

Specialisation Verification Framework

LGBTI+



What is specialisation verification framework?

Under the Aged Care Quality Standards and Charter of Aged Care Rights, everyone receiving government-funded aged care is entitled to be treated with dignity and respect, and to have their identity, culture, and diversity valued. But some providers go above and beyond, tailoring their services, staff, and organisation to meet the needs of specific groups. These aged care providers can apply to have their specialised services independently verified against the My Aged Care Provider Specialisation Verification Framework (the Framework).

The Framework means that aged care providers must be assessed and verified before they can claim to provide specialised services for a range of special needs groups or diverse populations.

Why is it needed

Everyone's experiences and needs are different, and many older people have barriers to accessing care and support that understands and meets their needs. For many older LGBTI+ people who have lived through periods of discrimination and social stigma, and whose knowledge and experiences of mainstream services and supports may be complex, being able to demonstrate LGBTI+ awareness, welcome and inclusion may enable them to confidently and safely access the care and support they need as they age.

The verification process recognises that the needs of individuals and 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 and experiences.

Achieving LGBTI+ specialisation verification

There are two tiers of ways to demonstrate evidence and initiatives regarding the development of safe, inclusive care and support for older LGBTI+ people:

Tier 1 Criteria	Evidence
Provider is Rainbow Tick accredited	Copy of the Rainbow Tick accreditation certificate confirming outlet details

Tier 2 Criteria <i>(service providers must meet 4 X Tier 2 criteria)</i>	Evidence
One or more staff members identify as LGBTI and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.	Description of the number, combined full-time equivalent (FTE) and specific role the staff member(s) play(s) in championing specialised aged care for people who are LGBTI, supporting other staff in professional development and learning opportunities. Description of relevant activities undertaken by champion(s) and resourcing/support provided (e.g. training).
There is an established connection and regular engagement between the provider and a local LGBTI community organisation.	Details of the established connection and engagement with a local LGBTI community organisation (e.g. Val's LGBTI, TGV etc.), including any recent and/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 and trauma-informed care delivery.	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

Tier 2 Criteria <i>(service providers must meet 4 X Tier 2 criteria)</i>	Evidence
An active and resourced LGBTI advisory group contributes to the development, delivery and evaluation of specialised services.	Details of the membership of the group, actions taken, provider supports, and frequency of meetings. Details of how aged care recipients and staff can contact/interact with the advisory group (e.g. to provide feedback or raise concerns) and how the group is linked to the provider's governance body and/or management.
Provider recognises and participates in local LGBTI celebrations and events.	Description of provider's recognition of/participation in/support for one or more relevant events in the past 12 months, with supporting evidence.
Policies and procedures are in place to support and promote the delivery of specialised aged care to LGBTI people.	Policies and procedures that detail how specialised care for lesbian, gay, bisexual, transgender and/or intersex people is delivered or supported, noting that specialised care for all of these subgroups should be required. Examples of how these policies and procedures promote the delivery of specialised care.
Policies and procedures are in place to support and promote the delivery of specialised aged care to people living with HIV/AIDS.	Relevant policies and procedures (e.g. pertaining to staff training, or promoting and facilitating aged care recipients' access to health services). Examples of how these policies support the delivery of specialised care.
The provider displays evidence of its public commitment to supporting LGBTI people.	Description of how the provider's commitment to supporting LGBTI people is publicised (e.g. displaying the rainbow flag symbol and a copy of the Darlington statement onsite in Residential Aged Care (RAC), wording/imagery on website and advertising materials for Home Care Package (HCP) and Commonwealth Home Support Programme (CHSP) providers). At least two forms of supporting evidence (e.g. photographs, website links, advertising materials).
Aged care recipients who are LGBTI report the care received is appropriate and meets their unique needs.	LGBTI aged care recipients provide positive written or verbal feedback through AHA's independent process. <i>(see Guidance manual listed below)</i>

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 and needs
- New recruits from your community are trained and supported
- You can be confident staff training is sensitive to your experiences and 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 and needs similar to yours are happy and well cared for here.

Further Information about Specialisation Verification Framework including resources:

Department of Health & Aged Care Specialisation Verification Framework

www.health.gov.au/topics/aged-care/providing-aged-care-services/delivering-quality-aged-care-services/about-specialisation-verification-framework#diversity-in-older-australians

Guidance Manual: www.health.gov.au/resources/publications/my-aged-care-provider-specialisation-verification-aged-care-provider-guidance-manual

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 and visibility of older lesbian, gay, bisexual, trans/gender diverse, and intersex (LGBTI+) people. Val's works with and supports service providers to develop an understanding of the histories and experiences of older LGBTI+ people and how these have contemporary impacts to their access to, and experience of, care and support services as they age. Val's aims to create safe and inclusive services that not only recognise and value older LGBTI+ people, but proactively aim to meet their needs.

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

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