

Rainbow Tick Standards

A framework for LGBTIQ cultural safety

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Introduction

The Rainbow Tick framework is designed to support organisations to improve the quality of care and services they provide to lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ) service users, staff and volunteers. This resource provides a guide to the six LGBTIQ-inclusive practice Standards that are used in Rainbow Tick accreditation.

Rainbow Tick accreditation is a major investment being made by an increasing number of organisations in Australia who wish to both demonstrate inclusivity and deliver inclusive services. Beyond this, Rainbow Tick is increasingly being recognised as more than an accreditation program.

The Rainbow Tick Standards serve as a useful framework to guide best practice in LGBTIQ inclusion at any stage of the change process.

Rainbow Health Victoria

Rainbow Health Victoria is a program located within the Australian Research Centre in Sex, Health and Society at La Trobe University, and is funded by the Victorian government to support the health and wellbeing of LGBTIQ Victorians.

Through collaboration with government, researchers, community organisations and service providers we produce research, knowledge translation, training, resources, policy advice and inclusive practice guidance and accreditation through the Rainbow Tick.

Previously known as Gay and Lesbian Health Victoria (GLHV), Rainbow Health Victoria has played an important role in improving the lives of LGBTIQ Victorians since 2003.

The history of Rainbow Tick

There is increasing recognition by health and community services and policymakers in Australia

that LGBTIQ communities have specific health and wellbeing needs. A significant body of international and Australian research has established important disparities in health and wellbeing outcomes for LGBTIQ communities, compared to the general population.¹ This is likely attributable to experiences of stigma and discrimination, violence and abuse driven by negative social attitudes towards LGBTIQ bodies, identities and relationships.^{2,3} Unfortunately, this has also contributed to barriers in accessing health and community services, due to actual or anticipated experiences of stigma and discrimination.⁴

Rainbow Health Victoria created Rainbow Tick as a quality framework to help organisations show that they are safe, inclusive and affirming services and employers for the LGBTIQ community. The Rainbow Tick is built upon a set of voluntary LGBTIQ-practice guidelines outlined in the Victorian Government's *Well Proud: A guide to GLBTI-inclusive practice for health and human services*.⁵ Rainbow Health Victoria's first LGBTIQ-inclusive practice guide was published in 2013 to accompany the development of the Rainbow Tick. An updated version was subsequently released in 2016.⁶

This Resource

Rainbow Tick is now widely recognised as one of the most impactful ways to measure and demonstrate LGBTIQ inclusion in organisational practices and service delivery. This Guide presents the Standards as a set of key organising principles for any organisation developing a plan for improving LGBTIQ inclusion at any level, while also supporting organisations on their journey to formal accreditation.

The Rainbow Tick Standards provide a framework for planning, implementing and measuring change. This resource provides an overview of the framework and associated aims and outcomes of each Standard.

While the Rainbow Tick was designed for health and human services organisations, it can also be applied to services in other sectors. In some cases, this may require organisations to tailor the concepts, language and processes described in the Guide to meet their particular business needs and those of their service users, staff and volunteers.

Details about the process of Rainbow Tick accreditation, and the key actions organisations will need to undertake can be found in the accompanying *Rainbow Tick Accreditation Guide*. The accreditation guide also outlines the kinds of evidence required for organisations to be successful in achieving Rainbow Tick accreditation.

Acknowledgements

This Guide has been informed by feedback from LGBTIQ service users and community organisations, organisations and services that have achieved or are working towards Rainbow Tick accreditation. It is also informed by feedback from the team at Quality Innovation Performance (QIP) about their experiences in carrying out Rainbow Tick accreditation.

In particular, thanks to the following people for their contributions;

- ▶ Janine Davidson
- ▶ Jac Tomlins
- ▶ Ruthi Hambling
- ▶ Sue Jones

Rainbow Health Victoria has produced a range of tools and templates to accompany this edition of the *Rainbow Tick Standards* and the *Rainbow Tick Accreditation Guide*. Using these tools, you can gather baseline information about organisational capability and develop your own plan for organisational change across each of the six Standards. These practical tools are designed to embed flexible, reflective processes that can assist you to transform your organisational culture and systems and create affirming and accessible healthcare for everyone.

