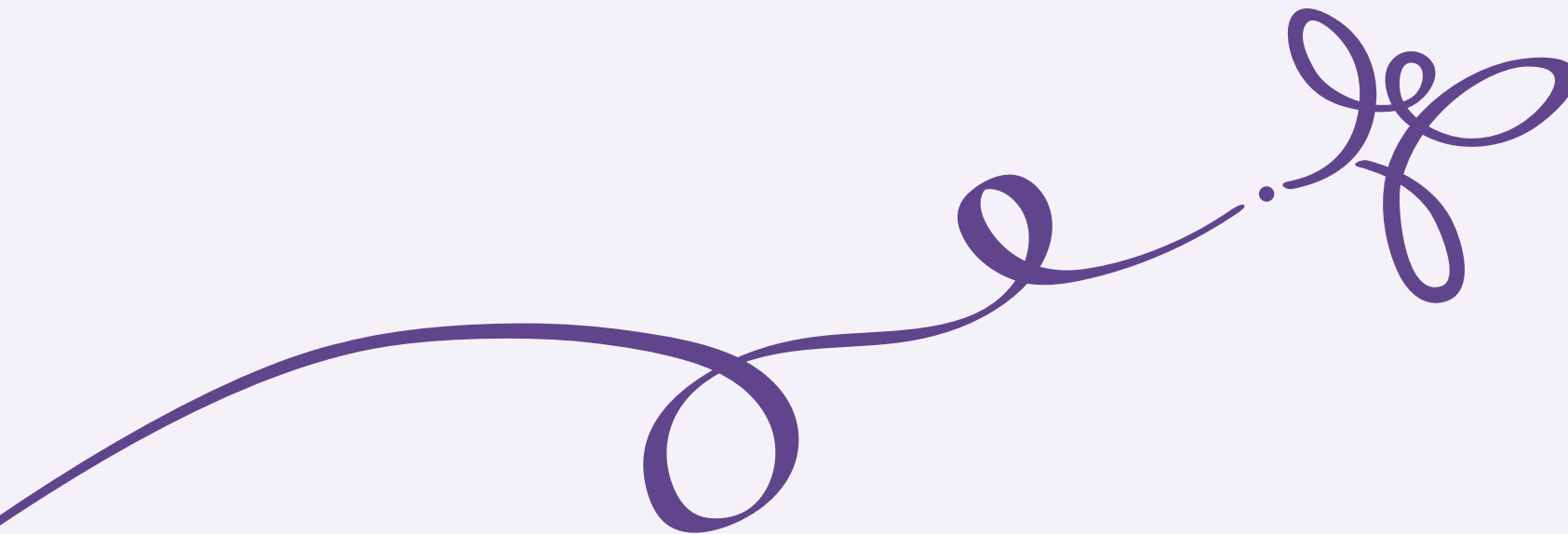




2024-2028
LGBTIQA+ ENRICH Plan

Richmind
WA



ACKNOWLEDGEMENT OF COUNTRY

Richmind WA acknowledges the traditional custodians of the lands on which we live and work. We pay our respects to Aboriginal and Torres Strait Islander people and their Elders past and present, and acknowledge them as the holders of a deep, rich and continuing culture.



RECOGNITION OF LGBTIQA+ TRAILBLAZERS

We acknowledge LGBTIQA+ leaders and allies, past and present who have, and who continue to, work tirelessly to improve the health, wellbeing and the rights of LGBTIQA+ people around the world.

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INTRODUCTION FROM OUR INCLUSION AND BELONGING LEAD

Helen Robinson



The role of Inclusion and Belonging Lead is a new and exciting position, creating opportunities to expand on the scope of our long-term commitment to Diversity, Inclusion and Belonging at Richmind WA.

As the Inclusion and Belonging Lead, I am extremely proud of the work that has gone into developing the 2024-2028 ENRICH Plan across the organisation. The plan will drive the continuous improvement of LGBTIQ+ Inclusive Practice, building on the solid foundation of work undertaken by Richmind WA as a leader in this area since 2015 and providing a model of strong leadership and representation in the mainstream mental health and community services sector.

At Richmind WA we actively embrace and celebrate diversity and inclusion across the organisation and within the community. The next four years offers exciting opportunities to inform our practices and growth as an organisation, by listening

to the voices of lived experience and reflecting those voices in our delivery of services.

Through the dedication and passion of our valued employees, we will deliver meaningful engagement in addressing intersectionality and build strong alliance networks across the organisation.

