



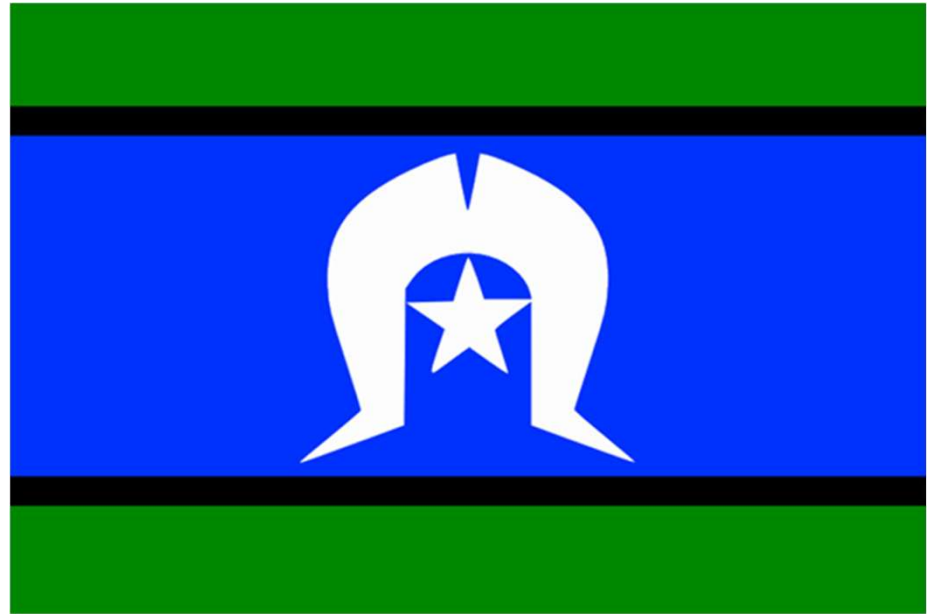
An introduction to the experiences & needs of older LGBTIQ+ people & Specialisation Verification Framework

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www.latrobe.edu.au/arcschs/vals

Acknowledgement of Country





About *Val's*

LGBTI Ageing & Aged Care

- is part of Rainbow Health Australia at the Australian Research Centre in Sex, Health & Society, La Trobe University, Victoria
- aims to improve the visibility & ageing experiences of older LGBTIQ+ people including access to information, care & support
- works with CHSP service providers to ensure an understanding of older LGBTIQ+ people's histories & experiences & the contemporary impacts
- provides support to CHSP service providers to meet the needs of older LGBTIQ+ people & aged care sector reforms & requirements
- vision is to create safe & inclusive services that understand, value & support older LGBTIQ+ people

Why older LGBTIQ+ people & aged care?



- *The Aged Care Act was first amended in 2012 to include older LGBTI people as a Special Needs Group*
- Initially the *Act* acknowledged that a range of individuals and communities termed “*Special Needs Groups*” experienced barriers accessing and receiving aged care services.
- The rights of an expanded group, are now enshrined in the new *Aged Care Act 2024*.
- Ongoing sector commitment and the Strengthened ACQ Standards will require evidence of actions to support diverse groups including LGBTIQ+.
- Understanding the diversity of the community assists with providing person-centred care

Aged Care Act

Change to definition & expanded communities/identities:

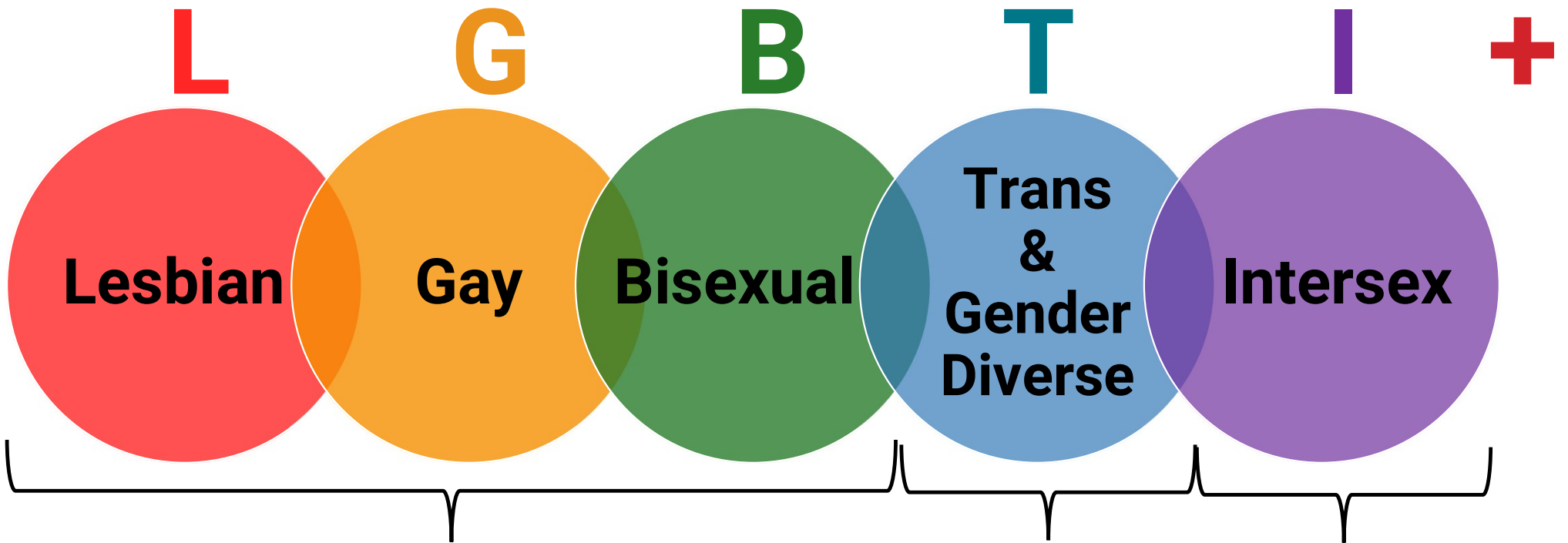
“lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse” (notation on p. 34).

