



IASW

Irish Association of Social Workers
Cumann na hÉireann um Oibríthe Sóisialta



Lesbian, Gay & Bisexual People: A Guide to Good Practice for Social Workers

Quick Reference Guide

How to Improve Service Provision to LGB Service Users

1. Be aware of LGB social and emotional issues and LGB stressors
2. Don't assume all service users are heterosexual
3. Respond supportively when someone discloses they are LGB
4. Challenge anti-gay bias and take a gay-affirmative approach
5. Demonstrate that your practice is inclusive of LGB people

How to Ask LGB-Inclusive Questions

Instead of:	Use:
Are you married?	Do you have a partner?
Do you have a girlfriend/ boyfriend?	Are you in a relationship?
What is your husband/wife's name?	What is your partner's name?

For more information on what social workers can do to support lesbian, gay and bisexual service users see the accompanying resource Lesbian, Gay and Bisexual People: A Guide to Good Practice for Social Workers, available at www.iasw.ie

How to Ask Service Users about Coming Out & LGB-Related Experiences

- “It sounds as if you are questioning your feelings/your orientation/your identity... has that been on your mind?”
- “Have you come out to friends or anyone in your family?”
- “What concerns have you about how people might react when you come out to them?”
- “Are there lesbian/gay/bisexual people you know that you can talk to? Are they supportive?”
- “Have you had any negative experiences since coming out?”
- “Is there anyone you like/anyone you fancy?” (young people)

Directory of Helplines and Services

LGB HELPLINES:

- National LGBT Helpline: 1890 929 539
- Cork Lesbian Line: 021-4318318
- Dublin Lesbian Line: 01-8729911
- Dundalk Outcomers Helpline: 042-9353035
- Gay Information Cork: 021-4271087
- Gay Switchboard Dublin: 01-8721055
- Limerick Gay & Lesbian Helpline: 061-310101
- Outwest Gay Helpline: 094-9372479
- Numbers for all gay helplines can be found at www.lgbt.ie

LGB SUPPORT & INFORMATION SERVICES:

- National Support & Information website: www.lgbt.ie
- BeLonG To Youth Service: 01-6706223 www.belongto.org
- Cork Gay Project: 021-4304884 www.corkgayproject.com
- Dundalk Outcomers: 042-9329816 www.outcomers.org
- Gay Men’s Health Service: 01-8734952 www.gmhs.ie
- LINC (Lesbian Service in Cork): 021-4808600 www.linc.ie
- LOOK (Parent Support): 0872537699 www.lovingouroutkids.org
- Outhouse (Community Centre): 01-8734932 or www.outhouse.ie
- Outwest: 087-9725586 or www.outwestireland.ie
- LGBT Diversity: 021-4305000 www.lgbtdiversity.com
- TENI (Transgender Support): 01-633 46 87 or www.teni.ie

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