SSAITGD-Inclusive Youth Service Provision

One of the most common enquiries Rainbow Network receives is how youth services can be more inclusive of Same Sex Attracted, Intersex, Transgender and Gender Diverse (SSAITGD) young people. This document showcases each of GLHV's six (6) LGBTI-inclusive standards (*GLBTI-inclusive practice audit for health and human services*). It is hoped that once youth services can explore each of the standards through their own lens, they will feel more equipped and confident to utilise GLHV's audit tool to identify the level to which they are providing SSAITGD-inclusive services.

LGBTI-inclusive standards

Organisational capacity

1

The organisation embeds SSAITGD-inclusive practice across all organisational systems and continuously seeks opportunities for improvements. For this standard, you may consider:

» how SSAITGD-inclusive language is utilised in organisational policy and systems; and

» regular quality control and system/service auditing processes as a way of identifying any gaps in SSAITGD-inclusive service provision.

Cultural safety

2

Services identify, assess and manage potential risks to ensure the safety of young SSAITGD consumers.

As part of developing culturally safe practice, you may consider performing a risk analysis and developing risk minimisation strategies. These processes will assist your organisation in responding to risks if and when they arrise (this includes SSAITGD young people and LGBTI staff and champions in your organisation).

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Professional development

3

Professional development is provided to ensure all staff in the service are confident about SSAITGD sensitivities and understand their responsibilities in relation to service delivery to young SSAITGD consumers. When exploring your organisation's PD needs, consider:

» utilising the data from your organisational/staff/ volunteer audit to identify specific gaps in SSAITGD-inclusive service delivery and respond to these gaps by engaging targeted training (administrative based, clinical based etc); and

» follow-up measures after training to identify the confidence of staff and volunteers regarding their SSAITGD-inclusive service provision.

Consumer consultation and participation

4

SSAITGD young people are consulted at all stages of inclusive service change.

With regard to SSAITGD-youth service provision, it is important to be led by young consumers regarding their own self-determined needs.

To find out more about SSAITGD youth participation, refer to Rainbow Network's *Guidelines for Establishing Same Sex Attracted, Trans* and Gender Diverse Youth Groups in Victoria.*

Disclosure and documentation

5

Consumers feel confident that if they disclose information relating to their sex, sexuality or gender identity, that information will be responded to appropriately and their privacy protected. When thinking about this standard, we invite you to consider:

» if existing privacy policies within your organisation are inclusive of SSAITGD young people; and

» if you are mandated to record case notes, consider what information is necessary and how this information can be respectfully recorded (always record case notes as if you were going to give them to the consumer to proof read).

Access and intake processes

6

Access and intake processes within your organisation send a message of inclusivity to young SSAITGD consumers. In confirming this, you may want to consider the following:

» Reflect on what SSAITGD-inclusive messages are apparent to young people upon researching and entering your service, i.e. what messages are being sent on your website/social media; in waiting, intake and counselling rooms, and; through individual practitioner body language and inclusive practice.

» Identify if your intake and assessment forms and tools are SSAITGD-inclusive, i.e. how and what information do you ellicit regarding gender identity, relationships, title etc.

» Reflect on how information elicited through the above process is responded to in supportive and respectful ways.

» Check to see if SSAITGD youth related resources are clearly visible and accessible for young people.