



Rainbow
Health
Victoria

Rainbow Tick

Accreditation in the time of Covid-19

Accessing available health and community support services is more important than ever for LGBTIQ communities. At the same time, barriers to accessing services – for example, expecting or experiencing discrimination – may be heightened at this time of stress and upheaval.

LGBTIQ communities can experience poorer mental health and higher rates of suicide and self-harm than those who are not LGBTIQ, and could be at greater risk in relation to experiences of anxiety, depression and isolation.

Rainbow Health Victoria has created a [tip sheet to assist in providing safe and inclusive remote services to LGBTIQ people due to the impact of COVID-19](#).

Rainbow Health Victoria and Quality Innovation Performance (QIP) have put in place a range of supports to help organisations interested in, or currently working towards, Rainbow Tick accreditation to continue to your journey towards LGBTIQ inclusion.

FAQs:

Can we still be assessed for Rainbow Tick accreditation?

Yes, in agreement with Rainbow Health Victoria, QIP has implemented a remote assessment process for those organisations that are due for their accreditation assessment in the coming months.

To ensure social distancing guidelines are followed, no on-site assessment activities will proceed until further notice. Assessments will be carried out remotely.

Can we get an extension on our assessment date?

Yes, extensions of up to 6 months are possible, upon application to QIP.

If your Rainbow Tick accreditation assessment date or current accreditation expiry is pending, your QIP Client Liaison Officer will be in contact to discuss options available to you. This includes the possibility of undertaking your assessment using remote assessment methods.

How can we meet the professional development requirements at this time?

Rainbow Health have adapted our suite of LGBTIQ-inclusive practice training offerings so that organisations can choose from a range of online and remote training options. These include:

Introduction to LGBTIQ-Inclusive Practice

This course is asynchronous (pre-recorded and completed at the learners' own pace). It is designed for individual practitioners or for staff at all levels of an organisation to acquire a foundational understanding of LGBTIQ people's identities, the evidence base on their health and wellbeing, and their unique needs when accessing a service. Completion of this course helps an organisation meet the minimum requirement for Rainbow Tick. The course takes a minimum of 3 hours to complete, but has optional further study material of about 1 additional hour.

Putting LGBTIQ Inclusion into Practice

This interactive 2-hour webinar follows on from the foundational **Introduction to LGBTIQ Inclusive Practice** as a pre-requisite. This live webinar is designed to engage groups of staff within a team or with similar roles to be guided through activities applying what they have learned in the online course to their own organisation and specific work context. Participants will learn about inclusive practice principles and how to apply these within their organisation.

HOW2 Program – Remote Delivery Webinars

This series of eight interactive webinars, of 3 hours duration each, is delivered with several weeks in between each session. The program guides participating organisations through a series of practical steps to help them develop and begin to implement a plan for inclusive practice specific to their organisation. The foundational evidence base will be explored in Session 1, the frameworks of the Rainbow Tick in Session 2, and then each of its six standards in turn for the remaining sessions. These webinars can assist organisations in gaining Rainbow Tick accreditation.

How do we continue to provide culturally safe and appropriate services to LGBTIQ staff and clients remotely?

It is important as we navigate our services onto new platforms and modes of delivery that we consider what the specific needs and challenges might be for LGBTIQ service users and staff at this time. You can start by reading our tip sheet. You can contact RHV or QIP anytime, and you can join our Rainbow Tick Community of Practice Group.

Rainbow Tick Community of Practice Group

Rainbow Health Victoria will be offering an online community of practice group for those currently working towards Rainbow Tick accreditation. This group will provide a space to ask questions, and share challenges and emerging good practice.

The first Rainbow Tick community of practice group will focus on the immediate challenges of maintaining inclusive practice work at this time, and will take place on [Tuesday April 21 2020, from 10am-1pm](#) – please email rainbowhealthvic@latrobe.edu.au for the password.

Both Rainbow Health Victoria and QIP welcome any questions about your Rainbow Tick accreditation.

Contacts:

- rainbowhealthvic@latrobe.edu.au
- info@qip.com.au
- or contact your QIP Client Liaison Officer directly