

Creating LGBTIQ Inclusive Organisations – A Checklist

The Consortium uses LGBTIQ throughout this resource to refer to individuals that identify as lesbian, gay, transgender, intersex and/or queer. Lesbian, gay, transgender, intersex and queer people are not a homogenous group or community. Individuals in these communities have unique identities and experiences. The initialism LGBTIQ is used by the Consortium 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 people with diverse sex characteristics, gender identities and sexual orientations.
- ✔ There is a confidentiality and privacy policy that specifically addresses confidentiality and privacy issues and needs for people with diverse sex characteristics, gender identities and sexual orientations.
- ✔ There is an inclusion, access and equity policy that specifically references people with diverse sex characteristics, gender identities and sexual orientations.
- ✔ 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 same-sex relationships 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 knowledgeably 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 encouraged 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.