

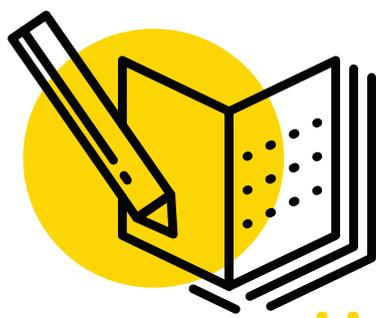


# Training as a Tool for LGBTI+ and disability inclusion

# Training as a tool for LGBTI+ and disability inclusion

Organisational training about LGBTI+ and disability awareness and inclusion is vitally important. Training contributes to a more inclusive workplace culture by giving staff competence in working effectively with diverse groups such as LGBTI+ people and people with disability. Training can also help shift ableist attitudes and highlight barriers to employment within the workplace that can then be reduced or removed, such as unmet access requirements. Many organisations don't understand the importance of training for their teams.

Disability inclusion training is relevant for, and should be engaged in by, any organisation. Intersectional training in both LGBTI+ and disability inclusion is important as disability organisations may not be familiar with LGBTI+ people and LGBTI+ organisations may be less knowledgeable about disability. Many organisations may have never considered any sort of training around LGBTI+ awareness and many of their staff may never have met or knowingly interacted with a person with a disability before. Team members can hold unconscious prejudices against LGBTI+ people or have misconceptions about what they think people with disabilities can or cannot do, including judgments about intellectual capacity.



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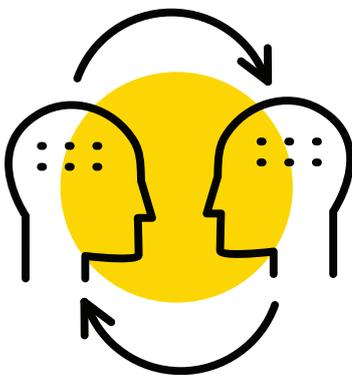


**“People assume my disability is intellectual rather than just a physical disability. This is not inclusive only to the LGBTI community though. It applies to everyone because there’s still that common misconception in society where some people assume my intellectual level is of someone who is 12 years old instead of a full grown 30-year-old. Therefore, they don’t acknowledge or understand the level of intelligence I really have because they are misinformed around disability...**

**Organisations [are] often... clueless around disability before they receive training around disability.”**



It’s important that disability awareness and inclusion training involves all levels of an organisation, especially HR, executive team members, line managers, as well as all frontline staff. This is to ensure that every member of staff has the same training and access to knowledge and information around disability inclusion, and to promote organisational and cultural improvements.



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**“Just because someone has climbed the ranks in their organisation to get to where they are today, it doesn’t mean they understand the lived experience around disability. As a LGBTI individual who consults for a vast range of organisations and government departments, I experience first-hand the way senior executives behave when they don’t understand disability and some of the misconceptions they make. For example, I had a senior executive assume she could ask me to join her team because she had a vacancy for a person with an intellectual disability instead of understanding my disability was only physical.”**



## **HOW CAN YOUR ORGANISATION LOOK AT DISABILITY AWARENESS AND INCLUSION TRAINING?**

- Consider good training versus poor training, as well as providing a variety of training opportunities for your team across the year ahead as opposed to just one option.
- Determine how each training option can complement the ones that come before and after, to ensure staff are receiving good quality training from a range of different providers with a variety of disabilities.
- Allocate budget for professionals with lived experience to run training for your organisation. Many organisations assume people with disability will work for free or will fail to ask for an appropriate training quote.
- Consider that training staff face-to-face may be more costly but more effective. If staff are required to do online training, what methods will you put in place to ensure they complete the training and engage with the materials?



