



# Intentional inclusion of people with diverse SOGIESC (LGBTIQ+ people) in communication, community engagement and accountability

## **A guide on key entry points for humanitarian organisations and practitioners**

CDAC Network Policy & Practice Brief on Intentional Inclusion in CCEA

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## About this guide

**This guide on the intentional inclusion of people with diverse sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC) is part of a series of CDAC Policy & Practice Briefs on Intentional Inclusion in CCEA, which aim to enhance understanding and guidance on the intentional inclusion of marginalised groups in humanitarian CCEA.**

The guide was commissioned by CDAC Network and written by Edge Effect, as part of the joint CDAC and Ground Truth Solutions project: 'Operationalising Localisation and the Participation Revolution: Communications Preparedness and Accountability for Disaster Response in Fiji and Vanuatu', funded by the Australian Department of Foreign Affairs and Trade.

Edge Effect is a specialist diverse SOGIESC humanitarian and development organisation that supports people with diverse SOGIESC (lesbian, gay, bisexual, trans, intersex and queer (LGBTIQ+) people) to access their economic, social and cultural rights, and do so with safety and dignity. Edge Effect does this by building a broader, deeper and more accessible evidence base to support humanitarian and development actors to engage safely and effectively with people with diverse SOGIESC, through training and organisational development, and programme design and implementation with humanitarian and development organisations and diverse SOGIESC civil society organisations (CSOs).

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## What is this guide for?

LGBTIQ+ people – or, as we say, people with diverse sexual orientations, gender identities, gender expressions and sex characteristics (SOGIESC) – have experiences before, during and after crises that justify far greater attention from humanitarian actors:

- **Pre-emergency marginalisation** within households, communities, institutions, public services, laws and other aspects of life means that people with diverse SOGIESC often lack opportunities to build resilience in their lives and, as a result, start even further behind when a crisis happens.
- **Marginalisation during response** in which direct and indirect discrimination lead to the exclusion of people with diverse SOGIESC from protection and aid distribution and which can lead to LGBTIQ+ people self-excluding due to expectations of violence and discrimination.
- **Marginalisation during recovery, return or resettlement**, which reinscribes and reinforces pre-emergency marginalisation and reduces opportunities to rebuild lives.

Organisations that undertake communication, community engagement and accountability (CCEA) activities must take steps to include people with diverse SOGIESC. This guide offers background and entry points for inclusion of people with diverse SOGIESC in:

- Information ecology assessments
- Two-way communication and messaging during crises
- Feedback mechanisms
- Collective approaches to CCEA
- Countering rumours and misinformation
- Local media support



## What is intentional inclusion of people with diverse SOGIESC?

### **'Intentional inclusion' is a concerted effort and commitment across the organisation**

Organisations taking an intentional approach will have a diverse SOGIESC strategy, or will embed diverse SOGIESC into other strategies. This will be well thought through, rather than just adding LGBTQ+ to a list of marginalised groups. Programme frameworks and tools, marker tools, risk analysis, child protection, protection from sexual exploitation and abuse (PSEA), human resources policies and other aspects of the organisation's work will be reviewed and revised.

### **It focuses on shifting social norms that underpin discrimination, violence and exclusion**

An intentional approach focuses on shifting the social norms that underpin discrimination, violence and exclusion enacted upon people with diverse SOGIESC. Building awareness and taking steps to address the symptoms of discrimination go part of the way, but there is also a need to address the underlying causes. While this will not always be possible in humanitarian responses, there are entry points for many organisations that work across the humanitarian-development nexus.

### **It recognises the diversity of experience across people with diverse SOGIESC**

An intentional approach to diverse SOGIESC inclusion recognises that there is extensive diversity of experience across the broad category of people with diverse SOGIESC. For example, lesbian women and gay men will often have different experiences, which may be very different to experiences of trans women or trans men, or people who identify in ways that are culturally specific. An intentional approach does not leave out intersex people and recognises that people can have more than one kind of diverse SOGIESC. It also considers how other characteristics, such as race, disability or rurality, can intersect with SOGIESC to lead to more complex experiences.

