

LGBTI-INCLUSIVE PRACTICE REVIEW TOOL

for services supporting
or caring for older people

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Developed by Val's LGBTI Ageing & Aged Care

October 2020





Val's LGBTI Ageing & Aged Care

Val's LGBTI Ageing & Aged Care is a program of Rainbow Health Victoria, at the Australian Research Centre in Sex, Health, & Society, La Trobe University. Established in 2009, Val's works to improve healthy ageing pathways, care and visibility of older lesbian, gay, bisexual, trans/gender diverse, and intersex (LGBTI) people. In order to achieve this objective, Val's work directly with service providers to foster an understanding of the histories and experiences of older LGBTI people and how these may impact their access to, and experience of, care and support services as they age. Val's aims to create safe and inclusive aged care and health services that recognise and value older LGBTI people.

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LGBTI-inclusive practice review tool for services supporting or caring for older people

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About the Val's Review Tool

This resource aims to support ageing and aged care services to become culturally-safe and inclusive for older lesbian, gay, bisexual, trans and intersex (LGBTI) people. It will help you review your current LGBTI-inclusive practice, and identify gaps and areas for improvement and action.

Using the six Rainbow Tick™ Standards for LGBTI-inclusive practice as a framework, this review tool outlines key considerations for working with older LGBTI people, including auditing systems, processes, documentation and service planning and delivery.

The tool will help you to identify achievements and gaps in your current practice, to facilitate continuous improvement in the delivery of safe and inclusive care and support for LGBTI people, and to meet your obligations under the *Aged Care Act 1997*. On completion of the review, you should have a clear set of actions to improve the delivery of culturally-safe, welcoming and inclusive services and support to older LGBTI people, as well as a safe and inclusive environment for your LGBTI staff and volunteers.

Who to involve?

It is important to include participants in this review from every level of your organisation, from the board through to direct service delivery staff and volunteers, and if possible, consumers. This will help build an accurate picture across levels of governance and service delivery, including how policy works in practice, and of what is (and isn't) occurring across the service continuum. Involving a range of people in different roles within your organisation/service helps to ensure everyone has a stake in the process and captures great ideas from a variety of perspectives.

If a whole-of-organisation/service review isn't possible, it is important to throw the net as widely as possible. This tool can also be used by individual practitioners or small teams to help identify opportunities for further service action and improvement.

Consider how your consumers, their support people, external organisations and other stakeholders experience your service. LGBTI consumers will have valuable perspectives on your practice - as will any LGBTI-specific support or service organisations you work with. Consider directly asking people other than your staff to provide feedback, or gathering information through a survey.



How to begin the review

No two organisations are the same: adapt this plan to suit your service's structure and working style. Consider the following questions:

- ✦ Can you conduct your review in face-to-face groups? If not, how will you facilitate discussion?
- ✦ Will you ask staff to complete one standard at a time, or the whole review?
- ✦ Can you achieve your review in one session, or will you need multiple sessions? What size group will work best?
- ✦ What process will you use for collating results and feedback?

It is necessary to make an honest assessment of the range of values and beliefs within your organisation that influence and impact LGBTI culturally-safe and inclusive practice. Providing safe and inclusive care and support may be challenging where differing views are held - across management, the governing body, staff, volunteers, other consumers/residents, family members and other stakeholders interacting with the service. However, remember that providing culturally-safe and inclusive care and support to LGBTI consumers is an aged care requirement.

Building and delivering a culturally-safe and inclusive service takes time. Implementing all necessary steps before promoting your service as 'LGBTI culturally-safe and inclusive' is crucial. In the meantime, communicate your goals to your stakeholders and celebrate your achievements - you may want to use words like 'on the journey to LGBTI inclusion' in your public communications and invite feedback on ways your organisation can achieve its goals.

The following review plan is provided as an example. Consider how you might develop a plan appropriate to your organisation and current context.

Suggested review plan

1. Communicate the importance of participation in the review, the reasons for doing it, and anticipated benefits. Clearly explain how the process will work for your organisation/service. Include the Val's Review Tool and provide guidelines on how you would like participants to complete it. Ask them to consider aspects beyond their personal practice, perspective and/or role
2. Distribute a stakeholder survey to consumers and other stakeholders, such as partner organisations
3. Convene your participants and stakeholders (if possible, face-to-face, or via an online platform)
 - Discuss each Rainbow Tick Standard and Indicator contained in the Val's Review Tool. This may take more than one session, and groups should be small enough to give everyone a chance to speak and ask questions
 - Ask participants to record evidence from their own perspectives
 - Ask participants to consider the service from a consumer's perspective
 - Ask participants to consider the service from the viewpoint of external stakeholders (such as LGBTI organisations, support people, etc.)
4. Gather all the information into one document
5. Share the consolidated review document and outcomes with the group and ask for feedback.

