



St John's Youth Services (SJYS) is committed to providing a safe, welcoming and supportive service for lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) young people.

All of us at SJYS – from the Management Board to frontline workers – are determined to provide the best possible support to LGBTIQ young people. Recognising that young people are the experts in their own lives, we asked young people themselves to tell us how we can help them feel safe, welcome and empowered to pursue their goals. As a result of this consultation, in March 2017 the St John's Youth Services LGBTIQ Working Group was established. The group's guiding mission is to ensure LGBTIQ young people receive the best possible services, and that employees have a forum from which to celebrate diversity practices in the workplace.

The LGBTIQ Working Group is comprised of young people, employees, senior management and a member of the SJYS Board. Group members have been generous about sharing their experiences and knowledge, and have contributed to candid conversations about the challenges faced by LGBTIQ young people. The Group has worked together and with the broader organisation to create an LGBTIQ Action Plan, which establishes goals and processes to help ensure LGBTIQ young people receive exceptional support both within and beyond St John's Youth Services.

The Working Group's planning and goals have been informed by the following LGBTIQ inclusive principles:

1. Recognition and affirmation of sexuality, sex and gender diversity.
2. Recognition that people of diverse genders and sexualities (as young people and workers) have a great deal to contribute to SJYS and the community.
3. Recognition of the negative impact of discrimination, stigma, homophobia, heterosexism, and mis-gendering on a person's wellbeing (including recognition that such discrimination contributes to increased risk of suicide for LGBTIQ populations).
4. Critical analysis of the assumption that all young people or employees are cisgender heterosexual, and not diverse in terms of sexual orientation, sex or gender.
5. An approach that is person-centred and counters the broader social determinants that impact on the wellbeing of LGBTIQ people.
6. A culturally competent and safe workforce that is knowledgeable about and responsive to the lived experience of LGBTIQ people.
7. A safe and welcoming environment and services free from discrimination based on sexual orientation, sex or gender diversity.

We believe in young people

GUIDING STANDARDS: the Rainbow Tick

The Rainbow Tick consists of six standards against which services can be formally accredited to demonstrate LGBTIQ inclusive practice and service delivery. As part of this LGBTIQ Action Plan, SJYS is working towards Rainbow Tick accreditation.

The Six Standards

1. Organisational capability
2. Workforce development
3. Consumer participation
4. A welcoming and accessible organisation
5. Disclosure and documentation
6. Culturally safe and acceptable services

PROMOTING PARTICIPATION

Focus Area

Standard 1: Organisational capability St John's Youth Services embeds LGBTIQ-inclusive practice across all its systems and continuously seeks opportunities for improvements.

Standard 3: Consumer participation LGBTIQ young people are consulted about and participate in the planning, development, and review of the service.

FOSTERING RESPECT AND CELEBRATING DIVERSITY

Focus Area

Standard 4: A welcoming and accessible organisation LGBTIQ young people can easily and confidently access services because the physical and virtual environments, including information, structures, resources and processes, are welcoming.

Standard 3: Consumer participation LGBTIQ young people are consulted about, and participate in the planning, development, and review of the service.

Standard 6: Culturally safe and acceptable services St John's Youth Services identify, assess, analyses and manage risks to ensure the cultural safety of LGBTIQ young people.

LEADERSHIP AND REPRESENTATION

Focus Area

Standard 2: Workforce development SJYS employees and volunteers understand their responsibilities to LGBTIQ young people and are trained and able to deliver LGBTIQ-inclusive services.

Standard 5: Disclosure and documentation LGBTIQ young people, employees and volunteers feel safe to provide personal information, including their sexual orientation, gender identity and/or intersex status, because they know information will be treated respectfully and that there are systems in place to ensure their privacy.

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