Gender-based Analysis +

Guide for Inclusive Open Government

This guide has been designed to help countries that are part of the Open Government Partnership apply Gender-based Analysis Plus (GBA+) to all open government commitments and to ensure that their commitments and their co-creation process are inclusive.

Contents

Executive summary

Welcome to the Guide to [Gender-based Analysis Plus (GBA+)](#) and Inclusive Open Government.

This guide offers tools to apply GBA+ and other inclusive practices to open government efforts. It was created to support governments that wish to make their open government initiatives more inclusive.

The goal of this toolkit is to introduce governments to new tools and concepts in order to help make open government more inclusive. The toolkit is designed to be relevant to a variety of governments, including those that have little experience applying gender-based analysis or best practices for inclusion.

Key sections of this toolkit include:

- **The business case for using GBA+ in your work:** This section explains why it is important for open government efforts to be inclusive. The GBA+ approach to inclusion and open government

acknowledges and challenges power imbalances, lack of access and systemic barriers.

- **An overview of GBA+:** This section will tell you about GBA+. It will show you how to apply GBA+ in your open government work. It will also provide an example of how it might look to apply GBA+ to a specific open government project.

- **Case studies of applying GBA+:** This section provides real-life examples of GBA+ in practice.

- **Important considerations for co-creation:** This section explores strategies to design co-creation processes in order to make them inclusive. This section includes considerations and best practices for co-creation. These suggestions should help governments be more inclusive when consulting with stakeholders and co-creating open government commitments.

GBA+ toolkit: what we heard report

A draft of this GBA+ toolkit was open for online consultation from April 5 to April 27, 2019. Participants entered suggestions directly into a GBA+ toolkit document stored in Google Docs. After the consultation period, comments were reviewed and incorporated into the toolkit.

What did we hear?

Over the 3-week period, the GBA+ toolkit received 91 comments, 72 of which were incorporated into the document. The comments focused on:

- the need for more inclusive language
- the need to make consultations more accessible
- how to identify and address power imbalances
- the gender biases in data

Participants of the consultation suggested that we use more inclusive terms in the toolkit. Suggestions included using language that more clearly recognized intersectional and under-represented groups. Another suggestion mentioned the need for more language about persons with

disabilities, Indigenous peoples, the need for more inclusive terms (for example, avoiding the term "citizen," which may have particular legal connotations).

Proposals for additional content

We heard that we should consider additional factors in the recommendations section, particularly in the section on designing consultations to be accessible, both in physical spaces and online. Other additional factors included:

- access to and affordability of public transit
- the need for sign language interpreters
- the need for translators

Comments also noted the need for policy-making teams to analyze their own internal power and privilege dynamics. The comments encouraged governments to provide policy teams with GBA+ training and to address existing, unconscious biases. Policy teams should include individuals from diverse backgrounds in order to ensure that policies are inclusive and effective.

Finally, comments included reminders that governments often lack high-quality data that is disaggregated by gender. The comments also recognized that data that does exist can have inherent gender bias built into its collection and publication. Without disaggregated data, the ability of decision-makers to make effective policies and reach diverse stakeholders can be limited.

Recognition

This toolkit is a collective effort of the Open Government team at the Treasury Board of Canada Secretariat. The toolkit includes input from Women and Gender Equality Canada, the International Development Research Centre and the Open Government Partnership.

1.0 Introduction and definition

1.1 What is inclusive open government?

Open government is a governing culture that:

- fosters greater openness and accountability

- enhances public participation in policy-making and service design

- creates a more efficient and responsive government

At its core, open government is about transparency, accountability and public participation.

Increased transparency in decision-making processes can increase government accountability and improve public trust. Putting information in the hands of the public and being responsive to feedback can also increase public participation, which ultimately strengthens democracy.

The case for inclusive open government

An inclusive government recognizes that there are barriers to public participation in traditional government structures. These barriers can prevent segments of the population from participating in or benefiting

from government initiatives. An inclusive government works to address these barriers.

Inclusive open government initiatives can:

- help governments reflect as many voices as possible when they make decisions and provide services
- ensure that government decisions reflect diverse perspectives and serve everyone's needs
- allow governments to draw from a greater diversity of knowledge, which would in turn allows for more effective programs and policies

An inclusive government is not automatically an open government. An open government is not automatically an inclusive government. The 2 concepts do, however, go hand in hand. They both aim to increase participation and reduce barriers. It is important to be both open and inclusive to achieve the best results for everyone.

So how do we, as open government practitioners, achieve these results? Section 2.0 of this guide provides an introduction to GBA+, which is a tool that can help create initiatives, projects, programs and policies that are inclusive.

1.2 Why is it important to be inclusive?

This guide provides instructions for using GBA+ to create, co-create, review and assess open government initiatives to make them more inclusive.

When we talk about open government, we should ask ourselves, "open government, but for whom?" When we open governments, we should open them for all people.

The global open government movement has been successful in increasing collaboration and bringing people closer to their governments. Despite this, more work is required.

