

2.4 **LGBTIQA+ ACTION PLAN**

Responsible Director: Russell Hopkins

EXECUTIVE SUMMARY

PURPOSE

The purpose of this report is to seek Council's endorsement of the *LGBTIQA+ Action Plan*.

KEY CONSIDERATIONS/ISSUES

Monash City Council's inaugural LGBTIQA+ Action plan is a four year framework with clear actions to better understand and respond to the experiences and rights of the LGBTIQA+ community. As with everyone in our community, the LGBTIQA+ community deserves to have full and equal participation in community life. Despite significant improvement in recent years, LGBTIQA+ communities in Victoria continue to face barriers that see LGBTIQA+ people not afforded the same rights and dignity as the broader community. As the closest level of government to the community, City of Monash is perfectly positioned to celebrate diversity, promote social inclusion and raise the LGBTIQA+ community profile to help address health and wellbeing needs, equity, safety and access across Monash.

Monash's very first LGBTIQA+ Action Plan represents a deliberate and significant commitment in our journey towards raising the LGBTIQA+ community profile and improving safety, visibility, social inclusion and health and wellbeing of LGBTIQA+ people in Monash.

FINANCIAL IMPLICATIONS

The LGBTIQA+ Action Plan will be delivered within existing resources. Should any action(s) require additional funding this will be sought from external sources or through Council's annual budget process. It is noted that the LGBTIQA+ Partnerships Officer contract is currently funded until June 2023.

CONCLUSION/RECOMMENDATION

This report seeks Council endorsement of the *LGBTIQA+ Action Plan*.

2.4 LGBTIQA+ ACTION PLAN

Responsible Director: Russell Hopkins

RECOMMENDATION

That Council endorses the LGBTIQA+ Action Plan.

INTRODUCTION

The purpose of this report is to present the LGBTIQA+ Action Plan (Attachment 1) for final endorsement.

BACKGROUND

Council has had a long-standing commitment to equity and inclusion and over the years has provided a range of programs and activities to ensure we meet the needs of our LGBTIQA+ community. Following the recent debates around Marriage Equality and in response to calls from community members for council to better recognise, represent and connect with LGBTIQA+ members, Council undertook a needs assessment with our LGBTIQA+ Community. This included a literature review, community consultation, service provider consultation and a report with recommendations that were endorsed in 2018.

Since then, Council has taken a range of steps to be more inclusive including: providing LGBTIQA+ inclusive training to staff; hosting events for IDAHOBIT Day; developing an LGBTIQA+ Advisory Committee and appointing a dedicated LGBTIQA+ Partnership Officer.

In order to progress this work, Council resolved to establish an inaugural LGBTIQA+ Action Plan in consultation with the LGBTIQA+ Advisory Committee.

The LGBTIQA+ Action Plan seeks to build on previous work, reinforce our commitment to LGBTIQA+ inclusion, incorporate the latest research, community consultations and considerations of intersectionality and incorporate related policies, plans and legislation. This will include the Victorian whole-of-government LGBTIQ+ strategy, Pride in our future: Victoria's LGBTIQ+ strategy 2022-32.

DISCUSSION

Monash's inaugural LGBTIQA+ four year Action Plan represents a deliberate and significant commitment in our journey towards raising the LGBTIQA+

community profile and improving safety, visibility, social inclusion and health and wellbeing of LGBTQIA+ people in Monash.

Our four-year plan includes actions under four priority areas:

Priority Area 1: Welcoming and celebrating diversity

Priority Area 2: Enhancing safety, access and participation

Priority Area 3: Inclusive organisation reflective of its diverse community

Priority Area 4: Equitable, inclusive, and accessible services and facilities

At its Meeting of 27 September 2022, Council resolved:

That Council endorses the draft LGBTQIA+ Action Plan for public exhibition and community feedback for a period of three (3) weeks, 28 September – 19 October 2022.

Feedback from the community and LGBTQIA+ Advisory Committee has now been collated and the plan revised accordingly.

POLICY IMPLICATIONS

As LGBTQIA+ inclusion, well-being and equality is an issue across all council areas, there are several related council policies and strategies that reflect the LGBTQIA+ action plan.

These include:

- Council Plan 2021-2025
- Monash Health and Wellbeing Plan 2021-2025
- Monash Gender equity framework
- Monash Loneliness Framework 2021 – 2025
- Monash social housing framework
- Active Monash SPORTS CLUB FRAMEWORK 2022-2027
- Arts and Culture strategy
- Community safety framework

CONSULTATION

In developing the draft plan, council utilised a number of consultation methods to better understand and respond to the experiences and needs of the LGBTQIA+ community in Monash. This included two phases of consultation as outlined below:

Phase one: Public Consultation

The Phase one consultation report and initial draft was endorsed by Council at its Meeting of 27 September 2022. This includes the results of an online

survey, community focus groups, LGBTIQ+ service provider interviews and a feedback board.

The purpose of the engagements was to gather quantitative and qualitative data about:

1. Perceptions of the LGBTIQ+ experience in the City of Monash
2. The City of Monash's role in improving the health and wellbeing of the LGBTIQ+ community
3. The key priority areas for LGBTIQ+ inclusion.

Phase two: Public Consultation of Draft Plan

The draft Action Plan was made available for community feedback and review, the purpose of public consultation of the draft Plan was to gather quantitative and qualitative data to:

1. Understand community perceptions of the Draft LGBTIQ+ Action Plan
2. Ensure the Plan is informed, relevant, and practical
3. Highlight any ideas for additional activities/initiatives/opportunities under any of the priority areas

Phase two community consultation report is intended to be a summary of the findings from the consultation on the draft plan, (Attachment 2 – Community Consultation Phase Two Report).

The final LGBTIQ+ Action Plan reflects the outcomes of both consultations.

SOCIAL IMPLICATIONS

The LGBTIQ+ Action Plan will have a positive impact on the lives of LGBTIQ+ people, their families and the community more broadly. The work will promote human rights, gender equality and a reduction in gender based violence and discrimination.

HUMAN RIGHTS CONSIDERATIONS

The LGBTIQ+ Action Plan is directly seeking to improve human rights outlined in The Charter of Human Rights and Responsibilities Act 2006 which centre broadly into the four themes of Freedom; Respect; Equality; and Dignity.

While all international human rights are relevant, some rights are particularly relevant to the LGBTIQ+ community:

The right to privacy

Under international law, everyone has the right to privacy and should be able to freely express their identity in their relationships with others or by themselves. Specific examples of the right to privacy include: the right to legally engage in same-sex sexual activity, and the right to have legal recognition of your gender reassignment without having to undergo excessive restrictive requirements.

The right to non-discrimination

Equality and freedom from discrimination are fundamental human rights that belong to all people. Under international law, you cannot be discriminated against because of your sex, sexual orientation, gender identity or gender expression". (ref: [LGBTIQ+-International-Human-Rights-Factsheet.pdf \(legalaid.wa.gov.au\)](#))

GENDER EQUITY ASSESSMENT

An intersectional gender lens has been applied throughout the development of the LGBTIQ+ Action Plan as it has a direct and significant impact on the Monash community. Due to the nature of the action plan, the collection of data and consultation in itself always held gender at the forefront.

The key audience for the plan and the consultation is to promote equality in the LGBTIQ+ community which will benefit the whole of Monash communities.

The GIA ensured that we:

- Collected demographic information including information on gender, sexual orientation, Country of Birth, cultural identity including Aboriginal and Torres Straight Islander, age, disability.
- Provided different mechanisms for consultation. Face to Face, online survey's, feedback walls, key informant interviews, informal and formal feedback to strengthen the consultation process.
- Intersectionality, Community Voice, and Access and Inclusion are key principles of the Action Plan.
- Consulted Monash's Advisory Committees.
- Consulted and gained commitment from 23 different teams across council to ensure a whole of council approach and that intersectionality was a key consideration. This includes across the age spectrum – Child, Youth and Families, through to Positive Ageing; Community Strengthening including staff representatives from the Multi-cultural, Disability, Gender and LGBTIQ+ Advisory Committees as well as the Reconciliation Action Plan.

It is noted that almost one in three (30%) participants reported living with a disability or long-term health condition which will need to be a key consideration on how we deliver the Action Plan.

FINANCIAL IMPLICATIONS

The LGBTIQ+ Action Plan will be delivered within existing resources. Should any action(s) require additional funding this will be sought from external sources or through Council's annual budget process. It is noted that the LGBTIQ+ Partnerships Officer contract is currently funded until June 2023.

CONCLUSION

The LGBTIQ+ Action Plan has been prepared for Council endorsement. The Plan reflects Council's commitment to gender diversity and equity and to improving the lives of the LGBTIQ+ community.

LGBTIQA+ Action Plan Consultation Paper

Phase Two: Public Consultation of Draft Plan

Introduction

At the September 2022 Council meeting, Council endorsed the draft LGBTIQA+ Action Plan for public exhibition and community feedback for a period of three (3) weeks, 28 September – 23 October 2022.

The draft LGBTIQA+ Action Plan that outlines key principles, priority areas, goals and actions was informed by community consultations held between March-April 2022. During these consultations we utilised a number of methods to help us to better understand and respond to the experiences and needs of the LGBTIQA+ community in Monash.

The purpose of public consultation of the draft Plan was to gather quantitative and qualitative data:

1. Community perceptions of the Draft LGBTIQA+ Action Plan
2. Ensure the Plan is informed, relevant, and practical
3. Highlight any ideas for additional activities/initiatives/opportunities under any of the priority areas

This community consultation report is intended to be a summary of the findings from the consultation on the draft plan which has informed the final version of our LGBTIQA+ Action Plan.

