

# Specialisation Verification Framework

## LGBTI+



### What is specialisation verification framework?

Under the Aged Care Act, & the Strengthened Aged Care Quality Standards, everyone receiving government-funded aged care is entitled to be treated with dignity & respect, & to have their identity, culture, & diversity valued. Some providers commit to key actions & tailor their services to meet the needs of specific communities. These aged care providers can apply to have their specialised services independently verified against the *My Aged Care* Provider Specialisation Verification Framework (the Framework). Once verified these providers are listed & visible in the *Find a Provider* tool as being verified to deliver care & services that meet the needs of people from different backgrounds or life experiences.

The Framework means that aged care providers must be assessed & verified before they can claim to provide specialised services for a range of people from different backgrounds or life experiences

### Why is it needed

Everyone's experiences & needs are different, & many older people experience barriers to accessing aged care services & support, & services that understand & meet their needs. Many older LGBTI+ people who have lived through a lifetime of discrimination & social stigma, have little knowledge of &/or confidence to access mainstream services. Services that can actively demonstrate LGBTI+ awareness, welcome & inclusive actions may enable them to confidently & safely access the care & support they need as they age & Specialisation Verification Framework is one avenue to help communicate understanding & welcome.

The Specialisation Verification Framework & process recognises that the needs of individuals & communities differ. The Framework is not prescriptive about how an aged care provider delivers its services. Rather, it serves as the basis for assessing how they meet the needs of older people with diverse needs & experiences.

### Achieving LGBTI+ specialisation verification

There are two tiers to demonstrate evidence & initiatives in the assessment to achieve Specialisation Verification Framework – LGBTI (also refer to **detailed** information in the [Specialisation Verification](#) - guidance material):

Tier 1 Criteria	Evidence
Provider is Rainbow Tick accredited	Copy of the <a href="#">Rainbow Tick accreditation</a> certificate confirming outlet details
Tier 2 Criteria <small>(service providers must meet 4 X Tier 2 criteria)</small>	Evidence
One or more staff members identify as LGBTI & are well resourced & supported by management to act as 'champions' within the outlet to support care recipients & other staff.	Description of the number, combined full-time equivalent (FTE) & specific role the staff member(s) play(s) in championing specialised aged care for people who are LGBTI, supporting other staff in professional development & learning opportunities. Description of relevant activities undertaken by champion(s) & resourcing/support provided..
There is an established connection & regular engagement between the outlet & a local LGBTI community organisation.	Details of the established connection & engagement with a local LGBTI community organisation (e.g. Val's LGBTI, TGV, LHA etc.), including any recent &/or planned activities. The provider supplies evidence of this connection or the local LGBTI community organisation confirms this connection. Evidence may include a Memorandum of Understanding
At least 90% of staff have completed annual training in the aged care needs of LGBTI people which includes the delivery of trauma-aware & healing informed care.	Details of training provided to staff over the past 12 months in the needs of older LGBTI people. Provider specifies the proportion of all staff who undertook this training (minimum 90%, excluding agency staff). 'Training' may be online training modules. <i>Val's LGBTI provides online sessions via Zoom for CHSP providers.</i>
At least one LGBTI person sits on the governing body (e.g. board) of the provider at the outlet level.	Description of governing body involvement/attendance by an LGBTI representative
The outlet recognises & participates in local LGBTI celebrations & events.	Description of provider's recognition of/participation in/support for one or more relevant events in the past 12 months, with supporting evidence.

<b>Tier 2 Criteria</b> <i>(service providers must meet 4 X Tier 2 criteria)</i>	<b>Evidence</b>
At least one LGBTI person sits on the governing body of the provider relevant to the outlet level.	Provide details of involvement and attendance by an LGBTI representative on the governing board. This can be at the outlet or provider level, & must outline how decisions, engagements & communication is understood & applied to the outlet.
An active & resourced LGBTI advisory group contributes to the development, delivery & evaluation of specialised services.	Details of the membership of the group, actions taken, provider supports, & frequency of meetings. Details of how aged care recipients & staff can contact/interact with the advisory group (e.g. to provide feedback or raise concerns) & how the group is linked to the provider's governance body &/or management.
Policies & procedures are in place to support & promote the delivery of specialised aged care to LGBTI aged care recipients.	Policies & procedures that detail how specialised care for lesbian, gay, bisexual, transgender &/or intersex people is delivered or supported, noting that specialised care for all of these subgroups should be required. Examples of how these policies & procedures promote the delivery of specialised care.
Policies & procedures are in place to support & promote the delivery of specialised aged care to people living with HIV/AIDS.	Relevant policies & procedures (e.g. pertaining to staff training or promoting & facilitating aged care recipients' access to health services). Examples of how these policies support the delivery of specialised care.
The outlet displays evidence of its public commitment to supporting LGBTI aged care recipients.	Description of how the provider's commitment to supporting LGBTI people is publicised (e.g. displaying the rainbow flag symbol & a copy of the Darlington statement onsite in Residential Aged Care (RAC), wording/imagery on website & advertising materials for Support at Home (S@H) & Commonwealth Home Support Programme (CHSP) providers). At least two forms of supporting evidence (e.g. photographs, website links, advertising materials).

### **LGBTI consumer information – My Aged Care**

This information provided to LGBTI+ consumers regarding LGBTI verification specialisation on *My Aged Care*:

Providers with LGBTI verification specialisation means that the aged care provider meets at least some of the following:

- This provider upholds the safe, inclusive practices needed for Rainbow Tick accreditation
- People from your community have a say in improving the services
- Staff will understand my experiences & needs
- New recruits from your community are trained & supported
- You can be confident staff training is sensitive to your experiences & needs
- You can stay connected with your community
- You will be able to participate in the events that are important to you
- People with experiences & needs similar to yours are happy & well cared for here.

### **Need help to achieve LGBTI Specialisation Verification Framework?**

Val's is providing free comprehensive support to CHSP service providers throughout Australia to help you achieve LGBTI Specialisation Verification, including training for your service. Contact us to find out more.

### **Specialisation Verification Framework information & guidance materials:**

[Department of Health & Aged Care Specialisation Verification Framework](#)

#### **About Val's LGBTI Ageing & Aged Care**

Val's LGBTI Ageing & Aged Care is a program of Rainbow Health Australia, at the Australian Research Centre in Sex, Health, & Society, La Trobe University. Established in 2009, Val's works to improve healthy ageing pathways, care & visibility of older lesbian, gay, bisexual, trans/gender diverse, & intersex (LGBTI+) people. Val's works with & supports service providers to develop an understanding of the histories & experiences of older LGBTI+ people & how these have contemporary impacts to their access to, & experience of, care & support services as they age. Val's aims to create safe & inclusive services that not only recognise & value older LGBTI+ people, but proactively aim to meet their needs.

**Contact Val's** if you require further information, training, resources &/or support to achieve Specialisation Verification &/or the development of safe & inclusive CHSP services.

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