Examples of areas where more progress and greater inclusion is required include access to:

- government information
- open data
- opportunities to participate

Government information
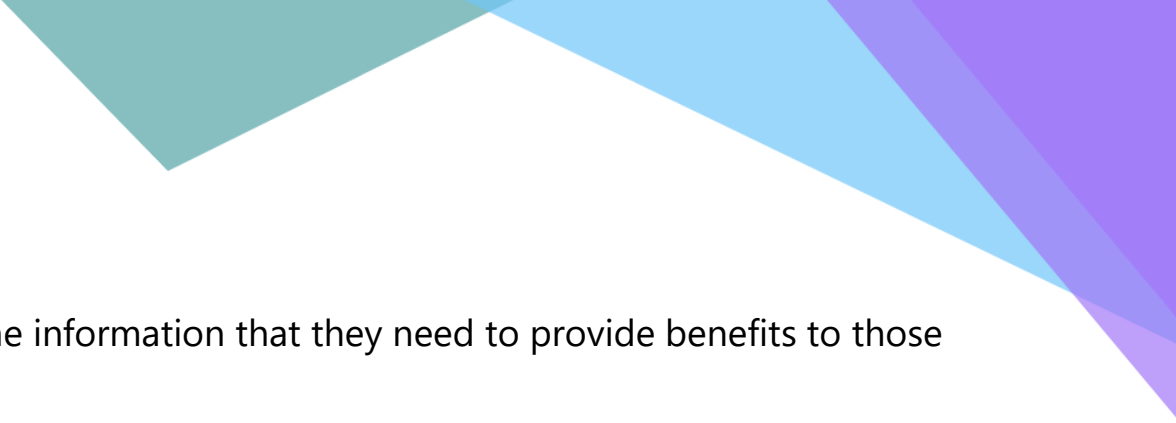
While government transparency is meant to be for everyone, many people still lack:

- basic Internet access
- the digital literacy required to be able to use open government data

Many civil society representatives still point to a lack of quality data on gender. This lack of data obstructs women and non-binary people's need for data in order to be able to most effectively advocate on their own behalf.

Open data

Even when high-quality data is available, there are sometimes inherent biases built into the collection and publication of this data. These biases render the data less effective and reliable for the decision-making processes, data analysis, program development and policy creation activities of internal and external actors. Additionally, the lack of data can mean that governments, individuals, civil society and private-sector actors
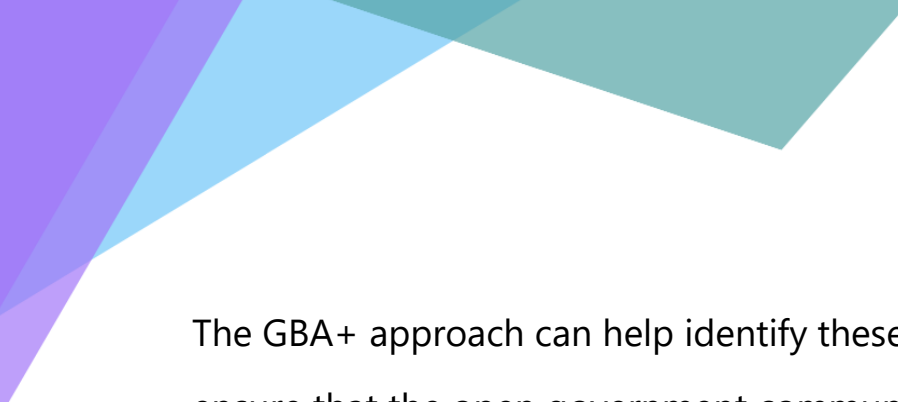
may not have the information that they need to provide benefits to those most in need.

Opportunities to participate

Many governments make efforts to host events that are open to the public and that seem inclusive. These events can nonetheless be laden with bias, depending on how, where and when the events are hosted and advertised. Governments run the risk of missing feedback from under-represented people or groups who face barriers because these people:

- cannot miss work
- live in rural areas without reliable transit
- are living with disabilities, which makes accessing certain spaces or services impossible
- cannot afford childcare

Governments can facilitate solutions to such problems by giving consideration, for example, to child-care services, ramps, sign language or other interpretation, Indigenous territorial acknowledgement and respectful gender pronouns.

The GBA+ approach can help identify these barriers and reduce them to ensure that the open government community is inclusive.