Summary of Engagement

The following table outlines the stakeholder engagement activities undertaken.

Engagements Undertaken			
4	Council advisory committee meetings	1	Community survey
1	Open Feedback Form	1	Shape Monash site
1	Expert Service provider interviews	2	LGBTIQA+ advisory committee meetings
1	Community Stall		
Who was Engaged			
4	Council advisory committees	33	Community survey respondents
11	Open feedback respondents	354	Visits to the Shape Monash page
2	External staff involved in service provider interviews	15	LGBTIQA+ advisory committee members

Participation

Approach

The draft LGBTIQ+ Action Plan was open for comment for a period of three weeks from 28 September – 23 October 2022. Community and stakeholders were encouraged to provide their feedback on the draft Action Plan via Shape Monash.

The opportunity to provide feedback on the Action Plan was advertised using the below methods of communication:

- Article on LGBTIQ+ inclusion and the Action Plan consultation in the October Bulletin
- Media release on the LGBTIQ+ action plan and consultation
- Council social media channels
- People that had previously provided input in phase one of the consultation via Shape Monash
- All advisory committee members
- LGBTIQ+ service providers and experts contacted via email
- Q-east Alliance (LGBTIQ+ youth network in south east) contacted via email and discussed during network meeting
- Peak bodies including LGBTIQ+ equality (Victorian government) and Victorian Pride Lobby contacted via email
- Local community health services including Family Access Network & Women's health East contacted via email

Formal responses were received from 42 participants via Shape Monash, one peak body provided feedback formally via email and Teams meeting and informal feedback was received verbally following a discussion within one advisory committee.

Officers provided the opportunity for Advisory Committees (Disability, Gender Equity, Multicultural and Youth) to have their say verbally through attendance at October Advisory Committee Meetings and through the Shape Monash link.

During the LGBTIQ+ Bingo Event for Seniors week, a community stall was made available for event attendees to provide informal feedback on the Draft Plan.

Officers met with Victorian Pride Lobby to have an informal discussion following a written submission made via Email.

In addition to the above, our LGBTIQ+ Advisory Committee has met three times and engaged via email between meetings to ensure a co-design approach at every stage of the action plan. Engagement with the LGBTIQ+ Advisory Committee informed the basis for community consultation on the draft plan and they continued to advise in the development and implementation of the Final version of the Action Plan.

Survey Participants

Demographics were included within the Shape Monash Survey, and the below details describe demographics of the twenty-eight Shape Monash respondents included in the analysis.

Connection with the LGBTIQ+ Community

Respondents mostly identified as LGBTIQ+ (43%).

Connection with LGBTIQ+ community	Number	Percent
LGBTIQ+	12	43%
Allies	4	14%
Friends or family	4	14%
Prefer not to say	1	4%
None of the above	3	11%
Other	4	14%

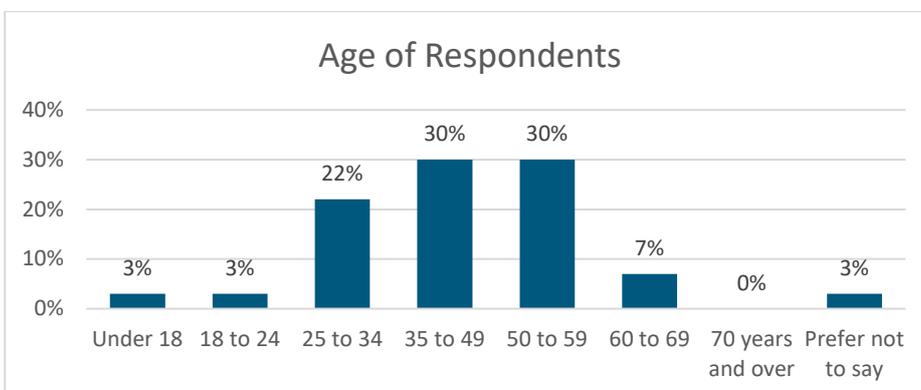
Connection to the City of Monash

The majority of respondents are residents of Monash, with a good representation from workers and students.

Connection to Monash	Number	Percent
Resident	20	71%
Worker	3	10%
Student	4	14%
Visitor	0	0%
Prefer not to say	0	0%

Age of Respondents

Among the respondents who gave their age group, majority of respondents were between the ages of 25-59 (85%)



Feedback Results

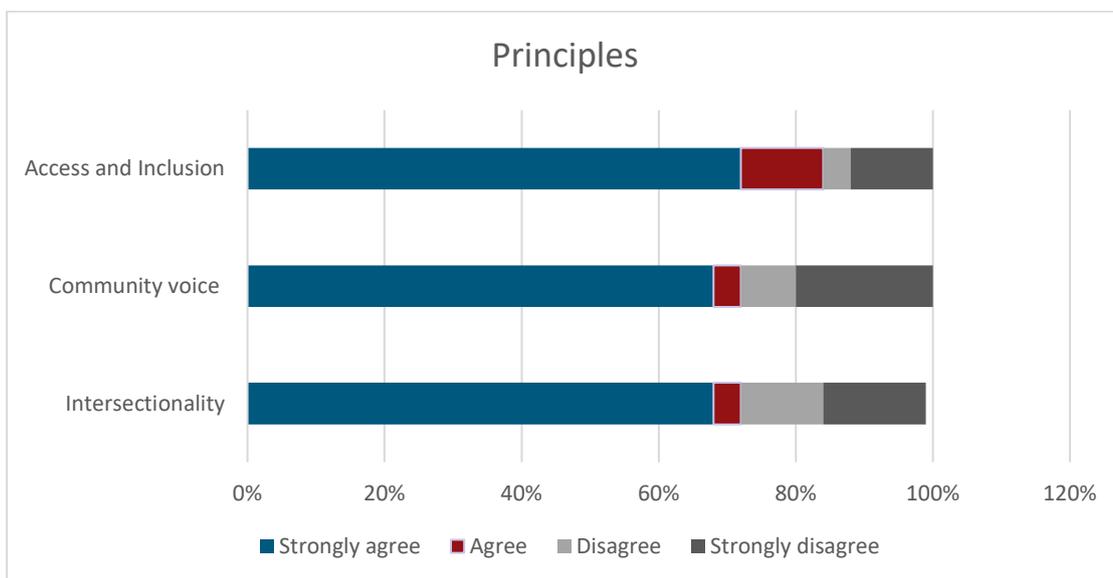
Quantitative Results

The following is a summary of the quantitative data collected as part of the community survey data. Qualitative Data as well as Data collected from other consultation methods is shown in the next section of the report.

Principles

Level of Agreement with Principles

The majority of respondents either Strongly Agreed or Agreed with the proposed Principles. Results differed for respondents who identify as LGBTIQ+ and those who don't. (Support access and inclusion= 93% vs 67%, respectively, Support Community Voice= 76% v 61% respectfully, Support Intersectionality=78% Vs 60% respectfully).



Goals

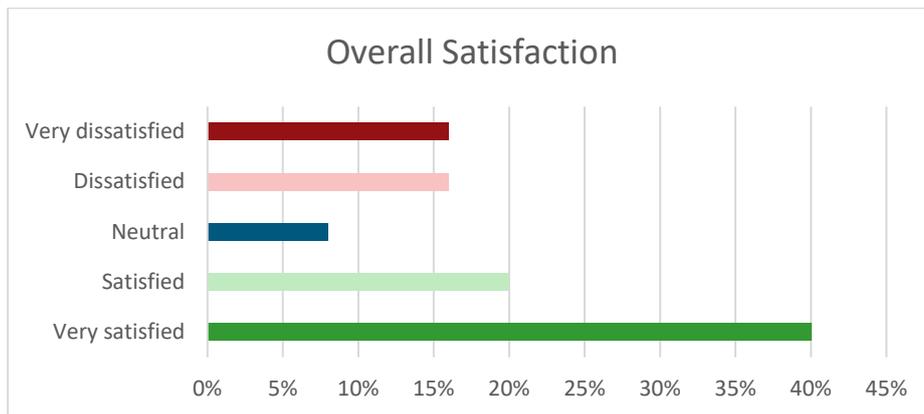
Respondents were asked to rank their top goals out of a list of thirteen grouped under the Action Plan priority areas.

Top 5 Goals

Council services and facilities are culturally safe, inclusive and welcoming
Identify and reduce risks to the safety of LGBTIQ+ people
Increase awareness and visibility of LGBTIQ+ people
Understand and respond to LGBTIQ+ communities' experience of Homelessness and Family Violence
Recognise and celebrate the LGBTIQ+ community

Overall Feedback

Respondents were asked their level of overall satisfaction on the plan and whether it provides a platform for continued action and engagement with the LGBTIQ+ community in Monash. Results significantly differed for respondents who identify as LGBTIQ+ and those who don't, with 75% of those dissatisfied with the plan NOT identifying as LGBTIQ+.



Qualitative Feedback

The following qualitative feedback is informed by comments provided by the online questionnaire, written responses and by discussions with the Advisory Committee and Peak Bodies.

Most participants provided multiple comments, these comments have been separated and analysed. Shown below is a summary of the key themes and comments from the community. The majority of feedback was general, nine submissions commented on individual policy points, responses to this feedback are grouped and provided in Table 5 - Feedback on Actions.

A summary of all revisions is shown at the end of this paper.