**In order to address ableist attitudes, misunderstandings, and limited awareness of LGBTI+ and disability in the workplace, training should only ever be delivered by people with lived experience**

## **ORGANISATION-WIDE TRAINING IS A TOOL TO COMBAT ABLEISM IN THE WORKPLACE**

The minority stress that LGBTI+ people with a disability face means that they might be under pressure to make difficult choices regarding being 'out' in the workplace. Some LGBTI+ people with a disability described feeling the need to hide the fact that they are a person with disability and/or that they are an LGBTI+ person from employers, in fear that it could compromise their employment opportunities or subject them to workplace bullying:



**“There is this whole issue of having to decide am I going to divulge or disclose my disability or my sexual orientation and gender identity? And you have to kind of assess how everyone’s going to respond.”**

Trans and gender diverse people with disability face additional barriers to employment, such as transphobic behaviours and attitudes from employers, restrictive dress codes, and forms which only provided binary gender pronouns and titles. Intersex employees have experienced a lack of awareness about intersex people and intersex variations within their workplaces, such as employers mistakenly categorising intersex people as 'gender diverse' or 'queer'.

In order to address ableist attitudes, misunderstandings, and limited awareness of LGBTI+ and disability in the workplace, training should only ever be delivered by people with lived experience. Training should consider intersectionality so that individuals can explore the potential costs and benefits of belonging to multiple minority identities. This is important as it will reinforce what is valuable and reaffirming about people's diverse identities, including LGBTI+ people with disability who identify with one or more minority groups. Training that includes all staff can contribute to awareness-raising, workplace cultural change, and improved cultural safety and comfort for LGBTI+ people with disability at work. It can also contribute to an improved culture for LGBTI+ people who don't identify as disabled, as well as broader positive change across all levels of an organisation.

## **TRAINING AS A CORE PART OF YOUR ORGANISATION'S DISABILITY INCLUSION ACTION PLAN (DIAP)**

Disability Inclusion Action Plans (DIAP) are a well-established tool for workplaces to commit to removing barriers so that people with disability have a better opportunity to live a meaningful life and participate as full members of the community, including through access to meaningful employment. Organisation-wide training in LGBTI+ and disability awareness and inclusion can be part of your organisation's DIAP as a measurable action, and follow-up questions can be asked of staff to determine whether training was effective in supporting LGBTI+ and disability inclusion.



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## COULD RAINBOW TICK ACCREDITATION BE FOR YOUR ORGANISATION?

Rainbow Tick is a voluntary national accreditation framework and program for organisations that are committed to safe and inclusive practices. Organisations wishing to receive a Rainbow Tick are required to undergo accreditation against the Rainbow Tick Standards, which are owned and developed by Rainbow Health Victoria.



“Also, with the Rainbow Tick stuff, an organisation here is doing that at the moment and has been for two years to try and get that tick. And it’s been a whole change in ethos for everybody that works in the organisation... the necessary stuff to get this tick is quite involved and every staff member has to go to certain trainings and paperwork all has to be adjusted organisation wide and all of this sort of stuff... [for] an actual mind shift in the employees and management.”

List of training providers that may be able to help your organisation understand intersectionality and inclusivity:

| Location | Provider                       | Training details                                                                                                                                                                                               | Contact details                                                                                                                                                                                                                    |
|----------|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| National | National LGBTI Health Alliance | Silver Rainbow – LGBTI Aged Care Awareness Training<br><br>Practice Wisdom – Working Therapeutically with LGBTI Clients<br><br>Equal Not The Same – Introduction to LGBTI Mental Health and Suicide Prevention | Website:<br><a href="http://www.lgbtihealth.org.au/training/">www.lgbtihealth.org.au/training/</a><br><br>Email:<br><a href="mailto:education@lgbtihealth.org.au">education@lgbtihealth.org.au</a><br><br>Phone:<br>(02) 7209 6301 |

