

**Perceptions and experiences of LGBTQIA+ service personnel and their families: a
qualitative systematic review and meta-synthesis**

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Abstract

Existing research indicates that LGBTQIA+ military and Emergency First Response service personnel exhibit disproportionately poorer psychological and occupational outcomes than their cisgendered heterosexual counterparts. Coinciding environmental stressors stemming from interaction with industrial settings and social engagement in service communities are emergent. However, research focusing on LGBTQIA+ service personnel's experiences and perceptions, and those of their immediate family, is scarce and where present, varied in population, phenomena, and context. Hence, the study had two primary aims: to examine what the perceptions and experiences of LGBTQIA+ Military personnel, Emergency First Responders, and their families are; and to identify industrial facilitators and barriers stemming from experiences, and how LGBTQIA+ service personnel and their families perceive social connection and engagement with the service community relative to their sexual or gender minority identity. To do so, a systematic review protocol was developed (PROSPERO registration: XXXX) and enacted, forming a systematic review of relevant qualitative literature. Meta-synthesis was then employed according to the JBI meta-aggregative approach, generating seven synthesised findings from 36 categories derived from 32 studies: 1) experiences accessing healthcare through military organisation; 2) experiences of workplace identity disclosure and associated social perceptions; 3) identity management in response to stress; 4) experiences of workplace culture and its effects on service personnel; 5) experiences of workplace policy and perceptions of its impact; 6) discrimination in the workplace and impacted social perception; and 7) service families. Implications upon service organisation practice and policy were discussed and recommendations made.

Key words: emergency first responder, experiences, families, LGBTQIA+, military personnel

Declaration

I certify that this work contains no material which has been accepted for the award of any other degree or diploma in my name, in any university or other tertiary institution and, to the best of my knowledge and belief, contains no material previously published or written by another person, except where due reference has been made in the text. In addition, I certify that no part of this work will, in the future, be used in a submission in my name, for any other degree or diploma in any university or other tertiary institution without the prior approval of the University of Adelaide and where applicable, any partner institution responsible for the joint award of this degree.

I give permission for the digital version of my thesis to be made available on the web, via the University's digital research repository, the Library Search and also through web search engines, unless permission has been granted by the University to restrict access for a period of time.

I acknowledge the support I have received for my research through the provision of an Australian Government Research Training Program Scholarship.

Student ID:

Date of declaration: 24 October, 2022

Contribution Statement

This thesis was written under joint supervision between an internal primary supervisor and external secondary supervisor. The topic and research methodology were put forward by the external supervisor. Through collaborative discussion and independent research, the topic was refined, and the research questions developed. A protocol was generated under guidance of both supervisors, followed by registration of the systematic review in PROSPERO. Search terms and strategy were designed independently, guided by suggestions from supervisors; and prior to finalisation, an academic librarian was consulted to ensure viability. Databases were searched, duplicates removed, and records entered into COVIDENCE for screening by myself. I completed title and abstract, and full-text, screening for all records, while each supervisor independently screened approximately half, at each stage. Quality appraisal of remaining studies was conducted by myself, two students placed at my external organisation, and an additional student researcher from another university. Data extraction was completed by myself; accuracy of which, was evaluated in part by my primary supervisor, and partly by another student researcher based at the same university. I conducted analysis with guidance from my primary supervisor and went on to pen the thesis, independently.

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Perceptions and experiences of LGBTQIA+ service personnel and their families: a qualitative systematic review and meta-synthesis

Background

It is well established that the confronting nature of work in military and EFR organisations is associated with greater incidence of mental health disorders such as Post Traumatic Stress Disorder (PTSD) in service personnel (Carleton et al., 2018); however, there is an emergence of literature indicating that LGBTQIA+ service personnel, specifically, are subject to disproportionately poorer psychological outcomes coinciding with service in the military (Mark et al., 2019) and EFR organisations (Kyron et al., 2021) than their cisgendered heterosexual counterparts. LGBTQIA+ service personnel consistently report significantly higher suicidality, both ideational and attempted, across military (Holloway et al., 2021) and EFR (Kyron et al., 2021) services; and exhibit greater likelihood of substance abuse (Holloway et al., 2021). It has been posited that this disparity in mental health may be related to the presence of environmental stressors unique to military and EFR organisations that disproportionately affect LGBTQIA+ personnel (Blosnich et al., 2015).

Occupational outcomes are also disproportionately poorer amongst LGBTQIA+ service personnel, who have been found to demonstrate greater attrition from service roles (McNamara et al., 2021c), lack of and difficulty in upward career mobility within service (Hassell & Brandl, 2009), and likelihood of encountering discrimination, harassment, and hostility from colleagues (McNamara et al., 2021b). Studies have indirectly indicated that mobility of LGBTQIA+ service personnel within military and EFR organisations can be precursory to attrition (McNamara et al., 2021c), likely a reaction to environmental stress categorisable as either systemic or social: On a systemic level, organisational policies can be directly exclusionary of LGBTQIA+ people, such as banning expression of identity (e.g., 'Don't Ask, Don't Tell' [DADT] in the United States of America [USA]), or indirectly

exclusionary, prohibiting LGBTQIA+ service personnel from accessing critical services such as healthcare in the military (Ramirez & Bloeser, 2017) or failing to recognise LGBTQIA+ family structures leading to fiscal strain (Hinrichs & Christie, 2019); social stressors reported in attrition instances include bullying, sexual harassment, physical assault, and social isolation (McNamara et al., 2021c).

Having established the psychological and occupational disparity between LGBTQIA+ service personnel and cisgendered heterosexual counterparts, it is important to note the underlying social context. LGBTQIA+ people are a politically controversial sub-demographic, meaning there is heterogeneity in legislated human rights and social acceptance internationally (United Nations, 2011). This social status of SGMs is manifest in the historical exclusion of LGBTQIA+ people from service and banning of associated behaviour by many military institutions (Polchar et al., 2014). Influence of LGBTQIA+ social context in EFR institutions is scarcely researched, and so, more difficult to exemplify; however, emergent findings of LGBTQIA+ service personnel reporting inhospitable workplace cultures and events of identity-related persecution support the notion that the broader social context also contributes to the experience of working in EFR (Clarkson, 2014; McNamara et al., 2021b). Nonetheless, public sentiment regarding LGBTQIA+ people is increasingly positive in many nations, indicating a cultural shift towards acceptance and inclusion, which is transcending into military industries: a report by Polchar et al. (2014) outlines the desirability of LGBTQIA+ inclusive military practice and policy on an international level, proposing strategies for bettering social and organisational climate. There is, however, a paucity of literature concerning the position of EFR industries relative to the social context of LGBTQIA+ service personnel.

Despite the psychological, occupational, and social contextual disadvantages associated with working in military and EFR industries as an LGBTQIA+ individual,

LGBTQIA+ service personnel represent a substantial portion of both military and EFR workforces (McNamara et al., 2021b; Department of Defence [DOD], 2019). Exact prevalence is unknown as a very limited number of western nations gather SOGI information for their military populations; Nonetheless, an Australian Defence Force military census identified an approximate total LGBTQIA+ prevalence of 8%, although many abstained from responding to SOGI items (DOD, 2019). In the USA, a lack of census data necessitated approximation of LGBTQIA+ prevalence in the military via the number of service personnel terminated under LGBT exclusionary policy (McNamara et al., 2021b). All considered, there is indication of a willingness to serve amongst LGBTQIA+ populations that overcomes exclusionary policy.

Military and emergency first response organisations and institutionalism: The industrial setting

Both military and EFR organisations share a fundamental purpose in serving and protecting the societal public (Lane et al., 2021). There are, however, nuances: military organisations are universally public institutions that are defensive in nature, focused on external threat from other nation states, and are therefore inherently patriotic and strictly adherent to national policy (Letonturier, 2011); EFR organisations operate in a less macroscopic context, serving the internal population at a community level, and so are less conflict oriented and subject to geographically, organisationally, and service-based contextually varied organisational policy (Couto, 2014). Nonetheless, both industries are characterised by selfless service in what are frequently dangerous and confronting settings (Lane and Wallace, 2020). It is within the unique purposes of military and EFR organisations that institutional identity is rooted.

Institutional identity, service personnel identity, and organisational structure

Service institutions characteristically feature an institutional identity, considerable as the publicly and intra-organisationally known archetypal characteristics of the organisation; its structure, goals, purpose, and spirit (Pepinsky, 2014). It is common practice to enshrine institutional identity within a mission statement, which then sets the tone for organisational policy, practices, and culture (Braun et al., 2012). In the context of military and EFR organisations, institutional identity is of great importance as it underpins motivations of service personnel to perform selfless work (Lane et al., 2021).

Emerging evidence indicates that another way that this is achieved, is through the instilment of an occupational identity in service personnel that consists of their role, rank, and function within the institution (Lane & Wallace, 2020) and the corresponding behavioural expectations that are based upon idealised archetypes of each, such as ‘the perfect soldier’ (Clarkson, 2014) and what Galvin-White and O’Neal (2016) term ‘The PoliceMAN’. Studies have found that individualism can be detractive of job performance and cohesion within a military context (Johansen et al., 2014; Mesmer-Magnus et al., 2018), but similar research in EFR context is scant. Others have proposed that adherence to occupational identities improves cohesion by reducing effect of individual differences (Buijs et al., 2019). Maintaining an occupational identity has also been suggested to be protective against internalisation of traumatic experiences (Lane et al., 2021) that are common across both services, by creating a separation between the individual identity and workplace setting (Blosnich et al., 2015; Carleton et al., 2018). However, as LGBTQIA+ identity is excluded from idealised occupational identities, this is a source of psychosocial stress stemming from SGM identity concealment (Moradi, 2009); although concealment can be otherwise protective by reducing likelihood of discrimination (Wright, 2008).

Furthermore, both types of service institution are structured as authoritative hierarchies, affording power and control to those ranked highly over subordinate staff (Lane & Wallace, 2020), and by extension their career progression and wellbeing. Occupational identity expectations are greater upon more highly ranked service personnel (Collins, 2014; Lane et al., 2021). Lower ranks are

structured into teams and often cohabitate with colleagues, which is intended to increase cohesion and task readiness (Lane et al., 2021), but can be contrary to LGBTQIA+ service personnel's identity management needs and therefore, contribute psychosocial stress (Moradi, 2009). It should also be acknowledged that there are differences in how military and EFR institutions are geographically and organisationally structured, creating a source of potential variance in workplace experience.

Role of policy

Another shared, but inherently varied, characteristic of military and EFR institutions is the significance of policy: military policy is determined on a national level (Belkin et al., 2013); whilst EFR is still governed by law, but varies organisational policy at community, service, and branch levels, with variance between each (Gains & Lowndes, 2018). Exact policy structures can differ internationally (Polchar et al., 2014), increasing the need for consideration of geographical context; and over time (Belkin et al., 2013; Meadows et al., 2010), necessitating consideration of temporal context when examining policy and related experiences. Policy is closely intertwined with LGBTQIA+ experiences in the workplace, as it establishes organisational rules for social conduct, management, and administrative procedures (Blackstock et al., 2018) that control access to organisational services such as healthcare (Chen et al., 2017). In cases where policy excludes LGBTQIA+ people or their unique needs as occurred when DADT was instituted in the USA, LGBTQIA+ service personnel reported experiencing greater discrimination, harassment, and social exclusion then prior to implementation (Robinson-Thomas, 2018).

Socially influential organisational characteristics: The service community

It is common for military personnel and their families to reside in communities that exclude civilians (Lane et al., 2021). This limits socialisation potential and increases barriers to accessing civilian community support through physical distancing (Frey et al., 2014). EFR service communities are diametrically opposed, being highly integrated into their local communities, which can be equally insular in rural contexts, where populations are limited

and social proximity, high (Wright, 2008). In either case, service communities are subject to unique social constraints when compared to general society.

Culture

Defining organisational culture as a construct is contentious (Chatman & O'Reilly, 2016), but in service contexts, it has been considered the hegemonic social norms, collectively espoused values, social beliefs, and traditions held and practiced by the workplace majority (Lane & Wallace, 2020). Through this lens, workplace behaviours are grouped by commonality and social acceptance, establishing the status quo and consequently, the experiences and social perceptions of all service personnel.

Masculinity.

Military and EFR institutions are considered to exhibit masculine culture, meaning organisational experience is aligned with social characteristics of cisgendered heterosexual males (McNamara et al., 2021a). This is reinforced by presence of masculine values within institutional and occupational service identities (Wright, 2008); and compounded by physicality of job tasks, historic and persistent male dominated workforce composition (Couto, 2014), and general societal stereotypes associated with service roles (Clarkson, 2014). As a result, masculine behaviours are more socially acceptable in the workplace. Emerging evidence indicates that SGM identity configurations may experience masculine culture differently: a study of lesbian firefighters by Wright (2008) revealed that lesbian women were often accepted due to their alignment with masculine characteristics; another study finding that gay men and lesbian women in paramedic roles faced similar social isolation (Clarkson, 2014); while a study of military context found that lesbian women were disproportionately harmed under exclusionary policy due to identifiability associated with masculine characteristics (Van Gilder, 2017).

LGBTQIA+ service families

Research focusing directly on family members of LGBTQIA+ service personnel is scarce; the tendency rather being to include familial experiences tangentially to those of the service member. According to a conceptual model of lesbian and gay families proposed by Pendergast and MacPhee (2018), cultural climate of the work and community environment affects both children and parents, who also affect each other, when faced with discrimination. Within the military context, families are significantly affected by service member mental health and their absence while on deployment (Riggs et al., 2011); and families without access to support are increasingly prone to developing psychosocial complications (Bowling & Sherman, 2008). Emerging evidence coincidentally suggests that LGBTQIA+ service personnel are more likely to seek social support from their families due to social isolation (Hinrichs & Christie, 2019), while facing difficulties accessing healthcare and support services through military infrastructure (Goldbach and Castro, 2016). There is also evidence for psychosocial stress transfer occurring: A study by Hinrichs and Christie (2019) found that SGM identity related stress in accessing end of life care experienced by a LGBTQIA+ veteran was internalised by their partner. LGBTQIA+ children belonging to military households have exhibited significantly greater substance abuse than non-military peers (De Pedro & Shim-Pelayo, 2018), supporting service culture effects at all familial levels. All considered, there is substantial evidence to justify enquiry into family members of LGBTQIA+ military service personnel, and more so for EFR context, which appears underrepresented in the literature.

The present study: research aims and objectives

The purpose of this study is to consolidate the experiences and perceptions of military and EFR LGBTQIA+ service personnel and their families as they navigate their respective industrial settings and service communities. It is hoped that by aggregating existing and emergent qualitative literature, understanding of the unique mechanisms that effect LGBTQIA+ people in service can be

improved; potentially informing practice and policy to minimise negative experiences in the workplace and beyond. To this end, the following questions are posed:

1. What are the experiences and perceptions of LGBTQIA+ military personnel, EFRs and their families?
 - a. What are the facilitators and barriers experienced by LGBTQIA+ service personnel and their families when interacting with the industrial setting of military and EFR institutions?
 - b. How do LGBTQIA+ service personnel and their families perceive social connection and engagement with the service community relative to their SGM Identity?

Method

Design

Meta-synthesis of qualitative research draws new insights into phenomena of interest by viewing existing literature as an interconnected whole, revealing influences of context and where possible, generalising to a target demographic (Hansen et al., 2011). Meta-aggregation is a methodological approach to meta-synthesis developed by the Joanna Briggs Institute (JBI) that assumes a pragmatist and Husserlian transcendental phenomenological paradigm, whereby strict procedural adherence and evidentiary quality considerations produce reliable findings guided by strict phenomena of interest that can inform policy and practice recommendations (Lockwood et al., 2015). This approach is modelled upon quantitative meta-analytic procedure, ensuring that considerations of rigour are met (Lockwood et al., 2015). Moreover, pooling of findings by conceptual similarity during synthesis bolsters resilience to methodological heterogeneity of studies (Aromataris & Munn, 2020) while preserving sources of contributing information, allowing for identification of contextual differences. It is for these reasons that JBI Meta-aggregative synthesis was employed herein.

Prior to which, an a priori protocol (PROSPERO Registration: CRD42022323913) was designed and implemented in accordance with JBI guidelines for synthesis of qualitative evidence (Aromataris & Munn, 2020), resulting in completion of a systematic review. The search was conducted on 31 July 2022.

Participants

Search strategy.

Search terms were determined through preliminary literature review for the protocol, drew on personal knowledge of the primary investigator and XXXX as members of the target population, and were guided by advice of an academic librarian. Said terms were assembled into a series of key words and MeSH headers recognised by the PsycINFO (Ovid) electronic database (see Appendix A, Table A1 for search strategy). This search strategy was then translated syntactically for all searched electronic databases. A logic grid of key search terms organised by Boolean logic underpinned search strategy generation for all databases (see Table 1), ensuring continuity of search scope even in cases where certain terms were not recognised by a database's indexing. Terms were informed by four main conceptual targets: first, qualitative methodology; second, phenomena of interest (experiences and perceptions); third, LGBTQIA+ identity; fourth, military service; and fifth, EFR service. A conceptual category for families was initially included, but was removed as inclusion did not produce records unique from the combination of other categories: LGBTQIA+ service encapsulated family members without need for a separate search category.

The following electronic databases were searched: PsycINFO (Ovid), PubMed Central, ProQuest Central, Scopus (Elsevier), MEDLINE (Ovid), Embase (Ovid), and PTSDpubs (ProQuest) (see Appendix A for all search strategies). Various journals specialised to military and EFR contexts or populations were also hand searched (see Appendix C, Table C1 for

complete search grids and return quantities). ProQuest and PTSD Pubs were searched for relevant grey literature (see Appendix A for all search strategies).

Table 1*Logic Grid of Search Terms and Boolean Structure*

Conceptual category				
Qualitative methods	Perceptions and experiences	LGBTQIA+ identity	Military service	EFR service
Qualitative method*	Percep*	LGBTQ	Military personnel	First responders
Qualitative research	Perceiv*	Sexual orientation	Military medical	Emergency personnel
Qualitative study	Experienc*	Gender identity	personnel	Police personnel
Qualitative analys*		Sexual minority groups	Soldier*	Paramedics
Content analys*		LG	Military offic*	Fire Fighters
Grounded theor*		LGB	Military service personnel	Ambulance
Interview*		LGBT	Military service member*	Ambulance personnel
Semi-structured interview*		GLBT	Military service offic*	Ambulance operator*
Structured interview*		LGBT+	Military personnel	Ambulance worker*
Ethnograph*		LGBTQ	Military operative*	Emergency first
Thematic analys*		LGBTQ+	Military operator*	responder*
Interpret*		LGBTQI	Military veteran*	Emergency medic*
Phenomenological		LGBTQI+	Veteran*	emergency medical
Interpretative		LGBTQIA	Military reservist*	technician*
Phenomenological		LGBTQIA+	Reservist*	Emergency personnel

Interpretative	LGBTI	Reserve*	Emergency responder*
Phenomenological Analys*	LGBTI+	Military Reserve*	Emergency service*
Focus group*	LGBTIQ	Military serviceman	Emergency service
Focus group interview*	LGBTIQ+	Military servicemen	personnel
Narrative*	LGBTIQA	Military servicewoman	emergency technician*
Narrative analys*	LGBTIQA+	Military servicewomen	EMT
	QUILTBAG	Serviceman	EMTs
	GSM	Servicemen	fire and rescue personnel
	Gender and sexual minorit*	Servicewoman	fire and rescue
	Gender identity	Servicewomen	fire fighter*
	TGNC	Defence member*	firefighter*
	Transgender and Gender	Defence offic*	First responder*
	Non-Conforming	Defence service personnel	Law enforc*
	Gender non-conforming	Defence service member*	Paramedic*
	Gender variant*	Defence service offic*	Police
	Gender fluid	Defence personnel	Police officer*
	Genderfluid	Defence operative*	Public safety offic*
	Agender*	Defence operator*	Public safety personnel
	Gender neutrois	Defence veteran*	Rescue personnel
	Genderless	Defence reservist*	Rescue worker*
	TGNCNB	Defence serviceman	

NB	Defence servicemen
Non-binary	Defence servicewoman
Non binary	Defence servicewomen
Homosexual*	Defence force member*
Lesbian*	Defence force offic*
Gay*	Defence force service
Bisexual*	personnel
Transgender*	Defence force service
Transman	member*
Transwoman	Defence force service
FtM	offic*
F2M	Defence force personnel
Female to male	Defence force operative*
Female to male transgender	Defence force operator*
MtF	Defence force veteran*
M2F	Defence force reservist*
Male to female	Defence force serviceman
Male to female transgender	Defence force servicemen
FtM transgender*	Defence force
F2M transgender*	servicewoman
MtF transgender*	

M2F transgender*	Defence force
Transex*	servicewomen
Trans	
Transitioned	
Transition	
Transitioning	
Questioning	
Intersex*	
Asexual*	
Queer*	
Queer people	
Queer person	
Queer individual*	
Queer group*	
Queer population*	
Genderqueer*	
Sexual preference*	
Sexual minorit*	
Passing	
Pass	
Out	

Coming out
Came out
Outed
Outness
Closeted
In the closet
Out of the closet
MSM
Men who have sex with
men
WSW
Women who have sex with
women
QPOC
Queer people of color
QTPOC
Trans people of color
Transgender people of
color

Note. Each column of the logic grid is combined laterally via 'AND' Boolean operator; and each row is combined vertically via 'OR' Boolean operator.

Study Inclusion.

Table 2 outlines the inclusion criteria screened for during the systematic review. Due to the paucity of literature in this niche area of enquiry, studies were included if they focused on LGBTQIA+ service personnel, their families, or both, to maximise breadth of records captured. Similarly, mixed-methods studies were included if they were judged to include sufficient textual findings suitable for aggregation and qualitative studies were considered to meet inclusion criteria if author statements considerable as findings were present, allowing for inclusion of narrative style studies and some narratively presented ethnographic studies that would otherwise be missed.

Table 2

Inclusion Criteria for Studies

Phenomenon of Interest	Experiences and perceptions of LGBTQIA+ service personnel and their families relative to navigation of the industrial complex and engagement with the service community
Population	<ul style="list-style-type: none"> • LGBTQIA+ service personnel, active and retired • Immediate families of LGBTQIA+ service personnel: grandparents, parents, siblings, children, spouse(s) or partner(s)
Context	<ul style="list-style-type: none"> • Navigating military and EFR institutions and engaging with the service community when LGBTQIA+, an immediate family member of an LGBTQIA+ service member, or both
Construct	<ul style="list-style-type: none"> • Experiences and perceptions
Study Design	<ul style="list-style-type: none"> • Qualitative and mixed-methods research considered. No restriction on type of qualitative research design. Mixed methods designs accepted if containing qualitative results suitable for aggregation • Primary research studies • Textual results comprising statements, evidenced themes, descriptive or observational author commentary relevant to qualitative findings – thematic or statements

Publication	• Studies published in English
Elements	• Not limited to peer-reviewed publications; grey literature included

Study Selection.

All records identified through search ($n = 1,128$) were imported into EndNote 2020 software as citations, sorted into separate libraries corresponding to the database searched, and 86 duplicates were removed manually (see Figure 1). Following title and abstract screening of 1,043 records by two independent reviewers, full texts of records meeting the inclusion criteria (see Table 2) were retrieved and manually stored for further screening; and their reference lists screened for further relevant studies meeting the inclusion criteria. Interrater agreement varied between independent reviewers, but was generally moderate to high (see Table 3). Records identified by means other than database searching ($n = 6$) were imported into Covidence and subjected to the aforementioned screening stages. Full text screening against the inclusion criteria was conducted for 63 records by two independent reviewers. Disagreements were discussed with an additional reviewer and so forth until resolution was achieved, resulting in inclusion, and critical appraisal, of 32 records in the meta-synthesis. Inclusion and exclusion decisions, and their reasoning were recorded, populating a Preferred Reporting Items for Systematic Reviews and Meta-analyses (PRISMA) (Page et al., 2021) flow diagram (see Figure 1).

Table 3

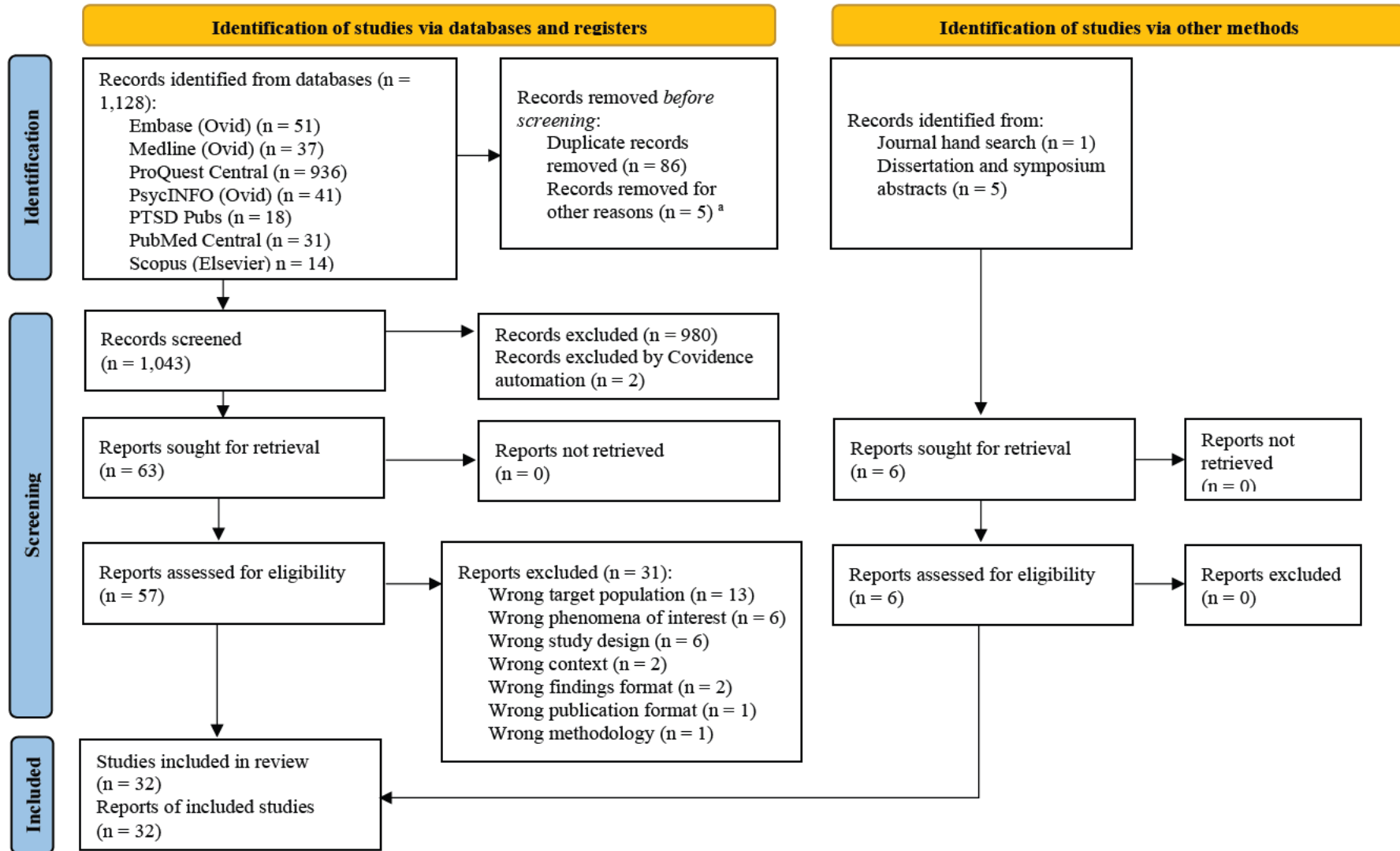
Title and Abstract Screening Interrater Agreement

Reviewer pairing		Agreement proportion (%)	Cohen's Kappa (κ)	Classification
Primary investigator	Independent reviewer 1	95.65	.60	Moderate
Primary investigator	Independent reviewer 2	98.93	.90	Very high

Note. Statistics generated by Covidence utility; classification performed manually.

Figure 1

PRISMA Flow Diagram Detailing Search Process



Note. Diagram is a slightly modified PRISMA diagram adapted from Page et al. (2021)

Critical appraisal.

