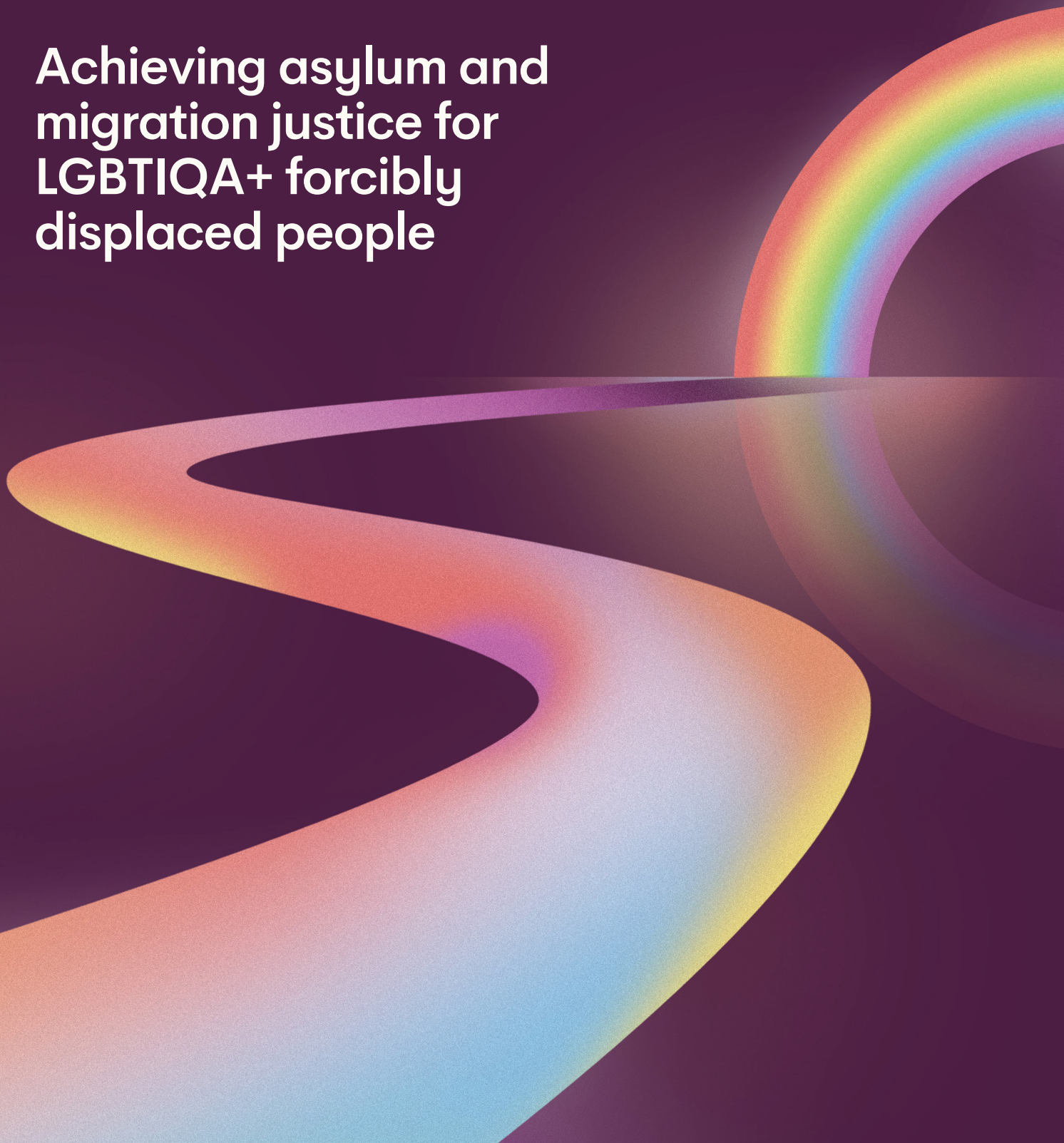


2025

Roadmap for Action

Achieving asylum and
migration justice for
LGBTIQA+ forcibly
displaced people



The Australian Coalition for LGBTIQ+ Asylum and Migration Justice

This Roadmap for Action has been developed by the Australian Coalition for LGBTIQ+ Asylum and Migration Justice. The Coalition consists of people with lived experience, experts on LGBTIQ+ migration and asylum and representatives from a broad range of sectors including peak bodies, services, community organisations and peer groups. The Coalition currently comprises of over 30 organisations across Australia.

The Secretariat functions are delivered by the Forcibly Displaced People Network with funding from Pride Foundation Australia.

To join the Coalition, visit <https://www.fdpn.org.au/roadmap-for-action/>

Note on terminology

We use the term "LGBTIQ+ forcibly displaced people" to include people seeking asylum, refugees and migrants (both temporary and permanent) from countries outside the Global North. In the context of LGBTIQ+ individuals, we recognise that migrants may have faced similar persecution, discrimination, and violence due to their LGBTIQ+ status but had different migration pathways available to them compared to people seeking asylum.