We will continue to keep up to date with best practice through engagement and partnerships with LGBTIQ+ Community Controlled Organisations and through the consideration of current research findings in the work we do. The ENRICH plan encourages equitable and purposeful participation from staff, volunteers and clients to create a fairer and more inclusive community.

By 2028, we envision a community where LGBTIQ+ staff feel valued, respected, supported, included and have a sense of belonging at work, and where clients can experience pride and strength in their identities, and a personal recovery journey that meets their individual needs.

FOREWORD FROM OUR EXECUTIVE SPONSOR

Shelley Micale

(Chief People & Brand Officer)

As the Executive Sponsor of the ENRICH Committee, I am delighted to present our latest ENRICH operational plan. This plan reflects our enduring commitment to delivering safe, inclusive services and fostering a deep sense of belonging and inclusion within our communities.

Our third Rainbow Tick accreditation is a milestone that underscores our focus leading work driving LGBTQIA+ inclusion across the community services sector supported by our activities leading the Rainbow Tick Communities of Practice.

This new plan is a pivotal component of Richmind WA's overarching strategic plan which is built around the four pillars: 'Be a Leader in Transformative Services', 'Innovate to Bridge Gaps', 'Influence Lasting System Change', and 'Create a Resilient Future.' It also integrates the six Rainbow Tick standards, ensuring that our commitment to excellence is comprehensive.

At Richmind WA, our values reflect our identity. We 'Live and Breathe Recovery', 'Are Brave and Explore', 'Put People First', 'Are Inclusive and Promote Belonging' and 'Listen Deeply and

Learn' are not just words; they are the principles that guide our every action and decision. These values are reflected in the very fabric of our ENRICH plan, driving us to not only be a leader in community mental health services, but also a champion of inclusion and belonging.

This plan builds on the achievements of our inaugural plan and the legacy of the broader LGBTQIA+ communities. Their courage and determination have set the path for us to continue making strides in the right direction. Our plan is a call to action for every member of our staff and volunteer network to embody our values and contribute to the cultural change we aspire to see in our community.

Together, we will continue to advocate for mental health services that are free from discrimination, ensuring that every individual – regardless of their identity – feels safe, welcomed and valued.



Maryanne Wilson, outgoing ENRICH Executive Sponsor and Shelley Micale, current ENRICH Executive Sponsor at Pride 2023

CREATING SAFE ENVIRONMENTS

Our Journey So Far...Services

Richmind WA has a long-term commitment to creating an inclusive, welcoming and safe service and workplace for LGBTIQ+ people, where people feel comfortable to be themselves. As a leader in LGBTIQ+ Inclusive Practice in the mental health sector, and the first Rainbow Tick Accredited organisation in Western Australia, we are proud of the achievements that have been made since the beginning of this journey in 2015.

2015

The Richmind WA Executive identified the need to focus on LGBTIQ+ needs and make services safer and more welcoming and committed to the long-term focus on improving service accessibility.

Following consultation, an LGBTIQ+ strategy was developed and endorsed. MoU signed with MindOut to become a champion organisation.

Richmind WA attended Pride Fairday and Pride Parade in partnership with Carers WA.

Richmind WA held Pride in Practice mini-conference focused on building LGBTIQ+ communities in the mental health sector. Stakeholders included Armadale and Bentley Mental Health Services, Palmerston, Ruah, Carers WA and CoMHW.

Richmind WA invested in a year-long program of organisational LGBTIQ+ capacity building training, in partnership with GRAI.

2016

Richmind WA launched an LGBTIQ+ working group to contribute to enhancing and improving the inclusive quality of services, programs, practices, policies, procedures and strategic directions.

2017

Richmind WA participated in Rainbow Tick Accreditation in March and was the first organisation in WA to receive the Rainbow Tick (August).

2018

Richmind WA received funding from WAPHA for an AoD Workforce Development program in partnership with Living Proud. Partners included Women's Health and Family Services, Cyrenian House, Palmerston and Next Step.

The Department of Communities also provided funding for Richmind WA, in partnership with GRAI to deliver the 'Right to Belong' program. Participants included Ruah, Hope Community Services, Carers WA and Rise Network.

2019

The LGBTIQ+ working group renamed 'ENRICH' to reflect the value the LGBTIQ+ community contribute to Richmind WA and the community.

New LGBTIQ+ Champion role created to promote awareness of LGBTIQ+ issues and enhance and embed LGBTIQ+ diversity and inclusion across the organisation.