The standardised JBI critical appraisal checklist for qualitative research (Lockwood et al., 2015) was digitised and completed by the primary investigator, and by three independent reviewers such that an independent reviewer examined studies meeting the inclusion criteria. Disagreements were discussed by the primary investigator and independent reviewer until resolution; if consensus could not be attained, a third independent reviewer was consulted. Scoring was conducted, providing a quality percentage that could range from zero to 100%; a quality categorisation was then assigned based on predetermined ranges (see Results, Table 7).

Procedure

Data extraction

The standardised JBI QARI Data Extraction Tool for Qualitative Research (Aromataris & Munn, 2020) was utilised for data extraction following slight modification to include fields for unique demographic characteristics of industrial context (military or EFR), service status, and military branch or EFR service represented (see Appendix E). Data from all studies selected for inclusion of suitable quality was extracted by the primary investigator and assigned a level of credibility of ‘unequivocal’, ‘credible’, or ‘not supported’ as defined by Aromataris and Munn (2020). An independent reviewer then screened data extractions for accuracy and validity of credibility assessment; disagreements were discussed with the primary investigator until resolution was reached, in which case a detailed note was added to the ‘comments’ field of the relevant extraction.

Method of analysis

Data synthesis

Meta-aggregative synthesis was conducted in three stages, as recommended by Aromataris and Munn (2020): first, all findings of studies were extracted alongside

exemplary illustration(s) which were textual quotations of themes, author observations, participant quotations, and other appropriate textual artefacts resulting from each study's methods in this review, and a credibility evaluation recorded; second, findings were grouped according to conceptual and contextual similarity by the primary investigator and a statement representing their generalised meaning was generated, forming categories; third, categories were grouped by conceptual and contextual similarity by the primary investigator, forming representative statements considered to be synthesised findings and descriptions of their meaning. Findings classified as 'not supported' in stage one of synthesis were still extracted, although not included in synthesis (Aromataris & Munn, 2020). This included author conclusions that were not based in the data found by the study. Identification of findings during stage one was achieved through reading of the Results section and extracting themes or author statement findings. Categories were formulated and defined by the primary investigator. Supervisors provided feedback and recommendations for categories and their descriptions, which was integrated into the final meta-aggregation. Synthesised findings and their descriptions were generated by the primary investigator, but discussed with supervisors until consensus prior to finalisation.

Assessing confidence in findings

To determine the credibility and dependability of synthesised findings, the ConQual approach to establishing confidence in the output of qualitative research synthesis (Munn et al., 2014) was implemented. Through which an objective summary of meta-aggregation quality was generated (see Table 16), outlining each synthesised finding, its methodology of origin, credibility, dependability, and a nominal ConQual score ranging from 'high' to 'very low' (Munn et al., 2014).

Reflexivity

The primary investigator identifies as part of the LGBTQIA+ community and has had personal relationships with Australian LGBTQIA+ EFR service personnel and subsequently holds knowledge of their accounts, both positive and negative. These are likely to have influenced the primary investigator's perception of EFR institutions within an Australian context. Remaining team members variably identify as members and allies of the LGBTQIA+ community, and having had relationships with military personnel. To minimise the potential impact of bias, the research team utilised methodologies for systematic review and meta-synthesis that are standardised by the JBI. Adherence to these standardised methodologies is intended to decrease the risk of bias and safeguard methodological rigour in qualitative research contexts to meet levels similar to quantitative meta-analyses (Aromataris & Munn, 2020). Moreover, shared identity and firsthand knowledge of the target population are considered valuable in qualitative enquiry, as data extraction and synthesis may be more sensitive to findings that could otherwise be omitted (Thorpe et al., 2018). A reflexive journal and frequent discussions with the research team allowed for monitoring of potential bias and maintained accountability (Tracy, 2010), bolstering credibility of findings.

Results

Demography

Sample characteristics

Demographic characteristics for all studies included in the review are outlined in Table 4. Of the 32 studies included in the meta-synthesis, approximately 84% are situated within military context, and 16% in EFR context. Focus on family members of LGBTQIA+ was largely absent; only one study solely examined family, and the participants were all spouses (Gutman, 2017). Families were included indirectly in several studies, often through experiences and perceptions of the LGBTQIA+ service personnel themselves. The majority of studies were published after 2014 (88%), featured a purely qualitative methodology (84%), utilised thematic analysis (56%) and phenomenological (19%) methods, and were geographically localised to the USA (81%). The Army was the most represented military branch, featured in approximately 70% of all military context studies; see Table 5 for branch representation by sample. Police were the most represented EFR service, appearing in 60% of EFR studies; see Table 6 for contextual differences. Service status of study participants was quite evenly distributed between those in current service (41%), those who served formerly (31%), and blending of the two (28%); see Figures 6, 7, and 8 for sample proportions. Homosexuality was the most represented sexual orientation, appearing in 21 studies, and male, the most represented gender, appearing in 18 studies (see Figures 10 and 11).

Table 4

Demographic Characteristics and their Distribution Across Retrieved Studies and by Industrial Context

Demographic characteristic	Studies					
	All (N=32)		Context			
			Military (n=27)		EFR (n=5)	
	<i>n</i> ^a	% ^b	<i>n</i> ^c	% _N ^d	<i>n</i> ^c	% _N ^d
Publication format						
Journal article	19	57.58	14	43.75	5	15.63
Dissertation	13	39.39	13	40.63	0	0
Publication year						
2022	3	9.38	1	3.13	2	6.25%
2021	5	15.63	5	15.63	0	0
2020	3	9.38	3	9.38	0	0
2019	2	6.25	2	6.25	0	0
2018	5	15.63	4	12.50	1	3.13
2017	4	12.50	4	12.50	0	0
2016	1	3.13	1	3.13	0	0
2015	2	6.25	2	6.25	0	0
2014	3	9.38	3	9.38	0	0
2012	1	3.13	0	0.00	1	3.13
2010	1	3.13	1	3.13	0	0
2008	1	3.13	0	0.00	1	3.13
2000	1	3.13	1	3.13	0	0
Methodology						
Qualitative	27	84.38	22	68.75	5	15.63
Mixed-methods	5	15.63	5	15.63	0	0
Data analysis method						
Thematic analysis	18	56.25	14	43.75	4	12.5
Unique phenomenological variant ^e	4	12.5	4	12.5	0	0

Narrative analysis	3	9.38	3	9.38	0	0
Interpretative phenomenological analysis	2	6.25	2	6.25	0	0
Content analysis	2	6.25	2	6.25	0	0
Psycho-Social						
Ethnography of the Commonplace	1	3.13	1	3.13	0	0
Participatory action research	1	3.13	1	3.13	0	0
Unspecified	1	3.13	0	0	1	20
Geographical context						
United States of America	26	81.25	25	78.13	1	3.13
Canada	2	6.25	1	3.13	1	3.13
United Kingdom	2	6.25	0	0	2	6.25
Australia	1	3.13	0	0	1	3.13
Israel	1	3.13	1	3.13	0	0
Service status						
Current	13	40.63	9	28.13	4	12.5
Former	10	31.25	8	25	1	3.13
Both	9	28.13	9	28.13	0	0
Identity representation ^f						
Sexual orientation						
Heterosexual ^g	1	3.13	1	3.13	0	0
Lesbian	18	56.25	15	46.88	3	9.38
Gay	21	65.63	19	59.38	2	6.25
Bisexual	11	34.38	10	31.25	1	3.13
Questioning	1	3.13	1	3.13	0	0
Asexual	1	3.13	1	3.13	0	0
Queer	1	3.13	1	3.13	0	0
Unspecified	6	18.75	6	18.75	0	0
Gender						
Male	18	56.25	17	53.13	1	3.13
Female	16	50	13	40.63	3	9.38

Transgender	15	46.88	15	46.88	0	0
Intersex	1	3.13	1	3.13	0	0
Non-conforming	1	3.13	1	3.13	0	0

^a Count indicative of how many studies exhibit the corresponding demographic characteristic.

^b Percentage representing portion of studies exhibiting the corresponding demographic characteristic.

^c Number of studies exhibiting the corresponding demographic characteristic.

^d Percentage of studies exhibiting the demographic characteristic; calculated using the total sample size (N = 32).

^e Four unique variants of phenomenological analytical techniques present amongst records: 1) Colaizzi's (1978) descriptive phenomenological method, 2) Moustakas (1994) approach to phenomenological analysis, 3) Armedeo Giorgi's (2009) Descriptive Phenomenological Method, and 4) Phenomenological bracketing.

^f A sexual orientation or gender category is considered represented if present and identified as by participants in a record. Studies featuring multiple identity configurations are considered to represent each subsumed identity category, so one study may contribute counts to multiple identity categories.

^g Heterosexual orientation was present amongst participants identifying as transgender.

Table 5*Military Branch Demography Distribution Amongst Reviewed Military Context Studies*

Demographic Characteristic	Count (<i>n</i>) ^a	Proportion (%) ^b
Branch representation ^N		
Army	19	70.37
Air force	16	59.26
Navy	14	51.85
Marine corps	12	44.44
Unspecified	6	22.22
Coast guard	4	14.81
National guard	4	14.81
Reserves	3	11.11
Public health service	1	3.70

^a Instances of military branch appearing in a record of military context; some records feature various branches, so counts do not sum to the sample size ($n = 27$).

^b Percentage representation of how many military context records feature a specific branch; some records feature various branches, so proportions do not sum to 100%.

^c A branch is considered represented in a record if participants or their families belong to the branch and there is corresponding data in the record's results suitable for extraction.

Table 6*Service Demography Distribution Amongst EFR Context Studies*

Demographic Characteristic	Count (<i>n</i>) ^a	Proportion (%) ^b
Service representation ^c		
Police	3	60
Fire	2	40
Corrections	1	20

^a Instances of service appearing in a record contextualised by EFR industry; some records feature more than one service resulting in a total count larger than the industry sample ($n = 5$).

^b Percentage representation of how many EFR context records feature a service; some records feature various services, so summed proportions exceed 100%.

^c A service is considered represented in a record if participants or their families belong to the service and there is corresponding data in the record's results suitable for extraction.

Geographical context of studies.

Geographical setting in the USA was the most prevalent overall (see Figure 2), persistent when considering proportion of military context studies (see Figure 3); however, in EFR context studies, only one was localised to the USA (see Figure 4). Military studies were therefore most representative of the North American military culture, whilst EFR studies featured a more geographically diverse representation of EFR service culture.

Figure 2

Number of Studies by Country of Publication

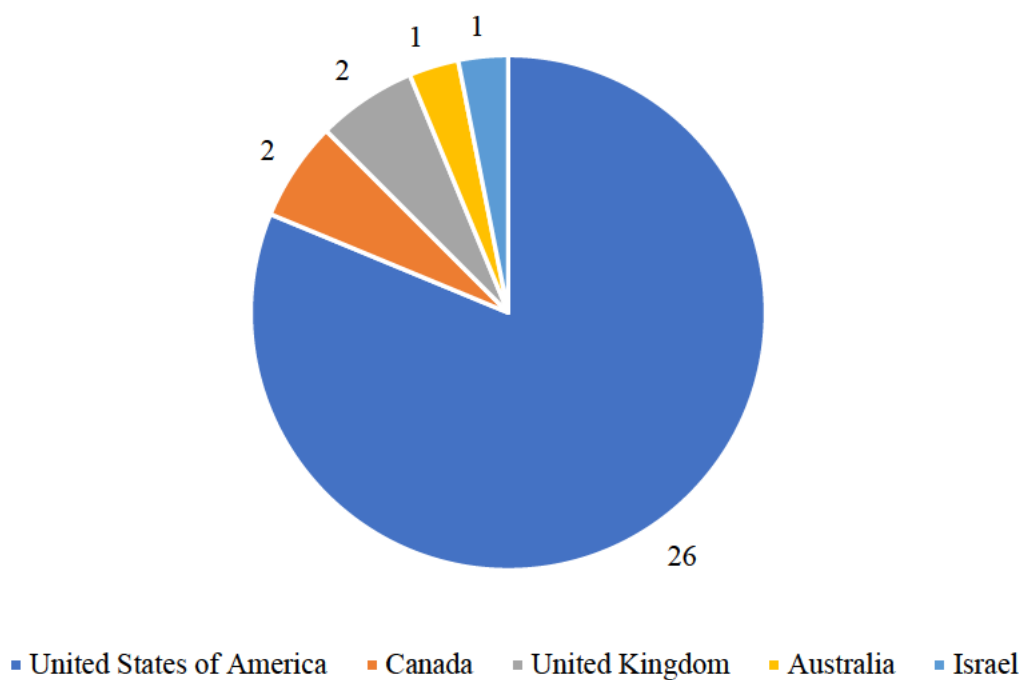


Figure 3

Number of Studies by Country of Publication in Military Context

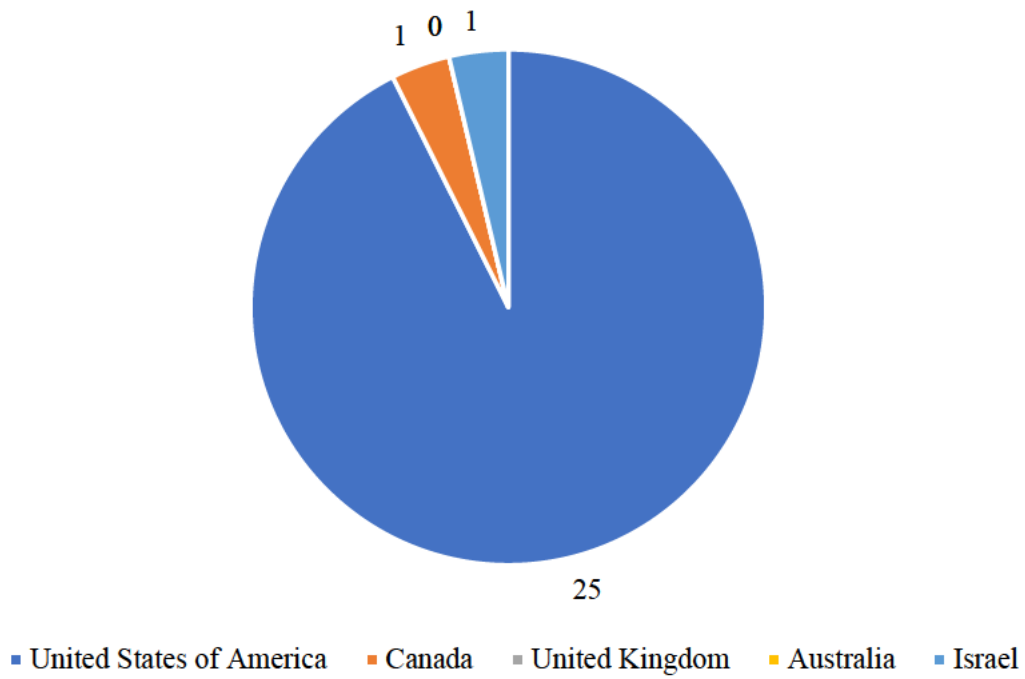
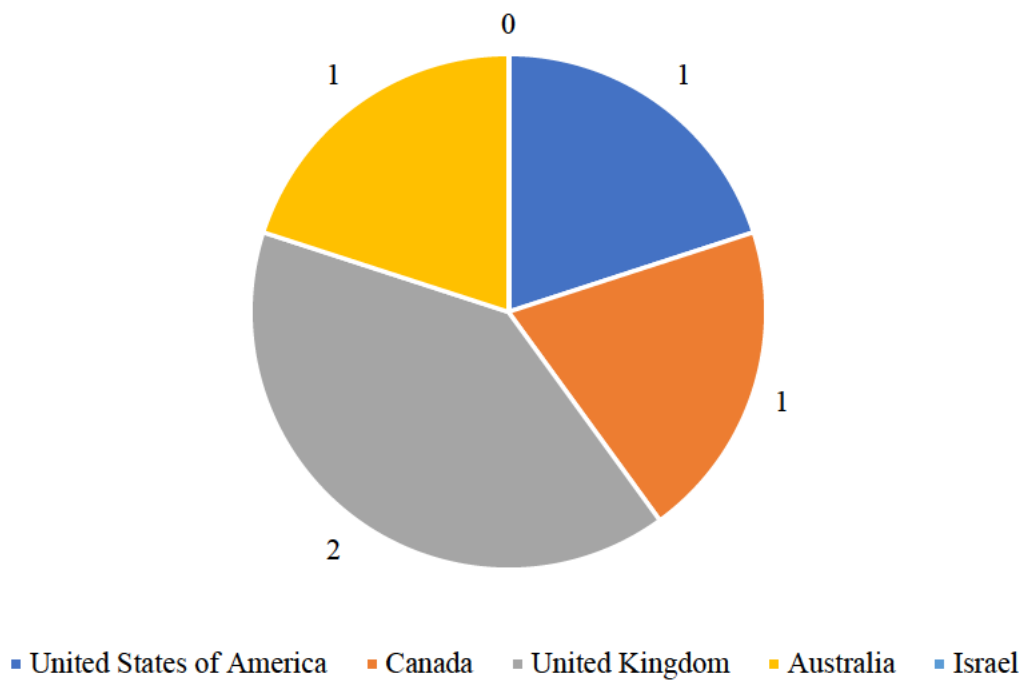


Figure 4

Number of Studies by Country of Publication in EFR Context



Temporality of studies.

Publication year of military context studies was concentrated to three time periods: 1) 2014; 2) 2017 to 2018; and 3) 2020 to 2021 (see Figure 5). Coincidentally, the DADT policy in the USA was repealed in late 2011 (Belkin et al., 2013) and a ban on transgender service personnel was enacted in 2019 (Wise, 2019) and repealed in 2021 (Leonard, 2021). The publication trends observed in retrieved military studies are consistent with major military policy events occurring in the USA, which may explain the larger proportion of military studies retrieved overall when compared to EFR, where policy is largely determined at a community level (Gains & Lowndes, 2018).

Figure 5

Number of Studies per Publication Year

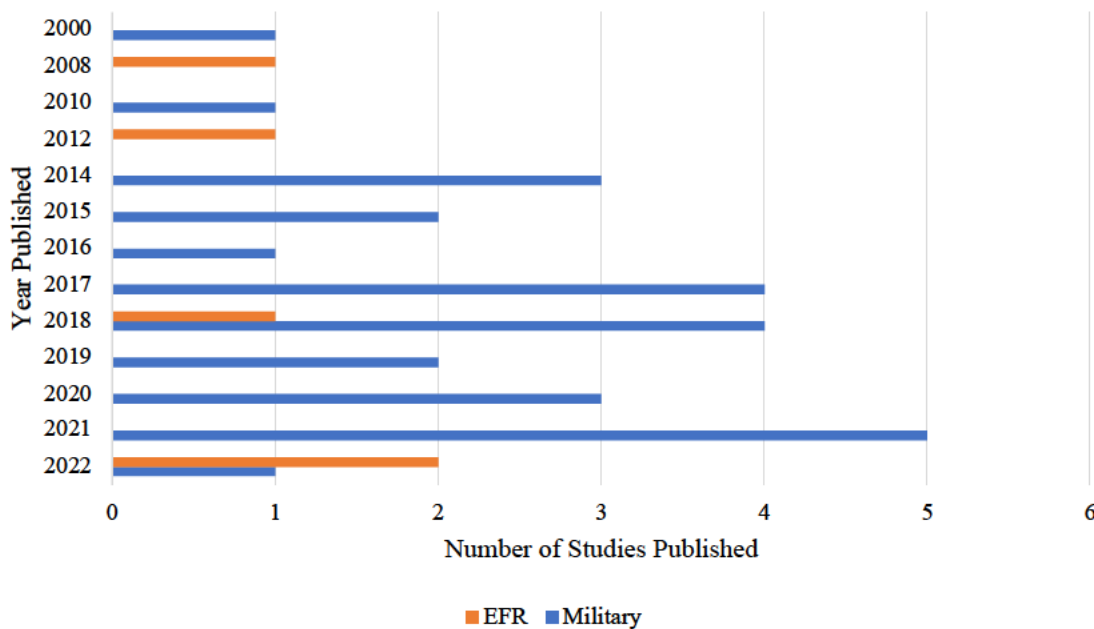


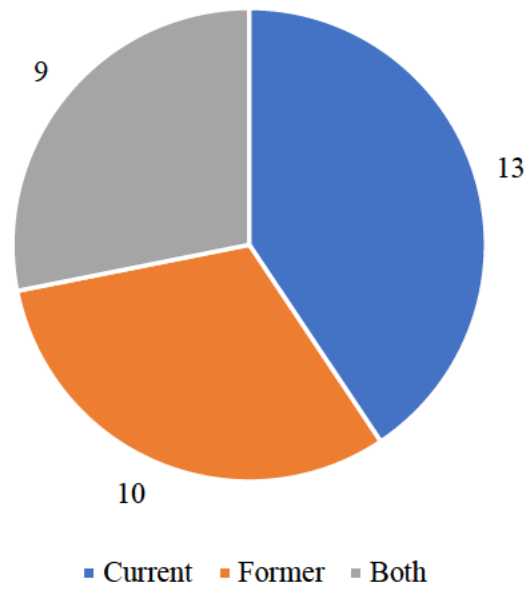
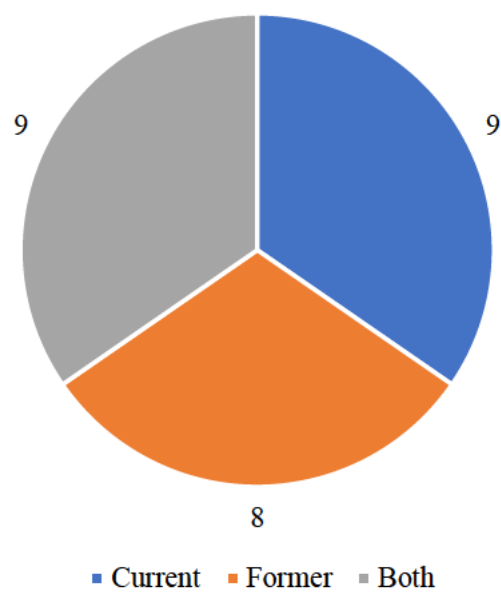
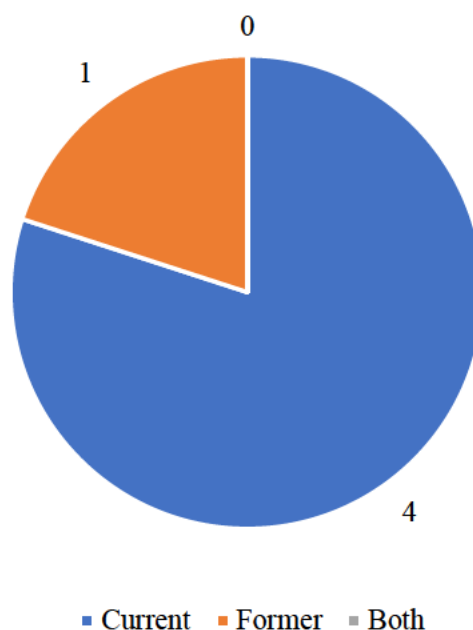
Figure 6*Number of Studies by Service Status***Figure 7***Number of Studies by Service Status in Military Context*

Figure 8

Number of Studies by Service Status in EFR Context



SGM Identity Representation Differences Between Military and EFR studies.

Homosexual orientation and male gender were the most represented SGM identity categories overall; see Figures 9 and 10 for proportions; and in retrieved military studies; see Figures 11 and 12 for proportions. Conversely, EFR studies were most representative of lesbian orientation and female gender; see Figures 13 and 14 for proportions. Transgender identity was most represented after male and female binaries in studies overall, appearing in 15 studies (47% of overall sample); all of which, were of military context and 8 of which featured a healthcare related phenomenon of interest coinciding with military healthcare policy change in 2011 following the repeal of DADT (Campbell et al., 2017). There was no representation of Transgender identity amongst the retrieved EFR studies.

