



10 LGBT-Inclusion Tasks to Do During Social Distancing.

During this unprecedented time of social distancing during the COVID-19 outbreak it can be hard to maintain your diversity and inclusion work. However, the gender and sexuality diverse communities can feel the effects of this more than others in the community due to their diverse health needs, level of isolation already felt, and distrust of health government and other systems.

ACON's Pride Inclusion Programs are developing some guides to keep your inclusion work rolling while working from home or in offices. Here's the first: *10 LGBT-Inclusion Tasks To Do During Social Distancing*.

1. Review your public facing webpages.

While you are out of your normal workplace become a "secret shopper" and review your outward facing web pages. If you were a member of the public does your site let you know your organisation is inclusive? Do you have symbols showing inclusion? What about photos and images that show diverse genders and sexualities? Is there a way to get more information specific to the LGBT community?

2. Encourage everyone to do their online LGBT training.

Why not catch up on your LGBT inclusion training. Pride Inclusion Programs has an e-learning module, called Walking in Rainbow Shoes, which can be accessed by logging in to the Members Home Page. It is predominantly focused on workforce inclusion but gives a great introduction to LGBT inclusion. If you don't have your organisational member login please contact us on pride@acon.org.au. You can also get a copy of the SCORM files if you would like to host this e-learning module on your internal LMS or intranet. Please email Pride@acon.org.au to request this.

ACON's Pride Inclusion Programs will also be hosting a range of learning opportunities delivered online and via teleconferencing, which will be free for all our members. Stay tuned for more information on these and share them with your team mates.

ACON's Pride Training also has a 20% discount for online learning. Visit pridetraining.org.au plus your usual 10% member discount too.

3. Review the current research and resources related to inclusion.

Take the time to educate yourself of the current research and resources available to you and your organisation. ACON's Pride Inclusion Program website has many resources and links to more information within the program members sections. Take the time to learn something new, perhaps from some areas of the community you're not as familiar with. If you don't have your organisational member login please contact us on pride@acon.org.au.

4. Have your Ally Network make video-blogs about why inclusion is important.

Stories are a very powerful tool for people to better understand others. Your staff will have their own experiences and reasons for why they are active in the network. Why not create a video library of your network members and their stories?

5. Write those inclusion guides you haven't had time for.

Every organisation has a list of outstanding tasks from their strategy they haven't quite got around to. Now is a great time to produce some of these. They may include: Language Guides, 5-minute factsheets, FAQs for LGBT people new to your organisation, Gender Affirmation policy, LGBT mentoring programs, business cases for All Gender bathrooms etc.

6. Think of ways of connecting to your LGBT customers and consumers.

Your customer base will also include approximately 11% sexuality and gender diverse community members. Brainstorm ways you can meet their needs and include them in the conversation. How do they give you feedback? Is this only complaints? How do good ideas get to your diversity team? How do you learn from your mistakes?

7. Review your forms: Paper and online.

Take the time to review all the ways you collect personal information, for your staff and clients/customers. Do you have inclusive gender options? Do you ask if they identify as part of the sexuality or gender diverse community? Do you have gender-neutral title options? Do you need to ask about gender at all? Make a list of all the items that need updating and then share these with the team and those who can amend the forms.

8. Like-minded locals?

If you regularly work with other organisations or refer your staff or clients on, have you checked that you are doing this to organisations that share your inclusive stance? You may want to develop a list of LGBT-inclusive organisations, clubs and services in your region. This will be important outside CBD areas where there might not be many inclusive options. Inclusive supports such as Qlife, Twenty10 and PFLAG are also good to include.

9. Seen something you like?

You don't have to reinvent the wheel – why not see what others in your sector are doing, or review our members' sites to get inspiration? We will be holding regular webinar/teleconference sessions to discuss many topics and share ideas, so tune in for those to get encouragement and ask questions.

10. Consult with your Relationship Manager.

All the Pride Inclusion Programs are still working, but just a little differently. We are still here to support you and your organisations through your inclusion journey. While we may not be able to visit in person we have many technology options to connect with you and your networks to ensure your important inclusion work does not stop.

Pride in Health + Wellbeing will be delivered remotely and will allow you to connect with us and other members for training, advice and encouragement. Look out for these scheduled sessions, or request a personalised consultation with your Relationship Manager to go through any aspect of your organisation's inclusion.

For any queries or support please contact [Claire Allen](#), National Program Manager, Pride in Health + Wellbeing (0419 583 034)