

The journey towards delivering an LGBTI inclusive service: Becoming the first Public Health Service in Western Australia to receive the Rainbow Tick of Accreditation.

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Abstract

Introduction/Background

At least 10% of the consumers who access our service, and approximately 10% of staff of Service 3 Royal Perth Bentley Group (RPBG) are part of the LGBTI community. How do we provide the best outcomes possible for these consumers, and how do provide support as allies to the staff?

of hours, and many discussions to finally meet this incredible achievement.

Aim/Purpose of the project

The service began an accreditation process through QIP specific to the Rainbow Tick standards. The Rainbow tick is a nationally recognised indicator of an LGBTI inclusive service. Commencing a focus group in 2016 of committed clinicians both of the LGBTI community and allies and lived experience consumer representatives, we began to develop our policies, practices and processes to improve the consumer and staff experience.

Methods/Process

Encountering many challenges along the way, in September 2018 we formally worked through the accreditation process with QIP to achieve firstly conditional accreditation and then the Rainbow Tick in February 2019.

Results

We are now the first public health service in Australia to achieve the Rainbow Tick in our Inpatient services and now commence the journey of maintaining our work achieved to date and continuing to develop our practice to meet consumer need. The lessons learned will be rolled out to the community areas, and other vital parts of the organisation, to ensure that those within the LGBTI community are provided with optimal service.

Recommendations/Conclusion

This project has highlighted a need across our community services and then the wider general health services. While we know LGBTI community are overrepresented in Mental Health services we have been overwhelmed by the response from other areas of our service seeking to learn from our journey and develop their own practice to be more inclusive.