What to do with the information

Commit to action.

It's likely that your review identified a number of improvements you could make in your organisation/service. Aim to implement as many as possible in the short-term, and make concrete timelines to deliver longer-term changes and ensure accountability.

In addition to building an action plan for developing your organisation/service to be safe, welcoming and inclusive for LGBTI consumers, staff and volunteers, the information you gain from undertaking a review using the Val's Review Tool can be used to:

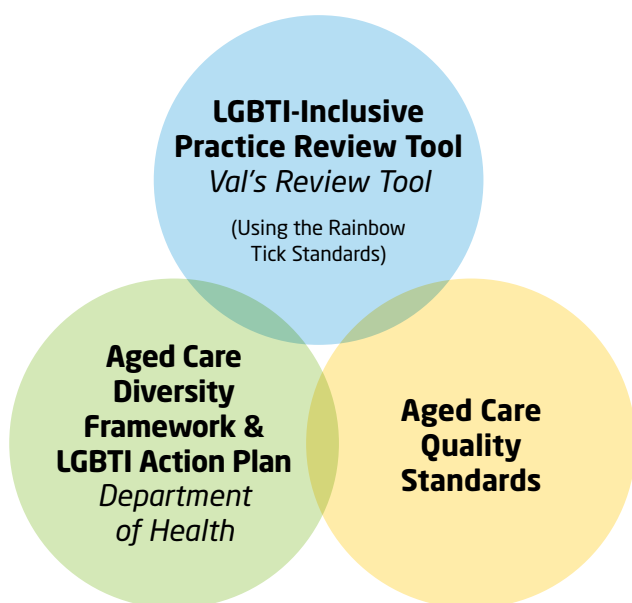
- ✦ Create a roadmap for how your service will implement continuous improvement, and who should be involved in this process
- ✦ Celebrate and communicate the achievements you've already made
- ✦ Demonstrate your commitment to continuous improvement in LGBTI-inclusive practice, and to send a message of welcome, accountability and action
- ✦ Support you in demonstrating LGBTI-inclusive practice and achievements as part of aged care sector requirements
- ✦ Build a starting point for Rainbow Tick Accreditation, if your service wishes to undertake it
- ✦ Inform and complement Aged Care Quality Standards self-assessment, audit and accreditation

Think about how you want to communicate the results of the review, including action plans, throughout your service and stakeholder communities. Consider repeating the review every year to monitor progress.



Supporting frameworks

The Val's Review Tool is built around the Rainbow Tick Standards for LGBTI-inclusive practice, together with aged care diversity and quality requirements. These include the Department of Health's Aged Care Diversity Framework and supporting LGBTI Action Plan and the Aged Care Quality Standards (ACQS). These three frameworks support and are complementary to LGBTI-inclusive practice:



Rainbow Tick Standards

The Rainbow Tick is a framework that helps organisations show that they are safe, inclusive and affirming services and employers for the LGBTI community. The six Rainbow Tick Standards help organisations to **identify** current practice or gaps, and to **plan** and **improve** LGBTI-inclusive and culturally-safe service delivery. Owned and developed by Rainbow Health Victoria, the six standards are also used in the formal and independent Rainbow Tick Accreditation but can be used by anyone wanting to improve their LGBTI-inclusive practice, whether or not they aim to become accredited.

Accreditation is provided by an independent assessor, Quality Innovation Performance (QIP). Organisations that achieve the Rainbow Tick Accreditation will have the opportunity to be listed in the national register of LGBTIQ-accredited organisations.

Some services may be able to include the six Rainbow Tick Standards as part of their cycle of service accreditation or can apply to do the Rainbow Tick as a stand-alone assessment.

There are six Rainbow Tick Standards and accompanying indicators. The [Rainbow Tick guide to LGBTI-inclusive practice \(2nd edition\)](#) is a comprehensive guide to these standards, with additional information and examples of LGBTI-inclusive practice that your service may want to consider together with those contained in the Val's Review Tool.

Aged Care Quality Standards (ACQS)

The Aged Care Quality Standards require all Commonwealth-subsidised aged care services to deliver care that is inclusive and does not discriminate. It is an expectation that care and support will be responsive, inclusive and culturally-safe for LGBTI consumers.

As part of the ACQS assessment and review process, there are requirements to provide evidence to demonstrate the delivery of LGBTI-safe and inclusive care and support. The Aged Care Quality and Safety Commission will assess aged care providers based on the quality of service experienced by consumers. To assist with your ACQS requirements, we have interpreted and linked each Rainbow Tick Standard and Indicator to the corresponding Aged Care Quality Standard. The Val's Review Tool will allow you to transfer your results and apply them to your ACQS documentation and assessment process to demonstrate achievements, and plan for continuous improvement.

