



Consultation user guide

LGBTIQA+ Consultation Kit





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Consultation User Guide

This User Guide has been developed to help you consider what you need to do to hold a successful consultation about the LGBTIQ+ Inclusion Strategy (the Strategy). This guide will help you plan out your engagement to ensure you can help attendees to express their views in the best way for them.

Consultation is critical to developing a strategy that:

- reflects the lived experiences of people who are LGBTIQ+;
- responds to the diverse identified needs of people who are LGBTIQ+;
- builds on existing networks in the sector and forges relationships between the sector and government to deliver results; and
- raises awareness among the broader community.

The LGBTIQ+ community is at the heart of the Strategy's development and there will be numerous opportunities for individuals and organisations who are interested in the Strategy to have input.

The Department of Communities (Communities) is committed to delivering inclusive, trauma informed and culturally and psychologically safe engagement and consultation in partnership with the LGBTIQ+ Peak Body, Reference Group, State Government agencies, LGBTIQ+ community and sector organisations, and key partners.

Consultation Principles

The following consultation principles have been developed to guide and support organisations to undertake their consultations in a safe and respectful way. Your consultation design should be guided by the following principles:

- Inclusive and Accessible
 - Consider the accessibility of venues.
 - Where practical and required, engage interpreters and translators.
 - Adapt engagement methods through the consultation as needed, based on early and ongoing learnings.
- Trauma Informed and Supportive
 - Help participants to feel safe and supported through ongoing communication and trauma informed supports prior to, during and post consultation as required.
 - Choose venues that will be welcoming and do not prompt negative experiences.
- Transparent and Strengths-based Communication
 - Provide participants with communication that is clear on the purpose and goal of the consultation.

- Facilitators will manage expectations by acknowledging that the Strategy will provide a path for progress but will not resolve all challenges.
- Use strengths-based messaging in the promotion and facilitation of consultation.
- Ethical
 - Gain informed consent prior to consultation workshops.
 - Where practical, provide an option for anonymous participation.
 - Provide information to participants about how data will be used, stored and accessed.
- Flexible and Adaptable
 - The consultation will start with broad engagement and become more focused based on feedback.
 - Use multiple methods of accessible and inclusive engagement.

Key messages

- The Cook Government is developing a whole of government strategy to drive inclusiveness and long-term systemic change for LGBTIQ+ people in Western Australia.
- Whilst many LGBTIQ+ people are doing well and enjoy lives of meaning and connection, some LGBTIQ+ people face significantly higher levels of discrimination, stigma and social exclusion, which can contribute to disparate health, social, economic and mental health outcomes.
- Consultation for development of the Strategy is being led by the Department of Communities on behalf of government, in partnership with the newly established LGBTIQ+ Peak Body Rainbow Futures WA, the LGBTIQ+ Reference Group and three non-government organisations Living Proud, TransFolk of WA and GLBTI Rights in Ageing (GRAI).
- Engagement and consultation opportunities to inform the Strategy will be advertised with a variety of options available to provide input and participate in its development.
- Up to date information on the consultation can be found at wa.gov.au and searching for 'LGBTIQ+ Inclusion Strategy'.

What does that look like in practice?

As part of planning to consult, you should consider the type of consultation activity that would work well for your intended audience. Consultation should be an activity that is engaging, accessible, inclusive, thought provoking and a positive experience for participants.

Consultations on similar strategies reflect the importance of various mechanisms including online surveys and workshops/meetings to ensure all stakeholders have an opportunity to engage in a way that works for them.



Some of the different and more specific consultation activities that you can consider when running a consultation activity include:

- Surveys
- Big Idea post cards
- Information sessions and open days
- Online form or specific email address
- One to one conversation
- Focus groups
- Public meetings or forums
- Workshops
- Community asset mapping
- Photovoice

Consultation Plan Template

A Consultation Plan template below is provided to help you plan and undertake consultation about the Strategy. It has been prepared for a wide range of stakeholders including LGBTIQ+ people, allies including the general community, State Government agencies, local government, not for profit service providers and business.

The Consultation Plan template provides guidance for workshops with a diverse group of participants where additional considerations and planning are required regarding safety, trauma, privacy and collation of all views.

Once you have held a session it is important to capture and provide your feedback to Communities so that your voice feeds into the broader Strategy design.

