

Always Belong

DIVERSITY AND INCLUSION

LGBTIQ+ Inclusion Action Plan

2023 - 2025

Our vision

Our objective as part of the *Gold Coast Health Strategic Plan 2020 - 2024* is to deliver health care services and a work environment that is safe, responsive, inclusive, and culturally appropriate for all diverse groups. We must access, attract, retain, and invest in a high-performing, diverse workforce to ensure our capacity and capability to provide world-class healthcare.

Our vision at Gold Coast Health is to have the best health outcomes in Australia and to be a leader in compassionate, sustainable, and highly reliable healthcare. The only way we can realise this vision

is to ensure our staff recognise the importance of treating each other with respect, regardless of people's gender identity and sexual orientation. This LGBTIQ+ Inclusion Action Plan is underpinned by the *Diversity and Inclusion Strategy 2023-2025* and highlights our commitment to evolve and foster an inclusive workplace culture.

Our goal is to provide an inclusive workplace culture where all people, including those identifying with the LGBTIQ+ community, feel safe, engaged, respected and valued to bring their whole selves to work.

Our commitment

While we made important progress in our previous Diversity and Inclusion Strategy 2017-2022 and Workforce Action Plan 2019-2022, this action plan builds on our previous work to achieve best practice LGBTIQ+ inclusion by uplifting our capability and addressing and removing cultural, attitudinal and systemic barriers. Taking an intersectional approach and led by lived experience, employee networks, champions and allies, we are committed to creating new ways to drive diversity, inclusion and wellbeing in a post-pandemic world.

We are committed to the following focus areas:

- Increase representation to meet diversity targets, particularly in leadership and critical roles
- Foster a culture of belonging to ensure our people feel valued, respected, heard and seen
- Strengthen leadership accountability for delivering diversity, inclusion, and wellbeing goals
- Increase staff capability, training and awareness
- Reviewing and updating systems, processes and policies to promote a culture of equal opportunity, free from bias and discrimination
- Promoting a safe and healthy environment that prioritises mental health and wellbeing

Our Values:



What do we mean by LGBTIQ+?

Lesbian, gay, bisexual, transgender, intersex, queer and + (LGBTIQ+) is an acronym used when referring to diverse sexual orientations, gender identities, gender expression and sex characteristics. This definition extends to all diverse identities in this space. A person's gender identity is their deeply held internal and individual sense of gender. A person's gender expression is the way a person externally expresses their gender or how they are perceived by others.

A person's sexuality or sexual orientation is their emotional or sexual attraction to another person. A person's sex is their biological characteristics, usually described as being male or female. Some people may not be exclusively male or female (intersex).

The *Sex Discrimination Act 1984 (Cth)* makes it unlawful to discriminate against a person on the grounds of sex, sexual orientation, gender identity (including gender expression) or intersex status (sex characteristics). Discrimination can be direct when a person is treated less favourably than another person in the same or similar circumstance based on the above grounds of discrimination. Discrimination can be indirect when there is a rule or policy that is the same for everyone but has an unfair effect on people based on their sex, sexual orientation, gender identity (including gender expression) or intersex status (sex characteristics).

Measures of Success

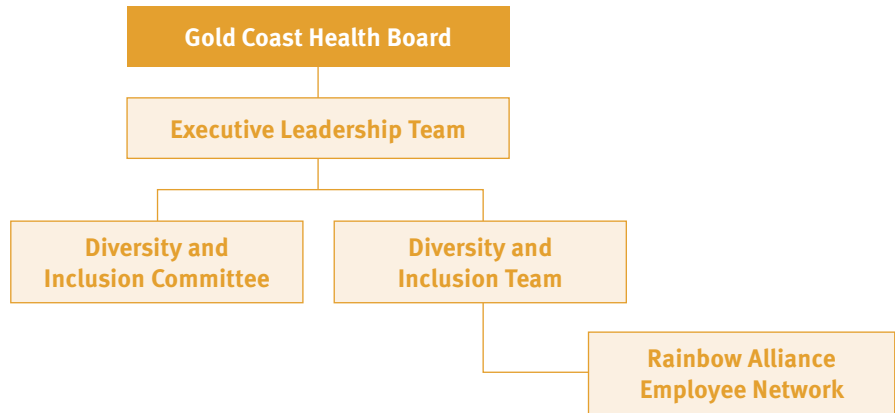


2022 - 2026

Increased positive workplace satisfaction and experiences for LGBTIQ+ inclusion in our Going for Gold Employee Engagement Survey results