The tools and templates can be found on our website along with a variety of training programs and tailored supports for creating and embedding LGBTIQ cultural safety.

Download or print these tools at
www.rainbowhealthvic.org.au

Rainbow Tick

A framework for action

Many organisations embarking on the Rainbow Tick process ask us ‘where do we start?’

Before you embark on the Rainbow Tick change process, you should consider building a Rainbow Tick team to help ensure the actions you take are sustainable and supported by key members of your organisation.

Membership may include people from leadership and management including board members, the CEO, human resources staff, quality managers, program managers and service users. This team will have primary responsibility for leading the organisation’s journey towards Rainbow Tick accreditation.

Responsibility for driving cultural change for LGBTIQ inclusion and Rainbow Tick should not sit with LGBTIQ staff and/or projects. For change to be sustainable and successful, responsibility should be shared across the organisation and supported by strong leadership..

Cultural Safety

All people seeking healthcare deserve to be seen, respected and supported and to receive care that

is affirming and accessible wherever they seek that service.

Services cannot rely on identifying someone as LGBTIQ and tailoring their service to them on the spot. It is not obvious from looking at someone that they are LGBTIQ, and LGBTIQ people will often not ‘come out’ to services providers unless they feel safe to do so. LGBTIQ inclusion requires organisations and services to establish universal policies, systems and processes that establish and demonstrate cultural safety.

The Australian Human Rights Commission, citing Williams, defines cultural safety as ‘an environment that is safe for people: where there is no assault, challenge or denial of identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience of learning, living and working together with dignity and true listening’.^{7,8}

The concept of ‘cultural safety’ was originally developed to apply to health service delivery for

Maori communities, with the hope it would be further developed to benefit other marginalised populations as part of a shared responsibility to create a more equal society.^{9,10} This concept and term have been adopted for use by First Nations peoples, including by Aboriginal and Torres Strait Islander communities. Over time, the concept has been expanded to apply to inclusive and affirmative health and community service delivery for other groups, including LGBTIQ communities.

Some institutions have historically perpetrated harm against LGBTIQ communities. In order to become culturally safe for LGBTIQ people, these harmful practices may need to be acknowledged and careful consideration given to what might be required for these services or sectors to become truly safe for LGBTIQ people.

Providing culturally safe services for LGBTIQ people means delivering affirmative, responsive, trauma-informed and person-centred care. It requires acknowledging the unique strengths and vulnerabilities of LGBTIQ people and having structures and processes in place that proactively identify and address potential risks to safety and wellbeing. It means challenging heteronormative and cisnormative ideas and assumptions about bodies, genders and sexualities within systems, workplace culture and service delivery.¹¹

Achieving this requires a comprehensive strategy for organisational and cultural change. The Rainbow Tick Standards provide a framework for planning, implementing and measuring this change.

Rainbow Tick Standards

Rainbow Tick is a framework of interconnected standards to guide any organisation seeking to become culturally safe for LGBTIQ staff, volunteers and service users.

To achieve this, it is likely that changes will be required at an individual, organisational and systemic level.

The six Rainbow Tick LGBTIQ-inclusive practice Standards are:

1. Organisational capability
2. Workforce development
3. Service users participation
4. A welcoming and accessible organisation
5. Disclosure and documentation
6. Culturally safe and acceptable services

While each of the Rainbow Tick Standards can be considered in isolation they are designed to complement and reinforce each other as part of an integrated program. Rainbow Tick Standards provide an excellent and detailed framework that can inform actions for any organisation, to be scaled depending on available resources.

Rainbow Tick Standards provide a framework for planning, implementing and measuring change.

Gathering data about your own organisation is key to establishing your organisation's existing capacity to provide LGBTIQ culturally safe workplaces and services. Knowing your strengths and challenges will help identify gaps and lay the foundations for an action plan across each of the Standards.

The Standards are organised into key understandings, strategies and outcomes in order to give an overview of their meaning and purpose and how they can guide and demonstrate profound cultural and organisational change when implemented as a whole.