- **Part one – Planning**, helps you to consider a range of planning, communication and logistic matters in the lead-up to the consultation session; and
- **Part two – Questions and Responses**, outlines the goals of consultation, consultation questions and provides a suggested reporting template

Once you have captured the responses in the Consultation Plan template, please email it to Communities at lgbtqa@communities.wa.gov.au

Other acceptable formats of responses include - JPEG, MPEG, WAV, DOCX, XLS, PPT, PDF.

Part one - Planning

LGBTIQA+ Inclusion Strategy Consultation Number #	
Consultation Title (Insert consultation title)	
Consultation Date/s and time/s	(Insert date and time)
Consultation venue/s	(Insert place where consultation occurred)
Location	<input type="checkbox"/> East Kimberley <input type="checkbox"/> West Kimberley <input type="checkbox"/> Pilbara <input type="checkbox"/> Midwest-Gascoyne <input type="checkbox"/> Goldfields-Esperance <input type="checkbox"/> Wheatbelt <input type="checkbox"/> South West <input type="checkbox"/> Great Southern <input type="checkbox"/> South Metro <input type="checkbox"/> North Metro <input type="checkbox"/> Online <input type="checkbox"/> Hybrid <input type="checkbox"/> Other _____
Consultation partner/s	(Insert any organisations that participated in the planning and/or running of the consultation session)
Stakeholder participants	<input type="checkbox"/> Young people <input type="checkbox"/> Older people <input type="checkbox"/> Transgender <input type="checkbox"/> Intersex <input type="checkbox"/> People of colour <input type="checkbox"/> People with a culturally linguistic and diverse background <input type="checkbox"/> Aboriginal and Torres Strait Islander people <input type="checkbox"/> People with disability <input type="checkbox"/> non-LGBTIQA+ people <input type="checkbox"/> Mixed – including the general community and allies Total number of participants at the consultation:
Consultation activity	Please see above for ideas of consultation activities to suit your group. (Insert the type of consultation activity held)
Facilitator/s	(Insert the names or organisations that facilitated the consultation session)
Resources	<ul style="list-style-type: none"> In line with the consultation principles outlined in this User Guide, you should consider the resources you need to deliver your consultation. This may include a facilitator,



LGBTIQA+ Inclusion Strategy Consultation Number #	
	<p>venue hire, activity materials, accessibility and any required supports for a safe consultation environment, such as social workers or counsellors.</p> <ul style="list-style-type: none"> Funds are available to support organisations to undertake consultations. Please contact lgbtqa@communities.wa.gov.au for further information.
Register participants	<ul style="list-style-type: none"> Registration of participants before your consultation activity will provide you with an attendee list and assist us to gather demographic information. All demographic information requested will be optional and de-identified. Please place a request for an online registration link for your consultation activity with lgbtqa@communities.wa.gov.au, with the subject line – Consultation Registration. The team will forward you a link to use when promoting your consultation activity, with access to the attendee list.

Part two – Questions and responses

Consultation questions – discuss and respond	
Thinking and discussion exercise	<p>Take the time with your group to discuss the goals for consultation, then review the questions. This will help consultation participants to talk about their lived experience and share information to inform the consultation goals.</p>
Consultation question 1:	<p>Thinking about your ideal day as an LGBTIQA+ person in WA:</p> <ol style="list-style-type: none"> What does that look and feel like? <p><i>Possible prompting questions</i></p> <ul style="list-style-type: none"> What does the WA Government do well now to include you? What does the WA Government need to learn or get better at to include you more? <ul style="list-style-type: none"> Where else have you seen it done right? <p>(Insert responses)</p>
Consultation question 2:	<p>Thinking about your ideal day as an LGBTIQA+ person in WA:</p> <ol style="list-style-type: none"> What is stopping that ideal day from happening now?



Consultation questions – discuss and respond	
	<p><i>Possible prompting questions</i></p> <ul style="list-style-type: none"> • What does the WA Government need to learn or get better at to work with and for you? • What government processes could be made easier for you to use? • What things could government do to show they are friendly and respectful to LGBTIQ+ people? • Is there anything particularly difficult to navigate which prevents you from full economic participation? <p>(Insert responses)</p>
Consultation question 3:	<p>Thinking about your ideal day as a LGBTIQ+ person in WA:</p> <p style="text-align: center;">3. What needs to change for it to happen?</p> <p><i>Possible prompting questions</i></p> <ul style="list-style-type: none"> • What makes it harder to use health services, housing, mental health, and other government services? <ul style="list-style-type: none"> • What do you currently do to overcome challenges? • What specific things could be improved with the advice of LGBTIQ+ people? • What are things that could be changed to make WA more inclusive for you? • Where has there been progress in recent years that provides a platform for more positive change? • Are there examples in other Australian states or territories that could inform change in WA? <p>(Insert responses)</p>
Consultation information	<p>What will be provided to the Department of Communities as your response?</p> <ul style="list-style-type: none"> • Using this completed template, a separate Word Document, spreadsheet, pictures, video file are all options. • What did you learn from the consultation?



