



SILVER RAINBOW

LGBTI-INCLUSIVE AGEING & AGED CARE

DEVELOPING AN LGBTI-INCLUSIVE PRACTICE POLICY

LGBTI* populations have some similar needs but are not the same. A policy should not use the generalised 'LGBTI' term. Each group within 'LGBTI' also has unique and differing needs, as well as overlapping needs.

This Fact Sheet provides a list of key issues and questions that your policy will need to cover in order to ensure that your service meets the needs of older people who are lesbian, gay, bisexual, transgender or intersex.

SELF-ASSESSMENT

The first step is conducting a self-assessment of your service using the Self-Assessment and Planning [SAP] Tool for LGBTI Inclusive Aged Care.

The SAP can be used when starting out on your LGBTI inclusive practice journey, to monitor your progress, to evaluate outcomes and help guide policy development.

You can find the SAP here: <http://www.valscafe.org.au/index.php/resources/inclusive>

USING THIS FACT SHEET

1. Make sure that you involve people from every level of your service (direct care to management).
2. Answer the questions honestly and with as much detail as possible.
3. Even if your answer to a question is 'yes', check that what you have been doing is effective. This is a chance to consider what might need to be refined or changed.

* 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.

More information please visit www.lgbtihealth.org.au/ageing
Email contact: info@lgbtihealth.org.au / Phone: (02) 8568 1123

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POLICY DEVELOPMENT

1. Have you attended the LGBTI Ageing and Aged Care Training being offered in your State or Territory? [Yes] [No]
Action Needed: _____

2. Have you consulted with older people from each of the populations within LGBTI and with LGBTI organisations?
[Yes] [No]
Action Needed: _____

3. Have you researched the needs of older people from each population within and beyond 'LGBTI'? By beyond we mean people who do not use LGBT or I to describe themselves. [Yes] [No]
Action Needed: _____

4. Have you established an LGBTI working group that includes LGBTI people or their carers that use your services?
[Yes] [No]
Action Needed: _____

5. Have you reviewed your current policies, procedures, and practice to ensure that you do not unintentionally exclude LGBTI people? For example, do you ask a gender question that assumes gender (woman/man) and assigned sex (female/male) are interchangeable, assumes trans people will consider 'trans' their identity (most will simply identify as women or men), or requires people to choose one of only two options (e.g. woman or man)?
[Yes] [No]
Action Needed: _____



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6. Have you reviewed the language you use to describe people's genders, bodies, relationships, and sexualities? For example do you ask people how they prefer to be described and not presume that everyone is she or he? (Refer to [Inclusive Language Guide](#)) [Yes] [No]

Action Needed: _____

7. Do your employment policies, procedures and practice address LGBTI diversity within your staffing? For example, do you provide equal benefits to partners and provide a safe, smooth process for staff who wish to present in a different gender at work? Do you have mechanisms to protect the privacy of staff with intersex physical characteristics and those who previously lived in another gender? [Yes] [No]

Action Needed: _____

8. Have you identified 'champions' that can ensure LGBTI inclusivity is practiced within your service? Are these 'champions' committed to awareness and inclusion for each population within LGBTI? [Yes] [No]

Action Needed: _____

9. Do you have policies that address the right to privacy, sexual expression, intimacy and relationships? Are these policies inclusive of people with diverse sexualities and relationships? [Yes] [No]

Action Needed: _____

If you answered no to any of these questions then we highly recommend you complete that step before moving on to writing a policy.



SILVER RAINBOW: FACT-SHEET 2

DEVELOPING AN LGBTI-INCLUSIVE PRACTICE POLICY

THE POLICY

Following are the key issues that your policy needs to include.