There are eight individual Aged Care Quality Standards:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.

We advise you to refer to the Department of Health, Aged Care Quality and Safety Commission's resources for the full [Aged Care Quality Standards](#) and [comprehensive guidelines](#) for their application.



The National Aged Care Diversity Framework

The Department of Health's [National Aged Care Diversity Framework](#) was developed to provide an overarching structure for diversity in the design and delivery of Commonwealth-funded aged care services. It complements and informs the Aged Care Quality Standards and aims to ensure aged care services are safe and respectful of people's diverse backgrounds and life experiences, including older LGBTI people.

The Framework guides providers to address diversity in service planning and delivery, and also supports consumers to reduce perceived or actual barriers to safe, equitable and quality aged care.

The National Aged Care Diversity Framework identifies six outcomes for consumers:

- Outcome 1.** Making informed choices
- Outcome 2.** Adopting systematic approaches to planning and implementation
- Outcome 3.** Accessible care and support
- Outcome 4.** Supporting a proactive and flexible system
- Outcome 5.** Respectful and inclusive services
- Outcome 6.** Meeting the needs of the most vulnerable.

The LGBTI Action Plan

The National Aged Care Diversity Framework is supported by a range of action plans. The Department of Health's LGBTI Action Plan (LGBTI AP) for providers and for consumers was developed to help aged care services better understand how to support and advocate for older LGBTI people in the provision of LGBTI-safe, inclusive and relevant services, and to address barriers and challenges in accessing mainstream services.

✦ [Actions to support Lesbian, Gay, Bisexual, Trans and Intersex Elders - A guide for Aged Care Providers](#) - to assist service providers in the provision of LGBTI-inclusive actions.

✦ [Actions to support Lesbian, Gay, Bisexual, Trans and Intersex elders - A guide for Aged Care Consumers](#) - to assist LGBTI consumers accessing care, and for service providers to understand the perspectives of LGBTI consumers.

Throughout the Val's Review Tool, we have also linked each Rainbow Tick Standard to the corresponding LGBTI AP outcome listed in the guide for providers.

The Charter of Aged Care Rights

In 2019, a new rights framework, [The Charter of Aged Care Rights](#), was introduced by the Australian Government to support older people to understand what they can expect when accessing federally funded aged care services.

The Charter places the consumer at the centre of care by supporting them to express their needs and recognising their fundamental right to be treated with dignity and respect

There are the 14 rights within the Charter which state that older people, including LGBTI elders receiving aged care services, have the right to:

- 1.** Safe and high-quality care and services
- 2.** Be treated with dignity and respect
- 3.** Have their identity, culture and diversity valued and supported
- 4.** Live without abuse and neglect
- 5.** Be informed about their care and services in a way they understand
- 6.** Access all information about them, including information about their rights, care and services
- 7.** Have control over and make choices about their care, and personal and social life, including where the choices involve personal risk
- 8.** Have control over, and make decisions about, the personal aspects of their daily life, financial affairs and possessions
- 9.** Their independence
- 10.** Be listened to and understood
- 11.** Have a person of their choice, including an aged care advocate, support them or speak on their behalf
- 12.** Complain free from reprisal, and to have their complaints dealt with fairly and promptly
- 13.** Personal privacy, and to have their personal information protected
- 14.** Exercise their rights without it adversely affecting the way they are treated.

It is recommended that you also consider these rights in the review and development of LGBTI-inclusive practice.

The Val's Review Tool

Why do we need to be LGBTI-inclusive?

In 2012 the Aged Care Act 1997 was amended to include LGBTI people as a special needs group. The government recognised that many older LGBTI people experienced barriers to accessing care and support as they age, and since then there have been a range of aged care strategies and system reforms and initiatives to ensure their needs are understood and met.

Providing culturally-safe and inclusive services for LGBTI people is everyone's responsibility. It is part of professional practice and quality care that is also an aged care sector requirement and a fundamental human right. LGBTI-inclusive care and support needs to occur across the entire service continuum at every point of interaction as one poor episode along the consumer's journey can create further barriers to accessing care and support, loss of confidence in the system, or possibly cancellation of necessary services.

What is LGBTI cultural safety in ageing and aged care?

The concept of 'cultural safety' was originally developed to apply to health service delivery for Maori communities in New Zealand, and for Aboriginal and Torres Strait Islander communities in Australia. Over time, the concept has been expanded to apply to inclusive and affirmative health and community service delivery for LGBTI communities.

Cultural safety for LGBTI people means delivering affirmative, responsive, trauma-informed and person-centred care. It requires understanding LGBTI histories and appreciating that LGBTI people have unique identities, strengths and vulnerabilities that lead to a range of shared and specific experiences. LGBTI culturally-safe services address power imbalances, encourage leadership and vision, are committed to action, and communicate values and requirements for the delivery of safe and inclusive care. This means that, as they age, LGBTI people can safely access the care and support they are entitled to.