List of used acronyms

AAT: Administrative Appeal Tribunal

ABS: Australian Bureau of Statistics

ART: Administrative Review Tribunal

DFSV: domestic, family and sexual violence

DoHA: Department of Home Affairs

IAA: Immigration Assessment Authority

LGBTIQ+: people who are lesbian, gay, bisexual, trans, intersex, queer or asexual

NAATI: National Accreditation Authority for Translators and Interpreters

NDIS: National Disability Insurance Scheme

PAM: Procedural Advice Manual

RLO: Refugee-led organisation

RSD: Refugee status determination

SOGIESC: Sexual orientation, gender identity and expression, and sex characteristics

UN: United Nations

UNHCR: United Nations High Commissioner for Refugees

Why is the change needed in how we support LGBTIQ+ forcibly displaced people?

Across the globe, LGBTIQ+ people endure discrimination, violence, and persecution simply for who they are, whom they love, or how their bodies look. During crises — whether armed conflicts or climate change-induced disasters — they are disproportionately affected and often left without support.

Many assume that arriving in Australia solves the challenges faced by LGBTIQ+ forcibly displaced people. But those who manage to flee and reach Australia may continue to face systemic inequities, inadequate support, social isolation, and heightened risks of discrimination and violence within Australia's asylum and migration systems.

Simply put, despite forming between 3% and 6% of all displaced people, LGBTIQ+ forcibly displaced people are not receiving fair treatment or achieving equitable settlement outcomes in Australia.

The Australian response to meeting the needs of LGBTIQ+ forcibly displaced people has been inconsistent and inadequate. Both the lack of tailored services and negative service experience, result in LGBTIQ+ forcibly displaced people experiencing unequal settlement outcomes. Many LGBTIQ+ forcibly displaced people are excluded from critical services due to their migration status. Barriers to accessing healthcare, housing, and essential services leave them without the support they need to rebuild their lives. Inequity, negative settlement experiences, ongoing discrimination and violence are a lived reality for LGBTIQ+ forcibly displaced people in Australia.

To address this, a collective, cross-sector, evidence-based approach that is grounded in lived experience is essential.

This Roadmap for Action is designed to offer a strategic framework for change relevant to all levels of government, social, and community services. This Roadmap was collaboratively developed by the Australian Coalition for LGBTIQ+ Asylum and Migration Justice, a coalition comprising individual and organisational experts on LGBTIQ+ issues, refugee and migration policy, health, and related matters across Australia.

The Roadmap for Action offers a comprehensive list of recommendations, grounded in expert knowledge from the Coalition, to ensure that LGBTIQ+ forcibly displaced people receive the safety and support, and achieve equal settlement outcomes they deserve.

Existing frameworks to date have not sufficiently mainstreamed intersectional policy solutions and considered the specific experiences and needs of LGBTIQ+ forcibly displaced people. Hence, the Roadmap for Action has been designed to align with the Refugee and Humanitarian Entrant Settlement Integration Outcomes Framework¹ and other existing policy and strategies,² offering practical guidance to meet the needs of LGBTIQ+ forcibly displaced people.

We encourage all stakeholders working with LGBTIQ+, refugee and migrant communities to implement these recommendations.

Critical issues experienced by LGBTIQ+ forcibly displaced people

Refugee status determination is not responsive to LGBTIQ+ experiences

People applying for asylum because of the persecution based on sexual orientation, gender identity or expression, or sex characteristics (SOGIESC) face serious challenges in Australia's refugee system. These challenges are especially difficult for those who are most at risk. Decision-makers, lawyers, and caseworkers often show bias or rely on stereotypes originating from Western understanding of sexuality, gender and variations in sex characteristics.

While the Department of Home Affairs (DoHA) has issued best practice guidelines for handling SOGIESC-related protection claims,³ these guidelines are non-binding and inconsistently implemented. Because of this, the system continues to fail many LGBTIQ+ asylum seekers, despite Australia's official acceptance of SOGIESC-based claims.

Detention increases risks of violence for LGBTIQ+ people

Immigration detention — especially when it is mandatory and long-term — puts LGBTIQ+ people at serious risk of harm. LGBTIQ+ people in detention may face emotional abuse, physical and sexual violence, and cruelty.⁴ Protection from detention staff is weak, and support from outside services is limited.

Gender disparities prevail in settlement outcomes

Cisgender women, trans, gender-diverse, and non-binary people often have worse experiences during settlement because there are not enough services that meet their needs.⁵

1 Department of Home Affairs. 2024. Refugee and Humanitarian Entrant Settlement and Integration Outcomes Framework, available [online](#).

2 Forcibly Displaced People Network. 2019. Canberra Statement on access to safety and justice for LGBTIQ+ forcibly displaced people; Many Coloured Sky. 2022. Towards a Policy Platform, Available [online](#); UNHCR, 2021. Summary Conclusions. 2021. Global Roundtable on Protection and Solutions for LGBTQ+ People in Forced Displacement, available [online](#).

3 Department of Home Affairs. Procedural Instruction, Gender and Sexual Orientation, available [online](#).

4 Australian Human Rights Commission. 2024. *Not Just an Afterthought: Women in Immigration Detention*. Available [online](#).

5 Cochrane, B., Dixon, T., Dixon, R. 2023. "Inhabiting Two Worlds at Once": Survey on the experiences of LGBTIQ+ settlement in Australia. Canberra, Australia: Forcibly Displaced People Network. Available [online](#).