Figure 9

Number of Studies by LGBTQIA+ Sexual Orientation Category Represented

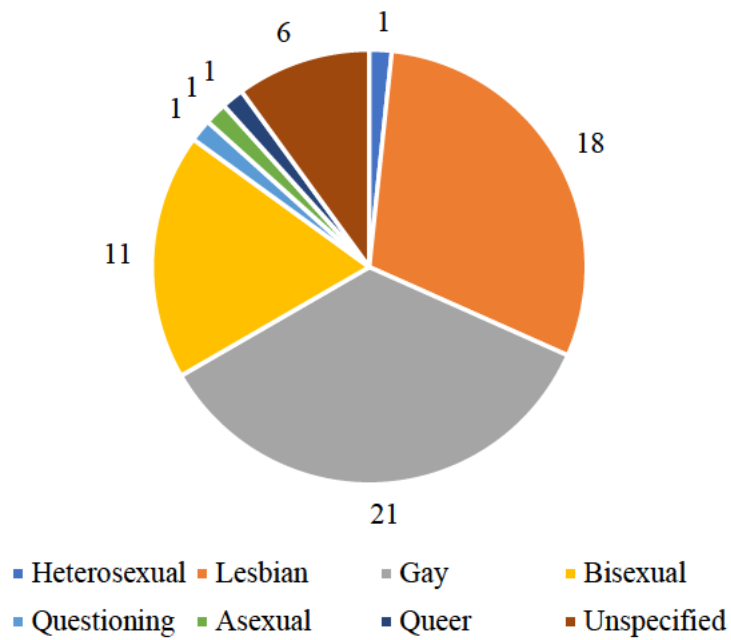


Figure 10

Number of Studies by LGBTQIA+ Gender Category Represented

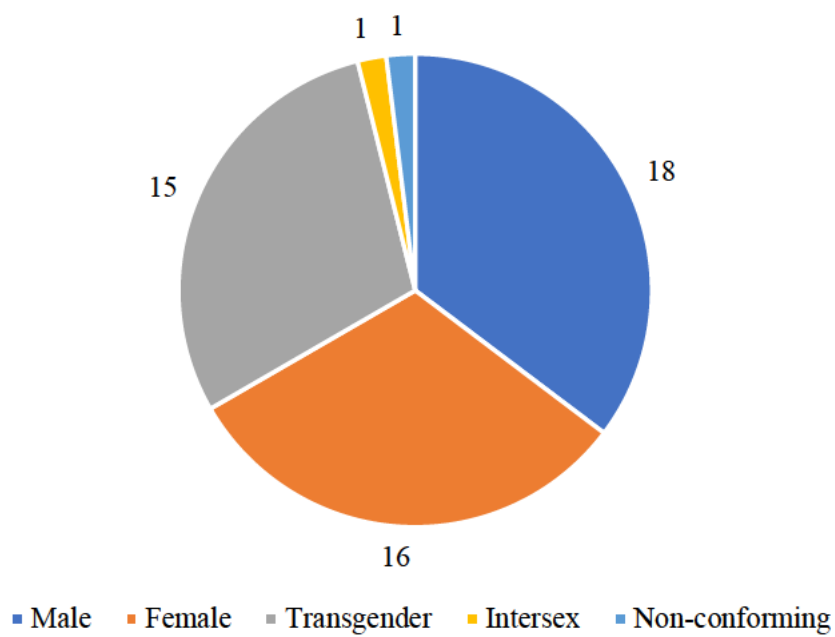


Figure 11

Number of Studies by LGBTQIA+ Sexual Orientation Represented in Military Context

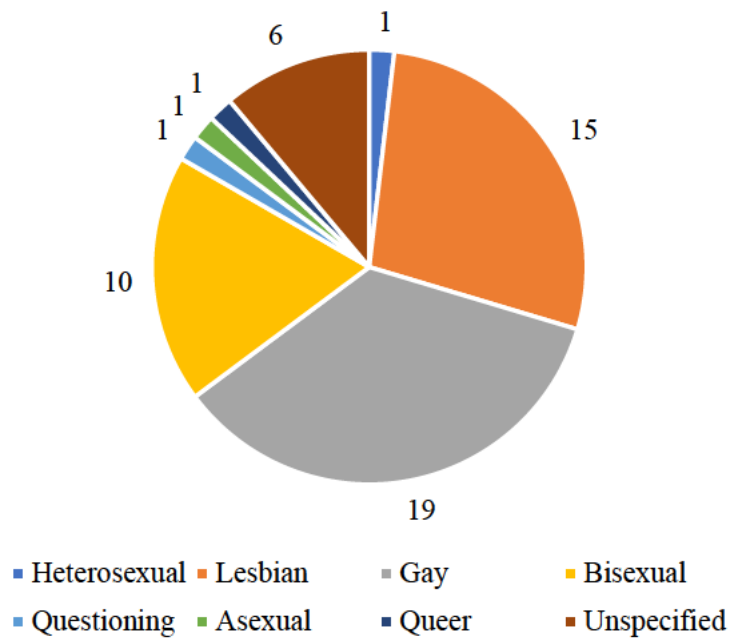


Figure 12

Number of Studies by LGBTQIA+ Gender Category Represented in Military Context

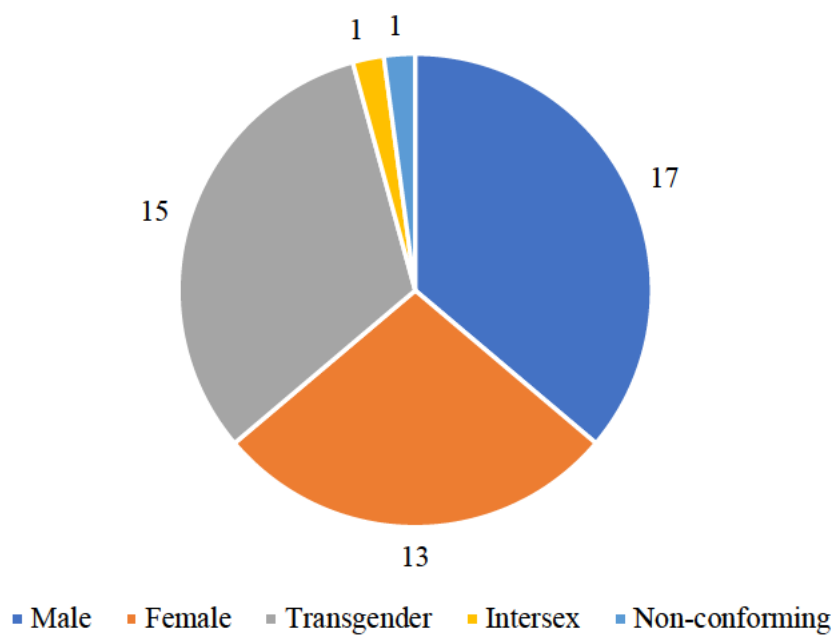


Figure 13

Number of Studies by LGBTQIA+ Sexual Orientation Represented in EFR Context

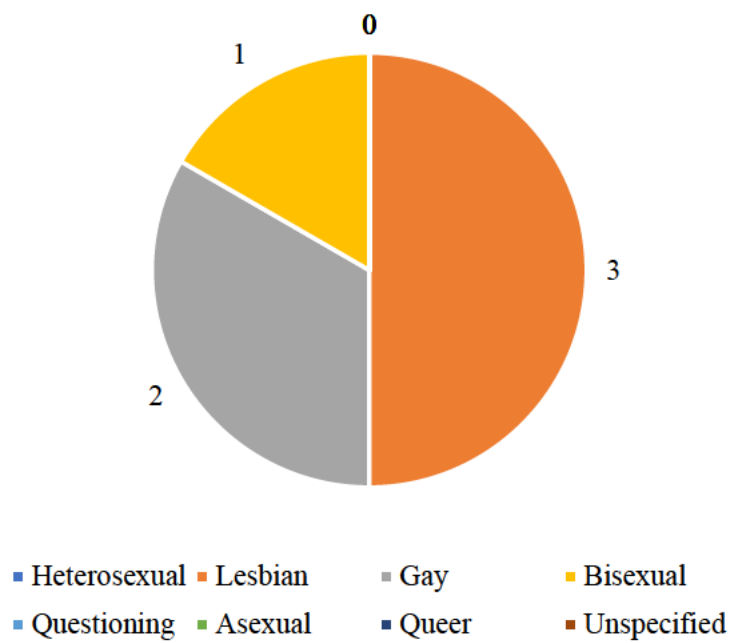
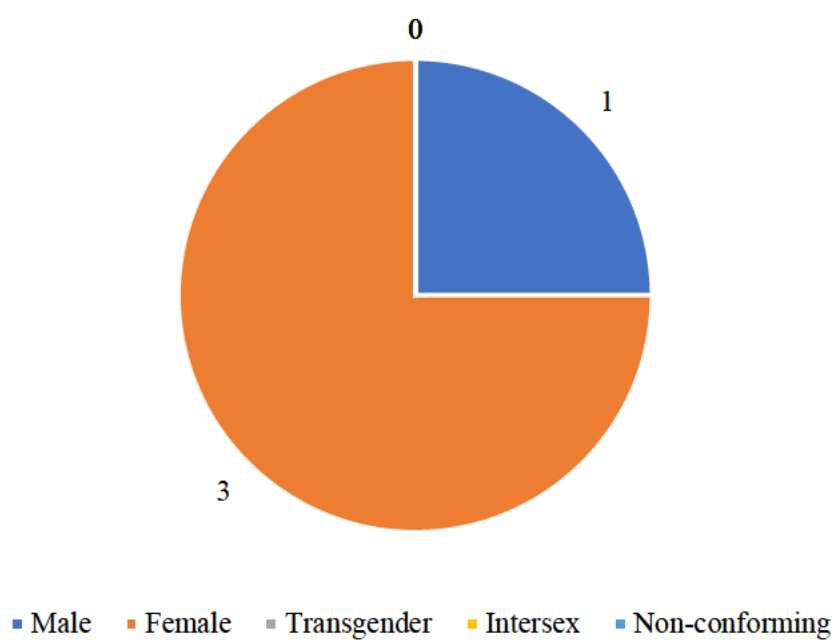


Figure 14

Number of Studies by LGBTQIA+ Gender Category Represented in EFR Context

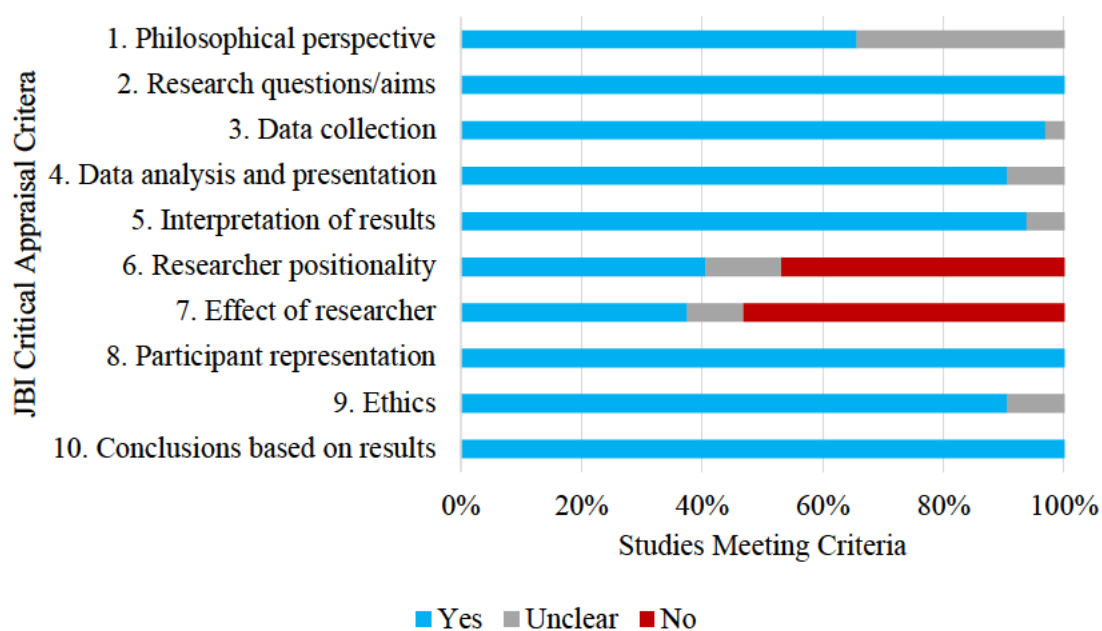


Critical appraisal of results

JBIC Critical Appraisal scores for included studies ranged from 40% to 100% ($M = 82.12$, $SD = 15.83$), indicating that 62.5% of studies were of high quality, 34.38% were of moderate quality, and 3.33% were of low quality, while no studies met the criteria for very low quality; see Table 7 for scoring of individual studies and calculation of quality. Most studies met eight to nine of the 10 appraisal criteria (see Figure 15); notwithstanding, reflexivity was generally poorly addressed as exhibited by less than 40% of included studies including a statement of researcher perspective and position relative to the research (see Figure 15, Item 6), and statement concerning effect of the researcher on the study and vice versa (see Figure 15, Item 7). Additionally, more than 30% of studies only partially established the philosophical perspective underpinning the applied research methodology (see Figure 15, Item 1).

Figure 15

JBIC Critical Appraisal Checklist Item Endorsement Proportions for Included Studies



Note. Displays the percentage of studies evaluated as meeting (Yes), not meeting (No), or partially meeting (Unclear) each of the 10 JBI Critical Appraisal Checklist items; an evaluation of unclear was made in instances where the required content was partially present, but deemed insufficient to satisfy the criterion.

Table 7*JBI Critical Appraisal Scoring for Included Studies*

Study Author(s)	Criterion and Score ^a										T ^b	%	Quality ^c
	1	2	3	4	5	6	7	8	9	10			
Chen et al.	1	1	1	1	1	0	0	1	0	1	7	70	M
	1	1	1	1	1	1	1	1	1	1		10	
Cole											10	0	H
Dietert et al.	0	1	1	1	0	1	0	1	0	1	6	60	M
Doughty Shaine et al.	1	1	1	1	1	1	1	1	1	1		10	
											10	0	H
	1	1	1	1	1	1	1	1	1	1		10	
Evarts											10	0	H
Giwa et al.	1	1	1	1	1	0	0	1	1	1	8	80	H
		1	1	1	1	1	1	1	1	1		10	
Gutman	1										10	0	H
Kaplan & Ben-Ari	0	1	1	1	1	0	0	1	0	1	6	60	M
Livingston et al.	1	1	1	1	1	0	0	1	1	1	8	80	H
McNamara et al.	1	1	1	1	1	0	0	1	1	1	8	80	H
McNamara et al.	0	1	1	1	1	0	0	1	1	1	7	70	M
Mennicke et al.	1	1	1	1	1	0	0	1	1	1	8	80	H
Oblea	0	1	1	1	1	0	0	1	1	1	7	70	M
		1	1	1	1	1	1	1	1	1		10	
Ogburn	1										10	0	H
Parco et al.	1	1	1	0	1	1	0	1	1	1	8	80	H
Parkinson et al.	0	1	1	1	1	0	0	1	1	1	7	70	M
Poulin et al.	1	1	1	1	1	0	0	1	1	1	8	80	H
Proctor & Krusen	0	1	0	0	0	0	0	1	1	1	4	40	L
Reichert	1	1	1	1	1	0	0	1	1	1	8	80	H
		1	1	1	1	1	1	1	1	1		10	
Robinson-Thomas	1										10	0	H
Rosentel et al.	0	1	1	1	1	0	0	1	1	1	7	70	M

Rumens & Broomfield	0	1	1	0	1	0	0	1	1	1	6	60	M
Sherman et al.	0	1	1	1	1	0	0	1	1	1	7	70	M
Spinks	1	1	1	1	1	1	1	1	1	1	10	0	H
Sullivan et al.	0	1	1	1	1	0	0	1	1	1	7	70	M
Swokowski	1	1	1	1	1	1	1	1	1	1	10	0	H
Tuomi	1	1	1	1	1	0	1	1	1	1	9	90	H
Vaughn	1	1	1	1	1	0	0	1	1	1	8	80	H
Walker	1	1	1	1	1	1	1	1	1	1	10	0	H
White	1	1	1	1	1	1	1	1	1	1	10	0	H
Wood	1	1	1	1	1	1	1	1	1	1	10	0	H
Wright	0	1	1	1	1	0	0	1	1	1	7	70	M

^a Criterion numbers represent the corresponding item in the JBI Critical Appraisal Checklist

(Lockwood et al., 2015); scores are denoted in binary (1 = Yes; 0 = No, Unclear, or N/A) as only 'Yes' evaluations contribute to total calculation.

^b T = Total; refers to the summation of criterion scores.

^c VL = Very Low (≤ 25); L = Low ($>25, \leq 50$); M = Moderate ($>50, \leq 75$); H = High (>75)

Meta-Synthesis findings

Overview

Synthesis of LGBTQIA+ military and EFR service personnel's industrial experiences and social perceptions from 32 studies led to the development of seven findings, each including multiple categories (see Table 8). Synthesised findings spanned major conceptual domains of healthcare (synthesised finding one), identity (synthesised findings two and three), culture (synthesised finding four), policy (synthesised finding five), discrimination (synthesised finding six), and families (synthesised finding seven): healthcare and family findings were exclusive to military context; identity, culture, and policy domain findings featured categories rooted in both military and EFR contexts, although military context was most represented; and discrimination was the only finding for which every category featured evidence representing both military and EFR contexts (see Table 8). Due to the high quantity of synthesised findings and categories, the following exploration is purposively macroscopic; elaborating on key aspects of each synthesised finding, without narratively explaining all constitutive categories, which are instead presented in detailed tabular form throughout.

Table 8*Synthesised Findings and Their Constitutive Categories Contextualised by Industrial Setting*

Constitutive categories	Industrial context ^a
<p>1. LGBTQIA+ military service personnel continue to face traumatic discrimination and provider incompetence (although some indicate improvement) when accessing military healthcare, reinforcing distrust of providers, and causing harm to personnel and their families by reducing help seeking behaviour; while transgender service personnel are uniquely, and additionally, disadvantaged by systemic (procedural and informative) barriers; all believed to stem from lacking staff training, understanding of SGM healthcare needs, and inclusionary health policy. ^b</p>	
Traumatic experiences	Military
<p>LGBTQIA+ service personnel report various traumatic and discriminatory experiences when accessing healthcare through the military that are primarily perpetrated by staff</p>	
Help-seeking and distrust of health providers	Military
<p>Distrust of military healthcare quality and provider attitudes reduce help seeking behaviour amongst LGBTQIA+ service personnel</p>	
Health provider competence	Military
<p>LGBTQIA+ service personnel experiences indicate a lack of health provider knowledge concerning SGM healthcare needs and coinciding unprofessional practitioner conduct</p>	
Challenges when seeking transgender healthcare	Military

Transgender service personnel experience unique challenges in seeking gender-related healthcare via military institutions, including financial burden due to lack of surgery coverage, inhospitable provider culture, and clinician prejudice	
Accessibility of official transgender healthcare information	Military
Transgender service personnel rely largely on word-of-mouth information and external sources of information regarding healthcare access, indicating a lack of military institutional messaging regarding available care	
Bureaucracy in accessing transgender healthcare	Military
Transgender service personnel experience delayed processing times, errors, and miscommunication surrounding required bureaucratic administrative processes, complicating access to gender-identity-related procedures	
Improving LGBTQIA+ healthcare experiences	Military
Improving military healthcare coverage of transgender surgeries, providing training to staff, and fostering cultural inclusivity under policy enforcement are possible improvements to military LGBTQIA+ healthcare	
<hr/>	
2. LGBTQIA+ service personnel experience contextually (geographical and intra-organisational) and SGM identity configuration-dependently polarised identity disclosure decisions and reactions, which can undermine career progression and diminish perceived service community support and acceptance, particularly in the case of leader reactions in military context; outness is a source of psychosocial benefit and harm depending on acceptance, which requires cultural change driven by leadership, policy reform, and systemic intervention. ^c	
Support and acceptance by fellow service personnel	Military
LGBTQIA+ service personnel experience polarised support and acceptance from colleagues upon disclosing SGM identity in the workplace	
Career consequences	Military and EFR

Potential of SGM identity disclosure to affect career trajectory and employment is evaluated dichotomously between military and EFR LGBTQIA+ service personnel: Those in military service fear negative career impact, whilst in EFR service, impact of not disclosing is evaluated as potentially more harmful to career and job performance

Geographical / branch context dependency of disclosure

Military and EFR

Across both services, LGBTQIA+ service personnel identify geographically varying reputations of branches/services/workplaces in respect to LGBTQIA+ acceptance that affect identity disclosure viability

Gender and sexual minority identity differences in workplace outness

Military and EFR

Gay male service personnel are perceived as being less socially accepted when compared to lesbian female counterparts, which is reflected in workplace outness proportions

Improving experiences of SGM identity disclosure in the workplace

Military and EFR

Access to resources, driving cultural change towards inclusion, and training for leadership across cultural competencies are needed to improve identity disclosure experiences in the workplace

Personal strength from pride in SGM identity

Military

Some LGBTQIA+ service personnel find a source of personal strength in pride for belonging to a SGM identity and place greater social importance on outness in the workplace

Interpersonal considerations prior to disclosure

Military

Acceptance by colleagues is estimated based on individual characteristics and informs disclosure decisions

Leader reactions, culture, and attributed value

Military

Military LGBTQIA+ service personnel report polarised reactions from leadership to identity disclosure, highlight their importance within the workplace, and identify a homophobic culture localised in leadership

3. Identity management practices necessitated by exclusionary workplace culture are differentially applied by LGBTQIA+ service personnel in reaction to perceived service community support, leading to psychosocial harm that incites coping strategies and identity minimisation efforts, cyclically generating minority stress; although some experience psychosocial benefit from separating SGM identity and work, military and EFR workplace cultures are sufficiently LGBTQIA+ exclusionary that such-identifying personnel feel the need to modify their individual identity in order to be accepted by the service community. ^d

Experiences of minority stress	Military and EFR
LGBTQIA+ service personnel experience psychological distress relating to their SGM identity status relative to perceived acceptance and alignment with cultural hegemony in the workplace	
Coping with minority stress	Military
Various coping strategies are used by LGBTQIA+ service personnel to manage minority stress, both beneficial and harmful in nature	
Self-social isolation	Military and EFR
In reaction to perceived service community rejection, LGBTQIA+ service personnel isolate themselves socially, except in some instances where they curate a small support network consisting of individuals known to be accepting	
Identity compartmentalisation to blend into cultural hegemony	Military and EFR
LGBTQIA+ service personnel alter their identity presentation and behaviour to match that of the cultural hegemony in the service community	
Focus on work to minimise importance of SGM identity	Military
Many LGBTQIA+ service personnel perceive social acceptance to be proportionate to job performance and so focus on work to minimise the importance of their SGM identity to colleagues	

Minimisation of SGM identity significance through relationships	Military
Developing strong workplace relationships without disclosing SGM identity is perceived to be socially protective upon disclosure by LGBTQIA+ service personnel	
Military identity more important than SGM identity	Military
Some LGBTQIA+ service personnel view their SGM identity as secondary or irrelevant to fulfilment of their service role	
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4. LGBTQIA+ service personnel dichotomously experience heterosexism and homophobia in the workplace, partly depending on SGM identity configuration, which is expressed differently in military (gay males disadvantaged) and EFR (gay males disadvantaged, but lesbian females advantaged) contexts; However, LGBTQIA+ military personnel are further prone to psychosocial risk as masculine enculturation in training; and military identity can create dissonance with LGBTQIA+ civilian community, undermining social support accessibility. °	
Heterosexism and homophobia creating hostile work environment	Military and EFR
Both services exhibit heterosexist and homophobic workplace cultures that create a masculine climate, experiences of which are polarised depending on LGBTQIA+ identity category and gender	
Training enforcing masculine cultural hegemony	Military
Military training enculturates masculine behaviours and identity in LGBTQIA+ service personnel too	
Belonging to LGBTQIA+ civilian and military communities	Military
Perceptions of acceptance by civilian and military LGBTQIA+ communities are polarised amongst LGBTQIA+ military service personnel	
SGM identity configuration dependent variations in workplace culture	EFR
EFR workplace culture is uniquely masculinised such that lesbian women perceive greater social acceptance than heterosexual counterparts, while gay men do not	
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5. LGBTQIA+ military service personnel experience polarised workplace cultural change following DADT repeal, but generally describe a climate of fear and social isolation that extends to spouses and children; EFR counterparts experience more systemically oriented exclusionary policy and are thus more hopeful in an inclusionary policy based solution for cultural reform; a view that is not endorsed by military LGBTQIA+ service personnel, indicating a loss of belief in policy efficacy due to past and current bans. ^f

Change after DADT repeal

Military

Repeal of exclusionary policy both does and does not coincide with reduction in experiences of discrimination and perceptions of its effect on culture are polarised, although a majority feel there is no or little change in cultural acceptance of LGBTQIA+ service personnel

Consequences of serving under exclusionary policy

Military and EFR

While in effect, exclusionary policies create a climate of fear amongst LGBTQIA+ service personnel, facilitating psychosocial harm, discrimination, and impact family involvement in the service community

Need for inclusionary policy and its enforcement

EFR

Inclusionary policy and its active enforcement are considered important in ensuring continuing positive experiences of reduced discrimination in the workplace

6. LGBTQIA+ service personnel experience polarised discrimination in the workplace by language (can also be protective) or other interpersonal means, although absence of negative discrimination appears localised to EFR context and systemic modality; religious institutional integration is present in both services and experienced dichotomously depending on social acceptance (experienced and perceived). ^g

Experiences of systemic discrimination

Military and EFR

LGBTQIA+ military and EFR service personnel experience systematic discrimination, whereby workplace policies and procedures are weaponised to ends of exclusion, harassment, and career impedance

<p>Interpersonally perpetrated discrimination and influence of stereotypes</p> <p>LGBTQIA+ service personnel experience discrimination and stereotyping in the workplace interpersonally, both directly through interactions and indirectly through observing interactions of colleagues</p>	Military and EFR
<p>Religious institutional integration into industrial setting</p> <p>Positivity of religious institution integration within Military and EFR industrial settings is dichotomously perceived by LGBTQIA+ service personnel and is influenced by polarity of past engagement experiences and perceived SGM acceptance of the associated religion</p>	Military and EFR
<p>Workplace experiences, and fear of, sexual victimisation, physical violence, and aggression</p> <p>Sexual harassment and traumatic experiences are present and indiscriminate per SGM identity category in military context, whereas in EFR context, type of sexual harassment is mediated by SGM identity category</p>	Military and EFR
<p>Language in the workplace</p> <p>Language can be a vehicle for discrimination against LGBTQIA+ service personnel in both industrial contexts, but can also improve social engagement when used inclusively as in case of pronouns</p>	Military and EFR
<hr/> <p>7. Social perception of the service community by LGBTQIA+ military service personnel and their families is largely dependent on experienced and perceived acceptance of LGBTQIA+ family structures, while systemic industrial experiences are more dependent upon organisational policy definitions of families in respect to marriage. ^h</p>	
<p>Community acceptance of LGBTQIA+ family structures and spousal social support</p> <p>Perceived service community acceptance of LGBTQIA+ family structures aligns with more positive social engagement experiences for LGBTQIA+ service personnel and their families, while unacceptance drives the opposite.</p>	Military
<p>Effect of LGBTQIA+ family structure societal status</p>	Military

LGBTQIA+ service personnel in spousal (or equivalent) relationships experience unique industrial events due to legal definitions, and status of, LGBTQIA+ family structures in context of marriage

^a Industrial context is determined by presence of category-supporting illustrations from studies examining said context.

^b Shortened form: Experiences accessing healthcare through military organisation

^c Shortened form: Experiences of workplace identity disclosure and associated social perceptions

^d Shortened form: Identity management in response to stress

^e Shortened form: Experiences of workplace culture and its effects on service personnel

^f Shortened form: Experiences of workplace policy and perceptions of its impact

^g Shortened form: Discrimination in the workplace and impacted social perception

^h Shortened form: Service families

Synthesised finding 1: Experiences accessing healthcare through military organisation

Many LGBTQIA+ service personnel's industrial experiences revolved around accessing healthcare via military Institutions, a right uniquely available to those in military service (current or former), leading to formation of seven categories (see Table 9).

Synthesised, the finding experiences accessing healthcare through military organisation emerged (see Table 8 for detail).

Traumatic experiences when attempting to access healthcare (category one) and experiences relating to health provider competence (category three) coincided with LGBTQIA+ service personnel's hesitancy to seek help from, and distrust of, military healthcare institutions (category two) (see Table 9). Experiences with health providers across these categories elucidated social consequence of ignorance regarding LGBTQIA+ identity and associated needs; providers were unaware and consequently unable to provide quality care, while also harming patients out of curiosity:

When I went to the VA to apply for care, the person I gave the paperwork to said loud enough for about 9 people behind me to hear "YOU HAD THE SEX CHANGE!" I'm still debating on if I should enroll. (Chen et al., 2017, p. 67)

Positive experiences were present pertaining to the provision of care within category three (see Table 9), but were accounts of receiving life-saving medical care (the purpose of healthcare) and in one instance receiving care sought due to unique circumstance:

And he knows what I'm doing and what I'm going through, and he has me on testosterone for an average male . . . and, since I have no ovaries, I am allowed to get HRT, so Tricare pays for everything. (Parco et al., 2015, pp. 235-236)

Transgender military personnel reported unique challenges when accessing gender affirming care (category 4) that were compounded by an absence of official information (category 5) and prolonged by systemic bureaucracy (Category 6) (see Table 9). Attaining

care was largely dependent on military healthcare policy, which determined procedures and necessitated the sharing of unofficial information amongst fellow transgender care-seekers:

The great thing about the transgender community is, uh, to get information we need, to get in transgender groups, so we can communicate with each other, and say, “This is my experience with this doctor,” “This is my experience with a therapist” ... just so we can spread the word. (Doughty Shaine et al., 2021, p. 280)

Moreover, and uniquely to the military industrial setting, attaining gender-affirming care was subject to leadership decision, leading to positive experience in one instance: “*I went to a couple meetings with him [Commander], which included my PCM and my OIC, and he was very, very supportive of me.*” (Swokowski, 2020, p. 108). This was not always the case and when not, transgender personnel were actively blocked from attaining care:

So, he just kept telling me it was an elective surgery and that if I'm going to do it, he wanted me to go through the Army. He's telling me he doesn't care if I have to wait two or three years. (Swokowski, 2020, p. 128)

LGBTQIA+ service personnel nonetheless indicated a willingness to engage healthcare through military institutions should they make positive changes (category 7) (see Table 9). Consistent with experiences in other categories, training for providers, cultural, and policy reform were central considerations: “*...provide more training to other VA doctors, staff and volunteers so they are more familiar with the wider gender issues.*” (Evarts, 2018, p. 47

Table 9

Exemplary Findings and Illustrations Contextualised by Industrial Setting and Evidence Quality for Synthesised Finding One

Findings	Illustrations	Industrial context ^a	Evidence quality ^b
1. Traumatic experiences			
Provider insensitivity, harassment, and violence (Rosentel et al., 2016)	I went to see my primary care physician [at the VA]. It got actually physically abusive. She goes, “How did you get these?” and just reached out and flipped my boob... (Rosentel et al., 2016, p. 113)	Military	Unequivocal
External minority stress (Chen et al., 2017)	When I went to the VA to apply for care, the person I gave the paperwork to said loud enough for about 9 people behind me to hear “YOU HAD THE SEX CHANGE!” I’m still debating on if I should enroll. (Chen et al., 2017, p. 67)	Military	Unequivocal
Support staff, including assistants and front desk staff, still needs additional training (Evarts, 2018)	...trying to enroll, the person I gave the paperwork to said in a voice loud enough for everyone to hear in the lobby 'did you get the sex change': I haven't gone back. (Evarts, 2018, p. 44)	Military	Unequivocal
VA staff attitudes and systemwide	[I was] asked by my therapist today what my orientation was and I told him I was gay and he offered me- he was going to bring in a book	Military	Unequivocal

reputation (Sherman et al., 2014)	next time that would explain to me how I wasn't gay (Sherman et al., 2014, p. 439)		
VHA facilities (Oblea, 2022)	The VA is slow to update records, and have outed me in front of coworkers. (Oblea, 2022, p. 8)	Military	Unequivocal
2. Help-seeking and distrust of health providers			
Discrimination occurs commonly and can prevent return to VAs or even MH treatment in civilian sector (Evarts, 2018)	...as a veteran seeking healthcare with a military provider, when I disclosed my sexual orientation after the repeal of DADT, the response from the social worker was not helpful to the point I am terrified of seeking care from anyone in the VA system or even in the civilian sector. (Evarts, 2018, p. 44)	Military	Unequivocal
Impact on significant others (Oblea, 2022)	We think our [child] has anxiety too but we are hesitating because we are worried we will end up with a homophobe who will blame it on having two moms. (Oblea, 2022, p. 8)	Military	Unequivocal
Transition-related factors (Doughty Shaine et al., 2021)	You need to see somebody, uh, to get the letters to get hormones, to um, you know, [access] different procedures, and um, at that point I didn't trust, I still don't trust the VA. I didn't want, um, me being transgender to be reflected in my records. (Doughty Shaine et al., 2021, p. 281)	Military	Unequivocal
Fear and fear of consequences	It's hard for [someone who is] transgender to come out of the closet, or even if they're out of the closet, to feel comfortable talking to a	Military	Unequivocal