Richmind WA's renewed Strategic Plan emphasises LGBTIQ+ inclusive practice as a priority focus.

2020

Richmind WA achieves Rainbow Tick re-accreditation under Edition 2.

Richmind WA launches the community services Rainbow Tick Community of Practice and consultation and auditing services.

2021

Roll out of LGBTIQ+ Inclusivity training as core training to staff and volunteers. 63% of staff trained in 2021.

Data collection – Changes to client exit interviews with options for LGBTIQ+ clients to answer specific questions with the aim of increasing feedback on inclusive service provision.

Richmind WA held the inaugural LGBTIQ+ Staff Day to celebrate the importance of LGBTIQ+ staff and to create an opportunity for connection between staff.

LGBTIQ+ Lead joined the WAPHA stakeholder reference group to participate in the development of the LGBTIQ+ Equity Inclusion Framework.

LGBTIQ+ Team lead voluntary positions established as allies and advocates for LGBTIQ+ clients and staff across Richmind WA services.

LGBTIQ+ Lead facilitated a panel discussion at the LHA National LGBTIQ+ Suicide Prevention Conference.

2022

LGBTIQ+ Lead joined the WACHS Regional Consumers and Carers Network and the Aboriginal and Cultural Diversity Committee to advocate for change in South West Inclusive Service Provision.

In 2022, Richmind WA created the first LGBTIQ+ staff survey to provide feedback on the experience of LGBTIQ+ Inclusive Practice.

Pronouns and Inclusive Language workshop developed and delivered to staff.

75% of Richmind WA staff and volunteers completed LGBTIQ+ Inclusive Practice Training.

2023

Inaugural 'Dining for Diversity' event in partnership with South West Inclusion Network in Bunbury. This successful community event addressed the intersectional experiences of LGBTIQ+ people.

Richmind WA participated in the Pride Parade with our biggest entry to date.

Richmind WA achieves Rainbow Tick re-accreditation under Edition 3.

Rainbow Tick accreditation

2017: The first Rainbow Tick Accredited organisation in Western Australia with recommendations and suggestions for improvement provided by assessors.

2020: Second Rainbow Tick Accreditation achieved with recommendations and suggestions for improvement provided by assessors.

2023: Third Rainbow Tick Accreditation achieved with positive feedback, no recommendations and very few suggestions for improvement provided by assessors.



2024-2028

Richmind WA Strategic Plan

The Richmind WA Strategic Plan (2024-28) and the Rainbow Tick Standards both inform and drive the ENRICH Plan and form the scaffolding that supports all of our ENRICH activities and initiatives.

Our vision

A community where anyone can experience mental health recovery, wellbeing and have the opportunity to realise their aspirations.



ENRICH... A community where LGBTIQ+ people can live fulfilling lives free from stigma and discrimination and have access to safe, welcoming and affirming services.

Our purpose

We shape the future of mental wellbeing services and support mental wellbeing and recovery through the expertise, courage and passion of our people.



ENRICH... To nurture a thriving culture of inclusivity that affirms and celebrates LGBTIQ+ people through leadership, learning and courage, supported by the lived experience of our people and a vibrant ally network.

PILLAR 1

Be a leader in transformative services

We will deliver safe, high quality best practice mental health services that make a difference to people's lives through our passionate, expert teams.

PILLAR 2

Innovate to bridge gaps

We will prioritise growth aligned to our expertise to fill service gaps for people experiencing mental health challenges.

PILLAR 3

Influence lasting system change

We will promote the voice of lived experience and our expertise as a leader in mental health to influence lasting system change and community attitudes.

PILLAR 4

Create a resilient future

We will diversify revenue streams to build agility, resilience and impact.

Create a great place to work for great people

Enhance service excellence

Make and measure impact

Identify service gaps and design solutions

Promote positive, purposeful partnerships

Drive change through advocacy

Build a market-leading brand

Create independent financial capability

Champion sustainable practices

Organisational Capability

An organisation must be able to demonstrate that it has embedded LGBTIQ+ inclusive practices across all of its systems and also seeks out opportunities for continual improvements.

Workforce Development

All staff and volunteers understand their responsibilities to LGBTIQ+ consumers and are trained and able to deliver LGBTIQ+ inclusive services.

Consumer Participation

LGBTIQ+ consumers are consulted and participate in the planning, development, and review of the organisation's services.

