



Resource Pack for Supporting LGBTIQ+ Communities

For Service Providers,
Community Groups, Businesses,
Sports Clubs & more

Created by
the Galway LGBTIQ+ Interagency Group

Introduction

This resource pack was developed by Galway LGBTIQ+ Interagency Group, a partnership comprising statutory, community and voluntary organisations active across Galway city and county.

Inside you will find a sample code of practice for your organisation, along with a description of the role of the code of practice leader. You will also find information on available training, support services and relevant organisations, as well as some helpful definitions.

Thank you for your support in making Ireland a more safe and inclusive place for the LGBTIQ+ community!

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Why a Code of Practice?

With the achievement of marriage equality and the enactment of the Gender Recognition Act 2015, recent years have seen Ireland become a more inclusive and welcoming place for LGBTIQ+ people. However, many LGBTIQ+ people still experience prejudice, discrimination and exclusion. In 2019, the Central Statistics Office (CSO) found that the highest rates of discrimination in Ireland were reported by people who identify as LGBTIQ+ (33.2%), followed by people of non-white ethnic backgrounds, the unemployed, and non-Irish people¹. Left unchecked, these negative attitudes and behaviours are likely to have a harmful affect.

There are some simple and practical actions open to service providers, community groups and sports clubs, that can help make things easier for LGBTIQ+ people.

“

It's always easier when you know someone is LGBT-friendly because you don't have to worry about the reaction. That would be the main thing that would make things easier.² ”

Adoption and Implementation

It is hoped that this template will provide service providers, community groups and sports clubs with a structure within which they can frame their support for LGBTIQ+ communities.

The template presents a number of suggested actions designed to influence the internal workings of services / organisations as well as the way services / organisations might engage with the public. These actions are intended to be sensible, achievable and, above all, practical.

For all Public Bodies there is a legal obligation to comply with the Public Sector Duty (Irish Human Rights and Equality Commission Act 2014) which includes taking positive action. Numerous examples of positive actions are illustrated in the Code of Practice. Public Bodies must have regard for the need to; Eliminate discrimination, Promote equality of opportunity and treatment for its staff and service users, Protect the human rights of its members, staff and people who use its services. The duty relates to the nine equality grounds plus a tenth Socio Economic Ground. The equality grounds include Sexual Orientation. Public bodies need to assess equality and human rights issues relevant to their service, plan how to address those issues including by taking positive action and report on these actions annually. Please contact the Irish Human Rights and Equality Commission for training.

Service providers, community groups, and sports clubs are encouraged to think about how well these actions fit into their operational settings and make changes as needed. Depending on the resources available, a group or organisation may opt for a phased approach. Additional actions reflecting the operational environment of each service / organisation can be added where appropriate. Adoption of any Code should take place in line with existing policies and procedures.

Once adopted, services / organisations can support the Code of Practice through:

Publication - display the document in your service / community building / club house.

Introduction - formally introduce the Code to management, staff and volunteers.

Education - do not assume or expect that management, staff or volunteers will understand, appreciate or know how to apply the code simply by reading it. Actively support its integration.

On-going reinforcement - continue to revisit the purpose, importance and application of the Code. **Review** - review the Code periodically.

Supporting LGBTIQ+ Communities: Code of Practice

are committed to this Code of Practice because we care about the people of Galway and we want to be open and welcoming to all.

Internal Actions:

- One person within our service / organisation will be given the specific responsibility for guiding and monitoring the implementation of this Code of Practice. Everyone involved in our service / organisation will be responsible for implementing it.
- All management and staff will be encouraged to take LGBTIQ+ awareness raising training. The service / organisation will not marginalise LGBTIQ+ people by assuming everybody is heterosexual and / or that everybody's experiences of their gender correspond to the biological sex they were assigned at birth.
- The service / organisation will be visibly LGBTIQ+ friendly. This might be achieved through the display of LGBTIQ+ friendly posters or symbols. The service / organisation will maintain and display up-to-date information on where LGBTIQ+ people can access specialised support (e.g. LGBTIQ+ Helplines, resource websites, etc.).
- The service / organisation will not tolerate the use of language or behaviour which is deemed to be inappropriate and/or discriminatory. Such language or behaviour will be reported to the appropriate person and addressed in a timely manner.
- The service / organisation will work toward a physical environment and an atmosphere that is fully inclusive for LGBTIQ+ people.