(Doughty Shaine et al., 2021) medical provider or psychological provider; they don't know that provider is safe to talk to them. (Doughty Shaine et al., 2021, p. 280)

3. Health provider competence

Physical health (Oblea, 2022)	Getting PReP took a lot of teaching and fighting medical providers, then they still don't give the proper testing (Oblea, 2022, p. 8)	Military	Unequivocal
Providers or staff (Chen et al., 2017)	Most in the VA system really have no clue as to the correct terminology that's appropriate for addressing such individuals in a non-threatening or respectful way. (Chen et al., 2017, p. 67)	Military	Unequivocal
Providers (Chen et al., 2017)	Having doctors ask really invasive questions just because they are curious. (Chen et al., 2017, p. 67)	Military	Unequivocal
Medical (Wood, 2020)	...a lot of them are not super great with gay stuff. I had to explain having a conversation about HIV and having to discuss terminology with medical personnel who had no idea what was going on. (Wood, 2020, p. 91)	Military	Unequivocal
Lack of provider knowledge (Rosentel et al., 2016)	They have no clue about the hormones, why you were being prescribed the different hormones, and what effects they have and that type of thing. (Rosentel et al., 2016, p. 113)	Military	Unequivocal
It has become easier but there's still more learning for MH	I think it has become easier since the repeal but I think there is some learning curve for the mental health care providers... (Evarts, 2018, p. 45)	Military	Unequivocal

providers to do (Evarts, 2018)			
Hormone usage (Parco et al., 2015)	And he knows what I'm doing and what I'm going through, and he has me on testosterone for an average male . . . and, since I have no ovaries, I am allowed to get HRT, so Tricare pays for everything. (Parco et al., 2015, pp. 235-236)	Military	Unequivocal
Health care (Chen et al., 2017)	Without the VA's help, I wouldn't be alive. (Chen et al., 2017, p. 69)	Military	Unequivocal
4. Challenges when seeking transgender healthcare			
Access or cost (Chen et al., 2017)	Fighting to get good care. Having to be the first to knock down doors. (Chen et al., 2017, p. 67)	Military	
Needing to travel to receive care (Rosentel et al., 2016)	Unfortunately, there is no endocrinologist in [hometown], so I had to go to Billings, Montana, which is [over 200] miles away to see an endocrinologist. The VA wouldn't pay for it . they, of course, would pay for my healthcare but they wouldn't pay for my travel. (Rosentel et al., 2016, p. 112)	Military	Unequivocal
Rigid, inflexible requirements (Swokowski, 2020)	I actually tried to do the process through the military, but they made it really hard. Whenever I would go there, it'd be a very much a one-sided conversation. "Well, this is how we think it has to be. This is how we think." (Swokowski, 2020, p. 126)	Military	Unequivocal

<p>Military transgender medical care (Swokowski, 2020)</p>	<p>The brigade surgeon said, "Look, because we told you we would do this, we will. But don't come back to the clinic for anything." They said, "We are not comfortable treating you here. If you break your arm walking back to your unit, do not come to a military clinic. We will not treat you. We are uncomfortable treating you." (Swokowski, 2020, p. 119)</p>	<p>Military</p>	<p>Unequivocal</p>
<p>Risk (Swokowski, 2020)</p>	<p>I started transitioning in 2013, so everything up until 2016, I was paying out of pocket. So we're talking \$800 for labs, the cost of fuel in California was like \$4 a gallon, so to drive three hours from Monterey to San Francisco and then all the little incremental costs, which I could afford as an officer, but if I had to be in E-4 or E-5, it's a huge barrier to entry. (Swokowski, 2020, p. 113)</p>	<p>Military</p>	<p>Unequivocal</p>
<p>Command support (Swokowski, 2020)</p>	<p>I went to a couple meetings with him [Commander], which included my PCM and my OIC, and he was very, very supportive of me. (Swokowski, 2020, p. 108)</p>	<p>Military</p>	<p>Unequivocal</p>
	<p>So, he just kept telling me it was an elective surgery and that if I'm going to do it, he wanted me to go through the Army. He's telling me he doesn't care if I have to wait two or three years. (Swokowski, 2020, p. 128)</p>	<p>Military</p>	<p>Unequivocal</p>

5. Accessibility of official transgender healthcare information

Lack of patient knowledge regarding the coverage of transition-related care (Rosentel et al., 2016)	I don't remember hearing about the directive at the time it came out. I heard about it later I think through my friends in this community of transgender veterans on Facebook. (Rosentel et al., 2016, p. 112)	Military	Unequivocal
Community support and connection (Doughty Shaine et al., 2021)	The great thing about the transgender community is, uh, to get information we need, to get in transgender groups, so we can communicate with each other, and say, "This is my experience with this doctor," "This is my experience with a therapist"... just so we can spread the word. (Doughty Shaine et al., 2021, p. 280)	Military	Unequivocal
Gender affirming support (Swokowski, 2020)	Really what pushed me to come out initially was the meeting that SPARTA had in January of 2014. It was the first time I'd met other people and had an opportunity. It was the first time I've ever met a trans person, and I kind of walked away from that and said, "Okay. I've got to do what's best for me and take care of myself." (Swokowski, 2020, p. 117)	Military	Unequivocal

6. Bureaucracy in accessing transgender healthcare

Long delays in receiving care (Rosentel et al., 2016)	I said, I was seriously considering going full-time . I needed a referral, so my doctor at the VA put in a request. It took a few months to find someone there who was willing to work with me. (Rosentel et al., 2016, p. 111)	Military	Unequivocal
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My only issue ... you're still dealing with a bureaucracy ... and a very archaic bureaucracy at that. (Doughty Shaine et al., 2021, p. 283)

7. Improving LGBTQIA+ healthcare experiences

Train front desk personnel about microaggressions (Evarts, 2018)	I've only been to [the] VA a couple of times now, but those days in which I feel like having my nails painted, I'd rather not get disgusting looks from the people behind the front desk; makes me nervous to walk in there now, but I have to. (Evarts, 2018, p. 48)	Military	Unequivocal
Had she received a minimum of training, she would have known to ask [...] how she self-identified her gender (Dietart et al., 2017)	...And when she turned back around, I kind of motioned to her. Now she wasn't disrespectful. She just wasn't trained in etiquette I guess. I was trying to find out if there were other transgender people coming through. And at that point, I think I said "Are there other people coming through like me?" And she said "You mean drag queens?" I said "No, I'm not a drag queen." Other than that, it's been pretty nice..." (Dietart et al., 2017, p. 39)	Military	Credible
Recommendations for making VA more welcoming (Sherman et al., 2014)	There needs to be more reading material everywhere . . . could be posters that represent us as not more than, not different than, just part of. I don't think any of us want to be more than or different than. I think we just want to be considered part of. (Sherman et al., 2014, p. 439)	Military	Unequivocal
Inclusivity (Oblea, 2022)	Better policies protecting transgender service members and education and cultural awareness for providers serving us. (Oblea, 2022, p. 8)	Military	Unequivocal

Publicize VA support of LGBTQ+ veterans (Evarts, 2018)	...much more publicity is needed by the VA telling LGBT vets that they're not alone, they face no risk by disclosure to VA mental health providers, and they can be put in contact with LGBT vet support groups... (Evarts, 2018, p. 48)	Military	Unequivocal
Seek education about proper treatments, responses, and terminology (Evarts, 2018)	...provide more training to other VA doctors, staff and volunteers so they are more familiar with the wider gender issues. (Evarts, 2018, p. 47)	Military	Unequivocal

^a Industrial context is determined by presence of category-supporting illustrations from studies examining said context.

^b Quality of evidence ascribed to finding and illustration during the JBI QARI data extraction process. Descriptions of each quality categorisation are given in Aromataris and Munn (2020).

Synthesised finding 2: Experiences of workplace identity disclosure and associated social perceptions

Industrial experiences of coming out in the workplace or evaluating doing so and relative social perceptions of service community support facilitated creation of eight categories (see Table 10. Synthesis of which, identified the finding: experiences of workplace identity disclosure and associated social perceptions (see Table 8 for detail).

When reporting experiences of contemplating disclosure, LGBTQIA+ service personnel considered actual and perceived risk to career progression (category two), perceived acceptance by colleagues based on their characteristics (category seven), and experiences of culture per geography or organisational branch/service (category three) (see Table 10). All categories featured polarised experiences indicating contextual and service division variance. Fear of losing employment and being passed up for promotions was present across both service contexts:

[A] lot of females will come to me, you know. 'You know, I want to go [to the conference] but I'm just.' It's almost like they still feel like [attending an LGBT event is] going to prevent them from getting promoted even though they've gotten promoted to sergeant and lieutenant. (Mennicke et al., 2018, p. 720)

Although perceived effect of disclosure upon career was occasionally more positive in EFR context:

Well, I feel like it's the same opportunities that anybody else with a similar badge number [would have access to], because a lot of our opportunities are based on seniority. I don't feel like my sexuality has come into any part of the equation. (Giwa et al., 2022, p. 101)

Hostile cultures of workplaces were often associated with geography of military branches by those experiencing them:

As soon as I came here [a particularly traditional military base], we hated [it] here. We just hate the redneck mentality here. As soon as we came here, I got in touch with my career manager and [I] said, "Listen, if there's ever any opportunity for me to get back to [my previous base] let me know and I'll be there in a second." (Poulin et al., 2018, p. 68)

While in EFR context, hostile culture was attributed to the service one was in:

"During my training I wasn't openly gay, but I didn't hide it. I didn't lie. I just identified myself as single. I had some preconceptions about firearms. How would other officers perceive me? Would they think I was less able to do the job because I was gay? Hiding my sexuality meant I was able to make friends, I would say, based on my personality." (Rumens & Broomfield, 2012, p. 292)

Regardless of whether the experience was positive or negative, in both service contexts, culture was considered by LGBTQIA+ service personnel as being geographically or organisationally context dependent.

Gauging potential acceptance of disclosure by peers on the basis of political leanings and their associated stereotypical characteristics was exclusive to the military context:

I had a few friends there [in training] that I got to know pretty well, but I knew a couple of them had some pretty strong religious backgrounds and I did not really feel like testing the waters at that point. (McNamara et al., 2021b, p. 151)

Furthermore, reactions to disclosure were most likely to be rejective for gay male SGM identity configurations (category four) across both service contexts; and be experienced relative to support and acceptance exhibited by colleagues (category one), and that of leaders (category eight), in military context (see Table 10). Which SGM identity configuration experienced positive disclosure outcomes varied by service context in that lesbian females actually reported increased cultural acceptance in the workplace following disclosure: *"I*

believe that it's a lot easier [now] for a female to be in the job, especially if they are gay. I don't think it's any easier for a woman to be in the job if they are straight..." (Wright, 2008, p. 108).

Many LGBTQIA+ service personnel reported positive colleague reactions to disclosure that increased their perceived service community support; however contrary experiences were just as common. Responses of military leaders were reported more often than those of colleagues and often framed by their influence on others in the organisation, which could be protective:

And so my chief, my first – and my first lieutenant was like, 'You didn't know she was gay? Didn't you see her resume and all of her community services?' And he's like, 'Well, it doesn't matter to me. She's still a straight-A,' you know, 'Airman, so I don't care.'" (Robinson-Thomas, 2018, p. 150)

Leader rejection, however, was considered indicative of an LGBTQIA+ exclusionary organisational culture:

And this was 2014 when they were talking about it and one of them said "Oh, yeah, all those homos should be taken out back and shot" and the other was like "Yeah, I agree" and I was [thinking] like "Wow I can't believe you're saying that, and ok, I need to be a little more guarded here. Is this the command climate?" (McNamara et al., 2021a, p. 516)

It follows that many LGBTQIA+ service personnel identified organisational change needed to improve disclosure experiences (Category five) and championed outness as a source of psychosocial strength (Category six) (see Table 10). Inclusivity training was emergent in recommendations for both service contexts, although military focus was solely on leaders, while EFR focus included all organisational ranks:

Mandatory courses [that] everybody has got to go to about equality ... a couple of times a year and every firefighter on this planet or in Victoria has to do as part of their courses, induction and then a refresher later in the year. For being a woman and being a lesbian/gay/transgender, the whole lot. (Parkinson et al., 2022, p. 92)

Outness, and a pride in one's SGM identity were considered psychosocially protective by military LGBTQIA+ personnel: *"I feel being myself is a huge part of my well-being...Being out [plays] a large part in my life."* (Tuomi, 2014, p. 65). In the context of families, environmental support was preconditional to psychosocial benefit from disclosure: *"My wife and I are able to enjoy all the benefits that any other military family can enjoy and I just feel like being able to be more transparent is better."* (McNamara et al., 2021b, p. 153).

Table 10

Exemplary Findings and Illustrations Contextualised by Industrial Setting and Evidence Quality for Synthesised Finding Two

Findings	Illustrations	Industrial context ^a	Evidence quality ^b
	1. Support and acceptance by fellow service personnel		
Lack of community (Chen et al., 2017)	...many of my friends from the Navy now reject me simply because of my choice of gender expression. (Chen et al., 2017, p. 68)	Military	Unequivocal
Attitudes of other veterans (Sherman et al., 2014)	I was in a group and the person . . . started to use the Bible and verses and . . . then he proceeded to tell me I was going to hell and he actually put his hands on me to pray it out of me. to pray the gay out . . . (Sherman et al., 2014, p. 439)	Military	Unequivocal
Perceived support/acceptance (Ogburn, 2021)	Because my unit knows that I am a transgender and have compassion for me and my inability to serve as a male, things aren't too bad. They treat me like one of the guys. (Ogburn, 2021, p. 106)	Military	Unequivocal
Relationships (Parco et al., 2015)	With each and every one of them [my friends], I came out to them. I told them and they all pretty much had the same reaction, "Oh well, that makes sense." And they were all really cool about it. (Parco et al., 2015, p. 235)	Military	Unequivocal

	[Some officers and senior NCOs] have insulted me by telling me I'm not quite man enough; that I shouldn't be in the military; people like me are a disgrace; stuff like that. (Parco et al., 2015, p. 235)		
Relationship termination (Tuomi, 2014)	...my mentor and best friend stopped talking to me after I came out. (Tuomi, 2014, p. 64)	Military	Unequivocal
Community (Chen et al., 2017)	The few transgender Veterans that I have met are all incredible people. We have endured so much, and those of us who come out of it successfully are very resilient, and make good friends. (Chen et al., 2017, p. 69)	Military	Unequivocal
Strengthening of relationships (Tuomi, 2014)	...after [disclosing], I truly felt accepted and a part of the new unit. (Tuomi, 2014, p. 61)	Military	Unequivocal
Workplace acceptance (Tuomi, 2014)	...everyone I work with was supportive. (Tuomi, 2014, p. 61)	Military	Credible
2. Career consequences			
Fear of Negative Repercussions (Wood, 2020)	No, I was pretty young at this point and just becoming self-aware and I think watching several people on my base who were kicked out, who were outed, scared me more than anything else When I realized I was gay, I thought that made me realize I need to keep this secret even more so because I didn't want to be them. (Wood, 2020, p. 82)	Military	Unequivocal

Reluctance to disclose identity (Mennicke et al., 2018)	[A] lot of females will come to me, you know. ‘You know, I want to go [to the conference] but I’m just.’ It’s almost like they still feel like [attending an LGBT event is] going to prevent them from getting promoted even though they’ve gotten promoted to sergeant and lieutenant. (Mennicke et al., 2018, p. 720)	EFR	Unequivocal
Occupational (White, 2019)	It’s about job security too. You didn’t want to take a chance even after the repeal because there are officers who still don’t accept that gays and LGBT people should be able to serve. (White, 2019, p. 38)	Military	Unequivocal
Negative effect on career (Robinson-Thomas, 2018)	Well they might not like that you’re gay, and then they just mention something that, Oh, well, he’s not qualified, and just kind of throw the book to the side. (Robinson-Thomas, 2018, p. 147)	Military	Unequivocal
Adverse Job Impact (Wood, 2020)	We were all scared of getting kicked out of the Academy for being gay. I fully believe the Academy would have kicked us out for being gay. So, we were just all afraid of that. So, we kept it very on the DL (down low). (Wood, 2020, p. 89)	Military	Unequivocal
Retention (Swokowski, 2020)	...decided to live authentically and androgynously for two years before the reversal of the transgender service ban despite “tons of fear” about promotability, retention, and job stability (Swokowski, 2020, p. 112)	Military	Credible
Sexual Orientation is Not a Barrier to Career Opportunities and	Well, I feel like it’s the same opportunities that anybody else with a similar badge number [would have access to], because a lot of our opportunities	EFR	Unequivocal

Advancement (Giwa et al., 2022)	are based on seniority. I don't feel like my sexuality has come into any part of the equation. (Giwa et al., 2022, p. 101) [M]aybe there is something underlying there if there's only one out official that I can think of in the higher ranking but, again, that also speaks back [to the old] days. (Giwa et al., 2022, p. 101)		
Motives for disclosing in the workplace (Rumens & Broomfield, 2012)	...Police teams are very close teams, very intertwined and it needs to be that really cohesive entity . . . because you're reliant on each other in some really difficult situations . . . you've gotta be out and realise that team dynamics and the way your relationships gel within your team depend on it (Rumens & Broomfield, 2012, p. 289)	EFR	Unequivocal
3. Geographical / branch context dependency of disclosure			
Branch culture and enlistment status (Robinson-Thomas, 2018)	Sadly, I was part of Fort Bragg. [I] was part of...two different units who never fully openly embraced our LGB service members. And because of it, there was no open dialogue. (Robinson-Thomas, 2018, p. 118) [I] think, the majority of – of the Air Force...when it comes to our branch we are very much our own type of people, who really care for our own, no matter what you are... (Robinson-Thomas, 2018, p. 118)	Military	Unequivocal
Perceived Hostility or Avoidant Attitude of Non-LGBT Others (Gutman, 2017)	...Yeah, the environment (at the next base) was very...like hostile, like you could cut the silence with a knife. I don't think they wanted to harm us but it was a potential setting for disaster. Like it was just so quiet...the silence killed you inside... (Gutman, 2017, pp. 130-131)	Military	Unequivocal

Avoidance (Poulin et al., 2018)	As soon as I came here [a particularly traditional military base], we hated [it] here. We just hate the redneck mentality here. As soon as we came here, I got in touch with my career manager and [I] said, “Listen, if there’s ever any opportunity for me to get back to [my previous base] let me know and I’ll be there in a second.” (Poulin et al., 2018, p. 68)	Military	Unequivocal
It depends (context dependent) (Cole, 2018)	So I think in the military it really depends on what facet of the military you are in, where you are stationed, and what kind of unit you are in. (Cole, 2018, p. 59)	Military	Unequivocal
Concealment at work (Robinson-Thomas, 2018)	If I was still in the Marine Corps, I’d probably be too scared, still, to come out. (Robinson-Thomas, 2018, p. 106)	Military	Unequivocal
Contextual issues in disclosing and managing sexual identities (Rumens & Broomfield, 2012)	I genuinely believe that if someone started here today, as a brand new probationer, and said: ‘My name’s X and I’m gay’, we’d say: ‘Get off your soap box and make us a brew’. Do I like being gay in the police? Yeah, I think it’s great” (Rumens & Broomfield, 2012, p. 291) During my training I wasn’t openly gay, but I didn’t hide it. I didn’t lie. I just identified myself as single. I had some preconceptions about firearms. How would other officers perceive me? Would they think I was less able to do the job because I was gay? Hiding my sexuality meant I was able to make friends, I would say, based on my personality. (Rumens & Broomfield, 2012, p. 292)	EFR	Unequivocal

Need to Self-Edit (Gutman, 2017)	Bases in more liberal states – people were wonderful...wonderful if it was near a naval base: training, exposure to gays and lesbians – much more positive. (Gutman, 2017, p. 140) ...Still, I'll go to my wife's job where they know we're a same sex couples but I won't necessarily kiss her because...I don't know, it's I don't want to offend... (Gutman, 2017, p. 141)	Military	Unequivocal
'We Treat Everyone the Same' (Parkinson et al., 2022)	Everything is fine, we can't see anything, everything is great, close your eyes" ... That is not true that everybody gets treated equally on a truck. It may be in some CFA stations. (Parkinson et al., 2022, p. 84)	EFR	Unequivocal
4. Gender and sexual minority identity differences in workplace outness			
Coming Out (Wright, 2008)	I believe that it's a lot easier [now] for a female to be in the job, especially if they are gay. I don't think it's any easier for a woman to be in the job if they are straight.... (Wright, 2008, p. 108)	EFR	Unequivocal
Living openly (Robinson-Thomas, 2018)	A lot more women who I saw sharing it or comfortable with it. [M]aybe it's just that I didn't really work with any men who identified as gay or bisexual...I don't know if it's because they didn't feel as comfortable. (Robinson-Thomas, 2018, pp. 103-104)	Military	Unequivocal
Presence on the force (Mennicke et al., 2022)	Participants across groups speculated about the relative number of gay men and women who were out at work and what those proportions indicated about the work environment. (Mennicke et al., 2022, p. 720)	EFR	Credible

Gendered disclosure (Mennicke et al., 2022)	The lesbians in my office, and I can't speak agency wide, are out. They are not vocal about it but they're out. We have one lesbian supervisor. Now, they don't address any LGBT issues. They're out but they don't address anything. (Mennicke et al., 2022, p. 720) But there are so many closeted gay men, so that's a huge problem in our service. I kind of pinpointed as there are some internal homophobia, like personal homophobia with the men. (Mennicke et al., 2022, p. 720)	EFR	Unequivocal
Sexual identity expression (Robinson- Thomas, 2018)	While DADT had been repealed, DOMA had been overturned, and marriage equality was the law of the land, these advancements of the rights of sexual minorities did not translate to LGB service members coming out in large numbers. Rather, as found in the data, gender overwhelmingly determined whether a service member was living openly across all life domains or on a case-by-case basis, which is discussed next. (Robinson-Thomas, 2018, p. 103)	Military	Credible
5. Improving experiences of SGM identity disclosure in the workplace			
How to Be More Supportive outside and within the Community (Cole, 2018)	It's such an environment of rigor, and from the top down type leadership, it has to be driven from the top. I mean the secretaries; the generals have to drive that policy from the top all the way down. (Cole, 2018, p. 70)	Military	Unequivocal

Leader training (Wood, 2020)	...inclusion of the topic [of inclusion and diversity] from company grade officer on up and equivalent NCO training to include some awareness and understand of how to support their [gay and lesbian] service members. (Wood, 2020, p. 92)	Military	Unequivocal
Ways forward (Parkinson et al., 2022)	Mandatory courses [that] everybody has got to go to about equality ... a couple of times a year and every firefighter on this planet or in Victoria has to do as part of their courses, induction and then a refresher later in the year. For being a woman and being a lesbian/gay/transgender, the whole lot. (Parkinson et al., 2022, p. 92)	EFR	Unequivocal
Practice cultural competence, establish rapport & trust, and encourage open dialogue (Evarts, 2018)	become culturally-competent as well as professionally-competent to work with this population... (Evarts, 2018, p. 47)	Military	Unequivocal
The Future of Gay Rights in the U.S. Military (Spinks, 2015)	I am hoping that future soldiers are less fixated on gender, race, and sexual orientation and more for unit cohesiveness and building unit readiness. (Spinks, 2015, p. 124)	Military	Unequivocal

Apathy (Wood, 2020)	I think people were just more like, okay, let's just get this over with and move on with things... I have more important things to do than get this training (Wood, 2020, p. 86)	Military	Unequivocal
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6. Personal strength from pride in SGM identity

Congruent sense of self (Tuomi, 2014)	I feel being myself is a huge part of my well-being...Being out [plays] a large part in my life. (Tuomi, 2014, p. 65)	Military	Unequivocal
Pride, authenticity, and resilience (Chen et al., 2017)	As a Transgender woman, I'm on top of the world as a strong and confident woman who lives her life every day like it's the best day I've ever had. (Chen et al., 2017, p. 69)	Military	Unequivocal
Clarity of identity (Parco et al., 2015)	Since I have made those steps and actually taking testosterone, my life has been so much better. As far as my emotional stability, I have just really calmed down. It's just been so great. (Parco et al., 2015, p. 230)	Military	Unequivocal
Outness in the workplace benefitting others or as a personal strength (McNamara et al., 2021b)	My wife and I are able to enjoy all the benefits that any other military family can enjoy and I just feel like being able to be more transparent is better. (McNamara et al., 2021b, p. 153)	Military	Unequivocal
Increased outness (Tuomi, 2014)	...more comfortable talking to people about [his] relationship and daily life. (Tuomi, 2014, p. 70)	Military	Unequivocal

Enhanced work performance (Tuomi, 2014)	I want to be able to be myself, so, the more out I am, the better I feel and perform. (Tuomi, 2014, p. 66)	Military	Unequivocal
7. Interpersonal considerations prior to disclosure			
Trust and values (Wood, 2020)	I take into account if I deem the person to be open-minded and I sense they may not have an issue with sexual orientation then it makes me not have a problem in disclosing. (Wood, 2020, p. 81)	Military	Unequivocal
Spotting red flags (McNamara et al., 2021b)	I had a few friends there [in training] that I got to know pretty well, but I knew a couple of them had some pretty strong religious backgrounds and I did not really feel like testing the waters at that point. (McNamara et al., 2021b, p. 151)	Military	Unequivocal
Interpersonal (McNamara et al., 2021b)	Half of participants (49%) noted interpersonal-level factors guiding their disclosure decision-making. These participants stated that they gauge for cues from coworkers to determine whether disclosing to that individual will be safe. (McNamara et al., 2021b, p. 151)	Military	Credible
Spotting green and white flags (McNamara et al., 2021b)	People with more college education tend to have that higher level of tolerance and acceptance of it [LGBT issues] (McNamara et al., 2021b, p. 152)	Military	Unequivocal
Outness differences by sexual orientation	I feel like the decision to call myself gay is because I want to avoid any complexity. (McNamara et al., 2021a , p. 519)	Military	Unequivocal

(McNamara et al.,
2021a)

8. Leader reactions, culture, and attributed value

<p>Outness to unit leaders (McNamara et al., 2021a)</p>	<p>It was overwhelmingly positive, and I didn't get a single negative word, which was incredible. (McNamara et al., 2021a , p. 516) And this was 2014 when they were talking about it and one of them said "Oh, yeah, all those homos should be taken out back and shot" and the other was like "Yeah, I agree" and I was [thinking] like "Wow I can't believe you're saying that, and ok, I need to be a little more guarded here. Is this the command climate? (McNamara et al., 2021a , p. 516)</p>	<p>Military</p>	<p>Unequivocal</p>
<p>Positive experiences with leadership (Robinson-Thomas, 2018)</p>	<p>And so my chief, my first – and my first lieutenant was like, 'You didn't know she was gay? Didn't you see her resume and all of her community services?' And he's like, "Well, it doesn't matter to me. She's still a straight-A," you know, "Airman, so I don't care." (Robinson-Thomas, 2018, p. 150)</p>	<p>Military</p>	<p>Unequivocal</p>
<p>Culture of leaders (Robinson-Thomas, 2018)</p>	<p>[M]y first sergeant, who – he looks like he stepped right off of a Marlboro poster, big, burly, deep-voiced,...country guy...he stood up and said, "You know, I've served with gay soldiers before this. They were some of the finest soldiers I ever served with, never gave me any trouble, never had to worry about 'em, they were always on time, did the work. Didn't matter." (Robinson-Thomas, 2018, pp. 121-122)</p>	<p>Military</p>	<p>Unequivocal</p>

	[S]uddenly, he found out...that I identified bisexual and, suddenly, he just, you know, would no longer speak to me. (Robinson-Thomas, 2018, p. 122)		
Negative experiences with leadership (Robinson-Thomas, 2018)	My superiors were made aware of the situation, and my commanding officer at the time I think made it worse because he said if he found out that anyone was – you know, if I ever felt like I was being harassed in any way, they were gonna be punished to the extreme. (Robinson-Thomas, 2018, p. 143)	Military	Unequivocal
	And he even said like, you know, “I think we could’ve handled things differently and you know, I just have never known a gay person and I – I don’t know how to handle gay people,” and it was just very weird when he was saying it. (Robinson-Thomas, 2018, p. 144)		
Outness differences by rank and education (McNamara et al., 2021a)	What I’ve seen is that just that there is not necessarily a culture of openness because the senior officers are, like there are very few senior officers who are gay. (McNamara et al., 2021a , p. 519)	Military	Unequivocal

^a Industrial context is determined by presence of category-supporting illustrations from studies examining said context.