Welcoming & Accessible

LGBTIQ+ consumers can easily and confidently access services as the physical and virtual environments including information, structures, resources and processes, are welcoming.

Disclosure & Documentation

LGBTIQ+ consumers, staff and volunteers feel safe providing personal information, including their sexual orientation, gender identity and/or intersex status, because they know information will be treated respectfully and that there are privacy systems in place.

Culturally Safe & Acceptable Services

Services and programs identify, assess, and manage risks to ensure the cultural safety of LGBTIQ+ consumers.

Be a Leader in Transformative Services

GLOSSARY

AoD – Alcohol and Other Drugs
ATSI – Aboriginal and/or Torres Strait Islander
CaFRG – Carer and Family Reference Group
CaLD – Culturally and Linguistically Diverse
CEO – Chief Executive Officer
CoMHWA – Consumers of Mental Health WA
GMB&P – General Manager Brand and Partnerships
GMSOps – General Managers Operations
GMP&C – General Manager People and Capability
GRAI – GLBTI Rights in Ageing
IBL – Inclusion and Belonging Lead
LEEL – Lived Experience Engagement Lead
LGBTIQA+ – Lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual +
LHA – LGBTIQ+ Health Australia
MoU – Memorandum of Understanding
QCM – Quality and Compliance Manager
RPL – Recovery Practice Lead
RT – Rainbow Tick
RTC – Rainbow Tick Consult
SLT – Senior Leadership Team
SW – South West
WAAMH – Western Australian Association for Mental Health
WACHS – WA Country Health Service
WANADA – Western Australian Network of Alcohol & other Drug Agencies
WAPHA – WA Primary Health Alliance

BE A LEADER IN TRANSFORMATIVE SERVICES

We will deliver safe, high quality best practice mental health services that make a difference to people's lives through our passionate, expert teams.

Overview of current environment

The 2020-2023 Enrich Strategy laid a strong foundation to build on. Despite this, challenges persist with LGBTIQA+ people still experiencing mental distress stemming from discrimination and stigma.

This is reflected in Richmind WA where some staff do not feel confident working with LGBTIQA+ people.

As at 2024 data shows that approximately 3% of Richmind WA clients identify as LGBTIQA+ and 10% of our staff identify as LGBTIQA+. Some staff prefer not to disclose their LGBTIQA+ status, highlighting an area for ongoing attention to inclusivity and support.

Our vision by 2028

Richmind WA continues to be a leader in the community services and mental health sector of Western Australia, championing supportive and inclusive practices for LGBTIQA+ individuals. Our service delivery is inherently inclusive, with LGBTIQA+ accessibility and support systems integrated throughout.

Our workforce is not only open and welcoming but also confident in partnering with LGBTIQA+ people on their recovery journeys. LGBTIQA+ Team Leads are highly skilled, valued and supported. We have a vibrant ally network, fostering a culture of learning and mutual support that celebrates inclusion and belonging. Our LGBTIQA+ training is current and tailored to needs, ensuring no barriers to professional growth.

We take pride in providing excellent services that support LGBTIQA+ individuals on their recovery journey, contributing to their sense of pride, belonging and hope for the future. We are recognised as a safe and welcoming environment for the LGBTIQA+ community. At Richmind WA, LGBTIQA+ staff and clients feel safe, seen and valued with their identity being no obstacle to the life they aspire to lead.

Actions

- Review LGBTIQ+ policies and procedures, ensuring alignment to current data, research, recommendations and legislation
- Embed LGBTIQ+ Inclusive Practice in all standard meeting agendas
- Enhance visual signals of safety by incorporating LGBTIQ+ symbols and inclusive language in all processes and promotional materials/channels
- Build LGBTIQ+ Team Lead connections, capability and capacity through regular communication forums, identifying continuous improvement opportunities
- Update LGBTIQ+ information, resources and training, ensuring they reflect a focus on intersectionality and contemporary practice
- Deliver LGBTIQ+ Inclusive Practice Training to all new staff, volunteers and board members within 3 months of their commencement
- Build LGBTIQ+ community, connection and belonging through LGBTIQ+ staff events, ensuring support and accessibility
- Incorporate LGBTIQ+ Inclusive Practice Training into supervision, performance discussions and development planning
- Establish an environment for open conversation regarding people's intersectionality, diverse sexuality, gender and intersex variations within the Recovery Program
- Swiftly and effectively identify and address all incidences of discrimination (overt and covert), ensuring confidential processes are in place for feedback and complaints

Measures of Success

1. Increase in clients who identify as LGBTQIA+ accessing Richmind WA services
2. Client and staff feedback and data reflects strong sense of inclusion and belonging
3. Events well attended and supported
(Two LGBTIQ+ staff days per annum and three Ally Network meetings per annum)
4. Positive LGBTIQ+ training feedback



Innovate to Bridge Gaps

INNOVATE TO BRIDGE GAPS

We will prioritise growth aligned to our expertise to fill service gaps for people experiencing mental health challenges.

