



The Salvation Army's Commitment

The Salvation Army is committed to the safety and inclusion of LGBTIQ+ people. We do this by:

- Consulting with LGBTIQ+ people and communities about service provision and their needs
- Having an LGBTIQ+ inclusive practice framework and procedure for staff and volunteers
- Ensuring that all our staff and volunteers are provided with training regarding inclusive practice
- Providing opportunities to give feedback on your experience as an LGBTIQ+ person accessing Salvation Army programs
- Partnering with ACON's Pride in Health + Wellbeing program
- Evaluating our services by completing surveys and seeking feedback from LGBTIQ+ participants, staff, volunteers and stakeholders
- Partnering with local LGBTIQ+ specialist organisations and undergoing Rainbow Tick accreditation



Let Us Know

The Salvation Army does not tolerate discrimination of any kind. We encourage you to let us know if you have seen or experienced discrimination or felt uncomfortable as an LGBTIQ+ person or ally while using our services or working with us.

The Salvation Army welcomes and encourages feedback on our services, to ensure our services continue to be safe and inclusive for all people.

If you would like to discuss any of the issues raised in this brochure, or if you are interested in participating in our Lived Experience Panel who provide regular feedback, please contact:

The Salvation Army Australia acknowledges the Traditional Owners of the land on which we meet and work and pay our respect to Elders past, present and future.

We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the safety and wellbeing of people of all ages, particularly children.



Your identity matters





Your Rights

Everyone who has contact with The Salvation Army has the right to be safe, and to be treated fairly, with dignity and respect. Every individual deserves to have their needs acknowledged and supported.

It is important to us that all people can access the services they need to be safe and to thrive. We make sure our services are fair and safe, we respect your identity, and maintain your privacy.

We know that LGBTIQ+ communities experience stigma and discrimination. For some people, this leads to experiencing homelessness or family violence, or requiring drug and alcohol or youth services support.

We're here to help you.



Your Privacy

We ask our clients about gender identity, sexual orientation, gender expression and intersex status so that we can provide individually tailored support which best fits everyone's unique and diverse needs.

You do not have to tell us if you are LGBTIQ+. Sharing personal information is your choice.

Asking about gender identity and sexual orientation also allows us to evaluate our services and make sure that they are accessible, safe and appropriate for people from LGBTIQ+ communities.

Maintaining your privacy is important to us. Your personal information will not be shared without your consent.

Your personal records are confidential and only visible to authorised Salvation Army employees. You can ask to see a copy of your client records if you have any concerns.

If you are happy for us to record or share information about being LGBTIQ+, we will make a record of this to communicate your wishes to the team working with you.

The Salvation Army team member working with you will explain how we record and maintain information like this.

If you do consent to sharing this information, they will work with you to understand how you would like this information to be shared and who with.

