

Queer Finds

Amplifying LGBTQIA+ voices to influence change in mental health service delivery

Key findings



86.3% of trans, genderqueer and non-binary respondents felt their **gender identity** ‘significantly’ affected how they are treated.

80% of respondents from minoritised ethnic backgrounds felt their **race or ethnicity** ‘moderately’ or ‘significantly’ affected how they are treated.



“They need training that goes beyond tick boxes because it is exhausting. These are not optional extras.”

Frustration

“I have complained about [discrimination], but they haven’t kept records.”

Hopelessness

“What’s the point? I’ll just suffer. I haven’t got the fight anymore to help myself.”

Recommendations



Training

- Include LGBTQIA+ competency in professional development requirements, with role-sensitive training from queer providers.

Data

- Collect, analyse, and act on sexuality and gender identity data, with inclusive options on all forms.
- Emphasise confidentiality policies to ease fears of being outed.

Policies

- Involve LGBTQIA+ communities directly in policy development.
- Implement policies allowing trans and non-binary people to access gendered services safely.
- Show commitment to enforce policies and training. Have robust complaint pathways and quick response times.

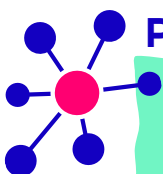


Service design

- Involve LGBTQIA+ communities directly in the design, delivery, and evaluation of services.
- Fund peer support programmes and targeted support for intersectional identities.
- Provide gender neutral facilities to reduce daily stress for trans and nonbinary clients.
- Designate specialist clinicians with expertise in gender diversity whom teams can consult.

Service delivery

- Allow patients to request an LGBTQIA+ clinician.
- Allow patients to share what aspects of identity are important to their mental health; don’t assume what is relevant.
- Implement standard practices to introduce yourself with pronouns.



Partnerships

- Fund peer support groups, safe drop-in spaces, and community events.
- Map existing LGBTQIA+ groups and build referral pathways to them, especially those serving intersectional demographics.