Understandings are the things you need to know or consider before you undertake actions.

Strategies are the things you need to do, and

Outcomes are the things you foresee will happen as a result of these actions.

Accreditation

Organisations that have been independently assessed as having met the six Standards can achieve Rainbow Tick accreditation. This demonstrates their commitment and ability to deliver LGBTIQ-inclusive

services, and to continuously review and improve the quality of care they provide. It also provides assurance that LGBTIQ people will be welcomed and receive LGBTIQ-inclusive, quality care.

When individual organisations and services achieve Rainbow Tick accreditation it has important impacts for their service users, staff and volunteers. Rainbow Tick accreditation has the most impact when implemented as part of an overall plan for change in a system or sector. This could involve supporting and encouraging key organisations in a service system to achieve accreditation, while also developing referral systems to create local or state-wide networks to ensure accessible services for LGBTIQ people. An example of this was delivered in response to the LGBTIQ-specific recommendations of the Victorian Royal Commission into Family Violence.

Organisations that have undertaken Rainbow Tick Accreditation describe the profound impact the process and achievement has had on their staff and the community:

“*Undertaking Rainbow Tick has been an extraordinary journey, and there have been so many positive outcomes – for clients, for staff and for volunteers – that I really couldn’t have imagined at the start of that journey. Achieving Rainbow tick, for me, was far more than the sum of its parts and the impact on everyone involved with the organisation has been extraordinary. It represents a true celebration of the LGBTIQ community.*

Jac Tomlins, VincentCare

“*Working towards and receiving Rainbow Tick reinforced our team’s commitment to providing the best possible service to our individual service users and our dedication to being a welcoming culture to all. It is valued and embraced by our staff and service users and attracts service users and staff with similar values.*

Sue Jones, The Melbourne Clinic

Rainbow Tick accreditation has been applied in a range of service types and organisations, including but not exclusive to:

- ▶ Child, family and youth services
- ▶ Community health services
- ▶ Mental Health Services
- ▶ Palliative Care Services
- ▶ Disability Services
- ▶ Ageing and Aged Care Services
- ▶ Women’s Health services
- ▶ Carer Services
- ▶ Domestic Violence, Housing and Homelessness Services
- ▶ Relationship and Counselling Services
- ▶ Sexual Health and Sexual Assault Services
- ▶ Crisis and Family Violence Services
- ▶ Peak Bodies

See the [Rainbow Tick Accreditation and Evidence Guide](#) for more information.

Intersectionality

Overlapping systems of inequality and discrimination can influence both the experiences and specific needs of LGBTIQ people. This includes experiences of inequality and discrimination based on culture, Aboriginality, ethnicity, socio-economic status, ability, geography, age, migration status, religion and other factors.¹² These intersecting social experiences are important in understanding how individuals and communities may describe or feel about being LGBTIQ, and where people may turn for advice and support.

There are diverse generational, cultural and geographic experiences, understandings of bodies, genders and sexualities, as well as cultural or language-specific terms to describe bodies, identities, gender or sexuality. For example, the language that LGBTIQ young people use is often different to that used by older LGBTIQ people.

Organisations have a responsibility to consider the service implications of these intersecting experiences and needs, and factor them into plans for LGBTIQ inclusion, considering the broader focus, context

and make-up of their work. This is now sometimes specifically encouraged or mandated by government, for example in the *Everybody Matters Framework* for family violence responses in Victoria.¹³ Achieving this involves active engagement with community, peak bodies and advocacy groups representing people who are LGBTIQ, as well as groups which address the intersection between being LGBTIQ and being part of other communities, groups or experiences.

Cultural safety for LGBTIQ people is not about adopting a static set of behaviours or language that will apply to all LGBTIQ people. What is experienced as culturally safe is often specific to the person and context and may be influenced by other life experiences and needs. The Rainbow Tick framework is designed to be part of a process of continuous quality improvement that is adaptive and responsive to need, and that drives better inclusion over time.¹⁴

Deliberately applying an LGBTIQ lens to systems and policies within your organisation can bring up questions around other intersections, for example, “why aren’t we doing the same kind of work for people of colour or people with disabilities?”