Body

Table 1: Body and Background

Comment received (summary)	Council response
LGBTIQ+ not homogenous group/community instead communities	Noted: amendment recommended
Issues with self-reported data	Noted: amendment recommended
Issue with fluctuating stats	Noted: limited data in this space, data not accurately collected ABS, unclear exact number population

Principles

Table 2: Principles Feedback Summarised

Comment received (summary)	Council response
Intersectionality: Needs to be expanded to include discrimination on basis of Sex <i>(x 3 responses)</i>	Noted: amendment recommended
Community Voice: LGBTIQ+ is made up of many voice/s, not just one voice or a homogenous group. There are different experiences for different cohorts <i>(x 4 responses)</i>	Noted: amendment recommended
Access and Inclusion: General feedback was supportive	Noted

Themed Responses: Supportive

Table 3: due to the length of some responses, the following qualitative feedback has been grouped and themed.

Comment received (grouped)	Council response
Actions for local laws	Noted: comments discussed with local laws team
Actions directed at businesses	Noted: comments discussed with Eco Dev
Dedicated space for community- create and/or advocate funding for. Conducting feasibility study etc (x4)	Noted and comments added to internal action plan document to ensure questions form part of the evaluation in 4 years. Officer recommendation of informal advocacy within east if/when a cross council LGBTIQ+ action group is established
Action/s for AOD support	Noted. Officer notes Council currently do not have AOD worker- will take suggestion on notice for if we do in future
General comments about wording changes i.e capitalisation words etc	Noted and changes made accordingly

Supportive of actionable deliverables	Noted and feedback provided to LGBTIQ+ advisory committee
Supportive time-based	Noted and feedback provided to LGBTIQ+ advisory committee
Supportive intersectionality	Noted and feedback provided to LGBTIQ+ advisory committee
Supportive strong focus inclusive services	Noted and feedback provided to LGBTIQ+ advisory committee

Themed Responses: Unsupportive

Table 4: due to the length of some responses and discriminatory comments provided by a number of respondents the following qualitative feedback has been grouped and themed.

Comment received (grouped)	Council response
Waste of resources/ beyond the scope or role of council	Noted. Council deems a subset of these comments discriminatory and as per Priority 19 of the health and wellbeing plan: 'addressing all forms of Discrimination', Council's commitment is to a 'A safe and inclusive community built upon equality and respect that doesn't tolerate any form of discrimination.'
Religious and cultural freedom (imposing LGBTIQ+ people on the community)	Noted. Council deems a subset of these comments discriminatory. Action 2.3A refers to consulting with the Multicultural advisory committee- note added to internal plan about workshopping how best to get balance right meeting the needs of intersecting communities
No barriers faced by LGBTIQ+ community (We are all equal)	Noted. Council deems a subset of these comments discriminatory. Comments emphasises importance of goal 1.1 support provided to Monash community to understand and respond to needs of

	LGBTIQ+ people. Notes added to internal plan document to ensure communications strategy includes education component
Transphobia- (pronouns, detransitioning, bathrooms)	Noted. Council deems a subset of these comments discriminatory
Bathrooms/gendered spaces	Noted. Council deems a subset of these comments discriminatory. Notes added to internal document goal 4.1 ensure get balance right and cultural safety for all. Noted to develop key messaging when/if all-gender bathroom options are provided.
Homogenising LGBTIQ+ community	Noted. Language in plan updated and statement provided at beginning of document to acknowledge diverse communities* across L,G,B, T, I,Q, A

Actions

Table 5: Actions Feedback Summarised

Comment received (summary)	Council response
1.1A responsibility for queerphobia back on queer people- education focused on queer ppl should be on broader community	Noted: Goal 1.1 has specific actions directed at the broader community
1.1: I like the plan and think that education is a major thing in schools is education on lgbtqia issues and in general about the community in classes	Noted and commentary will be shared with Monash Youth services
1.1A Local Laws: develop page which educates the community about local laws against indecent, insulting, offensive or abusive language x 3	Noted and included notes on internal action plan document to include links to local laws as part of

	action 4.2B (webpage) as well as part of "rights information" for 1.1A
1.1B Expand educating families on council SM not just youth	Noted and commentary will be shared with Communication team as well as included in Comms plan for Wear it Purple Day
1.2.B Amend the relevant action under goal 'Promote, support and/or host LGBTIQ+ community celebrations and events' to read: "Develop a calendar and actively support, acknowledge and celebrate LGBTIQ+ dates of significance internally and externally, e.g. IDAHOBIT Day"	Noted: amendment recommended
1.3.A 'Foster welcoming and inclusive communication': insert a new action to read: "Consult the LGBTIQ+ Advisory Committee on any proposed new policy to ensure that the policy uses inclusive language"	Noted: all advisory committees at council are provided with opportunities to provide feedback on key policy documents and plans
2.1A Point 3 is far too vague to be actionable	Noted
2.1A Expand to conduct <i>quadrennial</i> survey that measures perception/actual safety and lead/develop programs.....	Noted: included in internal Action plan notes to ensure evaluation includes questions around perception and actual safety
2.1A Amend the relevant action to read: "Provide community engagement opportunities with the LGBTIQ+ community to better understand and respond to their safety concerns and promote specific safety information i.e., Victoria Police LGBTIQ+ Liaison contacts and support services in community safety brochure"	Noted: amendment recommended
2.1B Local Laws: Enforce local laws against indecent, insulting, offensive or abusive language in order to protect LGBTIQ+ people from vilification	Noted: discussed with Local Laws.
2.1B what are workplace safety mechanism for cultural safety for LGBTIQ+ staff (i.e. manager support, avoid burnout etc)	Noted: internal focus on cultural safety and risk management will form part of rainbow tick

<p>2.2A engage in training to recognise/ respond LGBTIQ+ FV</p>	<p>Noted: additional action for GE team added to Action Plan</p>
<p>2.2.B amend action to read ‘Support partnerships, projects and programs that increase LGBTIQ+ people’s full and equal participation in community life’ to read: “Support LGBTIQ+ families at first time parent groups (e.g. ensure content covers inclusive different family structures), <u>childcare facilities, kindergartens and playgroups</u>”</p>	<p>Noted: first time parent groups- are run by Maternal and Child Health.</p>
<p>2.3 Initiate a partnership with LGBTIQ+ support organisations such as Thorne Harbour Health to provide accessible professional development/education/training to staff members at AOD services such as Monash Health Drug and Alcohol Service</p>	<p>Noted. Comments added to internal action plan to goal 4.3</p>
<p>2.3 tackling discriminatory practices by landlords and estate agents</p>	<p>Noted and comments will be shared with Eco dev and neighbourhoods and placemaking</p>
<p>2.3: to see more thought put into other target areas beyond housing/homelessness and family violence, such as: hate speech, non-domestic violent crime, discriminatory policing, sexual harrassment and assault, and more</p>	<p>Noted and comments will be shared with local laws as well as with community safety officer</p>
<p>3.1.A Provide staff training- can this be applied all council</p>	<p>Noted: amendment recommended</p>
<p>3.2 amend work towards Rainbow Tick to <u>Achieve Rainbow Tick</u></p>	<p>Noted- suggestion rejected due to managing expectation of community and resources and time required to achieve rainbow tick</p>
<p>3.2 what is feedback mechanism for LGBTIQ people to be heard if not having positive experience</p>	<p>Noted- comments added to internal action plan for action 4.2B (webpage)</p>
<p>3.4 want to emphasise that all staff, regardless of their position, be provided with a safe and supportive way to give this information, and also explained how it is used and where it is stored.</p>	<p>Noted and will form part of Rainbow tick requirements</p>

3.4 add LGBTIQ+ recruitment & retention framework	Noted: Already an action at 3.4, as well as forming part of GEAP requirements
3.4 creation of diverse employee network/reference group	Noted: comments provided to internal LGBTIQ+ working group re: explore pride/ally network (social) -amendment recommended
4.2 Amend titles and actions to include “businesses” as well as programs, groups and services.	Noted and amendment recommended
4.2 Amend titles and actions to included “LGBTIQ+ owned” as well as ‘friendly’	Noted and amendment recommended
4.2.B include support local health services to be visible in that their services are LGBTIQ friendly. e.g. Doctor’s both buisness/service. Could include support to register on DocDir.	Noted - comment added to internal plan to include health care services and DocDir to 4.2B
4.2 B Advocate for funding for a centralised LGBTIQ+ community facility or hub in the South East.	Noted: Officers feel Council does not have the resources to currently do this. Suggestion has been noted to revisit in future
4.3 Promote activities in existing LGBTIQ resources – eg. Pride Centre. LGBTIQ people don’t necessarily go to council websites for this information as we are historically left out of service offerings, so information needs to be made available in our existing networks, come to us, don’t wait for us to find you.	Noted and comment include in internal action plan to add external promotion to COMS plan action 1.3.A

Glossary

Table 6 Glossary: A total of eleven responses were provided on the glossary. Two of these were from the community survey respondents and Nine of the written responses included feedback and commentary on the Glossary. The below table is a summary of key feedback grouped on definitions/ topics.