### **It requires persistence in the face of resistance**

An intentional approach understands that diverse SOGIESC inclusion will require persistence in the face of resistance. Diverse SOGIESC inclusion can take many forms and will be easier in some countries and settings than others. An intentional approach is context-sensitive but does not use context as an excuse for not trying. Learning how to do some aspects of diverse SOGIESC inclusion in more challenging contexts is just as important as making rapid progress in 'easier' contexts.

### **It provides support to diverse SOGIESC CSOs to overcome power imbalances**

An intentional approach to diverse SOGIESC inclusion goes beyond inviting diverse SOGIESC CSOs to the table. Instead, it provides funding or other needed support, recognising that CSOs within marginalised communities are often under-funded and over-worked and cannot just be expected to turn up. The possibility that these CSOs might get funding through platform action plans or other collective activities at some point in the future will often be insufficient incentive. Intentional approaches provide support for those CSOs to work within the systems established by the humanitarian community, and support to overcome power imbalances that mitigate against those CSOs taking leadership roles in the presence of much larger organisations.

### **It takes responsibility for reforming ways of working and supporting diverse SOGIESC CSOs as allies**

Organisations that take intentional approaches do not outsource diverse SOGIESC inclusion by expecting that such CSOs will do all the work. Instead, they take responsibility for reforming their own ways of working and supporting those CSOs as allies.

## A social model of diverse SOGIESC inclusion

There is a tendency to focus on identity categories that highlight what makes some people different from others. LGBTQ+ and other people with diverse SOGIESC often celebrate their distinctiveness and use identity as a basis for activism. Humanitarian and development organisations can and should learn about the experiences of different people within this community, as this can inform better programming. However, this is only part of the journey towards intentional inclusion. Including people with diverse SOGIESC also involves humanitarian and development organisations asking themselves how they need to change in order for people with diverse SOGIESC to have their needs met in safe, effective and respectful ways.

A social model of diverse SOGIESC inclusion takes its lead from disability rights activists, who propose a social model of disability. This model emphasises that people with disabilities are not the problem; the problem is that societies operate in ways that harm and exclude people with disabilities.

People with diverse SOGIESC have often been treated as people with a 'problem' and who need to change or be changed. This view remains prevalent in many societies. People who are more generous might 'tolerate' LGBTQ+ people, but do little more than that. A social model of diverse SOGIESC inclusion suggests that the actual problem is the societies and institutions that operate in ways that harm or exclude people with diverse SOGIESC.

Edge Effect's diverse SOGIESC continuum (see Table 1) characterises organisational approaches to diverse SOGIESC inclusion in terms of the extent to which organisations are aware of social norms and their impact, and the extent to which they are actively addressing causes as well as symptoms of discrimination, violence and exclusion. Aid organisations that are intentionally inclusive will try to move from left to right across the diverse SOGIESC continuum, most often starting at 'unaware' rather than 'hostile'.

Table 1 **Diverse SOGIESC continuum**

	Hostile	Unaware	Inactive	Inclusive	Transformative
Impact	Norms-based discrimination and exclusion of people with diverse SOGIESC is exacerbated.	Norms-based discrimination against and exclusion of people with diverse SOGIESC is reinforced.	Norms-based discrimination and exclusion of people with diverse SOGIESC is maintained.	Norms-based discrimination and exclusion of people with diverse SOGIESC is ameliorated.	Norms-based discrimination and exclusion of people with diverse SOGIESC is subverted.
Causes	The organisation is aware of its negative impact on people with diverse SOGIESC but either chooses not to change its ways of working or actively chooses to discriminate.	The organisation has no awareness of the discrimination or exclusion experienced by people with diverse SOGIESC, or how its ways of working are implicitly discriminatory or exclusionary.	The organisation has some awareness of the discrimination and exclusion experienced by people with diverse SOGIESC, but is not taking active or substantive steps to address symptoms or causes.	The organisation is aware of the discrimination and exclusion experienced by people with diverse SOGIESC. It chooses to act on that awareness, but only to address the symptoms and not the causes.	The organisation is aware of the discrimination and exclusion experienced by people with diverse SOGIESC. It chooses to act on that awareness, and addresses the causes as well as the symptoms.

