

Example scripts

These are some examples of conversations you may need to have with clients or staff in and around asking around LGBTIQ+ identities, responding to complaints, responding to discrimination, respecting confidentiality, as well as some broad examples of using inclusive language. This list is not exhaustive and aims to provide a framework of how to respond to particular scenarios.

Situation	Example Script
<p>Asking Around Pronouns</p>	<p><i>Hi my name is Ryan and I use he/him pronouns. Can I ask what pronouns you use?</i></p> <p><i>Hi I'm Zahara, my pronouns are she or they, what pronouns would you like me to use for you?</i></p> <p><i>Pronouns are the words we use instead of people's names like she/her, he/him, they/them. We don't like to make assumptions about what pronouns people use as our service aims to be as inclusive of trans and gender diverse people.</i></p>
<p>Using affirmative language/not making assumptions</p>	<p>Instead of: <i>This is Max she/he is visiting for the day.</i></p> <p>Try: <i>This is Max, they are visiting for the day.</i></p> <p>Instead of: <i>This is Riley, she's here to see you for her 2pm appointment.</i></p> <p>Try: <i>This is Riley, they're here to see you for their 2pm appointment. or Your 2pm appointment is here to see you.</i></p> <p>Instead of: <i>The mens toilets are to the right.</i></p> <p>Try: <i>The men's toilets are to the right, the women's on the left and we have accessible all gender toilets by the entrance.</i></p> <p>Instead of: <i>I need to include 'Next of Kin', who is your closest family member?</i></p> <p>Try: <i>I need to include 'Next of kin', who is your preferred contact person?</i></p> <p>Instead of: <i>What's your wife's name?</i></p>



	<p>Try: <i>What is the name of your spouse or partner?</i></p> <p>Instead of: <i>How old is your son or daughter?</i></p> <p>Try: <i>How old is your child?</i></p>
Why and how we ask about LGBTIQ+ identities	<p><i>Some of these questions can be quite personal and you have the option not to disclose. We ask these questions to everyone so we can be sure we're providing you with the best possible service.</i></p> <p><i>We don't like to make assumptions about anyone's gender identity, sexuality or intersex status; our service aims to be as inclusive of LGBTIQ+ people as possible. This section of the questions may not be relevant to you and you always have the option to prefer not to say.</i></p> <p><i>We may need some official documents, like your passport or medicare card for Centrelink or other agencies, does your name and affirmed gender match what's on these documents? All of that information will remain highly confidential and we will always use your affirmed name, pronouns and gender identity at our service.</i></p> <p><i>By asking these questions of everyone, we can accurately record the diversity of our clients allowing us to better support and advocate for everyone accessing our service.</i></p>
Managing Confidentiality	<p><i>Thanks for sharing that. Are you happy for me to record that information on our system? If I record it on your file, these are the people that have access to it.</i></p> <p><i>I just want to check in around who else you've disclosed this information to as it's really important to me that your privacy and confidentiality are maintained. Is this a conversation you'd like to have with me?</i></p> <p><i>If it's alright with you, I just wanted to check in around your confidentiality around your LGBTIQ+ identity. Do you have any particular</i></p>



	<p><i>safety concerns around people knowing about your sexuality, gender identity and/or intersex status?</i></p> <p><i>If I'm working with any of your family or significant others, how would you like me to refer to you?</i></p> <p><i>If I'm talking to other staff at our service, what name and pronouns would you like me to use?</i></p> <p><i>If I'm talking to staff at other services, what name and pronouns would you like me to use?</i></p> <p><i>Is how you'd like me to refer to you across all external agencies/services?</i></p> <p><i>What name and pronouns would you like on your mail, would you like me to refer to you differently on the outside of your mail to the inside?</i></p> <p><i>I need to use the name reflected on your medicare card for this referral. I can put it on the top of the letter but I can refer to you using your affirmed name and pronouns throughout the letter, is this something you'd like?</i></p>
<p>How to navigate mistakes</p>	<p><i>She... I'm sorry, they went to the shops and they bought a really awesome jumper.</i></p> <p><i>I'm so sorry for getting your pronouns wrong, I will do better next time, however, if you'd like to give any feedback or if you'd like to talk to someone about this, here is where you can go.</i></p> <p><i>I'm really sorry for that experience at our service/the other service. Here are all of our complaint and feedback pathways. If you'd like I can help you make a complaint or I can put one in on your behalf. Legally, you cannot be treated detrimentally by our service or others if you make a complaint.</i></p>
<p>How to respond to discriminatory behaviour</p>	<p><i>Hey, I noticed you were using she/her pronouns for Fiona but they actually use they/them. If you're having trouble with they/them pronouns, maybe we could practice together?</i></p>



I've noticed you keep misgendering my client. I know it can be difficult not to make assumptions but it's really important to get this language right as they've found it distressing. I can recommend these resources and training if you wanted some more information.

Everyone has a right to their own opinions and values and I don't want to debate yours. However, in our work we have a legal and ethical obligation to provide an inclusive and respectful service to LGBTIQ+ people.

Hi, I just noticed (discriminatory behaviour), I just wanted to check in on how you might be feeling. I want you to know that that kind of behaviour is not tolerated at our service and we will be following it up to ensure it won't happen again. If you want to talk you can talk to myself or here are some other supports. I can also help you with our feedback or complaints pathways if you'd like.