^b Quality of evidence ascribed to finding and illustration during the JBI QARI data extraction process. Descriptions of each quality categorisation are given in Aromataris and Munn (2020).

Synthesised finding 3: Identity management in response to stress

Various experiences relating to minority identity stress and its management by LGBTQIA+ service personnel constituted seven categories (see Table 11). Synthesis generated the following finding: identity management in response to stress (see Table 8 for detail).

Experiences of psychological stress stemming from concealing SGM identity in the workplace (category one) were accompanied by adoption of various externalised coping behaviours in the military context (category two), and internalised coping behaviours through self-isolation (category three) in both service contexts (see Table 11). Feeling psychologically burdened by dissonance between SGM identity and service culture, and by the emotional labour undertaken to conceal it, was widely endorsed:

I spent a lot of time alone. At work also, just the general, not trusting people. I was so exhausted by the end of my 10 years that I was just tired of not being able to trust people, always having to put a mask on, always having to put a front on to get through the day...it was just exhausting. (Walker, 2020, p. 116)

Social support was the most commonly reported externally directed coping strategy and was generally positively experienced by LGBTQIA+ military personnel:

...there are 3 people I talk with pretty consistently, one transgender in the military and two veterans. They are my sounding board, and I am theirs. Anyway, we do a lot of talking and crying, which I very much need. (Ogburn, 2021, p. 97)

However, some who experienced suppression of their SGM identity became dependent on substance abuse to manage:

I drink alcohol from time to time ... smoke weed when on leave for more than 10 days since I know I will not be drug tested during that time. I have also tried an illegal substance a few times while on leave. It seems to help me deal with being angry and

stressed due to my inability to transition ... it helps me get over the fact that others have full freedom to be who they are, and I don't. (Ogburn, 2021, p. 100-101)

Wilfully avoiding engaging with colleagues and the broader service community, and instead isolating oneself to a small circle of supportive friends was how many across both industrial contexts begrudgingly adapted to their social environment:

I don't want [to be] worried about my reputation and having to really work hard to protect that. So that certainly isolated me. I isolated myself that way. Not really opening up to people. I had, maybe one or two close friends and that was it, and not wanting to be vulnerable and open with other people for fear of what that meant, or what they would do with that information, and just not trusting people. (Walker, 2020, p. 117)

Emulating hegemonic behaviours and norms at work increased service community acceptance at the cost of individual identity expression (category four) and some did not consider their SGM identity relevant or important in the workplace context (category seven), while others actively sought to maximise acceptance potential amongst colleagues by achieving exemplary job performance (category five) or building social intimacy with colleagues without disclosure (category six) (see Table 11). Although discordant with their personal values, LGBTQIA+ service personnel across both services engaged with colleagues by participating in social conventions they did not identify with:

I really looked at the landscape, so you drink like a fish, you swear like a trooper and you sexually objectify women. Alright, got it, I'll do that and I did it ... It was because I got a laugh, because it got me included, because it got like, "Oh you're just one of the boys". (Parkinson et al., 2022, p. 87)

Moreover, LGBTQIA+ military service personnel reported feeling protected from social exclusion by pre-disclosure cohesion with colleagues:

They – they don't see me as – if they did know, they wouldn't have seen me as the gay NCO over here or the black NCO or black soldier. None of these issues exist because you have only each other. And – and – and and you rely on each other. You're – you're family. (Robinson-Thomas, 2018, p. 133)

Excelling in job performance was similarly perceived to minimise the importance of SGM identity to the service community by maximising alignment with institutional cultural identity ideals:

Cause mind you I am still a strapped soldier. I am still Sgt. Regs, I'm still cream of the crop and like I said if I am the best of the best and they catch me or if I get caught up in something I got proof that you know what, yeah I am a homosexual, but I am the best damn homosexual the Army's got. (Cole, 2018, p. 71)

Some rejected the notion that SGM identity belonged in the workplace, indicating an acceptance of the cultural status quo depending on the safety of military institutional structure and professional rigour:

It is more important for me to be more of a closed book in the office than an open book, just from a professional standpoint, for a number of reasons, but mostly because I do not see myself as a person jockeying for social change in the workplace, and I do not think that's my place (McNamara et al., 2021b, p.154)

Table 11

Exemplary Findings and Illustrations Contextualised by Industrial Setting and Evidence Quality for Synthesised Finding Three

Findings	Illustrations	Industrial context ^a	Evidence quality ^b
1. Experiences of minority stress			
Passing / Fabricating (Wood, 2020)	There were two sides of me for most of my career... keeping the secret [of being gay] and not being out contributed to a level of occupational stress (Wood, 2020, p. 88)	Military	Unequivocal
Normlessness (Walker, 2020)	I spent a lot of time alone. At work also, just the general, not trusting people. I was so exhausted by the end of my 10 years that I was just tired of not being able to trust people, always having to put a mask on, always having to put a front on to get through the day...it was just exhausting. (Walker, 2020, p. 116)	Military	Unequivocal
Internalised pressure (Mennicke et al., 2018)	‘[Y]ou know you have a target on your back because your lifestyle draws attention to you automatically. Whether you do a good job or bad job you are already being looked at differently.’ (Mennicke et al., 2018, p. 719)	EFR	Unequivocal
Burden of being different (McNamara et al., 2021b)	It’s just like, it takes a lot of energy to handle people’s reactions [to coming out as transgender] (McNamara et al., 2021b, p. 153)	Military	Unequivocal

Psychological distress (Ogburn, 2021)	Every time I have to do something under male standards, it makes me feel like nobody takes the concept of transgender serious at all. I don't get to be "real" until some marker is changed. It makes me feel like shit. . . I hate it every day. (Ogburn, 2021, p. 91)	Military	Unequivocal
Internal minority stress (Chen et al., 2017)	...having to hide my true self from a lot of people because of the fear of rejection or retaliation is pretty hard." (Chen et al., 2017, p. 68)	Military	Unequivocal
Negative psychosocial implications (Robinson-Thomas, 2018)	I realize, like, if I keep letting these thoughts, you know, keep my down, I'm going to, you know, get down and I might not get back up, and that's – I can't let that happen. (Robinson-Thomas, 2018, p. 154)	Military	Unequivocal
2. Coping with minority stress			
Destructive behaviour (Ogburn, 2021)	I drink alcohol from time to time ... smoke weed when on leave for more than 10 days since I know I will not be drug tested during that time. I have also tried an illegal substance a few times while on leave. It seems to help me deal with being angry and stressed due to my inability to transition ... it helps me get over the fact that others have full freedom to be who they are, and I don't. (Ogburn, 2021, pp. 100-101)	Military	Unequivocal
Self-stress management (Ogburn, 2021)	Circuit training twice a week has been a good outlet. Pushing myself to succeed at something I have control over. (Ogburn, 2021, p. 99)	Military	Unequivocal
Verbal outlet (Ogburn, 2021)	...there are 3 people I talk with pretty consistently, one transgender in the military and two veterans. They are my sounding board, and I am theirs.	Military	Unequivocal

	Anyway, we do a lot of talking and crying, which I very much need. (Ogburn, 2021, p. 97)		
Coping (Wood, 2020)	While some participants used meditation techniques (Participant 2), therapy by mental health professionals (Participant 15), or performing other relaxing activities such as reading (Participant 3) and exercise (Participants 1 and 5), the majority of comments regarding coping mechanisms reflected the subthemes of confiding in close confidants such as family and friends or attempting to avoid/ignore the stress all together. (Wood, 2020, p. 90)	Military	Credible
Support of friends & family (Wood, 2020)	I had a good network of friends in the LGBT community and those were really my primary coping mechanism (Wood, 2020, p. 90)	Military	Unequivocal
Meaninglessness (Walker, 2020)	You couldn't afford to be fully alienated or to isolate yourself. People who did, did not do well and usually failed out [of flight school]. So, I would say for a while, I didn't cope with that in healthy ways. I drank a lot. I drank more than I ever drank in my life. (Walker, 2020, p. 115)	Military	Unequivocal
3. Self-social isolation			
Social isolation (Walker, 2020)	I don't want [to be] worried about my reputation and having to really work hard to protect that. So that certainly isolated me. I isolated myself that way. Not really opening up to people. I had, maybe one or two close friends and that was it, and not wanting to be vulnerable and open with	Military	Unequivocal

<p>the effect of depression and/or a hostile community led to taking refuge in privacy and isolation (Parkinson et al., 2022)</p>	<p>other people for fear of what that meant, or what they would do with that information, and just not trusting people. (Walker, 2020, p. 117)</p> <p>There's probably about three people I speak to up here and that's it. (Parkinson et al., 2022, p. 84)</p>	EFR	Credible
<p>Support system (Vaughn, 2014)</p>	<p>I'm pretty much a loner. I have a distinct group of friends in the area, and there's a core group of us that have been together for the last 10 years. At my work, I'm really close with a couple of people too. (Vaughn, 2014, p. 78)</p>	Military	Unequivocal
<p>Self-estrangement (Walker, 2020)</p>	<p>So, I used to go out with co-workers, I really don't do that now anymore, but, when I used to go out with co-workers, if they wanted to go out to one place and I would go out to a different establishment, that could be quite alienating, because, a lot of members of the military, they have this...wolf pack mentality of "we all go to the same place and we all do the same thing." So, sometimes that might be me patronizing an LGBT establishment and they're patronizing a, just a regular heteronormative environment, and that can be alienating. (Walker, 2020, p. 126)</p>	Military	Unequivocal

<p>...they actively searched for tranquility and seclusion within their military surroundings.... (Kaplan & Ben-Ari, 2000)</p>	<p>I liked guard duty, guarding on the watch tower because then I had some peace of mind, which I really needed. they don't stop bothering you, you can't think. ... You have no space, no privacy. So on operational guard duty I could enjoy it more. (Kaplan & Ben-Ari, 2000, p. 417)</p>	<p>Military</p>	<p>Credible</p>
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4. Identity compartmentalisation to blend into cultural hegemony

<p>Conforming (Parkinson et al., 2022)</p>	<p>I really looked at the landscape, so you drink like a fish, you swear like a trooper and you sexually objectify women. Alright, got it, I'll do that and I did it ... It was because I got a laugh, because it got me included, because it got like, "Oh you're just one of the boys". (Parkinson et al., 2022, p. 87)</p>	<p>EFR</p>	<p>Unequivocal</p>
<p>Living censored (Vaughn, 2014)</p>	<p>We were celebrating the two-month anniversary of our first date, and there was somebody who was on the staff from our unit, and I ran into them just as we were finishing our meal. And I went back to the table and I told her, 'Hey, we've got to get out of here. (Vaughn, 2014, p. 57)</p>	<p>Military</p>	<p>Unequivocal</p>
<p>The military creates a commonality around the lowest common denominator of the</p>	<p>...You either have to play the straight game and talk about girls and screwing or you find yourself outside of the group. . . . You always have the platoon's resident horny man who fucks your mind with talk about</p>	<p>Military</p>	<p>Credible</p>

hegemonic masculinity (Kaplan & Ben-Ari, 2000)	fucking and you have to participate in it. (Kaplan & Ben-Ari, 2000, p. 418)		
Proving oneself (Poulin et al., 2018)	If you didn't do that [pass as heterosexual] you didn't fit in, and the whole mob mentality would turn against you. So, you either fit in with it, or you became the target. (Kaplan & Ben-Ari, 2000, p. 68)	Military	Unequivocal
Double life (White, 2019)	I was one way on duty and another when I was off. I had to compartmentalize, or felt I had to. I valued my career and I wanted to keep it. My job was to enforce rules and regulations but there I was breaking the rules. (White, 2019, p. 36)	Military	Unequivocal
5. Focus on work to minimise importance of SGM identity			
Protective factor (Robinson-Thomas, 2018)	So I kind of built up this – I don't know how to say it – I guess, persona, where people just judged me based off my work ethic and not my personal life. So I became a really good mechanic, I promoted quickly, kind of built this career for myself. (Robinson-Thomas, 2018, p. 130)	Military	Unequivocal
Feeling Valuable in the Military (Cole, 2018)	Cause mind you I am still a strapped soldier. I am still Sgt. Regs, I'm still cream of the crop and like I said if I am the best of the best and they catch me or if I get caught up in something I got proof that you know what, yeah I am a homosexual, but I am the best damn homosexual the Army's got. (Cole, 2018, p. 71)	Military	Unequivocal

Performance (Parco et al., 2015)	What I've found so far is that as long as you do your job and you do it well, a lot of people are willing to look the other way. (Parco et al., 2015, p. 233)	Military	Unequivocal
Job Performance (Wood, 2020)	I focused on my job. I had this idea that maybe if people think I'm gay, but they'll see me as a good officer then that would cancel out my gayness." (Wood, 2020, p. 83)	Military	Unequivocal
6. Minimisation of SGM identity significance through relationships			
Effects of military as a family (Robinson-Thomas, 2018)	They – they don't see me as – if they did know, they wouldn't have seen me as the gay NCO over here or the black NCO or black soldier. None of these issues exist because you have only each other. And – and – and and you rely on each other. You're – you're family. (Robinson-Thomas, 2018, p. 133)	Military	Unequivocal
Familiarity Breeds Acceptance (Cole, 2018)	If you know somebody who is and you had a good relationship with them, and you respect what they do, and there is obviously, they are just like one of the guys, and then all the sudden or one of the soldiers or airmen and all of the sudden they find out that they are gay it's like oh. It's really a non-issue. (Cole, 2018, p. 67)	Military	Unequivocal
The engagement strategy may also involve a disregard for hierarchy and the	...We are human beings, and maybe being what I am means to be a very good commander technically and professionally, but maybe less well at discipline, not keeping enough distance . . . most of my authority, my	Military	Credible

formal structures on relations between commanders and soldiers under their command. (Kaplan & Ben-Ari, 2000)

ability to command relied on my kind heartedness, on the popularity I won among my men. (Kaplan & Ben-Ari, 2000, p. 410)

7. Military identity more important than SGM identity

The DADT policy (Vaughn, 2014)

So I didn't really have a problem with 'Don't Ask, Don't Tell', because guess what? When you signed up, you said that you weren't gay. So you wanted to serve, you knew what the deal was, so you made a personal choice to keep it to yourself. (Vaughn, 2014, pp. 61-62)

Military Unequivocal

Military as a career (Tuomi, 2014)

I am not out to most people in the military...I prefer it this way, as I am in the military to do a job. (Tuomi, 2014, p. 66)

Military Unequivocal

It is only in the interpersonal sphere that their identification with military culture touches, mostly indirectly, on homosexual

I basically fit in with the requirements of the idea of cohesion. You are either "in" the group or not. (Kaplan & Ben-Ari, 2000, p. 411)

Military Credible

experiences. (Kaplan & Ben-Ari, 2000)

Questioning Relevance / Appropriateness of Discussing LGBT Identity in the Workplace (McNamara et al., 2021b)	It is more important for me to be more of a closed book in the office than an open book, just from a professional standpoint, for a number of reasons, but mostly because I do not see myself as a person jockeying for social change in the workplace, and I do not think that's my place (McNamara et al., 2021b, p. 154)	Military	Unequivocal
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^a Industrial context is determined by presence of category-supporting illustrations from studies examining said context.

^b Quality of evidence ascribed to finding and illustration during the JBI QARI data extraction process. Descriptions of each quality categorisation are given in Aromataris and Munn (2020).

Synthesised finding 4: Experiences of workplace culture and its effects on service personnel

Myriad experiences of navigating the industrial complex and perceptions of social engagement were contextualised by workplace culture, its inequities, and effects beyond the workplace; from which, four categories were created (see Table 12). The resultant synthesis, produced the finding: experiences of workplace culture and its effects on service personnel (see Table 8 for Detail).

Masculine culture creating a hostile work environment (category one) was experienced disparately between SGM identity configurations and service contexts (category four), believed to be enculturated by organisational training practices (category two), and underpinned LGBTQIA+ civilian community rejection and military acceptance (category three) (see Table 12). Heterosexual male colleagues, as the workplace majority, reportedly policed stereotypical gender expression in the workplace, creating an exclusionary culture: “[*My legs were crossed*] one over the other...underneath the computer desk. The Captain who was on duty.... came over to me, he goes, “You’re one of THOSE?” I knew exactly what he was talking about [*that I was gay*].” (Poulin et al., 2018, p. 66).

In EFR context, lesbian females identified that they were more socially acceptable due to alignment with hegemonic masculine behavioural norms and the absence of romantic possibility:

“You don’t get any sexual tension with the men, they can talk about their wives, and we just laugh all the time, and it’s relaxed because you know there’s nothing . . . maybe for heterosexual women it takes them a while to settle in with the boys.” (Wright, 2008, p. 110)

Similarly to homophobia experienced in the military context, gay male emergency first responders were sexualised unlike their female counterparts, experiencing discrimination on the basis of potential for attraction perceived by heterosexual male colleagues:

The chief, the comment out of his mouth was, 'Well, I'm not afraid of lesbians. It's gay men that scare me.' And I looked at him and I said, 'Sir, you have nothing to worry about.' I think a lot of straight men think that and I don't know why. (Mennicke et al., 2022, p. 719)

Although few mentioned experiencing masculine enculturation, those who did reported that military training imbued a masculine identity regardless of the trainee's disposition, beyond their control:

[W]hen you're a young Marine, and you go through boot camp, you're pretty much – I wouldn't really say brainwashed, but you're taught to believe that you're invincible, that you're...a red-blooded American, you're male...you're driven, you wanna fight, you know...all these things and...party hard and play hard. (Robinson-Thomas, 2018, p. 161)

Furthermore, LGBTQIA+ military personnel experienced difficulty adjusting to civilian LGBTQIA+ community culture, perceiving a lack of understanding for prioritising military identity, while veterans extended to include the military service community, who were also unaccepting of LGBTQIA+ identity: *"I feel like I am on the fringe of the trans community and not welcome in the veteran community."* (Chen et al., 2017, p. 67) Many sought and found acceptance amongst fellow LGBTQIA+ military service personnel out of a shared understanding of simultaneous SGM and industrial experience.

Table 12

Exemplary Findings and Illustrations Contextualised by Industrial Setting and Evidence Quality for Synthesised Finding Four

Findings	Illustrations	Industrial context ^a	Evidence quality ^b
	1. Heterosexism and homophobia creating hostile work environment		
Relationships with Male Colleagues (Wright, 2008)	You don't get any sexual tension with the men, they can talk about their wives, and we just laugh all the time, and it's relaxed because you know there's nothing . . . maybe for heterosexual women it takes them a while to settle in with the boys. (Wright, 2008, p. 110)	EFR	Unequivocal
A climate of oppression (Walker, 2020)	As they described those experiences, they alluded to the military's heteronormative culture as the contributing factor to their feelings of discrimination and/or oppression. They reflected on the military's culture as "hypermasculine," "heteronormative," and "conservative," which led LGBTQ military persons to feel "oppressed," "excluded," and "isolated." (Walker, 2020, p. 96)	Military	Credible
Masculinity (Parkinson et al., 2022)	It's completely irrelevant to the job. That's like, "Well we're men and that's what men do, so that's important for fire fighting ... if you can't bench press 200 kg then you're not a good firefighter" ... [But] if you	EFR	Unequivocal

	need it to get in, why don't you need it to be here 10 years later or 20 years later? (Parkinson et al., 2022, p. 85)		
Homophobia amongst emergency management personnel sometimes leads to a departure from standard procedures in emergency situations (Parkinson et al., 2022)	Another one of the officers was bagging his gear in an asbestos bag after ... and he was 'Virkonning'—the stuff that we do if we have a blood spill. So there'd been no blood spill ... there's no biohazard, it was just in a gay [venue] where men are having sex. So he bagged and tagged his gear to take it for decontamination and he said to his crew he was worried about them "catching gays". (Parkinson et al., 2022, p. 86)	EFR	Credible
Workplace heterosexism (ST) (Tuomi, 2014)	...[he] do[es] not feel as though [he] belong[s] because of it's (the workplace) culture. (Tuomi, 2014, p. 67)	Military	Credible
Homophobic (Robinson-Thomas, 2018)	If a guy see two girls kissing, they'll say it's hot. [If] they see two guys kissing, that's nasty. (Robinson-Thomas, 2018, p. 159)	Military	Unequivocal
Old Boys' Club (Poulin et al., 2018)	I think in the military you battle a lot of [ignorance]. All the time you're battling ignorance. People are just so stuck in the old boy's network. (Poulin et al., 2018, p. 66)	Military	Unequivocal
Complications for Gay and Lesbian Soldiers from Policing	[My legs were crossed] one over the other...underneath the computer desk. The Captain who was on duty.... came over to me, he goes, "You're one of THOSE?" I knew exactly what he was talking about [that I was gay]. (Poulin et al., 2018, p. 66)	Military	Unequivocal

Masculinity/Femininity

(Poulin et al., 2018)

2. Training enforcing masculine cultural hegemony

Warrior culture (Doughty Shaine et al., 2021)	You know the way we were trained, it seems like civilian doctors [referring to mental health providers], in my experience um, tend to want to normalize the victim mentality and tell you it's OK to feel like a victim, and that doesn't work with a vet . . . we were trained and indoctrinated to believe that we were warriors . . . that we were victors, and that we will kill anything . . . (Doughty Shaine et al., 2021, p. 283)	Military	Unequivocal
Hypermasculine (Robinson-Thomas, 2018)	[W]hen you're a young Marine, and you go through boot camp, you're pretty much – I wouldn't really say brainwashed, but you're taught to believe that you're invincible, that you're...a red-blooded American, you're male...you're driven, you wanna fight, you know...all these things and...party hard and play hard. (Robinson-Thomas, 2018, p. 161)	Military	Unequivocal

3. Belonging to LGBTQIA+ civilian and military communities

Military/veteran (Chen et al., 2017)	I feel like I am on the fringe of the trans community and not welcome in the veteran community. (Chen et al., 2017, p. 67)	Military	Unequivocal
Civilian LGBTQ+ community (White, 2019)	Once I explained more about the fact that I had been in the Air Force and I couldn't... but he was still, I felt judged and that really turned me off to coming out to anyone else. (White, 2019, p. 41)	Military	Unequivocal

Assimilating to the civilian LGBTQ+ culture (White, 2019)	I guess I'm integrating in my own way, but it has been a long, slow process. (name) has really helped with that and his friends – When he became a part of my family, a lot of his friends became my family, but I am a bit more comfortable with some of our female friends than I am with some of our more judgmental gay male friends. (White, 2019, p. 37)	Military	Unequivocal
Social support networks (Poulin et al., 2018)	One girl [on deployment with me] she was gay....so me and her would get together once in a while and chat. You can have close friends, but if they're not gay it's hard sometimes. (Poulin et al., 2018, p. 67)	Military	Unequivocal
Finding Community and Safety (Cole, 2018)	So it was like this anthem that we are family. So I had that pre-military. But in the military it became more important obviously because living with fear and having to hide. (Cole, 2018, p. 70)	Military	Unequivocal
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4. SGM identity configuration dependent variations in workplace culture			
Fitting in (Wright, 2008)	I think men can accept me far easier now, once they realise that I am gay which isn't difficult, once they get over that factor, then in their eyes, be it for good or for bad reason, I am one of the lads. (Wright, 2008, p. 107)	EFR	Unequivocal
The masculine lesbian woman (Mennicke et al., 2022)	'I'm going to say that heterosexual guys just expect that a lot of police officers coming on their job are going to be lesbians. They're surprised when you're not, right? They're surprised when you say that you're straight [Laughter].' (Mennicke et al., 2022, p. 718)	EFR	Unequivocal

The hypersexualised gay man (Mennicke et al., 2022)	The chief, the comment out of his mouth was, ‘Well, I’m not afraid of lesbians. It’s gay men that scare me.’ And I looked at him and I said, ‘Sir, you have nothing to worry about.’ I think a lot of straight men think that and I don’t know why. (Mennicke et al., 2022, p. 719)	EFR	Unequivocal
Supportive Organizational Culture and Confronting Latent Stereotypes and Biases (Giwa et al., 2022)	I can honestly say [that] my own workplace experiences have been overwhelmingly positive as an out member of the LGBTQ community. (Giwa et al., 2022, p. 99) I just spoke to this on International Women’s Day. We had a panel and I think they wanted us to say everything is great and everything is fine, but it’s not. I still deal with leadership who will say, well, you can’t do that by yourself; I’ll send a guy with you. The same man at work would never get that treatment; he’d be able to go and do it himself. Simple small things, [such as] doing an alarm—that’s a call we do 10 times a day. (Giwa et al., 2022, p. 99) I do feel like there is still work to do in terms of gay men in the policing culture. ... The culture of how we talk about gay men ... still [needs] a lot of work and the things that are said are still not right. (Giwa et al., 2022, p. 100)	EFR	Unequivocal

^a Industrial context is determined by presence of category-supporting illustrations from studies examining said context.

^b Quality of evidence ascribed to finding and illustration during the JBI QARI data extraction process. Descriptions of each quality categorisation are given in Aromataris and Munn (2020).

Synthesised finding 5: Experiences of Workplace policy and Perceptions of its Impact

Many experiences of LGBTQIA+ service personnel occurred in the context directly exclusionary policy in the military industrial context and indirectly exclusionary policy in the EFR context, which established three categories (see Table 13). The resulting synthesised finding being: experiences of workplace policy and perceptions of its impact (see Table 8 for detail).