2.0 Guide to Gender-based Analysis Plus (GBA+)

2.1 What is Gender-based Analysis Plus (GBA+)?

GBA+ is an analytical process used to assess how diverse groups of women, men and non-binary people may experience policies, programs and initiatives. The "plus" in GBA+ acknowledges that GBA goes beyond biological (sex) and socio-cultural (gender) differences. In addition to sex and gender, GBA+ considers multiple other identity factors, such as mental or physical disability, race, national or ethnic origin, indigeneity, age, language and sexual orientation. GBA+ also considers systemic barriers and their resulting impacts, both intended and unintended, on people's lives.
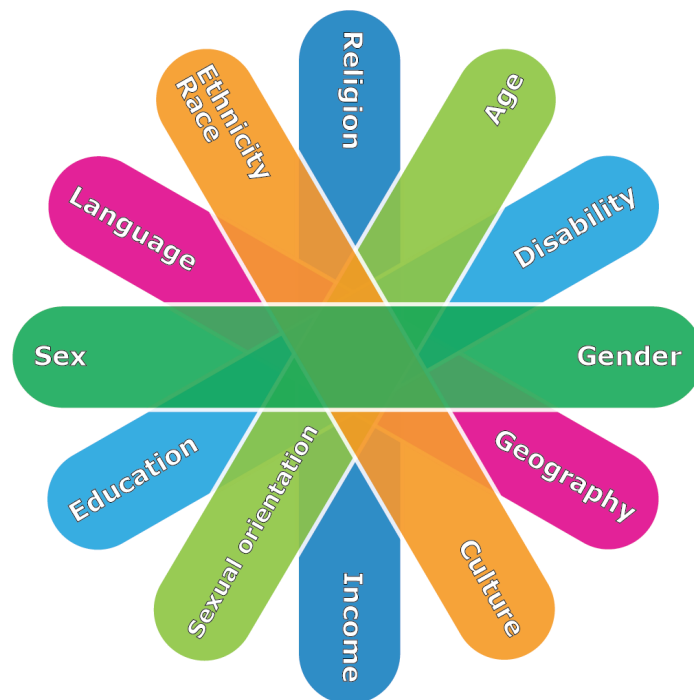
2.2 Why use GBA+ for open government initiatives?

Just because a government is open does not mean that it is accessible and inclusive. GBA+ allows governments to better understand the uneven and inequitable impact that open government initiatives can have. This insight can help:

- design open government initiatives that benefit everyone
- address inequities in policy and service
- increase engagement
- minimize negative impacts
- address power imbalances

In 1995, the Government of Canada committed to conducting GBA on all future legislation, policies, and programs. In 2011 Status of Women Canada rebranded Gender-based Analysis. Now known as Gender-based Analysis Plus (GBA+), the name serves to highlight that this type of analysis looks beyond sex and gender to consider other diverse identity factors[1]. These rights are enshrined in the [Canadian Charter of Rights and Freedoms](). The Government of Canada recently renewed its commitment to GBA+[2] and is

working to enhance the use and integration of GBA+ across all federal departments.

2.3 How to apply GBA+ to open government initiatives

GBA+ seeks to strengthen open government initiatives by ensuring that they benefit everyone. GBA+ challenges the notion that open government initiatives are always inclusive by default.

GBA+ should not only be used as an evaluation tool at the end of an initiative. Rather, GBA+ should be incorporated at all stages of the policy or program design cycle, including:

- inception and initial planning
- engagement and co-creation
- development
- implementation
- monitoring and evaluation

It is critical that you use GBA+ before you begin your initiative. Using GBA+ at the start of your project, and including consulting and engaging with relevant stakeholders, may uncover unforeseen issues that lead to

important changes to key activities. These changes will help you improve inclusivity, and mitigate negative impacts[3].

The various steps to applying GBA+ are shown in the image below.

Below are steps to consider when applying GBA+ to your open government efforts.

1. The first step is to **identify** the context, gender and diversity issues of the open government initiative. Consider all angles, including the
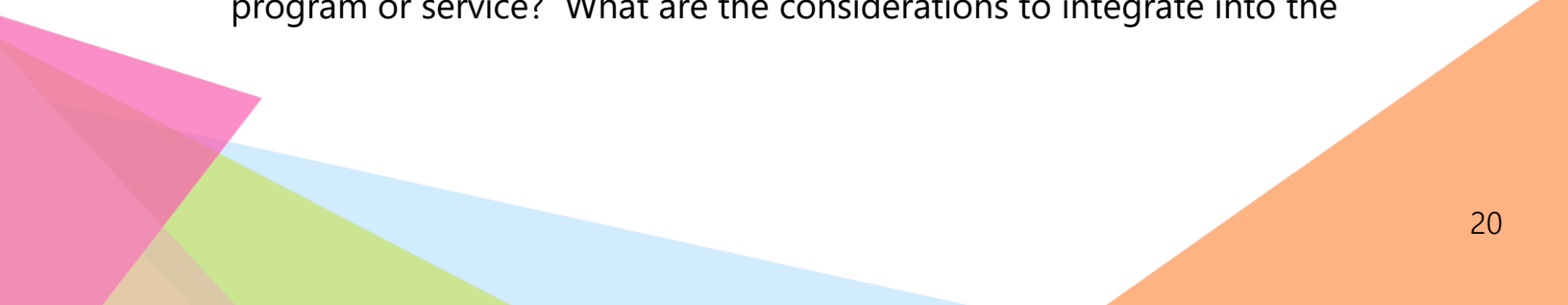
commitment itself, its implementation and related engagement activities.

