

Making a Start - A Simple Checklist

Complete this checklist with your practice team to determine the best place to start, or continue, working towards inclusive practice.



Priority Areas and Strategy		Yes No Partially	If “Yes”, what is our evidence? (e.g., training attended, registration forms use correct options for gender, etc)	If we have work to do in this area, is this a priority for our practice?
Knowledge and Understanding	We know which LGBTQI+ support and community groups are in our area			
	We are inclusive and welcoming to LGBTQI+ people			
	We understand how discrimination can impact health			
	We understand the specific health risks that relate to LGBTQI+ people			
	We know which services offer LGBTQI+ specific care			
	We know the difference between sexual orientation, gender identity and intersex status			

Attitudes	We are non-judgemental and do not assume heterosexuality or binary gender identity.			
	We facilitate disclosure of sexual orientation, gender identity or intersex status, where clinically relevant.			
	We are aware of additional barriers that increase stigmatisation (intersectionality)			
	We are aware of, and are willing to rectify, knowledge gaps			
Communication	We understand and use gender neutral words			
	We take inclusive sexual histories			
	We clarify the appropriate pronoun and mailing title to be used			
	We give choice when documenting next of kin, sexual orientation, gender identity and intersex status in the health record and this is treated confidentially			
	We effectively communicate our services to the LGBTQI+ community			

Practice Environment	We audit our practice to ensure inclusive environment / facilities			
	Our intake forms are inclusive of all relationships and genders.			
	We display and make available brochures and posters relating to LGBTQI+ patients.			
	We maintain confidentiality with each patient.			
	We have a written practice policy on anti-discrimination, including issues of sexual orientation, gender identity and intersex status.			
	Our workforce planning, recruitment and selection, and performance management processes and documentation are inclusive of LGBTQI+ staff and volunteers.			
	We have an integrated LGBTQI+ consumer feedback system that ensures continuous LGBTQI+ quality improvement and planning.			

Where you have indicated that your practice has work to do in a particular area and that this is a priority, click on the relevant priority area below to determine your Quality Improvement Activities for a particular strategy. We have provided suggested training and other resources to guide this activity.

[Knowledge and Understanding](#)

[Attitudes](#)

[Communication](#)

[Practice Environment](#)