

2.2 CONNECTING WITH THE MONASH LGBTIQ COMMUNITY – CONSULTATION FINDINGS (TE)

Responsible Director: Julie Salomon

RECOMMENDATION

That Council:

- 1. Endorses officers to explore opportunities to better recognise, represent and connect with LGBTIQ members of the Monash community, within the scope of existing operational activities and resources as outlined in this report.*
- 2. Endorses exploration of opportunities to expand services, programs and networks, to better include and represent people who identify as LGBTIQ living in Monash; and*
- 3. Receive a further report of recommendations for future action in September 2019.*

INTRODUCTION

In February 2018, Council endorsed a Notice of Motion which approved the delivery of a consultation process, to connect with the Monash Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning (LGBTIQ) community to determine the priorities, programs and/or activities that Council could progress.

BACKGROUND

The need for a consultation process was initiated in response to calls from community members, asking Council to consider the role it could play in improving the recognition, inclusion and understanding that the City of Monash can have in relation to the local LGBTIQ community.

A Healthy and Resilient Monash: Integrated Plan 2017-2021 outlines that Council celebrates its rich cultural, linguistic, religious, age, gender and sexual diversity and works to support lifetime wellbeing, community harmony and opportunities for everyone to be able to participate fully in community life. The specific inclusion and recognition of our LGBTIQ community is vital for their improved resilience, increased sense of security, improved mental health outcomes, greater social cohesion and more accessible health care.

Sex and gender diversity are aspects of diversity that should be acknowledged, respected and celebrated, but they also too often still put people at risk of exclusion.

Council has limited knowledge and evidence on the current needs and priorities for our broader Monash LGBTIQ community. It was important to undertake a needs assessment to determine what response Council can implement to promote LGBTIQ recognition and inclusion including (but not limited to) internal and external policies, services and other initiatives.

Whilst Council currently provides a range of programs and activities to ensure we meet the needs of our LGBTIQ community, through Monash Youth Services (MYS), Monash Home and Community Services (HACC) and Children and Family services, whole-of-Council initiatives

have not been implemented due to the limited engagement and understanding the needs of the community.

Council has had a long-standing commitment to equity and inclusion, but this is the first time a formal report has been considered by Monash. Council on this aspect of our diversity. Developing these recommendations provides Council with the opportunity to take leadership in advancing our LGBTIQ residents' full and equal participation and inclusion in community life, making Monash a fairer and more cohesive community.

DISCUSSION

The aim of the consultation was to provide Council with the evidence and information on inclusion, access and equity issues facing the LGBTIQ communities to determine Council's role in supporting our LGBTIQ community.

To understand the LGBTIQ profile amongst the Monash community, a demographic analysis was undertaken.

- *Demographic Data*

An analysis of the most available selection of Australian research relating to the prevalence of homosexuality, bisexuality, transsexualism and intersex (LGBTIQ) in Australia, based on a selection of contemporary, Australian research was undertaken. This research concluded that approximately 17.5%, or around one in six, Australians aged 14 years or older, fall within the scope of these categories of sexual orientation, sexual identity and biological sex, representing approximately 4.2 million Australians and 1.2 million Victorians.

- *2016 Census*

At the 2016 Census, 462 couples reported living in a same-sex relationship in the municipality. It should be emphasised that this represents only a fraction of the LGBTIQ community in Monash, as there is clear under-reporting of same-sex relationships (which in themselves do not cover the whole spectrum of LGBTIQ) in the Census for a number of reasons, including unease at disclosing one's sexuality. Another major limitation of this indicator is that it does not identify people who are not in a relationship/couple. Single parent families, lone person households and group households are not considered. Therefore, these numbers need to be considered with care and as a clear under-estimate.

For further information, see ***Attachment 1 – Demographics Monash LGBTIQ population.***

During August 2018, Council delivered a community consultation process which comprised of three consultation workshops and an online survey. Whilst the consultation workshops and survey were tailored to Monash residents who identify from the LGBTIQ community, all Monash community members were encouraged to participate, to present their ideas to identify priority areas for improving the recognition, inclusion and community understanding of the LGBTIQ community in Monash.

The consultation achieved the following major project deliverables:

- **Development of a Project Reference Group:** An internal Project Reference Group was established comprised of subject-expert Council Officers to guide the project;
- **Literature and Desktop Review:** An audit of Council's current engagement and support to the Monash LGBTIQ community was undertaken. Council also sourced available data from sources such as the 2016 Census;
- **Media and Communications:** Council widely promoted the community consultation opportunities through the Monash Bulletin, social media, Monash Council 'Have Your Say' webpage, Council facilities and correspondence to all Council-funded community groups;
- **Community Consultation:** Council invited all members of the Monash community to participate in the community consultation process which comprised of an Online Survey and three community consultations;
- **Service Provider Consultation:** Council invited Monash service providers to participate in the community consultation process which comprised of an Online Survey and a consultation workshop;
- **Report with recommendations:** Delivery of report providing the consultation findings and key recommendations to Council to prioritise and implement actions.

The opportunity to participate in the community consultation was publicised widely through the Monash Bulletin, social media, Monash Council 'Have Your Say' webpage, Council facilities and correspondence to all Council-funded community groups.

Overall, eighty-five Monash community members directly engaged in the community consultation process. Sixty-five submissions were made to the Online Survey, eight participants attended the Community Conversations and Council received twelve direct phone calls, emails or letters in response to the community consultation.

Council received a strong response from a broad representation of the Monash community. Their responses provided a diverse collection of ideas, experiences and feedback about Council's current and future role in improving the recognition, inclusion and community understanding of Monash's LGBTIQ community.

Overall, participants from the LGBTIQ community were appreciative for the opportunity to detail their experiences in the City of Monash. They expressed significant aspirations and expectations in Council's role to improve the safety, inclusion, recognition and community understanding in Monash.

During the consultation period, Monash Council also invited Monash-based organisations who provide direct services to the community to be involved in the community consultation. This was through an online survey and a face-to-face workshop which took place in August 2018.