Topic/ definition	Feedback (summary)	Council Response
Sex	Use of binary language- does not demonstrate best practice behaviour and is not inclusive of innate variations of sex characteristics (<i>x 4 responses</i>)	Remove binary language and update in-line with Victoria LGBTIQ+ language guide

Gender	Use of Binary language and do not demonstrate best practice inclusion and is not inclusive of Trans and gender diverse people. Use of binary language undermines the aims of the document and council's commitment to this strategy (x 4 responses)	Remove binary language and update in-line with Victoria LGBTIQ+ language guide
Sex /Gender	Ensure sex and gender are not conflated as they are separate and distinct concepts (x 2 responses)	Noted
Non-binary	replace "male or female" with "man or woman" so as not to conflate sex with gender identity. (x 2 responses)	update in-line with Victoria LGBTIQ+ language guide
Queerphobia	Typo "cisgender and/or heterosexual. A heterosexual person can experience queerphobia if they are not cis, and vice-versa. correct definition would be "and"	Removed word "or"; now reads cisgender <u>and</u> heterosexual
Intersectionality	Intersectionality to be expanded to explicitly include 'sex' (x 3 responses)	Expanded to include word 'sex'
Removal Glossary	Concerns around language being stigmatising, inconsistent and undermining the aims of the document and council's commitment to this strategy. Suggest to remove glossary (x 3 responses)	Noted: comments shared

Summary of changes made- LGBTIQ+ Action Plan

Post Phase 2: Consultation

Language:

- Fixed typos (capitalisation, spelling errors etc)
- Changed LGBTIQ+ community to communities*

Insertion:

- Expanded language statement to recognise different 'communities' within LGBTIQ+ [Page 2](#)
- Mayor Message [Page 2](#)
- Advisory Committee message [Page 3](#)
- Vision statement developed with Advisory Committee- [Page 8](#)

Revision to Background/ Body

- Updated statistic on number of LGBTIQ+ people to be *Victoria research specific* sentence changed to “Research has found that people of diverse sexual orientations, sex and gender identity account for approximately 6% of the Victorian population, meaning that up to 11,580 or more LGBTIQ+ people may be residing in Monash”

Previously read: Research has found that people of diverse sexual orientations, sex and gender identity account for between 5%- 11% of the Victorian population, meaning that up to 22, 540 or more LGBTIQ+ people may be residing in Monash.

- Added reference to background paper under ‘concerning statistics’

Revision to Priorities

- Community voice: **expanded so recognise that voices within LGBTIQ+ communities differ.*
- Intersectionality: added word ‘sex’ to explanatory section of principles

Revision to Actions:

- Under Goal 1.1A
 - Added “local laws” and word “vilification” to *Provide access to information about rights and local laws to LGBTIQ+ people and other people who may experience discrimination and vilification, so they are empowered to participate fully in the Monash community”*
- Under Goal 1.2B
 - Action reworded to include “develop a Calendar” now reads *Develop a calendar and actively support, acknowledge and celebrate LGBTIQ+ dates of significance internally and externally, e.g. IDAHOBIT Day*
- Under Goal 2.1A
 - Action reworded to include Vic Police now reads *Provide community engagement opportunities with the LGBTIQ+ community to better understand and respond to their safety concerns and promote specific safety information i.e., Victoria Police LGBTIQ+ Liaison contacts and support services in community safety brochure*
- Under Goal 3.1A
 - responsibility for action: Provide staff (new and existing) with LGBTIQ+ inclusive training expanded to “whole of Council”
- Under Goal 4.2
 - Amended title to include businesses - now reads LGBTIQ+ friendly services, businesses, programs and groups in Monash are visible and easily located
 - Amended the title to read: ‘*Strengthen the visibility of LGBTIQ+ friendly businesses, services, groups and organisations in Monash’*
 - Amend the relevant action to read: “*Explore opportunities to promote/strengthen the visibility of LGBTIQ+ owned and friendly services, spaces and businesses*”

Additional actions added

- Under 2.3: added
Provide opportunities to increase council staff' ability to recognise and respond to LGBTIQ+ family violence
- Under Goal 3.4: added
“Explore developing an LGBTIQ+ and ally network for council staff”

Revision to Glossary

- Glossary removed due to extensive and varying community feedback on this section of the plan. Sector advice was to remove glossary and replace with link to Victorian language guide
- Added statement at the start about reading glossary in conjunction with Victoria LGBTIQ+ language guide



LGBTIQ⁺A+

ACTION PLAN
2023-2027



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Acknowledgement of Country

Monash Council acknowledges the Traditional Owners of this land, the Wurundjeri Woi Wurrung and Bunurong People, and recognises their continuing connection to the land and waterways. We pay our respects to their Elders past, present and emerging and extend this to all Aboriginal and Torres Strait Islander peoples.

We recognise diversity within First Nations people and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play in our LGBTIQ+ communities.

Acknowledgements

We acknowledge and thank the Monash LGBTIQ+ Advisory Committee for sharing their lived experience and providing advice and direction in the development of this action plan. We also acknowledge the work and advocacy of our internal LGBTIQ+ Working Group, Project Control Group and LGBTIQ+ identifying staff for their contributions.

We thank the Monash LGBTIQ+ communities and their allies who offered their time and experience to participate in community engagement activities and encourage people from this community to continue to engage in future consultation activities in order to continue to build upon Council's work in this space.

Language Statement

Council acknowledges there are multiple acronyms used among the LGBTIQ+ communities and acronym choice can vary depending on the context. At Monash we use LGBTIQ+, which stands for lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual. The plus sign serves to signify and acknowledge the inexhaustive nature of this collection of terms, and the fact that language can and does evolve to find new terms for describing the diverse ways in which people can experience gender, sexuality, and sex characteristics. We also note that some Aboriginal communities use the terms 'sistergirls' and 'brotherboys' and recognise historically 'queer' was used in a derogatory manner and is offensive to some people.

Throughout the Action plan we refer to LGBTIQ+ people, families and communities, Council recognises the overlap and acknowledges there are many separate and distinct communities within this umbrella term and differences in experience between people of different sexual orientations, gender identities and sex characteristics.



Mayor's Message



It is with great pleasure that I introduce Monash Council's inaugural LGBTIQA+ Action Plan (The Plan). As the closest level of government to the community, we have an important role in working together to celebrate diversity, promote social inclusion and equity, safety and access across Monash for all people, regardless of sexuality, sex characteristics or gender identity.

This Plan builds upon Council's strong commitment to LGBTIQA+ inclusion and will provide a framework with clear actions to better understand and respond to the experiences and priorities of our LGBTIQA+ communities.

While the Plan represents how far we have come in supporting our LGBTIQA+ community, I acknowledge that Monash is on a learning journey. Through this Plan we have a significant opportunity to capture lessons learnt, build upon evidence and further strengthen diversity, inclusion and belonging to transform LGBTIQA+ people's lives for the better.

On behalf of Monash Council, I want to thank the generosity of everyone who gave their time and voice to shaping this plan. In particular, our LGBTIQA+ Advisory Committee and the LGBTIQA+ people and their allies who we consulted.

I look forward to working together across our organisation and community to make a real contribution to the people that we represent by driving change and bringing this Action Plan to life.

I also acknowledge the guidance, leadership, and advocacy of Cr Stuart James as Mayor on this Plan during his time as Mayor from 2021-22.

A handwritten signature in black ink that reads "Tina Samardzija".

Cr Tina Samardzija
Mayor

LGBTIQA+ Advisory Committee Message

It is our pleasure to present the City of Monash's inaugural LGBTIQA+ Action Plan. We are a group of 14 people representing a broad cross section of the LGBTIQA+ community. From passionate community members, through to representatives of partner organisations who are committed to this space. Formed in May 2021, our group has provided guidance and expertise in the development of this plan.

We believe that Councils are the backbone tier of Government, and as such have a strong responsibility to lead the way on important social issues such as diversity and inclusion.

Having people from the community involved in formulating plans for the community is vitally important to ensure lived experience is centralised. Throughout this process, Council has shown a clear commitment to not only listen to but seek out marginalised voices and actively create space for the LGBTIQA+ community.

It has been fantastic to work together with Council to develop the Action Plan. To play a key role in sowing the seeds for a future that is equitable and supports a voice that is too often unheard. We should all be proud, knowing that LGBTIQA+ people in Monash will see themselves valued in their community in a way that we could have only dreamed of when we were growing up.

Together, we drew upon the words we heard through extensive consultation to develop a vision we are proud of.

Our vision: *"Monash is a community that embraces diversity, where all people are welcomed, celebrated and able to thrive".*

The LGBTIQA+ Action plan shows a firm commitment to achieve this vision and we are excited to be a part of it.

For more information on the LGBTIQA+ Advisory Committee, please see: www.monash.vic.gov.au/LGBTIQA-Advisory-Committee



Introduction

Monash Council's inaugural LGBTIQ+ Action plan is a four-year framework with clear actions to strengthen our understanding of and capacity to respond to the experiences and rights of the LGBTIQ+ community.

As with everyone in our community, LGBTIQ+ communities deserve to have full and equal participation in community life. Despite significant improvement in recent years, LGBTIQ+ communities in Victoria however continue to face barriers that see LGBTIQ+ people not afforded the same rights and dignity as the broader community. As the closest level of government to the community, Council is perfectly positioned to celebrate diversity, promote social inclusion and raise the LGBTIQ+ community profile to help address health and wellbeing needs, equity, safety and access across Monash.

Monash's very first LGBTIQ+ Action Plan represents a deliberate and significant commitment in our journey towards raising the LGBTIQ+ community profile and improving safety, visibility, social inclusion and health and wellbeing of LGBTIQ+ people in Monash.

Developed with input from the community and in close collaboration with Council's LGBTIQ+ Advisory Committee, this four-year plan includes actions under four priority areas:

**PRIORITY AREA 1:
WELCOMING AND CELEBRATING DIVERSITY**

**PRIORITY AREA 2:
ENHANCING SAFETY, ACCESS AND PARTICIPATION**

**PRIORITY AREA 3:
INCLUSIVE ORGANISATION REFLECTIVE OF ITS DIVERSE COMMUNITY**

**PRIORITY AREA 4:
EQUITABLE, INCLUSIVE, AND ACCESSIBLE SERVICES AND FACILITIES**



The LGBTIQA+ Action Plan seeks to build on the work we have already achieved, reinforce our commitment to LGBTIQA+ inclusion, incorporate the latest research, community consultations and considerations of intersectionality and incorporate related policies, plans and legislation, including Victoria's whole-of-government LGBTIQA+ strategy, *Pride in our future: Victoria's LGBTIQA+ strategy 2022-32*.

