



SILVER RAINBOW

LGBTI-INCLUSIVE AGEING & AGED CARE

CHOOSING AN AGEING & AGED CARE SERVICE THAT IS LGBTI INCLUSIVE

This guide is to assist you with ideas for questions to ask before deciding whether or not you will access an ageing and aged care service. This includes services providing home care, residential care, or any other aged related care that you may need.

The initial checklist and questions are designed as a starting point, or for those people who do not describe themselves as lesbian, gay, bisexual, trans or intersex (LGBTI)¹, or may not want to disclose their LGBTI status.

However the most important action you can take is to visit the service, meet the staff and management and talk to other residents. Only you can decide whether or not a service feels right for you.

INITIAL CHECKLIST

- Does the service have the Rainbow Tick (LGBTI accreditation). You can find this out here - <http://www.qip.com.au/standards/rainbow-tick-standards/rainbow-tick-accredited-organisations/>
- Does the report on the service from the Australian Aged Care Quality Agency refer to any LGBTI inclusive practices that the service has. This information can be found here by entering the name of the provider into the search box – <http://www.aacqa.gov.au/site/pdfs/reports>
- Ask for a copy of their brochures and other information and check to see if the service mentions LGBTI
- Does the service website and other information include any information on LGBTI inclusion?

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1. When using the acronym LGBTI we are using the language that is known within the ageing and aged care sector. We recognise and acknowledge that there are people of diverse relationships, bodies, sexualities and genders that are not reflected within this acronym.

SILVER RAINBOW: FACT-SHEET 1

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INITIAL CHECKLIST CONTINUED

- Do the forms from the service reflect who you are and your relationships? For example, have more options than male or female, married or defacto?
- Did you feel safe and welcomed when you visited the facility?
- Were the staff familiar with LGBTI matters, and did they use inclusive language?

Ask the following questions:

- What residents' groups do you have?
- What activities do you have?
- What events do you celebrate?
- Do you have a policy about maintaining relationships?
- Do you have a diversity policy? Ask if you can get a copy.
- Is there a complaints mechanism where you can raise concerns?

DETAILED CHECKLIST - LGBTI SPECIFIC QUESTIONS

Policies, Procedures and Forms

- Has the service completed a Self-Assessment and Planning Tool for LGBTI inclusive practice?
- Does the service have an LGBTI inclusion or diversity policy that addresses each of L,G,B,T and I?
- Does the service have an employment policy around employing staff who are LGBTI?

Does the service know about:

- National LGBTI Ageing and Aged Care Strategy
- Sex Discrimination Act Amendment (a person cannot be discriminated against because of their sexuality, gender identity or intersex status; note that faith based providers are not exempt)
- Do the forms from the service reflect who you are and your relationships? For example have more options than male or female, married or defacto?
- Does the service have a code of conduct for staff and residents that clearly states that discrimination and harassment of LGBTI elders or their families and friends will not be tolerated?

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LGBTI ACTIVITIES AND PROMOTION

- Does the website and any written promotional material include pictures that reflect who you are?
- Are there visual clues anywhere around the service (posters, magazines, photos) that indicate involvement by LGBTI elders?
- Are there brochures or other information from LGBTI services available at the service?
- Does the service celebrate LGBTI events like IDAHOBIT, Mardi Gras, Midsumma, World AIDS Day or other LGBTI events celebrated in where you live?
- Does the service have any type of LGBTI project?

PEOPLE

- Does the service have an LGBTI champion?
- Does the service have an LGBTI client group or staff advisory group?
- Has the service had its staff trained in the LGBTI inclusivity training offered by the Alliance and run through partners in each state and territory?
- Does the service know of LGBTI people already using the service?
- Are there any LGBTI people accessing the service, or family members/children who are LGBTI, that you can talk to?

IF YOU ARE TRANSGENDER

- Does the service have a clear policy on supporting you in maintaining your chosen gender or identity?
- Has your service supported someone to transition in the past?
- Are you able to talk with the Team Leader or other Key Worker about that experience?
- Does the organisation know where to access support if someone was to transition while with their service?

MAINTAINING RELATIONSHIPS AND INTIMACY

- Does the service have a policy that recognises your family of choice and how it will handle problems between you, your family of choice and your biological relatives?
- Does the service have clear policies on maintaining your relationship with your partner?
- What is the service capability to provide private rooms/space for intimacy or time alone with partners?
- Does the service have a policy on sexual expression? If it is a residential facility does this policy enable you to have private time with your partner?