Health outcomes remain low

LGBTIQ+ forcibly displaced people often report worse physical and mental health than the general population. Trans people and people with disabilities in this group often rate their health as especially low.⁶

LGBTIQ+ forcibly displaced people face barriers to healthcare access

Many LGBTIQ+ forcibly displaced people cannot access Medicare or the NDIS because of their visa status. Even when they do get healthcare, they often face discrimination. This leaves many without the support they need.⁷

Access to tailored services is not guaranteed

Visa and migration status often prevent access to services like Centrelink, NDIS, or Medicare. Discrimination also discourages people from using these services. Many avoid them due to fear of being outed or treated unfairly.⁸

Access to LGBTIQ+ inclusive interpreting services is lacking

There are not enough interpreters who are trained to work with LGBTIQ+ people in a respectful and inclusive way. Without proper training, interpreters may cause harm. There is also a lack of translated materials that reflect the experiences of LGBTIQ+ people.

LGBTIQ+ forcibly displaced people experience higher rates of homelessness and housing stress

LGBTIQ+ forcibly displaced people experience very high levels of housing insecurity and homelessness. This is often made worse by visa restrictions and discrimination. The "Inhabiting Two Worlds at Once" report found that 35% had been homeless, with an average of 4.5 months without stable housing.⁹ Services do not have the resources to provide safe housing options.

Employment outcomes remain inequitable

LGBTIQ+ forcibly displaced people face many barriers when trying to find and keep jobs. More than half experience discrimination. Short-term visas make it hard to get stable work, and many people's qualifications or past experience are not recognised in Australia.

6-9 Ibid.

Barriers to self-determination in identity documents persist

Trans and gender-diverse people often cannot change their name or gender marker on official documents. This makes it harder to get a job, open a bank account, or stay safe. It creates extra barriers to settling in Australia.

Discrimination and gender-based violence are common

LGBTIQ+ forcibly displaced people face high levels of discrimination and violence. A recent report found:

- 69% experience discrimination for being LGBTIQ+
- 85% experience racism or discrimination based on migration status
- 15% experience ableism
- 60% have experienced violence—much higher than the national average of 4.4%

Despite this, only 17% of people seek formal support. Most rely on counselling or friends instead of official services.¹⁰

No sustainable resourcing is available for LGBTIQ+ refugee and migrant-led organisations

LGBTIQ+ refugee- and migrant-led organisations play a critical role in supporting these communities and giving expert policy advice. But they face major funding gaps. Without stable funding, they struggle to carry out their work or grow their impact. These organisations often rely on volunteers — many of whom are also LGBTIQ+ forcibly displaced people — which can lead to burnout.

¹⁰ Ibid.

Roadmap for Action



Visit
www.fdpn.org.au/roadmap-for-action
to endorse the Roadmap for Action

Implementation principles

Our goal is to create a safe and welcoming environment where LGBTIQ+ individuals who have been forcibly displaced can thrive and rebuild their lives with dignity and respect in all areas of life. It is essential that the implementation of the listed recommendations is guided by the following principles:

- 1. Self-determination of people with lived experience of LGBTIQ+ forced displacement is central to all policy, advocacy and service work**
- 2. Approaches are co-designed, equitable, accessible, respectful, inclusive and undertaken in partnerships with LGBTIQ+ forcibly displaced communities**
- 3. Approaches are intersectional and focused on systemic issues in design and implementation**
- 4. Approaches are LGBTIQ+ competent, anti-racist and disability inclusive**
- 5. Approaches are trauma-informed**
- 6. Approaches are culturally humble**
- 7. Peer led work is prioritised, supported and resourced appropriately**
- 8. Integrated service approach centred on lived experience is prioritised to ensure wholistic service provision to all LGBTIQ+ forcibly displaced people**

Five priority steps

Prioritise LGBTIQ+ people in all offshore and onshore humanitarian programs, community refugee sponsorship program and relevant complementary pathways

Change maker: Australian Government

Abolish mandatory immigration detention for LGBTIQ+ people seeking asylum

Change maker: Australian Government

Enhance the capacity of all government and non-government services to provide tailored, appropriate, inclusive, and safe support to LGBTIQ+ forcibly displaced people

Change makers: All levels of government and all non-government human services

Guarantee access to essential services, regardless of visa status

Change makers: All levels of government and all non-government human services

Recognise the unique role and fund LGBTIQ+ refugee-led organisations

Change makers: All levels of government and all non-government human services

1

Roadmap to meet Australian international obligations

In order to meet Australia's international obligations, including official government pledges made during the 2023 Global Refugee Forum, we recommend that the Australian Government commits to the following:

Recommendations:

1.1

Prioritise LGBTIQ+ people across offshore and onshore humanitarian programs, community refugee sponsorship program and relevant complementary pathways, including via establishing LGBTIQ+ quotas for resettlement in the amount of at least 3% to 6% of all visas, where appropriate.

1.2

Expedite pathways to safety and durable solutions for LGBTIQ+ displaced people in hostile situations.

1.3

Collaborate with the United Nations High Commissioner for Refugees (UNHCR) to improve the identification and referral processes for LGBTIQ+ refugees, including enhancing the capabilities of UNHCR staff.

1.4

Ensure that experiences of LGBTIQ+ displaced people are meaningfully considered in the implementation of the Global Compact on Refugees and other relevant international commitments.