Questions you might ask yourself at this stage include:

- How might different groups be affected?
- Will the initiative affect people of different identities in different ways?
- Will we collect and publish data as part of this initiative? If so, will that include data about particular groups or data collected from marginalized communities?

2. Next, it is important to **challenge your assumptions**. It may seem that the initiative will affect everyone in the same way, or that it has no gender or diversity implications, but that is often not the case. It is important to challenge this notion and to reflect on your own biases.

Questions you might ask yourself at this stage include:

- Whose assumptions will you be challenging? Consider doing a power-and-privilege analysis with your team to allow issues of bias and ignorance to surface.
- What personal information will people need to provide to access this program or service? What are the considerations to integrate into the

application process so that marginalized groups feel comfortable providing personal information to the government?

- Will different groups (such as men, women, youth, or seniors) have different levels of access to the tools used for this initiative (for example, different levels of Internet access or digital literacy)?
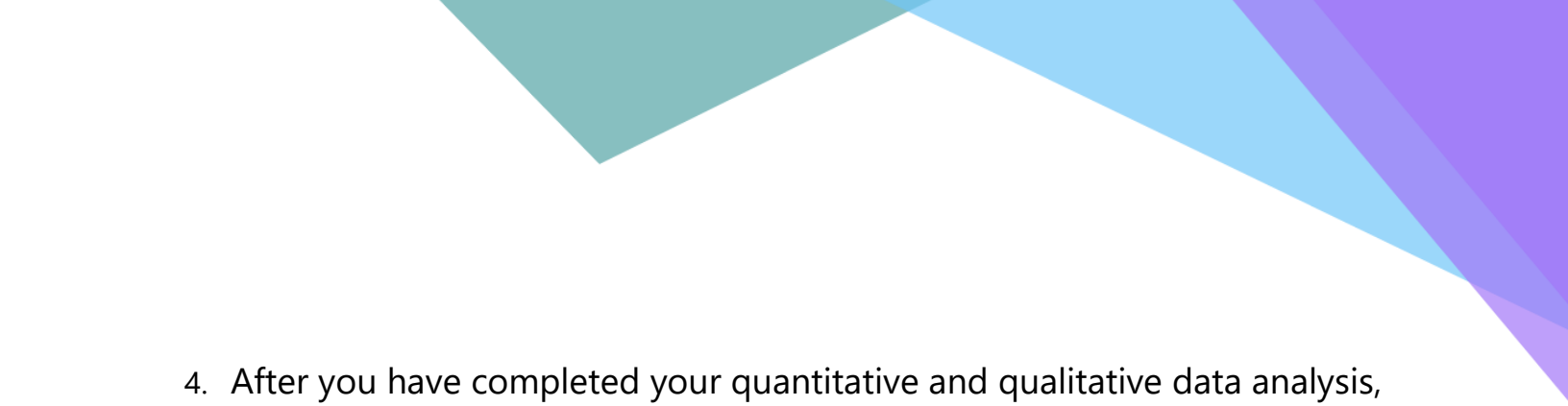
- What barriers do communities face in accessing this process?

- Does a particular group use a particular platform already? Will it be easier for that group to participate through that particular platform?

3. Once you identify the potential impacts of your initiative, the next step is to **gather the facts**, by researching and consulting, in order to learn more about the impacts of your initiative and how to manage them. Use the data available to you; reach out and listen to under-represented groups in order to collect and interpret the data correctly.

Actions you might take at this stage include:

- Consult your data usage analytics in order to identify what groups or communities are using the data and information.

- Consult with community organizations and relevant sectors to understand their priorities for government actions.
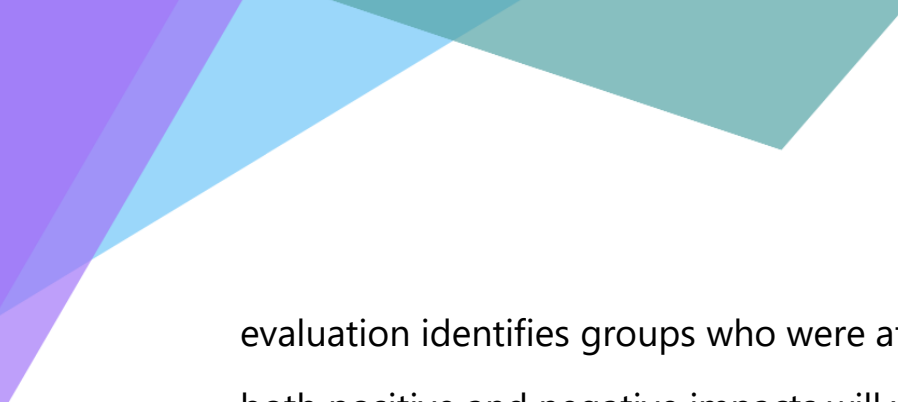
4. After you have completed your quantitative and qualitative data analysis, the next step is to **develop options and make recommendations**. Doing so will ensure that the initiative provides solutions to the negative impacts raised in your data-gathering exercise.