Monash's first LGBTIQA+ Action Plan is reflected in, and intersects with, the following policies and strategies:

- Council Plan 2021-2025
- Monash Health and Wellbeing Plan 2021-2025
- Monash Gender Equity Framework
- Monash Loneliness Framework 2021-2025
- Monash Social Housing Framework
- Active Monash SPORTS CLUB FRAMEWORK 2022-2027
- Monash Arts and Culture Strategy 2025 (draft)
- Community Safety Framework (draft)
- Reconciliation Action Plan (draft).



LGBTIQA+

Communities

LGBTIQA+ people are valued members of our community who add to our diversity and make Monash a better place to live. Diversity in sexual orientation, gender identity and sex characteristics is prevalent across the community. Due to a lack of available and reliable population data for Victoria or nationally, comprehensive data on LGBTIQA+ people and communities in Monash is limited.

Research has found that people of diverse sexual orientations, sex and gender identity account for approximately 6% of the Victorian population^{1,2}, meaning that up to 11,580 or more LGBTIQA+ people may be residing in Monash.

For the most part, LGBTIQA+ people live healthy, connected, happy and positive lives. LGBTIQA+ people however, continue to face higher levels of discrimination, stigma and exclusion, which leads to significant health inequalities, including poorer health, economic, social and mental health outcomes compared to the broader population³.

It is important to acknowledge that being LGBTIQA+ is only one aspect of someone's identity. As well as being diverse in their sexuality, gender identity or sex characteristics, LGBTIQA+ people can be diverse in other ways. This might include their cultural background, race (including being of Aboriginal or Torres Strait Islander descent), ability or age. When considering the barriers and needs of LGBTIQA+ communities, we also need to consider intersectionality. In delivering our LGBTIQA+ Action Plan, it is important that our actions recognise and respond to the different experiences within LGBTIQA+ communities.

A detailed overview of the issues, experiences and needs of LGBTIQA+ people and families is available in our background paper available at www.monash.vic.gov.au/XXX

¹ Department of Health. (2019). Aged Care Diversity Framework, Actions to support Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex elders: Consultation Report. <https://agedcare.royalcommission.gov.au/system/files/2020-06/NLH.0001.0001.0043.pdf>

² Victorian Agency for Health Information (VAHI). (2020). The health and wellbeing of the lesbian, gay, bisexual, transgender, intersex and queer population in Victoria: Findings from the Victorian population health survey 2017.

³ Victorian Agency for Health Information (VAHI). (2020). The health and wellbeing of the lesbian, gay, bisexual, transgender, intersex and queer population in Victoria: Findings from the Victorian population health survey 2017.

⁴ Hill AO, McNair R, Carman M, Bourne A, Lyons A. Private Lives 3: The health and wellbeing of LGBTIQ people in Australia. Melbourne: Australian Research Centre in Sex, Health and Society; 2020.

Concerning statistics

FOR LGBTIQA+ PEOPLE IN VICTORIA WE SEE THAT²:

44.8%

have been diagnosed with anxiety or depression

58%

have faced unfair treatment based on their sexual orientation

36.4%

have faced social exclusion

21.3%

have experienced homelessness

77.5%

of Trans and Gender Diverse people have faced unfair treatment based on their gender identity⁴

13.4%

have experienced family violence (this proportion was significantly higher than the proportion in the heterosexual, non-LGBTIQA+ population (5.1%)).

FOR LGBTIQA+ PEOPLE IN MONASH WE SEE THAT:

41%

feel the likelihood of experiencing discrimination or exclusion in Monash was 'likely' or 'extremely likely'

17%

feel that the Monash community are not accepting and welcoming of people with diverse genders, sexualities, and sex characteristics

88%

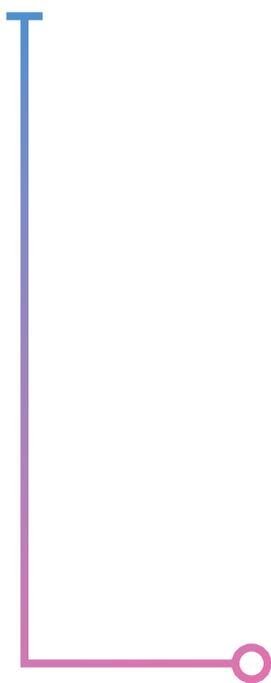
feel it is important that facilities and services are LGBTIQA+ inclusive



*The above statistics are self-reported. To learn more, refer to the Background paper and Community Engagement Report available at www.monash.vic.gov.au/XXX

Community Engagement

As a core principle of the Action Plan, the lived experience and voice of the community is central to the development and implementation of the LGBTIQ+ Action Plan.



Council facilitated deliberative engagement with a broad cross-section of professional bodies, Council Advisory Committees, Council departments, as well as our LGBTIQ+ communities and the broader Monash population. This engagement included a number of consultation activities including meetings and workshops with the LGBTIQ+ Advisory Committee, a community survey, focus groups and workshops, an interactive feedback wall, and service provider interviews. Combining these engagement activities, Council formally consulted with approximately 150 community representatives who reflected a diverse spectrum of ages, cultural backgrounds, abilities, sexual orientations and gender identities.

The purpose of the engagements was to gather quantitative and qualitative data to inform the Action Plan, and provide insight into:

- 1. The experiences, perceptions and needs of LGBTIQ+ communities in Monash**
- 2. Council's role in improving the health and wellbeing of our LGBTIQ+ communities**
- 3. The key priority areas for LGBTIQ+ inclusion.**

To support the community consultations, an in-depth analysis was undertaken of LGBTIQ+ best practice, external frameworks (including the Rainbow Tick Accreditation and Victorian Government's newly released Rainbow Ready Roadmap) and National and Monash specific census datasets.

Further internal consultations were provided across all Council departments to ensure the actions developed both improved the lives of LGBTIQ+ people in Monash and aligned with relevant policies, frameworks and planning requirements.

The key priority areas and goals outlined in this Plan are thanks to the generous contributions of LGBTIQ+ people, their families, advocates, allies and the broader community of Monash, and are the direct result of consultation, data collection and research process.

The draft action Plan was available for community review between September- October 2022, with 44 responses received. This final plan reflects the outcomes of that review.

We have listened to what the community has told us and have developed a plan which is evidenced-based, aspirational, timely, inclusive and representative of our LGBTIQA+ communities and their supporters in Monash. The Plan seeks to increase the visibility, social inclusion and health and wellbeing of LGBTIQA+ communities and ensure they are fully connected, supported and feel safe in the community.

You can find further details of the community engagement results at www.monash.vic.gov.au/XXX

ENGAGEMENTS UNDERTAKEN

LGBTIQA+ Advisory Committee Meetings	3
Community Survey	1
Community Focus groups	3
Feedback Wall	1
Shape Monash 'have your say' site	1
Joint advisory committee workshop	1
Expert Service provider interviews	4
Internal workshop per service area to formulate actions	1
Employee knowledge and competency survey	1
Draft Plan Review	1

WHO WAS ENGAGED

LGBTIQA+ Advisory Committee Members	15
Community Survey Respondents	83
Community Focus Groups participants	11
Feedback Wall respondents	20
Visits to the Shape Monash page	487
Attendees to the joint advisory committee workshop	15
External staff involved in service provider interviews	4
Teams across Council provided input for actions	23
Staff survey respondents	101
Draft Plan respondents	44

Many of the issues and experiences raised during the community consultations are not unique to the LGBTIQA+ community in Monash and are shared across other local government areas, and indeed broadly across Victoria and Australia.





Guiding Principles

The following principles will be used to guide Council's approach and implementation of the LGBTQIA+ Action Plan 2023-2027:



Intersectionality

We recognise that people's lives are multi-dimensional and complex and many people within LGBTQIA+ communities live with other forms of inequality or discrimination. The experiences of LGBTQIA+ people who also belong to other diverse backgrounds (e.g. cultural background, race [including being of Aboriginal or Torres Strait Islander descent], ability, sex or age) can be notably different to that of the general LGBTQIA+ population and of course, the broader population. Our responses therefore cannot be developed through a singular lens. The actions in this Plan need to address intersections in the LGBTQIA+ experience and speak to other plans designed to foster equity, such as the Health and Wellbeing Plan, Gender Equity Framework and the Reconciliation Action Plan.

Community Voice

We understand that the lived experience and voices of LGBTQIA+ people are critical to the success of this Plan and to achieving and maintaining LGBTQIA+ inclusion. We recognise the diversity of LGBTQIA+ people and acknowledge there is no single voice, and instead a collection of *communities*, each with distinct needs. We will continue to actively listen, engage and provide opportunities for LGBTQIA+ communities to have a voice in shaping their future.

Access and Inclusion

We will identify and reduce barriers to participation for LGBTQIA+ people by ensuring that information, communication, services and facilities are approachable, welcoming, safe and inclusive for all people in Monash. We understand that LGBTQIA+ people must be able to access the services, facilities and spaces that meet their needs.

