



CENTRAL
GIPPSLAND
HEALTH

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Lesbian Gay Bisexual Transgender Intersex &
Queer+

Access and Inclusion

Action Plan

2020 - 2023



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CEO Message



Central Gippsland Health (CGH) is proud to present the CGH Lesbian Gay Bisexual Transgender Intersex & Queer (LGBTIQ+) Access and Inclusion Action Plan 2020 - 2023 (*the Plan*).

The Plan demonstrates the commitment of CGH in supporting a safe and healthy community where everyone feels they are valued, supported and have the opportunity to participate. As such the implementation of *the Plan* will allow for changes to be made to support people from the LGBTIQ+ community to access services and feel included.

The Plan has been developed in consultation with, and support from, LGBTIQ+ community members and staff.

CGH understands that people who are Lesbian, Gay, Bisexual, Transgender, Intersex or Queer each have unique needs and it is our objective to provide an inclusive employment environment; accessible services; and supports for all our community members.

The Plan demonstrates how CGH will achieve this by addressing the six outcome areas as documented in the ***LGBTI-inclusive practice audit tool for health the human service organisations, 2nd edition***.



Our Values

Central Gippsland Health's (CGH) Vision is for a safe and healthy community where everyone feels they are valued, supported and have the opportunity to participate.

A core **VALUE** for CGH is that of Social Justice - equity of outcome. To do this we will:

- Focus on achieving equality of outcome for individuals and groups
- Understand the impact of poverty, culture, location and disadvantage on behaviour and health status
- Act to support the disadvantaged and marginalised amongst us
- Ensure our fees policy considers our client's ability to pay
- Support harm minimisation and targeted community support programs; and
- Be compassionate and embrace diversity

Who we are

CGH is the major provider of health and residential aged care services in the Wellington Shire. CGH employs 639 full time equivalent employees which is approximately 1,000 employs. It serves an immediate population of around 42,000 in Central Gippsland, while acute specialist services reach a wider community in East Gippsland and parts of South Gippsland. These specialised services include perinatal services, critical care, obstetrics and general surgery.

At your service



CGH is a sub-regional health service. It works within the Victorian Health Priorities Framework 2012-2022 and implements the priorities and actions contained in the Rural and Regional Health Plan.

CGH provides:

- A broad range of primary, secondary, and tertiary services.
- Acute services at Sale including a full time emergency department, critical care unit, neonatal critical care unit, operating theatres and day procedure unit, oncology and dialysis services. CGH also has general medical and surgical services and subacute services, including rehabilitation.
- Community and home support services throughout the Wellington Shire (excluding Yarram and District). Centres are located in Maffra, Sale, Heyfield, Rosedale, and Loch Sport.
- Residential Aged Care Services in Sale, Maffra, and Heyfield.
- Dental services.

Due to the number of CGH sites, this inaugural Plan will focus on the Sale Campus. Policies, Procedures and Processes are organisational wide so changes to these will be relevant for all sites.

CGH has been progressing a number of projects in recent years that focus on:

- Breaking down the traditional program barriers and service delivery silos.
- Developing an efficient system that responds to people's needs by having them at the centre of the service delivery system.
- Having a system that focuses on supporting people to achieve their goals consistent with the 'active service delivery model'.

LGBTIQ+ Access and Inclusion Action Plan Introduction

To continue with the commitment to provide a health service that is accessible for all community members, CGH has developed *the Plan* to assist with removing barriers for people to provide:

- the same opportunities to all applicants applying for employment; and
- the same courtesy, attention, information and services.

LGBTIQ+ Access and Inclusion Action Plan Development Participants

Mandy Pasmucans - CGH Executive Director of Nursing, Sale.

Celia Johnston, Community member

Fiona Butlin - Community member

Jill Cox - Community member

Kathy Mansfield - Community member

Helen McAdam - Wellington Primary Care Partnerships

Kerryn Vaughan - Community member

Jude Bridgeman - CGH Community Network and Volunteer Support Officer

LGBTIQ+ Access and Inclusion Action Plan Outcomes

The Plan has been developed to support the work required to achieve the Rainbow Health Victoria (formerly GLHV) Rainbow Tick Accreditation.

The Rainbow Tick is for all organisations seeking to provide a safe and inclusive workplace and services for the LGBTIQ+ community. The six standards are designed to be used by the whole organisation, but can be applied to specific services or sites within an organisation.

The six standards are:

- Organisational capability
- Workforce development
- Consumer participation
- A welcoming and accessible organisation
- Disclosure and documentation
- Culturally safe and acceptable services

The Plan aims to focus on the strategies that will support the achievement of these outcomes.

Developing *the Plan*

Consulting with consumers has been a key component of the development of *the Plan*. For CGH, our consumers include people in our community, people who access services from us, and our staff, visitors and volunteers. To maximise broad contribution to *the Plan* we have:

- Established a working group with membership consisting of staff and consumers who have developed *the Plan*.
- Conducted a staff survey to gauge the level of understanding and need around access and inclusion.