1.5

Ensure that all international pledges and commitments, such as at the Global Refugee Forum, recognise LGBTIQ+ forcibly displaced people as a priority population.

2

Roadmap for the Australian, State and Territory, and Local Governments

The Refugee and Humanitarian Entrant Settlement Integration Outcomes Framework, developed by DoHA, aims to improve settlement services, enhance positive settlement outcomes, and guide government agencies in the planning, implementation, and evaluation of these services. The Framework consists of 11 interrelated domains that focus specifically on the settlement sector. However, given that LGBTIQ+ forcibly displaced people access a wide range of services beyond the settlement system, these same domains are applicable across those sectors as well.

We recommend that the Australian Government, along with State, Territory, and Local Governments where appropriate, commit to the following actions:

Recommendations:

2.1

Economic participation

- 2.1.1. Guarantee legal work rights and practical access to employment for all LGBTIQ+ people seeking asylum.
- 2.1.2. Establish tailored programming to promote sustainable economic inclusion of LGBTIQ+ forcibly displaced people in co-design with LGBTIQ+ refugee-led organisations (RLOs).
- 2.1.3. Establish a pilot program connecting employment services, the private sector, and LGBTIQ+ RLOs to create employment opportunities for LGBTIQ+ forcibly displaced people.
- 2.1.4. Ensure that labour mobility programs for refugees specifically include LGBTIQ+ forcibly displaced people.
- 2.1.5. Provide more specialised licences through Workforce Australia for providers to support LGBTIQ+ forcibly displaced people across all geographic locations.

2.2

Health and wellbeing

- 2.2.1.** Eliminate Medicare as an eligibility criterion for accessing all health services, in particular LGBTIQ+ health services and gender affirming services.
- 2.2.2.** Guarantee access to all health service including mental health and ensure that these services are affordable, LGBTIQ+ inclusive, anti-racist and trauma-informed.
- 2.2.3.** Provide funding to mental health services to hire more lived experience workers, with additional training to work with LGBTIQ+ forcibly displaced people.
- 2.2.4.** Ensure comprehensive and holistic health services for all incarcerated and detained people, particularly those who are LGBTIQ+.
- 2.2.5.** Ensure the confidentiality of health data, with particular attention to information related to SOGIESC status, especially for individuals in immigration detention.
- 2.2.6.** Ensure that all research on health and wellbeing outcomes collects data on SOGIESC and migration status.
- 2.2.7.** Ensure that LGBTIQ+ forcibly displaced people with disability can access appropriate disability support services, including through NDIS, regardless their migration status.

2.3

Language and digital literacy

- 2.3.1.** Ensure that English language textbooks, provided as a part of the government-funded English classes include LGBTIQ+ experiences, reflect diversity of families, and align with Australia's non-discrimination laws.
- 2.3.2.** Mandate compulsory training for government-funded language services to operate in LGBTIQ+ inclusive, trauma-informed and culturally humble ways.
- 2.3.3.** Mandate training for NAATI accredited interpreters on working with LGBTIQ+ forcibly displaced people, in particular for those involved in refugee status determination processes.

2.4

Education

- 2.4.1.** Mandate training for teachers, support staff, and leadership teams in trauma-informed, culturally humble practices to meet the needs of LGBTIQ+ forcibly displaced students.¹¹
- 2.4.2.** Provide ongoing funding for schools to access training aligned with jurisdictional educational standards.
- 2.4.3.** Implement a whole-school approach (including but not limited to teachers, leadership teams, school counsellors, mental health staff, students) that prioritises the safety and wellbeing of LGBTIQ+ forcibly displaced students and their families ensuring cultural, physical, social, and psychological safety for all.¹²
- 2.4.4.** Mandate training for staff at TAFE, vocational colleges and universities on the needs and experiences of LGBTIQ+ forcibly displaced people.

2.5

Housing and transport

- 2.5.1.** Establish separate, safe and confidential housing facilities for newly arrived LGBTIQ+ forcibly displaced people.
- 2.5.2.** Ensure that housing access for LGBTIQ+ forcibly displaced people is available across all visa statuses and immigration stages, adhering to the LGBTIQ+ Inclusive Practice Guide for Homelessness and Housing.¹³
- 2.5.3.** Remove visa eligibility as a criterion to access all types of housing services including and not limited to crisis accommodation and public housing.
- 2.5.4.** Increase access to long-term housing options for LGBTIQ+ forcibly displaced people in suitable locations, in co-design with LGBTIQ+ RLOs.

¹¹ These roles should also have access to an LGBTIQ+ advisor or supervisor to ensure ongoing application of best practices in working with LGBTIQ+ displaced people. Such training should be provided on an ongoing basis to mitigate the impacts of staff turnover.

¹² This recommendation relates to public, faith-based and other independent schools.

¹³ Andrews, C., McNair, R. 2020. *LGBTIQ+ Inclusive Practice Guide for Homelessness and Housing Sectors in Australia*. National LGBTI Health Alliance and Pride Foundation Australia, available [online](#).

- 2.5.5.** Ensure that LGBTIQ+ refugees are settled in areas with active LGBTIQ+ communities and access to services, with settlement decisions co-designed with clients.¹⁴
- 2.5.6.** Fund designated emergency housing for LGBTIQ+ forcibly displaced people in all states and territories.