Culturally-safe services have structures and processes in place that proactively identify and address potential risks to the safety and wellbeing of older LGBTI people. They do more than just training for their staff; they have a comprehensive strategy for culture change and service redesign and action.

Undertaking a comprehensive review of your organisation/service's cultural safety takes courage, honesty and a commitment to change. Most importantly it requires action and a plan for continuous improvement. This is a critical step on the journey to LGBTI culturally-safe and inclusive care and support.

Identifying your LGBTI-inclusive practice

It's highly likely that your organisation/service has already implemented a range of actions and strategies to improve the experience of LGBTI consumers, staff and volunteers. The first place to start in using this tool is to consider a range of ways to identify your current LGBTI-inclusive practice.

- ✦ Think about policies, practices, systems, processes and how they interact
- ✦ Put yourself in the shoes of an older LGBTI person, or an LGBTI staff member or volunteer and record your ideas, practices and perceptions:
 - How would they feel about this policy or practice?
 - How would they know we do this?
 - What might it look like to them?
- ✦ Use the same approach you would use in the review of your service for the Aged Care Quality Standards assessment:
 - **What can you see (or a consumer see)** regarding LGBTI-inclusive practice?
 - **What do you hear (from staff and consumers)** regarding LGBTI-inclusive practice?
 - **What documentation or evidence can you show** (regarding LGBTI-inclusive practice)? **How would anyone know you do this?**
- ✦ If you have no tangible evidence or documentation, how else can this practice, process, system or protocol be measured, seen or communicated?
- ✦ If you *only* have documentation, how is it practiced, lived, demonstrated and operationalised?

This review should be a thorough and honest appraisal: genuinely measure your achievements, be honest about gaps and areas that need work, and plan for improvements, action and service development.



Rainbow Tick Standard 1 - Organisational capability

The organisation embeds LGBTI-inclusive practice across all its systems and continuously seeks opportunities for improvements

Examples, strategies and considerations

- * **Leadership:** There is commitment, leadership and support from the top (governing bodies and management) including the capacity to lead and support LGBTI-inclusive practice and service development throughout the whole organisation/service.
- * **Vision:** The organisation/service has a vision for and strategic commitment to LGBTI-inclusive practice, and these are included in vision statements, quality and strategic plans (e.g., diversity strategy or older persons strategy).
- * **Continuous improvement:** There is commitment to LGBTI-inclusive practice development, including undertaking an annual LGBTI practice review (such as this) and the implementation of actions for continuous improvement.
- * **Celebrating diversity:** Diversity and inclusion are celebrated throughout the organisation/service including explicit and demonstrated support for LGBTI people and communities.
- * **LGBTI statements:** There are clear references to LGBTI people and communities in organisational service statements about diversity. These might include references to sexual orientation, gender identity/expression, intersex variations and/or a diversity of relationships, or the acronym LGBTI itself. These references are also present in organisational processes and systems, including recruitment and human resources, staff orientation, codes of conduct, team meetings, performance reviews, service agreements and more.
- * **Organisational culture:** The organisation/service clearly articulates professional values and codes of conduct to all staff, contractors and consumers (rules of engagement). These define responsibilities to deliver, support and/or interact with LGBTI consumers, staff and volunteers.



1.1

LGBTI-inclusive practice standards are reflected in the organisation's mission statement, vision, values, position descriptions, service contracts, performance management system, service models and quality management plan.

List achievements, including evidence - what are you currently doing?

Corresponding
ACQS and LGBTI AP
outcome

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
5, 7, 8

LGBTI AP
1, 2, 4, 5

1.2

The organisation facilitates LGBTI inclusion among staff and volunteers, and on the governing body and other committees.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
7, 8

LGBTI AP
2, 3, 4, 5, 6

1.3

The organisation has an integrated LGBTI consumer feedback system that ensures continuous LGBTI quality improvement and planning.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
6, 8

LGBTI AP*
1, 2, 3, 5, 6

1.4

The organisation values its LGBTI staff and volunteers, understands and meets their needs, and has processes to manage risk and provide them with a safe and healthy workplace.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
1, 7, 8

LGBTI AP*
2, 3, 5

**These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes*

1.5

Workforce planning, recruitment and selection, and performance management processes and documentation are inclusive of LGBTI staff and volunteers.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
7, 8

LGBTI AP*
4

1.6

The organisation has systems for monitoring compliance with these Standards and continuously improving LGBTI-inclusive practice.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
7, 8

LGBTI AP*
4

**These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes*

Rainbow Tick Standard 2 - Workforce development

All staff and volunteers understand their responsibilities to LGBTI consumers and are trained and able to deliver LGBTI-inclusive services