Overall, twenty-six Monash service providers directly engaged in the consultation process. Eighteen submissions were made to the Online Survey, four participants attended the Community Conversations and Council received four direct phone calls, emails or letters in response to the community consultation. The contributions received from the Monash service providers assisted Council to gain a better understanding of the inclusive programs and services

that are already available for the LGBTIQ community to access in the City of Monash, but also to determine innovate ideas/ opportunities.

In addition to the community consultation, key Council departments responsible for delivering services were also reviewed and asked to provide their understanding of the needs identified by the LGBTIQ community. These departments also mapped the current level of inclusion for the LGBTIQ community in existing programs/services.

Throughout the process, Monash Council was dedicated to providing a positive and participatory consultation approach and ensured that it provided fair and inclusive information and advice to all Monash community members in relation to the needs assessment.

For further information on the consultation findings, see ***Attachment 2 – LGBTIQ Community Consultation: Survey and Workshops***

Based on the rich feedback that Council received from the Monash LGBTIQ community, it has proposed that Council:

Within Existing Resources

Service Provision

- Identify ways in which the LGBTIQ communities can be further represented through the Monash Public Library Services.
- Explore opportunities to review and develop formalised processes and policies to promote LGBTIQ in collections, programming, communications and events at the Monash Gallery of Art.
- Continue to develop and promote the Monash Public Library Service's LGBTIQ collection, making it accessible and suitable for all demographics.
- Support community organisations and groups to deliver activities, programs and events that are eligible for funding through the Monash Community Grant Program.

Celebration and Events

- Host the celebration of LGBTIQ events, supported via the Monash Community Grants Program or similar e.g. Monash to host a MidSumma satellite event.
- Consider selecting prominent LGBTIQ guest speakers to improve awareness and perceptions.
- Continue to support Council staff and community groups to participate in the Pride March.
- Utilise the existing architectural lighting on the Monash Civic Centre façade to light the building in rainbow colours on key LGBTIQ event dates.

Communications and Consultation

- Include greater representation of LGBTIQ people through City of Monash communications including the Monash website and Monash Bulletin.
- Council to use more inclusive language and imagery throughout all its publications and communications.
- Consult regularly with the LGBTIQ community on their needs, priorities and ideas. Explore strategies to support improved consultation and engagement with the LGBTIQ community, regarding Council related business.
- Provide improved promotion of the available services, groups and activities that are inclusive for the LGBTIQ community in Monash, via on Council's webpage.

- Promote LGBTIQ networks and meeting places on Council's webpage.
- Provide targeted support to Monash sporting clubs to ensure clubs are welcoming and inclusive to all genders.

Partnerships

- Engage in local, regional or state wide networks, which promote best practice and partnership opportunities to work with the LGBTIQ community such as the LGPro Rainbow Network, Q-East Alliance and Monash University.

Visibility

- Continue to promote an acceptance of rainbow families through Monash Children Youth and Family Services team through playgroups and other services which engage with children and their caregivers.
- Display rainbow stickers on the front window of all Council facilities to promote an inclusive environment, and provide rainbow stickers to local service providers to display on their facilities.

Future Opportunities Requiring Further Scoping

- Undertake the 'Rainbow Tick' Accreditation
- Fly the rainbow flag outside the Monash Civic Centre on key events such as International Day against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT Day).
- Work towards incorporating gender-neutral toilets in all future Council facility upgrades/new developments.
- Map current Monash LGBTIQ services to have referrals on Council's webpage.
- Advocate for greater recognition, inclusion and understanding of people who identify as LGBTIQ by local service providers.
- Explore future feasibility of re-establishing a LGBTIQ youth group.

POLICY IMPLICATIONS

This report is in line with Council's A Healthy and Resilient Monash: Integrated Plan (2017-2021).

HUMAN RIGHTS CONSIDERATIONS

This report is in line with the Charter of Human Rights and Responsibilities Act 2006 and in particular with the following rights: recognition and equality before the law, freedom of movement, freedom of expression and taking part in public life.

FINANCIAL IMPLICATIONS

The recommendations outlined within this report will be delivered within existing operational resources.

CONCLUSION

Through the recommendations from this consultation report, Council seeks to address discrimination and exclusionary practices based on sexuality or sex and gender diversity at the local level. It assists and strengthens Council's approach to social inclusion and diversity by proposing concrete whole-of-Council actions across the municipality.

The proposed recommendations will genuinely assist Council to ensure that we can plan effectively as an organisation to develop and implement policies, programs and services that are more equitable and inclusive across all domains.

ATTACHMENTS:

Attachment 1: Monash LGBTIQ Population Demographics;

Attachment 2: LGBTIQ Community Consultation: Survey and Workshops;

Attachment 3: LGBTIQ Community Consultation: Monash Service Provider Online Survey Results and Consultation Workshop.

ATTACHMENT 1 – Demographics Monash LGBTIQ Population

Monash LGBTIQ Community Consultation

1. Prevalence of LGBTIQ Individuals in Australia

Brown (2018) presented an estimate of the prevalence of homosexuality, bisexuality, transsexualism and intersex (LGBTIQ) in Australia, based on a selection of contemporary, Australian research. It is concluded that approximately 17.5%, or approximately one in six, Australians aged 14 years or more, fall within the scope of these categories of sexual orientation, sexual identity and biological sex, representing approximately 4.2 million Australians and 1.2 million Victorians.

An increased acceptance of differences in sexual orientation and identity is evident as the majority of eligible Australians voted in 2017 that the law should be changed to allow same-sex couples to marry with 61.6% responding 'Yes' to the postal survey (Australian Bureau of Statistics, 2017). This widening acceptance has resulted in a marked rise in the proportion of survey respondents who affirm that they are homosexual or bisexual, over the past decade (Cosby Textor Poll, 2015; Newspoll, 2004). Accordingly, contemporary information is of crucial importance in estimating the proportion of the population who are lesbian, gay, bisexual, transsexual or intersex (LGBTIQ).

