

2.7 ACHIEVING RAINBOW TICK ACCREDITATION (TE)

Responsible Director: Russell Hopkins

EXECUTIVE SUMMARY

PURPOSE

To provide information on the proposed steps required for achieving Rainbow Tick Accreditation.

KEY CONSIDERATIONS/ISSUES

At its Meeting of 18 December 2020 Council resolved in part:

“officers to report back to Council on the steps required to be undertaken to achieve Rainbow Tick accreditation for council-run services and a plan to achieve this”.

Rainbow Tick Accreditation is not a quick ‘tick the box’ process. It requires significant amounts of work from all areas of Council to achieve cultural and organisational change, and also requires an allocated budget. Key considerations to note include:

- The work has initially been scoped to take place between 2021 and 2023.
- A Project Control Group will be convened.
- The process and actions taken to achieve Rainbow Tick Accreditation should be aligned with the LGBTIQ+ Action Plan to be developed in conjunction with the LGBTIQ+ Advisory Committee.
- Training is likely to be required for staff, which also involves a cost of \$2,000 per participation.
- The formal Rainbow Tick Accreditation process is approximately \$30,000 to conduct an accreditation against the required standards, which occurs late in the process.
- It is recommended that pilot departments within Council are used to begin the process, gradually expanding organisation wide.

FINANCIAL IMPLICATIONS

In order to understand likely costs associated with the Rainbow Tick Accreditation process, officers sought a quote from an external accreditor. The Accreditation process would involve a cost of approximately \$30,000. In addition, sending two officers to Rainbow Health Victoria’s HOW 2 training is approximately \$2,000 per person.

CONCLUSION/RECOMMENDATION

It is recommended that Council endorse the proposed plan to achieve Rainbow Tick Accreditation in a staged approach over three years.

ACHIEVING RAINBOW TICK ACCREDITATION (TE)

Responsible Director: Russell Hopkins

RECOMMENDATION

That Council endorses the following plan to achieve Rainbow Tick Accreditation:

In 2021: establish a Project Control Group; identify gaps in services or processes through an audit process; workshop gaps and actions with LGBTIQ+ Advisory Committee, and embed strategies in an LGBTIQ+ Action Plan;

In early 2022: Officers attend Rainbow Health Victoria's training program; progressively address actions in the LGBTIQ+ Action Plan; use an internal Expression of Interest (EOI) process to select pilot Departments for Accreditation; and

In late 2022: Officers consider the progress of work and if organisational readiness for Rainbow Tick Accreditation exists, including consideration of the engagement of an external accreditor.

INTRODUCTION

Endorsement from Council is sought on the proposed actions to achieve Rainbow Tick Accreditation for Council-run services.

BACKGROUND

In 2018 Council took steps to better recognise, represent and connect with LGBTIQ+ members of the Monash community through consultation and resulting actions. Council has begun to take a range of steps to be more inclusive including: providing LGBTIQ+ inclusive training to staff; developing an LGBTIQ+ collection series title in the Monash Public Library Services; hosting events for IDAHOBIT Day; offering staff the option of including gender pronouns in the email signatures; and many more.

At its Meeting of 18 December 2020 Council resolved in part:

“officers to report back to Council on the steps required to be undertaken to achieve Rainbow Tick accreditation for council-run services and a plan to achieve this”.

DISCUSSION

Rainbow Tick Accreditation is one way that Council can show that it is a safe, inclusive and affirming service provider and employer for the LGBTIQ+ community. There are six interconnected Rainbow Tick standards – each with multiple criteria (e.g. standard 1 alone has six criteria) - that need to be met in order to achieve accreditation. To achieve this, changes are likely to be required at an individual, organisational and systemic level. Organisations must show a range of evidence to meet each standard and this evidence may include policy documents, training documents, committee and meeting records, survey and audit results, records of communication, employment documents, and observation by auditors.