Governance and Leadership



Rainbow Alliance Network

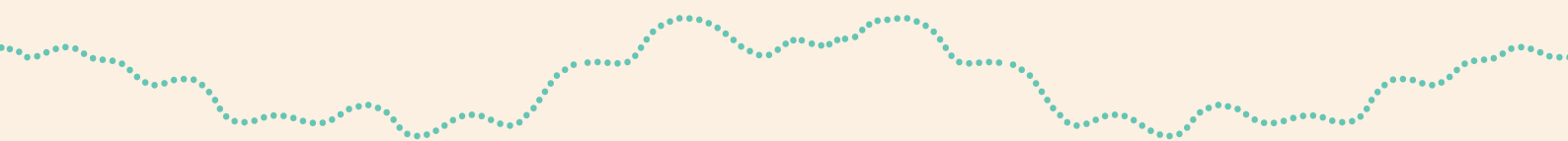
The Rainbow Alliance Network is a group of employees who champion equality and accessibility for LBGTIQ+ inclusion at Gold Coast Health. Employees in this network either identify as part of the LBGTIQ+ community, have lived experience or are allies who play an important role in steering and supporting the implementation of initiatives. You can join the network by contacting the Diversity and Inclusion team at DiversityGCH@health.qld.gov.au



Action Plan

Action	Deliverable	Outcome	Responsible	Timeframe
Focus Area: Recruitment, selection and policies				
Governance	Regularly conduct an audit of all feedback/complaint systems to identify priority areas for LGBTIQ+ inclusion in data collection and reporting and develop a management plan to address gaps	Enhanced understanding of current needs of LGBTIQ+ staff with addressing issues in a timely manner	Diversity and Inclusion Team (D&I)	2023-2025
	Encourage staff to self-identify their diversity information upon employment commencement or in MyHR	Increased identification and number of employees sharing LGBTIQ+ information. Data used to guide strategic direction and create an inclusive workplace.	All staff Leaders	2023
Recruitment and selection	Require mandatory inclusive training for all staff sitting on recruitment panels	Increased LGBTIQ+ inclusion confidence	D&I R&S	2023
	Review recruitment and selection practices to ensure LGBTIQ+ inclusion and inclusive language including Role Descriptions	Removing cultural, attitudinal and system barriers to equal opportunity and full participation	D&I	2023
Policy	Review workplace policies, documents, and communications to ensure they are LGBTIQ+ inclusive	Removed barriers to accessibility and participation	D&I WPaP	2023-2025
	Develop a best practice Gold Coast Health Gender Affirmation in Workplace Policy	Employees feel supported and have the appropriate workplace conditions to thrive	D&I WPaP	2024-2025
	Review complaints process and information available for staff to confidently raise any workplace concerns or discrimination	Increased confidence of people identifying as LGBTIQ+ to report discrimination and workplace harm	D&I	2023
	Introduce gender neutral policy for dress codes/uniforms, all-gender bathrooms, and other access related initiatives for LGBTIQ+ inclusion	Removed barriers to accessibility and participation and employees feel supported and have the appropriate workplace conditions to thrive	D&I	2023-2024
	Support the Darlington Statement and develop specific support guides and processes for intersex employees with <i>Intersex Humans Rights Australia</i>	Best practice support for intersex staff to navigate through workplace	D&I	2024-2025

Action	Deliverable	Outcome	Responsible	Timeframe
Focus Area: Foster a culture of belonging to ensure our people feel valued, respected, heard and seen				
Workplace culture and systems	Regularly collect and analyse data to inform current state and gaps	Mechanism to provide regular monitoring of progress and sharing that information with key stakeholders	D&I	Ongoing
	Ensure consistent use of definition of LGBTIQ+ acronym is used in internal communications and policies	Increased confidence through the correct inclusive use of language	D&I	2023
	Participation in national benchmarking indexes (Australian Workplace Equality Index) to identify and address areas of opportunity	National accreditation as LGBTIQ+ inclusive and guidelines in place to support ongoing best practice	D&I	2023-2025
	Ensure current and new facilities are LGBTIQ+ accessible and inclusive where reasonable including developing a management plan	Facilities are LGBTIQ+ accessible and inclusive where reasonable	D&I Facilities Management	2024-2025
Cultural awareness and education	Arrange information sessions to help employees understand LGBTIQ+ inclusion	Increased understanding and awareness of people who identify as LGBTIQ+	D&I	2023
	Continue to recognise and participate in events of significance such as PRIDE month, International Day Against Homophobia and Transphobia, Wear it Purple Day	Increased understanding and awareness of LGBTIQ+ inclusion	D&I All Staff	2023-2025
	Encourage, design and develop visible signs of LGBTIQ+ inclusion including lanyards, pins, posters, email signatures and communication material	Increased understanding and awareness of LGBTIQ+ inclusion	D&I	2024-2025
	Raise rainbow and PRIDE flags as part of LGBTIQ+ days of significance to show visible inclusive workplace	Increased understanding and awareness of LGBTIQ+ inclusion	D&I	2023-2025
Recognition and employee support	Explore options to target frontline and clinical staff that need support	Staff on frontline gain additional and targeted support	D&I	2023-2025
	Support employee wellbeing and psychological safety by identifying and promoting Employee Assistance Providers and Community partners that specifically support LGBTIQ+ inclusion like HeadSpace and Relationships Australia	Employees who identify as LGBTIQ+ feel supported and have access to appropriate support services Management of psychosocial risk in accordance with Code of Practice 2023	D&I WHS	2023-2025