Actions you might take at this stage include:

- Provide access to the information that you gathered through an easily accessible digital platform that is free to use and does not require users to submit their personal information.
- Conduct a community impact analysis.
- Provide funding for organizations that provide digital-literacy training to individuals or communities that have lower rates of digital literacy.
- Work with departments that are leading the initiative to publish data and analyse what is important to the communities consulted.
- Seek community input or comment on options and recommendations, as well as when testing tools.

5. Continue to use GBA+ to **monitor and evaluate the implementation and impacts** of your open government initiatives. Ensure that your
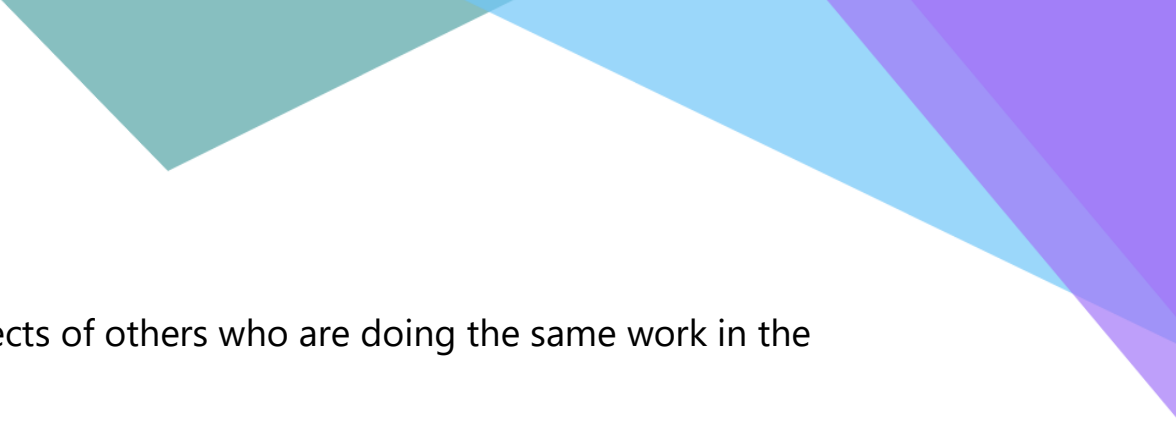
evaluation identifies groups who were affected by the initiative, since both positive and negative impacts will vary.

Actions you might take at this stage include:

- Consider qualitative research methods to learn how communities are engaging with your new program or initiative and to find out which communities may need more specialized outreach (for example, remote and rural communities may require, depending on the level of Internet access available, paper surveys to be sent out, community meetings to gather input, or access to surveys through local organizations).
- Make it easy for users to report concerns about the initiative (for example, concerns about the types of data that are to be published).

Finally, it is important to have an engagement plan for your initiative from the beginning. An engagement plan will allow you to work in the open and **communicate** the results and challenges of using GBA+ within and outside your organization. This communication should occur throughout the initiative and not just at the end. Working in the open will help you **document** your initiative, which can inform your own future projects, as
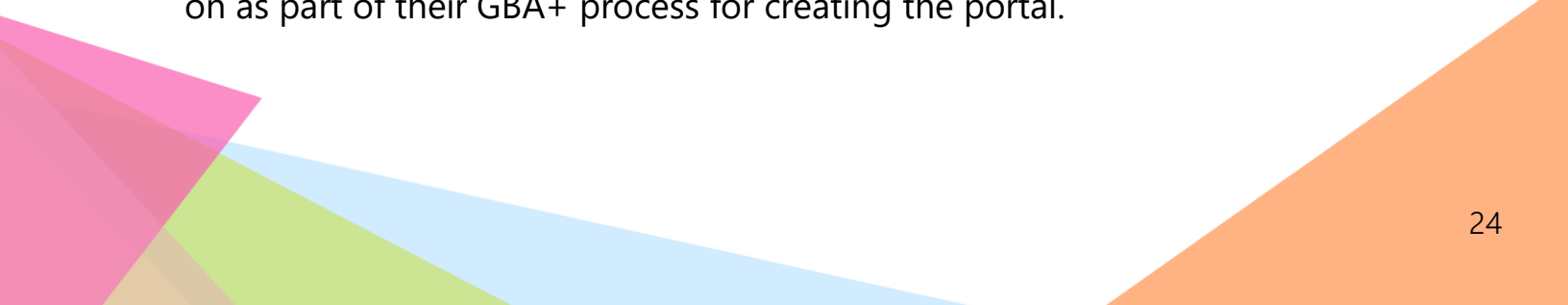
well as the projects of others who are doing the same work in the community.

GBA+ should be viewed as an investment in long-term government efficiency and effectiveness. GBA+ is an approach to help maximize government efforts in reaching diverse audiences. Challenging the inclusiveness of open government initiatives and asking questions about how they will affect different segments of the population should become a positive reflex in your toolbox of policy-making techniques.

2.4 GBA+ in practice: applying best practices and asking key questions

To illustrate how you might use the GBA+ steps outlined above, consider the example below.

