



Inclusive Service Delivery: Gap Analysis Self-Assessment Tool.

This tool assist you to walk through the 8 areas of LGBT inclusive person centred service provision, as outlined in the [Getting Better](#) Brochure and throughout the Member Only section of the PrideinHealth.com.au website. It is also complementary to the Health + Wellbeing Equality Index that provides you a free annual quantitative tool to baseline your inclusion and measure its growth year-on-year.

We recommend that you use this tool to identify areas where you may have gaps in your inclusive service delivery. Then, working with Pride in Health + Wellbeing, an action plan can be developed identifying quick wins, medium and longer term goals. Your action plan can be a standalone action plan, be incorporated into your diversity strategy and inclusion goals, or be added to your quality improvement plans.

Organisational Readiness	Achieved	Partial	Not
We have a working group with expertise to assist with planning and ongoing development of inclusive services (HWEI Q1)			
We have a current strategy that includes LGBTQ inclusivity (HWEI Q3)			
We have an inclusion policy that specifically includes LGBTQ inclusion			

Marketing and Communications	Achieved	Partial	Not
We clearly promote LGBTQ inclusion on our website and brochures (HWEI Q6)			
We display community posters, rainbow flags or LGBTQ collateral within our service provision areas (HWEI Q7)			

Intake and Assessment	Achieved	Partial	Not
The language within our intake forms are inclusive of LGBTQ people (HWEI Q8)			
Our care planning, care assessment and/or case management documents are specifically inclusive of LGBTQ people (HWEI Q9)			

Confidentiality and Data Management	Achieved	Partial	Not
Our staff understand sensitivities around LGBTQ disclosure (HWEI 11)			
We provide guidance on the management of LGBTQ sensitive data (HWEI 11)			
LGBT Consultation and Engagement	Achieved	Partial	Not
We promote services directly to the LGBTQ community (HWEI Q16)			
We have a feedback mechanism that LGBTQ people can utilise to comment on the inclusivity of our service (HWEI Q17)			
We have an LGBTQ consumer representative group we regularly consult			
Staff Development	Achieved	Partial	Not
We have provided development opportunities for staff to increase understanding of LGBTQ people/inclusive service provision (HWEI Q10)			
We provide staff education on trans and gender diverse community inclusion (HWEI Q12)			
We provide staff education on intersex community inclusion (HWEI Q13)			
Referrals and Stakeholder Engagement	Achieved	Partial	Not
We refer our service users to other LGBTQ inclusive providers (HWEI Q14)			
We engage with other organisations on LGBTQ inclusion (HWEI Q15)			
Risk Mitigation and Management	Achieved	Partial	Not
We have processes in place to identify track and manage risks or situations that could or have jeopardised the cultural safety of LGBTQ people? (HWEI Q4)			
We have systems and processes in place to monitor staff compliance with LGBTQ inclusion policies and practices (HWEI Q5)			
Continuous Improvement	Achieved	Partial	Not
We regularly report on our LGBT inclusion.			
We advocate for change within our sector			
We have a Continuous Improvement Plan for LGBTQ inclusion			

For any queries or support please contact [Claire Allen](#), National Program Manager, Pride in Health + Wellbeing (0419 583 034)