




WWP EN'S LGBTQ+ INCLUSIVITY TOOLKIT FOR DOMESTIC ABUSE SERVICE PROVIDERS

People from the LGBTQ+ community encounter unique challenges when accessing support for violence (GBV) or when engaging with perpetrator intervention programmes. Very often these challenges remain overlooked, are never talked about, and therefore, remain unresolved.

WWP EN's LGBTQ+ Inclusivity Toolkit for Domestic Abuse Service Providers offers a clear, actionable starting point. It is designed for organizations working with survivors and perpetrators of domestic violence and who wish to take meaningful steps toward creating more inclusive environments for people from the LGBTQ+ community. Whether you are early in this journey or looking to strengthen existing practice, this toolkit outlines practical measures that service providers can adopt to better serve LGBTQ+ individuals affected by domestic abuse.



“Building inclusive services for LGBT+ people isn’t a one-off policy statement but a process of building relationships of trust and respect.”

***- Professor Catherine Donovan,
Durham University***

1. Display LGBTQ+ affirming visuals

Use Pride flags, inclusive posters, and signage in waiting areas and offices to visibly affirm your space as safe and welcoming to LGBTQ+ individuals.

2. Use inclusive language across all communications

Ensure written, verbal, and visual materials reflect diverse identities, avoid assumptions, and use respectful, affirming terminology.

3. Clearly state LGBTQ+ inclusivity in service information

Communicate openly that services are LGBTQ+ inclusive, and outline specific ways your organization addresses their unique needs.

4. Promote services within LGBTQ+ communities

Share information through LGBTQ+ spaces, organizations, social media, and events to improve visibility and reach underserved populations.

5. Provide restroom facilities for all

Offer restrooms that are accessible to everyone regardless of their identities to ensure safety, dignity, and privacy.

6. Encourage pronoun use among staff

Normalize the practice of sharing pronouns in email signatures, on name badges, and during introductions to build a culture of respect.

7. Ask for pronouns in a respectful manner

Include an optional pronoun field on forms and during intake, ensuring that staff are trained to ask in a sensitive and non-intrusive way.

8. Actively recruit LGBTQ+ staff and volunteers

Prioritize diversity in hiring by creating inclusive job postings and outreach strategies that welcome LGBTQ+ applicants.

9. Partner with LGBTQ+ support organizations

Build relationships with LGBTQ+ domestic abuse and support organizations to enhance referral pathways, training, and service alignment.

10. Train staff on LGBTQ+ competency and sensitivity

Provide regular training on sexual orientation, gender identity, and the specific experiences of LGBTQ+ individuals affected by abuse.

11. Develop an organization-wide inclusivity policy

Create a clear code of practice that outlines expectations for LGBTQ+ inclusion in policies, procedures, and service delivery.

12. Offer safe channels for feedback

Provide confidential and anonymous options for LGBTQ+ service users to share feedback, helping inform and improve your services.

13. Apply an intersectional lens in all work

Recognize how LGBTQ+ identities intersect with race, class, disability, and other factors, and design services to address these complexities.



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Developed by Rashi Chauhan, WWP EN as part of Pride 2025 campaign with expert guidance from Professor Catherine Donovan, Durham University.

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“Inclusivity is not a checkbox. It is a continuous commitment—and this toolkit is one step in that shared responsibility.”

***- Alessandra Pauncz,
Executive Director, WWPEN***

For more information about WWP EN's LGBTQ+ campaigns, scan the QR code below.



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