

## LGBTI Service User Rights and Responsibilities

All consumers have rights. This is a list of what you can expect as a Cobaw service user if you identify as Lesbian, Gay, Bisexual, Intersex or Transgender (LGBTI).

Cobaw staff aim to ensure access to a safe and inclusive service that promotes health and wellbeing.

If you feel that any of the following rights are not being met, please speak with a staff member or provide anonymous feedback through Cobaw's feedback form.

### As an LGBTI service user I need:

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| <input checked="" type="checkbox"/> <b>To be and feel safe</b>                                   | To be safe means staff and other consumers cannot discriminate against me or make me feel uncomfortable or ashamed because of my gender or sexuality.   |
| <input checked="" type="checkbox"/> <b>To receive confidential services</b>                      | The information I share will remain private and confidential and any disclosure related to my gender identity and sexual orientation is respected and only shared in consultation with me and if relevant to the service I receive. |
| <input checked="" type="checkbox"/> <b>To access inclusive health care services</b>              | I have access to professionals who use inclusive language and don't make assumptions about gender or sexuality.   |
| <input checked="" type="checkbox"/> <b>The opportunity to provide feedback about the service</b> | If I feel that the service can improve in relation to working with LGBTI clients, I can provide feedback in a safe and confidential manner.   |
| <input checked="" type="checkbox"/> <b>To be provided with information about LGBTI services</b>  | The staff and professionals working with me can give me information about LGBTI services and support programs.  |
| <input checked="" type="checkbox"/> <b>To have appropriately trained staff</b>                   | The professionals I see have received training and/ or professional development in relation to working with LGBTI clients and their specific health and wellbeing needs.  |
| <input checked="" type="checkbox"/> <b>To be consulted about service provision</b>               | I am invited to participate in consumer consultation processes or focus groups, or join community boards of management.   |
| <input checked="" type="checkbox"/> <b>To see that diversity is valued and respected</b>         | I can see a range of information and material that promotes and reflects diversity. There are visible statements that the organisation values diversity.  |