Examples, strategies and considerations

- ✦ **Information gathering:** There is an organisation/service-wide survey (governing body, management, staff and volunteers) to determine current levels of LGBTI awareness, confidence and commitment. This assists with LGBTI professional development activities.
- ✦ **LGBTI-inclusive practice training:** Staff participate in LGBTI-inclusive practice training and education to ensure they are clear about what LGBTI inclusion is, relevant legislative and aged care requirements, and organisational vision and expectations.
- ✦ **Other training:** Messages and references about the importance of LGBTI-inclusive practice are included in other staff training (e.g. professional boundaries, diversity training, induction).
- ✦ **Professional development:** There are opportunities to continue learning and integrate LGBTI-inclusive practice (e.g. time for learning and discussion is included in team meetings, supervision, planning days). Case studies, videos/webinars, guest speakers and other resources are accessed to further embed and operationalise LGBTI practice and awareness.
- ✦ **Quality communication:** Staff receive up-to-date information, news and initiatives from LGBTI support organisations through LGBTI organisational newsletters, attendance at professional forums, webinars, etc.
- ✦ **LGBTI awareness training:** All staff participate in LGBTI awareness education, and the training includes an understanding of:
 - Historical and contemporary experiences and needs of older gay, lesbian and bisexual people
 - Historical and contemporary experiences and needs of older trans and gender diverse people
 - Historical and contemporary experiences and needs of older intersex people
 - Impacts of social stigma and discrimination on the health and wellbeing of older LGBTI people
 - Barriers to accessing care and support for older LGBTI people
 - Impacts of discrimination on older LGBTI people's knowledge and expectations of aged care and support services
 - Impact of discrimination on the visibility of older LGBTI people and on disclosure.
- ✦ **Legal requirements:** All staff and volunteers are aware that LGBTI-inclusive practice is a legislative and aged care sector requirement and part of professional service delivery.

2.1

The organisation has a systemic process for assessing the LGBTI-inclusive practice professional development needs of the governing body, leadership team, staff and volunteers.

List achievements, including evidence - what are you currently doing?

Corresponding
ACQS and LGBTI AP
outcome

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
7, 8

LGBTI AP
4, 5

2.2

The organisation provides professional development to the governing body, leadership team, staff and volunteers that includes their legal responsibilities, LGBTI cultural safety, and a consideration of the impact of employees' attitudes and beliefs on LGBTI-inclusive practice.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
5, 7, 8

LGBTI AP
1, 2, 3, 4, 5, 6

2.3

The organisation keeps up to date with current trends in the field of LGBTI-inclusive service provision, and uses this information in the ongoing development of staff training and resources.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
1, 2, 5, 7, 8

LGBTI AP*
1, 2, 3, 4, 5

2.4

The organisation participates in relevant professional associations and other forums aimed at improving the quality of services provided to LGBTI consumers.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
1, 5, 7, 8

LGBTI AP*
1, 2, 3, 4, 5, 6

**These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes*

Rainbow Tick Standard 3 - Consumer participation

LGBTI consumers are consulted about, and participate in the planning, development, and review of, the service

Examples, strategies and considerations

- ✦ **Embedded LGBTI feedback:** Within existing consumer consultation processes (such as annual consumer surveys), there are targeted questions or statements to receive feedback specifically from LGBTI consumers.
- ✦ **Specific LGBTI engagement:** The organisation/service has specific processes for LGBTI consumer/staff/volunteer feedback and engagement (e.g. an annual diversity forum).
- ✦ **Advisory committee:** There is an organisational/service LGBTI advisory committee which provides advice on planning for improvements and reviewing progress towards LGBTI-inclusive practice, and membership includes older LGBTI representatives.
- ✦ **External support:** Relationships have been established with key organisations that provide support to older LGBTI people such as Val's LGBTI Ageing & Aged Care (also see list of key and supporting organisations listed in this resource).
- ✦ **Identifying and implementing change:** There is a system in place to identify the needs of older LGBTI consumers and to implement change.
- ✦ **Public commitment:** The organisation/service communicates or publicises the work it is doing to become more LGBTI-inclusive. This demonstrates to older LGBTI people the commitment to providing an LGBTI-safe and inclusive service.
- ✦ **Earning trust:** The organisation/service recognises that it must provide an LGBTI-safe environment and establish respect and trust before some LGBTI consumers will feel safe to access services, participate or disclose.
- ✦ **Safe participation pathways:** There are a variety of ways for older LGBTI people to provide feedback or participate in service planning or improvement. The organisation provides appropriate pathways for older LGBTI people in rural or remote areas, or for those where face-to-face/direct participation may not be safe. The organisation/service recognises that additional efforts may be required to build trust and participation.