Workplace experiences following the repeal of DADT in the USA formed a substantial and contextually dependent standalone category (one), and while largely polarised regarding experiences of change (significant change, minor change, no change), the majority indicated that policy repeal did not translate to meaningful cultural change (see Table 13):

...It was a very grudging thing for them. It was policy but basically “hey there’s going to be a lot of faggots jumping out of the closet” – I heard this so many times when it was still the work – so we were like “yeah! We’re...we’re not coming out yet (laughs) (Gutman, 2017, p. 133)

Despite ongoing negative workplace experiences of discrimination, there were many who endorsed perceptions that SGM identity disclosure was more common and better received than while the policy was active:

After the repeal, I think I saw a prevalence or proliferation of “out” service members, which encouraged me, and I think encouraged other people to be a little bit more comfortable, but most, I would say the majority, are still closeted. (Walker, 2020, p. 128)

There were also many negative experiences of discrimination and subsequent psychosocial stress pertaining to living under exclusionary policy (category two) such as DADT and societal policy that influenced military benefits such as DOMA in the military context, which negatively affected spousal relationships (see Table 13): “...trying to maintain

a long-distance relationship is challenging enough.” (Robinson-Thomas, 2018, p. 139). Only one experience was relevant from the EFR context, relating to systemic policy for accessing partner benefits that forced SGM identity disclosure, preventing benefit access:

[O]ne gay person who anonymously reached out to our benefits manager and when he found out, I still don't know who it is, when he found out that he needs to sign an affidavit, he said no, I'm not going to do it. Because he's that afraid of people finding out that (trails off)... (Mennicke et al., 2018, p. 721)

Experiences of workplace policy were generally more positive in the EFR context, and the consideration that inclusionary policy was necessary and effective was limited to therein (see Table 13, category three): *“There's no discrimination of any kind and if it is, it is unearthed very quickly ... there are usually hearings on it and every special rights group comes out in support because they know that they might be next.”* (Mennicke et al., 2018, p. 721) Furthermore, it was reported that absence of organisational policy enforcement was associated with cultural resistance to change stemming from the unique comradery of EFR service context:

It's 'Oh, we'll take care of the issue.' We'll take care of the issue, but if we say, if you make a comment saying this person's slacking off over there because that's their good ol' boy, now they're going to write you up for slander or whatever the case may be but then they can say, 'Oh look at those two faggots over there' in front of the high ranking officer, a white shirt, lieutenant or whatever and then lieutenant would just say 'Hahaha.' (Mennicke et al., 2018, p. 722)

Table 13

Exemplary Findings and Illustrations Contextualised by Industrial Setting and Evidence Quality for Synthesised Finding Five

Findings	Illustrations	Industrial context ^a	Evidence quality ^b
	1. Change after DADT repeal		
Continuing discrimination (Spinks, 2015)	...the jokes about not liking girls, be careful bending over, derogative remarks and name calling are still tolerated. (Spinks, 2015, p. 121)	Military	Unequivocal
Mistrust of Policy Changes, Command Attitudes, and Preparation for Repeals (Gutman, 2017)	...It was a very grudging thing for them. It was policy but basically “hey there’s going to be a lot of faggots jumping out of the closet” – I heard this so many times when it was still the work – so we were like “yeah! We’re...we’re not coming out yet” (laughs) (Gutman, 2017, p. 133)	Military	Unequivocal
Experiences since the repeal (Tuomi, 2014)	Several participants in this study indicated that the repeal allowed them to be increasingly out. They reported stronger relationships with others and themselves. (Tuomi, 2014, p. 68) Other than not being able to be legally discharged for their sexuality, many reported that their military experience was the same: they went to work, did their job, and returned home. (Tuomi, 2014, p. 68)	Military	Credible

Sense of normalcy (Tuomi, 2014)	<p>...pretty much everything is still the same. Most people in the military, from my fourteen years of experience, could not care about sexual orientation, as long as that member is capable of performing their job (Tuomi, 2014, p. 70)</p> <p>...stereotypes and the way gay guys are treated are just the same (pre and post-repeal). (Tuomi, 2014, p. 71)</p>	Military	Unequivocal
Forced culture change (Spinks, 2015)	<p>Of course military culture wasn't going to change overnight, but I noticed that that it was no longer okay to joke about or put down gays as much as before. (p. 120)</p> <p>...there have been some leadership, I've personally had to talk to about being appropriate and supporting the regulations and military laws like they always have, whether or not they like them. (Spinks, 2015, p. 120)</p>	Military	Unequivocal
Current Support (Cole, 2018)	<p>I just honestly think that it's a lot less of an issue, and it has always been a lot less of an issue in the military than in news media makes it out to be. (Cole, 2018, p. 69)</p>	Military	Unequivocal
Discrimination after DADT (Walker, 2020)	<p>I got a "do not promote." But a lot of that had something to do with how he felt about me. It had nothing to do with my performance because I did an amazing job at my work. (Walker, 2020, p. 103)</p>	Military	Unequivocal
Cultural estrangement (Walker, 2020)	<p>After the repeal, I think I saw a prevalence or proliferation of "out" service members, which encouraged me, and I think encouraged other people to</p>	Military	Unequivocal

be a little bit more comfortable, but most, I would say the majority, are still closeted. (Walker, 2020, p. 128)

2. Consequences of serving under exclusionary policy

Reduction in Job Satisfaction (Spinks, 2015)	The guard is my part-time job so I honestly don't put as much effort into it as I do my real job. I wonder if my lack of concern has been because of it only being part-time or if it was because an organization I put so much effort into had unfair policies and so much hate towards me. (Spinks, 2015, p. 112)	Military	Unequivocal
Fairness of the Don't Ask, Don't Tell Policy (Spinks, 2015)	It pissed me off that I couldn't be at the Christmas party with my significant other of many years, but it was fine for a bunch of the married guys to go to the local strip club, get lap dances and even hook up with girls. (Spinks, 2015, p. 110)	Military	Unequivocal
Sense of Alienation (Spinks, 2015)	didn't think it would be that hard, but sometimes I felt like I was singled out because people thought I might be gay...I couldn't be the person I am normally. (Spinks, 2015, p. 113)	Military	Unequivocal
Discrimination (Vaughn, 2014)	There was...I knew friends of mine that had been investigated, and I had friends that were actually kicked out because they were found out. (Vaughn, 2014, p. 66)	Military	Unequivocal
Personal (White, 2019)	One of my biggest fears was that if I was out in the military that my family would find out and before the repeal I could have been dishonorably discharged and they would have found out, which would have been a	Military	Unequivocal

terrible way for that to happen and I was even more terrified of my family not accepting, or rejecting me and don't get me wrong, I didn't want to lose my job and I didn't want to become a target for homophobes because there were stories about suspected gay guys getting sexually abused and being targeted in other ways... even murdered. (White, 2019, p. 39)

Consequences of policies must be considered (Mennicke et al., 2018)	[O]ne gay person who anonymously reached out to our benefits manager and when he found out, I still don't know who it is, when he found out that he needs to sign an affidavit, he said no, I'm not going to do it. Because he's that afraid of people finding out that (trails off). (Mennicke et al., 2018, p. 721)	EFR	Unequivocal
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The Upsides (Cole, 2018)	Now here is the coolest thing... You could also march in the Pride Parade and I marched in the first Pride Parade when DADT became law. I was throwing whistles; I was on a float. And they were like, "aren't you scared that everyone is going to know your T?" And I was like I don't care, because they can't ask me. (Cole, 2018, p. 72)	Military	Unequivocal
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3. Need for inclusionary policy and its enforcement

Policy implementation and enforcement (Mennicke et al., 2018)	Participants across genders described how the content and execution of workplace policies have a concrete impact on the lives of gay, lesbian, and transgender officers. In particular, participants were concerned	EFR	Credible
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Policies need to exist (Mennicke et al., 2018)	<p>about the presence of non-discrimination and harassment policies and access to partner benefits. (Mennicke et al., 2018, p. 720)</p> <p>There's no discrimination of any kind and if it is, it is unearthed very quickly ... there are usually hearings on it and every special rights group comes out in support because they know that they might be next. (Mennicke et al., 2018, p. 721)</p> <p>The current issues that I think gays and lesbians have to do with in my agency are contract issues with the city versus (trails off). The city is being more liberal than what our contract is being and that's the union contract and every time we deal with something it always comes back. (Mennicke et al., 2018, p. 721)</p>	EFR	Unequivocal
Policies must be enforced (Mennicke et al., 2018)	<p>It's 'Oh, we'll take care of the issue.' We'll take care of the issue, but if we say, if you make a comment saying this person's slacking off over there because that's their good ol' boy, now they're going to write you up for slander or whatever the case may be but then they can say, 'Oh look at those two faggots over there' in front of the high ranking officer, a white shirt, lieutenant or whatever and then lieutenant would just say 'Hahaha.' (Mennicke et al., 2018, p. 722)</p>	EFR	Unequivocal
Strong Support for LGBTQ Diversity and Inclusion at Work but	<p>They [the RNC] want to appear to be proactive, which you know we're being by doing this. They try to keep everybody happy and, you know,</p>	EFR	Unequivocal

Challenges Remain in the community is made [up] of LGBTQ [people] as well. (Giwa et al.,
Police-LGBTQ 2022, p. 101)

Community Relations For sure, there is still a culture on patrol ... [where a] ... derogatory term or
(Giwa et al., 2022) something like that [is used]. (Giwa et al., 2022, p. 102)

^a Industrial context is determined by presence of category-supporting illustrations from studies examining said context.

^b Quality of evidence ascribed to finding and illustration during the JBI QARI data extraction process. Descriptions of each quality categorisation are given in Aromataris and Munn (2020).

Synthesised finding 6: Discrimination in the Workplace and Impacted Social Perception

Discrimination in the workplace was foundational to many LGBTQIA+ service personnel's experiences, forming five categories; all of which, were evidenced by illustrations from both service contexts, which was only the case for the synthesised finding: discrimination in the workplace and impacted social perception (see Table 8 for detail).

Discrimination experienced via workplace events or procedure (category one) coincided with that related to rules and perceived prejudice of religious institutions embedded in the service community, or as providers of services within the industrial context (category three), and language used in conversations undirected at, and directed at, LGBTQIA+ service personnel (category five). Systems and procedures were often vehicular to discriminatory events, and were often rooted in organisational policy:

And even in ROTC, there's actually one point where I went through a 15-6 investigation because someone—and I have no idea who—had reported to the battalion commander that they thought I was having a relation with someone else. (Vaugh, 2014, p. 71)

Although less endorsed, some reported contrarily experiencing less discrimination in the military context than in civilian society: *"I've had more negative incidences in my lifetime as a result of my sexual orientation, with both sexes, outside the VA, and outside the military, than I've had in the military."* (Livingston et al., 2019, p. 698). Needing to utilise religious services to access counselling and family services was unique to military context, wherein chaplaincy experiences were polarised; however, perceived acceptance by the religion moderated willingness to engage:

I think that there is so much, even me, myself, that the two most religious members of my family are the two least tolerant of me and my girlfriend and so I think that there is

kind of in a lot of the communities, there's a separation that wouldn't necessarily seek out any sort of religious services. (McNamara et al., 2021a, p. 518)

This was also present in the EFR context, wherein past experiences of exclusion influenced the perception of having to work alongside religion within the service community: *"I know the [name of organisation removed] are homophobic and I don't agree with having them work for anyone."* (Parkinson et al., 2022, p. 91)

Crude language being used in workplace conversations, having to challenge its use, and coping with inappropriate LGBTQIA+ terminology usage characterised many experiences:

*I guess it's been that closed group, so we're all men, we're all white and we're all straight so we can bag women ... and we can bag gay people ... language like f*** homos and faggots, so really revolting language to describe people who are gay is just said like, "I'm not even noticing that that's offensive because it's not offensive to me".*

(Parkinson et al., 2022, p. 82)

Positive experiences regarding language were few, but included colleagues appropriately employing gender pronouns per the LGBTQIA+ service personnel's identification: *"My commander, my first sergeant, all the platoon sergeants, my unit as a whole everybody refers to me with male pronouns and it's fine."* (Parco et al., 2015, p. 227).

Moreover, direct experiences of discrimination perpetrated by colleagues (category two) were common, parallel to sexual, physical, threatening, and violent acts of discrimination (category four). Interpersonal discrimination was often based on LGBTQIA+ stereotypes and intended to enflame victims:

I've had supervisors give me flack because part of my job is going through the showers to make sure they're not doing anything back there but I've had supervisors and other male officers come in and like, 'What are you doing back there?' (Mennicke et al., 2018, p. 722)

More extremely, some experienced direct and threatened violence from colleagues:

I've had people point M16s at me, try to kill me, because they thought I was a 'faggot'.

That was the language that they used. Pretty much the whole year in Vietnam I was more afraid of being killed by somebody in my unit [than the enemy]. (Livingston et al., 2019, p. 697)

While others were sexually harassed due to their misalignment with gender sexuality norms:

"Yeah. And he even offered. He was like, "So you wanna ever, you know, try a penis –" I'm like, "Um, I'm good. I'm good, thank you."" (Robinson-Thomas, 2018, p. 165).

Table 14*Exemplary Findings and Illustrations Contextualised by Industrial Setting and Evidence Quality for Synthesised Finding Six*

Findings	Illustrations	Industrial context ^a	Evidence quality ^b
1. Experiences of systemic discrimination			
Discrimination (Parkinson et al., 2022)	Everybody got their medal, they didn't even tell me about it... everybody got theirs, they went on stage and the whole community was there ... If I didn't see that [sign] I wouldn't have known. (Parkinson et al., 2022, p. 89)	EFR	Unequivocal
Forcible discharge (Chen et al., 2017)	Being put on trial after 18 years of honorable, dedicated service and being recommended for discharge because of a 'mental condition'...I only had 2 years left to retirement. (Chen et al., 2017, p. 67)	Military	Unequivocal
Harassment (inappropriate behavior) (Vaughn, 2014)	And even in ROTC, there's actually one point where I went through a 15-6 investigation because someone—and I have no idea who—had reported to the battalion commander that they thought I was having a relation with someone else. (Vaughn, 2014, p. 71)	Military	Unequivocal
Discrimination (Livingston et al., 2019)	I served in the Women's Army Corps. [While serving] they charged me with a violation of AR-635-89, which is homosexuality. I had a board action, where I had to defend myself. (Livingston et al., 2019, p. 698)	Military	Unequivocal

Inmate manipulation (Mennicke et al., 2018)	<p>I've had more negative incidences in my lifetime as a result of my sexual orientation, with both sexes, outside the VA, and outside the military, than I've had in the military. (Livingston et al., 2019, p. 698)</p> <p>If the inmate has a problem with you like you wrote them a [disciplinary report], caught them doing something wrong, or you corrected them for something, all I gotta to do is drop a request somehow anonymously, whatever, saying 'Oh this officer is doing this. Being inappropriate doing this,' and next thing you know you got the inspector, you've got your [officer in charge], you've got the warden and the assistant warden on you because some inmate wanted to cause trouble for you and they know you're gay and they want to just make a big ordeal out of it (Mennicke et al., 2018, p. 723)</p>	EFR	Unequivocal
<hr/>			
Harassment, bullying, and abuse (Oblea, 2022)	<p>2. Interpersonally perpetrated discrimination and influence of stereotypes</p> <p>Covert workplace bullying. Silent treatment and being ignored due to being LGBT. Discriminatory language and practices conducted when you are not present, and then denied [sic]/not acknowledged when you confront those issues. (Oblea, 2022, p. 8)</p>	Military	Unequivocal
Hostile workplace climate (Tuomi, 2014)	<p>He made these awful remarks and knew that my friend and I were gay...our co-workers just [stood] there and watch[ed] as we were insulted. (Tuomi, 2014, p. 63)</p>	Military	

Harassment and Discrimination (Mennicke et al., 2018)	Participants reported a range of experiences with harassment and discrimination within the workplace, including external experiences and internalised pressure. (Mennicke et al., 2018, p. 719)	EFR	Credible
Stereotypes (Mennicke et al., 2018)	I've had supervisors give me flack because part of my job is going through the showers to make sure they're not doing anything back there but I've had supervisors and other male officers come in and like, 'What are you doing back there?' (Mennicke et al., 2018, p. 722)	EFR	Unequivocal
Discrimination (Oblea, 2022)	<p>“Open discrimination by senior leaders against trans service members causes an extreme amount of daily stress” (Oblea, 2022, p. 8)</p> <p>“most veterans, active-duty personnel, had had no problems with [them] . . . usually it is the so called fundamentalist and born-again religious types.” (Oblea, 2022, p. 9)</p>	Military	Unequivocal
3. Religious institutional integration into industrial setting			
Chaplaincy as a resource (Gutman, 2017)	<p>“We went to a retreat/seminar thing. We went to a seminar which was pretty cool with the chaplain...he was really supporting... (Gutman, 2017, p. 148)</p> <p>“... I can't tell you how many times we've been rejected from the chaplain's marriage retreats, marriage strengthening dinners... A weekend out of town... (Gutman, 2017, p. 148)</p>	Military	Unequivocal

Outness to chaplains (McNamara et al., 2021a)	I think that there is so much, even me, myself, that the two most religious members of my family are the two least tolerant of me and my girlfriend and so I think that there is kind of in a lot of the communities, there's a separation that wouldn't necessarily seek out any sort of religious services. (McNamara et al., 2021a , p. 518)	Military	Credible
The Role of Faith Based Organisations (Parkinson et al., 2022)	I know the [name of organisation removed] are homophobic and I don't agree with having them work for anyone. (Parkinson et al., 2022, p. 91)	EFR	Credible
4. Workplace experiences, and fear of, sexual victimisation, physical violence, and aggression			
Criterion A Trauma (Livingston et al., 2019)	"I've had people point M16s at me, try to kill me, because they thought I was a 'faggot'. That was the language that they used. Pretty much the whole year in Vietnam I was more afraid of being killed by somebody in my unit [than the enemy]." (Livingston et al., 2019, p. 697)	Military	Unequivocal
Sexual harassment (Vaughn, 2014)	I have been sexually harassed, yes. One of the worst situations was when I was enlisted and there was this...it started when I was a PFC and this other person was a specialist, and it went on for a period of several months when he was stalking me, and it ended up where he was threatening me in various different things. (Vaughn, 2014, p. 69)	Military	Unequivocal

Sexual harassment and assault (Robinson-Thomas, 2018)	Yeah. And he even offered. He was like, “So you wanna ever, you know, try a penis –” I’m like, “Um, I’m good. I’m good, thank you.” (Robinson-Thomas, 2018, p. 165)	Military	Unequivocal
Harassment and Bullying (Wright, 2008)	In this study, the lesbians did not appear to be more likely targets of harassment than were heterosexual women; rather, when it did happen, the form of it was sometimes different (none of the lesbians suffered the very physical form of sexual harassment experienced by one heterosexual woman), and their sexuality was possibly just one extra thing against them to men intent on bullying women. (Wright, 2008, p. 111)	EFR	Credible

5. Language in the workplace

Powerlessness (Walker, 2020)	Yeah, I feel like, of course you're going to have that person who says all the jokes. You know, and I don't mind correcting them. You know when, somebody said, “Ugh, that’s gay!” And I’m like, “Well, I’m gay, so are you saying that’s dumb?” I said, “Well, why didn't you say, ‘that’s dumb,’ why are you saying, ‘that’s gay’?” You know, and I’ll have to debate with them but I’ll make them, kind of think, “Maybe I shouldn't say something like that.” (Walker, 2020, p. 122)	Military	Unequivocal
Language and assumptions	I guess it’s been that closed group, so we’re all men, we’re all white and we’re all straight so we can bag women ... and we can bag gay people ... language like f*** homos and faggots, so really revolting language to	EFR	Unequivocal

(Parkinson et al., 2022)	describe people who are gay is just said like, "I'm not even noticing that that's offensive because it's not offensive to me". (Parkinson et al., 2022, p. 82)		
Derogatory Speech (Wood, 2020)	“different times when an NCO would make a gay joke about a gay couple or gay sex or something like that in a derogatory fashion. It was fairly normal” (Wood, 2020, p. 84) “it’s definitely gone down a lot. I think it hasn’t gone away a hundred percent, but the number of times that I've encountered that since the DADT repeal it’s close to zero, but not quite” (Wood, 2020, p. 84)	Military	Unequivocal
Pronoun usage (Parco et al., 2015)	My commander, my first sergeant, all the platoon sergeants, my unit as a whole everybody refers to me with male pronouns and it’s fine. (Parco et al., 2015, p. 227) Right now I’m kind of in this androgynous kind of hell. I’m kind of a litmus test for how good or how accepting and tolerant people are, that kind of a thing. And they very much see or pretty much use whatever pronouns that they are comfortable with, which is a very odd place to be. (Parco et al., 2015, p. 227)	Military	Unequivocal

^a Industrial context is determined by presence of category-supporting illustrations from studies examining said context.

^b Quality of evidence ascribed to finding and illustration during the JBI QARI data extraction process. Descriptions of each quality categorisation are given in Aromataris and Munn (2020).

Synthesised finding 7: Service Families

A majority of LGBTQIA+ service family or LGBTQIA+ service personnel's experiences in the workplace involving family were related to service community acceptance and engagement in workplace social events, but were limited to the military context; upon aggregation, two categories were formed, leading to the finding: Service families (see Table 8 for detail).

Whether community acceptance was experienced or perceived by LGBTQIA+ service personnel and their families and the subsequent social consequences (category one), were dichotomised but primarily negatively toned (see Table 15). In instances where the service community was perceived to be supportive of LGBTQIA+ family structures, social engagement was said to be unaffected:

If – if – you know, if it's a – if it's a formal dinner, and everybody's dressed up in uniform and here's a gay man with his husband and his husband's in a nice suit and they go, and they're holding hands, then the commander comes and shakes their hand, the first sergeant comes and shakes their hand, they come – they sit at a table, everybody's laughing and joking, and there's beer flowing and everything, and that's how it works. (Robinson-Thomas, 2018, p. 149)

Much more commonly, performing couple behaviours with same-sex spouses elicited discriminatory reactions, contributing to a sense of intolerance:

“...I caught my wife's hand and I wanted to whisper in her ear, and I gave her a kiss on the cheek...and all of a sudden...the table next to us was just staring us down, whispering, we could read their mouths and they were like, you know, ‘...it's disgusting!...’” (Gutman, 2017, p. 133)

Familial experiences in engaging military systems related to LGBTQIA+ family structure (category two), for healthcare and personal leave, were few and polarised in tone

(see Table 15). Marriage status was a barrier to seeking healthcare and was in one case why a LGBTQIA+ service member married: *“Health care has been great. And the only issue you have was with [us] not being married at the time and that was like our main reason for [getting married]...”* (Sullivan et al., 2021, p. 95). Nonetheless, LGBTQIA+ service families did not report substantial healthcare disadvantages, beyond accessibility. Marital status also influenced identity disclosure in one case, but in the broader context of LGBTQIA+ marriage law: *“So I had to go tell my commander that I wanted to get married and that it was illegal in the state that I lived in and could he give me leave to go get married in another state?”* (McNamara et al., 2021a, pp. 519-520).

Table 15

Exemplary Findings and Illustrations Contextualised by Industrial Setting and Evidence Quality for Synthesised Finding Seven

Findings	Illustrations	Industrial context ^a	Evidence quality ^b
1. Community acceptance of LGBTQIA+ family structures and spousal social support			
Perceived Lack of Acceptance of or Appreciation for Same-Sex LGBT spouses by Non-LGBT Culture (Gutman, 2017)	The men were standing around ... and they were basically—they compared same-sex marriage to, you know, bestiality ... Me and another woman were both standing there and two of us are gay and we were like, floored by the comments. (Gutman, 2017, p. 126)	Military	Unequivocal
Ongoing family issues (Spinks, 2015)	“I could see people whispering about me. He [my significant other] feels very uncomfortable around the military and soldiers because his work is much more open and understanding.” (Spinks, 2015, p. 119)	Military	Unequivocal
Family Issues (Spinks, 2015)	“When I was deployed during Desert Storm, there was a family readiness group that was updated about things that were happening and my SO [significant other] couldn’t show up as a spouse so he wasn’t able to have that support the other spouses did.” (Spinks, 2015, p. 109)	Military	Unequivocal

Supportive Culture (Wood, 2020)	“...most positive [experience] is going to events and seeing other gay couples around the installation not afraid to bring their spouses or partners.” (Wood, 2020, p. 84)	Military	Unequivocal
Positive experiences (Robinson-Thomas, 2018)	If – if – you know, if it’s a – if it’s a formal dinner, and everybody’s dressed up in uniform and here’s a gay man with his husband and his husband’s in a nice suit and they go, and they’re holding hands, then the commander comes and shakes their hand, the first sergeant comes and shakes their hand, they come – they sit at a table, everybody’s laughing and joking, and there’s beer flowing and everything, and that’s how it works. (Robinson-Thomas, 2018, p. 149)	Military	Unequivocal
Perceived Aggression by Non-LGBT Others Towards Same-Sex Spouses (Gutman, 2017)	I mean here in (), there’s some people who have very, very negative opinions about gay people...in the civilian community, I mean...I don’t feel danger in the military community, I think when it comes down to life or death, I don’t think the military will let the gay thing get in the way. (Gutman, 2017, p. 131) ...I caught my wife’s hand and I wanted to whisper in her ear, and I gave her a kiss on the cheek...and all of a sudden...the table next to us was just staring us down, whispering, we could read their mouths and they were like, you know, ‘...it’s disgusting!...’ (Gutman, 2017, p. 133)	Military	Unequivocal

Same-sex spouses support systems in place (Gutman, 2017)	...my support system is my wife and kids, or a few friends, I mean I have work, and school, we travel as a family...but I don't think we have a support system to deal with the military issues... (Gutman, 2017, p. 151)	Military	Unequivocal
2. Effect of LGBTQIA+ family structure societal status			
Access to services (Sullivan et al., 2021)	My wife and daughter have been able to get health care without a problem. [Wife] shows her ID card with my name on it and she doesn't get any kind of issue.... (Sullivan et al., 2021, p. 94) Health care has been great. And the only issue you have was with [us] not being married at the time and that was like our main reason for [getting married].... (Sullivan et al., 2021, p. 95)	Military	Unequivocal
Outness differences by marital status (McNamara et al., 2021a)	So I had to go tell my commander that I wanted to get married and that it was illegal in the state that I lived in and could he give me leave to go get married in another state? (McNamara et al., 2021a, pp. 519-520)	Military	Unequivocal

^a Industrial context is determined by presence of category-supporting illustrations from studies examining said context.

^b Quality of evidence ascribed to finding and illustration during the JBI QARI data extraction process. Descriptions of each quality categorisation are given in Aromataris and Munn (2020).

Quality of findings

The ConQual summary of findings (see Table 16) indicates that six out of seven findings are of low confidence, and one finding is of moderate confidence. Most findings were evidenced at least in part by studies ranked as less credible according to JBI Critical Appraisal criteria (Lockwood et al., 2015); illustrations contributing to categories similarly often featured a mixture of unequivocal and credible findings, reducing dependability.

Table 16*ConQual Summary of Findings*

Synthesised finding	Type of research	Dependability	Credibility	ConQual Score
1. Healthcare	Qualitative	Downgrade 1 level ^a	Downgrade 1 level ^c	Low
2. Identity disclosure	Qualitative	Downgrade 1 level ^a	Downgrade 1 level ^c	Low
3. Identity management	Qualitative	Downgrade 1 level ^a	Downgrade 1 level ^c	Low
4. Workplace culture	Qualitative	Downgrade 1 level ^a	Downgrade 1 level ^c	Low
5. Workplace policy	Qualitative	Downgrade 1 level ^a	Downgrade 1 level ^c	Low
6. Discrimination	Qualitative	Downgrade 1 level ^a	Downgrade 1 level ^c	Low
7. Service families	Qualitative	No change ^b	No Change ^d	Moderate

^a Downgraded by one level as contributing studies exhibited dependability scores meeting the downgrade condition (score between 2 and 3) according to ConQual assessment criteria (Lockwood et al., 2015).

^b Studies meeting the downgrade condition did not contribute and therefore, dependability remains unchanged.

^c Presence of both unequivocal and credible findings qualifies for downgrading by one level.

^d Only unequivocal findings present, meeting criteria for no change to credibility.

Discussion

Overview

The experiences and perceptions of LGBTQIA+ military and EFR service personnel, and their families, as they navigate their respective industrial settings and service communities are highly complex, often intertwined, and sometimes polarised. This is elucidated by the seven synthesised findings generated from aggregation of 32 studies and 36 categories (see Table 8). Subsequent policy recommendations, guidance for service health providers, and service organisations more broadly, are provided in the form of practice and policy recommendations.

Summary of Findings

Experiences of Barriers and Facilitators when Navigating Industrial Setting

Exclusionary policy was primarily identified as a barrier to navigating the industrial setting. This is consistent with previous literature that examined the effect of DADT upon LGBTQIA+ service personnel career trajectory and found increased attrition from service roles (McNamara et al., 2021c). However, workplace culture was found to supersede policy in shaping LGBTQIA+ workplace experiences; instances of exclusionary policy repeal were mainly associated with no cultural change, and in some cases, exacerbation of existing heterosexism and homophobia. These findings align with previous literature that reported improvements in workplace cultural acceptance of LGBTQIA+ service personnel following repeal of DADT were few (Van Gilder, 2017). There is no literature precedent for policy-culture paradigmatic differences between military and EFR contexts.

Despite this, degree of identity integration into the workplace cultural hegemony was universally central to workplace experience. Identity management leading to service identity acceptance by colleagues was central to many positive experiences, aligning with previous literature proposition that focus on service identity and task completion can increase cohesion (Kirk, 2009) and wellbeing (Costa & Kahn, 2010). However, minority stress was found to

stem from identity management practices, occurring alongside social isolation and psychopathology; contradicting previous literature assertions of service identity benefit through minimisation of individual differences (Johansen et al., 2014). Previous literature also posited that SGM identity disclosure could decrease unit cohesion, negatively affect morale, decreasing performance (Meadows et al., 2010). However, experiences of rejection following disclosure were more likely to impact the disclosing LGBTQIA+ service member, increasing likelihood of experiencing occupational discrimination, interpersonal victimisation, and social exclusion. SGM identity configuration (e.g., gay male) also moderated whether disclosure was well received by colleagues and therefore, could be facilitative in certain cases (i.e., lesbian female); although, experiences were polarised.

LGBTQIA+ service personnel placed great value upon experiences of identity disclosure to leadership, outcomes of which were greatly beneficial when accepting and highly damaging to career progression when not. Leadership rejection was common and impacted promotion, access to healthcare, and often entailed verbal harassment. Previous research into the structure of service institutions identified that rigid conceptualisations of rank, role, and function (Lane & Wallace, 2020), and accordant power distribution protect against individual influence (Johansen et al., 2014). It is this unilaterality that underscored negativity of disclosure experiences; when rejected, there was no recourse due to the distribution of authority.

Experiences of discrimination were barriers on two fronts: 1) occupational, and 2) personal. Careers of LGBTQIA+ service personnel were frequently sabotaged by colleagues and leadership, and policy utilised to stagnate progression (e.g., performance reviews). Interpersonal bullying, harassment, violence, and outcasting further negatively affected performance and cohesion by instilling distrust of service community in LGBTQIA+ service personnel. Nonetheless, positive discrimination in the form of SGM-appropriate language

usage was found facilitative by reducing minority stress. Previous service literature has not, to the author's knowledge, explored the benefit of positive language initiatives in the workplace.