2.6

Understanding host culture

- 2.6.1.** Mandate that orientation information provided to all refugees and migrants reflects LGBTIQ+ experiences, diversity of families, human rights and anti-discrimination legislation.

2.7

Social connections

- 2.7.1.** Fund an LGBTIQ+ refugee-led peak body to build settlement capabilities across multiple sectors such as settlement, health, housing and more.
- 2.7.2.** Provide sustainable funding for LGBTIQ+ refugee and migrant-led community organisations including quarantining funds from government grants specifically for LGBTIQ+ refugee and migrant-led work.
- 2.7.3.** Ensure that settlement services are delivered through an integrated service approach to meet the needs of LGBTIQ+ forcibly displaced people.

2.8

Community welcome

- 2.8.1.** Include a clause in government funding contracts that mandates comprehensive training on working with LGBTIQ+ forcibly displaced people.
- 2.8.2.** Increase funding for services supporting LGBTIQ+ forcibly displaced people in regional, rural and remote areas.
- 2.8.3.** Require government-funded services to collect data on the SOGIESC status of their forcibly displaced clients.¹⁵

¹⁴ While urban locations may be preferred, the final decisions need to be co-designed with clients. Settlement services need to consider the following in housing allocation: a) Mobility around community; b) Access to appropriate community services and facilities; c) Access to employment; and d) Safety considerations (e.g. where an LGBTIQ+ client does not feel safe to be housed in locations with population from their ethnic origin).

¹⁵ This data needs to follow the 2020 Standard for Sex, Gender, Variations of Sex Characteristics and Sexual Orientation Variables developed by the Australian Bureau of Statistics (ABS), and other relevant ABS guidance.

2.9

Access to institutions

- 2.9.1. Prioritise and support LGBTIQ+ forcibly displaced people to be included in the civil society and government delegations engaging with relevant UN mechanisms.
- 2.9.2. Increase government funding for community legal centres that assist LGBTIQ+ people seeking asylum beyond migration law.
- 2.9.3. Guarantee that the Australian Refugee Advisory Panel includes at least one position for an LGBTIQ+ forcibly displaced person.¹⁶
- 2.9.4. Facilitate access to restorative justice services as alternatives to the legal system and policing for LGBTIQ+ forcibly displaced people.
- 2.9.5. Simplify and expedite access to name and gender marker change applications for LGBTIQ+ forcibly displaced people.¹⁷
- 2.9.6. Ensure that relevant government LGBTIQ+ strategies specifically include LGBTIQ+ forcibly displaced people and meaningfully address their needs via targeted actions.
- 2.9.7. Mandate regular training for government services on the rights and experiences of sex workers, including with the focus on LGBTIQ+ sex workers from migrant and displaced backgrounds.

2.10

Belonging

- 2.10.1. Ensure that issues relevant to LGBTIQ+ forcibly displaced people are represented in policy decisions on multiculturalism, measures to combat racism, and measures to improve LGBTIQ+ health and social inclusion.

¹⁶ The Australian Refugee Advisory Panel is convened by the Department of Home Affairs and the Department of Foreign Affairs and Trade.

¹⁷ This recommendation is directed at State and Territory Governments. LGBTIQ+ forcibly displaced people seeking to change their name or gender markers often do so to address ongoing safety risks or as part of their gender affirmation process, particularly when they have been recognised as refugees due to trans or gender-diverse experiences and related persecution. We strongly urge relevant agencies to apply exemptions, such as waiving visa and residency requirements within a jurisdiction, to simplify and expedite this process.

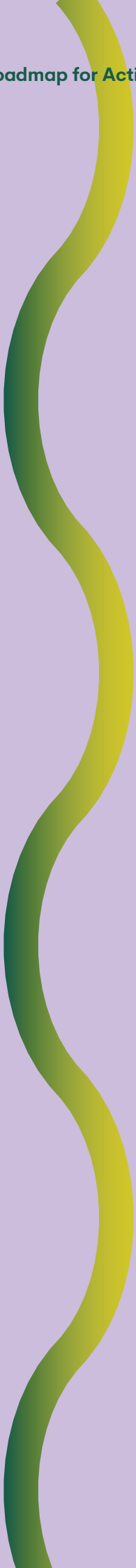
2.11

Safety and security

- 2.11.1.** Abolish mandatory immigration detention, including offshore detention, for all forcibly displaced people, particularly those who are LGBTIQ+.
- 2.11.2.** Create alternatives to immigration detention that are safe and sensitive to the needs of LGBTIQ+ forcibly people.
- 2.11.3.** Review the Code of Behaviour for Subclass 050 visa holders to ensure it does not lead to criminalisation of LGBTIQ+ forcibly displaced people.
- 2.11.4.** Ensure that multi-source country reports are used to assess protection claims based on SOGIESC grounds, and provide guidance where such reports are lacking.¹⁸
- 2.11.5.** Mandate periodic comprehensive training on SOGIESC protection claims across all stages of refugee status determination (RSD) for all RSD decision makers, co-designed with and delivered by LGBTIQ+ RLOs.
- 2.11.6.** Mandate periodic comprehensive training on SOGIESC-based protection claims for all members of the Administrative Appeal Tribunal (AAT), Administrative Review Tribunal (ART), and Immigration Assessment Authority (IAA), co-designed with and delivered by LGBTIQ+ RLOs.
- 2.11.7.** Conduct annual reviews of the Procedural Advice Manual (PAM) and AAT/ART's guidelines on assessment of SOGIESC protection claims across all stages of RSD.
- 2.11.8.** Amend AAT definitions of gender-based violence to include violence against LGBTIQ+ individuals driven by defiance of gender norms to align with the UNHCR Policy on the Prevention of, Risk Mitigation, and Response to Gender-Based Violence.¹⁹
- 2.11.9.** Establish the collection of SOGIESC data as part of the DoHA mandate across offshore and onshore humanitarian programs, community refugee sponsorship program and other relevant complementary pathways.

