Creating LGBTIQ+ Inclusive Organisations – A Checklist

LGBTIQ+ refers to both people of diverse sexualities and sexual identities, including people who are gay, lesbian, bisexual, queer, pansexual and asexual, and people of diverse gender identities including people who are trans, gender diverse, and non-binary. People within these communities have unique identities and experiences. The initialism LGBTIQ+ is used in recognition of the value of creating community around shared experiences, particularly when raising awareness about shared experiences of exclusion and marginalisation.

Is your organisation inclusive of lesbian, gay, bisexual, transgender, intersex and queer communities?

Are organisational policies and procedures inclusive?

- There are anti-discrimination and bullying policies and procedures in place that specifically address discrimination and bullying against LGBTIQ+ people.
- There is a confidentiality and privacy policy that specifically addresses confidentiality and privacy issues and needs for LGBTIQ+ people.
- There is an inclusion, access and equity policy that specifically references LGBTIQ+ people.
- Prompt action is taken to deal with threats to the inclusion and safety of LGBTIQ+ service users from staff, service users, visitors and volunteers.
- Human resources policies recognise diverse gender identities, sexualities and sexual identities and provide equal access to entitlements for all partnerships and families.

Is the environment safe, welcoming, inclusive and accessible?

- There are posters and pamphlets in the reception and entry areas that clearly show that LGBTIQ+ people are welcome and valued by the service.
- All first point of contact staff (phone and in person) have the skills to interact with LGBTIQ+ people, respectfully, sensitively and comfortably.
- Organisational policies regarding access, equity and inclusion are displayed in the reception and entry areas.
- The language, information and images on organisational resources such as the website are inclusive and representative of LGBTIQ+ people.
- Staff create a safe space for service users to discuss their sex, gender identity and sexual orientation.

Are data collection practices inclusive of diverse sex characteristics, gender identities and sexual orientations?

- The organisation has made a considered and informed decision about what data is appropriate and necessary to collect from service users.
- LGBTIQ+ service users are given information about why data is being collected and how it will be used and kept confidential.
- The organisation treats all personal information as a valuable asset that is to be respected and protected and has robust confidentiality and privacy measures in place.
- Forms that collect data on sex, gender and sexual orientation recognise the diversity of traits, identities and expressions.
- Forms use gender neutral and inclusive language.

Does the organisation create opportunities for meaningful engagement and consultation with LGBTIQ+ communities?

- The organisation has professional relationships with organisations providing targeted services to LGBTIQ+ communities
- The organisation acknowledges and celebrates significant events and dates in the lives and cultures of LGBTIQ+ communities.
- The organisation provides opportunities for LGBTIQ+ service users to provide feedback.
- The organisation consults with LGBTIQ+ staff, service users and communities in planning, developing and reviewing the organisation and its services.
- The organisation promotes itself and its services to LGBTIQ+ communities.
- The organisation knows the difference between, sex, gender and sexual orientation and has training and policies that address specific groups.

Do staff have the knowledge, skills and confidence to engage respectfully and knowledgably with LGBTIQ+ service users?

- All staff and volunteers have attended LGBTIQ+-inclusiveness training to ensure their interactions are respectful and celebrate the values and cultures of LGBTIQ+ service users.
- Direct support staff have had training to identify and address the issues that are particularly relevant to LGBTIQ+ service users.
- Staff are confident to advocate for LGBTIQ+ service users and respond to discrimination or prejudice that may occur from other staff, service users or the general public.
- Sufficient resources are allocated to build the capacity of staff to meet the specific needs of LGBTIQ+ service users.
- Staff are encourage and supported to undertake reflective practice in supervision about their work with LGBTIQ+people.

Does the organisation have a LGBTIQ+ Champion equipped with the expertise and resources to advance the organisation's inclusiveness and accessibility?

- The LGBTIQ+ Champion has strong relationships with LGBTIQ+ communities.
- The LGBTIQ+ Champion either has lived experience or specialist expertise relevant to LGBTIQ+ service users.
- Senior leaders in the organisation support the LGBTIQ+ Champion to implement changes that improve the inclusiveness and accessibility of services.
- Sufficient resources are allocated to enable the LGBTIQ+ Champion to implement changes that improve the inclusiveness and accessibility of services.