3.1

The organisation works with LGBTI consumers and community representatives to identify LGBTI consumers' needs and develop and continuously improve their provision of LGBTI-inclusive services.

List achievements, including evidence - what are you currently doing?

Corresponding
ACQS and LGBTI AP
outcome

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
1, 2, 6, 8

LGBTI AP
1, 2, 3, 4, 5, 6

3.2

The organisation has a system for identifying and monitoring the changing needs of its LGBTI consumers and evaluating the impact of service improvements on their quality of care.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
1, 2, 6, 8

LGBTI AP
2, 4

3.3

As part of its ongoing assessment of consumer experience, the organisation analyses its performance in working with LGBTI consumers and undertakes appropriate service improvements.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
1, 2, 6, 8

LGBTI AP*
1, 2, 3, 5

**These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes*



Rainbow Tick Standard 4 - A welcoming and accessible organisation

LGBTI consumers can easily and confidently access services because the physical and virtual environments, including information, structures, resources and processes, are welcoming

Examples, strategies and considerations

- ✦ **Consumer viewpoint:** Staff have put themselves in the shoes of an older LGBTI consumer/resident, to consider how they might know their organisation/service, staff and processes are LGBTI-safe and inclusive - what they might see, hear or experience.
- ✦ **Clear messages of welcome:** Marketing and communication methods and approaches have been reviewed and materials provide clear messages of welcome to older LGBTI people. These include words and images in brochures, websites, posters, etc. Messages are clear and explicit rather than generic or vague. The organisation/service does not combine groups with special needs under the broad term 'diversity', but rather communicates clearly and specifically with older LGBTI people.
- ✦ **Inclusive material:** Information provided to all consumers (hard-copy and web-based) has LGBTI welcoming and inclusive language, imagery and content (e.g. appropriately worded questions on intake/service forms, links to LGBTI support organisations etc.).
- ✦ **Culturally-sensitive language:** The organisation/service is aware that the use of labels and acronyms such as 'LGBTI' is relatively recent, and some older LGBTI people may not understand or relate to them. It uses clear language and is also aware of historical implications of using terms such as 'queer' and their potential impact on older LGBTI people.
- ✦ **Public commitment:** Information is provided in promotional/communication materials (e.g. website, brochures, newsletter) about the commitment to become LGBTI-inclusive. This includes plans to improve LGBTI-inclusive practice and intentions to take positive and inclusive action.
- ✦ **Disclosure training:** Staff are educated about disclosure by older LGBTI people, and there are systems in place so they respond in authentic, welcoming and positive ways.
- ✦ **Language guidelines:** Education and practice guidelines are in place (through documentation, forms, and interpersonal communication) about the correct use of LGBTI-inclusive language and terminology.
- ✦ **Personal signals:** All staff who have participated in LGBTI awareness education wear a visible signal, such as a rainbow lanyard, pin or mask to send a personal message of welcome.

- ✦ **Organisational signals:** In reception areas, foyers and shared spaces, there are posters displayed that make it clear the organisation/service welcomes older LGBTI people and values diversity.
- ✦ **Declaration of safety:** All consumers receive information about their rights and responsibilities, informing them that the organisation/service values and supports diversity, is LGBTI-safe and inclusive, and that it ensures everyone is welcome to participate free from discrimination and abuse.
- ✦ **Inclusive activities:** Activity programs include LGBTI-relevant and inclusive content and outings.
- ✦ **Bathrooms:** The organisation/service provides gender-neutral bathroom facilities.



4.1

The organisation welcomes LGBTI consumers through a range of different strategies that are appropriate to different contexts and environments.

List achievements, including evidence - what are you currently doing?

Corresponding
ACQS and LGBTI AP
outcome

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
1, 5, 8

LGBTI AP
1, 2, 3, 5

4.2

The organisation's communication and educational materials are LGBTI-inclusive (e.g. inclusive language and images, and LGBTI-specific information where relevant).

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
1, 5

LGBTI AP
1, 5

4.3

The organisation effectively communicates its services to the LGBTI community.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
1, 5

LGBTI AP*
1, 5

**These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes*



Rainbow Tick Standard 5 - Disclosure and documentation

LGBTI consumers, staff and volunteers feel safe to provide personal information, including their sexual orientation, gender identity and/or intersex variation, because they know information will be treated respectfully and that there are systems in place to ensure their privacy

Examples, strategies and considerations

- * **Policy and procedure:** Staff are guided by clear policies and procedures on disclosure and documentation that include information regarding LGBTI consumers.
- * **Rationale for collection:** The organisation/service has clear policies and rationale for the collection of information regarding sexual orientation, gender identity/ expression, intersex variation and/or relationship status.
- * **Consumer communication:** Information is communicated to consumers regarding how, when or why information about their sexual orientation, gender identity/ expression, intersex variation and/or relationship status may be shared with key staff (with consent).
- * **Consent:** LGBTI consumers who disclose are asked if they want their personal information recorded or shared.
- * **Privacy:** The privacy of LGBTI consumers is maintained, as well as re-checking consent, at all points on the service continuum, including referral pathways and brokered services.
- * **Privacy education:** Staff are educated on LGBTI people's rights to privacy - including how information is shared with biological family, other staff and other services.
- * **Affirming responses:** Staff are trained to respond to disclosure of sexual orientation, gender identity/expression, intersex variation and/or relationship status in welcoming and affirming ways and understand inclusive practice requirements related to disclosure, privacy and documentation.



