



# Inclusive Service Delivery: Gap Analysis Self-Assessment Tool

Version 2

This tool assists you to walk through the 8 areas of LGBTQ inclusive person-centred service provision, as outlined in the Getting Better Brochure and throughout the Member Only section of the [PrideinHealth.com.au](http://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.

This tool also acts as a method of developing a business case for inclusion, membership, or further internal investigation and actions.

Organisational Readiness	Achieved	Partial	Not
We have a strategic working group to assist with the strategic planning and ongoing development of LGBTQ inclusive services? (HWEI Q1)			
We have a current strategy that includes LGBTQ inclusivity (HWEI Q1)			
We have an inclusion policy that specifically includes LGBTQ inclusion			
We have an executive sponsor who promotes LGBTQ Inclusion. (HWEI Q4)			

Marketing and Communications	Achieved	Partial	Not
We clearly promote LGBTQ inclusion on our website and brochures (HWEI Q9)			
We display community posters, rainbow flags or LGBTQ collateral within our service provision areas (HWEI Q10)			

Intake and Assessment	Achieved	Partial	Not
The language within our intake forms is inclusive of LGBTQ people (HWEI Q11)			
We promote safe disclosure after intake (HWEI Q12)			

<b>Confidentiality and Data Management</b>	<b>Achieved</b>	<b>Partial</b>	<b>Not</b>
Our staff understand sensitivities around LGBTQ disclosure (HWEI 11)			
We provide guidance on the management of LGBTQ sensitive data (HWEI Q15)			

<b>LGBTQ Consultation and Engagement</b>	<b>Achieved</b>	<b>Partial</b>	<b>Not</b>
We promote services directly to the LGBTQ community (HWEI Q19)			
We have a feedback mechanism that people can utilise to comment on the LGBTQ inclusivity of our service (HWEI Q20)			
We have an LGBTQ consumer representative group we regularly consult			

<b>Staff Development</b>	<b>Achieved</b>	<b>Partial</b>	<b>Not</b>
Staff have access to resources that provide an understanding of the specific needs of the LGBTQ communities. (HWEI Q13)			
We have provided development opportunities for staff to increase understanding of LGBTQ people/inclusive service provision (HWEI Q14)			
We provide staff education on trans and gender diverse community inclusion (HWEI Q16)			

<b>Referrals and Stakeholder Engagement</b>	<b>Achieved</b>	<b>Partial</b>	<b>Not</b>
We refer our service users to other LGBTQ inclusive providers (HWEI Q17)			
We engage with other organisations on LGBTQ inclusion (HWEI Q18)			

<b>Risk Mitigation and Management</b>	<b>Achieved</b>	<b>Partial</b>	<b>Not</b>
We have processes in place to identify and manage risks or situations that could or have jeopardised the cultural safety of LGBTQ people (HWEI Q6)			
We have systems and processes in place to monitor staff compliance with LGBTQ inclusion policies and practices (HWEI Q8)			

<b>Continuous Improvement</b>	<b>Achieved</b>	<b>Partial</b>	<b>Not</b>
We regularly report on our LGBTQ inclusion.			
We advocate for change within our sector			
We have a Continuous Improvement Plan for LGBTQ inclusion (HWEI Q7)			
We actively promote an LGBTQ inclusive workplace to attract and retain LGBTQ identifying staff (HWEI Q5)			

### Further Information

To participate in the free annual HWEI benchmarking index and/or the staff and service user surveys please visit [PrideinHealth.com.au/HWEI](http://PrideinHealth.com.au/HWEI), contact [info@prideinhealth.com.au](mailto:info@prideinhealth.com.au) or phone 0419 583 034.