The work involved in the Rainbow Tick can lay the groundwork for approaching other inclusion work in a systematic way. This resource is focussed on supporting organisations to develop a well-rounded and considered plan for action towards LGBTIQ inclusion. How this links to broader organisational plans around intersectionality, diversity or equity is something each organisation needs to consider carefully at the outset. In considering this, it is important that a specific focus on the change required for LGBTIQ inclusion is not lost.

Standard 1

Organisational capability

The organisation embeds LGBTIQ-inclusive practice across all its systems and continuously seeks opportunities for improvements.

Standard 1 concerns the need to establish an organisational culture that is LGBTIQ-inclusive and affirmative for all service users, staff and volunteers. This involves a process of cultural change and quality improvement within an organisation

“*With the Rainbow Tick, whoever you are, whatever your gender, whatever your sexual orientation, there is a place here for you in this organisation, and you can be proud of that place, and proud of who you are.*

Quinn Pawson, CEO, VincentCare

Understandings

- ▶ Whole of organisation change is required to ensure cultural safety for LGBTIQ people. This includes a commitment to:
 - » A thorough and honest appraisal of current systems and capabilities to establish a baseline for improvement
 - » An investment in staff capability to drive the process
 - » A commitment to engaging LGBTIQ service users, staff and community.
- ▶ Strong leadership at the most senior levels is vital to providing the authorisation, commitment and resources needed to generate and sustain change.
- ▶ LGBTIQ-specific human rights in health and community services include the right to bodily integrity and autonomy, and the right to legal and social recognition of identity and relationships.

Outcomes

- ▶ The organisation has a clear baseline against which to measure improvements.
- ▶ It is clear to LGBTIQ people that they are welcome as staff, volunteers and services users.
- ▶ The organisational systems in place are appropriate, safe and welcoming for LGBTIQ as staff, volunteers and services users.
- ▶ The workplace is experienced consistently as safe and healthy by its LGBTIQ workforce.
- ▶ LGBTIQ service users and their families receive high quality and ethical care that affirms their autonomy and agency.

Key Strategies

- ▶ Adopt a strong and explicit commitment through the governing body to create and sustain an organisational culture that celebrates diversity of sex, gender and sexuality.
- ▶ Conduct a thorough assessment of current practice in order to identify gaps and assess current capabilities to inform a plan for organisational change.
- ▶ Develop a planning framework that embeds LGBTIQ-inclusive practice into strategic directions and business planning.
- ▶ Dedicate and invest resources appropriate to implement and deliver on strategies and plans.

Standard 2

Workforce development

All staff and volunteers understand their responsibilities to LGBTIQ service users and are trained and able to deliver LGBTIQ-inclusive services.

Standard 2 concerns the workforce development required to deliver inclusive services for LGBTIQ communities. In order to maintain up-to-date knowledge, systems, processes and practice that meet the needs of LGBTIQ service users, staff and volunteers, the organisation should provide ongoing opportunities for professional learning. In addition to providing training specific to LGBTIQ-inclusive practice, a culture of ongoing learning can be fostered through access to research and resources, participation in LGBTIQ networks and forums and building relationships with LGBTIQ services and community organisations.

“*LGBTIQ-inclusive practice training lays the first bricks which allow an organisation to implement inclusive processes, because staff have information about why the processes are important.*

Janine Davidson, Cafs

Understandings

- ▶ LGBTIQ-inclusive practice training and professional development for staff and volunteers is essential for:
 - » Ensuring that knowledge and understanding of best practice are up to date,
 - » Establishing clear expectations for the professional conduct and behaviours required by the organisation of its staff and volunteers,
 - » Developing an understanding of why LGBTIQ-inclusive practice is critical to better outcomes for LGBTIQ service users.
- ▶ Workforce development needs to have clear aims and objectives that will deliver to staff and volunteers the knowledge and skills required for LGBTIQ-inclusive services.
- ▶ Capability should go beyond cultural awareness and sensitivity, to build knowledge and confidence to act in ways that demonstrate cultural competence and proficiency.
- ▶ When done well staff training can be a powerful lever for cultural change.
- ▶ Some staff may be impacted by the professional development and require additional support and debriefing.

