<table>
<thead>
<tr>
<th>Target area</th>
<th>Priority</th>
<th>Description</th>
<th>Actions</th>
<th>Stakeholders</th>
<th>Timeframe* (indicative)</th>
<th>Measure</th>
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<tbody>
<tr>
<td>Every door is the right door</td>
<td>1</td>
<td>1.1 Develop and implement a regional plan for key workers.</td>
<td>- Define scope of work  - Investigate delivery models/options  - Define reporting arrangements  - Write business case for funding approval  - Tender and contracts (if required)</td>
<td>NRTCCAG Clinical Lead Funding and Planning Specialist/NGO service providers</td>
<td>Services to begin in 2018/19 FY</td>
<td>Transgender people are able to meet with a key worker within 2 weeks of referral.</td>
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<td>1</td>
<td>1.2 Develop and increase accessibility to wider support, including (but not limited to): - counselling services  - youth services  - wrap around support services  - peer support programme (Note: Accessibility includes free options)</td>
<td>- Define scope  - Support development of expertise around working with complexity for gender diverse patients.  - Support development of referral and consult between these services and secondary Mental Health.  - Investigate delivery models  - Write business case for funding approval  - Tender and contracts (if required)  - Review patient acceptability</td>
<td>Clinical Lead, NRTCCAG Funding and Planning NGO, youth service providers</td>
<td>Services to begin in 2018/19 FY</td>
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<td>1.3 Provide tools to Primary Care and other providers (e.g. NGOs, youth services) in supporting Transgender patients, e.g.: - Auckland regional health pathways  - Guides on stepped/shared care arrangements  - PHO learning &amp; development modules  - Conference presentations  - Health provider education programme that builds on the existing NGO capability</td>
<td>- Understand need from GPs  - Develop tools in consultation with GPs  - Write business case for Education Programme approval</td>
<td>NRTCCAG Royal College of GPs Metro Auckland Clinical Governance Forum Funding and Planning PHOs Specialist/NGO service providers</td>
<td>01/01/2018</td>
<td>A measurable decrease in the amount of time that Transgender people remain with the secondary service, before being referred back to Primary Care by 2020.</td>
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<td>2</td>
<td>1.4 Support Transgender community to have access to accurate information, including: - public website with info about transgender services - brochures available through PHO/GPs/NGO’s</td>
<td>- Just do it!  - Regularly review and update</td>
<td>Clinical Lead NRTCCAG Specialist/NGO service providers</td>
<td>01/08/17</td>
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<td>The Northern Region Transgender Health Services (&quot;The Service&quot;)</td>
<td>3</td>
<td>1.5 Increase accessibility of non-GIH provided services, including (but not limited to): - Laser hair removal</td>
<td>- Understand need - what are people asking for?  - Understand what Transgender people are entitled to public funding for, from a legal and human rights point of view.  - Scope need/additional capacity  - Write business case for funding approval</td>
<td>Clinical Lead, NRTCCAG Funding and Planning</td>
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<td>2</td>
<td>2.1 Develop view of the Service configuration, including: - Age range  - Location of clinics  - Staffing  - Responsiveness to Pacific, Asian and MELAA  - Consult Liaison role  - Standards of care  - Name of service</td>
<td>- Assess need for clinics across the region  - Conduct review of FTE required  - Write standards of care for NZ (replacing &quot;Gender Reassignment Health Services for Trans People within New Zealand&quot; (CMDHB, 2012))  - Consult with Pacific, Asian and MELAA  - Write business case for funding approval (if needed)</td>
<td>NRTCCAG Funding and Planning NDHB/WDHB/ADHB/CMDHB Māori Health Gains team Pacific Health Gains Asian Health Gains</td>
<td>30/06/2018</td>
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<td>2</td>
<td>2.2 Work to develop and hold a kaupapa Māori approach at the centre of the Northern Region Transgender Health Services, for the benefit of Māori and non-Māori.</td>
<td>- Understand what a kaupapa Māori approach would look like - consult local whā, Kaumatua, and research.  - Develop a model for the Service  - Identify current gaps and needed improvement to achieve.</td>
<td>NRTCCAG Funding and Planning Māori Health Gains team Ngāti Whaka, Ngāpuhi, Te Wānau o Waipāria</td>
<td>30/06/2018</td>