External Actions:

- The service / organisation will champion the inclusion of LGBTIQ+ people through the various relationships, networks and partnerships that it has with other services and organisations.
- The service / organisation will actively support and participate in one international, national or local awareness raising event per annum (such as LGBTIQ+ Pride Month or the International Day against Homophobia, Biphobia and Transphobia).

This template has been produced by Galway LGBTIQ+ Interagency Group, a partnership comprising statutory, community and voluntary organisations active across Galway city

and county. It has been informed by work previously undertaken by the LGBT Network of Family Resource Centres West Region, and the Roscommon CYPSC LGBT Sub-Group.

Signed:

1 Central Statistics Office (2019) *Equality and Discrimination Module*. [Online] Available at: <https://www.cso.ie/en/releasesandpublications/er/ed/equalityanddiscrimination2019/>

2 Lesbian / gay female, 24 years as cited in Higgins, A. et al. (2016) *The LGBTIreland Report: national study of the mental health and wellbeing of lesbian, gay, bisexual, transgender and intersex people in Ireland*. Dublin: GLEN and BeLonG To.

LGBTIQ+ Code of Practice Leader

The LGBTIQ+ Code of Practice Leader is responsible for guiding and monitoring the implementation of the LGBTIQ+ Code of Practice in the organisation. They will provide visible leadership on diversity and inclusion.

The role will involve:

- **Identifying** yourself as the leader of the Code of Practice to all those involved in the organisation.
- **Being and Staying Informed** on matters relating sexual orientation and gender and the issues that impact upon LGBTIQ+ people.
- **Consciously thinking** about LGBTIQ+ issues and sharing your considerations as part of the decision-making process.
- **Supporting** policies that help protect LGBTIQ+ people from discrimination and promote equality within the organisation. These may relate to issues such as recruitment, deployment, staffing and workplace matters.

Responsibilities of the LGBTIQ+ Code of Practice Leader:

- Introducing the Code of Practice to all levels of activity within the organisation.
- Defining project objectives, project scope, roles and responsibilities associated with implementing each commitment given in the Code.
- Defining resource requirements and managing resource availability and allocation.
- Acting as liaison between the Board, Management and Staff in relation to the implementation of the Code.
- Monitor and regularly report to stakeholders on the progress of the project.
- A key part of the role is to identify and mitigate risks which may impact successful delivery of the Code.

Awareness Raising, Anti-discrimination and Anti bullying Resources in Irish Context.

Produced by	Name	Target Group	Methodology
AMACH! LGBT+ Galway	Social Inclusion and Cultural Competency Training	This training is aimed at both corporate and community groups, it's purpose is to upskill folks who work directly and indirectly with the LGBT+ community in all aspects of life.	This training is offered in an accessible way to the groups who seek it. It has been adapted from a full day session in person to many smaller sessions online. The training is adapted to the needs of the group, with specific focus on issues they may have experienced or areas they are less confident with. Prices vary depending on the type and length of training requested - please contact AMACH! for more info.
LGBT Ireland	LGBT+ Awareness and Inclusion Training: Basics	Health Sector: Staff within the HSE develop changes to their everyday work practices to provide an enhanced service LGBT+.	45 minutes eLearning training and also access to HSELand
BeLonGTo	Creating LGBTIQ+ Inclusive Schools and Youth Services	Youth Work and Education Sector: Professionals working directly with young people in education or youth work settings such as teachers or youth workers.	90 Minutes. Free. Handy Training Book.
BeLonGTo	Creating Safe and Inclusive Workplaces	Private Sector/ Business. to support employees and colleagues to understand LGBT+ issues.	1 hour online. Course book. Cert of Completion. €24.95 per trainee.
BeLonGTo in partnership with Jigsaw	Supporting the Mental Health of LGBTIQ+ Young People	Adults who work or volunteer with LGBTIQ+ young people in their communities.	2.5 hour online self-directed course, followed by a Zoom live online workshop.
BeLonGTo	Stand Up Awareness Campaign	Education Sector and Youth Sector: Anti-bullying materials, resources pack, in class videos to share with students, posters etc	Training takes place annually in October. Materials can be downloaded.
BeLonGTo	How to be an LGBTIQ+ Champion	Business Sector. Change makers and business/leaders participants have responsibility for strategy, and operational delivery/ oversight of diversity, equity, and inclusion programmes across the business. A masterclass in how to lead change in your organisation to make it LGBTIQ+	2 hrs 30 minutes. Up to 12 participants. This workshop is most appropriate for change-makers and leaders within your organisation. Suggested Donation: €1,250
LGBT Ireland	LGBTIQ+ Awareness Training	Community & Voluntary Sector: Support services and community groups services	Online, 3 hours - also in-person training available