Strategies

- ▶ Develop a process for assessing the workforce development needs of your organisation, regularly review training needs and other opportunities for further professional development. This should include processes for measuring the impact of investments in workforce development in order to plan and justify future investment.
- ▶ Consider ways in which staff can respectfully and safely discuss their values and beliefs relating to LGBTIQ people and how these impact on service quality.
- ▶ Provide LGBTIQ inclusion training for all staff and volunteers, appropriate to their

- interactions and roles in relation to LGBTIQ communities.
- ▶ Incident debriefing should be considered when reviewing training packages and programs and resulting quality improvement activities.
- ▶ Organisations should develop a systemic approach that incorporates LGBTIQ inclusion training and knowledge-building into existing workforce development schedules and supports a culture of ongoing learning and reflection.
- ▶ Create opportunities to share knowledge as it develops, with peers, within a sector and with other organisations undertaking Rainbow Tick accreditation or LGBTIQ service development.

Outcomes

- ▶ Staff have been provided LGBTIQ-inclusive practice training appropriate to their role as part of induction and periodic professional development and therefore have the knowledge and confidence to provide inclusive practice to LGBTIQ service users, staff and volunteers.
- ▶ The professional development portfolio of the organisation is adaptive to changes in organisational knowledge, the professional growth of staff and organisational cultural proficiency over time, and to new learnings that emerge from the translation of research into practice.
- ▶ Staff know where to source further resources and secondary consultation, have relationships with LGBTIQ services and organisations, and participate actively in networks and forums around LGBTIQ-inclusive practice.

Standard 3

Consumer participation

LGBTIQ service users are consulted about, and participate in the planning, development, and review of the service.

Standard 3 concerns the need for active service user participation in the planning of services and the broader strategic direction of the organisation, to ensure that services and systems better meet their needs. It is vital that organisations seek out the expertise of LGBTIQ people and organisations in the planning, design, delivery and evaluation of their services, as well as engage them as active participants in decision-making for their own care.

“Where there is good community engagement you get better service design and delivery. It makes sense: when you want to improve access and clients’ experience, you need to understand what makes an effective service for them.

**Participation Officer,
Regional Health Service**

Understandings

- ▶ LGBTIQ service users, staff and volunteers are valuable sources of knowledge to inform organisational planning, the implementation of service delivery systems and their evaluation. Ethical practice requires a commitment to ongoing active listening to the lived experience of LGBTIQ communities and a willingness to reflect on individual and organisational blind spots.
- ▶ Input should be sought from a broad range of people, representative across the letters in the LGBTIQ acronym, and including a diversity of experiences of different ages, abilities and cultural backgrounds, as well as other intersecting experiences. Consultation can include community members but should also be sought from LGBTIQ services and community or advocacy groups.
- ▶ Involving LGBTIQ service users in planning, monitoring, evaluation and review processes will strengthen outcomes. There are many benefits when organisations work with LGBTIQ service users and community members and LGBTIQ-services and community groups to plan, implement and evaluate services. These include:
 - » Clients feel valued and respected,
 - » Relationships and organisational reputation within the LGBTIQ community are enhanced,
 - » Service experiences are more likely to lead to better health outcomes
- ▶ Sharing personal experience or professional expertise takes time and energy for LGBTIQ people. This expertise is valuable and should therefore be appropriately acknowledged and compensated.
- ▶ An important feature of successful LGBTIQ-service user participation is building trust and mutual respect, especially for groups of LGBTIQ service users who experience multiple layers of discrimination.

Strategies

- ▶ Engage LGBTIQ communities and staff in co-design of an organisational community participation strategy.
- ▶ Develop policies that clearly outline the role of any consultation groups and their place within organisational governance structures and what will happen with information provided by service users.
- ▶ Remunerate and acknowledge LGBTIQ community representatives and organisations appropriately for their participation.
- ▶ Seek advice as appropriate from LGBTIQ peak bodies, services and researchers for input on all LGBTIQ identities and experiences but especially those who are not represented in your local community groups or consultation strategies.
- ▶ Collaborate with other organisations to share mechanisms and processes for reaching out to and involving LGBTIQ service users.
- ▶ Ensure timely communication with LGBTIQ service users and communities who are consulted about the changes or decisions made as a result of their participation.

