

Sexuality & Gender Identity Organisational Audit



creating a welcoming and safe environment

There are some simple ways of communicating to LGBT people that they are coming to a welcoming and safe environment.

1. Does your service display an anti-discrimination policy with a positive statement of equal care such as “We are an inclusive service and do not discriminate regardless of age, race, cultural background, religion, sexual orientation, gender, or disability?” yes no
2. Does your service display any pamphlets and posters which include positive images of people of diverse sexualities and gender identities? yes no
3. Do staff use inclusive language which recognises diverse relationships, sexuality and gender identities? For example, using the term “partner” instead of husband or wife. yes no
4. Does your service have agreed policy and procedures about how to respond to bullying, abuse or inappropriate behaviour which includes derogatory comments about someone’s sexuality or gender-identity? yes no

the intake process

The intake process provides one of the first indicators to an LGBT person that they can feel comfortable about disclosure in this service.

1. Do your intake forms include gender-neutral options such as ‘domestic partner’, ‘defacto partner’ or ‘same-sex partner’ along with standard terms like ‘married’? yes no
2. Does your service adopt each client’s definition of ‘family’ which may include, but not be limited to, significant others, relatives by blood, same-sex partners, or spouses? yes no
3. Concerns about confidentiality can inhibit disclosure about sexual behaviour and/or identity. Is it obvious to the client that confidentiality is protected and privacy respected? yes no

the consultation

Communication skills remain central to creating a trusting and open climate

1. When a transgender person attends your service do you address them as their presenting gender? yes no
2. If a client's same-sex partner accompanies them, is the partner acknowledged or included in the same way a heterosexual partner is? yes no
3. Do you use gender-neutral questions to ask about relationships and sexual behaviour? Sexual identity doesn't always correlate with sexual behaviour. For example, a lesbian-identified woman may have sex with men. yes no
4. When a child has same-sex parents can you include both in discussions about the child's health care? yes no
5. Young people questioning their sexuality are at greater risk of self-harm. Fear of disclosure, chiefly that parents will be told, can get in the way of timely health care. When a young person tells you they may be LGBT, do you assure them of their confidentiality, and provide a supportive response? yes no

staff training

All staff dealing directly with clients have an important role in creating safe and welcoming environments.

1. Have direct-care staff had training to identify and address basic health issues that may particularly affect LGBT clients? yes no
2. Have staff had any equity, diversity or awareness training which includes working with LGBT people? yes no
3. Do staff know that Queensland legislation recognises same-sex partners as 'defacto relationships' with the same legal rights as heterosexual defacto relationships and how this relates to their work? yes no
4. Does your service have written access, anti-discrimination or inclusive service policies with specific reference to sexual orientation and gender identity? yes no
5. Because of the potential for discrimination towards LGBT people, do staff treat information about sexual orientation and gender identity as highly sensitive information? yes no

health promotion and outreach

1. Does your service have links to other agencies that can provide services and support to LGBT clients? yes no
2. Is the content of your health promotion activities and print resources inclusive of diverse sexuality and gender identities, rather than assuming a heterosexual viewpoint? yes no
3. Has your service ever consulted LGBT clients in the development of health promotion activities? yes no
4. Is your service able to refer LGBT clients to appropriate, 'LGBT-friendly' specialist services and resources if necessary? yes no

staffing issues

1. Are LGBT staff members at your organisation able to be open about the gender of their partner in your service? yes no
2. Do your organisational staff conditions or certified agreement recognise same-sex partners and their families under family leave and bereavement leave provisions? yes no
3. When recruiting staff does your organisation include sexuality and gender identity in non-discrimination statements such as "We are an inclusive employer and do not discriminate on the basis of age, race, ethnicity, religion, sexual orientation, gender, or disability" yes no
4. Are staff able to choose a superannuation fund which recognises same-sex partners? yes no

Your Score *(Add up your YES answers)*

- 0 - 7** Your service is still a challenging one for someone who is LGBT. Don't despair; small simple steps can make a big difference!
- 8 - 15** Your intentions are good. Your agency/practice has made a start and shows potential to providing more inclusive care.
- 16 - 22** The work on these issues is happening on several fronts now and starting to make a real difference – coordination and consolidation are the next steps to go further forward.
- 23 - 25** Your service is exemplary in its sensitivity and quality of care for LGBT people. LGBT people feel well-treated, respected and supported. Congratulations.

extra questions for specific services...

LGBT groups have higher rates of some health issues and also experience particular barriers to accessing some types of services. Please answer these extra questions if your organisation provides any of the following services:

1. HIV, sexual health and sexual assault yes no
2. Alcohol, tobacco or other drug yes no
3. Mental health and counseling yes no
4. Suicide and self-harm yes no
5. Youth support yes no
6. Domestic Violence yes no
7. Relationship counseling yes no
8. Has your organisation ever specifically promoted these services to the LGBT community via advertising in LGBT media, resource distribution to LGBT groups/venues, or promotional outreach at LGBT community events? yes no
9. Do these services identify priority groups, and if so are LGBT people identified as a priority? yes no
10. Do these services deliver any specific initiatives for LGBT groups? Initiatives for LGBT groups should be considered alongside interventions for other priority groups are developed. yes no

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