

Understanding LGBTIQA+ Experiences



To provide appropriate care, primary care providers must actively educate themselves about LGBTIQA+ identities and the unique challenges faced by the community.



Foundational Knowledge

Understanding the basics of LGBTIQA+ concepts will help offer more informed and empathetic support.



Continuous Training

All staff should be offered training and professional development opportunities to continuously improve the quality of care they provide.

Lack of knowledge can result in burdening the client with the added stress to educate the provider, resulting in negative experiences and possibly adding hesitation to seek help.

Find training resources on our website.

Ensuring Sustainability

Efforts towards inclusivity should be sustainable and impactful. One-off attempts can unintentionally come across as tokenistic.

Pursuing Rainbow Tick accreditation and ensuring your service has an LGBTIQA+ inclusivity policy, that all employees have read and understand, are great steps to demonstrate long-term dedication to inclusivity.



Safer Options is a resource and information hub to educate primary care providers and LGBTIQA+ folk on intimate partner violence in LGBTIQA+ relationships.

Visit our website to learn more
saferoptions.org.au



Intimate Partner Violence

**Making Your Primary Care
Service LGBTIQA+ Inclusive**



Intimate Partner Violence Occurs in 51% of **LGBTIQA+** Relationships in WA

It is especially under-recognised in this population, and this lack of recognition is connected to negative effects on both physical and mental health.

Embracing inclusivity and tailoring support for LGBTIQA+ patients can bridge the gap in assistance and create a safer environment for those seeking help.

Learn More on Our Website:

saferoptions.org.au



Visible Inclusivity

Create a visible and inclusive environment for LGBTIQA+ individuals seeking support by openly embracing inclusivity in both physical and online spaces with the following:

- ▶ Rainbow flags, lanyards, and badges
- ▶ Incorporate gender-neutral language
- ▶ Use images of diverse relationships
- ▶ Explicit statements of support



Gain a **Rainbow Tick Accreditation** to demonstrate your commitment to inclusivity:

rainbowhealthaustralia.org.au/rainbow-tick

Avoiding Assumptions

By using gender-neutral language, respecting pronouns, and adopting client-led approaches, services create a welcoming environment for all.

Be aware that violence can occur in all relationships between people of any gender and sexuality.

Building Positive Reputation

A positive reputation is vital in establishing trust and credibility within the community.

Active engagement with the LGBTIQA+ community, seeking feedback from the community, and employing LGBTIQA+ staff, demonstrate genuine support, reinforcing a service's reputation within the community through positive word-of-mouth.



Establishing Referral Networks

Good professional relationships between LGBTIQA+ focused services and non-focused services ensure that patients receive proper, culturally-competent support.

How you can foster strong referral networks

- ▶ Mental Health Professionals' Network
- ▶ Meet with other practice managers
- ▶ Host a networking event for providers