The estimated proportions of the Australian population aged 14 years or more, determined in the manner described above, are as follows:

- Homosexual 6.9%
- Transsexual 0.4%
- Intersex 0.2%
- Bisexual 10%

Summing these figures gives an estimate of 17.5% as the proportion of Australians aged 14 years or more, who are lesbians, gay, bisexual, transsexual or intersex. This percentage represents nearly one in six people of that age range, or 1,098,000 Victorians as at 2018.

It should be cautioned that these prevalence estimates may not be confidently employed to calculate the likely number of LGBTIQ individuals within local areas, such as municipalities, since people of minority sexual orientations or identity may tend to relocate to communities where services and mutual support are readily available, confidentiality more easily assured, and acceptance more widespread.

2. Per cent of Same-sex couples per municipality

At the 2016 Census, 462 couples reported living in a same-sex relationship in the municipality. It should be emphasised that this represents only a small percentage of the LGBTIQ community in Monash, as there is clear under-reporting of same-sex relationships (which in themselves do not cover the whole spectrum of LGBTIQ) in the Census for a number of reasons, including unease at disclosing one's sexuality. Another major limitation of this indicator is that it does not identify people who are not in a relationship/couple. Single parent families, lone person households and group households are not considered. These numbers should therefore be considered with care and as a clear under-estimate.

Source: 2016 Census

Yarra	5.26
Port Phillip	4.25
Melbourne	4.24
Hepburn	3.93
Maribyrnong	3.15
Stonnington	2.88
Darebin	2.71
Mount Alexander	2.36
Moreland	2.32
Hobsons Bay	1.52
Glen Eira	1.32
Moonee Valley	1.25
Macedon Ranges	1.13
Murrindindi	1.13
Boroondara	0.91
Ballarat	0.82
Banyule	0.80
Kingston	0.79
Wyndham	0.78
Frankston	0.76
Moorabool	0.74
Greater Geelong	0.73
Bayside	0.72
Surf Coast	0.70
Moyne	0.69
Greater Bendigo	0.67
Cardinia	0.66
Mitchell	0.64
Indigo	0.64
Mornington Peninsula	0.63
Queenscliffe (B)	0.61
Whitehorse	0.61
South Gippsland	0.61
Melton	0.61
Yarra Ranges	0.60
Monash	0.59
Baw Baw	0.59

Reference List

Australian Bureau of Statistics (2016), Same and Opposite Sex Couples by Municipality Victoria, 2016. Accessed at: <http://greaterdandenong.com/document/10768/summaries-of-social-information-cgd>

Australian Bureau of Statistics (2017), Australian Marriage Law Postal Survey, 2017. Accessed at: <http://www.abs.gov.au/ausstats/abs@.nsf/mf/1800.0>

Brown, H (2018). The Prevalence of LGBTI Individuals in Australian Society. Accessed at:

<http://greaterdandenong.com/document/10768/summaries-of-social-information-cgd>

Crosby Textor Poll (2015). 72% of Australians Support Marriage Equality. Accessed at:

<http://www.australianmarriageequality.org/crosby-textor-same-sex-marriage-research-2014/>

Newspoll (2004). Accessed at: <http://www.theaustralian.com.au/national-affairs/newspoll>

ATTACHMENT 2 – Community Consultation: Online Survey Results and Consultation Workshops

Monash LGBTIQ Community Consultation

Connecting with the Monash LGBTIQ Community



The City of Monash undertook a needs assessment and community consultation to identify options for improving the recognition, inclusion and community understanding of the Monash Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning (LGBTIQ) community.

The findings from the consultations will determine the priorities, programs and/or activities that Council could progress to promote LGBTIQ recognition and inclusion in the Monash community.

The community consultation took place in August 2018 through an [online survey](#) and face-to-face workshops. The community consultation was advertised in the Monash Bulletin, on the Council website and on social media.

COMMUNITY CONSULTATION: WORKSHOPS

Monash Council conducted three LGBTIQ community consultation workshops during the consultation period.

These took place on:

Tuesday 21 August 2018

5pm - 6pm

Monash Youth Services, Bogong Avenue, Glen Waverley

Wednesday 22 August 2018

6pm - 7.30pm

Glen Waverley Library, 112 Kingsway, Glen Waverley

Friday 24 August 2018

10am - 11.30am

Inchmeal Café, 39 Westerfield Drive, Notting Hill

The conversations at these consultations provided rich insights into the experiences of the LGBTIQ community living in Monash. They were a great opportunity for Council Officers to encourage the participants to expand on their responses and opened new topic areas that were not initially considered.

During September, Council also had several community members asking to meet with Council Officers one-on-one after the consultation period or provided written submissions. It was a great opportunity to hear from community members who were not comfortable attending a scheduled workshop session.

The themes from the consultation workshops, one-on-one sessions and written submissions have been incorporated into the online survey responses.

COMMUNITY CONSULTATION: ONLINE COMMUNITY SURVEY RESULTS***COMMUNITY CONSULTATION: Online Community Survey Results***

The 'Have Your Say' *Connecting with the Monash LGBTIQ Community* online community survey was open from Thursday 9 August – Thursday 30 August 2018.

The survey was targeted to Monash residents who identify as Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning (LGBTIQ). The survey asked 12 questions to assist to understand the experiences of services, programs and activities available in Monash, so that Council can gain a better understanding of the priorities for strengthening the recognition, inclusion and understanding of our LGBTIQ community.

Whilst the survey was tailored to Monash residents who identify from the LGBTIQ community, all Monash community members were encouraged to respond to the survey, to present their ideas to identify priority areas for improving the recognition, inclusion and community understanding of the LGBTIQ community in Monash. No identifying information was collected in this survey.

There were **65 responses** in total to the online survey with a mixture of respondents who identify from the LGBTIQ community and who identified as heterosexual.