There is a literature precedent for compromised healthcare for LGBTQIA+ populations in general society, characterised by a lack of provider knowledge and occasional personal prejudice (Smith & Turell, 2017). Experiences accessing healthcare through the military were further inhibitive of care, particularly for transgender service personnel: Healthcare providers demonstrated a lack of professionalism and heterosexist culture beyond that in the civilian sector; military healthcare policy actively discriminated against LGBTQIA+ personnel via exclusion and bureaucratic delay of gender affirming care options and sexual health medications. Positive experiences were limited to actually receiving sought care and often required health providers to manipulate policy to fulfil their Hippocratic oath.

Within the military context, systemic procedures also posed a barrier to LGBTQIA+ service personnel with families (especially spouses), often necessitating a choice between fulfilling a familial need (e.g., travelling for marriage) and potentially compromising their career (e.g., forced disclosure). Applying for leave on the basis of family reasons was uniquely complicated for LGBTQIA+ service personnel and was largely influenced by military policy definitions of family (i.e., registered marriage) and the broader societal political context (i.e., legality of same-sex marriage). There is minimal literature precedent for how military systemic infrastructure does or does not include LGBTQIA+ family structures.

Perceptions of Social Connection and Engagement with Service Community

Perceived social acceptance of SGM identity coincided with greater evaluation of social connection with colleagues and willingness to engage the service community through social events and service access. Predicted acceptance influenced disclosure decisions and identity management practices, leading to selective engagement with service community based on experiences of intolerant language and stereotypes associated with demographic characteristics (e.g., education and religiosity),

particularly in military context; although stereotyped perceptions of acceptance were extended to religious organisations affiliated with EFR services. Preceding literature has demonstrated that LGBTQIA+ employees are likely to increase identity management and abstain from disclosure, assessing opportunities according to individual characteristics, when a hostile workplace culture is perceived (Van Gilder, 2017).

Social acceptance was also perceived via evaluation of the workplace cultural climate, whereby exclusionary policy was believed to mirror an LGBTQIA+ exclusionary leadership and organisational culture. Repeal of exclusionary policy in military context did not assuage negative perceptions of culture generated by its enactment, however, indicating a loss of faith in the social accuracy of service policy; it was deemed unrepresentative of the common perspectives held regarding LGBTQIA+ service in the military. Gains and Lowndes (2018) identify that efficacy of organisational policy is largely contingent upon its congruity with the workplace culture it is applied to, and its enforcement. This is perhaps why in the EFR context, policy was perceived as a significant determinant of LGBTQIA+ social positioning within the workplace. Moreover, certain SGM identity configurations (e.g., lesbian females) perceived greater than usual social acceptance by colleagues due to the underlying heterosexist workplace culture, finding commonality with heterosexual male colleagues in their shared sexual attraction. While also present in the military context, the female-gender biased discrepancy was most present in the EFR context, indicating a unique organisational cultural element. Previous EFR context research highlights that gay males are often hypersexualised by heterosexual counterparts in the workplace, leading to discrimination and social exclusion due to homophobia (Jones & Williams, 2015). Variation of perceived social acceptance by SGM identity configuration therefore persists in service work environments despite the proposed equalising qualities of authoritative hierarchy and enculturation of service identity (Lane & Wallace, 2020).

Military social events represented an axiom for the perception of LGBTQIA+ family structure acceptance amongst colleagues and the service community at large. Avoidance was common when the service community was perceived to be unsupportive of same-sex marriage; LGBTQIA+ service personnel would actively avoid engaging with colleagues in the presence of their families, employing identity management to protect themselves. Viability of accessing military services such as healthcare was similarly determined by perception of LGBTQIA+ family structure acceptance at a service community level. Said acceptance varied by geography and military branch, indicating that regional civilian social perceptions of LGBTQIA+ families influenced service family perceptions of their service community. Investigation of LGBTQIA+ service families and their interaction with workplace settings and community is novel, meaning there is minimal relevant previous literature.

Methodological Considerations

Adherence to JBI methodology for systematic reviews of qualitative literature (Aromataris & Munn, 2020); including the critical appraisal of contributing studies (Lockwood et al., 2015), and ConQual assessment of synthesised findings (Munn et al., 2014); maximised methodological rigour of this meta-synthesis, ensuring parity with equivalent quantitative approaches that are considered industry standard. Ensuring that all screening stages were conducted alongside an independent reviewer for all records and extractions, bolstered the credibility of findings and by extension, recommendations made on their basis. Moreover, by examining both military and EFR populations with no geographical restriction, the widest possible gamut of experiences and perceptions could be captured, alongside their cultural and political contexts, constituting the most objectively whole representation of the phenomenon.

Strict inclusion criteria of JBI systematic reviews mean that purposive sampling was used, which provides the advantage of capturing detailed information for specific populations relative to a particular phenomenon (Suri, 2011). This was particularly justified in the context of this review and meta-synthesis due to likely heterogeneity of the LGBTQIA+ working experience, and of those employed in military and EFR service industries. Military and EFR services were viewed in combination as previous literature identifies extensive similarities in organisational structure, workplace culture, and experiences of work between the two (Lane et al., 2021). However, whilst this provided opportunity to examine similarities and differences through which categories and synthesised findings were evidenced in each industry, contradictory experiences between the two contexts may have impacted the direction of synthesis; in which case, erring towards the majority experience, would have increased the salience of findings to military context as the sample was disproportionately skewed towards military studies.

Despite excluding geographical limiters from the search strategy, the majority of studies included in the synthesis were contextualised by USA military settings; moreover, only one study examined a population that would not be considered Western, Educated, Industrialised, Rich, and Democratic (WEIRD) (Henrich et al., 2010), meaning that findings should be generalised with caution beyond western contexts (Cheon et al., 2020). Generalising findings to countries ranked lower in societal legislation, policy, and persecution of SGM status (Polchar et al., 2014) would be invalidated by contextual differences. Although an equivalent resource does not exist for EFR contexts, to the Author's knowledge, it can be assumed that findings would be similarly geographically bound. Furthermore, due to several recent LGBTQIA+ military policy events in the USA (DADT and transgender ban), the USA were overrepresented in the sample, necessitating further consideration of finding generalisability to other western nations; systemic barriers to

accessing healthcare, for example, were evidenced by studies set in the USA and therefore may not apply in other western nations, whose policies and systems differ.

It is also possible that relevant studies were omitted from synthesis as databases and journals searched were western; experiences and perceptions of LGBTQIA+ service personnel and their families examined may have been biased by publication context. Beyond which, studies that were retrieved often failed to declare the philosophical paradigm utilised to interpret their data, identity author biases through a statement of reflexivity, or acknowledge the interaction of author and their research; it is possible that these methodological shortcomings may have introduced author bias into the findings of this piece. To minimise any further impact of bias, reflexivity and philosophical perspective were addressed and practiced by the primary investigator and supervisors throughout all stages of the review and meta-synthesis.

Future Research

Given the overall paucity of research concerning LGBTQIA+ military and EFR service personnel, there is a great need for future research into this population and workplace context pairing. It is clear that EFR literature in this space is the most lacking, given its low representation in this review and meta-synthesis. Previous literature has hinted that there are unique cultural elements varying by type of service within the EFR industry (Clarkson, 2014; Collins, 2017), which would benefit from further exploration; if differences can be determined, understanding of what informs service culture, and subsequently, how best to tailor organisational policy can also be established. Further research is also warranted within the military context, for greater geographical diversity; increasing the representation of other nations will provide a more comprehensive insight into how the military industrial complex interacts with SGM identities.

The identified absence of studies focussed on families of LGBTQIA+ service personnel, especially within EFR contexts, indicates that more research is warranted. Considering the nature of service and its direct involvement of families through relocation (Palmer, 2008) and community by shared belief in service values (O'Neal et al., 2020); it stands to reason that familial experiences and perceptions are highly relevant to their

respective service institutions, and the LGBTQIA+ personnel who serve within them. This need is reinforced as previous literature has indicated that service families of LGBTQIA+ personnel are more prone to aversive mental health incidents, unique systemic barriers when accessing basic services, and to face social isolation beyond what is experienced by the service personnel themselves (Hinrichs & Christie, 2019; Kyron et al., 2021). Further enquiry into this population, is therefore required to establish its unique circumstances and needs – be they systemic, as in accessing healthcare, or social.

Differences between SGM identity configurations in workplace experiences should also be investigated further in both industrial contexts so that it can be better understood why gay males are uniquely disadvantaged when engaging with the service community, and what the source of resistance to provide gender affirming healthcare for transgender service personnel is. There is also a need to determine how service organisations can alter policy and practice to combat inequities in workplace experience between SGM identity configurations. As noted by a study participant, although service institutions are supposed to be neutral and structured to an extent that individuality should not be detrimental, this is not reflected in lived experiences of some identity configurations (e.g., transgender) (Parco et al., 2015); another approach is clearly needed.

Implications of Findings and Recommendations

Experiences and perceptions of LGBTQIA+ military and EFR service personnel and their families exist at a complex nexus of organisational and societal culture, policy, and structure that underly discrimination, systemic factors related to accessing services, and social involvement in workplace contexts. The distinctive, yet interrelated, organisational and psychological domains represented in the findings of this review and meta-synthesis affirm an association between the workplace setting (industrial and social) and the lived experiences of LGBTQIA+ service personnel and their families. The macroscopic tapestry woven by their

experiences and perceptions highlights the ongoing influence of societal politics within controlled workplace environments; and also illustrates how industrial experiences and social perceptions interact symbiotically to determine the polarity elicited by industrial characteristics.

As indicated by the USA majority representation amongst records retrieved by this review, LGBTQIA+ military and EFR experiences and perceptions do not exist in a policy vacuum. Cultural consequences of exclusionary policy are not as easily repealed, instead becoming embedded in branch identities and service cultures (Moran & Lynch, 2017). So, an approach that includes reintegration of LGBTQIA+ service personnel into the service community alongside education and training regarding LGBTQIA+ inclusion appears to be warranted, and potentially capable of undoing the harmful social programming of policies such as DADT. Simultaneous reform of health policy, and introduction of discrimination oversight measures to systemic procedures that oversee access to services through the military organisation would also largely alleviate LGBTQIA+ barriers to accessing SGM specific care.

The role of training practices in enculturating and reinforcing masculine ideals, and more broadly, the institutional archetypes for service personnel, appear to be responsible for perpetuating heterosexist and homophobic workplace cultures across both military and EFR services. Training and the identity characteristics (organisational and individual) it imbues in employees are integral to generating meaningful cultural change (McGuire & Bagher, 2010) that could make military and EFR organisations more inclusive, reducing discrimination. Focusing on enforcement of diversity training at a leadership level is further required to improve efficacy (Noon & Ogbanna, 2021), and assessment of outcomes should consider the vast contextual differences between service industries and cultures (Alhejji et al., 2015), ensuring that LGBTQIA+ service personnel do not become further distrustful of their

workplace's ability to foster a safe culture. Diversity training should extend to external organisations that are enmeshed within the service industrial complex, such as military healthcare providers, and third-party religious charities supporting EFR services; a focus on inclusive language is also justified by this review's findings.

Furthermore, diversity training and policy should proceed under the assumption of SGM identity configuration heterogeneity, which has been established within (Johnson & Otto, 2019) and beyond the workplace context (Hinton et al., 2022). Emergent differences in service experience qualify for added consideration of how minority sub-groups may be uniquely affected by training content or policy provisions. Consulting relevant stakeholders is acknowledged as best ethical practice for ensuring diversity is represented in policy (Gutierrez et al., 2022). Although difficult to access demographically, the voices of LGBTQIA+ service personnel and their families should inform organisational approaches to improving their experiences in the workplace, and beyond in the service community.

Conclusion

The experiences and perceptions of LGBTQIA+ service personnel and their families elucidated by this systematic review and meta-synthesis allude to an influential industrial complex unique to military and EFR service industries that affects wellbeing and careers. Unmuting this demographic in forums of organisational policy making and daily work settings stands to greatly improve quality of life for a large minority of people who selflessly serve their countries and communities, despite great personal hardship due to intolerance of SGM identities in what are masculinised and heteronormative industries. It is clear that LGBTQIA+ service personnel and their families cannot be ignored out of existence; yet when accepted, can successfully contribute to service performance and team cohesion. Further quality literature in this space is needed to guide future policy and organisational practices in military and EFR industries: it is time to ask and tell.

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* Denotes studies included in the systematic review and meta-synthesis

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Appendices

Appendix A

Table of Abbreviations

Abbreviation	Meaning
LGBTQIA+	Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, Asexual and Other
SGM	Sexual or Gender Minority
EFR	Emergency First Response
DADT	Don't Ask, Don't Tell
DOMA	Defense of Marriage Act
RNC	Republican National Committee
VA	Veteran's Affairs
VHA	Veteran's Health Administration
NCO	Non-Commissioned Officer
DHA	Defence Health Agency
PCM	Primary Care Manager
OIC	Officer in Charge
HRT	Hormone Replacement Therapy
HIV	Human Immunodeficiency Virus

Appendix B**Table B1***Search Terms and Implementation for Psychinfo Database*

Search	Query	Records Retrieved
#1	(exp qualitative methods).ti,ab OR (qualitative adj1 (design* OR research OR stud* OR analys*)).ti,ab	86,440
#2	experienc*.ti,ab OR percep*.ti,ab OR perceiv*.ti,ab	1,090,193
#3	(exp LGBTQ).ti,ab OR LGBTQIA.ti,ab OR LGBTQIA+.ti,ab OR LGBTI.ti,ab OR LGBTI+.ti,ab OR LGBTIQ.ti,ab OR LGBTIQ+.ti,ab OR LGBTIQA.ti,ab OR LGBTIQA+.ti,ab OR QUILTBAG.ti,ab OR (exp gender identity).ti,ab OR GSM.ti,ab OR "Gender and sexual minorit*".ti,ab OR TGNC.ti,ab OR "Transgender and Gender Non-Conforming".ti,ab OR (gender adj1 ("non-conform*" OR "non conform*" OR variant* OR fluid OR neutrois)).ti,ab OR genderfluid.ti,ab OR genderless.ti,ab OR agender*.ti,ab OR genderqueer*.ti,ab OR TGNCNB.ti,ab OR NB.ti,ab OR "non-binary".ti,ab OR "non binary".ti,ab OR (exp sexual orientation).ti,ab OR (exp sexual minority groups).ti,ab OR Homosexual*.ti,ab OR Lesbian*.ti,ab OR Gay*.ti,ab OR Bisexual*.ti,ab OR Transgender*.ti,ab OR Transm#n.ti,ab OR Transwom#n.ti,ab OR FtM.ti,ab OR F2M.ti,ab OR "Female to male".ti,ab OR ((trans OR transgender) adj1 (FtM OR F2M OR MtF OR M2F OR "female to male" OR "male to female")).ti,ab OR MtF.ti,ab OR M2F.ti,ab OR "Male to female".ti,ab OR Transex*.ti,ab OR Trans.ti,ab OR ((gender OR sex) adj2 (Transition* OR question*)).ti,ab OR Intersex*.ti,ab OR Asexual*.ti,ab OR Queer*.ti,ab OR (queer adj (people OR person* OR individual* OR group* OR	116,884

- population*)).ti,ab OR Sexual preference*.ti,ab OR "Coming out".ti,ab OR "Came out".ti,ab OR Outed.ti,ab OR Outness.ti,ab OR Closeted.ti,ab OR MSM.ti,ab OR "Men who have sex with men".ti,ab OR WSW.ti,ab OR "Women who have sex with women".ti,ab OR QPOC.ti,ab OR "Queer people of color".ti,ab OR QTPOC.ti,ab OR "Trans people of color".ti,ab OR "Transgender people of color".ti,ab
- #4 (exp military personnel).ti,ab OR (exp military medical personnel).ti,ab OR soldier*.ti,ab OR 44,194
 ((military OR defence OR "defence force") adj (member* OR offic* OR "service personnel" OR "service member*" OR "service offic*" OR personnel OR operative* OR operator* OR veteran* OR reservist* OR reserves OR servicem#n OR servicewom#n)).ti,ab OR veteran*.ti,ab OR Reservist*.ti,ab OR servicem#n.ti,ab OR servicewom#n.ti,ab
- #5 (exp first responders).ti,ab OR (exp emergency personnel).ti,ab OR (exp police personnel).ti,ab OR 25,401
 (exp paramedics).ti,ab OR (exp fire fighters).ti,ab OR ((emergency OR rescue) adj ("first responder*" OR responder* OR service* OR personnel OR "service personnel" OR medic* OR "medical technician*" OR technician* OR worker*)).ti,ab OR "first responder*".ti,ab OR (("public safety" OR police OR "law enforcement") adj (personnel OR offic*)).ti,ab OR "law enforc*".ti,ab OR EMT.ti,ab OR EMTs.ti,ab OR paramedic*.ti,ab OR ambulance.ti,ab OR (ambulance adj (personnel OR offic* OR operator* OR worker*)).ti,ab OR "fire fighter*".ti,ab OR firefighter*.ti,ab OR "fire and rescue".ti,ab OR "fire and rescue personnel".ti,ab
- #6 (exp family).ti,ab OR (exp family members).ti,ab OR biological family.sh OR dysfunctional 1,415,849
 family.sh OR family relations.sh OR family structure.sh OR family work relationship.sh OR military families.sh OR nuclear family.sh OR stepfamily.sh OR couples.sh OR family crises.sh OR family

planning.sh OR (exp spouses).ti,ab OR (exp parents).ti,ab OR (exp single parents).ti,ab OR
 caregivers.sh OR significant others.sh OR partner death.sh OR Child*.ti,ab OR Infant*.ti,ab OR
 Toddler*.ti,ab OR Newborn*.ti,ab OR Baby.ti,ab OR Babies.ti,ab OR Offspring.ti,ab OR "Adopted
 child*".ti,ab OR Kid.ti,ab OR Kids.ti,ab OR Adopted.ti,ab OR Teen*.ti,ab OR Boy.ti,ab OR
 Boys.ti,ab OR Girl.ti,ab OR Girls.ti,ab OR Preschooler*.ti,ab OR Middle-schooler*.ti,ab OR
 High-schooler*.ti,ab OR Dependent*.ti,ab OR Partner*.ti,ab OR "Intimate partner*".ti,ab OR "De
 facto".ti,ab OR "De facto partner*".ti,ab OR "Adult child*".ti,ab OR "Significant other*".ti,ab OR
 Famil*.ti,ab OR Families.ti,ab OR "Family member*".ti,ab OR Parent*.ti,ab OR Father*.ti,ab OR
 Mother*.ti,ab OR Wife.ti,ab OR Wive*.ti,ab OR Husband*.ti,ab OR Sibling*.ti,ab OR Sister*.ti,ab
 OR Brother*.ti,ab OR Carer*.ti,ab OR Caregiver*.ti,ab OR Spous*.ti,ab OR Grandpa*.ti,ab OR
 Grandma*.ti,ab OR Grandfather*.ti,ab OR Grandmother*.ti,ab OR Grandparent*.ti,ab

#1 AND #2 AND #3 AND #4 OR #5

37

#1 AND #2 AND #3 AND #4 OR #5 AND #6

12

Table B2*Search Terms and Implementation for Medline Database*

Search	Query	Records Retrieved
#1	(exp qualitative research).ti,ab OR (qualitative adj1 (design* OR research OR stud* OR analys*)),ti,ab	136,798
#2	experienc*.ti,ab OR percep*.ti,ab OR perceiv*.ti,ab OR "experiences and perceptions".ti,ab OR "perceptions and experiences".ti,ab	1,759,012
#3	(exp "sexual and gender minorities").ti,ab OR LGB.ti,ab OR LGBT.ti,ab OR bisexuality.sh OR homosexuality.sh OR transsexualism.sh OR LGBTQIA.ti,ab OR LGBTQIA+.ti,ab OR LGBTI.ti,ab OR LGBTI+.ti,ab OR LGBTIQ.ti,ab OR LGBTIQ+.ti,ab OR LGBTIQA.ti,ab OR LGBTIQA+.ti,ab OR QUILTBAG.ti,ab OR (exp gender identity).ti,ab OR GSM.ti,ab OR "Gender and sexual minorit*".ti,ab OR TGNC.ti,ab OR "Transgender and Gender Non-Conforming".ti,ab OR (gender adj1 ("non-conform*" OR "non conform*" OR variant* OR fluid OR neutrois)).ti,ab OR genderfluid.ti,ab OR genderless.ti,ab OR agender*.ti,ab OR genderqueer*.ti,ab OR TGNCNB.ti,ab OR NB.ti,ab OR "non-binary".ti,ab OR "non binary".ti,ab OR Homosexual*.ti,ab OR Lesbian*.ti,ab OR Gay*.ti,ab OR Bisexual*.ti,ab OR Transgender*.ti,ab OR Transm#n.ti,ab OR Transwom#n.ti,ab OR FtM.ti,ab OR F2M.ti,ab OR "Female to male".ti,ab OR ((trans OR transgender) adj1 (FtM OR F2M OR MtF OR M2F OR "female to male" OR "male to female")).ti,ab OR MtF.ti,ab OR M2F.ti,ab OR "Male to female".ti,ab OR Transex*.ti,ab OR Trans.ti,ab OR ((gender OR sex) adj2 (Transition* OR question*)).ti,ab OR Intersex*.ti,ab OR Asexual*.ti,ab OR Queer*.ti,ab OR (queer adj	398,073

- (people OR person* OR individual* OR group* OR population*).ti,ab OR Sexual preference*.ti,ab OR "Coming out".ti,ab OR "Came out".ti,ab OR Outed.ti,ab OR Outness.ti,ab OR Closeted.ti,ab OR MSM.ti,ab OR "Men who have sex with men".ti,ab OR WSW.ti,ab OR "Women who have sex with women".ti,ab OR QPOC.ti,ab OR "Queer people of color".ti,ab OR QTPOC.ti,ab OR "Trans people of color".ti,ab OR "Transgender people of color".ti,ab
- #4 (exp military personnel).ti,ab OR soldier*.ti,ab OR ((military OR defence OR "defence force") adj (member* OR offic* OR "service personnel" OR "service member*" OR "service offic*" OR personnel OR "military medical personnel" OR "military medic" OR "military medical officer" OR operative* OR operator* OR veteran* OR reservist* OR reserves OR servicem#n OR servicewom#n)).ti,ab OR veteran*.ti,ab OR Reservist*.ti,ab OR servicem#n.ti,ab OR servicewom#n.ti,ab 90,608
- #5 (exp emergency responders).ti,ab OR ((emergency OR rescue) adj ("first responder*" OR responder* OR service* OR personnel OR "service personnel" OR medic* OR "medical technician*" OR technician* OR worker*)).ti,ab OR "first responder*".ti,ab OR (("public safety" OR police OR "law enforcement") adj (personnel OR offic*)).ti,ab OR "law enforc*".ti,ab OR EMT.ti,ab OR EMTs.ti,ab OR paramedic*.ti,ab OR ambulance.ti,ab OR (ambulance adj (personnel OR offic* OR operator* OR worker*)).ti,ab OR "fire fighter*".ti,ab OR firefighter*.ti,ab OR "fire and rescue".ti,ab OR "fire and rescue personnel".ti,ab 106,568
- #6 #1 AND #2 AND #3 2,680

#7	#4 OR #5	196,090
#8	#6 AND #7	37

Table B3*Search Terms and Implementation for Embase Database*

Search	Query	Records Retrieved
#1	(exp qualitative analysis).ti,ab OR (exp qualitative research).ti,ab OR (qualitative adj1 (design* OR research OR stud* OR analys*)).ti,ab	210,437
#2	experienc*.ti,ab OR percep*.ti,ab OR perceiv*.ti,ab OR "experiences and perceptions".ti,ab OR "perceptions and experiences".ti,ab	2,352,759
#3	(exp LGBTQIA+ people).ti,ab OR (exp LGBT people) OR LGBTQIA.ti,ab OR LGBTQIA+.ti,ab OR LGBTI.ti,ab OR LGBTI+.ti,ab OR LGBTIQ.ti,ab OR LGBTIQ+.ti,ab OR LGBTIQA.ti,ab OR LGBTIQA+.ti,ab OR QUILTBAG.ti,ab OR (exp gender identity).ti,ab OR GSM.ti,ab OR "Gender and sexual minorit*".ti,ab OR TGNC.ti,ab OR "Transgender and Gender Non-Conforming".ti,ab OR (gender adj1 ("non-conform*" OR "non conform*" OR variant* OR fluid OR neutrois)).ti,ab OR genderfluid.ti,ab OR genderless.ti,ab OR agender*.ti,ab OR genderqueer*.ti,ab OR TGNCNB.ti,ab OR NB.ti,ab OR "non-binary".ti,ab OR "non binary".ti,ab OR (exp sexual orientation).ti,ab OR Homosexual*.ti,ab OR Lesbian*.ti,ab OR Gay*.ti,ab OR Bisexual*.ti,ab OR Transgender*.ti,ab OR Transm#n.ti,ab OR Transwom#n.ti,ab OR FtM.ti,ab OR F2M.ti,ab OR "Female to male".ti,ab OR ((trans OR transgender) adj1 (FtM OR F2M OR MtF OR M2F OR "female to male" OR "male to female")).ti,ab OR MtF.ti,ab OR M2F.ti,ab OR "Male to female".ti,ab OR Transex*.ti,ab OR Trans.ti,ab OR ((gender OR sex) adj2 (Transition* OR question*)).ti,ab OR Intersex*.ti,ab OR Asexual*.ti,ab OR Queer*.ti,ab OR (queer adj (people OR person* OR individual* OR group* OR population*)).ti,ab OR Sexual preference*.ti,ab OR	532,733

	"Coming out".ti,ab OR "Came out".ti,ab OR Outed.ti,ab OR Outness.ti,ab OR Closeted.ti,ab OR MSM.ti,ab OR "Men who have sex with men".ti,ab OR WSW.ti,ab OR "Women who have sex with women".ti,ab OR QPOC.ti,ab OR "Queer people of colo?r".ti,ab OR QTPOC.ti,ab OR "Trans people of colo?r".ti,ab OR "Transgender people of colo?r".ti,ab	
#4	(exp military personnel).ti,ab OR military medical personnel.sh OR soldier*.ti,ab OR ((military OR defence OR "defence force") adj (member* OR offic* OR "service personnel" OR "service member*" OR "service offic*" OR personnel OR operative* OR operator* OR veteran* OR reservist* OR reserves OR servicem#n OR servicewom#n)).ti,ab OR veteran*.ti,ab OR Reservist*.ti,ab OR servicem#n.ti,ab OR servicewom#n.ti,ab	76,831
#5	(exp "first responder (person)").ti,ab OR (exp rescue personnel).ti,ab OR (exp police).ti,ab OR paramedical personnel.sh OR (exp fire fighter).ti,ab OR ((emergency OR rescue) adj2 ("first responder*" OR responder* OR service* OR personnel OR "service personnel" OR medic* OR "medical technician*" OR technician* OR worker*)).ti,ab OR rescue responders.sh OR "first responder*".ti,ab OR (("public safety" OR police OR "law enforcement") adj1 (personnel OR offic*)).ti,ab OR "law enforc*".ti,ab OR EMT.ti,ab OR EMTs.ti,ab OR paramedic*.ti,ab OR ambulance.ti,ab OR (ambulance adj (personnel OR offic* OR operator* OR worker*)).ti,ab OR "fire fighter*".ti,ab OR firefighter*.ti,ab OR "fire and rescue".ti,ab OR "fire and rescue personnel".ti,ab	179,617
#6	#1 AND #2 AND #3	3,130
#7	#4 OR #5	255,403
#8	#6 AND #7	51