Produced by	Name	Target Group	Methodology
LGBT Ireland	The Champions Programme	Older Health Care. Health and social care professionals working and supporting older people.	4 hours online training only for those HCPs SCPs working in older people's health and social care services.
shOUT LGBT+ Youth Project & Youth Work Ireland Galway	Safe Space: A resource for creating safe spaces for LGBTI+ young people	Adults who work or volunteer with LGBTI+ young people in their communities	Resource pack including information, resources, activities, posters and stickers.
Roscommon CYPSC	LGBT Friendly Roscommon	Services and Businesses: LGBT poster, a postcard, a sticker to display to show their support for the LGBT community; and a Code of Practice to guide services, community groups and sports clubs engaging with young people.	All materials are easy to download, high quality.

Public Recognition Marker (PRM)

Galway city and county has a long history of LGBTIQ+ inclusivity from having the first LGBTIQ+ resource centre in the west of Ireland to a vibrant pride parade that was started in the 1980's. However, continued visibility and support for LGBTIQ+ people is needed now more than ever, where we are seeing a rise in LGBTIQ+ harassment and a repeal in legislation aimed at LGBTIQ+ protection across the globe. The LGBTIQ+ interagency group, which serves both Galway city and county, came together in 2021 to look at ways we could, collectively, continue to improve the lives of the LGBTIQ+ community in our area, and thus the idea of the Public Recognition Marker was devised. The idea behind the PRM was twofold;

1. To create a tangible and visible LGBTIQ+ beacon for shops, businesses, community groups etc. in the city and county to display in their windows, showing that LGBTIQ+ people were welcomed and supported there.
2. To offer training and supports to folks in understanding the LGBTIQ+ community and ensure that we could remove unconscious and conscious discrimination from the daily lives of our LGBTIQ+ community.

The PRM was supported by the Galway Chamber of Commerce as well as all groups from our LGBTIQ+ interagency group to ensure a wide number of organisations could take part and benefit from the PRM. We hope that with this we can continue to shine light on the need for active and visible acts of solidarity with our LGBTIQ+ community as well as ensuring that all LGBTIQ+ folks in Galway city and county feel safe, valued and respected. For more information or if you would like to order PRM stickers, please contact AMACH! LGBT+ Galway.



Galway



Gaillimh

Supports Services and Organisations

LGBT Ireland - National

National Helpline service 1800 929 539

<https://lgbt.ie>

TENI (Transgender Equality Network Ireland) - National

Gender identity Support line

+353 (0)1 907 3707

<https://www.teni.ie>

BeLonGTo - National

01 670 6223

<https://www.belongto.org>

HIV Ireland - National

(0)1 873 3799

<https://www.hivireland.ie>

AMACH! LGBT+ Galway

<https://www.amachlgbt.com>

Sexual Health West

+353 (0)91 566266

<https://sexualhealthwest.ie>

SHOUT! (Youth Work Ireland)

087 6595534

www.youthworkgalway.ie

Switchboard - National

(01) 872 1055

<https://www.theswitchboard.ie>

Gay Project

021 430 0430

<https://gayproject.ie>

Gender Rebels Cork

086 8565799

<https://www.genderrebelscork.com>

LINC (Lesbian and Bisexual Women in Ireland)

021 480 8600

<http://www.linc.ie>

GOSHH

061 314354

<https://goshh.ie>

LGBT Pavee

<https://www.paveepoint.ie/tag/lgbt>

Outwest

087 972 5586

<http://www.outwestireland.ie>

Outhouse

(01) 873 4999

<http://www.outhouse.ie>

Definitions

Assigned sex: The 'sex' one is assigned at birth by healthcare professionals, mainly based on one's genitals. For example, a person with a penis is usually assigned the 'male' sex and this goes on their birth certificate. Assigned sex can be understood as a spectrum rather than a binary, to include people who are intersex.

AFAB: stands for 'assigned female at birth'. This relates to anyone who was born with female-typical anatomy (vagina, vulva, uterus, etc.) and so was assigned the 'female' sex at birth. This may include cisgender girls/women, transgender boys/men, gender, non-binary people or intersex folks. When we use 'AFAB' we are usually referring to a particular body part (e.g. the uterus) or bodily function (e.g. menstruation).

AMAB: stands for 'assigned male at birth'. This relates to anyone who was born with male-typical anatomy (penis, testicles, prostate, etc.) and so was assigned the 'male' sex at birth. This may include cisgender boys/men, transgender girls/women, gender non-binary people or intersex folks. When we use 'AMAB' we are usually referring to a particular body part (e.g. the penis) or bodily function (e.g. producing sperm).

