



City of Perth

Stakeholder Engagement Outcomes - Executive Summary

LGBTQIA+ Plan



Prepared: 21 May 2021

The City of Perth (City) is developing an LGBTQIA+ Plan (the Plan), which will be a clearly articulated set of actions to increase the visibility, social inclusion and health and wellbeing of the LGBTQIA+ community in the City.

In developing this Plan, the City had 523 engagements between March and April to better understand the experiences and needs of the LGBTQIA+ community in Perth, as well as the Council's role as a local government in improving the health and wellbeing of this community.

The table below shows a summary of the consultation undertaken.

Engagements undertaken			
3	LGBTQIA+ Advisory Group meetings	1	Community questionnaire
2	Community and organisation workshops	1	Staff questionnaire
1	Internal working group workshop		
Who was engaged			
15	LGBTQIA+ Advisory Group members	359	Community questionnaire respondents
30	Community and organisation members	103	Staff questionnaire respondents
16	Internal working group members		
523	Total engagements		

The purpose of the engagements was to gather quantitative and qualitative data about:

1. Perceptions of the LGBTQIA+ experience in the City of Perth
2. Actual experiences related to LGBTQIA+ diversity in the City of Perth
3. The City of Perth's response to LGBTQIA+ diversity issues
4. The City of Perth's role in improving the health and wellbeing of the LGBTQIA+ community
5. The City of Perth's LGBTQIA+ Plan including input into the seven themes of: Education; Homelessness; Healthcare; Visibility; Safety; Organisational capability; and Welcoming and accessible services.

The outcomes outlined in this report will be used to inform the development of the Plan as well as be used as a benchmark to help evaluate the Plan.

Summary of Outcomes

The following comments are informed by the discussions in the community workshops, at the Advisory Group meetings and in the comments provided by the community online questionnaire.

The sentiment of the community is varied with many referencing this consultation process as a good first step and have now have expressed a desire for action from the City of Perth in addressing diversity and inclusion concerns.

When it comes to action, the respondents acknowledged that celebration and visibility are important; however, the community have indicated that there are important systemic improvements they would like to see to make Perth a safer place for LGBTQIA+ people. Through qualitative feedback, the community feel that the City of Perth as a Capital City can demonstrate strong leadership to encourage other Perth Councils to act so that the positive steps the City is taking are demonstrated across the broader metropolitan area. The engagement results found that the community is seeking increased collaboration between local and state government, with the City of Perth leading best practice and providing strong advocacy in the appropriate areas.

The community would like to see LGBTQIA+ organisations be supported to a greater degree and see the role and responsibility of the City of Perth in assisting with capacity building and facilitating growth and development in these organisations.

Intersectionality was a clear and important theme coming from the community. This includes acknowledging the experiences of Aboriginal LGBTQIA+ people from Whadjuk Nyoongar Country as well as people from other Aboriginal Nations across the state who have travelled to Perth to live and recognising racism as it exists in the LGBTQIA+ community. The importance of having accessible spaces for LGBTQIA+ people living with a disability both online and offline to safely engage was highlighted by stakeholders. Feedback indicated that the community seeks recognition for LGBTQIA+ elders for their role in Perth's queer history and support for them through that stage of life. Meanwhile stories were shared about LGBTQIA+ young people experiencing the City for the first time through accessing LGBTQIA+ services and looking for safe spaces to socialise outside of their potentially unsafe home, educational and community environments.

Perceptions and experience from the LGBTQIA+ community

Just over half of community respondents view Perth as an accepting environment for LGBTQIA+ people whilst simultaneously, almost three quarters say discrimination or harassment is likely. 41% of people have experienced harassment or discrimination because of their actual or perceived LGBTQIA+ diversity and roughly half of respondents have feared for their safety in the City because of their LGBTQIA+ diversity. As a result, almost half of respondents are uncertain if Perth is a safe place for LGBTQIA+ people.