¹⁸This is to be aided by employing an LGBTIQ+ officer whose role is to support the Departmental officers in accessing appropriate, comprehensive, and up-to-date material to inform RSD decisions.

¹⁹UNHCR. 2020. UNHCR Policy on the Prevention of, Risk Mitigation and Response to Gender-based Violence. Available [online](#).

- 
- 2.11.10.** Require all protection visa applicants raising SOGIESC-based claims to be interviewed in person, with decision records acknowledging the challenges of providing evidence in support of SOGIESC-based claims.
 - 2.11.11.** Amend the PAM policy on the assessment of de-facto and spouse relationships to address evidentiary challenges for LGBTIQ+ forcibly displaced people and ensure full access to family reunion.
 - 2.11.12.** Fund access to legal services for LGBTIQ+ forcibly displaced people for issues beyond migration, including but not limited to rights to appeal, work rights, employment discrimination, health rights and discrimination, and rights in the justice system.
 - 2.11.13.** Ensure that primary prevention efforts for domestic, family and sexual violence (DFS) include experiences of LGBTIQ+ forcibly displaced people, including sexuality and gender identity conversion practices.
 - 2.11.14.** Ensure that research into drivers, prevalence and responses to DFS includes experiences of LGBTIQ+ forcibly displaced people.
 - 2.11.15.** Mandate comprehensive training for police on working with LGBTIQ+ forcibly displaced people, delivered by LGBTIQ+ RLOs.
 - 2.11.16.** Collaborate with LGBTIQ+ RLOs to develop pilots and situational responses to offer rapid assistance in crises and to respond to increased violent attacks against LGBTIQ+ people globally.
 - 2.11.17.** Ensure full decriminalisation of all forms of sex work in every state and territory.

3

Roadmap for non-government human services

An LGBTIQ+ forcibly displaced person needs to access a range of services in their settlement journey. This may include:

- **Settlement and migrant services** (including services for people seeking asylum, settlement support, or migrant resource centres)
- **Health services** (including community health, mental health, gender affirming healthcare, sexual and reproductive health, specialised trauma and torture recovery etc)
- **Social services** (including family services, services by and for diverse groups, such as youth or people with disability, domestic, family and sexual violence services)
- **Housing and homelessness services** (including shelters, transitional and long-term housing)
- **Employment services**
- **LGBTIQ+ peer-led and community-controlled organisations**
- **LGBTIQ+ refugee-led organisations (RLO) or LGBTIQ+ migrant-led organisations**
- **Services run by specific faith and/or ethnic communities**
- **Crisis and emergency services** (including hot lines, crisis accommodation, food or other interventions)
- **Education services** (including English language classes)
- **Financial services**, and more.

In this document we refer to all these services as non-government human services.

Where appropriate, we indicate specific services that are targeted with a recommendation. We firmly believe that all non-government human services must enhance their competencies to work with LGBTIQ+ forcibly displaced people.

When we make recommendations regarding training and professional development across all types of non-government human services, we recommend that such training includes, but is not limited to, the following content areas:

- **LGBTIQ+ terminology**, including both general and culturally specific terminology.
- **Drivers of LGBTIQ+ displacement**, disaggregated by gender, sexual orientation, and bodily diversity.
- **Understanding migration status** of LGBTIQ+ individuals and their specific needs.
- **Anti-racism and disability inclusion.**
- **Working with interpreters.**
- **Trauma-informed practice.**

Such training needs to be sector-specific. It should be designed and delivered by LGBTIQ+ refugee-led organisations to ensure it is informed by lived experience and evidence.

Recommendations:

3.1

Economic participation

That settlement and employment services:

- 3.1.1.** Foster collaborations to implement approaches for achieving equitable employment outcomes and economic participation for LGBTIQ+ forcibly displaced people.

That settlement and employment services:

- 3.1.2.** Provide LGBTIQ+ forcibly displaced people with tailored information about their employment rights.

That settlement and employment services:

- 3.1.3.** Provide tailored financial literacy training for LGBTIQ+ forcibly displaced people, helping them navigate the Australian financial system.

3.2

Health and wellbeing

That LGBTIQ+ health services:

3.2.1. Eliminate Medicare as a requirement for accessing LGBTIQ+ health and gender affirming services.

That all health services:

3.2.2. Guarantee equitable access to health services for LGBTIQ+ forcibly displaced people in immigration or criminal justice detention regardless their visa status.

That all health services:

3.2.3. Foster partnerships with LGBTIQ+ refugee-led organisations (RLOs) to better meet the health needs of LGBTIQ+ forcibly displaced people.