Asexual: people who don't typically feel sexual urges or sexual attraction towards others. Asexual people may have romantic relationships, but these relationships typically involve little to no sexual activity. However, asexuality exists on a spectrum like many other sexualities and so can be experienced in many different ways, depending on the individual.

Bisexual: someone who is bisexual is attracted to people of their own sex and/or gender, as well as people outside their own sex and/or gender. Often shortened to just 'bi'.

Cisgender: describes someone who identifies with the gender they were assigned at birth. For example, a woman who was born with female-typical anatomy (vulva, vagina, uterus) and assigned 'female' at birth and is happy with this gender assignment, would be considered a 'cisgender woman'.

Fluidity: Something that can change and is not permanently fixed in one state, for example, many people's experiences of gender and sexuality is fluid. Many people identify as gender fluid, as their gender identity flows between 'masculine' and 'feminine'.

Gender: not to be confused with our physical body parts or biological make-up (our 'sex'), gender is a socially and psychologically created concept. It often relates to being feminine or masculine, between feminine or masculine, or neither feminine or masculine.

Gender dysphoria: describes the conflict or 'mismatch' between someone's gender identity and their 'biological' or assigned sex, often causing a great deal of distress and discomfort.

Gender expression: how someone expresses and/or explores gender through things such as clothes, make-up, accessories, tattoos, hair, and more. This is unique to each person.

Gender identity: this relates to how someone feels and identifies in relation to gender. This is different to sex (our body parts and genetics, etc.). For example, someone might identify as male, female, transgender, non-binary or many other gender identities.

Gender neutral: something or someone that is not tied to gendered language or expectations. This will differ between people, cultures and time. For example, green is often considered to be a gender neutral colour, 'Alex' is often considered to be a gender-neutral name. People can identify as gender neutral, rather than as male, female, transgender, etc.

Gender non-binary: umbrella term for folks who do not identify as male or female, but rather have a gender that is outside these two genders. Also can be identified as genderqueer.

Heterosexual: Someone who is heterosexual is attracted to people of the opposite sex and/or gender to them, sometimes also known as being 'straight'.

Homophobic: this describes a fear or dislike, or hatred of, people who are homosexual ('gay'). Likewise, the terms 'biphobic' and 'transphobic' refer to this attitude towards bisexual and transgender people. Homophobia and transphobia etc. is extremely harmful and appears in many forms (e.g. in laws and in language).

Homosexual: someone who is homosexual is attracted to people of the same sex and/or gender to them. Sometimes people will call themselves 'queer', 'gay' or a 'lesbian' instead.

Intersex: is an umbrella term for people who do not so clearly fall into either categories of typical 'male' or 'female' sex. There are many different ways to be intersex. An intersex person may have any combination of male-typical and female-typical genitals (the outside bits) and organs (the inside bits) or male-typical and female-typical chromosomes.

LGBTIQ+: an acronym that includes all the different spectrums of sexualities and gender identities that aren't heterosexual or cisgender, including lesbian, gay, bisexual, transgender, questioning, queer, asexual, pansexual and beyond (hence the '+').

Pansexual: someone who is pansexual may be attracted to people regardless of their sex and gender identity. Their attraction to someone is not limited by what genitals the other person has or what gender they are.

Pronouns: how a person is referred to in place of a noun (instead of their name). She/her/hers and they/them/theirs are two examples of sets of pronouns. It is important to never intentionally use the wrong pronouns for someone.

Queer: general term usually used by people who don't identify as heterosexual or cisgender. It can be considered a offensive and hurtful slur if directed at queer people in a negative way (e.g. calling someone 'a queer')

Transgender: an umbrella term for people who identify differently than the sex and/or gender they were assigned at birth. More commonly used to describe someone who transitions from the sex and/or gender they were assigned at birth. For example, a transgender girl may have been born with male-typical anatomy (a penis) and assigned 'male' at birth, but she identifies as female, and 'female' is her 'true gender'.

Transition and transitioning: is the process that a person goes through to live as their true gender. This looks different for every person going through it, there are no rules or specifics. Transitioning can be social and/or physical, e.g. changing one's name or undergoing hormone treatment.

Definitions are taken and adapted from 'Sex Educated' (O' Shea, G.A. & Sexual Health West, 2020, Tribes Press).



Notes

A series of horizontal dotted lines for taking notes.

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