Perceptions and experience from within City of Perth

The City of Perth staff response was not reflective of broad, diverse representation with responses from the LGBTQIA+ community only making up 22% of responses (n=13). With that in mind, the sentiment within the organisation was that the environment is accepting (67%), and that culture is largely championed at the general staff level. Whilst it may be accepting, there is opportunity to build a culture of celebration and active inclusion, as well as raise awareness of the community needs and value of allyship. This is evidenced through the feedback provided in the workshop.

Over half of respondents said staff were unlikely to experience discrimination or harassment based on LGBTQIA+ diversity, which was supported by the questions related to experience of discrimination and exclusion. However, many questions had high responses for ‘uncertain’ which reflects the lack of lived experience from many of the respondents.

Overall, 61% believe the City of Perth is a safe organisation for LGBTQIA+ people.

Potential Top Priorities

The responses from the community on key priorities are summarised in the following table. Several priorities listed below are beyond the scope of the City’s role as a local government to directly achieve outcomes, however an advocacy role exists for systemic changes.

<p>Safety</p>	<ul style="list-style-type: none"> • Ally / implicit bias training for safety and law enforcement personnel including police, Transperth transit guards, City of Perth Rangers and Safe City patrols • Non-gendered refuges for LGBTQIA+ people experiencing homelessness and intimate partner and family violence • Reporting, investigation and response to LGBTQIA+ incidents within City of Perth boundary including triage service
<p>Education</p>	<ul style="list-style-type: none"> • Recognise and acknowledge LGBTQIA+ historical icons, organisations and events • List LGBTQIA+ services and stakeholders on City of Perth website • Compulsory LGBTQIA+ curriculum in schools
<p>Homelessness</p>	<ul style="list-style-type: none"> • Safe, long-term, crisis accommodation; refuges; outreach services; 1-on-1 community officers for LGBTQIA+ people • Recurrent funding for organisations that offer outreach services for LGBTQIA+ people experiencing homelessness and assessment of existing services for inclusivity • Understand and address underlying causes of LGBTQIA+ homelessness

Healthcare	<ul style="list-style-type: none"> • Work with the State Government to deliver health campaigns and the WA LGBT strategy 2019-2024 • Trans and intersex training for healthcare providers • Funding to LGBTQIA+ health services
Organisational Capability	<ul style="list-style-type: none"> • Regular community and stakeholder engagement, including making the LGBTQIA+ Advisory Group permanent and having them advise on more City projects • Show capital city leadership in the LGBTQIA+ space including taking a public stance on key issues for the LGBTQIA+ community • Inclusivity and ally training for all levels of council staff including Elected Members with recourse for Elected Members who do not follow training
Welcoming and Accessible Services	<ul style="list-style-type: none"> • Directory or map of LGBTQIA+ friendly businesses • Spaces for connection, including reduced or no fees for City of Perth owned spaces • More LGBTQIA+ events (run by LGBTQIA+ groups)
Visibility	<ul style="list-style-type: none"> • Funding or in-kind support to LGBTQIA+ art, sport and other cultural programs • Community hub with centralised services • Signal Perth as a safe and welcoming city for LGBTQIA+ people through increased visibility such as flags, LGBTQIA+ friendly business signage etc.

Next Steps

The *Stakeholder Engagement Outcomes Report* documents the range of stakeholder engagements undertaken within this project. This engagement followed stakeholder mapping and analysis, and the development of a stakeholder engagement plan – both with input from the LGBTQIA+ Advisory Group.

The *Stakeholder Engagement Outcomes Report* is intended to facilitate an understanding of the purpose and context of the stakeholder engagement and to act as a benchmark for future consultation and evaluation.

The findings of this report will be analysed in context of the City's four roles (service provider, partner, advocate, facilitator) as several initiatives and priorities are beyond the scope of local government. The City will continue working with its LGBTQIA+ Advisory Group in the development of the Plan to be presented to Council in July 2021.

The full *Stakeholder Engagement Outcomes Report* can be viewed on Engage Perth (<https://engage.perth.wa.gov.au/lgbtqia-community>) or by contacting the City of Perth directly.