Table B4*Search Terms and Implementation for Scopus Database*

Search	Query	Records Retrieved
#1	"Qualitative research" OR qualitative* OR "qualitative methods" OR "qualitative research method*" OR "qualitative analys*" OR "content analys*" OR "grounded theor*" OR interview* OR "semi-structured interview*" OR "structured interview*" OR ethnograph* OR "thematic analys*" OR interpret* OR Phenomenological OR "Interpretative Phenomenological" OR "Interpretative Phenomenological Analys*" OR "Focus group*" OR "Focus group interview*" OR Narrative* OR "Narrative analys*"	3,803,176
#2	Percep* OR perceive* OR experience* OR (perceptions) pre/5 (experiences) OR "perceptions and experiences" OR "experiences and perceptions"	49,167
#3	LGB OR LGBT OR GLBT OR LGBT+ OR LGBTQ OR LGBTQ+ OR LGBTQI OR LGBTQI+ OR LGBTQIA OR LGBTQIA+ OR LGBTI OR LGBTI+ OR LGBTIQ OR LGBTIQ+ OR LGBTIQA OR LGBTIQA+ OR QUILTBAG OR GSM	41,208
#3.1	"Gender and sexual minorit*" OR "gender identity" TGNC OR "Transgender and Gender Non-Conforming" OR "Gender non-conforming" OR "Gender variant*" OR "Gender fluid" OR Genderfluid OR Agender* OR "Gender neutrois" OR Genderless OR TGNCNB OR NB OR "Non-binary" OR "Non binary" OR Homosexual* OR Lesbian* OR Gay* OR Bisexual* OR Transgender* OR Transman OR Transwoman OR FtM OR F2M OR "Female to male" OR "Female to male transgender" OR MtF OR M2F OR "Male to female" OR "Male to female transgender" OR "FtM transgender*" OR "F2M transgender*" OR "MtF transgender*" OR "M2F transgender*" OR	16,267

Transex* OR Trans OR Transitioned OR Transition* OR Question* OR Intersex* OR Asexual* OR Queer* OR "Queer people" OR "Queer person*" OR "Queer individual*" OR "Queer group*" OR "Queer population*" OR Genderqueer* OR "Sexual preference*" OR "sexual minorit*" OR Passing OR Pass OR Out OR "Coming out" OR "Came out" OR "come out" OR Outed OR Outness OR Closeted* OR "In the closet" OR "Out of the closet" OR MSM OR "Men who have sex with men" OR WSW OR "Women who have sex with women" OR QPOC OR "Queer people of colo?r" OR "queer person* of colo?r" OR QTPOC OR "Trans people of colo?r" OR "Trans person* of colo?r" OR "Transgender people of colo?r" OR "transgender person* of colo?r"

#4

soldier* OR "Military offic*" OR "Military service personnel" OR "Military service member*" OR "Military service offic*" OR "Military personnel" OR "Military operative*" OR "Military operator*" OR "Military veteran*" OR veteran* OR "Military reservist*" OR reservist* OR reserve* OR "Military Reserve*" OR ((military) PRE/4 (servicem?n OR servicewom?n)) OR servicem?n OR servicewom?n OR "Defence member*" OR "Defence offic*" OR "Defence service personnel" OR "Defence service member*" OR "Defence service offic*" OR "Defence personnel" OR "Defence operative*" OR "Defence operator*" OR "Defence veteran*" OR "Defence reservist*" OR ((defence) PRE/4 (servicem?n OR servicewom?n)) OR "Defence force member*" OR "Defence force offic*" OR "Defence force service personnel" OR "Defence force service member*" OR "Defence force service offic*" OR "Defence force personnel" OR "Defence force operative*" OR "Defence force operator*" OR "Defence force veteran*" OR "Defence force reservist*" OR (("defence force") PRE/4 (servicem?n OR servicewom?n))

5,671,981

#5	((Ambulance) pre/5 (personnel OR operator* OR worker*)) OR ((emergency) pre/5 ("first respon*" OR medic* OR "medical technician*" OR personnel OR responder* OR respon* OR service* OR "service personnel" OR technician*)) OR EMT OR EMTs OR "fire and rescue personnel" OR "fire and rescue" OR "fire fighter*" OR "fire-fighter*" OR firefighter* OR "First responder*" OR "First respon*" OR "Law enforc*" OR Paramedic* OR Police OR "Police offic*" OR "Public safety offic*" OR "Public safety personnel" OR "Rescue personnel" OR "Rescue worker*"	430,099
#6	#3 OR #3.1	55,211
#7	#1 AND #2 AND #6	154
#8	#4 OR #5	6,078,821
#9	#7 AND #8	14

Table B5*Search Terms and Implementation for PubMed Central Database*

Search	Query	Records Retrieved
#1	"qualitative research"[mh] OR "Qualitative research"[Title] OR qualitative*[Title] OR "qualitative methods"[Title] OR qualitative research method*[Title] OR qualitative analys*[Title] OR content analys*[Title] OR grounded theor*[Title] OR interview*[Title] OR semi-structured interview*[Title] OR structured interview*[Title] OR ethnograph*[Title] OR thematic analys*[Title] OR interpret*[Title] OR "Phenomenological"[Title] OR "Interpretative Phenomenological"[Title] OR Interpretative Phenomenological Analys*[Title] OR Focus group*[Title] OR Focus group interview*[Title] OR Narrative*[Title] OR Narrative analys*[Title] OR "Qualitative research"[Abstract] OR qualitative*[Abstract] OR "qualitative methods"[Abstract] OR qualitative research method*[Abstract] OR qualitative analys*[Abstract] OR content analys*[Abstract] OR grounded theor*[Abstract] OR interview*[Abstract] OR semi-structured interview*[Abstract] OR structured interview*[Abstract] OR ethnograph*[Abstract] OR thematic analys*[Abstract] OR interpret*[Abstract] OR "Phenomenological"[Abstract] OR "Interpretative Phenomenological"[Abstract] OR Interpretative Phenomenological Analys*[Abstract] OR Focus group*[Abstract] OR Focus group interview*[Abstract] OR Narrative*[Abstract] OR Narrative analys*[Abstract]	375,301
#2	experienc*[Title] OR perception*[Title] OR perceiv*[Title] OR "perceptions and experiences"[Title] OR "experiences and perceptions"[Title] OR experienc*[Abstract] OR	1,537,622

perception*[Abstract] OR perceiv*[Abstract] OR "perceptions and experiences"[Abstract] OR
 "experiences and perceptions"[Abstract]

#3 "sexual and gender minorities"[mh] OR "bisexuality"[mh] OR "homosexuality"[mh] OR 78,416
 "transsexualism"[mh] OR "gender identity"[mh] OR LGB[Title] OR LGBT[Title] OR
 LGBTQIA[Title] OR LGBTQIA+[Title] OR LGBTI[Title] OR LGBTI+[Title] OR
 LGBTIQ[Title] OR LGBTIQ+[Title] OR LGBTIQA[Title] OR LGBTIQA+[Title] OR
 QUILTBAG[Title] OR GSM[Title] OR "Gender and sexual minorit*" [Title] OR TGNC[Title] OR
 "Transgender and Gender Non-Conforming"[Title] OR gender non-comform* [Title] OR "gender
 non conform*" [Title] OR "gender variant*" [Title] OR "gender fluid"[Title] OR "gender
 neutrois"[Title] OR genderfluid[Title] OR genderless[Title] OR agender* [Title] OR
 genderqueer* [Title] OR TGNCNB[Title] OR NB[Title] OR "non-binary"[Title] OR "non
 binary"[Title] OR Homosexual* [Title] OR Lesbian* [Title] OR Gay* [Title] OR Bisexual* [Title]
 OR Transgender* [Title] OR Transm#n[Title] OR Transwom#n[Title] OR FtM[Title] OR
 F2M[Title] OR "Female to male"[Title] OR "trans FtM"[Title] OR "trans F2M"[Title] OR "trans
 MtF"[Title] OR "trans M2F"[Title] OR "trans female to male"[Title] OR "trans female-to-
 male"[Title] OR "trans male to female"[Title] OR "trans male-to-female"[Title] OR "transgender
 FtM"[Title] OR "transgender F2M"[Title] OR "transgender MtF"[Title] OR "transgender
 M2F"[Title] OR "transgender female to male"[Title] OR "transgender female-to-male"[Title] OR
 "transgender male to female"[Title] OR "transgender male-to-female"[Title] OR "Male to
 female"[Title] OR "male-to-female"[Title] OR "female-to-male"[Title] OR Transex* [Title] OR
 Trans[Title] OR "gender transition*" [Title] OR "gender question*" [Title] OR "sex

transition*[Title] OR "sex question*[Title] OR "question* sex"[Title] OR "question* sexualit*[Title] OR Intersex*[Title] OR Asexual*[Title] OR Queer*[Title] OR "Queer people*[Title] OR "queer person*[Title] OR "queer individual*[Title] OR "queer group*[Title] OR "queer population*[Title] OR "Sexual preference*[Title] OR "Coming out"[Title] OR "Came out"[Title] OR Outed[Title] OR Outness[Title] OR Closeted[Title] OR MSM[Title] OR "Men who have sex with men"[Title] OR WSW[Title] OR "Women who have sex with women"[Title] OR QPOC[Title] OR "Queer people of colo#r"[Title] OR QTPOC[Title] OR "Trans people of colo#r"[Title] OR "Transgender people of colo#r"[Title] OR LGB[Abstract] OR LGBT[Abstract] OR LGBTQIA[Abstract] OR LGBTQIA+[Abstract] OR LGBTI[Abstract] OR LGBTI+[Abstract] OR LGBTIQ[Abstract] OR LGBTIQ+[Abstract] OR LGBTIQA[Abstract] OR LGBTIQA+[Abstract] OR QUILTBAG[Abstract] OR GSM[Abstract] OR "Gender and sexual minorit*[Abstract] OR TGNC[Abstract] OR "Transgender and Gender Non-Conforming"[Abstract] OR gender non-comform*[Abstract] OR "gender non comform*[Abstract] OR "gender variant*[Abstract] OR "gender fluid"[Abstract] OR "gender neutrois"[Abstract] OR genderfluid[Abstract] OR genderless[Abstract] OR agender*[Abstract] OR genderqueer*[Abstract] OR TGNCNB[Abstract] OR NB[Abstract] OR "non-binary"[Abstract] OR "non binary"[Abstract] OR Homosexual*[Abstract] OR Lesbian*[Abstract] OR Gay*[Abstract] OR Bisexual*[Abstract] OR Transgender*[Abstract] OR Transm#n[Abstract] OR Transwom#n[Abstract] OR FtM[Abstract] OR F2M[Abstract] OR "Female to male"[Abstract] OR "trans FtM"[Abstract] OR "trans F2M"[Abstract] OR "trans MtF"[Abstract] OR "trans M2F"[Abstract] OR "trans female to male"[Abstract] OR "trans female-to-male"[Abstract] OR

"trans male to female"[Abstract] OR "trans male-to-female"[Abstract] OR "transgender FtM"[Abstract] OR "transgender F2M"[Abstract] OR "transgender MtF"[Abstract] OR "transgender M2F"[Abstract] OR "transgender female to male"[Abstract] OR "transgender female-to-male"[Abstract] OR "transgender male to female"[Abstract] OR "transgender male-to-female"[Abstract] OR "Male to female"[Abstract] OR "male-to-female"[Abstract] OR "female-to-male"[Abstract] OR Transex*[Abstract] OR Trans[Abstract] OR "gender transition*"[Abstract] OR "gender question*"[Abstract] OR "sex transition*"[Abstract] OR "sex question*"[Abstract] OR "question* sex"[Abstract] OR "question* sexualit*"[Abstract] OR Intersex*[Abstract] OR Asexual*[Abstract] OR Queer*[Abstract] OR "Queer people*"[Abstract] OR "queer person*"[Abstract] OR "queer individual*"[Abstract] OR "queer group*"[Abstract] OR "queer population*"[Abstract] OR "Sexual preference*"[Abstract] OR "Coming out"[Abstract] OR "Came out"[Abstract] OR Outed[Abstract] OR Outness[Abstract] OR Closeted[Abstract] OR MSM[Abstract] OR "Men who have sex with men"[Abstract] OR WSW[Abstract] OR "Women who have sex with women"[Abstract] OR QPOC[Abstract] OR "Queer people of colo#r"[Abstract] OR QTPOC[Abstract] OR "Trans people of colo#r"[Abstract] OR "Transgender people of colo#r"[Abstract]

#4

"Military personnel"[mh] OR Soldier*[Title] OR Military offic*[Title] OR "Military service personnel"[Title] OR Military service member*[Title] OR Military service offic*[Title] OR "Military personnel"[Title] OR Military operative*[Title] OR Military operator*[Title] OR Military veteran*[Title] OR Veteran*[Title] OR Military reservist*[Title] OR Reservist*[Title] OR Reserve*[Title] OR Military Reserve*[Title] OR "military servicem#n"[Title] OR "military

41,757

servicewom#n"[Title] OR "servicem#n"[Title] OR "servicewom#n"[Title] OR Defence member*[Title] OR Defence offic*[Title] OR "Defence service personnel"[Title] OR Defence service member*[Title] OR Defence service offic*[Title] OR "Defence personnel"[Title] OR Defence operative*[Title] OR Defence operator*[Title] OR Defence veteran*[Title] OR Defence reservist*[Title] OR "defence servicem#n"[Title] OR "defence servicewom#n"[Title] OR Defence force member*[Title] OR Defence force offic*[Title] OR "Defence force service personnel"[Title] OR Defence force service member*[Title] OR Defence force service offic*[Title] OR "Defence force personnel"[Title] OR Defence force operative*[Title] OR Defence force operator*[Title] OR Defence force veteran*[Title] OR Defence force reservist*[Title] OR veteran*[Title] OR Reservist*[Title] OR servicem#n[Title] OR servicewom#n[Title] OR Soldier*[Abstract] OR Military offic*[Abstract] OR "Military service personnel"[Abstract] OR Military service member*[Abstract] OR Military service offic*[Abstract] OR "Military personnel"[Abstract] OR Military operative*[Abstract] OR Military operator*[Abstract] OR Military veteran*[Abstract] OR Veteran*[Abstract] OR Military reservist*[Abstract] OR Reservist*[Abstract] OR Reserve*[Abstract] OR Military Reserve*[Abstract] OR "military servicem#n"[Abstract] OR "military servicewom#n"[Abstract] OR "servicem#n"[Abstract] OR "servicewom#n"[Abstract] OR Defence member*[Abstract] OR Defence offic*[Abstract] OR "Defence service personnel"[Abstract] OR Defence service member*[Abstract] OR Defence service offic*[Abstract] OR "Defence personnel"[Abstract] OR Defence operative*[Abstract] OR Defence operator*[Abstract] OR Defence veteran*[Abstract] OR Defence reservist*[Abstract] OR "defence servicem#n"[Abstract] OR "defence

servicewom#n"[Abstract] OR Defence force member*[Abstract] OR Defence force offic*[Abstract] OR "Defence force service personnel"[Abstract] OR Defence force service member*[Abstract] OR Defence force service offic*[Abstract] OR "Defence force personnel"[Abstract] OR Defence force operative*[Abstract] OR Defence force operator*[Abstract] OR Defence force veteran*[Abstract] OR Defence force reservist*[Abstract] OR veteran*[Abstract] OR Reservist*[Abstract] OR servicem#n[Abstract] OR servicewom#n[Abstract]

#5

"emergency responders"[mh] OR "police"[mh] OR "Firefighters"[mh] OR "Emergency Medical Technicians"[mh] OR emergency first responder*[Title] OR emergency responder*[Title] OR emergency service*[Title] OR "emergency personnel"[Title] OR "emergency service personnel"[Title] OR "emergency medic"[Title] OR emergency medical technician*[Title] OR emergency technician*[Title] OR emergency worker*[Title] OR rescue first responder*[Title] OR rescue responder*[Title] OR rescue service*[Title] OR "rescue personnel"[Title] OR "rescue service personnel"[Title] OR rescue medic*[Title] OR rescue medical technician*[Title] OR rescue worker*[Title] OR first responder*[Title] OR "public safety personnel"[Title] OR "public safety offic*" [Title] OR "paramedical personnel"[Title] OR law enforc*[Title] OR EMT[Title] OR EMTs[Title] OR paramedic*[Title] OR ambulance[Title] OR "ambulance personnel"[Title] OR ambulance offic*[Title] OR ambulance operator*[Title] OR ambulance worker*[Title] OR fire fighter*[Title] OR firefighter*[Title] OR "fire and rescue"[Title] OR "fire and rescue personnel"[Title] OR emergency first responder*[Abstract] OR emergency responder*[Abstract] OR emergency service*[Abstract] OR "emergency personnel"[Abstract] OR "emergency service

28,926

personnel"[Abstract] OR "emergency medic"[Abstract] OR emergency medical technician*[Abstract] OR emergency technician*[Abstract] OR emergency worker*[Abstract] OR rescue first responder*[Abstract] OR rescue responder*[Abstract] OR rescue service*[Abstract] OR "rescue personnel"[Abstract] OR "rescue service personnel"[Abstract] OR rescue medic*[Abstract] OR rescue medical technician*[Abstract] OR rescue worker*[Abstract] OR first responder*[Abstract] OR "public safety personnel"[Abstract] OR "public safety offic*" [Abstract] OR "paramedical personnel"[Abstract] OR law enforc*[Abstract] OR EMT[Abstract] OR EMTs[Abstract] OR paramedic*[Abstract] OR ambulance[Abstract] OR "ambulance personnel"[Abstract] OR ambulance offic*[Abstract] OR ambulance operator*[Abstract] OR ambulance worker*[Abstract] OR fire fighter*[Abstract] OR firefighter*[Abstract] OR "fire and rescue"[Abstract] OR "fire and rescue personnel"[Abstract]

#6	#1 AND #2 AND #3	2,891
#7	#4 OR #5	70,419
#8	#6 AND #7	31

Table B6*Search Terms and Implementation for Proquest Central Database*

Search	Query	Records Retrieved
#1	"Qualitative research" OR qualitative* OR "qualitative analys*" OR "content analys*" OR "grounded theor*" OR interview* OR "semi-structured interview*" OR "structured interview*" OR ethnograph* OR "thematic analys*" OR interpret* OR Phenomenological OR "Interpretative Phenomenological" OR "Interpretative Phenomenological Analys*" OR "Focus group*" OR "Focus group interview*" OR Narrative* OR "Narrative analys*"	1,422,728
#2	Perception* OR perceive* OR experience* OR "perceptions and experiences" OR "experiences and perceptions"	1,658,437
#3	"LGB" OR "LGBT" OR "GLBT" OR "LGBT+" OR "LGBTQ" OR "LGBTQ+" OR "LGBTQI" OR "LGBTQI+" OR "LGBTQIA" OR "LGBTQIA+" OR "LGBTI" OR "LGBTI+" OR "LGBTIQ" OR "LGBTIQ+" OR "LGBTIQA" OR "LGBTIQA+" OR "QUILTBAG" OR "GSM" OR "Gender and sexual minorit*" OR "gender identity" OR TGNC OR "Transgender" and "Gender Non-Conforming" OR "Gender non-conforming" OR "Gender variant*" OR "Gender fluid" OR Genderfluid OR Agender* OR "Gender neutrois" OR Genderless OR TGNCNB OR NB OR "Non-binary" OR "Non binary" OR Homosexual* OR Lesbian* OR Gay* OR Bisexual* OR Transgender* OR Transman OR Transwoman OR FtM OR F2M OR "Female to male" OR "Female to male transgender" OR MtF OR M2F OR "Male to female" OR "Male to female transgender" OR "FtM transgender*" OR "F2M transgender*" OR "MtF transgender*" OR "M2F transgender*" OR Transex* OR Trans OR Transitioned OR Transitioning OR Questioning OR	497,271

Intersex* OR Asexual* OR Queer* OR "Queer people" OR "Queer person*" OR "Queer individual*" OR "Queer group*" OR "Queer population*" OR Genderqueer* OR "sexual orientation" OR "Sexual preference*" OR "sexual minorit*" OR Passing OR "Coming out" OR "Came out" OR "come out" OR Outed OR Outness OR Closeted OR "In the closet" OR "Out of the closet" OR MSM OR "Men who have sex with men" OR WSW OR "Women who have sex with women" OR QPOC OR "Queer people of colo?r" OR "queer person* of colo?r" OR QTPOC OR "Trans people of colo?r" OR "Trans person* of colo?r" OR "Transgender people of colo?r" OR "transgender person* of colo?r"

#4

Military OR "defence force" OR Soldier* OR "Military offic*" OR "Military service personnel" OR "Military service member*" OR "Military service offic*" OR "Military personnel" OR "Military operative*" OR "Military operator*" OR "Military veteran*" OR Veteran* OR "Military reservist*" OR Reservist* OR Reserve OR Reserves OR "Military Reserve*" OR ((military) NEAR/4 (servicem?n OR servicewom?n)) OR Servicem?n OR Servicewom?n OR "Defence member*" OR "Defence offic*" OR "Defence service personnel" OR "Defence service member*" OR "Defence service offic*" OR "Defence personnel" OR "Defence operative*" OR "Defence operator*" OR "Defence veteran*" OR "Defence reservist*" OR ((defence) NEAR/4 (servicem?n OR servicewom?n)) OR "Defence force member*" OR "Defence force offic*" OR "Defence force service personnel" OR "Defence force service member*" OR "Defence force service offic*" OR "Defence force personnel" OR "Defence force operative*" OR "Defence force operator*" OR "Defence force veteran*" OR "Defence force reservist*" OR (("defence force") NEAR/4 (servicem?n OR servicewom?n))

338,753

#5	(Ambulance NEAR/5 (personnel OR operator* OR worker*)) OR (emergency NEAR/5 ("first responder*" OR medic* OR "medical technician*" OR personnel OR responder* OR "service personnel" OR technician*)) OR EMT OR EMTs OR "fire and rescue personnel" OR "fire and rescue" OR "fire fighter*" OR "fire-fighter*" OR firefighter* OR "First responder*" OR "First respon*" OR "Law enforc*" OR Paramedic* OR Police OR "Police offic*" OR "Public safety offic*" OR "Public safety personnel" OR "Rescue personnel" OR "Rescue worker*"	233,431
#6	#1 AND #2 AND #3	17,051
#7	#4 OR #5	563,218
#8	#6 AND #7	936

Table B7*Search Terms and Implementation for PTSD Pubs Database*

Search	Query	Records Retrieved
#1	"Qualitative research" OR qualitative* OR "qualitative analys*" OR "content analys*" OR "grounded theor*" OR interview* OR "semi-structured interview*" OR "structured interview*" OR ethnograph* OR "thematic analys*" OR interpret* OR Phenomenological OR "Interpretative Phenomenological" OR "Interpretative Phenomenological Analys*" OR "Focus group*" OR "Focus group interview*" OR Narrative* OR "Narrative analys*"	16,787
#2	Perception* OR perceive* OR experience* OR "perceptions and experiences" OR "experiences and perceptions"	22,872
#3	"LGB" OR "LGBT" OR "GLBT" OR "LGBT+" OR "LGBTQ" OR "LGBTQ+" OR "LGBTQI" OR "LGBTQI+" OR "LGBTQIA" OR "LGBTQIA+" OR "LGBTI" OR "LGBTI+" OR "LGBTIQ" OR "LGBTIQ+" OR "LGBTIQA" OR "LGBTIQA+" OR "QUILTBAG" OR "GSM" OR "Gender and sexual minorit*" OR "gender identity" OR TGNC OR "Transgender" and "Gender Non-Conforming" OR "Gender non-conforming" OR "Gender variant*" OR "Gender fluid" OR Genderfluid OR Agender* OR "Gender neutrois" OR Genderless OR TGNCNB OR NB OR "Non-binary" OR "Non binary" OR Homosexual* OR Lesbian* OR Gay* OR Bisexual* OR Transgender* OR Transman OR Transwoman OR FtM OR F2M OR "Female to male" OR "Female to male transgender" OR MtF OR M2F OR "Male to female" OR "Male to female transgender" OR "FtM transgender*" OR "F2M transgender*" OR "MtF transgender*" OR "M2F transgender*" OR Transex* OR Trans OR Transitioned OR Transitioning OR Questioning OR	960

Intersex* OR Asexual* OR Queer* OR "Queer people" OR "Queer person*" OR "Queer individual*" OR "Queer group*" OR "Queer population*" OR Genderqueer* OR "sexual orientation" OR "Sexual preference*" OR "sexual minorit*" OR Passing OR "Coming out" OR "Came out" OR "come out" OR Outed OR Outness OR Closeted OR "In the closet" OR "Out of the closet" OR MSM OR "Men who have sex with men" OR WSW OR "Women who have sex with women" OR QPOC OR "Queer people of colo?r" OR "queer person* of colo?r" OR QTPOC OR "Trans people of colo?r" OR "Trans person* of colo?r" OR "Transgender people of colo?r" OR "transgender person* of colo?r"

#4 Military OR "defence force" OR Soldier* OR "Military offic*" OR "Military service personnel" 14,830
 OR "Military service member*" OR "Military service offic*" OR "Military personnel" OR
 "Military operative*" OR "Military operator*" OR "Military veteran*" OR Veteran* OR "Military reservist*" OR Reservist* OR Reserve OR Reserves OR "Military Reserve*" OR ((military) NEAR/4 (servicem?n OR servicewom?n)) OR Servicem?n OR Servicewom?n OR "Defence member*" OR "Defence offic*" OR "Defence service personnel" OR "Defence service member*" OR "Defence service offic*" OR "Defence personnel" OR "Defence operative*" OR "Defence operator*" OR "Defence veteran*" OR "Defence reservist*" OR ((defence) NEAR/4 (servicem?n OR servicewom?n)) OR "Defence force member*" OR "Defence force offic*" OR "Defence force service personnel" OR "Defence force service member*" OR "Defence force service offic*" OR "Defence force personnel" OR "Defence force operative*" OR "Defence force operator*" OR "Defence force veteran*" OR "Defence force reservist*" OR (("defence force") NEAR/4 (servicem?n OR servicewom?n))

#5	(Ambulance NEAR/5 (personnel OR operator* OR worker*)) OR (emergency NEAR/5 ("first responder*" OR medic* OR "medical technician*" OR personnel OR responder* OR "service personnel" OR technician*)) OR EMT OR EMTs OR "fire and rescue personnel" OR "fire and rescue" OR "fire fighter*" OR "fire-fighter*" OR firefighter* OR "First responder*" OR "First respon*" OR "Law enforc*" OR Paramedic* OR Police OR "Police offic*" OR "Public safety offic*" OR "Public safety personnel" OR "Rescue personnel" OR "Rescue worker*"	2,198
#6	#1 AND #2 AND #3	141
#7	#4 OR #5	16,719
#8	#6 AND #7	18

Appendix C**Table C1***Journals Handsearched and Quantity of Records Selected for Screening*

Journal	Records retrieved
Journal of Military, Veteran and Family Health	0
Armed Forces & Society	1
Military Psychology	0
Police Quarterly	0
Emergency Medicine Journal	0
Annals of Emergency Medicine	0
Traumatology: An International Journal (TMT)	0
International Paramedic Practice	0

Note. Studies were not retrieved when already identified in database search.

Appendix D

JBI Critical Appraisal Tool

A Tabular Representation of JBI Critical Appraisal Checklist Content

Reviewer	Date	Author(s)	Record Title	Appraisal			Comments
				Include	Exclude	Seek further Information	
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Criterion Number	Quality Question	Evaluation			
		Yes	No	Unclear	N/A
1	Is there congruity between the stated philosophical perspective and the research methodology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Is there congruity between the research methodology and the research question or objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Is there congruity between the research methodology and the methods used to collect data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Is there congruity between the research methodology and the representation and analysis of data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Is there congruity between the research methodology and the interpretation of results?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6	Is there a statement locating the researcher culturally or theoretically?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Is the influence of the researcher on the research, and vice-versa, addressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Are participants, and their voices, adequately represented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Is the research ethical according to current criteria or, for recent studies, is there evidence of ethical approval by an appropriate body?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Do the conclusions drawn in the research report flow from the analysis, or interpretation of data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix E

JBIR QARI Data Extraction Utility with Modifications

A Tabular Representation of JBIR QARI Data Extraction Content and Modifications

Reviewer	Date	Author(s)	Record Title	Journal	Year	Record No.					
Study Details										Detail Completion?	
Methodology	Method	Phenomena of Interest	Setting	Geographical	Cultural	Participants	Data Analysis	Authors Conclusions	Reviewer Comments	Yes	No
										<input type="checkbox"/>	<input type="checkbox"/>
Findings			Evidence			Additional Context					
Finding	Illustration		Unequivocal	Credible	Unsupported	Industry ^a	Service ^b	Service Status ^c			
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

Note. Elements added by primary investigator are emboldened.

^a Denotes military or EFR industrial context.

^b Refers to branch of military service or type of EFR service (e.g., fire, police, paramedicine).

^c Refers to what service statuses were represented amongst the study’s participants (current, former, or both).