That all health services, in particular LGBTIQ+ health services:

3.2.4. Build their capabilities to meet the needs of LGBTIQ+ forcibly displaced people (including those undocumented and without access to Medicare).

That settlement services:

3.2.5. Establish standards and appropriate referral pathways in ways that consider the impact of torture and trauma on mental health and wellbeing of LGBTIQ+ forcibly displaced people.

That settlement and health services:

3.2.6. Establish education programs to assist newly arrived LGBTIQ+ people to understand Australian health and wellbeing systems, and their rights and responsibilities.

That all health services:

3.2.7. Implement policies that prioritise hiring lived experience practitioners and support them in their roles.

3.3

Language and digital literacy

That education and settlement services:

3.3.1. Ensure that all subcontractors and in-house English-language teachers are trained on LGBTIQ+ inclusion, trauma-informed care and cultural humility.

That all services engaging interpreters:

3.3.2. Ensure that interpreters are trained on LGBTIQ+ safe communication.

That settlement services:

3.3.3. Collaborate with a broad range of other services to ensure their language accessibility for LGBTIQ+ forcibly displaced people.

That all non-government human services:

3.3.4. Work with broad range of language services which are peer-led including but not limited to interpreters, translators, bi/multilingual staff, multilingual health educators, community language programs and sign language services and invest in quality audio and visual resources in languages other than English.

That all non-government human services:

3.3.5. Invest in translating all service materials for LGBTIQ+ forcibly displaced clients, and ensure that these experiences are represented.

That all non-government human services:

3.3.6. Implement policies around use of Artificial Intelligence and automated translation tools for NAATI accredited translators and other translation services to ensure LGBTIQ+ inclusion in translations.

3.4

Education

That education services:

3.4.1. Improve their capability to work with LGBTIQ+ forcibly displaced people in ways that are LGBTIQ+ inclusive, trauma-informed and anti-racist.

3.5

Housing and transport

That housing, homelessness and other social services:

3.5.1. Collaborate to combat discriminatory practices that exclude LGBTIQ+ forcibly displaced people from appropriate and safe housing.

That housing and homelessness services:

3.5.2. Advocate for increased affordable and appropriate housing options that meet the needs of LGBTIQ+ forcibly displaced people regardless of their visa status.

That housing, homelessness and settlement services:

3.5.3. Implement client-centred approaches to housing supports and allocation, prioritising safety for LGBTIQ+ forcibly displaced people.

That LGBTIQ+ Health Australia and Pride Foundation Australia:

3.5.4. Revise the LGBTIQ+ *Inclusive Practice Guide for Homelessness and Housing*²⁰ to include the experiences of LGBTIQ+ forcibly displaced people and mainstream the application of the updated Guide across relevant services.

That all non-government human services:

3.5.5. Collaborate with LGBTIQ+ RLOs and LGBTIQ+ forcibly displaced people to address common barriers to accessing public transport, including but not limited to costs, information and navigation challenges.

That settlement services:

3.5.6. Support newly arrived LGBTIQ+ people to build skills and confidence in using public, private, and community transport, understanding their needs and safety considerations.

3.6

Understanding host culture

That settlement services:

3.6.1. Ensure that orientation documents reflect the rights of LGBTIQ+ people, the diversity of relationships and families, and provide information on human rights and anti-discrimination legislation.

3.7

Social connections

That all non-government human services:

3.7.1. Foster partnerships with LGBTIQ+ RLOs build their capacity to provide community support.

That faith and ethnic-based organisations:

3.7.2. Foster dialogue and partnerships with LGBTIQ+ RLOs to address LGBTIQ+ discrimination across faith and ethnic communities and foster belonging.

²⁰ Andrews, C., McNair, R. 2020. *LGBTIQ+ Inclusive Practice Guide for Homelessness and Housing Sectors in Australia*. National LGBTI Health Alliance and Pride Foundation Australia, available [online](#).

3.8

Community welcome

That settlement services:

- 3.8.1.** Ensure that community welcome initiatives are responsive to the needs and, where appropriate, include LGBTIQ+ forcibly displaced people in its design and delivery.

3.9

Access to institutions

That all non-government human services:

- 3.9.1.** Require periodic and ongoing training on LGBTIQ+ inclusion for all levels staff and volunteers that is designed and delivered by LGBTIQ+ RLOs.

That all non-government human services:

- 3.9.2.** Accept and respect self-identified gender marker and name irrespective of official identification documents.

That all non-government human services:

- 3.9.3.** Support and encourage LGBTIQ+ forcibly displaced people to provide feedback on services confidentially and without fear of repercussions.

That all non-government human services, in particular settlement services and LGBTIQ+ peer-led organisations:

- 3.9.4.** Mainstream co-design and partnerships with LGBTIQ+ RLOs when designing services for their clients.

That all non-government human services:

- 3.9.5.** Offer LGBTIQ+ forcibly displaced people opportunities for meaningful participation in service design and delivery, including through employment opportunities.

That all non-government human services, in particular settlement services:

- 3.9.6.** Create guidelines for the safe and inclusive use of online platforms when working with LGBTIQ+ forcibly displaced people.

That settlement services:

- 3.9.7.** Design orientation programs and settlement supports that meet the needs of LGBTIQ+ forcibly displaced people, and establish appropriate referral pathways where LGBTIQ+ expertise is lacking or specialist services are required.