Example: A government has committed to create an online portal, which will be a one-stop shop for open government data and information. They want to apply GBA+ as part of the implementation of this commitment. Below are the types of questions or considerations that they might reflect on as part of their GBA+ process for creating the portal.

Identify

- What kind of open data would be meaningful or important to the public? What types of data would different communities want?

- Will we publish data about particular communities, or data collected from marginalized communities?

- Will we ensure data is disaggregated by gender, sex, age, region, ethnicity or disability? Will we develop a process and timeline to ensure that data is disaggregated?

Challenge assumptions

Assumption: We should have users create an account to use our website, as this will make it easier to track user needs

Challenge

- Are we only allowing users to choose from a limited number of options for gender? Could this mask the true diversity of users and make some communities feel unwelcome?

- Could an account sign-in feature discourage potential from accessing open data?

- Are there marginalized groups that might not feel comfortable providing personal information to the government?

Assumption: Everyone can use our free website

Challenge

- Do different communities have different relationships with or access to the Internet? Do they have different levels of digital literacy?

Gather the facts, research and consult

- We should consult demographic data to understand what groups or communities are likely to be seeking government data and information
- Discuss whether disclosing information or taking other actions could pose harm to certain communities (for example, sometimes disclosure of certain data could potentially hurt victims in the case of gendered violence)
- We should consult data on different rates of digital literacy
- We should consult with community organizations to understand how they want to help us prioritize data for release

- We will look beyond the usual suspects that governments usually work with to ensure that our consultations are as inclusive as possible

Develop options and make recommendations

- We will build a portal that is free for everyone to use and does not require users to submit information to access open data
- We will work with departments to publish data that is important to the communities that we consulted, and we will track which datasets our users frequently request
- We will engage with different segments of the population and structure our outreach, consultation, and delivery based on their needs, values and characteristics
- We will continue to hold in-person consultations to ensure that even those without Internet access can tell us how they want to access government data

Monitor and evaluate

- We should consider user surveys to help us track who is using our portal, and which communities may need more targeted outreach
- We should make it easy for our users to raise their concerns about the types of data that we are publishing, especially when that data could impact their community
- We should assess the privacy implications of tracking website visitors, and evaluate whether using the data gathered by tracking will benefit or harm a marginalized community
- We should continue to invest in digital literacy initiatives, and analyze data to look for trends in user abilities and literacy levels

3.0 Case studies

3.1 Lessons learned from Canada's 2018 to 2020 National Action Plan on Open Government

It was important for [Canada's 2018 to 2020 National Action Plan on Open Government](#) to be inclusive, especially when it comes to gender. For this reason, the Government of Canada included a commitment to test best practices for inclusive dialogue and engagement. The Government of Canada also began implementing GBA+ in public engagement and consultations, and increasing access to relevant gender and inclusion data.

As part of the commitment to inclusiveness, a feminist and inclusive review of the draft commitments was conducted. This review aimed to ensure that the National Action Plan took the needs of women and other equity-seeking groups into consideration[4]. At first, the team considered conducting the review. But members of the Canadian Multi-Stakeholder Forum on Open Government suggested that the review should be carried out by external experts. To achieve objective results, 4 professionals in the
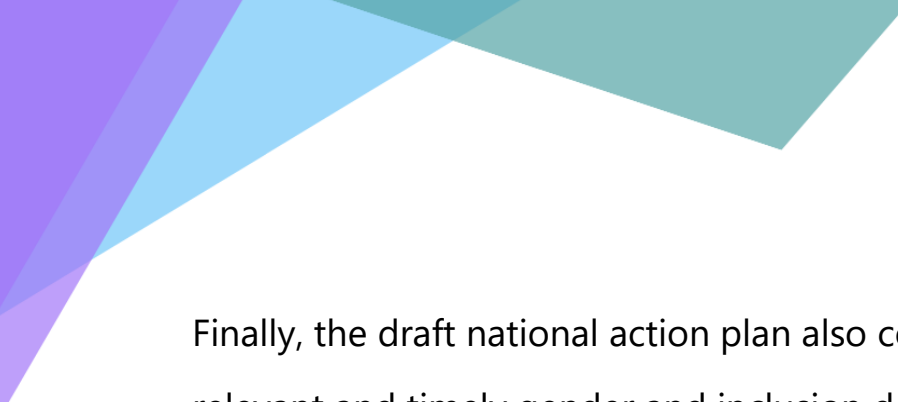
fields of technology, feminist activism and academia were invited to conduct the review under contract[5].

The peer reviewers raised many important questions for the Open Government team to consider. For example, the draft national action plan committed to improve the Government of Canada's website, open.canada.ca. The reviewers raised questions regarding the goal of improving the open.canada.ca website, including:

- Is open.canada.ca optimized for tablets, mobile devices and laptops?
- Does open.canada.ca adhere to the *Standard on Web Accessibility*?