Priorities and Strategic Goals

PRIORITY AREA 1: WELCOMING AND CELEBRATING DIVERSITY	PRIORITY AREA 2: ENHANCING SAFETY, ACCESS AND PARTICIPATION	PRIORITY AREA 3: INCLUSIVE ORGANISATION REFLECTIVE OF ITS DIVERSE COMMUNITY	PRIORITY AREA 4: EQUITABLE, INCLUSIVE, AND ACCESSIBLE SERVICES AND FACILITIES
<p>1.1 Support is provided to the Monash community to understand and respond to the needs of LGBTIQA+ people</p>	<p>2.1 Council provides strategies to identify and reduce risks to the safety of LGBTIQA+ people</p>	<p>3.1 Council equips staff and Councillors with skills to promote and practice LGBTIQA+ inclusion</p>	<p>4.1 Monash Council services, programs and facilities are culturally safe, inclusive and welcoming of LGBTIQA+ people</p>
<p>1.2 Council recognises and celebrates our LGBTIQA+ communities</p>	<p>2.2 LGBTIQA+ people are connected, included and have equal opportunities to participate in the community</p>	<p>3.2 Council demonstrates leadership and commitment to improving the lives of LGBTIQA+ people</p>	<p>4.2 LGBTIQA+ friendly services, programs and groups in Monash are visible and easily located</p>
<p>1.3 Community awareness and visibility of LGBTIQA+ people is increased</p>	<p>2.3 Council understands and responds to LGBTIQA+ communities' experience of homelessness and family violence</p>	<p>3.3 Council ensures LGBTIQA+ voices are amplified via inclusive data collection practices and community engagement</p>	<p>4.3 Council works in partnership to build community capacity to support LGBTIQA+ people</p>
		<p>3.4 Monash workplace supports a culture of diversity, inclusion, and equity</p>	

Four Year Strategic Action Plan

LGBTIQA+ Action Plan 2023-2027

PRIORITY AREA ONE: WELCOMING AND CELEBRATING DIVERSITY

We will recognise and celebrate diversity, strengthen inclusion and belonging and provide support to ensure greater visibility, understanding and inclusion of LGBTIQA+ people.

Goals we want to achieve in the next four years:

01.

Support is provided to the Monash community to understand and respond to the needs of LGBTIQA+ people

02.

Council recognises and celebrates the LGBTIQA+ community

03.

Community awareness and visibility of LGBTIQA+ people is increased



Goal 1.1:

Support is provided to the Monash community to understand and respond to the needs of LGBTIQA+ people

Actions to achieve this Goal:

- Develop, distribute and/or display LGBTIQA+ educational resources
- Build community capacity via community education and training

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****1.1.A. Develop, distribute and/or display LGBTIQA+ educational resources**

- | | |
|--|--------------------------|
| • Provide access to LGBTIQA+ educational resources for the community to help the public understand how they can be allies, and support LGBTIQA+ communities | Gender Equity, Libraries |
| • Review and update the resources for LGBTIQA+ young people | Monash Youth Services |
| • Provide access to information about rights and local laws to LGBTIQA+ people and other people who may experience discrimination and vilification, so they are empowered to participate fully in the Monash community | Gender Equity |

1.1.B. Build community capacity via Community Education and Training

- | | |
|---|--|
| • Educate families of LGBTIQA+ young people via social media platforms | Monash Youth Services |
| • Work with culturally and linguistically diverse organisations to ensure key resources (e.g. diversity statement) are available in languages that are highly represented in Monash | Gender Equity, Neighbourhoods and Placemaking |
| • Offer LGBTIQA+ training to Seniors Group Leaders through the Positive Ageing Seniors Network Forum | Social Inclusion |
| • Capacity building information provided to grant recipients to encourage them to deliver LGBTIQA+ inclusive programming | Community Partnerships and Health Promotion |
| • Deliver LGBTIQA+ education and information to business, services and grant recipients and community members in Monash | Gender Equity, Community Partnerships and Health Promotion |

Goal 1.2:

Council recognises and celebrates our LGBTIQ+ communities

Actions to achieve this Goal:

- Recognise and celebrate LGBTIQ+ individuals within Monash
- Promote, support and/or host LGBTIQ+ community celebrations and events

WHAT WE WILL DO (IMPLEMENTATION)

WHO WILL DO IT

1.2.A. Recognise and celebrate LGBTIQ+ individuals within Monash

- | | |
|---|-------------------------------|
| • Profile and celebrate LGBTIQ+ individuals within the City of Monash | Communications |
| • Continue to have LGBTIQ+ award category in Sir John Monash Awards | Communications, Gender Equity |
| • Build leadership capacity via facilitating the Rainbow Leadership Program | Monash Youth Services |

1.2.B. Promote, support and/or host LGBTIQ+ community celebrations and events

- | | |
|---|---------------------------------|
| • Develop a calendar and actively support, acknowledge and celebrate LGBTIQ+ dates of significance internally and externally, e.g. IDAHOBIT | Gender Equity, All of Council |
| • Promote, support and/or host LGBTIQ+ celebrations and events (e.g. Pride Swim Night and Pride Bingo for Seniors Festival) | Active Monash, Social Inclusion |
| • Promote LGBTIQ+ events including Midsumma Carnival and Pride March to encourage Council and community participation | Gender Equity |
| • Facilitate LGBTIQ+ inclusive FReeZA events | Monash Youth services |



Goal 1.3:

Community awareness and visibility of LGBTIQ+ people is increased

Actions to achieve this Goal:

- Foster welcoming and inclusive communication
- Increase visibility and representation through signs, symbols and celebrations

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****1.3.A. Foster welcoming and inclusive communication**

- | | |
|---|--|
| • Develop a Communications Plan to support the implementation of the LGBTIQ+ Action Plan | Communications |
| • Develop and maintain links with LGBTIQ+ media (e.g. Joy Media) | Communications, Gender Equity |
| • Update and review stock image and illustration collection to be inclusive of LGBTIQ+ people | Communications |
| • Seek the involvement of a young LGBTIQ+ person to join the Monash Student Space editorial committee | Early Years & Integrated Family Services |
| • Increase visibility and representation of LGBTIQ+ people via communication material e.g. Bulletin, BEWELL and PALS Newsletter, Artslife magazine, social media, strategic documents | Communications, Arts, Culture and Events, Social Inclusion, Home Support, Active Monash, Community Strengthening |

1.3.B. Increase visibility and representation through signs, symbols and celebrations

- | | |
|--|--|
| • Add rainbow visibility to City of Monash facilities, services and events to signal LGBTIQ+ friendly | Arts, Culture and Events, Neighbourhoods and Placemaking |
| • Fly the Rainbow Flag, light up the Civic Centre and display the Pride banner on key dates of importance to LGBTIQ+ communities | Governance and Legal and Building Maintenance |
| • Investigate a location and funding for a commemorative work to acknowledge and celebrate LGBTIQ+ communities | Arts, Culture and Events, Neighbourhoods and Placemaking |
| • Monash employees supported to visibly and publicly show their support: e.g. Wearing pronoun badges, Rainbow Ribbons etc. | All of Council |

PRIORITY AREA TWO: ENHANCING SAFETY, ACCESS, AND PARTICIPATION

We will work to ensure LGBTIQ+ people, and the wider community, feel safe and included while living, visiting, studying and working in the City of Monash. Increased participation and feelings of safety are crucial to allowing people to be themselves, fostering belonging and creating an environment where people can thrive.

Goals we want to achieve in the next four years:

01.

Council provides strategies to identify and reduce risks to the safety of LGBTIQ+ people

02.

LGBTIQ+ people are connected, included and have equal opportunities to participate in the community

03.

Council understands and responds to LGBTIQ+ communities' experience of homelessness and family violence



Goal 2.1:

Council provides strategies to identify and reduce risks to the safety of LGBTIQA+ people

Actions to achieve this Goal:

- Provide initiatives to increase feelings of community safety
- Build Council's organisational capacity to respond to LGBTIQA+ specific risks

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****2.1.A. Provide initiatives to increase feelings and perception of community safety**

- | | |
|---|--------------------------------|
| <ul style="list-style-type: none"> • Provide community engagement opportunities with the LGBTIQA+ community to better understand and respond to their safety concerns and promote specific safety information i.e., <i>Victoria Police</i> LGBTIQA+ Liaison contacts and support services in community safety brochure | Neighbourhoods and Placemaking |
| <ul style="list-style-type: none"> • Invite and include LGBTIQA+ communities in activities for Community Safety Month, 16 Days of Activism Against Gender Based Violence and other similar events throughout the year | Community Strengthening |
| <ul style="list-style-type: none"> • Lead programs and initiatives that improve perception and actual safety of LGBTIQA+ residents to increase community participation and connection | Neighbourhoods and Placemaking |

2.1.B. Build Council's organisational capacity to respond to LGBTIQA+ specific risks

- | | |
|--|--|
| <ul style="list-style-type: none"> • Procurement policies and processes to include an 'equality clause' to ensure that contracting companies and external agencies comply with the workplace's equal opportunity policy and do not discriminate against LGBTIQA+ people | Strategic Procurement |
| <ul style="list-style-type: none"> • LGBTIQA+ added to Child Safety Standard policies and procedures to cover new compliance requirements | Early Years & Integrated Family Services |
| <ul style="list-style-type: none"> • Risks to safety of LGBTIQA+ people are identified in risk management processes | Active Monash, Home Support, Arts, Culture and Events, People and Safety |

Goal 2.2:

LGBTIQA+ people are connected, included and have equal opportunities to participate in the community

Actions to achieve this Goal:

- Provide opportunities to enable LGBTIQA+ people, families and communities to connect with each other and the community
- Support partnerships, projects and programs that increase LGBTIQA+ people's full and equal participation in community life

