CITY OF MONASH









LGBTIQA+ 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 LGBTIQA+ communities.

Acknowledgements

We acknowledge and thank the Monash LGBTIQA+ 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 LGBTIQA+ Working Group, Project Control Group and LGBTIQA+ identifying staff for their contributions.

We thank the Monash LGBTIQA+ 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 LGBTIQA+ communities and acronym choice can vary depending on the context. At Monash we use LGBTIQA+, 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 LGBTIQA+ 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.

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 LGBTIQA+ 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 LGBTIQA+ community.

As with everyone in our community, LGBTIQA+ communities deserve to have full and equal participation in community life. Despite significant improvement in recent years, LGBTIQA+ communities in Victoria however 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, Council 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.

Developed with input from the community and in close collaboration with Council's LGBTIQA+ 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 LGBTIQ+ strategy, *Pride in our future: Victoria's LGBTIQ+ 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 population[3].

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 THAT[2]:

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 identity[4]

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 LGBTIQA+ Action Plan.

Council facilitated deliberative engagement with a broad cross-section of professional bodies, Council Advisory Committees, Council departments, as well as our LGBTIQA+ communities and the broader Monash population. This engagement included a number of consultation activities including meetings and workshops with the LGBTIQA+ 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 LGBTIQA+ communities in Monash**
2. **Council's role in improving the health and wellbeing of our LGBTIQA+ communities**
3. **The key priority areas for LGBTIQA+ inclusion.**

To support the community consultations, an in-depth analysis was undertaken of LGBTIQA+ 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 LGBTIQA+ 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 LGBTIQA+ 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 LGBTIQA+ Action Plan 2023-2027:

Intersectionality

We recognise that people's lives are multi-dimensional and complex and many people within LGBTIQA+ communities live with other forms of inequality or discrimination. The experiences of LGBTIQA+ 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 LGBTIQA+ 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 LGBTIQA+ 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 LGBTIQA+ people are critical to the success of this Plan and to achieving and maintaining LGBTIQA+ inclusion. We recognise the diversity of LGBTIQA+ 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 LGBTIQA+ communities to have a voice in shaping their future.

Access and Inclusion

We will identify and reduce barriers to participation for LGBTIQA+ people by ensuring that information, communication, services and facilities are approachable, welcoming, safe and inclusive for all people in Monash. We understand that LGBTIQA+ 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
1.1 Support is provided to the Monash community to understand and respond to the needs of LGBTIQA+ people	2.1 Council provides strategies to identify and reduce risks to the safety of LGBTIQA+ people	3.1 Council equips staff and Councillors with skills to promote and practice LGBTIQA+ inclusion	4.1 Monash Council services, programs and facilities are culturally safe, inclusive and welcoming of LGBTIQA+ people
1.2 Council recognises and celebrates our LGBTIQA+ communities	2.2 LGBTIQA+ people are connected, included and have equal opportunities to participate in the community	3.2 Council demonstrates leadership and commitment to improving the lives of LGBTIQA+ people	4.2 LGBTIQA+ friendly services, programs and groups in Monash are visible and easily located
1.3 Community awareness and visibility of LGBTIQA+ people is increased	2.3 Council understands and responds to LGBTIQA+ communities' experience of homelessness and family violence	3.3 Council ensures LGBTIQA+ voices are amplified via inclusive data collection practices and community engagement	4.3 Council works in partnership to build community capacity to support LGBTIQA+ people
		3.4 Monash workplace supports a culture of diversity, inclusion, and equity	

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 LGBTIQA+ communities

Actions to achieve this Goal:

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

WHAT WE WILL DO (IMPLEMENTATION)	WHO WILL DO IT
1.2.A. Recognise and celebrate LGBTIQA+ individuals within Monash	
• Profile and celebrate LGBTIQA+ individuals within the City of Monash	Communications
• Continue to have LGBTIQA+ 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 LGBTIQA+ community celebrations and events	
• Develop a calendar and actively support, acknowledge and celebrate LGBTIQA+ dates of significance internally and externally, e.g. IDAHOBIT	Gender Equity, All of Council
• Promote, support and/or host LGBTIQA+ celebrations and events (e.g. Pride Swim Night and Pride Bingo for Seniors Festival)	Active Monash, Social Inclusion
• Promote LGBTIQA+ events including Midsumma Carnival and Pride March to encourage Council and community participation	Gender Equity
• Facilitate LGBTIQA+ inclusive FReeZA events	Monash Youth services



Goal 1.3:
Community awareness and visibility of LGBTIQA+ 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 LGBTIQA+ Action Plan	Communications
• Develop and maintain links with LGBTIQA+ media (e.g. Joy Media)	Communications, Gender Equity
• Update and review stock image and illustration collection to be inclusive of LGBTIQA+ people	Communications
• Seek the involvement of a young LGBTIQA+ person to join the Monash Student Space editorial committee	Early Years & Integrated Family Services
• Increase visibility and representation of LGBTIQA+ 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 LGBTIQA+ 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 LGBTIQA+ communities	Governance and Legal and Building Maintenance
• Investigate a location and funding for a commemorative work to acknowledge and celebrate LGBTIQA+ 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 LGBTIQA+ 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 LGBTIQA+ people

02.

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

03.

Council understands and responds to LGBTIQA+ 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	
• Provide community engagement opportunities with the LGBTIQA+ community to better understand and respond to their safety concerns and promote specific safety information i.e., *Victoria Police* LGBTIQA+ Liaison contacts and support services in community safety brochure	Neighbourhoods and Placemaking
• 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
• 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	
• 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
• LGBTIQA+ added to Child Safety Standard policies and procedures to cover new compliance requirements	Early Years & Integrated Family Services
• 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	
• 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
• 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
• Promote activities and events to LGBTIQA+ communities through key council communication methods	Communications
• Continue to scope ways to promote and include LGBTIQA+ people in regular whole-of-community events	Arts, Culture and Events
• LGBTIQA+ groups and services are supported to access Council spaces e.g. neighbourhood houses	Neighbourhoods and Placemaking
• 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	
• Increase relationships with school pride groups and committees	Monash Youth Services
• Support partnerships and projects which increase LGBTIQA+ wellbeing e.g. Proud2play, JOY media, Melbourne Queer Film Festival	Active Monash, Monash Gallery of Art
• Actively encourage LGBTIQA+ groups and services to apply for support through the Monash Community Grants Program	Community Partnerships and Health Promotion
• Increase visibility and connection and explore a Rainbow Coffee n Chat/ Café Connect social group for our ageing community	Social Inclusion
• Support LGBTIQA+ families at first time parent groups (e.g. ensure content covers inclusive different family structures)	Maternal and Child Health
• Facilitate opportunities for LGBTIQA+ people to connect to their natural environment by connecting with groups like Queer Nature Connection	Sustainability
• 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 LGBTIQA+ 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 LGBTIQA+ 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 LGBTIQA+ communities	
• Increase relationships with homeless support services working with LGBTIQA+ youth e.g. Family Access Network	Monash Youth Services
• Advocate to address LGBTIQA+ homelessness and housing insecurity, where relevant, through the Regional Local Government Homelessness and Social Housing Charter Group	Community Strengthening
• Incorporate research on LGBTIQA+ people experiencing homelessness into any future Monash Council plans responding to community needs related to homelessness	Community Strengthening
• Update relevant Council policies, processes, training, and referral systems to be inclusive of LGBTIQA+ people experiencing family violence	Gender Equity
• Provide opportunities to increase Council employees' ability to recognise and respond to LGBTIQA+ family violence	Gender Equity



PRIORITY AREA THREE:

INCLUSIVE ORGANISATION REFLECTIVE OF ITS DIVERSE COMMUNITY

We will lead by example to foster an LGBTIQA+ inclusive organisation and workforce and ensure our staff and Councillors are equipped to help promote LGBTIQA+ 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 LGBTIQA+ inclusion

02.