Overview of current environment

There are still gaps in services for LGBTIQ+ people, highlighting the need for better data collection and feedback to inform service and program development and improvements. To support identifying service gaps and improvement opportunities we need to continually enhance our workforce's LGBTIQ+ knowledge and skills. Currently data on intersectionality is limited.

While many LGBTIQ+ youth use our services, older CaLD and ATSI LGBTIQ+ people are underrepresented.

Although the number of LGBTIQ+ staff has increased over the last three years to over 10% of the workforce, LGBTIQ+ identifying clients only make up 3% of our overall client base. Some clients may disclose their identity later, however there is currently no process to update this information.

Our vision by 2028

At Richmind WA, we continuously improve our services by identifying and addressing gaps in LGBTIQ+ service delivery. We aim to have best practices in our services and workplace by staying updated on current issues through research, community services, and events. We build and maintain meaningful partnerships, including with LGBTIQ+ Community Controlled Organisations.

To fill knowledge gaps, we engage internal and external experts to deliver training and workshops for staff and clients. We are committed to values-based recruitment, ensuring diversity and alignment with our values and vision. This helps our LGBTIQ+ staff and clients feel welcome, supported and develop a sense of belonging.

We collect data on LGBTIQ+ clients to reflect their experiences and intersectionality from referral to service exit. We partner with other mental health and community organisations to co-design and create innovative community projects and events.

Richmind WA is recognised as a leader in Rainbow Tick practice and accreditation and promotes the benefits of a safe and inclusive environment for LGBTIQ+ people.

Actions

Identify and establish partnerships with inclusive services in the mental health sector, schools and youth services as well as LGBTIQ+ inclusive social support services/ groups for adults and young people

Identify funding opportunities and develop innovative community projects in partnership with both Community Controlled Organisations and other LGBTIQ+ inclusive service providers

Utilise internal and external expertise to create and promote learning opportunities and workshops that enhance staff capacity to identify and meet LGBTIQ+ client needs

Update and maintain the LGBTIQ+ resource library in the employee portal to ensure materials reflect current accessibility of services, research and findings

Support the development of gender affirmation, wellness and related plans for trans, non-binary and gender diverse staff

Ensure that recovery program(s) consider trauma through an LGBTIQ+ lens

Establish and grow a Richmind WA Ally Network to bring allied groups for LGBTIQ+, CaLD, ATSI and differently abled staff together to learn, share lived experience, advocate and provide support for each other

Collaborate with People and Capability to identify strategies and initiatives to attract people from diverse backgrounds including LGBTIQ+ people into the organisation whose values align to Richmind WA

Collect data on the intersectionality of identities among staff and clients to better inform service development, improvement and workplace initiatives

Measures of Success

1. Number and depth of partnerships established
2. Frequency and participation rates in training sessions and workshops
3. Diversity of new hires including the percentage of LGBTIQ+, CaLD, ATSI and differently abled staff
4. Employee and client satisfaction with inclusivity and support, measured through regular surveys and feedback mechanisms
5. Growth of Ally Network



Influence Lasting System Change

INFLUENCE LASTING SYSTEM CHANGE

We will promote the voice of lived experience and our expertise as a leader in mental health to influence lasting system change and community attitudes.

Overview of current environment

Research shows that LGBTIQ+ communities still face discrimination, including lack of protection and barriers to affirming healthcare. Western Australia falls short of the national human rights standards. LGBTIQ+ people with intersecting identities also face discrimination within their own communities, making some spaces within their own communities unsafe. At Richmind WA, we recognise that our LGBTIQ+ clients have unique needs and intersecting identities. We are aware that there are still some staff and clients who do not feel safe or comfortable sharing their LGBTIQ+ identity at work or within our services.

Our vision by 2028

To better understand and address the intersectional needs of our clients and staff, we build meaningful partnerships with LGBTIQ+, ATSI, CaLD Community Controlled Organisations, NDIS services and peak bodies.

