**Scenario 1 LGBTQ+ training**

You over hear a fellow volunteer making comments that are subtly homophobic and transphobic, which are making you and others uncomfortable. You’re unsure if this person realises what they are saying is problematic or not.

You quietly mention it to another fellow volunteer, saying may be there`s a need for LGBTQ+ training. This volunteer responds by saying “We’re all really accepting here, I don’t think we need to do that sort of training.”

*Chat to these volunteers and let them know what you’ve noticed and feedback such as ”It`s difficult sometimes to know what to say, but we all want people to feel at ease around us and I`m wondering if what you said might make some people feel uncomfortable..”*

*“*“*I think that we all are really accepting but things change and sometimes we might not have the awareness or the knowledge to back up our value of acceptance. Always good to brush up on our understanding”.*

*“I like to think of myself as a very accepting person, but it`s not always easy to know what you don’t know and training can help highlight the gaps.”*

*Or you could talk to a staff member to highlight these negative comments.*

*Either way, we should all give them the benefit of the doubt that they likely didn’t mean to make anyone uncomfortable and don’t realise it’s having that effect. Highlight this is about their actions not their identity. A lot of times people take things as a personal attack, be sure to speak to and focus on the behaviour not on the person’s beliefs/identity.*

**Scenario 2 LGBTQ+ training**

You are volunteering at the HSWF Family Group and meet a parent who introduces themselves as Alex and they look very androgynous. You’re not really sure what pronouns to use, but are aware it would help them start conversations with other parents at the group if you were able to introduce them.

*Share your pronouns & ask theirs. “Hey my name is Marla and my pronouns are she/her/hers. What are your pronouns?” This is particularly important if you’re going to be introducing them to other people. ○ Use their name. If you haven’t asked their pronouns yet, use their name every time. “Alex is here for the first time this week. Where else have you been today Alex ?*

*If you mess up, apologise, correct, and move on. “He was -- oh, I’m sorry, Alex. She. She was saying that she had pizza for lunch.”*

*“I may have gaps in my knowledge around the different challenges you may face, so if there is anything I can do to help that I’m not doing, or not doing well, please let me know.”*

*If you get muddled with the pronouns, acknowledge it “ Sorry, I’m really struggling with this. Please remind me when I mess up.”*

*Practice using their name/pronouns regardless of whether they are around. Get in the habit of using this person’s new name/pronouns whenever you talk about them.*

**Scenario 3 LGBTQ+ training**

You have been visiting your HSWF family for three months. On your visit today Mum seems really nervous and uncomfortable. You ask them what’s up and she tells you that they’re gay and is worried you’re not going to want to visit them and that everyone is going to reject them.

*Tell them you appreciate their trust in telling you. “I am really glad that you know this about yourself and I also appreciate your honesty in sharing your concerns with me. It might help to talk through the concerns you have and you can always talk to me”.*

*Ask clarifying questions to open the conversations up and demonstrate your interest and acceptance of what they have said : “Who have you told so far? What have their reactions been? Are there specific people that you’re nervous about telling? Why do you think that this may go well or go poorly? Do you feel that it will be safe for you to tell the people you want to tell? “*

*Acknowledge that sadly some people do discriminate against people for being gay and say you hope that doesn’t happen to them, because it’s not acceptable for people to treat them that way.*