Rainbow Tick is a major investment and takes time to achieve. No other Council has achieved Rainbow Tick Accreditation for all of their council-run services. A handful of Councils have been accredited for certain services (e.g. Banyule City Council's Aged and Disability Support Program, and Moonee Valley City Council's Community Strengthening Department).

As part of the Rainbow Tick process, an organisation should first undertake a self-assessment using an audit tool provided by Rainbow Health Victoria to understand where its current gaps lie in achieving accreditation. This will help Council to understand to what degree it meets the standards and whether we are ready to be formally assessed. An initial review of this audit by Council officers suggests that Monash Council is not yet ready to be assessed and will need to undertake a range of actions before engaging an external auditor to do a formal assessment. It is recommended that these actions include:

In 2021: establishing a Project Control Group; undertaking a full internal self-assessment and identifying gaps in services or processes; and workshopping these gaps and proposed actions to address them with the LGBTIQ+ Advisory Committee, so they can be embedded in the LGBTIQ+ Action Plan.

In early 2022: At least two officers to complete the eight module Rainbow Health Victoria's training program; progressively addressing the actions in the LGBTIQ+ Action Plan; using an internal EOI process to select pilot departments within Council to begin to get ready for formal assessment/accreditation.

In late 2022: Officers consider the progress of work and if organisational readiness for Rainbow Tick Accreditation exists, including consideration of the engagement of an external accreditor. Councillors will be advised of this assessment of readiness and the proposed next steps.

POLICY IMPLICATIONS

It is likely that many of the actions that need to be taken to achieve Rainbow Tick Accreditation against the six standards, are also actions that may form part of, or be aligned with, the new LGBTIQ+ Action Plan that is to be developed in conjunction with the LGBTIQ+ Advisory Committee. It is therefore recommended that the Rainbow Tick process be a key agenda item for this committee and that the work is embedded in the Action Plan.

In addition, the actions are likely to be aligned with those relating to LGBTIQ+ priorities within the Municipal Health and Wellbeing Plan. For example, one of the top three Health Plan priorities for people who identified as LGBTIQ+ was upskilling Council's own workforce to be more inclusive, responsive, and respectful by undertaking LGBTIQ+ training, etc.

SOCIAL IMPLICATIONS

It is anticipated that even by working towards Rainbow Tick Accreditation – let alone achieving it – Council will improve its sense of community and services for our LGBTIQ+ residents, as well as our employees.

HUMAN RIGHTS CONSIDERATIONS

Working towards Rainbow Tick Accreditation aims to improve Council's recognition of people who identify as LGBTIQ+ and increase opportunities for participation in public life.

GENDER IMPACT ASSESSMENT

Rainbow Tick Accreditation is considered to have a direct and significant impact on the Monash community as it will involve changes to a range of services. If Council endorses the proposed actions to achieving Rainbow Tick Accreditation, a gender impact assessment will be undertaken as part of this work.

CONSULTATION

Community consultation for the Health and Wellbeing Plan captured community priorities for LGBTIQ+ settings and saw a marked difference between the general population and people who identified as LGBTIQ+. The priorities outlined in that consultation did not explicitly include Rainbow Tick Accreditation, however it did include responses that would be incorporated in the six standards e.g. around upskilling Council's workforce, which was seen as a top three priority for people who identified as LGBTIQ+. In addition, Council's LGBTIQ+ Advisory Committee will be consulted with to ensure that the actions planned to assist with Rainbow Tick Accreditation are embedded within the LGBTIQ+ Action Plan where they align.

FINANCIAL IMPLICATIONS

In order to understand likely costs associated with the Rainbow Tick Accreditation process, officers sought a quote from the external accreditor, with the Accreditation process estimated at approximately \$30,000. In addition, sending two officers to Rainbow Health Victoria's HOW 2 training is approximately \$2,000 per person.

CONCLUSION

It is recommended that Council endorses the proposed plan to achieve Rainbow Tick Accreditation in a staged approach.