

# Backlash Script – adapted from Outspoken Families Consultancy script

Detailed below are some sample scripts for staff and allies. It is important to be as non-confrontational as possible, while being clear and firm about the position of the business or organisation. It is also important that staff feel comfortable with the approach and language they are using.

Please use your discretion when adopting this script and choose only sections of the script that are relevant to the situation you are faced with. If a customer or client becomes hostile or aggressive, measures to protect the staff member need to be initiated.

“Our organisation/business is committed to ensuring that what we do and the way we work is inclusive of everyone, including those within the LGBTIQ+ communities. We are not going to change our position on this.”

I’m really sorry you feel that way, but ...

“We work hard to make sure people of every cultural and faith background feel welcome at our organisation/business, and we’re doing that for LGBTIQ+ people too.”

“Here, we treat everyone with respect – it doesn’t matter what your religion or cultural background is, what country you come from, what your gender identity is, or your sexual orientation. We will be respectful of who you are and really try to make you feel safe and included.”

“IDAHOBIT is a special day of LGBTIQ+ recognition, and we acknowledge the day to make LGBTIQ+ people feel that they have a voice, feel valued and visible.”

“The rainbow flags/posters are there to make our LGBTIQ+ clients and employees feel safe and welcome, and to let them know that we support them.”

“In the same way that we do not condone racism, we do not accept homophobia within our settings either.”

“We value and respect everyone, and we want everyone to feel safe in our organisation/business.”

“We believe that LGBTIQ+ people have the right to feel safe and welcomed. You may not accept people who are LGBTIQ+, but we do, and we believe that they have the right to be treated respectfully.”

“We have taken a stand to support the LGBTIQ+ community. We know not everyone may share our views and values, but as an organisation, we are committed to being inclusive of all people, regardless of their culture, race, faith, religion, language, gender, or sexuality. This decision has been made at the highest level and is supported by every DPV Health employee.”

“If you feel very strongly about this matter, you may speak with the manager. They will certainly listen to your concerns. However, I’m afraid I can’t take down any of the posters/flags that are displayed at the site.”