5.1

The organisation has a policy on when it is and is not appropriate to collect information on a consumer's sexual orientation, gender identity, intersex variation and/or relationship status.

List achievements, including evidence - what are you currently doing?

Corresponding
ACQS and LGBTI AP
outcome

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
1, 2, 8

LGBTI AP
1, 2, 4, 5

5.2

The organisation only collects information about a consumer's sexual orientation, gender identity, intersex variation and/or relationship status from the consumer themselves or from their nominated representative.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
1, 2, 8

LGBTI AP
1, 2, 4, 5

5.3

The organisation has processes to ensure that LGBTI consumers understand that information about their sexual orientation, gender identity or intersex variation is confidential and that they will be consulted on how and why this information is recorded, stored and shared.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
1, 2, 8

LGBTI AP*
1, 2, 4, 5

5.4

Staff understand the significance to LGBTI people of disclosing their sexual orientation, gender identity or intersex variation and that the organisation has strategies to ensure that staff respond in a respectful and positive way when consumers, other staff or volunteers disclose.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
1, 3, 4, 7, 8

LGBTI AP*
1, 2, 3, 5

**These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes*

5.5

The organisation has systems for collecting, storing, using and sharing LGBTI staff and volunteers' personal information, including their sexual orientation, gender identity, intersex status or relationship status.

List achievements, including evidence -what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
1, 8

LGBTI AP*
1, 2

**These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes*



LGBTI Standard 6 - Culturally-safe and acceptable services

Services and programs identify, assess, analyse and manage risks to ensure the cultural safety of LGBTI consumers

Example, strategies and considerations

- ✦ **Cultural safety:** The organisation/service recognises that LGBTI cultural safety requires an understanding of:
 - **Historical context:** The dimensions of global and Australian LGBTI history and how this impacts older LGBTI people
 - **Power dynamics:** Older LGBTI consumers may perceive a power imbalance between themselves and service providers. In particular, older LGBTI consumers may not feel as empowered as other service users.
 - **Personal values:** All staff and volunteers should reflect on how their personal values and beliefs about LGBTI people may affect the service they provide to older LGBTI people, and that LGBTI-inclusive practice is a legislative and professional requirement.
- ✦ **Commitment:** The organisation/service has a commitment to culturally-safe and inclusive support and care for LGBTI consumers. It is aware that there is a likelihood that there are existing LGBTI consumers/staff/volunteers and is committed to sending a message to all LGBTI people that it is safe to access the service, regardless of disclosure.
- ✦ **Proactive safety:** Staff and volunteers providing services in group settings are supported to ensure the safety of older LGBTI people from harm caused by other consumers/residents (e.g. actively stepping in to address inappropriate comments, abuse, discrimination, etc.).
- ✦ **Cultural education:** All staff and volunteers participate in ongoing education about LGBTI history and its impacts on older LGBTI people. They are aware that older LGBTI people may have perceptions or fears of mainstream services and lack the confidence to ask for care and support.
- ✦ **Risk assessment:** The organisation/service has identified potential risks related to LGBTI-inclusive service delivery and has developed strategies to eliminate or minimise these risks to ensure the provision of culturally-safe and inclusive care and support.
- ✦ **Avoids 'rainbow-washing':** The organisation/service is cautious about promoting itself as LGBTI-inclusive before it is culturally-safe and inclusive. It has, however, communicated that it is 'working towards LGBTI inclusion' or 'on the journey' and welcomes feedback.

6.1

The organisation understands the needs of LGBTI consumers and addresses these needs in the design and delivery of services and programs.

List achievements, including evidence - what are you currently doing?

Corresponding
ACQS and LGBTI AP
outcome

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
1, 2, 6, 8

LGBTI AP
1, 2, 3, 4, 5, 6

6.2

Individual intake, assessment, care planning and case management processes and documentation are LGBTI-inclusive.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS
1, 2, 3, 4, 8

LGBTI AP
1, 2, 3, 4, 5, 6

6.3

The organisation's service delivery risk management system includes strategies to identify and manage potential risks to the cultural safety of LGBTI consumers.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
8

LGBTI AP*
2, 3, 4, 6

6.4

The organisation has processes in place to identify and respond to breaches of the cultural safety of LGBTI consumers, staff and volunteers by other staff, consumers, volunteers or visitors.