| Location          | Provider                         | Training details                                                   | Contact details                                                                                                                                                                                                                                                                         |
|-------------------|----------------------------------|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| National          | Able Australia                   | Deafblind awareness and inclusion training                         | Website: <a href="http://ableaustralia.org.au/">ableaustralia.org.au/</a><br>Phone: 1300 225 369                                                                                                                                                                                        |
| National          | Intersex Human Rights Australia  | Tailored intersex awareness training available to organisations    | Website: <a href="http://ihra.org.au/services/">ihra.org.au/services/</a><br>Email: <a href="mailto:info@ihra.org.au">info@ihra.org.au</a><br>Phone: 0418 356 131 (NSW) and 0418 398 906 (VIC)                                                                                          |
| National          | Guide Dogs Australia             | Tailored blind and low vision awareness and inclusion training     | Website: <a href="http://guidedogsaustralia.com/">guidedogsaustralia.com/</a><br>Email: <a href="mailto:info@guidedogs.asn.au">info@guidedogs.asn.au</a><br>Phone: 1800 484 333                                                                                                         |
| National (online) | National Disability Services     | Disability Aware: An Awareness and Inclusion Program online course | Website: <a href="http://www.nds.org.au/index.php/training-and-development">www.nds.org.au/index.php/training-and-development</a><br>Email: <a href="mailto:learnanddevelop@nds.org.au">learnanddevelop@nds.org.au</a>                                                                  |
| ACT               | Meridian ACT and A Gender Agenda | LGBTIQ awareness and inclusion training                            | Website: <a href="http://meridianact.org.au/lgbtiq-health/non-binary-trans-and-gender-diverse/">meridianact.org.au/lgbtiq-health/non-binary-trans-and-gender-diverse/</a><br>Email: <a href="mailto:contact@meridianact.org.au">contact@meridianact.org.au</a><br>Phone: (02) 6257 2855 |

| Location    | Provider                            | Training details                                                                    | Contact details                                                                                                         |
|-------------|-------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| ACT and NSW | The Deaf Society                    | Deaf awareness training and Auslan courses                                          | Website:<br>deafsociety.org.au/<br><br>Email:<br>info@deafsociety.com<br><br>Phone:<br>1800 893 855                     |
| NSW         | ABBI                                | Walking Between Worlds: Working Effectively with LGBT People from Faith Backgrounds | Website:<br>abbi.org.au/resources/lgbt-training/conversion-therapy-lgbti-people-of-faith/<br><br>Phone:<br>0416 015 231 |
| NSW         | ACON                                | Pride Training including Pride in Diversity workplace program                       | Website:<br>pridetraining.org.au<br><br>Email:<br>info@prideindiversity.com.au                                          |
| NSW         | Twenty10                            | PRISM LGBTIQA+ Inclusivity Training                                                 | Website:<br>twenty10.org.au/events/prism/<br><br>Email:<br>training@twenty10.org.au<br><br>Phone:<br>(02) 8594 9555     |
| NSW         | Council for Intellectual Disability | Intellectual disability awareness and inclusion training                            | Website:<br>cid.org.au/<br><br>Email:<br>info@cid.org.au<br><br>Phone: 1800 424 065                                     |

| Location | Provider                | Training details                                                                                  | Contact details                                                                                                                                  |
|----------|-------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| QLD      | Deaf Services           | Deaf awareness and inclusion training and Auslan courses                                          | Website:<br>/www.deafservices.org.au/<br><br>Email:<br>dsq@deafservices.org.au<br><br>Phone: (07) 3892 8500                                      |
| QLD      | Relationships Australia | LGBTI Affirmative Training for Human Services Workers                                             | Website:<br>raq.org.au/rainbow-training<br><br>Phone: 1300 364 277                                                                               |
| QLD      | QuAC                    | Basic LGBTI Cultural Awareness Training<br><br>HOW2 Create LGBTI Inclusive Services Training      | Website:<br>quac.org.au/<br><br>Email:<br>info@quac.org.au<br><br>Phone:<br>(07) 3017 1777                                                       |
| SA       | Catalyst Foundation     | LGBTIQA+ 101 training as well as tailored training for staff, on inclusion policies and practices | Website:<br>catalystfoundation.com.au/our-services/lgbti/<br><br>Email:<br>information@catalystfoundation.com.au<br><br>Phone:<br>(08) 8168 8776 |
| SA       | Deaf Can:Do             | Deaf awareness and inclusion training and Auslan courses                                          | Website:<br>www.deafcando.com.au/<br><br>Phone:<br>(08) 8100 8200                                                                                |
| SA       | Shine SA                | Foundations of LGBTI Inclusion course                                                             | Website:<br>www.shinesa.org.au/courses/foundations-of-lgbti-inclusion/<br><br>Email: courses@shinesa.org.au<br><br>Phone:<br>(08) 8300 5300      |