# Diverse SOGIESC inclusion in CCEA

## Diverse SOGIESC inclusion in information ecology assessments

### What is it?

It means that organisations or collective PSEA mechanisms designing two-way communication and engagement take an intentional approach to understanding how information flows within communities of people with diverse SOGIESC.

This means doing more than a media usage survey. Information ecology assessments explore the ways in which information and communication flow within communities, help to make sense of the world and to act within it. A diverse SOGIESC-inclusive information ecology assessment explores the way the people with diverse SOGIESC access information, who they trust and why, how information flows through informal networks within communities of people with diverse SOGIESC, and what factors influence their capacity to use information to meet their needs.

There are elements of this approach in political economy research (see ICRC's [AAP Framework](#) or Internews's [Information Ecosystem Assessments](#)). In its [Rooted in Trust](#) project in Colombia, Internews worked with Caribo Afirmativo (a diverse SOGIESC CSO) and adapted methods to meet safety needs, learned about trusted and less trusted media and discovered the need to work on stigma-based barriers blocking effective use of information to access services or engage with institutions.

### Why is it important?

If humanitarian organisations take a one-size-fits-all approach to information, it is likely that some people will fall through the cracks. Studies have shown that LGBTQ+ people do not always trust or engage with local media – especially if those media outlets have histories of producing disparaging content.

People with diverse SOGIESC may be isolated from family and community networks that share information. People with diverse SOGIESC sometimes rely on influencers within social media networks who they know and trust. They may not have access to a mobile phone, for cost reasons or because they are denied identification papers needed to register SIM cards. Such factors might influence the success of humanitarian communication to reach people with diverse SOGIESC or the suitability of different kinds of feedback mechanisms.

## How can you do it?

### 1. Use diverse research methods

Information ecology assessments are likely to involve several research methods, including surveys and key informant interviews. Storytelling research methods can reveal beneath-the-surface insights. This is not data collection for its own sake, but a process of building up a picture of how people share and use information. Remember that lesbians, gay men, trans women and other people with diverse SOGIESC may all have different information ecologies.

### 2. Consider the sensitivities of data collection

Be aware of challenges and then work around them, where it is safe to do so. Many people with diverse SOGIESC are hard to reach and may carefully manage who knows about this aspect of their lives. They are often reticent to provide information to survey enumerators and interviewers who they do not know, because of concerns about who will see their data and how it will be used. Household surveys may miss people with diverse SOGIESC entirely. In more challenging contexts, it may seem like nothing can be done safely, but avoid falling into the trap of assuming nothing can be done – often some things can be achieved, even if others cannot.

### 3. Partner with SOGIESC CSOs

Work around challenges through partnerships with CSOs from within communities of people with diverse SOGIESC. They will often know what is possible and what is not. Use peer researchers to conduct surveys and interviews. This is likely to require time to build partnerships, to spread word of the research through informal networks and to train and support peer researchers. However, the data and analysis are much more likely to be insightful and actionable. Surveys administered by CSOs/peer researchers can also include core questions asked of other populations to assist aggregation of data and inclusive analysis.

### 4. Provide adequate support to CSOs

Remember to provide adequate financial and other technical support for diverse SOGIESC CSOs and peer researchers at the level needed to complete the work.



## Diverse SOGIESC inclusion in communication and messaging

### What is it?

In order to be inclusive, organisations need to take an intentional approach to providing and receiving information, and to engaging communities, that is accessible, respectful and relevant for people with diverse SOGIESC.