List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
8

LGBTI AP*
2, 3, 5, 6

*These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes

6.5

The organisation disseminates information about LGBTI cultural safety across its programs and service and to other organisations.

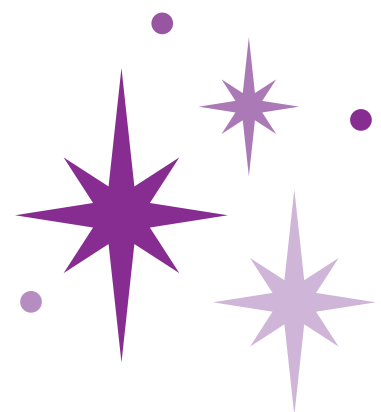
List achievements, including evidence - what are you currently doing?

What improvements could you put in place? List as many as you can, and highlight three you plan to achieve straight away:

ACQS*
8

LGBTI AP*
2, 3, 4, 5, 6

**These refer to the corresponding ACQS - Aged Care Quality Standard and LGBTI Action Plan Outcomes*



Notes



Supporting information

Resources

The Rainbow Tick guide to LGBTI-inclusive practice (2nd edition)

www.rainbowhealthvic.org.au/rainbow-tick

LGBTI-inclusive risk management - providing cultural safety

https://www.rainbowhealthvic.org.au/media/pages/rainbow-tick/1612345858-1564632551/lgbti-inclusive-risk-management_providing-cultural-safety-v001.pdf

National Aged Care Diversity Framework

www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans

Actions to Support LGBTI Elders: a Guide for Aged Care Providers

www.health.gov.au/resources/publications/actions-to-support-lgbti-elders-a-guide-for-aged-care-providers

Actions to Support LGBTI Elders: a Guide for Consumers

www.health.gov.au/resources/publications/actions-to-support-lgbti-elders-a-guide-for-consumers

Aged Care Quality Standards information & guidance material

www.agedcarequality.gov.au/providers/standards

Charter of Aged Care Rights (the Charter)

www.agedcarequality.gov.au/consumers/consumer-rights



Supporting information

Key organisations

Rainbow Health Victoria and **Val's LGBTI Ageing and Aged Care** are located within the **Australian Research Centre in Sex, Health and Society (ARCSHS)** at **La Trobe University**.

Val's LGBTI Ageing & Aged Care

Val's is a program of Rainbow Health Victoria and aims to create safe and inclusive ageing, aged care and health services that recognise and value older LGBTI people. Val's works directly with providers to achieve this aim.

We provide resources, information, and educational opportunities.

www.latrobe.edu.au/arcshs/vals

Rainbow Health Victoria

www.rainbowhealthvic.org.au

Rainbow Health Victoria is a program that supports LGBTIQ health and wellbeing through research and knowledge translation, training, resources, policy advice and service accreditation through the Rainbow Tick.

Other organisations supporting LGBTI ageing and aged care

VIC

Alice's Garage www.alicesgarage.net

Living Positive Victoria www.livingpositivevictoria.org.au

Matrix Guild www.matrixguildvic.org.au

Switchboard Victoria www.switchboard.org.au

Thorne Harbour Health www.thorneharbour.org

Transgender Victoria www.tgv.org.au

Victorian Government Equality Branch
www.vic.gov.au/equality

Victorian Pride Centre www.pridecentre.org.au

Zoe Belle Gender Collective www.zbgc.org.au

National

Australian Federation of AIDS Organisations (AFAO)
www.afao.org.au

Black Rainbow www.blackrainbow.org.au

Intersex Human Rights Australia (IHRA) www.ihra.org.au

National LGBTI Health Alliance www.lgbtihealth.org.au

ACT

Meridian Community Health Action
www.meridianact.org.au

NSW

ACON www.acon.org.au

The Gender Centre Inc. www.gendercentre.org.au

NT

Northern Territory AIDS and Hepatitis Council
www.ntahc.org.au

QLD

Queensland AIDS Council www.quac.org.au

SA

COTA SA www.cotasa.org.au

TAS

Working it Out www.workingitout.org.au

WA

GLBTI Rights in Ageing Inc. (GRAI) www.grai.org.au

Living Proud LGBTI Community Services WA
www.livingproud.org.au

Western Australian AIDS Council www.waaid.com

Rainbow Tick

Rainbow Health Victoria
www.rainbowhealthvic.org.au/rainbow-tick

QIP (includes list of Rainbow Tick accredited organisations) www.qip.com.au/find-the-right-accreditation/LGBTI-inclusive





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