3.10

Belonging

That all non-government human services:

- 3.10.1.** Develop and implement strategies to meet the needs of LGBTIQ+ forcibly displaced families, regardless if they have children.

3.11

Safety and Security

That community legal centres, including refugee legal services:

- 3.11.1.** Provide LGBTIQ+ forcibly displaced people with timely access to required legal information that relates to their rights and justice, including via interpreters trained in LGBTIQ+ safe communication.

That community legal centres, including refugee legal services:

- 3.11.2.** Ensure that all materials on legal rights and responsibilities reflect LGBTIQ+ experiences.

That all non-government human services:

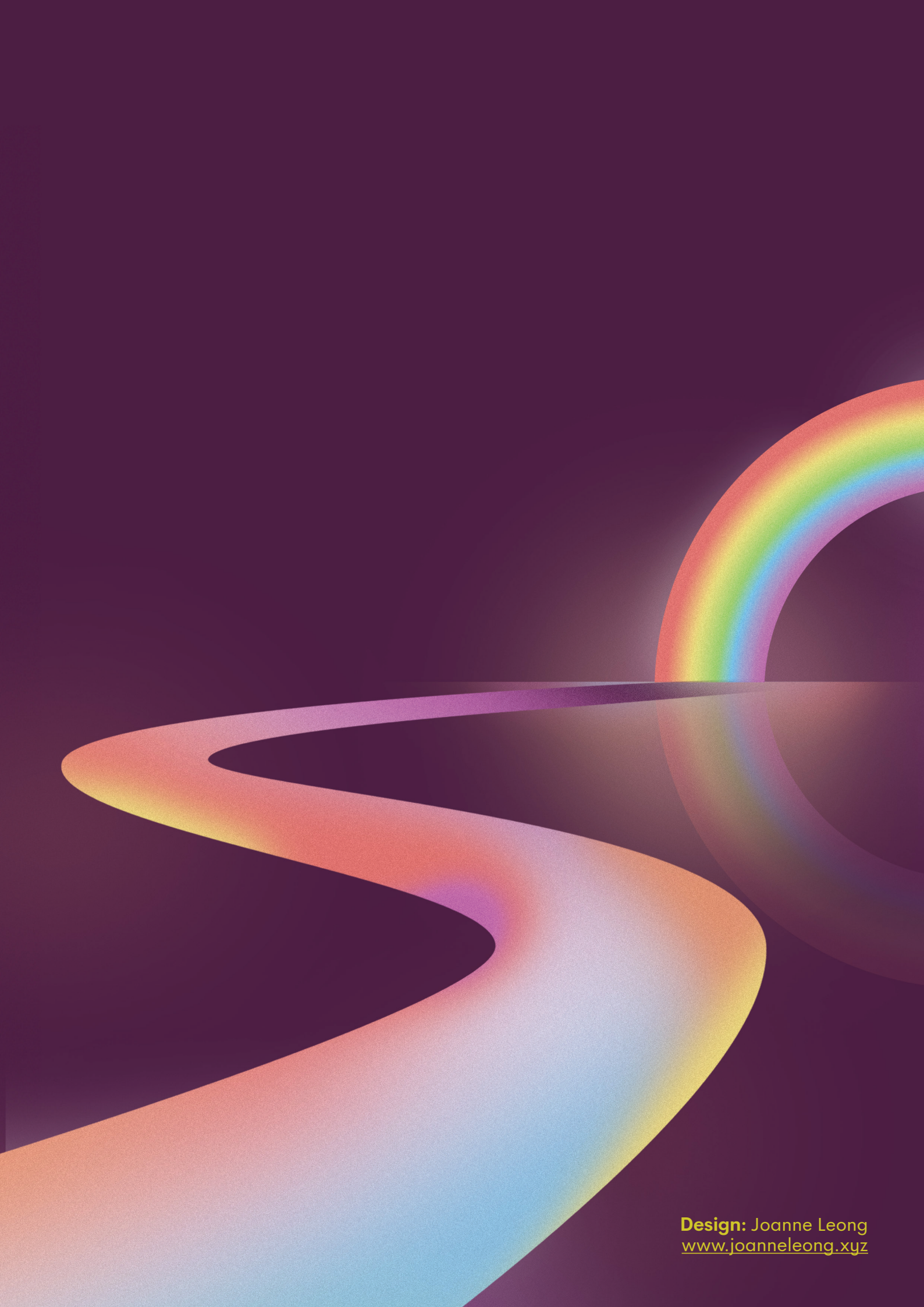
- 3.11.3.** Protect personal information of LGBTIQ+ forcibly displaced clients, with particular care around outing their experiences.

That domestic, family and sexual violence services:

- 3.11.4.** Provide tailored support to LGBTIQ+ forcibly displaced people, regardless of their migration status, and ensure that any disclosure of domestic, family, or sexual violence is not shared with DoHA and other government agencies (particularly in ways that jeopardises their visa status), unless the explicit consent of a victim/survivor is obtained.

That domestic, family and sexual violence services:

- 3.11.5.** Include LGBTIQ+ experiences of domestic, family and sexual violence including sexuality and gender identity conversion practices across all primary prevention campaigns and response efforts.



Design: Joanne Leong
www.joanneleong.xyz