Rainbow Ready roadmap

Guide B3: Setting guide for health and community services (accessible)

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In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people.

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Available at [Rainbow Ready roadmap](https://www.vic.gov.au/rainbow-ready-roadmap) <https://www.vic.gov.au/rainbow-ready-roadmap>.

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# About the Rainbow Ready roadmap

The **Rainbow Ready roadmap** is a set of resources for rural and regional communities to build lesbian, gay, bisexual, trans and gender diverse, intersex, queer and asexual (LGBTIQA+) inclusion. The resources were developed by LGBTIQA+ communities for all regional and rural communities to work together to address inequalities experienced by LGBTIQA+ people. The **Rainbow Ready roadmap** responds to calls from rural and regional Victorians for the need to build LGBTIQA+ inclusion by equipping communities with practical resources.

# About this setting guide

The setting guide should be read following **Guide A: User guide**.

The **Setting guide for health and community services** has been developed for rural and regional **health and community services** that want to be more LGBTIQA+ inclusive. Health and community services include hospitals, residential aged care homes, home services, disability services, mental health services, alcohol and other drug services, housing and homelessness sectors, child and family services, neighbourhood houses and other services.

This setting guide includes:

1. A goal for health and community services to become LGBTIQA+ inclusive
2. 10 indicators to show that the goal has been achieved
3. Tips and suggested activities for achieving each indicator

# Using the setting guide

This setting guide is used in:

* **phase 2 – assess** your community group’s current state of LGBTIQA+ inclusivity with the measurement and evaluation tool, identifying areas for improvement
* **phase 3 – plan** your activities using the action plan
* **phase 4 – evaluate** your progress, again using the measurement and evaluation tool to measure action and activity outcomes against the indicators for LGBTIQA+ inclusivity.

## Steps

1. Read this **setting guide** including its goal, indicators, tips and suggested activities.
2. Complete an assessment of the current state of your community group against the indicators for LGBTIQA+ inclusion, using the **measurement and evaluation tool**.
3. Use the results and the setting guide to identify areas for opportunity. Develop your **action plan** to improve against the LGBTIQA+ indicators of inclusion.
4. Deliver the activities under your **action plan**.
5. After you have completed your project, use the **measurment and evaluation tool** to again measure your progress against the LGBTIQA+ indicators of inclusion.
6. Discuss evaluation results and findings with your project team and LGBTIQA+ community members. Consider making the evaluation report publicly available to show progress.
7. Repeat your evaluation to check progress until all indicators that can be have been achieved.

## When you’re Rainbow Ready

When you feel you have finished your Rainbow Ready project please do share the good news. We want to hear how you’re driving LGBTIQA+ inclusion in your local community. To share your story, both your successes and your lessons learned, simply email the Equality Unit.

It’s one of the main purposes of this project, as LGBTIQA+ people across the state told us they would like to see how inclusion work was done. We want you to share your stories so that others can apply the lessons in their own town, community or organisation.

# Goal and indicators for health and community services

## Goal

Service providers in health and community services understand LGBTIQA+ inequalities and ensure their services are LGBTIQA+ inclusive and responsive.

## Indicators

Indicators are measures used to understand the ways in which a health or community service has strengthened its LGBTIQA+ inclusion, and where there might be room for improvement.

Each indicator aligns with one of the four core principles of LGBTIQA+ inclusion.

### Understanding

1. Education is provided to ensure staff and volunteers understand the experiences and needs of LGBTIQA+ service users.

### Inclusion

1. The service engages LGBTIQA+ service users to plan, implement and evaluate improvements to the service.

### Visibility

1. The service recognises and supports local LGBTIQA+ events and commemorations.
2. LGBTIQA+ inclusive language and images are used in service materials and on websites.
3. The service has a statement of LGBTIQA+ inclusion that is publicly visible.
4. The service displays messages of welcome to LGBTIQA+ service users.

