

# Rainbow Tick Readiness Program: Creating an LGBTI Inclusive Organisation

Rainbow Tick accreditation aims to assist organisations to move from lesbian, gay, bisexual, transgender, intersex (LGBTI) aware to LGBTI inclusive while reassuring LGBTI consumers and staff that an organisation is responsive to, understanding and aware of their needs.

Richmond Wellbeing's Rainbow Tick Readiness Program supports organisations to understand and implement LGBTI safe and inclusive service delivery to achieve national recognition for those that meet the accreditation standards.

Over six months, Richmond Wellbeing's program will work with your teams to review, develop and implement a range of measures to:

- Improve service delivery to LGBTI people by building capacity to deliver safe and inclusive services.
- Support your agency and Executives as they learn how to implement LGBTI inclusive practice.
- Support and mentor Executive Managers as they lead the transformative cultural change process in their organisations.
- Develop and implement policies and practices that are responsive to LGBTI people.
- Build and support the capacity of non-LGBTI staff to work more confidently and competently with LGBTI people.

The program will enhance your organisation's ability to incorporate sexuality, gender, and bodily diverse inclusive practice within your service ensuring that LGBTI clients have ready and easy access to services that meet their needs. By promoting a community of practice approach, the program develops partnerships between mainstream and grassroots organisations and peak bodies that will provide support and resources going into the future. The focus on organisational capacity and culture change will support the development of structures that are informed by and reflective of the Rainbow Tick Standards.

Using a top down leadership approach, this program will ensure that your entire organisation is able to respond to the needs of LGBTI clients and develop a diverse workforce by focusing on the individual standards to achieve improvement in:

- Organisational capability - defined as embedding LGBTI inclusive practice across all organisational systems and seeking opportunities for improvement.

- Cultural safety - services and programs identify, assess and manage risks to ensure the cultural safety of LGBTI people.
- Professional development provided to staff.
- Consultation with LGBTI people in planning, development and review of services.
- Safety and confidentiality in the disclosure and documentation of personal information - including sexual orientation and gender identity.
- Provision of welcoming access and intake processes.

## What does it involve?

Richmond Wellbeing's Rainbow Tick Readiness Program Coordinator will work directly with and within your organisation over the course of the program and provide support to the work in designing and implementing organisational change. The program will support the participants to plan, implement and evaluate changes in their service including:

- Conducting an organisational audit
- Consulting consumers
- Educating colleagues
- Developing and implementing an action plan
- Managing obstacles
- Evaluating changes
- Developing a plan for improvement

The Program Coordinator will meet with your LGBTI Reference Group once a month and provide additional on-site support for a minimum of 0.5 days a month over a period of six months. Over that time, each of the six national standards will be reviewed and acted upon within your organisation. The Program Coordinator will provide advice, support and resources in order to promote implementation of actions relating to the different standards. Participants will also have access to the Program Coordinator by telephone and email over the six months. Richmond Wellbeing can also offer advice on providing specialised training to your staff as part of the staff development aspect of the organisational capacity building.

Act now to find out how Richmond Wellbeing can assist your organisation to become a culturally safer, more inclusive environment for LGBTI clients, staff and volunteers.

Call (08) 9350 8800 or email: [admin@rw.org.au](mailto:admin@rw.org.au)

*Richmond Wellbeing provides LGBTI safe and inclusive mental health services in Western Australia. Richmond Wellbeing was the first organisation in WA to achieve Rainbow Tick accreditation in 2017. Since then, Richmond Wellbeing has assisted many other community service organisations to review and improve their LGBTI inclusive practices and prepare them to achieve this significant organisational and cultural change process.*