Being accessible means that the information is provided and received through channels that people with diverse SOGIESC are likely to use and trust. Being respectful means that information provided by aid organisations recognises the existence of people with diverse SOGIESC (wherever safe to do so) and treats them with dignity. Relevant means that the information reflects the realities of their situation and is information that they can make use of.

### Why is it important?

Information about safety and access to services is of great importance for people with diverse SOGIESC. People with diverse SOGIESC need information about evolving crises and what aid is available to make informed decisions. In contexts where people of diverse SOGIESC are particularly stigmatised or criminalised, information on services that can be accessed remotely or anonymously. If there are any services that are specifically inclusive of people with diverse SOGIESC, that information needs to be spread within communities. Messages that are particularly relevant to people with diverse SOGIESC (e.g. information that may help address feelings of isolation and exclusion) must be accessible through preferred channels and modalities as well.

If aid organisations are reluctant to engage with people with diverse SOGIESC for fear of doing harm, remote initiatives are a way to provide some services in a way that reduces risk for the participants.

### How can you do it?

#### 1. Understand the context

Learn as much as you can about the needs and strengths of people with diverse SOGIESC and the context. If your organisation works on development issues in a location where disasters are prevalent or where instability may become conflict, make sure to engage those relevant CSOs before a humanitarian crisis begins.

A detailed information ecology study will provide the background needed for accessible, respectful and relevant communication.

#### 2. Consider specific messages for people with diverse SOGIESC

Consider specific messaging for people with diverse SOGIESC, especially if your organisation can work with local CSOs to learn how they can propagate messages through trusted community networks or media used by their communities. Consider employing people with diverse SOGIESC to work as community communicators, as they are likely to have greater access and credibility. Community projects such as murals may also be effective (such as those used in India during the COVID-19 pandemic; see Figure 1). Consider including information relevant for people with diverse SOGIESC in mainstream messaging; include positive information about their right to access aid safely just like other people.

#### 3. Collaborate with trusted partners to test messages

Collaborate with diverse SOGIESC CSOs or other organisations trusted within communities to test messages, gain a better understanding of the effectiveness of messages and identify the barriers people may have encountered when trying to act upon information received.

Seek advice from diverse SOGIESC CSOs and test assumptions: in some circumstances this may have positive results, while in other contexts there may be potential to draw unwelcome attention or create the perception of special treatment. Listening groups of people with diverse SOGIESC (organised through CSOs) may help explore the relevance of or gaps in mainstream communications.





**Figure 1:** This mural is part of a public art campaign about COVID-19 led by Kinnar Art Village, a collection of artists of all genders in Mumbai, India. The murals are a collaboration between the transgender community and artists, with guidance from artist Deepak Sharma and support from the Mumbai Municipal Corporation.

For more information, see the Edge Effect/Water for Women 2020 guidance note: [Sexual and gender minorities and COVID-19: guidance for WASH delivery](#).

Photo credit: CFAR

## Diverse SOGIESC inclusion in feedback mechanisms

### What is it?

In order to be inclusive, organisations need to take an intentional approach to designing and managing feedback mechanisms that are accessible and safe for people with diverse SOGIESC.

Feedback mechanisms can take many forms, from boxes where notes can be dropped, to radio call-in or text-in programmes, to community discussion groups, to mobile phone apps, among many others. Effective feedback mechanisms link incoming feedback to well designed systems for directing questions or problems to the relevant agencies generating timely and useful responses, and analysing feedback to support programme revisions. But does this mean responses and revisions for everyone, including people with diverse SOGIESC?

### Why is it important?

Some protection and humanitarian assistance may not be accessible for people with diverse SOGIESC, particularly if they need to go to physical locations that are unsafe, if they need to show identity cards that are denied to them because of their SOGIESC, or for other reasons. Aid may not be relevant to people with diverse SOGIESC if designed in ways that are heteronormative, cisnormative, endosexist or assume gender is binary. So there could be many reasons why people with diverse SOGIESC need to provide feedback.

