1. Background
QLife provides Australia-wide peer support by telephone or webchat for Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and all other sexuality, gender and bodily diverse (LGBTIQ+) people. QLife is for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings, or relationships.

QLife has lived experience of being LGBTIQ+ across the service, from the peer supporters, managers and the Board of governance. To build on the strengths of a peer support model, we are starting a new consumer group composed of people who have used QLife, to provide advice specifically from the perspective of using QLife as a consumer.

The consumer group will provide advice to ensure the decisions QLife makes are the most effective, culturally respectful, responsive, and reflective of the community's diverse voices. QLife’s Consumer Group will assist in providing continued improvements in service delivery for LGBTIQ+ communities.

If you are interested in being part of the QLife Consumer Group, you can expect an opportunity to:
- share your experiences in using QLife and other services
- advocate consumer perspectives to improve service design and delivery for LGBTIQ+ communities
- influence better outcomes for LGBTIQ+ communities

2. Group Objective:

The primary objective of the consumer group is to provide valuable insights and feedback to QLife regarding service design and delivery, ensuring it remains effective, culturally respectful, responsive and reflective of the diverse needs of LGBTIQ+ communities. The group aims to advocate for consumer perspectives, influence positive changes in service provision, and enhance support for LGBTIQ+ people using QLife.

3. Guiding Principles:

**Collaboration:** We work together to build alliances and have a positive impact.

**LGBTIQ+-Specific Trauma-Informed Approach:** Acknowledge the unique challenges, historical trauma, and systemic issues faced by our communities, aiming to create a supportive environment prioritising safety, trust and validation.

**Anti-Oppressive Practice:** a commitment to dismantle oppressive systems and promoting social justice. A commitment to challenge all forms of oppression, including racism, sexism, ableism, transphobia, and heteronormativity to foster inclusion and equality.

**Cultural Humility:** a commitment to an ongoing process of compassionate self-awareness and inquiry, and seeking perspectives from the relevant lived experiences.
Confidentiality: Uphold confidentiality and create a safer, non-judgmental spaces for open dialogue. Members feel confident to express themselves without fear of discrimination or exposure.

Accountability and Transparency: Strive for accountability in decision-making processes, maintaining transparency in actions that result from the insights of the group.

4. Membership:
The group welcomes individuals who have previously used QLife's services and identify as part of the LGBTIQ+ community. Membership is open to those willing to share their experiences and contribute constructively to improving services.

5. Role Responsibilities:
- Share experiences and feedback regarding QLife's services.
- Advocate for the needs and perspectives of LGBTIQ+ individuals accessing support services.
- Collaborate with other members to provide recommendations for service enhancements.
- Participate actively in discussions, meetings, and decision-making processes.

6. Example topics for discussion at the group meetings
- Review feedback received from service users and propose solutions
- Review proposed changes to QLife and advise on the specifics of how the change should look
- Provide advice on the training and development of QLife staff
- Provide advice on QLife communications (flyers, webpages, social media posts etc)
- Test out new service developments

6. Time Commitment and Meeting Frequency:
Members are expected to commit approximately 2-3 hours every three months, including meeting attendance, preparation, and potential additional tasks. Meetings will be held online and will be 60-90 minutes.

7. Remuneration:
Committee members will be reimbursed at a rate of $60 per hour for their time spent in meetings and preparation related to the consumer group’s activities.

8. Recruitment and Selection Criteria:
- Previously used QLife for support.
- An interest in improving support services for the LGBTIQ+ community.
- Ability to collaborate effectively within a group setting.
- Commitment to maintaining confidentiality and respecting diverse views.
- A self-care plan and support options.

9. Application Questions:
1. Name
2. Contact details
3. What motivated you to apply to be a part of the consumer group?
4. How have your experiences with QLife shaped your view on what services the LGBTIQ+ community should look like?
5. If you could make 3 improvements to QLife, what would they be?
6. What do you do to look after yourself, your wellbeing and mental health?
7. What support options do you have to reach out to after an emotionally challenging discussion?

To apply, please email sophie.potter@lgbtqhealth.org.au with your responses to these questions by 9am 29th January 2024.

If you have any questions, please also email sophie.potter@lgbtqhealth.org.au