- Clearly addresses the specific needs of lesbian, gay, bisexual, trans and intersex people as separate (but sometimes overlapping) populations.
- Specifies how these needs will be supported as the person ages, especially if the person develops dementia or other illnesses that impact on the person being able to maintain their own choices, privacy, and needs without assistance. For example, do you support all older people's access to clothing/mannerisms/activities associated with any gender (including but not limited to older trans people maintaining their gender identity) and to maintain their desired level of privacy about their gender history, physical characteristics, sexuality, and relationships?
- Addresses gender identity, sexual orientation, and intersex status.
- Recognises that carers of older LGBTI and non-LGBTI people may or may not be LGBTI themselves.
- Provides options for LGBTI people to designate which people they consider 'family' and respects their decisions, without automatically assuming that biological relatives are family or that non-biological relations are not family.
- Outlines for staff how the organisation will address conflict between biological relatives and the older LGBTI person's designated family (including their partners), recognising that the older LGBTI person's needs and choices come first?
- Recognises the partner(s) and children of LGBTI people. For example, do you treat partners equally without regard to their gender or marital status?
- Addresses how discrimination or harassment of older LGBTI people, their families and/or carers will be handled within your organisation whether this is by staff, other residents or the family/carers of other residents.
- Ensures anyone who identifies as a particular gender can access their gender's toilets or social spaces and provide options for people who do not identify as women or men.
- Has a confidential complaints process.
- Sets the requirements for staff training on the needs of older LGBTI people to ensure equal coverage of each population within LGBTI and include regular refresher training?
- Has a confidential feedback/evaluation process for older LGBTI residents, their families and carers. Contains information on support and other agencies that can assist LGBTI elders, including support specific to each population within LGBTI.
- Specifies how LGBTI publications and other relevant materials will be made available and how the organisation will celebrate LGBTI events and activities.
- Identifies how you will support older people from each population within LGBTI with end of life decision making, advance care directives, etc.
- Addresses cultural issues and needs as well as LGBTI needs.
- Clearly states how the organisation will support peoples' right to sexual expression, intimacy and relationships.

USEFUL LINKS AND RESOURCES

Please note this is not an exhaustive list and there are many other international and Australian resources that are continually being developed.

[National LGBTI Ageing and Aged Care Strategy](#)

National LGBTI Health Alliance

www.lgbtihealth.org.au

- Silver Rainbow: <http://lgbtihealth.org.au/ageing/>
- QLife: <http://lgbtihealth.org.au/qlife/>
- [Inclusive Language Guide](#)

[Alzheimer's Australia – GLBTIQ Communities](#)

Bi-Alliance: <http://www.bi-alliance.org/>

GLHV LGBTI Inclusive Practice Guides

<http://www.glhv.org.au/lgbti-inclusive-practice>

HACC Pack (Val's Café at La Trobe University) <http://www.valscafe.org.au/index.php/resources/item/106-hacc-pack>

LGBTI and Ageing Online Resources

<http://www.nrsdc.org.au/strengthening-communities/ageingdisability.html>

Matrix Guild of Victoria Inc – A Voice for Older Lesbians:

<http://www.matrixguildvic.org.au>

Organisation Intersex International – Australia

<https://oii.org.au/category/research/ageing/>

Sisters and Brothers NT: sistersandbrothersnt.com/

The First Australian National Trans Mental Health Study -

www.beyondblue.org.au/docs/default-source/research-project-files/bw0274.pdf?sfvrsn=2

Transgender and Gender Diverse Health and Wellbeing - <http://docs.health.vic.gov.au/docs/doc/Transgender-and-gender-diverse-health-and-wellbeing>

Val's Café (GLHV) Inclusive Practice Guides

<http://www.valscafe.org.au/index.php/resources/inclusive>

LGBTI AGEING & AGED CARE TRAINING PROVIDERS

NSW:

- ACON - <http://www.acon.org.au/ageing/training/lgbti-aged-care-training>

Victoria:

- GLHV - <http://www.glhv.org.au/training>
- TGV - <http://www.transgendervictoria.com/projects/lgbti-aged-care-sector-training>

Western Australia:

- GRAI - <http://grai.org.au/>

Northern Territory:

- NTAHC - <http://www.ntahc.org.au/contact-ntahc-today>

Queensland:

- QUAC - <http://www.quac.org.au/>

Tasmania:

- Working It Out - www.workingitout.org.au

South Australia:

- Unitingcommunities – Email: desmond@unitingcommunities.org