Outcomes

- ▶ LGBTIQ service users and community voices influence service development.
- ▶ Program and service review and improvement is informed and responsive to identified LGBTIQ service users feedback.
- ▶ Improved service users engagement and community trust.

Standard 4

A welcoming and accessible organisation

LGBTIQ service users can easily and confidently access services because the physical and virtual environments, including information, structures, resources and processes, are welcoming.

Standard 4 concerns the degree to which LGBTIQ people and communities can access appropriate and welcoming services. Accessibility is enhanced through attention to inclusive practice, as well as other factors such as location, physical space, and cost, amongst others. The aim is to minimise any barriers that prevent or discourage service access.

“Working towards and receiving the Rainbow Tick reinforced our team’s commitment to providing the best possible service to our individual service users and our dedication to being a welcoming culture to all. It is valued and embraced by our staff and service users and attracts service users and staff with similar values.

Sue Jones, The Melbourne Clinic

Understandings

- ▶ Some LGBTIQ service users will have had negative experiences that create barriers to services access, including;
 - » previous negative experiences with service providers,
 - » discrimination, abuse or harassment
 - » being refused service because they are LGBTIQ,
 - » insufficient control of privacy and confidentiality to prevent them 'being outed' (risk and harm created from information about their LGBTIQ status being shared without their knowledge or consent).
- ▶ LGBTIQ service users look for signs that they are specifically welcomed into a service as their whole self, not just accepted or tolerated 'regardless of' their sex, gender, or sexuality.
- ▶ Health and safety legislation require that organisations protect those in the workplace from harmful conduct. This includes employees, volunteers, sub-contractors, trainees and students, and in some states, this extends to service users and visitors too.
- ▶ Staff should be supported to confidently and effectively manage homophobic, biphobic, transphobic and intersexphobic responses from other staff, service users or visitors to their service.

Strategies

- ▶ Establish the organisational expectation that staff welcome LGBTIQ service users at all points on the client journey including prior to entry, and during intake, assessment and service delivery, exit planning, referral and follow up.
- ▶ Periodically review and update resources, policies, physical and online spaces to ensure these are welcoming and accessible to LGBTIQ service users and staff, bearing in

mind other axes of accessibility, for example only considering visual messaging may exclude people who are vision impaired.

- ▶ Ensure all communications are free from heteronormative language and assumptions in addition to specifically targeting communication towards LGBTIQ communities to show that the organisation is welcoming and safe, willing and able to meet their needs, and has networks and systems in place to support referral to other LGBTIQ-inclusive services as required.
- ▶ Communicate an organisational commitment to LGBTIQ-inclusive practice and its requirements to other local and sector services, particularly those with service referral relationships.
- ▶ Promote a commitment to LGBTIQ inclusion through recruitment advertising and processes, to attract and reassure future LGBTIQ employees.

Outcomes

- ▶ Service users know that your service is safe and welcoming.
- ▶ Other organisations know that your organisation is welcoming and accessible and able to provide inclusive services for LGBTIQ service users.
- ▶ The organisation is known as an employer of choice for LGBTIQ people.

Standard 5

Disclosure and documentation

LGBTIQ service users, staff and volunteers feel safe to provide personal information, including their sexual orientation, gender identity and/or intersex status, because they know information will be treated respectfully and that systems are in place to ensure their privacy.

Standard 5 concerns the ways in which LGBTIQ people let others know their sexual orientation, gender identity or intersex variation, and how this is managed by an organisation or service. LGBTIQ people may use different terms to describe disclosure including 'coming out', 'welcoming in' and 'letting people in' depending on their cultural background and personal preferences.

“ We have developed our organisation's confidentiality agreement to recognise the sensitive, significant and important information LGBTIQ clients might share with us. And unpack with clients how this information will be stored and shared, and what information they give consent to be shared.