Action Plan

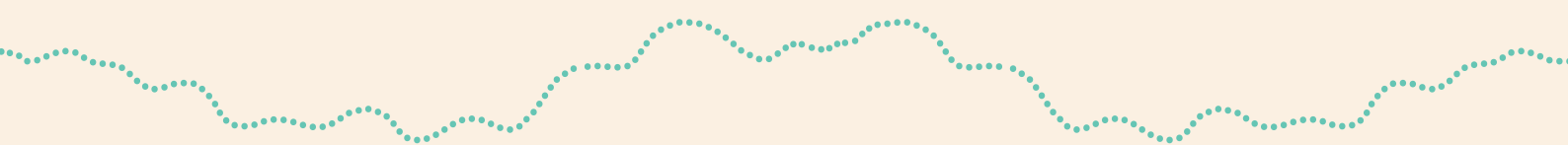
Action	Deliverable	Outcome	Responsible	Timeframe
Focus Area: Training and capability development				
Staff training and capability	Introduce LGBTIQ+ inclusion awareness e-learning program	Increased understanding of the lived experience of LGBTIQ+ inclusion	D&I L&D	2023-2025
	Review Bullying and Harassment Training and introduce updated training in the context of LGBTIQ+ inclusion and confidence	Preventing and appropriately responding to workplace harm	D&I WHS	2023
	Deliver regular workshops and opportunities for staff to build their awareness and understanding access and inclusion issues in the workplace	Increased workplace LGBTIQ+ confidence	D&I	2023-2025
	Develop Manager's Toolkit to support gender transition in the workplace	Increased workplace LGBTIQ+ confidence	D&I	2023
	Encourage employees who identify as LGBTIQ+ in leadership and development programs	Increased leadership capability of employees in the LGBTIQ+ community	D&I L&D	2023-2025
	Review internal and external training programs and courses to ensure accessibility in the context of information provision, application procedures and venue selection	Continuous improvement of access for LGBTIQ+ inclusion	D&I L&D	2023
	Actively promote career development opportunities including mentoring, coaching and professional development for LGBTIQ+ community	Career development and progression for LGBTIQ+ community Increased representation of LGBTIQ+ staff in leadership roles	D&I L&D	2024-2025
Increase staff capability to meet the needs of diverse patients	Provide reporting mechanism to Diversity and Inclusion team from the Consumer Feedback Service	Better understanding of the treatment of patients who identify as LGBTIQ+ recommendations for further training and staff capability development	D&I	2023
	Introduce a LGBTIQ+ Liaison Officer to support staff dealing with diverse patients	Specialist knowledge and support provided to staff and work areas who provide health services to the community	D&I	2024-2025
	Partner with an external organisation to review staff capability in relation to patient services of LGBTIQ+ community	Better understanding of the treatment of patients who identify as LGBTIQ+ and recommendations for further training and staff capability development	D&I	2023-2024

