

# INCLUSIVE SERVICE DELIVERY: SELF-ASSESSMENT TOOL

Getting better  
together

This tool assists you to walk through the 9 areas of LGBTQ+ inclusive service delivery, as outlined in the Health + Wellbeing Equality Index (HWEI) Roadmap. This tool includes key organisational-wide actions that contribute to LGBTQ+ inclusive service delivery. The HWEI Roadmap contains a comprehensive list of best practice actions.

We recommend that you use this tool to initially identify areas where you may have gaps in your inclusive service delivery. An action plan can then be developed against the HWEI Roadmap, identifying quick wins, medium term-goals and longer-term goals. Your action plan can be standalone, it can be incorporated into your diversity and inclusion strategic documents, or it can be added to your quality improvement plans.

Organisational Readiness	Yes	Partial	No
We have a current strategy/action plan that commits to LGBTQ+			
We have a working group with expertise to assist with planning and ongoing development of LGBTQ+ inclusive service delivery			

Marketing and Communications	Yes	Partial	No
We clearly promote our LGBTQ+ inclusion on our external facing website			
We display community posters, rainbow flags or LGBTQ+ collateral within our service provision areas			

Intake and Assessment	Yes	Partial	No
The language and questions within our intake forms are inclusive for LGBTQ+ people (in accordance with the ABS Standard)			
Our care planning, care assessment and case management documents are specifically inclusive of LGBTQ+ people			

Confidentiality and Data Management	Yes	Partial	No
We provide documented guidelines to staff regarding LGBTQ+ disclosure throughout their journey			
We have privacy/confidentiality policy regarding the collection and management of LGBTQ+ sensitive data			
LGBTQ+ Consultation and Engagement	Yes	Partial	No
We have a feedback mechanism that LGBTQ+ people can utilise to comment on the inclusivity of our service			
We have an LGBTQ+ consumer representative group we regularly consult			
Staff Development	Yes	Partial	No
We have provided development opportunities for staff to increase understanding of LGBTQ+ people and of inclusive service delivery			
We provide resources that provide an understanding of the specific needs and health disparities of LGBTQ+ people within our sector/service.			
Referrals and Stakeholder Engagement	Yes	Partial	No
We refer our service users to other LGBTQ+ support services			
We engage with other organisations on LGBTQ+ inclusion			
Risk Mitigation and Management	Yes	Partial	No
We have processes in place to identify track and manage risks or situations that could or have jeopardised the cultural safety of LGBTQ+ people			
Continuous Improvement	Yes	Partial	No
We regularly report on our LGBTQ+ inclusion initiatives			
We advocate for change within our sector			

For any queries or support please contact the Pride in Health + Wellbeing team:  
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