**Service Manager,
Family Violence Refuge**

Understandings

- ▶ Information about sexual orientation, gender identity or intersex status can be highly personal and, in some cases, sensitive. Disclosure may pose a risk to an LGBTIQ person's safety, health and wellbeing, and their connections to family and community.
- ▶ Service users have the right to choose whether they disclose a range of information about themselves, to understand the implications of providing (or not providing) that information, to determine how information is recorded and to whom that information is made available.

Strategies

- ▶ Audit all forms that collect personal information from both staff and service users in order to determine if there is a clear rationale to collect this data and how this data will be used, including a review of relevant questions used in required and mandated data collection systems.
- ▶ Seek out best-practice for asking questions regarding sexuality, gender identity or intersex status, and relationship or parenting status in any system for data collection, or provide an 'opt-out' if this is not possible to implement.
- ▶ Adopt clear policies and procedures for collecting information about sex, gender identity, sexuality and family or relationships. This includes ensuring service users, staff and volunteers are well-informed about data management of their personal information.
- ▶ Ensure staff are trained in how to confidently demonstrate affirmative and respectful responses to disclosure by service users, collect and manage data in a sensitive, lawful and inclusive manner.

Outcomes

- ▶ The organisation has a sound understanding of what personal and health information it needs to collect and why. The organisation only collects information about service users when it is necessary for the purpose of providing a safe and appropriate service to that service users.
- ▶ The organisation creates an environment in which service users, staff members or volunteers feel confident to disclose, should they choose to do so, and know that their personal information will be confidentially and respectfully handled.
- ▶ Staff members, volunteers and service users understand clearly why the organisation requests different types of personal information, and what impact the giving, or withholding, of that information has on the organisation's capacity to provide safe and optimal care.
- ▶ Service users, staff and volunteers trust that the organisation will treat their information with respect and that there are systems in place to assure their privacy.
- ▶ Disclosures are only ever made willingly and with confidence that privacy is safeguarded, and confidentiality respected and protected.

Standard 6

Culturally safe and acceptable services

Services and programs identify, assess, analyse and manage risks to ensure the cultural safety of LGBTIQ service users.

Standard 6 ensures there are safety mechanisms in place to identify, minimise and mitigate risks to cultural safety for LGBTIQ people. This also ensures that complaints and incidents are managed well and is therefore a vital part of continuous improvement. This Standard acts as a fail-safe and a way to bring together all the work done under the other Standards.

“ Starting at a workplace that asked me my pronouns and facilitated the use of my preferred name was incredibly encouraging and has helped me to feel comfortable, included and accepted at work.

Staff member, Star Health

Understandings

- ▶ This Standard ensures that organisations actively maintain their responsibilities under the other Standards, culminating in a service system and workplace that is culturally safe for LGBTIQ staff, service users and volunteers.
- ▶ A sound understanding of the meaning of cultural safety for LGBTIQ people is a vital precursor to providing a safe and welcoming organisation.
- ▶ LGBTIQ cultural safety requires ongoing identification and mitigation of risks that threaten that safety

Strategies

- ▶ Risk management processes should be developed or updated to identify and respond to risks specific to LGBTIQ service users or staff.
- ▶ Identify and respond to breaches of the cultural safety of LGBTIQ service users, staff and volunteers by other staff, service users, volunteers or visitors.
- ▶ Provide training to ensure all staff, service users and volunteers understand the meaning of LGBTIQ cultural safety and are aware of policies to manage breaches.

Outcomes

- ▶ The organisation's service delivery risk management system includes strategies to identify and manage potential risks to the cultural safety of LGBTIQ service users, staff and volunteers.
- ▶ Breaches of cultural safety of LGBTIQ service users by staff, service users, visitors or volunteers are responded to promptly and effectively.
- ▶ Organisations celebrate the richness of diversity of service users and the value this brings to the organisation and its community, enabling better outcomes for LGBTIQ service users.
- ▶ Service users experience a safe, affirmative and empowering service, provided in safe spaces.

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Rainbow Health Victoria acknowledges that our work is conducted on the lands of traditional custodians in Victoria and in other areas. We recognise the ongoing connection of traditional custodians to the land and value their unique contribution to our work and wider society.