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

03.

Council ensures LGBTIQA+ 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 LGBTIQA+ inclusion

Actions to achieve this Goal:

- Provide LGBTIQA+ professional development to Council staff and Councillors

WHAT WE WILL DO (IMPLEMENTATION)	WHO WILL DO IT
3.1.A. Provide LGBTIQA+ professional development to Council staff and Councillors	
• Provide staff (new and existing) with LGBTIQA+ inclusive training	All of Council
• Identify appropriate professional learning and/or resources for staff to support LGBTIQA+ 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 LGBTIQA+ information as part of their induction	Governance and Legal

Goal 3.2:
Council demonstrates leadership and commitment to improving the lives of LGBTIQA+ people

Actions to achieve this Goal:

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

WHAT WE WILL DO (IMPLEMENTATION)	WHO WILL DO IT
3.2.A Strategic, operational and quality management systems encompass LGBTIQA+ inclusive practice	
• Continue to work towards Rainbow Tick and Rainbow Readiness across the organisation	Gender Equity, People and Safety
• Explicitly consider LGBTIQA+ identities when undertaking gender impact assessments, workforce audits and gender equality action planning under the Gender Equality Act 2020	Gender Equity
• Develop and publicly display a diversity statement that includes the LGBTIQA+ communities	Gender Equity
• Include LGBTIQA+ considerations as part of the annual planning processes, culminating in the annual adoption of Council's budget	Corporate Performance
• Ensure service planning systems and templates incorporate guidance and prompts for staff to consider social justice policy, particularly LGBTIQA+ inclusion in their planning	Corporate Performance
3.2.B. Designated responsibility for supporting and strengthening representation and inclusion of our LGBTIQA+ communities	
• Advocate for the appointment of a permanent LGBTIQA+ partnerships position to ensure the effective leadership, roll out and monitoring of LGBTIQA+ initiatives	Gender Equity
• Continue to have a dedicated worker for diversity and inclusion to actively support LGBTIQA+ people during service delivery	Active Monash, Social Inclusion, Libraries
• Continue to convene the LGBTIQA+ Advisory Committee to inform the development and review of policies, programs and services impacting on LGBTIQA+ people	Gender Equity
• Continue to convene the internal LGBTIQA+ groups to support LGBTIQA+ 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	
• Develop information and support resources for LGBTIQA+ staff including in relation to rights and entitlements, family violence supports, guides to coming out at work, gender affirmation and transition in the workplace	People and Safety, Gender Equity
• Conduct a review/audit of human resources policies and procedures to ensure they apply equally to LGBTIQA+ staff	People and Safety
• Review email signature policy	Communications
• Support employees to add their pronouns to their email signature	Business Technology, Gender Equity
• Explore ways to reduce barriers for LGBTIQA+ people obtaining and maintaining employment at Monash Council	People and Safety
• Explore developing an LGBTIQA+ and ally network for Council staff	Gender Equity



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 LGBTIQA+ 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	
• Audit services against Rainbow Tick standards	Libraries, Active Monash, Early Years & Integrated Family Services
• Provide individual support with a youth worker for LGBTIQA+ young people	Monash Youth Services
• Continue to actively seek out and include LGBTIQA+ 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 LGBTIQA+ material suitable for all ages and demographics (in print and digital format)	Libraries
• Continue to run Pride Swim Night and other LGBTIQA+ events	Active Monash
4.1.B. Provide safe and accessible facilities	
• 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 LGBTIQA+ 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	
• 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	
• 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	
• 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	
• 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 LGBTIQA+ 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 LGBTIQA+ Advisory Group, Council, Executive Leadership Team and Partners that contribute to the Plan
- Track the progress towards achieving LGBTIQA+ accreditation and/or Rainbow Ready Roadmap
- Update our plan as new evidence and information emerges
- Convene 6-monthly meetings with Internal Council LGBTIQA+ 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 LGBTIQA+ 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**



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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

CITY OF MONASH