

# GLBTI-inclusive practice audit for health and human services

- Gay
- Lesbian
- Bisexual
- Transgender
- Intersex
- INCLUSIVE

*Does your  
organisation tick  
all the boxes?*

## **About Gay and Lesbian Health Victoria**

Gay and Lesbian Health Victoria is situated in The Australian Research Centre in Sex, Health and Society at La Trobe University. The role of the Unit is to enhance and promote the health and well being of gay, lesbian, bisexual, transgender and intersex (GLBTI) people in Victoria. This is achieved through training, developing health resources, maintaining a research and information clearinghouse and by providing advice to Government on the planning and development of future GLBTI programs.

## **About the GLBTI inclusive practice audit tool**

Gay and Lesbian Health Victoria has developed this GLBTI-inclusive practice audit to assist services to check how inclusive their service is of GLBTI consumers. The audit checks organisational performance against the National Standards for GLBTI-inclusive practice. The standards have been informed by: *Well Proud: A guide to gay, lesbian, bisexual, transgender and intersex inclusive practice for health and human services*, produced by the Ministerial Advisory Committee on Gay, Lesbian, Bisexual, Transgender and Intersex Health and Wellbeing (2009). The audit tool can be used to identify achievements and to determine where improvements are required. The audit comprises the following standards:

1. Organisational capability
2. GLBTI cultural safety
3. Professional development
4. Consumer consultation and participation
5. Disclosure and documentation
6. Access and intake processes.

Relating to these standards there are 23 indicators which are presented in question format. For each question you are invited to rate how well your service (or organisation) is doing using the following ratings:

unmet (score 0 points)

partly met (score 2 points)

met (score 4 points).

The total points are tallied, with a higher score suggesting a more GLBTI inclusive service. A score of 92 is the highest score possible. Each time you rate an indicator as met or partly met it is important that you list the evidence to substantiate the rating. Checking the evidence sometimes helps organisations identify that they have no evidence to substantiate their rating. Likewise, if you rated an indicator as unmet or partly met it may be useful to list some actions for improvement.

Some services repeat the audit to monitor improvements in their service. Others have invited a range of staff and consumers to complete an audit to generate discussion about differing perspectives and the need for change.

To compliment the audit, Gay and Lesbian Health Victoria have developed a training program for health and human services. If you would like more information about the training we provide, or more information about this audit please contact us.

## **Contact**

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**Service Name**

**Audit completed by:**

**Date**

| Standard 1: Organisational capability   |  | Rating |
|---|--|--------|
| <p><i>The organisation embeds GLBTI-inclusive practice across all organisational systems and continuously seeks opportunities for improvements.</i></p> |  |        |
| 1.1   | <p>Are the standards outlined in this document reflected in the organisation’s mission statement, vision, job descriptions, service contracts, performance appraisal system, service models, diversity plan and quality management plan?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p> |        |
| 1.2   | <p>Does the organisation demonstrate its commitment to the health and wellbeing of GLBTI people by creating a workplace that values GLBTI employees?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>   |        |
| 1.3   | <p>Does the organisation have an integrated GLBTI consumer feedback system which ensures continuous quality improvement and planning in relation to these standards?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>   |        |
| 1.4   | <p>Does the organisation have systems for monitoring compliance with these standards and making continuous improvements to enhance GLBTI-inclusive practice?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>   |        |

### Standard 2: GLBTI cultural safety

| <i>Services and programs identify, assess and manage risks to ensure the cultural safety of GLBTI consumers.</i> |  | Rating |
|--|--|--------|
| 2.1  | <p>Does the organisation disseminate information about GLBTI cultural safety across its services and to other organisations?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>   |        |
| 2.2  | <p>Does the organisation's risk management system include strategies to identify and manage potential risks to the cultural safety of GLBTI consumers?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>                     |        |
| 2.3  | <p>Does the organisation have processes for identifying and responding to breaches of the cultural safety for GLBTI consumers by staff, consumers, visitors or volunteers?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p> |        |

### Standard 3: Professional development

| <i>Professional development is provided to ensure all staff in the service are confident about GLBTI inclusive practice and understand their responsibilities in relation to service delivery to GLBTI consumers.</i> |   | Rating |
|---|---|--------|
| 3.1   | <p>Does the organisation have a systematic process for assessing the professional development needs of staff and volunteers relating to GLBTI-inclusive practice?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>   |        |
| 3.2   | <p>Does the organisation systematically provide professional development to all staff and volunteers that includes legal responsibilities, GLBTI-inclusive practice and cultural safety and a consideration of the impact of employees attitudes and beliefs?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p> |        |

|     |  |  |
|-----|--|--|
| 3.3 | <p>Does the organisation keep up to date with current trends in the field of GLBTI service provision and use evidence to educate staff on how to improve outcomes for its GLBTI consumers?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p> |  |
| 3.4 | <p>Does the organisation participate in professional associations and other forums in its field regarding the provision of services to GLBTI consumers?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>                                    |  |

#### Standard 4: Consumer consultation and participation

| <i>GLBTI consumers are consulted about, and participate in, the planning, development and review of the service.</i> |  | Rating |
|--|--|--------|
| 4.1  | <p>Does the organisation work with GLBTI consumers (or the GLBTI community) to identify the needs of GLBTI consumers and use this information to develop GLBTI inclusive services?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>         |        |
| 4.2  | <p>Does the organisation have a system for the ongoing monitoring of its GLBTI consumers to identify changing needs and evaluate outcomes of service improvements?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>                         |        |
| 4.3  | <p>As part of its ongoing assessment of consumer experience, does the organisation analyse its performance in working with GLBTI consumers and undertake appropriate service improvements?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p> |        |

| <b>Standard 5: Disclosure and documentation</b>   |  | Rating |
|---|--|--------|
| <p><i>GLBTI consumers who want to disclose their sexual orientation or gender identity feel safe to do so because they know systems are in place to ensure their privacy.</i></p> |  |        |
| 5.1   | <p>Does the organisation have a policy on when it is and is not appropriate to collect information on a consumer's sexual orientation and gender identity?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>   |        |
| 5.2   | <p>Does the organisation only collect information about sexual orientation or gender identity from the consumer, or from the consumer's nominated representative?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>  |        |
| 5.3   | <p>Do staff inform GLBTI consumers that information about sexual orientation or gender identity is confidential, clarify when disclosure is appropriate, and inform consumers how information will be used and stored?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p> |        |
| 5.4   | <p>Do staff check how consumers would like this information recorded and take reasonable steps to inform consumers about how the information may be used, who may access it and the consequences of not providing it?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>  |        |
| 5.5   | <p>Are staff aware of the importance of and strategies for responding in a positive and respectful way to disclosure?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>  |        |

| <b>Standard 6: Access and intake processes</b>   |  | Rating |
|--|--|--------|
| <i>Access and intake processes send a message of welcome to GLBTI consumers at the point of access and beyond.</i> |  |        |
| 6.1  | <p>Does the organisation welcome GLBTI consumers through a range of different strategies that are appropriate to the environment?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>            |        |
| 6.2  | <p>Are the organisation's promotional and educational materials GLBTI inclusive (inclusive language and images, GLBTI specific information)?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p> |        |
| 6.3  | <p>Are access and intake forms and processes GLBTI-inclusive?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>  |        |
| 6.4  | <p>Does the organisation promote its services to the GLBTI community?</p> <p><i>List evidence to substantiate rating or actions for improvement</i></p>  |        |

Total score:

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