The draft national action plan also committed to developing a Government of Canada data strategy for the digital era. The reviewers raised the following questions:

- Was this strategy for government only or open to all?
- What is the engagement process?
- How will stakeholders be engaged in the consultation process?
- How can a data literacy strategy be developed?

Finally, the draft national action plan also committed to increasing access to relevant and timely gender and inclusion data. Here were some recommendations that the reviewers made based on GBA+:

- Identify the data that women's, LGBTQ2[5], and community organizations representing marginalized or under-represented communities need. This can be done by consulting with these groups.
- Ensure that an intersectional approach to data collection is taken.
- Create disaggregated government data that can account for intersectional identities.
- Consider unpaid labour and care labour when designing public engagement processes. Also, provide options for participation that are mindful of those who may have to provide childcare or may not work regular hours.

The Open Government team took these questions and recommendations into consideration when creating the final version of the national action plan. It is important to note that not every recommendation from the peer review could be included in the final plan. Some recommendations were beyond our team's current capacity and will be considered in the future[6].

While making efforts to be inclusive, governments still have to set priorities and make commitments based on the resources available to them. A crucial part of GBA+ is recognizing that there is always room for improvement.

Valuable feedback was provided to the Open Government team through the feminist and inclusive review of Canada's draft national action plan. This feedback included:

- Feminist and inclusive open government should not be a stand-alone issue or a separate commitment
- Feminism and inclusion should be woven into the fabric of the entire national action plan
- All commitments should strive to be inclusive and recognize the intended and unintended impacts on women, girls and gender non-binary individuals

As a result of this recommendation from peer reviewers, the Government of Canada committed to upholding a feminist and inclusive open dialogue. In addition, the Government of Canada adopted several principles to guide the plan, which included feminism and other principles based on the core value of inclusion, such as reconciliation and accessibility.

3.2 Case study: Building gender-inclusive services

Everyone deserves to be recognized and respected when interacting with the Government of Canada. How the government collects, uses and displays gender information can directly impact someone's life, especially if that person does not identify with their sex assigned at birth, or as male or female.

Scenario (fictional)

Michelle is a Canadian transgender woman. She amended her birth certificate and driver's licence to reflect her lived gender identity. She did this by completing a simple form. Michelle did not know whether she needed to change her gender information in other documents.

A year later, Michelle lost her job and applied for federal supports. When she provided her birth certificate and driver's licence to prove her identity, her request was flagged. She found out that her request was flagged because the gender information that the Government of Canada had on file was different from what she submitted. Michelle felt like she was being "outed." She now had to explain to the federal government why her gender

information had changed. An investigation was opened to resolve the issue, but the investigation delayed the processing of her application.

Two years later, Michelle found a job with the Government of Canada. She had worked for the federal government as a student, so she already had a personnel file. After she had explained the change in her gender identity to the federal government, she thought that her gender identity would appear correctly in all government files. However, when Michelle received her letter of offer, the wrong honorific was used to address her. This made Michelle extremely uncomfortable. She now had to explain to her new boss and to human resources that the information in her old personnel file does not reflect her lived gender identity.

3.3 Case Study: assessment of a performance information profile

Program (fictional): promotion of gender equity in sciences, technology, engineering and mathematics (STEM)

Description

The program:

- promotes gender equity in the pursuit of STEM education by undertaking information campaigns in high schools
- encourages under-represented groups to pursue careers in STEM fields by providing scholarships for relevant training in colleges

Program outcomes: immediate

Outcome	Indicator	Target	Baseline
Girls are aware of opportunities in STEM fields	Number of information campaign sessions in high schools	250 in fiscal year 2019 to 2020	120 in fiscal year 2012 to 2013
Girls are aware of opportunities in STEM fields	Number of scholarship applications received from eligible students	50 in fiscal year 2019 to 2020	10 in fiscal year 2012 to 2013
Girls have access to opportunities in STEM fields	Number of scholarships awarded	250 in fiscal year 2019 to 2020	20 in fiscal year 2012 to 2013
Girls have access to opportunities in STEM fields	Percentage of scholarships in STEM fields awarded to women	50% in fiscal year 2019 to 2020	25% in fiscal year 2012 to 2013

Program outcome: intermediate

Outcome	Indicator	Target	Baseline
The gender gap in STEM graduates is reduced	Percentage of STEM graduates who are women	43% by 2030	33% in 2011

Program outcome: ultimate

Outcome	Indicator	Target	Baseline
The gender gap in STEM professions is eliminated	Percentage of STEM positions in universities and in the private and public sectors that are filled by women	50% by 2035	28% in 2011

Ways this performance information profile could be improved:

The evaluator could consider the following questions:

- Are the existing indicators sufficient to collect the necessary data for a comprehensive GBA+?
- Can the data that is currently available be disaggregated by gender and other identity factors such as race, ethnicity or immigration status?
- What other intersecting identity factors are important to consider?
- Are other indicators needed to address the outputs and outcomes in the logic model and theory of change?