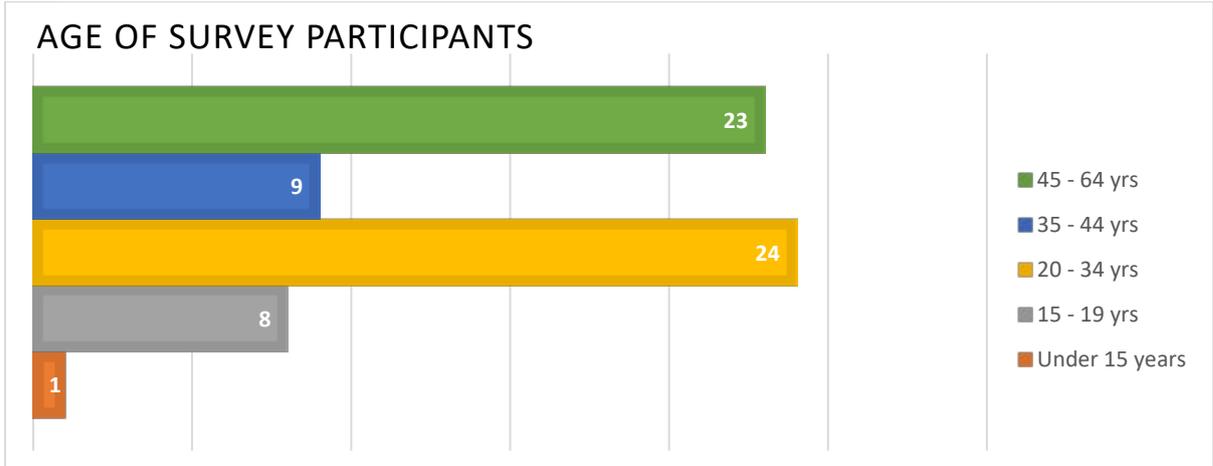
Survey Design

A predominantly qualitative survey methodology was adopted, as there was no pre-supposition of answers to allow respondents the opportunity to provide the necessary detail in their answers. The demographic survey questions were multiples choice to reduce the time required to complete the survey.

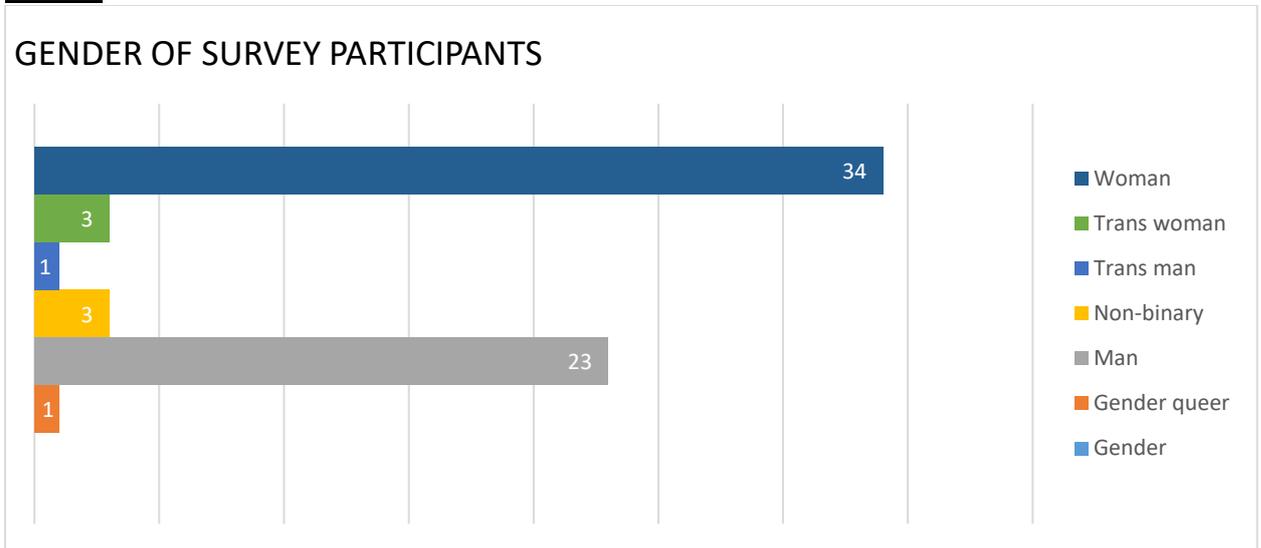
Overall survey

Below is the breakdown of age, gender, sexuality suburb and country of birth of the participants who completed the survey.