### How can you do it?

#### 1. Understand preferences and challenges related to feedback processes

Talk with diverse SOGIESC CSOs and community members about what kind of feedback processes are likely to be safe and help community members to feel comfortable sharing needs and providing feedback. This may require reviewing safety (including anonymity) of existing services or setting up specific periodic processes through CSOs to reach people with diverse SOGIESC. For example, feedback processes that use surveys to assess effectiveness of and community attitudes towards aid can be administered by diverse SOGIESC CSOs and peer researchers.

Take the time to understand the challenges faced by people with diverse SOGIESC (along with their strengths), so that analysis of and responses to feedback can be properly understood. This could require training staff to be aware of how services may or may not be safe, accessible or relevant.

#### 2. Consider access, safety and relevance of feedback mechanisms

Challenge your organisation or programme to explore ways to improve access, safety and relevance for people with diverse SOGIESC. Do this in consultation with CSOs or community members. Consider supporting community-based response, if your organisation is unable or unwilling to change the parameters of programmes to be more inclusive of people with diverse SOGIESC. Again, this is more likely to generate results in organisations that have already invested in community research, training and adaptation of tools and programmes.

#### 3. Be honest about the extent to which you can address the needs of people with diverse SOGIESC

Be honest with diverse SOGIESC CSOs and people with diverse SOGIESC about the extent to which your organisation or programme can address their needs, and why. If this feels uncomfortable, it probably should. But do not leave it there: ensure that these issues are highlighted in analysis, evaluations and future planning.

## Diverse SOGIESC inclusion in collective CCEA approaches

### What is it?

Organisations coordinating collective approaches or working within collective architectures need to take an intentional approach to addressing the rights, needs and strengths of people with diverse SOGIESC in those forums.

There is a risk that work within collective approaches will drift towards issues and groups that are the easiest for everyone to agree on. Diversity of SOGIESC is often seen as controversial or is poorly understood, and this can lead to related issues being side-lined in consensus or collective systems. This may be exacerbated if the collective approach includes government or non-government organisations that are intolerant or indifferent towards people with diverse SOGIESC.

### Why is it important?

Large, traditional humanitarian organisations may struggle to engage with people with diverse SOGIESC in response settings. Reasons include lack of relevant training, experience and systems within those humanitarian organisations, along with reluctance of people with diverse SOGIESC to engage with actors with which they are unfamiliar. In this context, local diverse SOGIESC CSOs can be intermediaries bridging between different worlds.

The humanitarian sector's commitment to accountability to affected people requires engagement with *all* affected people, which may only be possible through diverse SOGIESC CSOs. Other commitments to localisation and participation also require equitable partnerships with local organisations and communities.

In some response settings, there may be no diverse SOGIESC CSO operating. In these cases, you can look to national diverse SOGIESC organisations, or to intersectional feminist, health or other organisations that may have some networks within communities of people with diverse SOGIESC.

### How can you do it?

#### 1. Establish which diverse SOGIESC work in the response area

Establish which diverse SOGIESC CSOs operate in the response area or the country. Engage with them to explore their capacity and level of interest to work within the humanitarian response. These CSOs may have no history of taking part in humanitarian activities and may need assistance to shift from their usual advocacy or community education and support activities.

#### 2. Support diverse SOGIESC CSOs to engage in CCEA processes

Support diverse SOGIESC CSOs to engage in CCEA meetings and processes. This may include financial assistance, as many CSOs do not receive core funding and cannot be expected to turn up to CCEA meetings alongside all the other clusters that may be relevant for people with diverse SOGIESC. These CSOs may also need support to work within established CCEA ways of working.

#### 3. Recognise and address power imbalances that may exist

Recognise and address the power imbalances that may exist between smaller CSOs and larger, better connected and better resourced humanitarian organisations. Significant power imbalances may result in CSOs holding back from challenging existing ways of working or proposing new ideas.

