



Australian Government

Australian Institute of Family Studies

Child
Family
Community
Australia

Inclusive communication with LGBTIQ+ clients

CFCA Evidence to Practice Guide

Dr Luke Gahan



Acknowledgement of country



The Australian Institute of Family Studies acknowledges the traditional country throughout Australia on which we gather, live, work and stand. We acknowledge all traditional custodians, their Elders past, present, and emerging, and we pay our respects to their continuing connection to their culture, community, land, sea and rivers.

Today I am on the lands of the Wathaurong People of the Kulin nation.

Disclaimer

The views expressed in this presentation are those of the authors for the Evidence to practice guide and may not reflect the views of the Australian Institute of Family Studies or the Australian Government.

Why does inclusive communication matter for LGBTIQ+ clients?

- LGBTIQ+ inclusivity means acknowledging and respecting diversity
- Not just language – meaningful engagement requires understanding
- Making assumptions can have a negative impact
- Can reduce stress, anger, fear of poor treatment, and a fear of rejection
- Reduce people delaying seeking help
- Disclosure is important
- Impacts engagement with education and health



What works to ensure inclusive communication with LGBTIQ+ clients?

- LGBTIQ+ people are not homogenous: follow a client-centred approach
- Affirmative approach
 - *Understand and be proactive*
- Beyond assumptions

What do your
mum and dad
do?

What do your
parents or
carers do?

There is a boy in
the waiting room
to see you

There is a
young person in
the waiting room
to see you

- Competence with language
 - *Demonstrate comfort using inclusive language and LGBTIQ+ terms*
 - *Willingness to let clients be themselves and use their chosen terms*

Using evidence for decision making: for practitioners

- Communicate in a way that welcomes LGBTIQ+ clients
- Take the lead from clients
- Learn common terms
- Signal inclusivity to all clients
- Participate in training
- Research information about specialist services for LGBTIQ+ care

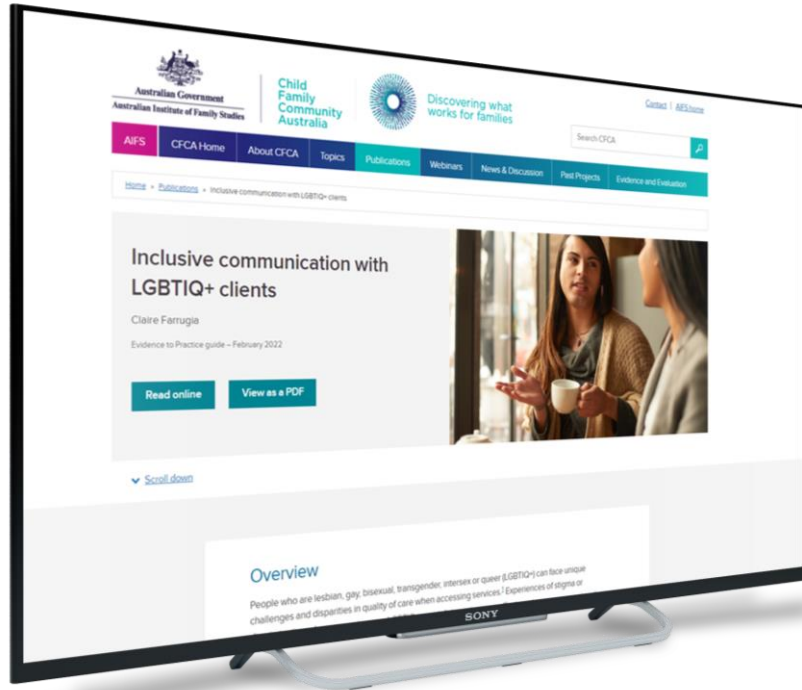


Using evidence for decision making: for organisations

- Update content to ensure it is inclusive
- Develop inclusive registration forms and privacy protocols
 - <https://www.vic.gov.au/victorian-family-violence-data-collection-framework/data-collection-standards-lesbian-gay-bisexual>
- Increase staff knowledge of LGBTIQ+ issues and needs
 - Rainbow Tick: rainbowhealthaustralia.org.au/rainbow-tick



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aifs.gov.au/cfca/publications/inclusive-communication-lgbtq-clients