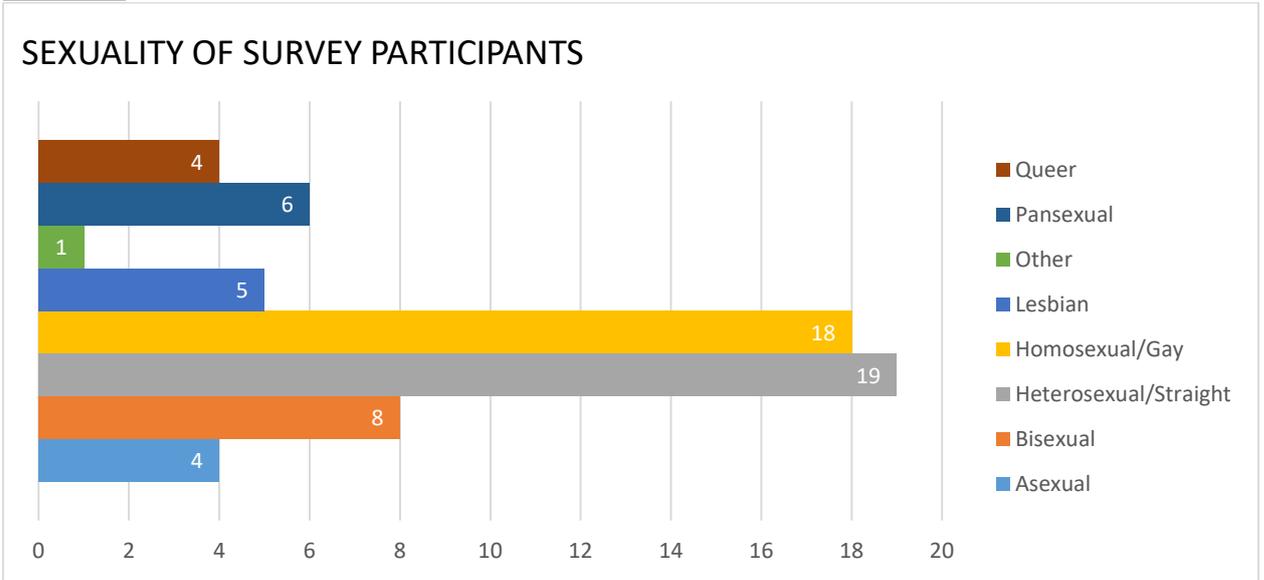
Age



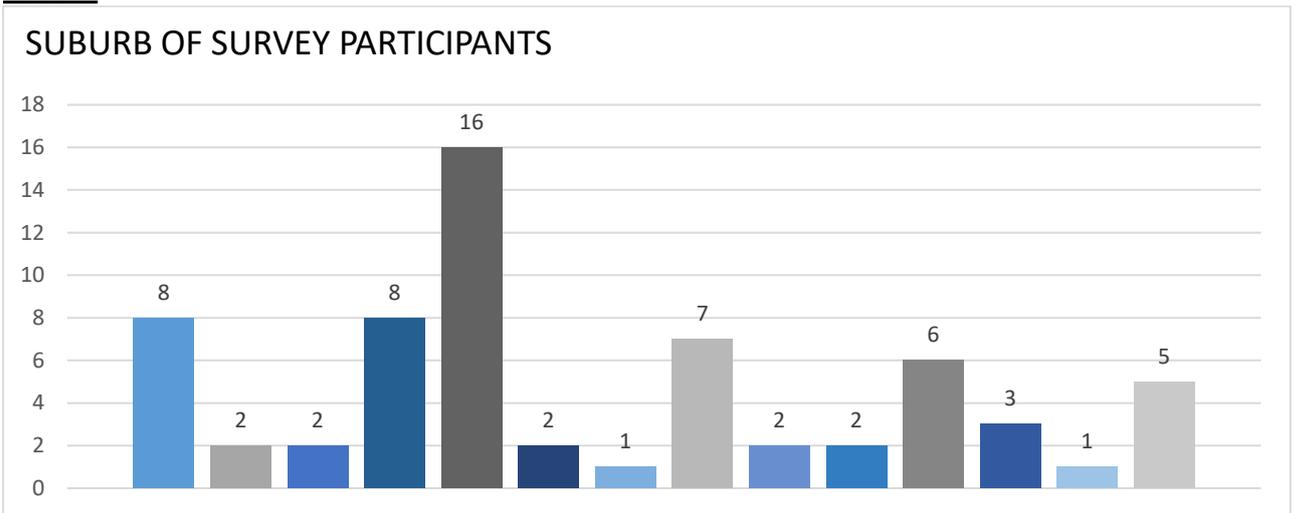
Gender



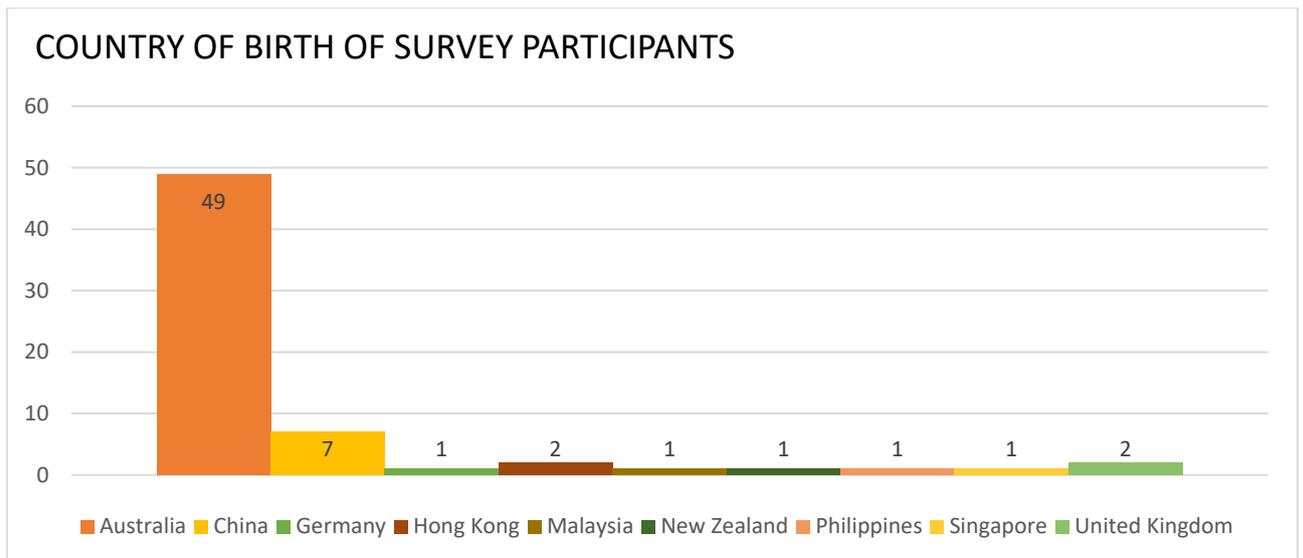
Sexuality



Suburb



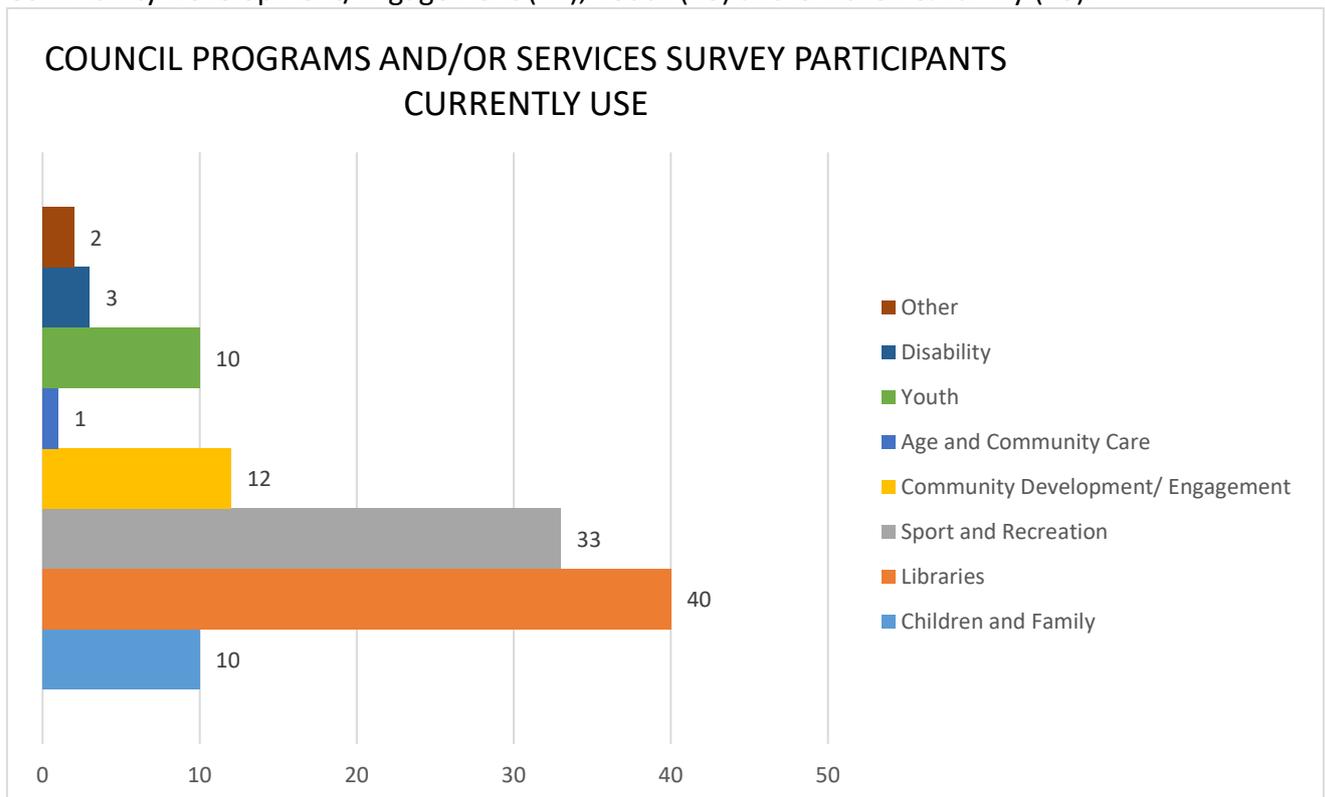
Country of Birth



Consultation Analysis

Council Programs and/or services that survey participants currently use

Respondents were asked what Council programs and/or services that they currently use. Both libraries (40) and sport & recreation (33) were the highest responses followed by Community Development/Engagement (12), Youth (10) and Children & Family (10).



Council Programs and/or services that survey participants would like to see Council offer or make more welcoming and inclusive for the LGBTIQ community

Majority of respondents ticked all areas that Council should be more welcoming and inclusive for the LGBTIQ community and no specific Council service was more significant than another was.

What are the most important issues/barriers for people who identify as LGBTIQ in the Monash community?

Participants expressed the following key issues and barriers they experience in the Monash community.

- There are currently no LGBTIQ specific programs or events in Monash
- The LGBTIQ community is invisible in Monash with no recognition by Council such as signage
- Residents feel unable to live freely without hiding sexuality feeling unsafe in our community
- High rates of Homophobia/ transphobia experienced by LGBTIQ residents
- There appears to be a lack of community understanding of the LGBTIQ community
- A large proportion of Monash residents voted 'No' for the marriage equality vote which makes people feel excluded in the community
- The strong reluctance of Council to acknowledge the LGBTIQ community
- Need for better understanding of the cultural/sexuality intersection
- Experience of discrimination, e.g. employment and committees
- Lack of mental health services in Monash
- Lack of role models and representation
- Lack of gender-neutral toilets in Council facilities
- Perceptions that Council's assumptions is that all Monash residents are heterosexual
- Need for greater awareness of where to access Inclusive services

"My partner and I can't walk down the street holding hands due to the fear of being harassed"

What initiatives would you like to see Council implement in recognition of our LGBTIQ communities?