#### 4. Do not 'outsource' all diverse SOGIESC work to CSOs

Do not 'outsource' all the diverse SOGIESC work to a diverse SOGIESC CSO. It is also the responsibility of other CCEA collective members to learn about diverse SOGIESC and to help shoulder the workload. This may include being an ally for the diverse SOGIESC CSO if there are government or non-government members of the collective system that are hostile or dismissive towards the diverse SOGIESC CSO or diverse SOGIESC inclusion as a priority.

## Diverse SOGIESC inclusion in countering rumours and misinformation

### What is it?

Organisations that focus on the impact of rumours in crises need to take an intentional approach to tracking and countering rumours that target people with diverse SOGIESC or that circulate within diverse SOGIESC informal networks.

One reaction to times of stress and uncertainty is to identify a reason why a crisis is happening. Unfortunately, this sometimes takes the form of blaming particular people, often minority or marginalised groups, including people with diverse SOGIESC. Figures 2 and 3 draw on and reinforce forms of pre-emergency discrimination. For example, the Indonesian example hints that disasters are a form of divine punishment for societies that tolerate people with diverse SOGIESC.

Social isolation, lack of safe and relevant services, and disconnection from official responses may also make rumours or misinformation more likely to spread within communities of people with diverse SOGIESC. Not everyone in communities of people with diverse SOGIESC is close with one another. Like any other community, there can be competition and disputes, and rumours and disinformation may emerge.

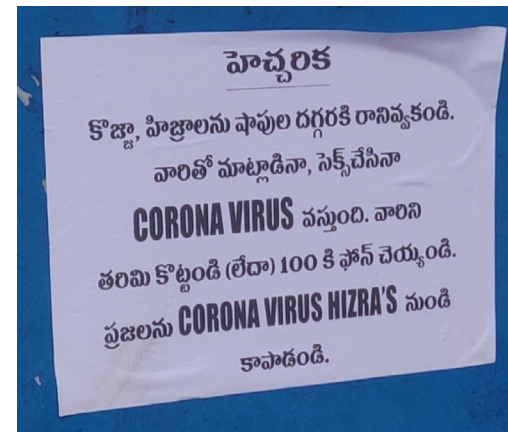
### Why is it important?

People with diverse SOGIESC often self-exclude from aid assistance because their pre-crisis experience leads them to expect discrimination – or possibly violence – at distribution points, in shelters, hospitals and other places. Rumours that further stigmatise people with diverse SOGIESC may increase the potential for violence against them, cause psycho-social issues or increase their reluctance to engage with the official humanitarian response. Rumours may persist in recovery and reinforce stigma over the long term.

Rumours, misinformation and disinformation within diverse SOGIESC communities may heighten distrust of accessing aid or specific organisations, or disrupt the functioning of community-based response.



**Figure 2:** This image appeared on social media networks in Indonesia after the 2019 South Sulawesi earthquake/tsunami/landslip. It equates letters in the LGBT acronym with Indonesian words for disasters: *menyebabkan* = causes; *longsor* = avalanche; *gempa* = earthquake; *banjir* = flood.



**Figure 2:** This sign was posted at a train station in India. It accuses hijras (gender non-binary people) of spreading COVID-19. This rumour draws on community stigma against hijras, that they are dirty because they often have few economic opportunities and many use begging or sex work to earn money.



### How can you do it?

**1. Include people with diverse SOGIESC as a targeted group in programme design and implementation**

**2. Identify harmful rumours and misinformation by engaging with CSOs and individuals within diverse SOGIESC communities**

Work with diverse SOGIESC CSOs to identify and address rumours, misinformation and disinformation within communities of people with diverse SOGIESC during crises. CSOs and individuals within diverse SOGIESC communities can provide background on ways that their community is stigmatised and what to look out for as potentially damaging rumours. Include people with diverse SOGIESC within your paid workforce, so that they can use their community networks and insights to help identify rumours that target people with diverse SOGIESC.