### Safety

1. The service provides a safe and inclusive workplace for LGBTIQA+ staff and volunteers.
2. Service user assessment, processes and documentation tools are LGBTIQA+ inclusive and confidential.
3. Potential risks to the safety of LGBTIQA+ service users are identified and inform plans to promote LGBTIQA+ safety.
4. The service responds to anti-LGBTIQA+ incidents by advocating for the rights of LGBTIQA+ service users and takes steps to prevent recurrence.

The 10 indicators are used to show the goal has been achieved or areas for improvement.

# Tips and suggested activities

The following activities and tips will help you achieve the indicators and progress your **Rainbow Ready roadmap** activities.

## Are you considering intersectionality?

Intersectionality is an approach to understanding the diverse experiences of people and their identities. It involves recognising that this can create different layers and types of discrimination for an individual or group.

It is important to understand that LGBTIQA+ experiences are not all the same.

As well as being diverse in their sexuality, gender identity or sex characteristics, LGBTIQA+ people are diverse in other ways. This might include their Aboriginality, ethnicity, skin colour, nationality, refugee or asylum seeker background, migration or via status, language, faith, ability, age, mental health, housing status or geographic location. For example, LGBTIQA+ Victorians from ethnic faith communities experience life as LGBTIQA+, as well as being a person of colour and person of faith.

It is critical to consider intersectionality when using the **Rainbow Ready roadmap**. This will help ensure your activities engage, include, support and respond to the needs of all LGBTIQA+ people. Ask the questions: Who is not at the table? Are we including LGBTIQA+ people with different identities and lived experiences in planning and project delivery? How are we enabling the voices of those who we don’t usually hear from?