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****2.2.A. Foster opportunities to enable LGBTIQA+ people, families and communities to connect with each other and the community**

<ul style="list-style-type: none"> • Work with Council's advisory committees to explore the inclusion of LGBTIQA+ people e.g. Disability Advisory Committee, Multicultural Advisory Committee, Gender Equity Advisory Committee 	Gender Equity, Advisory Committee Convenors
<ul style="list-style-type: none"> • Continue to provide the community with access to a range of programs that foster social connection within LGBTIQA+ communities (e.g. Pride Book Club, Rainbow story times, Friendship Fridays, Pride Swim Night) 	Libraries, Social Inclusion, Active Monash, Arts Culture and Events
<ul style="list-style-type: none"> • Promote activities and events to LGBTIQA+ communities through key council communication methods 	Communications
<ul style="list-style-type: none"> • Continue to scope ways to promote and include LGBTIQA+ people in regular whole-of-community events 	Arts, Culture and Events
<ul style="list-style-type: none"> • LGBTIQA+ groups and services are supported to access Council spaces e.g. neighbourhood houses 	Neighbourhoods and Placemaking
<ul style="list-style-type: none"> • Consult with Indigenous Partnership Officer to promote the inclusion of LGBTIQA+ First Nations people as part of the Reconciliation Action Plan 	Gender Equity

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****2.2.B. Support partnerships, projects and programs that increase LGBTIQA+ people's full and equal participation in community life**

<ul style="list-style-type: none"> • Increase relationships with school pride groups and committees 	Monash Youth Services
<ul style="list-style-type: none"> • Support partnerships and projects which increase LGBTIQA+ wellbeing e.g. Proud2play, JOY media, Melbourne Queer Film Festival 	Active Monash, Monash Gallery of Art
<ul style="list-style-type: none"> • Actively encourage LGBTIQA+ groups and services to apply for support through the Monash Community Grants Program 	Community Partnerships and Health Promotion
<ul style="list-style-type: none"> • Increase visibility and connection and explore a Rainbow Coffee n Chat/ Café Connect social group for our ageing community 	Social Inclusion
<ul style="list-style-type: none"> • Support LGBTIQA+ families at first time parent groups (e.g. ensure content covers inclusive different family structures) 	Maternal and Child Health
<ul style="list-style-type: none"> • Facilitate opportunities for LGBTIQA+ people to connect to their natural environment by connecting with groups like Queer Nature Connection 	Sustainability
<ul style="list-style-type: none"> • Provide events and activities that promote community connections with LGBTIQA+ people and non-LGBTIQA+ people (e.g. Clayton Festival, Meet Your Street) 	Arts, Culture and Events, Neighbourhoods and Placemaking



Goal 2.3:

Council further understands and responds to LGBTIQ+ communities experience of Homelessness and Family Violence

Actions to achieve this Goal:

- Increase understanding and responses to housing stress and homelessness, and family violence in LGBTIQ+ communities

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****2.3.A. Understand and respond to housing stress and homelessness, and family violence in LGBTIQ+ communities**

- | | |
|--|-------------------------|
| <ul style="list-style-type: none"> • Increase relationships with homeless support services working with LGBTIQ+ youth e.g. Family Access Network | Monash Youth Services |
| <ul style="list-style-type: none"> • Advocate to address LGBTIQ+ homelessness and housing insecurity, where relevant, through the Regional Local Government Homelessness and Social Housing Charter Group | Community Strengthening |
| <ul style="list-style-type: none"> • Incorporate research on LGBTIQ+ people experiencing homelessness into any future Monash Council plans responding to community needs related to homelessness | Community Strengthening |
| <ul style="list-style-type: none"> • Update relevant Council policies, processes, training, and referral systems to be inclusive of LGBTIQ+ people experiencing family violence | Gender Equity |
| <ul style="list-style-type: none"> • Provide opportunities to increase Council employees' ability to recognise and respond to LGBTIQ+ family violence | Gender Equity |



PRIORITY AREA THREE: INCLUSIVE ORGANISATION REFLECTIVE OF ITS DIVERSE COMMUNITY

We will lead by example to foster an LGBTIQ+ inclusive organisation and workforce and ensure our staff and Councillors are equipped to help promote LGBTIQ+ inclusion within the organisation and our community.

Goals we want to achieve in the next four years:

01.

Council equips staff and Councillors with skills to promote and practice LGBTIQ+ inclusion

02.

Council demonstrates leadership and commitment to improving the lives of LGBTIQ+ people

03.

Council ensures LGBTIQ+ voices are amplified via inclusive data collection practices and community engagement

04.

Monash workplace supports a culture of diversity, inclusion, and equity





Goal 3.1:

Council equips staff and Councillors with skills to promote and practice LGBTIQ+ inclusion

Actions to achieve this Goal:

- Provide LGBTIQ+ professional development to Council staff and Councillors

WHAT WE WILL DO (IMPLEMENTATION)

WHO WILL DO IT

3.1.A. Provide LGBTIQ+ professional development to Council staff and Councillors

- | | |
|--|----------------------|
| • Provide staff (new and existing) with LGBTIQ+ inclusive training | All of Council |
| • Identify appropriate professional learning and/or resources for staff to support LGBTIQ+ inclusive service delivery, including diversity awareness training and guidance on using inclusive language | People and Safety |
| • Provide access to training opportunities for Councillors and incorporate LGBTIQ+ information as part of their induction | Governance and Legal |

Goal 3.2:

Council demonstrates leadership and commitment to improving the lives of LGBTIQ+ people

Actions to achieve this Goal:

- Strategic, operational and quality management systems encompass LGBTIQ+ inclusive practice
- Designated responsibility for supporting and strengthening representation and inclusion of our LGBTIQ+ community

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****3.2.A Strategic, operational and quality management systems encompass LGBTIQ+ inclusive practice**

<ul style="list-style-type: none"> • Continue to work towards Rainbow Tick and Rainbow Readiness across the organisation 	Gender Equity, People and Safety
<ul style="list-style-type: none"> • Explicitly consider LGBTIQ+ identities when undertaking gender impact assessments, workforce audits and gender equality action planning under the Gender Equality Act 2020 	Gender Equity
<ul style="list-style-type: none"> • Develop and publicly display a diversity statement that includes the LGBTIQ+ communities 	Gender Equity
<ul style="list-style-type: none"> • Include LGBTIQ+ considerations as part of the annual planning processes, culminating in the annual adoption of Council's budget 	Corporate Performance
<ul style="list-style-type: none"> • Ensure service planning systems and templates incorporate guidance and prompts for staff to consider social justice policy, particularly LGBTIQ+ inclusion in their planning 	Corporate Performance

3.2.B. Designated responsibility for supporting and strengthening representation and inclusion of our LGBTIQ+ communities

<ul style="list-style-type: none"> • Advocate for the appointment of a permanent LGBTIQ+ partnerships position to ensure the effective leadership, roll out and monitoring of LGBTIQ+ initiatives 	Gender Equity
<ul style="list-style-type: none"> • Continue to have a dedicated worker for diversity and inclusion to actively support LGBTIQ+ people during service delivery 	Active Monash, Social Inclusion, Libraries
<ul style="list-style-type: none"> • Continue to convene the LGBTIQ+ Advisory Committee to inform the development and review of policies, programs and services impacting on LGBTIQ+ people 	Gender Equity
<ul style="list-style-type: none"> • Continue to convene the internal LGBTIQ+ groups to support LGBTIQ+ initiatives 	Gender Equity

Goal 3.3:

Council ensures LGBTIQA+ voices are amplified via inclusive data collection practices and community engagement

Actions to achieve this Goal:

- Ensure our community engagement and data collection practices are inclusive and respectful
- Promote and advocate for equality and social inclusion of LGBTIQA+ communities

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****3.3.A Ensure our community engagement and data collection practices are inclusive and respectful**

- | | |
|---|---|
| • Incorporate LGBTIQA+ engagement in the Monash community engagement framework and policy to ensure LGBTIQA+ voices are represented | Communications, Gender Equity |
| • Review data collection practices in surveys and forms to ensure they are LGBTIQA+ inclusive | All of Council |
| • Include LGBTIQA+ demographic question to the community panel form so panel members can be targeted when necessary | Communications |
| • Conduct regular engagement across LGBTIQA+ communities | All of Council |
| • Invite LGBTIQA+ people to participate in working groups and advisory committees | Active Monash, Sustainability, Social Inclusion |

3.3.B. Promote and advocate for equality and social inclusion of the LGBTIQA+ community

- | | |
|--|--------------------------------------|
| • Amplify the voices of LGBTIQA+ communities to relevant peak bodies, non-governmental organisations and relevant state and federal bodies | Gender Equity |
| • Participate in the Q-east alliance working group to support LGBTIQA+ youth | Monash Youth Services |
| • Continue to give a voice to LGBTIQA+ communities in our local community through interviews and representation in our exhibitions | Monash Gallery of Art |
| • Lobby for the review of external data collection practices to ensure they are LGBTIQA+ inclusive | Active Monash, Maternal Child Health |

Goal 3.4:

Monash workplace supports a culture of diversity, inclusion, and equity

Actions to achieve this Goal:

- Ensure we have systems in place to support a culture of diversity, inclusion and equity

WHAT WE WILL DO (IMPLEMENTATION)

WHO WILL DO IT

3.4.Ensure we have systems in place to support a culture of diversity, inclusion and equity

- | | |
|--|---|
| <ul style="list-style-type: none"> • Develop information and support resources for LGBTIQ+ staff including in relation to rights and entitlements, family violence supports, guides to coming out at work, gender affirmation and transition in the workplace | <p>People and Safety, Gender Equity</p> |
| <ul style="list-style-type: none"> • Conduct a review/audit of human resources policies and procedures to ensure they apply equally to LGBTIQ+ staff | <p>People and Safety</p> |
| <ul style="list-style-type: none"> • Review email signature policy | <p>Communications</p> |
| <ul style="list-style-type: none"> • Support employees to add their pronouns to their email signature | <p>Business Technology, Gender Equity</p> |
| <ul style="list-style-type: none"> • Explore ways to reduce barriers for LGBTIQ+ people obtaining and maintaining employment at Monash Council | <p>People and Safety</p> |
| <ul style="list-style-type: none"> • Explore developing an LGBTIQ+ and ally network for Council staff | <p>Gender Equity</p> |



PRIORITY AREA FOUR: EQUITABLE, INCLUSIVE, AND ACCESSIBLE SERVICES AND FACILITIES

We will ensure Monash Council services, programs and facilities are welcoming, accessible, safe and inclusive for all people in Monash. LGBTIQA+ people are empowered to access services and facilities within the municipality that improve their health and wellbeing outcomes.