| Location       | Provider                                | Training details                                                                                                                                                   | Contact details                                                                                                |
|----------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| VIC            | Ananda Training and Consulting          | Works with various organisations to provide training on LGBTIQ and Disability, LGBTIQ Intersectionality and Inclusion, LGBTIQ+ Awareness within ethnic communities | Website:<br>anandalearning.com.au<br><br>Email:<br>contact@anandalearning.com.au<br><br>Phone:<br>0431 931 200 |
| VIC            | Australian GLBTIQ Multicultural Council | Training that explores the intersection between race, culture, religion and LGBTIQ identities                                                                      | Website:<br>agmc.org.au<br><br>Email:<br>training@agmc.org.au                                                  |
| VIC / National | Centre for Access                       | Training and consultancy services to build the capacity of organisations to become more inclusive of LGBTI+ people with disability                                 | Website:<br>centreforaccess.com<br><br>Email:<br>thomas@centreforaccess.com<br><br>Phone:<br>0407 869 519      |
| VIC            | Expression Australia                    | Deaf and hard of hearing awareness training and Auslan courses                                                                                                     | Website:<br>www.expression.com.au/<br><br>Email:<br>info@expression.com.au<br><br>Phone:<br>(03) 9473 1111     |
| VIC            | Expression Employment                   | Trans@Work and LGBTIQ+ Awareness Training packages delivered by an LGBTIQ+ Disability Employment Service                                                           | Website:<br>employment.expression.com.au/content.<br><br>Phone: 03 9600 3011                                   |

| Location | Provider              | Training details                                                                                                                    | Contact details                                                                                                                                             |
|----------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| VIC      | Queerspace            | LGBTIQ+ awareness and inclusion training                                                                                            | Website:<br>queerspace.org.au/<br>training-education/<br><br>Email:<br>training@ds.org.au<br><br>Phone:<br>(03) 9663 6733                                   |
| VIC      | Relationship Matters  | LGBTI awareness and inclusion training                                                                                              | Website:<br>relationshipmatters.com.au/services/training/<br><br>Phone:<br>1300 543 396                                                                     |
| VIC      | Switchboard           | Tailored professional development and training including on LGBTIQA+ multicultural competency                                       | Website:<br>switchboard.org.au/<br>qtipoc-project/<br><br>Email:<br>qtipoc@switchboard.org.au<br><br>Phone:<br>(03) 9663 2474                               |
| VIC      | Thorne Harbour Health | LGBTI Cultural Sensitivity and Awareness Training<br><br>Transgender and Gender Diverse Cultural Sensitivity and Awareness Training | Website:<br>thorneharbour.org/<br>lgbti-health/training-and-capacity-building/<br><br>Email:<br>enquiries@thorneharbour.org<br><br>Phone:<br>(03) 9865 6700 |
| VIC      | Transgender Victoria  | Various training options including aged care training, inclusivity training and LGBTIQA+ family and partner violence training       | Website:<br>tgv.org.au/training<br><br>Email:<br>hello@tgv.org.au<br><br>Phone:<br>(03) 9020 4642                                                           |