Consultation questions – discuss and respond

- What other areas came up that might need further exploration?

Once completed, please provide the summary, including any photographs or additional information, to Communities at LGBTIQA@communities.wa.gov.au. Your information is greatly appreciated and will help to inform the LGBTIQA+ Inclusion Strategy.

Please keep consultation participants informed regarding the progress of the Strategy, helping them to understand the value of their contributions from the consultation process.

Language

Being respectful includes using appropriate language.

There are several acronyms and initialisms used to represent people with diverse gender identities, sexual orientation, or sex characteristics. In LGBTIQA+, the letters stand for lesbian, gay, bisexual, transgender, intersex, queer / questioning and asexual, and the plus sign recognises everyone who is part of the community, but not represented by a letter (for example, non-binary and pansexual people).

Some letters represent words that have negative connotations for some people. ‘Queer’, for example, was used as a derogatory term in the past and – though it has been reclaimed and is widely used – it is a word that some avoid. Often a person’s or sector organisation’s preference for which acronym they use is based on their own experiences and beliefs.

It is acknowledged that the preferred identifier for many older people in the community is ‘LGBTI’. The use of different acronyms should not be taken to exclude or downplay the importance of recognising the needs of older people.

Transgender people use a variety of words and labels to describe themselves and their experiences. Using the word trans rather than an acronym such as TGDNB (trans, gender diverse and non-binary), is considered easier to understand and emphasises humanness.

Terms like Sistagirls and Brotherboys are often used by LGBTIQA+ First Nations mob.

Other preferred terms may emerge during engagement with LGBTIQA+ communities.

In relation to pronouns, many community members use pronouns that are inclusive to them and use pronouns that are inclusive to other people (reflecting the individual’s preferences).

Challenging scenarios

Consultations should be empowering and positive experiences that inform lasting change. As you head into your consultations, please consider possible challenging scenarios and how you might approach them in a positive way to support consultation participants.

Such considerations might include:

	Scenario	What can you do?
Disruptive influences	It may be that consultations expose negative attitudes, behaviours and language from some people.	<ul style="list-style-type: none"> • Agree and establish clear ground rules for communication from the outset. • Link discussions to the aim of the Strategy and why that is important. • Give people some space, with regular breaks so that they can re-energise and 'check in' with individuals.
Physical safety	Considering the physical safety of people when engaging with potentially vulnerable groups is important.	<ul style="list-style-type: none"> • Consider whether your consultation should be open to the public or private with consultation locations and times in a flyer or broadcast, or addressed invitations. Consider more targeted ways of directly contacting participants such as engaging through a relevant organisation.
Trauma and fear	<p>Revisiting challenges and adverse experiences in life can trigger past trauma. These can result in a range of emotions such as fear, anxiety, anger, sadness, guilt or feeling numb.</p> <p>This can occur for both participants and consultation facilitators.</p>	<ul style="list-style-type: none"> • Acknowledge this at the beginning of the consultation. Explain how participants will be supported. • Ensure that safety is the primary consideration. • In creating a safe space for participants, consider having a support person in attendance. • Have regular breaks.



		<ul style="list-style-type: none"> • Be ready to change the format of the consultation on the day if required. • Provide access to counselling or debriefing services, both for participants and facilitators.
Opposing views	<p>Consultations can identify opposing views on a topic. Those views might not be ‘disruptive influences’ but different views should be encouraged to be expressed clearly and respectfully.</p>	<ul style="list-style-type: none"> • Agree and establish clear ground rules for communication from the outset. • Present information in an accessible way, so participants can develop a shared understanding of material. • Ensure that all voices can be heard through different means e.g. rotate individuals from group to group. • Guide participants to be ‘tough on issues, gentle on people’.
Scope	<p>Consider that some topics that arise during consultation may be out of scope for the Strategy or better channelled through other avenues</p>	<ul style="list-style-type: none"> • Facilitators to manage expectations, for example, by recognising that the Strategy will provide a path for progress but is not able to resolve all challenges. • If available, direct participants to the relevant pathway on issues that fall outside of the State Government’s remit, or are better suited through another avenues - Communities can assist.