

# Finding an LGBTIQ+ Inclusive Service

If you are looking for or already accessing a service, you can use these checklists to help you work out whether that service is inclusive of LGBTIQ+ people.

The tips in this checklist being a starting point but you might find that you still need to try a few different services before you find one that is right for you.

## • Checklist 01 •

Things to look out for before you contact the service

- 
- Does the service have the Rainbow Tick? You can find this out here: <https://www.qip.com.au/standards/rainbow-tick-standards/>
  - Is the service on the Welcome Here directory? You can find this out here: <https://www.welcomeheredirectory.org.au/>
  - For healthcare services, you can use DocDir which is an Australia-wide list of LGBTIQ+ inclusive services: <https://docdir.org.au/>

### Have a look at their website and social media accounts.

- Do they mention anything about LGBTIQ+ inclusion?
- Do they use LGBTIQ+ inclusive language?
- Are there pictures or images on the website or posts on social media that reflect who you are and what is important to you?



- Do any brochures, pamphlets, or information sheets about the service mention **LGBTIQ+ communities**?
- See if you can find a copy of any forms that the service might ask you to fill out. **Would you be able to fill out the form in a way that is true to who you are?**
- If the form requires you to give your legal name, **is there also space for you to tell the service what name you want to be called?**
- Are you forced to answer certain questions?** For example, if the form asks about your sexuality or whether you are transgender or intersex, is there an option such as “I prefer not to say” or “I do not wish to disclose”?
- Are there any recent reviews of the service that you can find online**, such as on Google? **Do any of the reviews mention LGBTIQ+ inclusion in a positive or negative way?**
- If the service has an office or other building that they work from, go have a look or visit them if you can. **Are there any signs that the service is LGBTIQ+ inclusive?** Look for things such as inclusive posters, magazines, photos and stickers, or staff wearing pride lanyards or pins.

## • Checklist 02 •

Things to look out for and questions you can ask when you contact the service

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- Do the staff use inclusive language when they are talking to you?
  - Do you feel safe, welcomed, and comfortable to ask questions about LGBTIQ+ inclusion?



**If yes, here are 10 questions you can ask the service  
find out more about their inclusion of LGBTIQ+ people:**

01

Do you have an LGBTIQ+ inclusion or diversity policy?

02

Do you have an inclusive policy around employing staff who are LGBTIQ+?

03

Do you have a code of conduct that says discrimination and harassment of LGBTIQ+ people will not be tolerated?

04

Do you celebrate LGBTIQ+ events?

05

Have your staff had any training on LGBTIQ+ inclusion?

06

Are there other LGBTIQ+ people accessing your service?

07

If you are trans or gender diverse - do you have a policy on supporting me in maintaining my affirmed gender or identity?

08

Do you have a policy on supporting my relationship with my partner and family of choice?

09

If you are intersex - is there a policy about maintaining my privacy and confidentiality, and do staff understand how to support me in a way that respects my bodily autonomy?

10

Do you have brochures or other information from LGBTIQ+ organisations or services available?

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**You always have the right to choose a service that respects and affirms you as an LGBTIQ+ disabled person.**

Even in situations where you can't choose the organisation that is providing you with a service, you always have the right to speak up and make a complaint if your rights have not been met.

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our way.**