Goals we want to achieve in the next four years:

01.

Monash Council services, programs and facilities are culturally safe, inclusive and welcoming of LGBTIQA+ people

02.

LGBTIQA+ friendly services, programs and groups in Monash are visible and easily located

03.

Council works in partnership to build community capacity to support LGBTIQA+ people



Goal 4.1:

Monash Council services, programs and facilities are culturally safe, inclusive, and welcoming of LGBTIQ+ people

Actions to achieve this Goal:

- Provide inclusive service and program delivery
- Provide safe and accessible facilities

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****4.1.A. Provide inclusive service and program delivery**

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|---|---|
| • Audit services against Rainbow Tick standards | Libraries, Active Monash, Early Years & Integrated Family Services |
| • Provide individual support with a youth worker for LGBTIQ+ young people | Monash Youth Services |
| • Continue to actively seek out and include LGBTIQ+ artists, authors and performers for events, exhibitions and cultural programming activities | Monash Gallery of Art, Arts Culture and Events, Libraries, Neighbourhoods and Placemaking |
| • Continue to build a collection of LGBTIQ+ material suitable for all ages and demographics (in print and digital format) | Libraries |
| • Continue to run Pride Swim Night and other LGBTIQ+ events | Active Monash |

4.1.B. Provide safe and accessible facilities

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| • Develop a Monash position on the provision of all-gender bathrooms through an all-gender toilet discussion paper | Gender Equity |
| • Investigate opportunities to provide all-gender bathrooms and change facilities at Council-owned venues within Council's annual Capital Works program and incorporate within the Monash design standards | Property & City Design |
| • Provide access to all-gender bathrooms at Council-run events | Arts, Culture, and Events |
| • Providing safe and accessible facilities and signs of welcome and inclusion at Council services (e.g. posters, decal, flags, pronoun badges, bathroom signage) | Active Monash, Monash Youth Services, Social Inclusion, Sustainability, Monash Gallery of Art |
| • Endorse the proposed pricing policy to promote accessibility of Active Monash services and programs to LGBTIQ+ people who are experiencing disadvantage and vulnerability | Active Monash |

Goal 4.2:

LGBTIQA+ friendly services, programs and groups in Monash are visible and easily located

Actions to achieve this Goal:

- Strengthen the visibility of LGBTIQA+ friendly services, groups and organisations in Monash
- Provide support to locate and navigate LGBTIQA+ inclusive services, groups and organisations in the South East

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****4.2.A. Strengthen the visibility of LGBTIQA+ friendly services, businesses, groups and organisations in Monash**

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|---|---|
| • Explore opportunities to promote/strengthen the visibility of LGBTIQA+ owned and friendly services and businesses in the municipality (e.g. rainbow sticker campaign) | Neighbourhoods and Placemaking, Gender Equity |
| • Add rainbow visibility to Council-owned facilities and services to signal that they are LGBTIQA+ friendly | All of Council |
| • Increase rainbow visibility (posters, stickers, decal, symbols) at events, programs, neighbourhood houses, and activities | Neighbourhoods and Placemaking, Gender Equity |

4.2.B. Provide support to locate and navigate LGBTIQA+ inclusive services, groups and organisations in the South East

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|--|-------------------------------|
| • Develop a dedicated webpage for LGBTIQA+ communities, providing information on local events, opportunities to connect, and LGBTIQA+ owned and friendly services, spaces and businesses | Communications, Gender Equity |
| • Update Monash Community Directory to include LGBTIQA+ listings | Communications, Gender Equity |
| • Maintain up to date information on LGBTIQA+ support services for young people on the Monash Youth Services website | Monash Youth Services |
| • Include LGBTIQA+ activities, groups and services in the Positive Ageing Directory when next reviewed | Social Inclusion |



Goal 4.3:

Council works in partnership to build community capacity to support LGBTIQA+ people

Actions to achieve this Goal:

- Build the capacity of individuals, community groups, services and organisations to support LGBTIQA+ people in Monash
- Foster and develop partnerships to support LGBTIQA+ people in Monash

WHAT WE WILL DO (IMPLEMENTATION)**WHO WILL DO IT****4.3.A. Build the capacity of individuals, community groups, services and organisations to support LGBTIQA+ people in Monash**

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|---|---|
| • Continue to grow the representation on LGBTIQA+ artists in our database and programming | Monash Gallery of Art, Arts, Culture and Events |
| • Review the Grants Program to ensure the language is inclusive, and ensure project evaluations (acquittals) include a question that relates to diversity and inclusion | Community Partnerships and Health Promotion |

4.3.B. Foster and develop partnerships to support LGBTIQA+ people in Monash

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|---|---|
| • Develop partnerships with LGBTIQA+ community groups and services to enable promotion and support of them through the Grants Program to deliver more intersectional and inclusive services for the community | Community Partnerships and Health Promotion |
| • Foster and develop partnerships with individuals, community groups and organisations to support LGBTIQA+ people in Monash | Gender Equity, Monash Youth Services, Libraries, Sustainability, Active Monash, Monash Gallery of Art |
| • Continue to give a platform to LGBTIQA+ artists and their practices through public programming | Monash Gallery of Art |
| • Provide partnership opportunities via: Untold Stories: uncovering LGBTIQA+ stories of the COVID pandemic program | Libraries |

How we will measure and learn

Actions responding to the key priority areas and goals outlined in this Action Plan will be revisited regularly and incorporating the voices and lived experience of LGBTIQ+ communities will remain central.

To ensure our approach remains live and adaptive to the changing needs of the community we will do the following:

- Measure our effectiveness to ensure our key principles of intersectionality, access and inclusion, and community voice are being embedded in the implementation and monitoring of the plan
- Annually review and if necessary, amend our Four-Year Strategic Action Plan, to ensure its currency and responsiveness to the Monash community
- Provide annual progress reports/updates to the LGBTIQ+ Advisory Group, Council, Executive Leadership Team and Partners that contribute to the Plan
- Track the progress towards achieving LGBTIQ+ accreditation and/or Rainbow Ready Roadmap
- Update our plan as new evidence and information emerges
- Convene 6-monthly meetings with Internal Council LGBTIQ+ Working Group
- Develop a detailed four-year evaluation at the conclusion of this plan in 2027.

Throughout the life of the Action Plan, Council is committed to monitoring progress, measuring successes and fostering a culture of continued learning and development.



LGBTIQA+ Action Plan and Supporting Documents

While standalone, the LGBTIQA+ Action Plan is supported by two key documents. This Action Plan identifies our priorities and goals for LGBTIQA+ inclusion in the next four years and priority actions we will enact to achieve our stated strategic goals. The plan outlines the high-level initiatives that Council commits to against each Action area. These will be implemented, monitored and evaluated to achieve our four-year plan.

The suite of documents also includes:

- 1. LGBTIQA+ Background Paper:** which provides an overview of the context for development of the city of Monash LGBTIQA+ action plan, demographic and health and wellbeing information about the City of Monash community, an overview of broader LGBTIQA+ community needs and expectations, including of local and state government and project links to broader legislation and council policy and strategies
- 2. Community Engagement Report:** which highlights key community evidence integral to shaping our priorities and goals and measuring our success.

Viewed together, these documents provide the framework, evidence base and actions for addressing key issues and priorities of the LGBTIQA+ community in Monash.



Glossary

Our LGBTIQ+ Action Plan contains terms that may be unfamiliar to some readers. We acknowledge that people have different definitions and language continues to evolve in this space and no list could truly ever represent the full range of possibilities that exist when it comes to talking about the individual experiences that people have of gender, sex, and sexuality. For a detailed and up to date description of terminology, however it is recommended that readers refer to the Victorian LGBTIQ+ Inclusive Language Guide www.vic.gov.au/inclusive-language-guide

MONASH CIVIC CENTRE

📍 293 Springvale Rd,
Glen Waverley

🕒 8.30am-5pm (Mon-Fri)

OAKLEIGH SERVICE CENTRE

📍 3 Atherton Rd,
Oakleigh

🕒 8.30am-5pm (Mon-Fri)

☎ 9518 3555

National Relay Service
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1800 555 660

🌐 www.monash.vic.gov.au

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LANGUAGE ASSIST

普通话	9321 5485
Ελληνικά	9321 5482
廣東話	9321 5481
සිංහල	7005 3002
Italiano	9321 5483
हिंदी	7005 3000
Việt Ngữ	9321 5487
தமிழ்	7005 3003
한국어	9321 5484
Bahasa Indonesia	7005 3001



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