Although the data for these indicators can be disaggregated by sex, this data does not provide sufficient information on the gender gap in STEM. It is not sufficient to measure the quantity of representation; the quality of representation must also be measured. For instance, data on the percentage of graduates who are women does not provide insight into the academic level achieved by women (undergraduate, masters or doctorate). Likewise, data on the percentage of STEM positions filled by women does not indicate the quality of the positions held by women.

4.0 Inclusive co-creation

As you have now seen, GBA+ can be applied to many activities, both online and offline. Below is an example of how GBA+ can be applied to the co-creation process of a national action plan.

4.1 Importance of inclusive co-creation processes

It is important to use the principles of GBA+ throughout the national action plan co-creation process. If governments want national action plans to meet the needs of the people, it is important to include those people in the development of the plans.

4.2 Best practices for inclusive co-creations

Best practices for inclusive co-creation are being tested in the open government community. Below are a few notable elements that can increase inclusion.

Assess participation barriers

Review possible barriers to participation at the beginning of the event-planning process and respond to them. Barriers can include, but are not limited to:

- when the event is held
- a lack of childcare
- a lack of access to transit
- low digital literacy
- non-accessible venue

Accessibility

Ensure that your event abides by the proposed Accessible Canada Act, regardless of whether the event is held online or in-person, by:

- following the requirements listed in the Standard on Web Accessibility
- using buildings that have ramps and elevators
- providing sign language interpreters or translators for various languages

Partnerships

There are communities that have traditionally been undervalued during consultation processes. Certain marginalized populations may lack the resources to be made aware of such consultations. This limits their opportunity to participate. It is important to develop meaningful trust-based relationships with under-represented groups. Doing so will ensure that their voices are reflected in the government decision-making process. The inclusion of marginalized voices and perspectives in consultation processes will create a space for stronger and more representative decisions to be made.

Knowledge of the community

Before you engage with a community, try to do some research on the community to find out about the diversity that exists within it. Questions you could ask as part of your research include:

- What are their key priorities?
- Are there any internal tensions that you should be aware of?
- For Indigenous communities, what are the protocols associated with engaging with the community?

- Are there things you should know that can ease your engagement without injecting your own biases?

Tools and technology

Provide a variety of ways to participate (such as online or in person) so that people can do so in a way that works for them. It is also important to offer effective communication tools in your consultations. Doing so will ensure that the consultations are inclusive, strategic and far-reaching. One example could be providing mobile devices that are connected to the Internet at in-person consultations. This would allow people without reliable Internet access to have their voices heard in a digital space.

Time

Talk to stakeholder communities. Find out what time works best for them and schedule your event based on their feedback. Give as much notice as possible, so that people can make the necessary arrangements to participate.

Facilitators

Having a GBA+ trained, external facilitator run the consultation can result in more candid responses. The facilitator may not have the same systemic biases as a government official. People may feel more comfortable sharing their thoughts with a third-party facilitator because the facilitator is not directly involved in government.

Locations

Organize your event at high-traffic and accessible community spaces, such as:

- youth centres
- libraries
- community centres

If the space is not easily accessible by public transit, consider providing transportation. Talk to your stakeholder community and see where they would feel most comfortable.

Gender considerations

Make sure that you and your team have GBA+ training before you enter the consultation process. Develop your consultation questions with a gendered lens and ensure a diversity of women's and non-binary voices are present.

Follow-up

Show the community that you have listened to them by using their input to influence your decision-making processes. Where possible, enshrine decision-making processes that give power to communities to make choices about policies or programs that impact them. These processes must be endorsed and understood by decision-makers, otherwise the community's voice can be overshadowed by bureaucratic decision-making. Communicate results back to the communities engaged. This will help maintain existing relationships and build trust, which will increase participation in future consultations.

5.0 Additional resources

5.1 Department for Women and Gender Equality

- Demystifying GBA+
- Take the GBA+ Course
- GBA+ Research Guide
- GBA+ Research Checklist

5.2 International Development Research Centre

- New Feminist Open Government Initiative
- A feminist approach to open government: investing in gender equality to drive sustainable development

5.3 Morris J. Wosk Centre for Dialogue

- Inclusion in Open Government

Endnotes

1 For information about the history of GBA and GBA+ please see [The History of GBA+ - Domestic and international milestones](#).

2 For information about the Government of Canada's renewed commitment, consult the [Action Plan on Gender-Based Analysis (2016 to 2020)](#).

3 For information about GBA+, see [What is GBA+](#).

4 Equity-seeking groups refers to social groups whose members have historically been denied equal access to government services. Canada's *Employment Equity Act* defines equity-seeking groups as women, Aboriginal peoples, persons with disabilities and members of visible minorities.

5 The Government of Canada commonly uses the abbreviation LGBTQ2, which stands for lesbian, gay, bisexual, transgender, queer and two-spirit. The abbreviation often used internationally is LGBTI, which stands for lesbian, gay, bisexual, transgender and intersex.

6 To learn more about the key recommendations, the ways they were incorporated into the Plan, and how they may be used in the future, please see the [What We Heard Report on 2017-2018 open government consultations](#).