

CONSULTATIONS WITH LGBTIQ+ CARERS

RESPONDENTS

66 TOTAL RESPONDENTS



Respondents identified with all parts of the LGBTIQ+ acronym, the most common word LGBTIQ+ carers used to describe themselves was **BISEXUAL**.

FINDINGS

The three themes that arose during the consultations were:

RESILIENCE

- Lack of understanding from staff
- Assumptions about sexuality, gender and intersex status

Carers consistently had to confront assumptions and pro-actively offer information in order to make workers feel comfortable. Carers spoke of the additional energy needed to manage situations that might otherwise cause confusion and discomfort.

RECOMMENDATION

Comprehensive training for all staff, and regular, scheduled training in the future.

DISCRIMINATION

- Ongoing discrimination
- Lack of cultural safety
- Lack of knowledge of services
- Lack of trust of services

The LGBTIQ+ carer consultations identified specific discrimination people within the LGBTIQ+ communities continue to face when accessing carer services. Most participants had stories of discrimination they had faced in their lives, which continue to influence whether they access services.

RECOMMENDATIONS

Training for staff to avoid assumptions in relationships, new processes for staff to check if referral services are inclusive, clearer complaints processes, hiring LGBTIQ+ staff, pronouns in emails.

ISOLATION

- Lack of support from family
- Lack of visibility
- Reluctance to access services due to fear, fatigue, time or not identifying as a carer

Within the LGBTIQ+ community, experiences of social isolation are exacerbated by a lack of services catering to their specific needs or being non-inclusive in their service delivery. This increases experiences of discrimination and can delay LGBTIQ+ carers accessing services which in turn increases social isolation.

RECOMMENDATIONS

Deliver and promote specific services for LGBTIQ+ carers, create inventory of inclusive services for support workers to use, attend LGBTIQ+ events, promote services in LGBTIQ+ publications and at LGBTIQ+ community events.

“ I’m pleased Carers Victoria want to know about LGBTIQ+ Carers needs. In the 15+ years of caring, we have dealt with a lot of homophobia and exclusion or ignorance by service providers, making it hard to seek support. It’s hard enough caring, harder still when you have to constantly fight to be acknowledged, e.g. family services only referring to concepts as ‘mum and dad’. ”