By engaging with these groups and participating in committees and advisory groups, we stay informed and advocate for change. Regular feedback opportunities ensure that the voices of lived experience drive advocacy and change. Social media and awareness events promote the health and wellbeing of LGBTIQ+ people. Richmind WA is recognised as a trusted ally and advocate in the mental health and LGBTIQ+ sectors.

Actions

Continue to drive change and demonstrate leadership by facilitating the Richmond WA Rainbow Tick Communities of Practice (Metro and South West)

Establish systems in place for effective reporting and communication of all LGBTIQ+ work across all areas of the business, including Team, Management and Leadership meetings, SLT and Board

Maintain membership with LGBTIQ+ Health Australia and the MindOUT! Project and consider opportunities to join local Community-Controlled Organisations

Submit abstracts to present at relevant conferences (LGBTIQ+, Mental Health, Inclusive Practice, Social Inclusion) and send representatives where relevant and viable

Develop and maintain relationships with relevant sector bodies eg CoMHWA, WANADA, WAAMH, WAPHA and WACHS that may positively influence policy and promote advocacy

Maintain ongoing consultation with CaFRG on documents, studies, and programs concerning LGBTIQ+ matters

Invite support and advocacy groups to speak at our LGBTIQ+ events

Engage in advocacy through the arts by identifying funding opportunities to develop projects with a focus on social change – connection, inclusion and belonging

Strive to have LGBTIQ+ representation across all levels and forums within the organisation from the Board downward

Measures of Success

1. Demonstrated leadership and tangible changes driven through the Richmond WA Rainbow Tick Communities of Practice
2. Successful presentations at relevant conferences
3. Strong influential relationships with sector bodies leading to positive LGBTIQ+ policy changes and advocacy outcomes
4. Representation on external reference and advisory groups



Create a Resilient Future

CREATE A RESILIENT FUTURE

We will diversify revenue streams to build agility, resilience and impact.

Overview of current environment

Securing sustainable funding and revenue is crucial for providing inclusive, high-quality services to all our clients, including the LGBTIQA+ community. Partnering with other organisations can enhance funding opportunities and amplify our impact.

As part of the wider community, we live and work in, we are committed to reducing our environmental footprint. Our stakeholders expect us to actively adopt sustainable practices as we work towards a better future.

Our vision by 2028

Strong partnerships with other organisations attract funding and enhance the impact of our programs. As leaders in inclusion and belonging, we leverage our expertise to offer LGBTIQA+ Inclusive Practice Training and community events, generating income and supporting sustainable services through diverse funding sources.

We demonstrate our environmental commitment through all of our activities. Our positive practices are integral to how we care for our resources showing consistent improvement and diverse strategies to reduce our environmental footprint.

Actions

Collaborate with other organisations and community groups to attract funding to support LGBTIQ+ initiatives and enhance impact

Establish and promote LGBTIQ+ Inclusive Practice Training and events to generate income and provide opportunities for learning and community connection

Incorporate sustainable practices and plans in all ENRICH events and activities, seeking to reduce our environmental footprint

Encourage LGBTIQ+ staff and clients to develop skills through participating in the planning and running of LGBTIQ+ events

Measures of Success

1. Net surplus of funds generated through a diverse range of sources
 2. Sustainability action plans actioned for every activity and event
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SUMMARY

Rainbow Tick Standards

Richmind WA is committed to advancing LGBTIQ+ inclusive practice, guided by the Rainbow Tick standards. The 2024-28 actions have been mapped against the standards as follows:

Pillar	Actions	S1 Organisational Capability	S2 Workforce Development	S3 Consumer Participation	S4 Welcoming & Accessible	S5 Disclosure & Documentation	S6 Culturally Safe Accessible Services
	Review LGBTIQ+ policies and procedures, ensuring alignment to current data, research, recommendations and legislation	✓					
	Embed LGBTIQ+ inclusive practice in all standard meeting agendas	✓					
	Enhance visual signals of safety by incorporating LGBTIQ+ symbols and inclusive language in all processes and promotional materials/channels	✓			✓		
	Build LGBTIQ+ Team Lead connections, capability and capacity through regular communication forums, identifying continuous improvement opportunities	✓	✓		✓		✓
	Update LGBTIQ+ information, resources and training, ensuring they reflects a focus on intersections and contemporary practice		✓				
	Deliver LGBTIQ+ Inclusive Practice Training to all new staff, volunteers and Board members within 3 months of their commencement		✓				
	Build LGBTIQ+ community, connection and belonging through LGBTIQ+ staff events, ensuring support and accessibility				✓		
	Incorporate LGBTIQ+ Inclusive Practice Training into supervision, performance discussions and development planning		✓				
	Incorporate establishing the environment for open conversation regarding people's intersectionality, diverse sexuality, gender and intersex variations within the recovery program(s)			✓	✓		
	Swiftly and effectively identify and address all incidences of discrimination (overt and covert), ensuring confidential processes are in place for feedback and complaints						✓
	Identify and establish partnerships with inclusive services in the mental health sector, schools and youth services as well as LGBTIQ+ inclusive social support services/groups for adults and young people				✓		
	Identify funding opportunities and develop innovative community projects in partnership with both community controlled organisations and other LGBTIQ+ inclusive service providers	✓					✓
	Utilise internal and external expertise to create and promote learning opportunities and workshops that enhance staff capacity to identify LGBTIQ+ clients' needs		✓		✓		✓
	Update and maintain the LGBTIQ+ resource library in the employee portal to ensure material reflects current accessibility of services, research and findings					✓	
	Support the development of gender affirmation plans, wellness and related plans for trans, non-binary and gender diverse staff	✓				✓	
	Ensure that recovery program(s) consider trauma through an LGBTIQ+ lens			✓			✓
	Establish and grow a Richmind WA Ally Network to bring allied groups for LGBTIQ+, CaLD, ATSI and differently abled staff together to learn, share lived experience, advocate and provide support for each other	✓			✓		✓
	Collaborate with People and Capability to identify strategies and initiatives to attract people from diverse backgrounds including LGBTIQ+ people into the organisation whose values align to Richmind WA	✓	✓				✓
	Collect data on the intersectionality of identities among staff and clients to better inform service development, improvement and workplace initiatives			✓		✓	

SUMMARY

Rainbow Tick Standards

Pillar	Actions	S1 Organisational Capability	S2 Workforce Development	S3 Consumer Participation	S4 Welcoming & Accessible	S5 Disclosure & Documentation	S6 Culturally Safe Accessible Services
	Establish systems in place for effective reporting and communication of all LGBTIQ+ work across all areas of the business, including Team, Management and Leadership meetings, SLT and Board					✓	
	Continue to drive change and demonstrate leadership by facilitating the Richmind WA Rainbow Tick Communities of Practice (Metro and South West)	✓					✓
	Maintain membership with LGBTIQ+ Health Australia and the MindOUT! Project and consider opportunities to join local Community-Controlled Organisations	✓		✓			
	Submit abstracts to present at relevant conferences (LGBTIQ+, Mental Health, Inclusive Practice, Social Inclusion) and send representatives where relevant and viable						
	Develop and maintain relationships with relevant sector bodies eg CoMHW, WANADA, WAAMH, WAPHA and WACHS that may positively influence policy and promote advocacy	✓					
	Maintain ongoing consultation with CaFRG on documents, studies, and programs concerning LGBTIQ+ matters			✓			✓
	Invite support and advocacy groups to speak at our LGBTIQ+ events		✓				
	Engage in advocacy through the arts by identifying funding opportunities to develop projects with a focus on social change – connection, inclusion and belonging			✓			✓
	Strive to have LGBTIQ+ representation across all levels and forums within the organisation from the Board downward	✓					
	Collaborate with other organisations and community groups to attract funding to support LGBTIQ+ initiatives and enhance impact						✓
	Establish and promote LGBTIQ+ Inclusive Practice Training and events to generate income and provide opportunities for learning and community connection	✓	✓		✓		
	Incorporate sustainable practices and plans in all ENRICH events and activities, seeking to reduce our environmental footprint	✓					
	Encourage LGBTIQ+ staff and clients to develop skills through participating in the planning and running of LGBTIQ+ events		✓				✓

COMMON LGBTIQA+ TERMS

Agender – Someone who does not have a gender.

Aromantic – Someone who does not experience romantic attraction to others (may or may not experience sexual attraction).

Asexual – Someone who does not experience sexual attraction to others (may or may not experience romantic attraction).

Bisexual – Someone (of any gender) who is sexually, emotionally and/or romantically attracted to two or more genders, including their own.

Cisgender – A word used to describe someone whose gender identity matches the sex they were assigned at birth (the majority of the population). This word exists so we can have respectful conversations about trans and gender diverse people.

