

# NT Health LGBTQI+ Strategic Policy Community Consultation



## **Consultation Information - health sector partners, advocacy organisations, community groups and consumers**

### **RESPECT – RECOGNISE – VALUE – EMPOWER – CELEBRATE**

#### **Overview**

NT Health acknowledges, respects and values people of diverse genders, sexes and sexualities, their families and communities. NT Health provides services to the whole Territory population and we have a responsibility to ensure everyone's healthcare needs are recognised and met to the best of our ability.

#### **About the Policy**

The NT Health LGBTQI+ Strategic Policy is a broad approach which aims to provide leadership and inclusivity for LGBTQI+ clients and employees. This strategic policy maintains the journey of continuous quality improvement for NT Health and signals new steps in building systems, skills and competencies supporting LGBTQI+ people, families and communities.

NT Health's LGBTQI+ Advisory Group have developed a plan of action as part of the strategic policy, to support our staff and improve service delivery. The plan supports the vision and key objectives which will be measured and monitored.

#### **Our service delivery environment**

The LGBTQI+ Strategic Policy commits NT Health to design and deliver health and support services for LGBTQI+ people that are respectful, safe and of a high quality. We recognise that the LGBTQI+ community itself is diverse and fluid in its membership, needs and expression.

The LGBTQI+ Strategic Policy will align with new laws and community expectations around client and patient records in regards to gender, sex, sexual orientation, sex characteristics, family composition and health care. We will continue to work with partners across the health and wellbeing sector to develop care pathways, consistency and support for professional development and best practice in health care for LGBTQI+ people.

The LGBTQI+ Strategic Policy also commits NT Health to actions which lead, influence and join with our partners across the health sector, the Northern Territory Government and others to support LGBTQI+ people to attain their best health and wellbeing.

#### **Consultation and engagement**

Consultation and engagement on the strategic policy is being held during August 2019. We would like to hear from consumers, families and communities about your views on the draft strategic policy, what the priority actions are and how the LGBTQI+ community would like to be involved in this work into the future.

Please review the following components of the strategic policy where we have some specific questions. Your comments are also welcome.

Confidential individual feedback, and requests for more information can be made by emailing: [FeedbackLGBTQI.HealthPolicy@nt.gov.au](mailto:FeedbackLGBTQI.HealthPolicy@nt.gov.au)

Please note: Closing date for feedback is **Friday 6 September 2019**.

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All responses will be treated in-confidence. You can provide your details for further feedback if requested

## KEY QUESTIONS for participants (health consumers)

Refer to Document A: NT Health LGBTQI+ Strategic Policy

### The Vision

1. Does this capture the change which you would like to see from NT Health?

Yes / No

Comments: .....  
.....

### The five objectives

2. Do the objectives align to the vision?

Yes / No

Comments:.....  
.....  
.....

### The Actions (tasks and activities to achieve the objectives)

3. Are the actions right? Is there anything missing?

.....  
.....

4. What are the most important things to get done first?

.....  
.....

5. In the future, would you as a consumer like to hear about how this work is progressing?

Yes / No

Comments: .....

6. Do you have any other comments?

.....  
.....  
.....

**Thank you!**

Optional: Name:.....Email address:.....

**Vision: NT Health genuinely engages with the communities we serve, to promote health and build wellbeing. We embrace and support a diverse and inclusive workforce who are empowered to be who they are, to deliver the best service possible.**

Objectives	LGBTQI+ safe, high quality and inclusive services	Connected care through innovative & sustainable service pathways	A capable and diverse workforce	Contemporary & accountable systems, records & processes	Engaged partners leading positive change for LGBTQI+ Territorians
<b>ACTIONS</b>	Deliver inclusive health promotion through all NT services / programs <span style="float: right;">1</span>	Work with health sector partners to achieve consistency and common awareness / understanding and care pathways <span style="float: right;">2</span>	Staff are encouraged and supported to contribute to LGBTQI+ research, knowledge and growing awareness / capacity <span style="float: right;">3</span>	Identify relevant safety and quality (including accreditation) standards <span style="float: right;">4</span>	Develop health information guidelines, factsheets and training resources which recognise the LGBTQI+ community <span style="float: right;">5</span>
	Encourage, support and deliver targeted local / Territory LGBTQI+ health information and promotion activities <span style="float: right;">6</span>	Innovate and redesign sustainable specialised and mainstream services for LGBTQI+ consumers <span style="float: right;">7</span>	Improve NT Health's capabilities to engage the LGBTQI+ community and clinicians in Territory LGBTQI+ health research and support the translation of knowledge into practice <span style="float: right;">8</span>	Consider a dedicated complaints / compliments system and process for staff and clients <span style="float: right;">9</span>	Address and counter discrimination, stigma and community awareness <span style="float: right;">10</span>
	Implement inclusive practices across NT Health including clinician training in respectful, safe and high quality care for LGBTQI+ clients <span style="float: right;">11</span>	Explore the use, safety and security of telehealth and new digital technologies for LGBTQI+ clients <span style="float: right;">12</span>	Change the workplace culture towards promoting and celebrating diversity and inclusion <span style="float: right;">13</span>	Develop NT Health performance measure and targets in conjunction with LGBTQI+ people <span style="float: right;">14</span>	Celebrate LGBTQI+ people: successes and contributions <span style="float: right;">15</span>
	Identify the gaps in health information and services for LGBTQI+ people; work across the sector and jurisdictions to provide sustainable access and choice <span style="float: right;">16</span>	Address issues for LGBTQI+ people in regional and remote areas who also experience isolation and loneliness (linked to limited access to safe services) <span style="float: right;">17</span>	Develop Human Resource / Manager guidelines to support LGBTQI+ staff <span style="float: right;">18</span>	Develop and share evaluation and data analytics to demonstrate impact of actions / policies <span style="float: right;">19</span>	Empower the LGBTQI+ community to raise issues including discrimination <span style="float: right;">20</span>

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	Recognise and address LGBTQI people experiencing intersectionality disadvantage (e.g. combined stresses of poverty, disability, Indigenous status, language barriers etc.) 21		Training for staff in LGBTQI+ awareness is provided at different levels across a range of communication, health & clinical issues 22	Recognise non-binary genders on employee and patient records 23	Build partnerships between health and LGBTQI+ communities to support inclusive practice 24
	Embed diversity and inclusion principles in NT Health communications, media and publications 25		Embed gender issues and LGBTQI+ health in clinical training and all NT health training 26	Recognise non-traditional family structures on patient records 27	Build support for young LGBTQI+ Territorians health and wellbeing across the NTG service sector 28
	Review contracted services to ensure all NT Health services delivered through outreach clinics, grants & commissioned arrangements are LGBTQI+ inclusive 29		Equip our workforce with the skills and competencies to implement new models of care for LGBTQI+ clients 30	Change workplace culture towards promoting, valuing, celebrating diversity / inclusion - consider mandatory training, ally & champions training 31	
			Improve inclusion and diversity awareness and culture in our workforce 32	Include LGBTQI+ issues in staff surveys on diversity and inclusion 33	

Focus for consultation	Action areas for feedback
Consumers	
Staff	
Staff and consumers	
NT Government agencies and other partners	