

LGBTQIA+ support and services



Mental health support

Many LGBTQIA+ people have experienced ill mental health at some point in their lives. This can be due to the long lasting impacts of abuse and discrimination ([RUOK 2023](#)).

If you are struggling with your mental health, you are not alone. There are organisations you can safely turn to for information and support.

- **QLife** - call 1800 184 527, or [chat online](#) (from 3pm to midnight daily). Peer support and referral for LGBTQIA+ people.
- **ACON** - support, companionship and advice for older members of the LGBTQ community (50+) in NSW.
- **Lifeline** - call 13 11 14, 24/7, text 0477 131 114, or [chat online](#) LifeLine's crisis support service is available 24/7. Anyone in Australia can speak to a trained Crisis Supporter any time of the day or night.

- **[Beyond Blue](#)** – call 1300 22 4636 (24/7), or [chat online](#). BeyondBlue is a mental health support service that connects you to a person to talk to on those days when things seem too much, or something isn't quite right.
- **[Suicide Call Back Service](#)** – call 1300 659 467, or [chat online](#). The Suicide Call Back Service offers free professional 24/7 telephone counselling support.



Peer support

Sharing personal stories can help. The [services and supports section](#) of LGBTIQ+ Health Australia provides a list of services and supports for LGBTI elders and people providing care to LGBTI elders.

The list includes links and contact information for:

- visitor schemes
- mentoring and support programs
- advocacy and community groups
- Aboriginal and Torres Strait Islander people
- intersex people
- people living with HIV.

Finding inclusive services

[Silver Rainbow](#) is a project designed to improve the experiences of LGBTQIA+ people as they age. Silver Rainbow suggests that you look for these things when finding a service provider:

- brochures, websites, and promotional material that mention LGBTI people and communities
- a diversity policy and forms that reflect who you are and your relationships (for example, have more options than male or female, married or defacto)
- health and support workers who make you feel safe and welcomed when you meet with them
- health and support workers who use inclusive language.

You can also find out if the service has:

- [Rainbow Tick accreditation](#) for providing safe, inclusive practice, and service delivery for LGBTIQ people
- inclusive policies for celebrating the uniqueness and diversity of all people
- ongoing training regarding the experiences and needs of LGBTI people
- an LGBTI client group or staff advisory group
- an LGBTI champion or evidence of participating in recent LGBTQIA+ events
- LGBTI people already using the service
- any LGBTI people accessing the service that you can talk to.

How to be a good ally

For many people, being an ally starts with friends and members of their own family. It can be as simple as asking someone about the kind of support they need.

To be a good ally you can:

1. Learn about the key differences between gender, sex and sexuality. REACHOUT [explains the difference between gender, sex and sexuality in an easy to understand way](#).
2. Talk to people who identify as LGBTQIA+. Get an understanding of the issues that are important to the LGBTQIA+ community.
3. Be a visible supporter. Call out homophobia and transphobia wherever you see it. You can also attend events, and support businesses or charities run by LGBTQIA+ people.

Support those around you

The good thing about being an ally for one group of people is that it can open your eyes to be an ally for everyone.

People don't fit into just one box. For example, intersectionality is a term used to describe all the different identities a person has. This means that if someone who identifies as LGBTQIA+ is also a person of colour, or also lives with a disability, they might be discriminated against because of each of these identities ([REACHOUT 2023](#)).

Listening is the most important thing. Listen and grow in your understanding and knowledge. This will help a lot to make your community a safer and more affirming place for everyone.

More helpful information

If you need more information, get in touch with one of our helpful team on **1800 951 971**.

You can learn more by following the links below:

- [LGBTIQ+ Mental Health | healthdirect](#)
- [LGBTIQ+ Community Resources | R U OK?](#)
- [Silver Rainbow - LGBTIQ+ Health Australia](#)
- [LGBTI Ageing and Aged Care Strategy](#)
- [Actions to Support LGBTI Elders](#)
- [How to be an active ally for LGBTIQ+ people](#)

CONTACT US

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LiveUp is a healthy ageing initiative funded by the Australian Government Department of Health and Aged Care.