| Indicator | Tips | Activities |
| --- | --- | --- |
| 1. **Education is provided to ensure staff and volunteers understand the experiences and needs of LGBTIQA+ service users**
 | * Staff and volunteers who understand LGBTIQA+ health and wellbeing inequalities may be more likely to understand the need for and support LGBTIQA+ inclusive service delivery.
* Training should support staff to reflect on their own values and beliefs, and the impact these have on how they engage with LGBTIQA+ service users.
 | * Schedule annual training for staff and volunteers to build knowledge and understanding of LGBTIQA+ experiences.
* Develop a service policy on LGBTIQA+ inclusivity to guide inclusive practices across the service.
 |
| 1. **The service engages LGBTIQA+ service users to plan, implement and evaluate improvements to the service**
 | * Supporting LGBTIQA+ community members to take part in service planning and evaluation shows that LGBTIQA+ voices are helping to shape services in a way that best responds to their needs.
* LGBTIQA+ community members should only be engaged where the service intends to take action. Engagement without action can erode trust.
 | * Deliver a workplace and community-wide survey to get feedback on how LGBTIQA+ inclusive the service is.
* Invite LGBTIQA+ service users to join a roundtable event, tabling any live feedback or ideas shared to improve.
 |
| 1. **The service recognises and supports local LGBTIQA+ events and commemorations**
 | * Supporting LGBTIQA+ events can be as simple as displaying flyers or sharing messages on social media.
* Supporting LGBTIQA+ events can raise the profile of the service and communicate to LGBTIQA+ people that the service cares about their wellbeing.
 | * Host an IDAHOBIT event, and invite staff and the broader community to show pride and support for LGBTIQA+ communities.
* Hold an educational event or workshop on bi, trans and intersex awareness days.
 |
| 1. **LGBTIQA+ inclusive language and images are used in service materials and on websites.**
 | * Review the Victorian Government’s **Inclusive language guide**.[[1]](#footnote-2)
* LGBTIQA+ service users will value the use of inclusive language and images because it allows them to feel seen, valid and represented.
* Inclusive language and images can have a positive impact for service users and service staff who don’t feel safe disclosing their LGBTIQA+ identity.
 | * Include inclusive language and images in printed and online materials.
* Using images of local LGBTIQA+ people can be a powerful way of showing LGBTIQA+ inclusion. Make sure to get their consent.
* Consider how images and language can be inclusive of diverse LGBTIQA+ communities. For example, you could include images of queer people of colour on your website, or offer translation services for materials for people who speak another language.
 |
| 1. **The service has a statement of LGBTIQA+ inclusion that is publicly visible**
 | * Statements of commitment can communicate to LGBTIQA+ community members that your service is working to be LGBTIQA+ inclusive.
* Statements of commitment can educate other services that you do not tolerate anti-LGBTIQA+ attitudes or behaviours .
* If your service says it is LGBTIQA+ inclusive, this includes all rainbow communities. Consider whether your service understands and responds to the needs of people with an intersex variation, and whether you currently offer gender-affirming care for trans and gender diverse clients.
 | * Develop a statement of commitment and make sure it is publicly visible.
 |
| 1. **The service displays messages of welcome to LGBTIQA+ service users**
 | * Rainbow, trans and bi flags, stickers and badges can provide simple ‘frontline’ welcome signals.
* Symbols like these should be supported by meaningful actions and policies.
 | Share your work. |
| 1. **The service provides a safe and inclusive workplace for LGBTIQA+ staff and volunteers**
 | * Read the Victorian Government’s **Inclusive workplaces guidelines**.[[2]](#footnote-3)
* Communicate the service’s commitment to LGBTIQA+ inclusivity.
* Understand that microaggressions (for example, misgendering or getting a person’s name wrong) can contribute to an unsafe workplace.
 | * Conduct an all-staff survey to get feedback on strategies to improve LGBTIQA+ inclusivity.
* Create and embed a policy that responds to anti-LGBTIQA+ incidents and supports staff effectively.
 |
| 1. **Service user assessment, processes and documentation tools are LGBTIQA+ inclusive and confidential**
 | * Information on the sexual orientation, gender identity or intersex status of a service user should only be collected when it is deemed necessary.
* Where required, only gather the information directly from the service user. Let them know what you will do with this information.
* Do not make assumptions about someone’s gender or sexuality.
 | * Review assessment and intake forms to ensure these aren’t gender binaried (by only offering options for ‘man’ and ‘woman’). This doesn’t recognise trans and gender diverse people.
* Read the Rainbow Tick resources, including the standard on disclosure and documentation. Consider a Rainbow Tick journey to strengthen your roadmap project.[[3]](#footnote-4)
 |
| 1. **Potential risks to the safety of LGBTIQA+ service users are identified and inform plans to promote LGBTIQA+ safety**
 | * Consult with LGBTIQA+ service users about their safety concerns.
* Consider any risks to LGBTIQA+ people who access services, or take part in LGBTIQA+ inclusion initiatives hosted by your service.
 | * Create a risk management plan to ensure LGBTIQA+ service users are supported and able to feel safe.
* Forge partnerships with local community groups to undertake a joint Rainbow Ready project, addressing safety concerns collaboratively.
 |
| 1. **The service responds to anti-LGBTIQA+ incidents by advocating for the rights of LGBTIQA+ members and taking steps to prevent future recurrence**
 | * Take immediate steps to stop the incident. Offer support to the LGBTIQA+ person.
* Provide feedback or discuss consequences of actions with the perpetrator.
 | * Create a policy for responding to anti-LGBTIQA+ events and a system for keeping a record of incidents, responses and follow-ups.
 |

1. Visit the [Victorian Government website](https://www.vic.gov.au/inclusive-language-guide) <https://www.vic.gov.au/inclusive-language-guide>. [↑](#footnote-ref-2)
2. Visit the [Department of Education and Training’s website](https://www2.education.vic.gov.au/pal/inclusive-workplaces/policy-and-guidelines/LGBTIQ%2B%3E.) <https://www2.education.vic.gov.au/pal/lgbtiq-inclusive-workplaces/overview>. [↑](#footnote-ref-3)
3. Visit the [Rainbow Health Australia website](https://www.rainbowhealthvic.org.au/rainbow-tick) <https://www.rainbowhealthvic.org.au/rainbow-tick>. [↑](#footnote-ref-4)