Participants expressed the following key strategies for Council to implement in order to improve the recognition of the Monash LGBTIQ community.

Monash Public Library Services

- Develop and promote the Monash libraries LGBTIQ friendly collection across all ages
- Book displays
- Story times to include more inclusive picture books
- LGBTIQ resources available in all library branches

Communications

- Visible representation on the Monash website and Monash Bulletin. Suggestions included promoting community events, images, inclusive language and showcasing LGBTIQ role models.
- Inclusive statement on the front of the Council webpage
- Light up the Monash Civic Centre on key events

- Referral list on the Council website that provides a list of LGBTIQ community groups, services and programs.

Facilities

- Inclusive and welcoming signage
- Fly the rainbow flag on key events such as IDAHOBIT day.
- Display rainbow stickers on the front window of all Council facilities
- Provide rainbow stickers to other Monash service providers to display on their facilities.
- Gender-neutral toilets in all Council facilities

LGBTIQ groups

- More support to establish LGBTIQ groups
- Promote LGBTIQ networks and meeting places on Council's webpage

Youth

- Youth education programs
- Youth LGBTIQ group
- Youth mental health drop in service

Children and Family

- More picture books available in children's services such as playgroups and childcare that display different types of families
- Rainbow family friendly child-care facilities
- Rainbow playgroup

Businesses

- Shops and businesses need to be visibly "rainbow friendly"
- Stronger employment pathways

Recreation

- Sporting clubs need to promote inclusion for the LGBTIQ community
- Trans / gender diverse swim sessions at the Aquatics centre

Aged care

- Inclusive aged-care facilities
- Dance event for older LGBTIQ people/couples

Celebration of events

- Host or support the celebration of LGBTIQ events e.g. Pride March and Midsumma

Community consultation

- Consult regularly with the LGBTIQ community on their needs, priorities and ideas.

Services

- Promote LGBTIQ services and referral pathways

Community Organisations and Groups

- Support for community organisations and groups to deliver LGBTIQ inclusive events

“Recognition and support for the Monash LGBTIQ community is invisible. It is important for Council to take important steps to make their services more welcoming and inclusive.”

