



INCLUSIVITY, IT'S NOT JUST A CHECKBOX: SUPPORTING LGBTQIA+ CLIENTS THROUGH BETTER SUPPORT OF STAFF

VAADA Service Providers Conference – June 2nd, 2023

Collaborative presentation by:

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ACTIVITY

INDUSTRY STANDARDS AND RESEARCH

- Rainbow Health Standards (for QIP Rainbow Tick Accreditation and compliance for organisations, not specific to AOD sector)
- AOD LGBTIQ Inclusive Guidelines for Treatment Providers – ACON/ Central and Eastern PHN/ NADA
- Private Lives 3: The health and wellbeing of LGBTIQ people in Australia. ARCSHS Monograph Series No. 122. Melbourne, Australia: Australian Research Centre in Sex, Health and Society, La Trobe University.
- Pride in our Future: Victoria's LGBTIQ+ Strategy 2022-2032
- Department of Health – Diverse Communities Mental Health and Wellbeing Framework (now in Blueprint for Action)

WHAT WE KNOW

History of harm reduction

- St Vincent's Hospital, Darlinghurst (1986)
- Dr Alex Wodak established an (illegal) pilot needle and syringe program in November 1986, based in the Alcohol and Drug Service at St. Vincent's Hospital, Darlinghurst.

Cultural differences

- "Estimates from the NDSHS show that lesbian, gay and bisexual people continue to be more likely than heterosexual people to use a range of illicit drugs" (AIHW 2020)
- Minority stress? Broader acceptance?

Victoria's Workforce

- In the 2017 Victorian Population Health Survey, **5.7** per cent of respondents identified as lesbian, gay, bisexual, transgender, intersex, gender diverse or other
- Between **20-25%** of the AOD workforce identifies as LGBTQIA+ (VAADA's Workforce Development Survey, 2023)
- **Why?**



WHY ARE WE HERE

LGBTQIA+ Workforce

- How can we better support our identifying workforce?

LGBTQIA+ clients

- How can we better support our identifying clients?

BREAKDOWN

Capability

refers to the specific skills and knowledge (competencies) required for a worker to perform a particular task or job

What are some of the capabilities – skills, professional development, training – our workforce needs to become more inclusive?

Capacity

refers to the organisation or sector-wide ability - or capacity - to support their workforce to perform a task or job.

What resources do we need from our organisation or sector to become more inclusive?

Wellbeing

refers to the overall mental, physical, emotional, and economic health of employees and clients. Relates to all aspects of working life, from the quality and safety of the physical environment, to how workers feel about their work, their working environment, the climate at work and work organisation.

What are the conditions in our workplace that positively impact our wellbeing?



BREAKOUT GROUP 1 (8 MINUTES)

What are the current **barriers** to becoming more inclusive?

- What are the barriers to enhancing our capabilities?
- What are the barriers to gaining more capacity?
- What are the barriers to positive workplace wellbeing?

Other questions to consider:

- What don't we know?
- What do we know that the sector needs more support for?
- What's stopping us from becoming more inclusive – at the individual level? At the organisational level? At the sector level?



CAPABILITY (LUCY BURNETT)

How do we embed LGBTIQ+ affirmative practice at all points of our service response?

What are the 'micro skills' that can help indicate cultural safety for LGBTIQ+ people in service settings?

How do we ask about identities in a way/s which make the client or worker feel respected and acknowledges their identities?

What are some theoretical and practice frameworks that support these skills?

CAPACITY (ALICIA PERKINS)

Resources for service providers is impacted by a number of variables, eg staff numbers, services delivered, location, budget.

Inclusivity and supporting a diverse workforce may include a period of growth and change. A number of resources are available to assist AOD service providers and statewide health services, to achieve best practice. These include:

1. Rainbow Health Australia - six standards
2. Pride in Our Future – Victoria's LGBTIQ+ Strategy 2022-2032
3. NADA Inclusive and Affirming Practice Guidelines
4. VADC Data Collection
5. Diversity Council of Australia



PRIDE IN OUR FUTURE STRATEGY – PRIORITIES

Priority areas



Priority area 1: Equal rights and freedoms

Strengthening existing legal protections for LGBTIQ+ Victorians and ensuring we create laws with an equity lens will benefit all community members.



Priority area 2: Equitable, inclusive and accessible services

Services should be approachable, welcoming, safe and inclusive for all Victorians throughout their journey and when moving between services.



Priority area 3: Visibility to inform decision making

Improving LGBTIQ+ data collection to build evidence will enable us to get a better picture of how LGBTIQ+ Victorians experience all parts of their lives.



Priority area 4: Safe, strong and sustainable communities

LGBTIQ+ people are a proud part of the Victorian community. By creating inclusive communities, we are making sure there is a place for all Victorians to be proud and live their life to the fullest.



WORKFORCE WELLBEING

BREAKOUT GROUP 2 (8 MINUTES)

What makes you feel good at work? What are the current conditions in your workplace that positively impact your wellbeing?

What can you share today with colleagues from other agencies that might inspire positive change?

VAADA'S SEX, SEXUALITY AND GENDER DIVERSE AOD WORKER NETWORK

- Dual purpose;
 - provide a supportive network for sex, sexuality and gender diverse workers in the AOD sector
 - improve AOD services for sex, sexuality and gender diverse people
- Meets quarterly
- Open to anyone in Victoria's AOD sector who identifies as LGBTQIA+ or as sex, sexuality and/or gender diverse (workers are inclusive of those providing frontline services, management, administration, research etc.)

Join here:



<https://confirmsubscription.com/h/j/562323B72413E6B1>

SOMETHING TO REFLECT ONE

Short term change

- What is something you can change about your practice in the next week that would better support LGBTQIA+ clients next week?
- What is something about your leadership or agency that you can change that would better support your LGBTQIA+ staff next week?

Long term change

- What capabilities and capacities do you need to make lasting change over the next year?
- What resources do you need to be more inclusive with your LGBTQIA+ clients? With your LGBTQIA+ staff?

THANK YOU