**3. Address negative and discriminatory rumours with CSOs and diverse SOGIESC communities**

Work with CSOs and individuals within diverse SOGIESC communities to assess how negative and discriminatory rumours can be addressed without adding fuel to the fire. As well as countering such rumours in the public domain, action could be taken to ensure that people with diverse SOGIESC can access psycho-social and other assistance to ameliorate the impact of rumours.

**4. Share experiences of tracing and countering rumours that target people with diverse SOGIESC**

## Diverse SOGIESC inclusion in local media support

### What is it?

Organisations that work with or through local media in crises need to take an intentional approach to reporting content that treats people with diverse SOGIESC with respect and that is relevant to their information needs.

Journalism and other reports or programmes produced by local media organisations may reflect and reinforce stigmas that exist within their communities. This may reflect lack of training or other opportunities for journalists and editors to learn about people with diverse SOGIESC and ways to report issues that maintain dignity. It may also reflect resourcing: repeating tropes about people with diverse SOGIESC and getting comments from ‘the usual suspects’ is easier than delving more deeply into stories. Stories that perpetuate stereotypes of people with diverse SOGIESC – that present them as immoral or mentally ill or as jokes – may also be popular among some audience members and tempting for journalists and editors to re-run. Addressing these issues is likely to be a longer-term development project (or could be part of multi-year programmes for complex emergencies), which could be addressed by media development programmes in countries that have regular disasters or risk of conflict. For example, in 2021 Internews produced a [COVID-19-focused guide](#) to support increased coverage of LGBTIQ+ issues in the pandemic. The guide offers tips on how journalists can reflect actual lived experience, avoid stereotypes and contribute to constructive dialogue.

### Why is it important?

People with diverse SOGIESC may have limited trust in local media and may not use local media as a regular information source. If these media are being used for key crisis communication, people with diverse SOGIESC may not receive those messages and may be left further behind. Local media organisations that repeat negative tropes about people with diverse SOGIESC may be more likely to spread rumours, misinformation and disinformation that cause harm.

### How can you do it?

#### 1. Understand how local media reports on diverse SOGIESC

Work with diverse SOGIESC CSOs and community members to understand how different local media organisations report on diversity of SOGIESC, and which local media they use. In longer crises, content analysis could also be used to assess how local media reports on diversity of SOGIESC.

#### 2. Consider integrating specialised training on diverse SOGIESC for local media and journalists

Consider integrating training on SOGIESC into journalism training programmes, as a specialist standalone topic or as part of programmes on gender or human rights. While some negative reporting may be intentional, the state of reporting may also reflect lack of confidence in engaging with the issues or lack of awareness of the significance of language choice. Assist journalists to understand the consequences of their decisions to use certain sources or to frame stories in ways that may be pejorative. Assist journalists to understand the consequences of identifying individuals, when to avoid doing that and how to protect data.

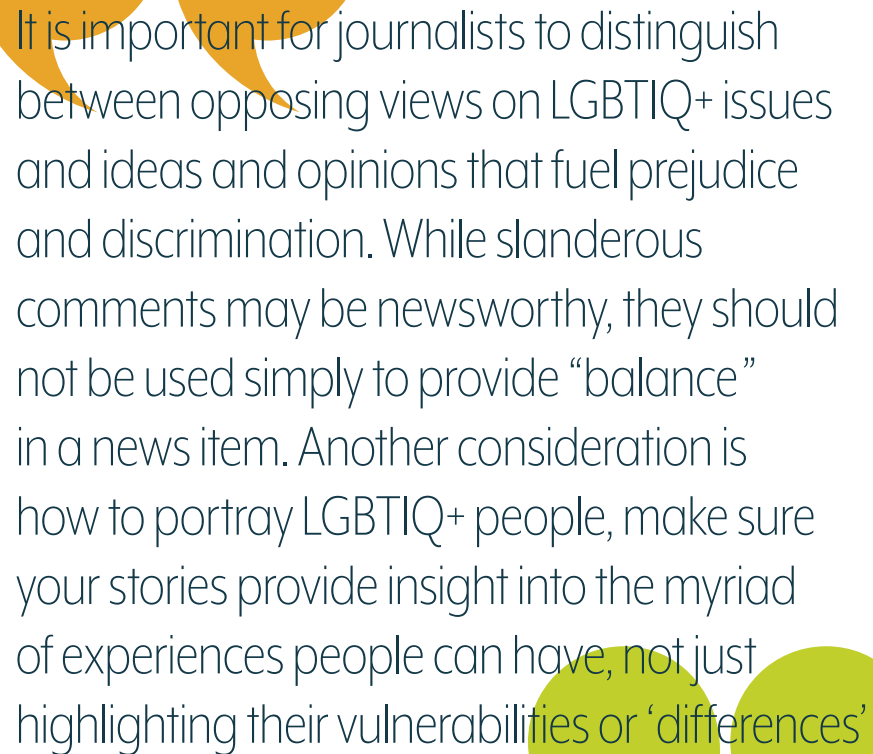
#### 3. Support journalists to gain insights into people with diverse SOGIESC