How can Council build greater awareness or understanding of our LGBTIQ communities?

Participants expressed the following strategies that Council could implement to build greater awareness or understanding of our Monash LGBTIQ communities:

Community education/awareness

- Community education sessions to improve the understanding of the LGBTIQ community with a keynote speaker
- Awareness raising campaign to promote the value of diversity
- Wordfest event – champion it for LGBTIQ celebrity
- Having LGBTIQ resources on a Council stall at festivals and events

Schools

- Working with schools to improve policies and programs that are tailored towards understanding and acceptance of the needs of students who identify as LGBTIQ

Monash Council as an Employer

- Provide diversity training to all Council employees
- Undertake the Rainbow Tick Accreditation or Pride in Diversity
- Advocacy from Councillors for the LGBTIQ community

Partnerships

- Build stronger partnerships with organisations who work with the LGBTIQ community to collaborate on events and projects.

Recreation

- Provide education to sporting clubs on how to be more welcoming and inclusive

“Council needs to shift community attitudes to be inclusive of the LGBTIQ community like they have done on other social issues such as gender equity or homelessness.”

ATTACHMENT 3 – LGBTIQ Community Consultation: Monash Service Provider Online Survey Results and Consultation Workshop

Monash LGBTIQ Community Consultation

Connecting with the Monash LGBTIQ Community



The City of Monash undertook a needs assessment and community

consultation to identify options for improving the recognition, inclusion and community understanding of the Monash Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning (LGBTIQ) community. The findings from the consultations will determine the priorities, programs and/or activities that Council could progress to promote LGBTIQ recognition and inclusion in the Monash community. This City of Monash aims to strengthen our connections with and support our LGBTIQ community and to encourage greater inclusion and support.

It was important for Council to gain a better understanding of the inclusive programs and services that are available for the LGBTIQ community to access in the City of Monash. Monash Council invited Monash-based organisations who provide direct services to the community to be involved in the community consultation. This was through an online survey and a face-to-face workshop which took place in August 2018. The Monash service providers were sent an invitation to participate through Council's mailing lists. The contributions from the Monash service providers during the consultation process will assist Council to develop a shared understanding of the key priorities for people who identify as LGBTIQ in the Monash community.

CONSULTATION: SERVICE PROVIDER WORKSHOP

Monash Council conducted one LGBTIQ community service provider consultation workshop during the consultation period.

These took place on:

Tuesday 28 August

10am – 12pm

Monash Civic Centre

293 Springvale Rd, Glen Waverley

The themes from the consultation workshop have been incorporated into the online survey responses.

CONSULTATION: SERVICE PROVIDER SURVEY RESULTS

The *Connecting with the Monash LGBTIQ Community* online service provider survey was open from Friday 17 August – Thursday 30 August 2018.

The survey was targeted to Monash-based organisations providing direct services to the Monash community. The aim was to understand how their organisation engages with and supports the LGBTIQ community to gain a better understanding of the inclusive programs and services currently available for the LGBTIQ community to access.

The survey asked 17 questions to assist in understanding the organisation's internal processes, referral pathways, if they provide any LGBTIQ specific programs or services and how they believe Council's role is in strengthening the recognition, inclusion and understanding of our LGBTIQ community.

There were **17 responses** in total to the online survey with a range of respondents from different organisations.

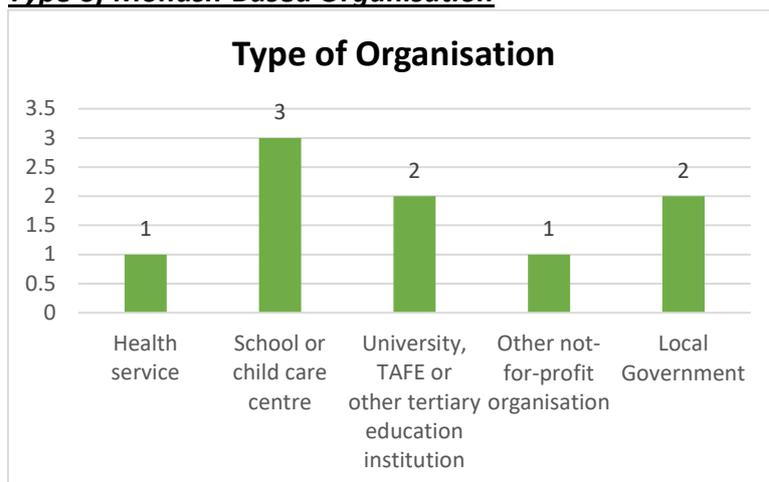
Survey Design

A mix of both quantitative and qualitative survey methodology was adopted to ensure a good completion rate and for the respondents to provide the necessary detail in their responses.

Overall survey

Below is the breakdown of the organisations that completed the survey.

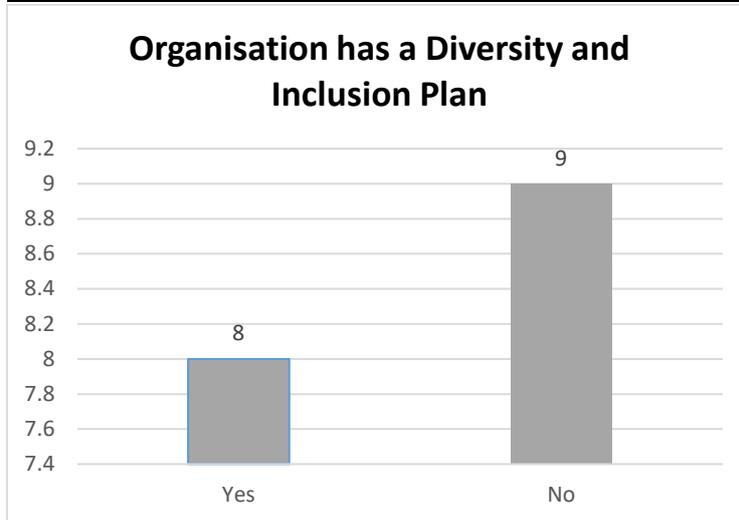
Type of Monash-Based Organisation



Client Group of Organisation



Organisations that has a Diversity and Inclusion Strategic Plan



Organisations that include specific LGBTIQ actions relating in their Diversity and Inclusion Plan



