

LGBTIQA+ Procedure

1. Introduction

360 Health + Community has a Cultural Safety Procedure to ensure will deliver services that take into account the cultural and social diversity of its clients and aim to meet their needs throughout the phases of care & support.

This Procedure expands on that Procedure and includes the current details from the Australian LGBTIQA+ Procedure Guide 2020.

1.1 Purpose

LGBTIQA+ covers themes as diverse as parenting, conversion practices and ideology: 360's Vision to 'support a future where all members of our communities have the opportunity to reach their full potential', embraces the ideal to identify the health and wellbeing needs of each individual, without favour or prejudice.

1.2 Guiding Principles

To take a human-rights based approach in line with the World Health Organization principles of non-discrimination, availability, accessibility, acceptability, quality, accountability and universality.

Australian Human Rights Commission Act 1986

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Aged Care Act 1997 (see 11-3 Meaning of people with special needs)

Age Discrimination Act 2004

Aged Care Diversity Framework

Disability Discrimination Act 1992

The Equality Project (2019). Australian; LGBTIQA+ Procedure Guide 2020, The Equality Project, Melbourne.

360 Cultural Safety Procedure

2. Definitions

360	360 Health + Community
CEO	Chief Executive Officer

3. Responsibilities

3.1 360 Board

The Board has overall responsibility for the governance of the organisation; the safety of clients and employees and robust business processes. .

3.2 Clinical Governance Committee (CGC)

The CGC will oversee activity in this area, through management and Program reference group reports.

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3.3 CEO

The CEO will ensure a work culture whereby everyone feels welcome and included.

They will work with the Manager of People & Culture to develop programs for employees to understand their roles in inclusiveness and use employee's feedback to monitor the success of these programs.

3.4 People & Culture Manager (PCM)

The PCM will develop programs, induction and training for employees to understand their roles in inclusiveness and use employee's feedback to monitor the success of these programs.

In addition, the PCM will assist the Communications Officer with client surveys; reporting to the CGC.

In addition, the PCM will ensure the Procedure Guiding Principles are included in human resource policies and practices, and applied to all employee matters.

3.5 (Program) Managers

Managers will work with the PCM to embed an inclusiveness culture within their teams.

In addition, they will include LGBTIQA+ activity in their monthly Activity Report to the Executive / CGC.

3.6 Employees

Every employee will be responsible for their own actions; abiding by the instruction of this Procedure and the programs initiated to embed the inclusiveness culture.

3.7 Operations & Business Support Manager (OBSM)

The OBSM is responsible for registering the Procedure, arranging for its journey through committees until it's approved. They will then add the Procedure to the Documents Register and disseminate it to all 360 employees.

4. Procedure

4.1 LGBTIQA+ Clients and Participants

Programs should be developed on inclusive principles, with services offered on a needs basis and within the scope of the program.

In addition, a client-centred model should be adopted, and where the LGBTIQA+ client has personal needs, these should be accommodated wherever possible: where not possible, options discussed and agreed with the client – and documented in the client's notes.

4.2 LGBTIQA+ Employees

The 360 culture is inclusive: any employees, including LGBTIQA+ should use human resources Procedure and processes to assist them with any concerns, such as being gendered correctly.

4.3 LGBTIQA+ and 360

People with diverse characteristics and life experiences, and their families, carers and representatives should be sought and using the 360 Peer Workforce, included in the development, implementation and evaluation of 360 policies and programs on an ongoing basis.

4.4 LGBTIQA+ Principles

- All people should be permitted to be legally recognised in the gender they feel most comfortable, including, at a minimum, female, male and non-binary.
- Vilification against LGBTIQA+ people should be treated just as seriously as racial vilification.
- Gender centric terms and options in formal documentation exclude, isolate, and humiliate Trans persons.

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- Formal declaration of gender identity must depend solely on how the person identifies, not on whether they have had surgery.
- Trans people should not require a letter from a doctor or other health professional to complete any form of documentation.

5. Related Organisational Documents

360 Code of Conduct
Cultural Safety (Diversity) Procedure
Peer Workforce Procedure

6. Implementation and Monitoring

6.1 Implementation

Using the Procedure Procedure, this Procedure will be reviewed at the Executive Procedure Committee, then forwarded to the Clinical Governance Committee for endorsement and then to the Board for approval.

Once approved, the Office & Business Manager will register the Procedure, add the Procedure to the Documents Register and disseminate it to all 360 employees. 360 employees will vote 'received & read' on the email.

Training will be arranged by the People & Culture Manager (PCM) and delivered during induction, by a Peer Worker wherever possible.

6.2 Monitoring

Monitoring of the Procedure will be undertaken by the PCM using feedback and survey techniques of employees and clients.

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