LGBTI Access and Inclusion Action Plan



Standard One: Organisational capability

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicators
OUTCOME: There is LGBTIQ+-inclusive practice across all systems and we seek to identify opportunities for improvements				
CGH documentation is LGBTIQ+ inclusive	Review recruitment processes, including position descriptions, so that they are LGBTIQ+ inclusive.	Human Resources	December 2020	Recruitment processes are LGBTIQ+ inclusive
	Place Quality of Care Reports in waiting areas of the Health Service	Community Network and Volunteer Support Officer	Annually	Quality of Care Reports are located in all waiting areas
	Audit CGH client/patient forms to identify if they are appropriately inclusive	Quality Team	June 2021	CGH controlled documents will be inclusive.
	Consumer feedback forms to have LGBTIQ+ specific questions for quality improvement and planning	Quality Team	December 2021	Consumer feedback forms will (as relevant) include LGBTIQ+ related questions.

Standard two - Workforce development

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator
OUTCOME: Staff and volunteers understand their responsibility to LGBTIQ+ consumers and are trained and able to deliver LGBTIQ+-inclusive services.				
Staff to have available appropriate LGBTIQ+ training	Source and make available LGBTIQ+ awareness training for Intake	Community Network and Volunteer Support Officer	June 2020	Training will be available on Moodle for Intake staff to undertake
	Source and make available LGBTIQ+ training for all staff.	Community Network and Volunteer Support Officer	June 2020	Training will be available on Moodle for all staff to undertake at point of orientation and then three yearly

Standard Three: Consumer participation

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator
OUTCOME: LGBTIQ+ consumers are consulted about, and participate in the planning, development and review of services				
LGBTIQ+ Focus Group and consumers provide input into the planning and review of services	LGBTIQ+ Focus Group members assist in conducting awareness sessions for staff and residence	LGBTIQ+ Focus Group	December 2020	Staff and residence receive awareness training.
The organisation has a system for identifying and monitoring the changing needs of its LGBTIQ+ consumers and evaluating the impact of service improvements on their quality of care.	Provide a feedback form to LGBTIQ+ patients, residents and clients seeking feedback on their experience of receiving support and services	Community Network and Volunteer Support Officer	Ongoing	

Standard Four: A welcoming and accessible organisation



Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator
OUTCOME: LGBTIQ+ consumers can easily and confidently access services because the physical and virtual environments, including information, structures, resources and processes, are welcoming.				
CGH will have strategies in place to demonstrate that the health service is a welcoming and accessible organisation	Conduct events which acknowledge and celebrate days of significance	Community Network and Volunteer Support Officer	May Annually.	IDAHOBIT Day will be celebrated on May 17 th (or closest working day) each year
	Place on public display icons such as Rainbow stickers, posters etc throughout the health service	Community Network and Volunteer Support Officer	June 2020	Visible icons will be on display throughout the health service.
	Promote the LGBTIQ+ Access and Inclusion Action Plan on the CGH Website	Community Network and Volunteer Support Officer	June 2020	The LGBTIQ+ Access and Inclusion Plan will be available to the public via the CGH website
	Have available rainbow badges for staff to attach to their lanyards	Community Network and Volunteer Support Officer	April 2020	Rainbow badges will be available for staff via Human Resources Department
	Develop a diversity awareness program for staff at orientation and mandatory updates	LGBTIQ+ Focus Group	June 2020	All staff will have access to a diversity awareness program.
	Review all admission documentation to ensure the wording is inclusive	Quality team	December 2021	Admission forms will have inclusive wording - not just Male/Female

Standard Five: Disclosure and documentation

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator
OUTCOME: LGBTIQ+ consumers, 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 there are systems in place to ensure their privacy.				
Have strategies in place to respectfully protect the privacy and personal information of staff, consumers and volunteers	Create a policy relating to the collection of information about a person's sexual orientation, gender identity, intersex status.	Community Network and Volunteer Support Officer	June 2020	There will be a policy relating to collecting information about a person sexual orientation, gender identity, intersex status.
	Review the Admission, Transfer and Discharge procedure to include a reference of the significance of LGBTIQ+ people disclosing and how to respond	Community Network and Volunteer Support Officer	August 2020	The Admission, Transfer and Discharge procedure will be viewed.
	Review pre-admission information for residential aged care	General Manager, Aged Care	September 2020	The Residential Aged Care Pre-admission kit will have reference to respectfully protecting the privacy and personal information of residents.

Standard Six: Culturally safe and acceptable services

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator
OUTCOME: Services and programs identify, assess, analyse and manage risks to ensure the cultural safety of LGBTIQ+ consumers.				
CGH understands the needs of the LGBTIQ+ consumers and addresses these needs in the design and delivery of services and programs.	Conduct awareness training to staff	Focus group	Ongoing	Staff will gain an understanding of the needs for LGBTIQ+ community members
	Promote and highlight IDAHOBIT day to all staff	Community Network and Volunteer Support Officer	Annually	Staff and community will be made aware of the IDAHOBIT Day and participate in celebrating the day
	Create a training platform for staff at point of orientation and mandatory on a three year basis	Focus Group	January 2021	Staff will have access to training on the CGH Moodle site.
CGH disseminates information about LGBTIQ+ cultural safety across its programs and services and to other organisations	Place information on notice boards across the health service	Community Network and Volunteer Support Officer	ongoing	There will be information on public display promoting the importance of being a culturally safe organisation.