfolio agencies have access to our sign up form, regardless of Health ICT access. This is the easiest way for members to join (and indicate their agency, location etc.) and for us to manage. [REDACTED] is currently managing membership.

We are actioning those first two points, just waiting on IT to activate external access for our SharePoint site.

[REDACTED] [REDACTED] (she/her)

National Surveys, [REDACTED]
Mental Health and Suicide Prevention Division

T: [REDACTED]

From: [REDACTED] [REDACTED] [REDACTED]

Sent: Wednesday, 26 March 2025 2:02 PM

To: [REDACTED]

Cc: [REDACTED] Health Pride Network

Subject: RE: For discussion - HPN members at portfolio agencies [SEC=OFFICIAL]

Hi [REDACTED] and team

Thank you so much for pulling all of this together, and sorry for delay in response.

The HPN Exec have discussed and have agreed with the below approach:

- We agree to your recommendation to grant Portfolio Agency Members access to our HPN Sharepoint page;
- We also agree to granting Portfolio Agency member access to the Teams chat
- We also agree that Sharing the Pride classification should be 'Official'

Regarding your other questions, some thoughts from us:

- We will propose to Inclusion an email from the Department's executive (maybe [REDACTED] to all Portfolio Agency heads reminding them that their staff are welcome to join the Diversity Networks
- For non-Health members attending in-person events, we agree we can and should arrange visitor passes. The Social sub-Committee will manage this on a case by case basis and ensure we put this option in all of our communications for non-department staff
- We love the idea of a fact sheet that can be shared externally. We think this would be best completed once we have the final Inclusion Framework and Action Plan to link to but will keep on the work agenda

We are grateful if you can action the first two points and we will take on the rest.

Kind regards

From: [REDACTED] [REDACTED] [REDACTED]

Sent: Friday, 21 February 2025 4:06 PM

To: [REDACTED]

Cc: [REDACTED] Health Pride Network

Subject: For discussion - HPN members at portfolio agencies [SEC=OFFICIAL]

Hi all,

As promised, creating a separate email chain to get the conversation started about portfolio agencies. [REDACTED] has offered to take the lead on this from an Exec perspective which will be very helpful.

I rushed over this on Wednesday, but to be clear, our team is 100% for portfolio agency inclusion, both in the Network and Committee. We have identified some barriers to inclusion, however, that we want to resolve (or, where these can't be resolved, important to at least be aware of).

Most of the barriers are for portfolio agencies with limited or no access to Health ICT systems (i.e. cannot access the Intranet, our Sharepoint site, Teams etc.). See below. Of our ~1000 members, 5% (49) are from portfolio agencies. Half of those have limited/no Health ICT access.

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Some barriers to inclusion in the Committee (this is more what our team has been focused on as part of our 'Committee process review' work):

- As a Committee, we mainly work in SharePoint. This includes minutes, agendas, project working docs etc. Not all members have access.
 - **Recommendation:** We can enable external user-sharing in SharePoint, and start giving portfolio agency Committee members access to our [Committee only space and files](#).
decision for Exec – we can action easily/immediately
- Portfolio agency members aren't in the Teams chat (but could be added as external users).
 - **Recommendation:** We can add portfolio agency Committee members to our Committee Teams chat as part of onboarding process. ***decision for Exec – we can action easily/immediately***

Some barriers to inclusion in the Network (adding here for completeness, but I think this goes beyond our team's capacity/knowledge):

- I have more questions than answers in this section...: ***questions for Exec/Inclusion***

- I'm not sure how portfolio agencies find out about the Network? Is it advertised within their own Intranets? Should it be? All the info about the Network is on Sharepoint and the Intranet, which many portfolios can't access. Does an info sheet about the Network need to be created instead (and updated yearly)?
- Do some of the bigger agencies actually have their own Pride Network anyway?
- Can non-Health members attend events at central? This would involve arranging visitors passes for most agencies, I'd assume. Events crew could sign people in, however they are then "responsible" for that person. Is that fair/practical?
- [REDACTED] you probably have some answers and maybe also some other qs?
- Maybe Inclusion (+ new portfolio rep role?) could lead in looking into this, given it's more strategic/high level?
- Sharing the Pride is at least something we can, and do, send to portfolios. This is sent as a link to those with full ICT access, and as an attachment with those with limited/no access. However, it is currently sent as 'SENSITIVE – PERSONAL PRIVACY'. This doesn't seem to be the correct classification, given everything on our SharePoint site (including STP) is classified official and available to all departmental staff. Emails sent as sensitive may be blocked by some agencies, and will bounce back from externals ([REDACTED] has previously advised that there are some legacy members and other department contacts who should be able to continue receiving emails).
 - **Recommendation:** Ensure STP is sent as 'OFFICIAL'. *action for Exec*

I hope this is helpful as a starting point. Happy to chat 😊

Cheers,

[REDACTED]

[REDACTED] (she/her)

National Surveys, [REDACTED]

System Enablers Branch

Mental Health and Suicide Prevention Division | Primary and Community Care Group

Australian Government Department of Health and Aged Care

T: [REDACTED] E: [REDACTED]

160 Ann St, Brisbane QLD 4000

I acknowledge the traditional custodians of the lands and waters where I live and work, and pay my respects to elders past, present and emerging.

This email comes to you from Turrbal Country.