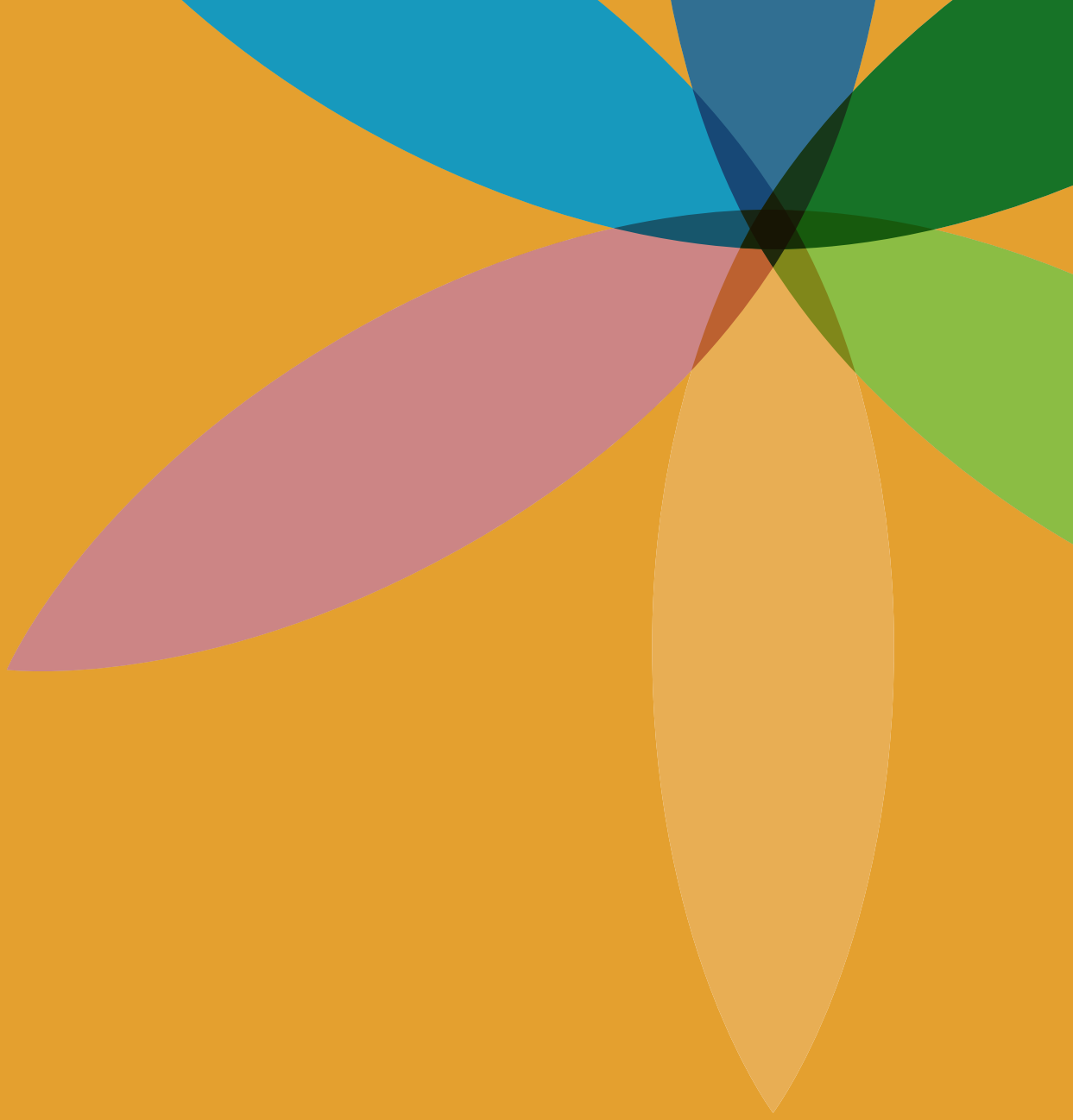


Action	Deliverable	Outcome	Responsible	Timeframe
Focus Area: Leadership & accountability				
Accountability	Explore options to include diversity, inclusion, and wellbeing KPIs in leadership performance plans	Developing visible leaders and LGBTIQ+ champions	Leaders	2024
	Develop dashboard reporting to Executive Leadership Team and Gold Coast Health Board to highlight workforce trends, employee metrics with recommendations to deliver inclusion outcomes	Continuous improvement of access and inclusion for employees who identify as LGBTIQ+	D&I	2023
Leadership capability and support	Deliver LGBTIQ+ inclusion confidence training specific to leaders	Increasing LGBTIQ+ inclusion confidence for leaders to champion inclusive workplace practices for employees who identify as LGBTIQ+	D&I L&D	2023-2025
	Encourage leaders to actively support and encourage teams to attend training, events, and support Rainbow Alliance Network	Visible leadership and supportive environment to proactively support the advancement of inclusion for LGBTIQ+ staff	Leaders	2023-2025

“We have such a diverse workforce, so it’s essential that we promote a culture where we see, believe and support our LGBTIQ+ employees”

JED SHIELS, SOCIAL WORKER AND RAINBOW ALLIANCE EMPLOYEE NETWORK MEMBER





Contact:

✉ DiversityGCH@health.qld.gov.au

📍 Carrara Health Precinct,
45 Chisholm Road,
Carrara, QLD 4211

