

10 Ways to Support LGBTIQA+ Clients

Create affirming spaces

Create spaces that affirm and validate sexual and gender identities.

Foster a culture of respect and inclusion

Use inclusive language and pronouns in communication with clients and staff.

Avoid assumptions

Gender & sexual identity cannot be determined by appearance, voice, or other characteristics.

Understand, respect and normalise pronouns

What pronouns do you use? Use the pronouns that an individual tells you. If you get it wrong, apologise and move on.

Representation

Ensure diverse representation in client-facing materials and events.

Promote visibility

Encourage visibility and celebrate LGBTIQA+ milestones and events.

Stand up against discrimination

Speak out against discrimination, harassment and violence targeting LGBTIQA+ people.

Educate

Provide all staff with training on LGBTIQA+ specific challenges, barriers and needs.

Continuous learning

Stay informed about evolving LGBTIQA+ issues and best practice for client interactions.

Feedback

Regularly seek feedback from LGBTIQA+ clients to improve inclusivity.



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