Consultation Analysis

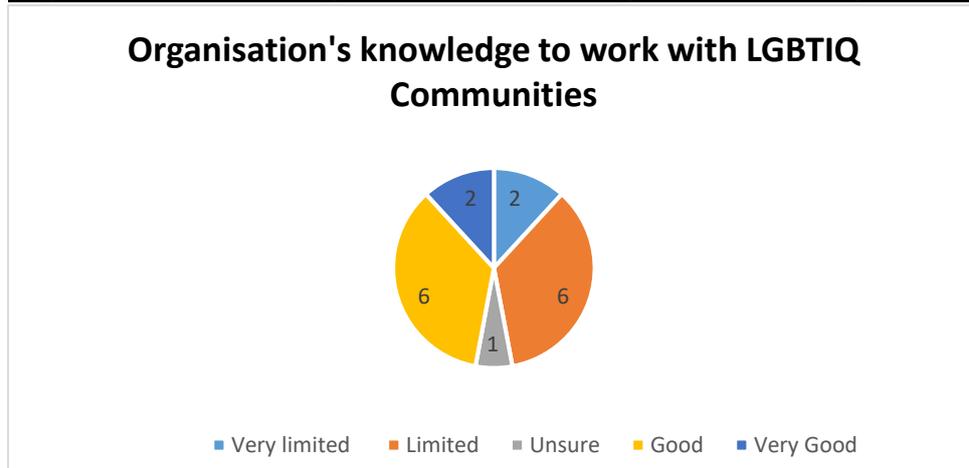
Organisations that offer LGBTIQ-specific programs and/or services



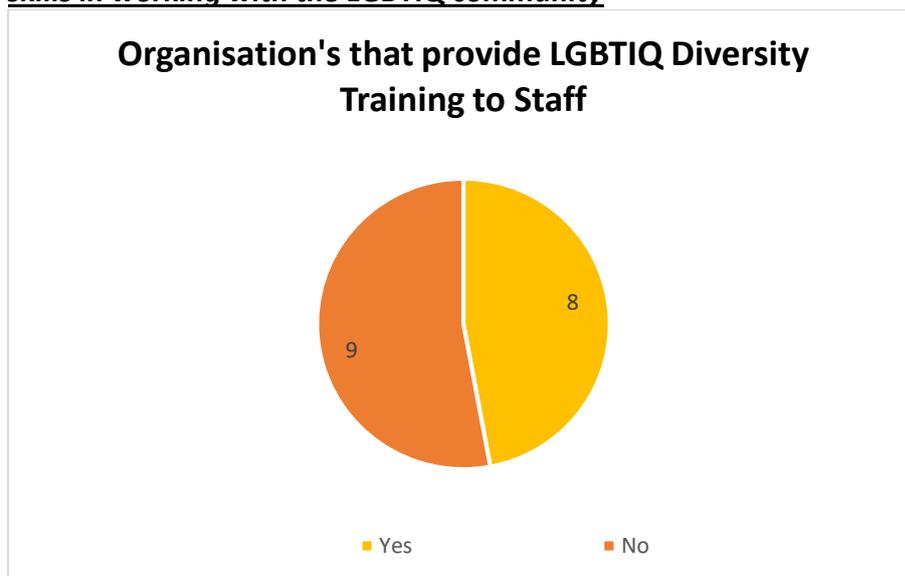
For the organisations who do offer LGBTIQ-specific programs and/or services these consisted of:

- SKEPSI – Mental Health Project
- Information, support and referral
- Celebration and observation of important days (e.g. Pride March, IDAHOBIT, etc.), Ally Network for staff (including training and professional development opportunities), Queer Leaders Scholarship and training for student leaders
- LGBTIQ staff networking
- Links with online support groups-we promote inclusive and non-gender specific parenting support.

Organisation's knowledge and skills in working with the LGBTIQ community



Organisations that provide staff with training focused on increasing their knowledge and skills in working with the LGBTIQ community



Referral Pathways

Approximately 50% of the organisation participants have organisations that they were aware of to refer clients to for LGBTIQ specific services. The referral organisations consisted of:

- Queerspace
- BeyondBlue LGBTIQ+ Peer support and counselling
- Vic AIDS Council
- Prahran Market Clinic for sexual health issues
- Relationships counselling Drummond Street/Queer Space Switchboard,
- Minus 18

Initiatives that organisations implement to recognise the LGBTIQ community

- Advocates and promotes the well-being needs of the Australian - Greek LGBTIQ+ community and their families
- LGBTI people's unmet needs
- Student groups
- Pride March participation
- Conferences/events run with guest speakers and panel discussions
- Infrastructure – unisex toilets, full toilet facilities, not just single stalls
- Allies Network – support and training
- Inclusivity for all parents regardless of gender
- LGBTIQ information online, inclusiveness in programs and support services, LGBTIQ as a theme listed on the youth survey data collection

Key Areas that Monash Service-Providers would like Council to recognise, increase awareness and improve service/program delivering for the Monash the LGBTIQ community

- Partnership opportunities with other community organisations to provide consistent messaging
- Build the capacity of Monash organisations to ensure their programs and services are inclusive

- Provide inclusive and welcoming services
- Visibility support, e.g. posters and rainbow stickers
- Celebrations for important LGBTIQ days of significance
- Youth Services for LGBTIQ young people
- Target homophobia through education
- Invite LGBTIQ groups to discuss their needs with Council regularly
- Articles in the Monash Bulletin
- Community forums and education
- Provision of information on support services and networks that organisations can refer clients to.
- Days of celebration – recognise and celebrate relevant days
- Create visibility & normalise to reduce hostility
- Would like to work together – partnerships with consistent messaging
- Film screenings – Q&A
- Proud services and education
- Advocacy
- Communication – list of services shared and locally based

“Monash Council needs to recognise their LGBTIQ community through visibility and walking the talk to equity and inclusion” – focus group participant