

Rainbow Health Australia (previously called Rainbow Health Victoria) created Rainbow Tick as a quality framework to help organisations show that they are safe, inclusive and affirming services and employers for the lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ) community.

The Rainbow Tick framework is designed to support organisations to improve the quality of care and services they provide to LGBTIQ service users, staff and volunteers.



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Accreditation is a way to publicly recognise that your organisation has met the Rainbow Tick Standards.

The Rainbow Tick is a sign to the community that your organisation has been independently assessed as having met the Rainbow Tick Standards and that LGBTIQ people are welcomed and will receive LGBTIQ-inclusive, quality care.
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The Rainbow Tick Standards consists of **six LGBTIQ-inclusive practice Standards** which are outcome-focused, systems-oriented statements that covers workplace systems. The six LGBTIQ-inclusive practice Standards are:

- Organisational Capability
- Workforce development
- Consumer participation
- A welcoming and accessible organisation
- Disclosure and documentation
- Culturally safe and acceptable services

Each Standard has its own set of quality based indicators which are a statement about subsystems, processes or outputs for realising the intent of the Standard.

How to get started?

Rainbow Tick Accreditation is an external review of your organisation's performance against each Indicator of the six Rainbow Tick Standards.

The path to Rainbow Tick Accreditation starts with your organisation registering with ACHS under the **ACHS Registration for Rainbow Tick Accreditation program**, which will assist your organisation with readiness for assessment.

Who is ACHS?

The Australian Council on Healthcare Standards (ACHS) is a not-for-profit organisation established in 1974, dedicated to improving quality in health care.

We take a partnership approach to continuous improvement, tailored to the needs of individual services and health systems, using our expertise in accreditation, standards development and education.

Our Council includes representation from clinical colleges, governments, consumers and peak health bodies from throughout Australia. We work with healthcare professionals, consumers, and government and industry stakeholders to implement healthcare accreditation programs.

ACHS is authorised to assess the following Standards:

- *Rainbow Tick*
- *National Safety and Quality in Health Services (NSQHS) Standards*
- *National Safety and Quality Primary and Community Healthcare (NSQPCH) Standards*
- *National Standards for Mental Health Services (NSMHS)*
- *Royal Australian College for General Practitioners (RACGP) Standards for general practices*
- *Human Services Standards*

in addition to our own *EQULP Standards*.

What does ACHS offer?

As a member of ACHS, you gain access to our exclusive programs and services, as well as support and advice from our expert team.

Our membership benefits include:



Expert help and support

Unlimited customer service and advice at every stage of the assessment process, including in the pre-assessment and self-assessment phases.



Benchmarking with CIP

Free subscription to our Clinical Indicator Program (CIP), the world's largest dedicated clinical indicator data collection and reporting service.



Online tools

Easily submit your data online and gain access to our user-friendly digital accreditation tools as well as webinars and virtual workshops.



Guidelines and resources

Wide library of tools and members-only resources to help you optimise your performance, including a regular e-newsletter.



Educational training

Access to our Improvement Academy training at discounted rates. Access to exclusive free educational events for Members.

"ACHS takes a partnership approach to continuous improvement, and our experienced Customer Services and Assessor team are here to support your organisation throughout the entire Rainbow Tick Accreditation process."

Dr Karen Luxford, Chief Executive Officer, ACHS