| Location        | Provider           | Training details                                                                                                                                  | Contact details                                                                                                                                                                                                                                            |
|-----------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| VIC<br>(online) | Rainbow Health     | Various online training options covering topics of inclusive practice, aged care training, LGBTIQ inclusive practice for family violence services | Website:<br><a href="http://rainbowhealthvic.org.au/training-programs">rainbowhealthvic.org.au/training-programs</a><br><br>Email:<br><a href="mailto:rainbowhealthvic@latrobe.edu.au">rainbowhealthvic@latrobe.edu.au</a><br><br>Phone:<br>(03) 9479 8700 |
| VIC             | Voice at the Table | Cognitive and intellectual disability inclusion training, including training on inclusive meeting practices                                       | Website:<br><a href="http://voiceatthetable.com.au/training/">voiceatthetable.com.au/training/</a><br><br>Email:<br><a href="mailto:training@voiceatthetable.com.au">training@voiceatthetable.com.au</a><br><br>Phone:<br>(03) 9639 6856                   |
| WA              | Access Plus        | Deaf and hard of hearing awareness and inclusion training and Auslan courses                                                                      | Website:<br><a href="http://accessplus.org.au/">accessplus.org.au/</a><br><br>Email:<br><a href="mailto:enquiry@accessplus.org.au">enquiry@accessplus.org.au</a><br><br>Phone:<br>(08) 9441 2677                                                           |
| WA              | DAADA              | Blind and low vision awareness and inclusion training                                                                                             | Website:<br><a href="http://www.dadaa.org.au/">www.dadaa.org.au/</a><br><br>Email:<br><a href="mailto:info@dadaa.org.au">info@dadaa.org.au</a><br><br>Phone:<br>(08) 9430 6616                                                                             |
| WA              | Freedom Centre     | LGBTIQ+ awareness and inclusion training and workshops                                                                                            | Website:<br><a href="http://freedom.org.au">freedom.org.au</a><br><br>Email:<br><a href="mailto:info@freedom.org.au">info@freedom.org.au</a><br><br>Phone:<br>(08) 9228 0354                                                                               |

| Location | Provider                                      | Training details                                             | Contact details                                                                                                                                                                                                                                                                                                                                                           |
|----------|-----------------------------------------------|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WA       | Living Proud                                  | Opening Closets Training                                     | <p>Website:<br/> <a href="http://livingproud.org.au/living-proud-services/professional-services/opening-closets-training/">livingproud.org.au/<br/> living-proud-services/<br/> professional-services/<br/> opening-closets-training/</a></p> <p>Email:<br/> <a href="mailto:admin@livingproud.org.au">admin@livingproud.org.au</a></p> <p>Phone:<br/> (08) 9486 9855</p> |
| WA       | GRAI                                          | Right to Belong (inclusive aged care), and tailored training | <p>Website:<br/> <a href="http://www.grai.org.au/training">www.grai.org.au/training</a></p> <p>Email:<br/> <a href="mailto:training@grai.org.au">training@grai.org.au</a></p> <p>Phone:<br/> (08) 9436 3422</p>                                                                                                                                                           |
| TAS      | Tasdeaf                                       | Deaf awareness and inclusion training and Auslan courses     | <p>Website:<br/> <a href="http://tasdeaf.org.au/">tasdeaf.org.au/</a></p> <p>Email:<br/> <a href="mailto:infotas@expression.com.au">infotas@expression.com.au</a></p> <p>Phone: (03) 6228 1955</p>                                                                                                                                                                        |
| TAS      | Working It Out                                | LGBTIQ+ awareness and inclusion training                     | <p>Website:<br/> <a href="http://www.workingitout.org.au/home/">www.workingitout.org.au/<br/> home/</a></p> <p>Email:<br/> <a href="mailto:info@workingitout.org.au">info@workingitout.org.au</a></p> <p>Phone:<br/> (03) 6231 1200</p>                                                                                                                                   |
| NT       | Northern Territory AIDS and Hepatitis Council | Sexual and Gender Diversity Training                         | <p>Website:<br/> <a href="http://www.ntahc.org.au/">www.ntahc.org.au/</a></p> <p>Email:<br/> <a href="mailto:info@ntahc.org.au">info@ntahc.org.au</a></p> <p>Phone:<br/> (08) 8944 7777</p>                                                                                                                                                                               |