Coming Out – A figure of speech based on the slang phrase ‘coming out of the closet’, referring to an LGBTIQA+ person’s self-disclosure or disclosure to others of their sexual orientation, gender identity and/or intersex status. The term ‘Inviting In’ is becoming a more popular alternative term.

Cisnormativity – The assumption that all people will grow up to identify with the sex they were assigned at birth. This positions trans experiences as ‘other’.

Gay – A man who is physically and/or romantically attracted to other men. Is also sometimes used by anyone who is same gender attracted.

Gender Dysphoria – Distress or unhappiness experienced because one’s gender does not match the sex they were assigned at birth.

Gender Euphoria – The feeling of extreme happiness or comfort because someone’s gender is being affirmed.

Genderfluid – Someone with a gender that is fluid and may change from day to day, or over longer periods of time. Sits under the non-binary umbrella.

Gender Identity – Our internal sense of self in relation to being a man, a woman, both or outside of this gender binary, regardless of our body or gender expression.

Gender Pronoun – Words used to refer to someone other than their name. Examples include she/her, he/him, they/them and ze/hir.

Gender Transition – A person’s process of developing and assuming a gender expression to match their gender identity. This can include social transition, medical transition and legal transition.

Heteronormativity – The presumption and expectation that everyone is heterosexual and that this is the norm.

Heterosexual – An opposite gender attracted person (otherwise known as straight). This terminology assumes a gender binary (men and women).

Homophobia, Biphobia, Transphobia, Interphobia – Refers to a range of negative attitudes, feelings or actions toward lesbian, gay, bisexual, transgender, intersex (LGBTI) and/or otherwise sexuality, gender and bodily diverse people. It can also happen to people who are perceived to be LGBTIQA+. It can look like: contempt, prejudice, aversion, hatred, antipathy, or microaggressions and may be based on irrational fear or misinformation.

Homosexual – A same gender attracted person (otherwise known as gay, lesbian). While some people still identify as homosexual, it has become less common due to the history (and current use) in medical fields.

Intersex – People born with sex characteristics (genitalia, internal reproductive organs, hormones and/or chromosomes) that don’t fit the typical definition of male or female.

Lesbian – A woman who is physically and/or emotionally attracted to other women.

LGBTIQA+ – Lesbian, gay, bisexual, transgender, intersex (and otherwise sexuality, gender and bodily diverse people). Some other variations include LGBT+, LGBTI+, LGBTQI+. Richmond WA currently uses LGBTIQA+.

Microaggression – Everyday encounters, sometimes unconscious or unintentional, that communicate hostile or derogatory messages, often to members of marginalised groups including but not limited to the LGBTIQA+ community (e.g. telling someone they don’t look LGBTIQA+, assuming all LGBTIQA+ people have the same experiences, using language that assumes gender stereotypes).

Misgendering – When someone, whether intentionally or not, refers to a person using gendered language or a name that does not match their gender identity e.g. referring to a trans woman as ‘he’.

Non-Binary – An umbrella term (and an identity in its own right) used to describe a range of gender identities that exist outside of men and women.

Pansexual – Someone (of any gender) who is physically and/or romantically attracted to all genders or attracted to people regardless of gender.

QTIPOC (Queer Trans Indigenous Person of Colour) – A person who identifies as being of colour, Indigenous and queer and/or transgender (not heterosexual and/or cisgender). Other variations of this acronym include QPOC and QTPOC.

Queer – A term some people use to describe their sexuality (and/or gender) as terms like ‘lesbian’ and ‘gay’ assume a gender binary.

Once a derogatory term, it has been reclaimed by some people in the community. It should still be used with caution when referencing individuals as some people, particularly older generations, may find it offensive.

Sex – Our physical self as determined by a combination of our chromosomes, hormones, internal reproductive organs and external genitalia. Sex is not binary and includes male, female and a range of different intersex variations.

Sex Assigned at Birth – At birth, all infants are assigned a sex (male or female), usually based on the appearance of their external anatomy. In most countries, people can only legally be assigned male or female, but bodies/sex is diverse, and some countries acknowledge this with either an ‘X’ option or something else.

Sistergirl/Brotherboy – Terms some Aboriginal and Torres Strait Islander trans women and trans men may use to describe their gender identity.

Trans/Transgender – An umbrella term used to describe a diverse range of people whose gender identity does not align with the sex they were assigned at birth.

Two Spirit – A person who identifies as having both a masculine and a feminine spirit – used by some Indigenous populations around the world to describe their sexual, gender and/or spiritual identity.





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