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<td>2</td>
<td>2.3 Establish accurate recording, reporting and evaluation of transgender people in transgender health services</td>
<td>- Define referral/clinical data needed  - Compare with existing data captured  - Scope needed additional capacity/tools, etc  - Write business case for funding approval (if needed)  - Develop service/tools</td>
<td>Clinical Lead NRTCCAG Funding and Planning Ministry of Health</td>
<td>01/07/2017</td>
<td>80% of Transgender patients within the Regional Transgender Health Service complete a satisfaction survey.</td>
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<td>Workforce and Infrastructure</td>
<td>Other DHB Secondary Services</td>
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| **2.4** Align clinical effectiveness (quality) of service provision across ARSHs and CFYH | **3.2** Develop regional pathways and criteria for access to secondary services:  
- Gynaecology  
- Urology  
- Endocrinology  
- Fertility  
- Voice Therapy  
- Mental Health |
| - Develop shared clinical guidelines, consent forms and patient information  
- Establish clinical triage process across services  
- Establish regular MDT meetings  
- Single referral point for services for GPs  
- Strengthen multiple entry points for others  
- Establish joint Clinical Advisory Group across ARSHs and CFYH for service development  
- Establish patient feedback across ARSHs and CFYH  
- Establish joint processes to review adverse events | - Understand need - what are people asking for?  
- Understand what Transgender people are entitled to public funding for, from a legal and human rights point of view  
- Identify services/procedures pathways and criteria are needed for  
- Work with clinicians and consumers to develop pathways and criteria  
- Strengthen relationships between secondary Mental Health and ARSHs/CFYH  
- Scope needed/additional capacity  
- Write business case for funding approval |
| | **3.1** Develop regional pathways and criteria for access to transition related surgical services, including (but not limited to):  
- Chest reconstruction  
- Gender reassignment surgery  
- Improving peri-operative care | **NRTCCAG**  
General Surgical and Plastic Surgical teams  
CFYH & ARSHS  
Ministry of Health  
01/01/2019  
All people in the Transgender Health Service have a clear understanding of their entitlements, and criteria for accessing surgery/ies. Wait list times for surgery are reasonable. |
| | **2.1** Increase competency of new and existing DHB staff working with Transgender people by:  
- increase number of Transgender people employed at the DHB  
- Transgender competency training for DHB staff  
- being responsive to Pacific, Asian and MELAA  
- Work with tertiary/training institutes and professional bodies to make transgender health part of regular study/certification. | **NRTCCAG**  
Funding and Planning  
Māori Health Gains team  
Pacific Health Gains  
Asian Health Gains  
Affinity Services  
Professional Bodies  
Tertiary institutions  
30/06/2018  
70% of transgender people rate the DHB services they interact with as welcoming and affirming of transgender people. |
| | **2.2** Increase competency of new and existing DHB staff working with Takatāpui, Whakawhahine and Tangata ira Tane |  
Establish base guidelines training built off (e.g. WPATH) DHB:  
- Online learning module for Āwhina  
- Wider availability and awareness of rainbow trainings available Externally to DHB:  
- Work with professional bodies to understand training requirements and how to influence these  
- Scope interest from tertiary providers  
- Develop targeted plan across tertiary providers and professional bodies  
- Work in partnership to develop modules  
| | **NRTCCAG**  
Funding and Planning  
Māori Health Gains team  
Ngāri Whatu, Ngāpuhi  
30/06/2018  
Māori accessing the Transgender Health Services rate the DHB services they interact with as welcoming and affirming of them. |
| | **3.3** Review and update policy and procedures across the four DHBs that support engagement in healthcare for transgender people |  
Overall policy on Transgender Inclusiveness for Waitemata DHB  
- Negotiations for adoption with other three DHBs  
- Build ‘service pack’ for easy adoption by DHB services | **Clinical Lead, NRTCCAG** |
| | **3.4** Maintain a system that allows the capture of knowledge over time as we discuss a range of topics, e.g. Advice to MoH around recording Identity in the NHI. |  | **Clinical Lead, NRTCCAG** |

*Questions to the Project Manager: duncan.matthews@waitematadhb.govt.nz  
*Timeframe is indicative only. Some items will be dependant on other factors within the DHBs.