Support journalists to gain deeper insights into people with diverse SOGIESC, their long-standing presence in local communities and their strengths, as well as challenges and problems that they face. People with diverse SOGIESC often have compelling stories that can help transcend simple stereotypes and hackneyed reporting. This could include the different experiences of different people with diverse SOGIESC, overcoming the tendency to treat this group as one homogenous entity.

#### 4. Work with diverse SOGIESC CSOs to support their advocacy

This should include support to raise the profile of their issues and stories within the public domain so that they are more likely to be picked up by media.

#### 5. Look beyond news reporting to identify and address stereotypes of people with diverse SOGIESC in drama and other programming



It is important for journalists to distinguish between opposing views on LGBTIQ+ issues and ideas and opinions that fuel prejudice and discrimination. While slanderous comments may be newsworthy, they should not be used simply to provide “balance” in a news item. Another consideration is how to portray LGBTIQ+ people, make sure your stories provide insight into the myriad of experiences people can have, not just highlighting their vulnerabilities or ‘differences’

– Internews (2021)

COVID-19 guide for journalists: LGBTIQ+ in the pandemic

## Glossary

**Heteronormativity:** The assumption that all people are or should be heterosexual in their sexual orientation, which is often inscribed in law, institutions, and social practices. Example: the assumption or expectation that families are based around a heterosexual relationship. The operation of this norm invalidates or disadvantages people in same-sex relationships and their families, and invalidates other people who have sexual relations with people of different genders.

**CCEA:** communication, community engagement and accountability.

**Cisnormativity:** The assumption that all people are cisgender women or men, which is often inscribed in law, institutions, and social practices. Example: the assumption or expectation that all people use housing according to their sex assigned at birth. The operation of this norm invalidates or disadvantages transgender people.

**CSO:** civil society organisation.

**Gender binarism:** The assumption that all people identify as one of two genders – women or men – which is often inscribed in law, institutions, and social practices. Example: that policies, forms or data collection only need to include men (and boys) and women (and girls). The operation of this norm invalidates or disadvantages people whose gender identity is non-binary.

**Endosexism:** The assumption that all people’s physical sex characteristics align with the medical or societal expectations of male or female bodies. Example: non-consensual surgery on infants to remodel their genitalia to have the appearance and (sometimes only partial) functionality of those associated with female or male bodies. The operation of this norm invalidates or disadvantages people whose sex characteristics do not align with those expectations.

**LGBTIQ+:** lesbian, gay, bisexual, trans, intersex and queer.

**PSEA:** protection from sexual exploitation and abuse.

**SOGIESC:** sexual orientation, gender identity, gender expression and sex characteristics.

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CDAC is a network of more than 35 of the largest humanitarian, media development and social innovation actors – including UN agencies, RCRC, NGOs, media and communications actors - working together to shift the dial on humanitarian and development decision making – moving from global to local.



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