Aged Care Act

Reference to diversity Section 2 – Statement of Rights

LGBTI+ people under Aged Care Principles – specifically characterised/outlined:





Sex characteristics

Queer



Older LGBTI+ people

- Many have experienced profound social stigma and discrimination from every aspect of society
- Have a range of historical and contemporary experiences
- Are not a homogenous group
- Disclosure was rarely celebrated – more likely resulted in punishment
- Narrative around ageing has focused on fear not empowerment
- Fear/hesitancy engaging with mainstream aged care and support services
- Often a lack knowledge of the aged care landscape other than “going into care”
- More likely to lack informal supports
- May not have contact or connection with LGBTI+ peers, community and/or organisations



Older LGBTI+ people & the aged care sector

- Until recently older LGBTI+ people have been invisible in the community including the aged care sector
- Lack of understanding of experiences and needs by service providers
- More likely to need support navigating and accessing information and services
- Importance of clear and specific messaging with demonstrations of welcome and inclusion Vs obscure diversity statements
- Few representations of older LGBTI+ people in the aged care service landscape
- Importance of building confidence and establishing trust
- Recognition of histories and contemporary impacts
- Home has been only safe place
- Service journey and referral pathways – LGBTI+ safe and inclusive care and support



What is Specialisation Verification Framework & Why?

- 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**.
- Every service providing government funded aged care is required to treat all clients with **dignity** and **respect** and **value** their **identities, cultures and diversity**.
- Specialisation Verification Framework was introduced as a key reform of the Royal Commission into Aged Care Quality and Safety to improve the reliability of the My Aged Care *'Find a Provider'* tool and service providers claims of specialisation.
- This means that aged care providers must now be assessed and verified before they can claim to provide specialised services.



Why achieve Specialisation Verification?

For older LGBTIQ+ people

- Makes supportive services visible when navigating services on MyAgedCare
- Helps identify commitment, confirms actions have been achieved
- Can build confidence
- Provides clear and specific messages of welcome
- A verified process by the sector

For the service providers

- Can position you as a service provider of choice
- Helps demonstrate service commitment to person-centred care
- Can be beneficial in attracting and maintaining workforce – commitment to diversity
- Creates action-based evidence to assist with meeting Strengthened Aged Care Quality Standards

Look out for the specialisations mark

This symbol shows that a provider's specialised services for a specific diverse needs group have received independent verification.



Specialisation Verification Framework

To claim specialisation, providers must meet the criteria for the relevant group(s) outlined in the Specialisation Verification Framework. These groups are:

- Aboriginal and/or Torres Strait Islander peoples and communities
- people from culturally and linguistically diverse backgrounds
- people who are financially or socially disadvantaged
- veterans
- people who are homeless or at risk of becoming homeless
- care leavers
- parents separated from their children by forced adoption or removal
- **lesbian, gay, bisexual, transgender and/or intersex people** (LGBTI+ people)
- people who live in rural or remote areas



LGBTI+ SVF Criteria

Tier One

- Provider has Rainbow Tick accreditation

Tier Two

- One or more staff 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
- An established connection and regular engagement between the provider and a local LGBTI community organisation
- At least 90% of staff have completed annual training in the aged care needs of LGBTI people and trauma-informed care
- At least one LGBTI person sits on the governing body (e.g. board) of the provider at the outlet level
- An LGBTI advisory group contributes to the development, delivery and evaluation of specialised services
- Provider recognises and participates in local LGBTI celebrations and events
- There are policies and procedures to support and promote the delivery of specialised aged care to LGBTI people
- There are policies and procedures to support and promote the delivery of specialised aged care to people living with HIV
- The provider displays evidence of its public commitment to supporting LGBTI people
- Aged care recipients who are LGBTI report the care received is appropriate and meets their unique needs



Process

- Gather evidence for criteria (4)
- Lodge an application with evidence of how you meet the 4 criteria
- Application is assessed by Australian Healthcare Associates (20 business days)
- If successful, the verified specialisation and a tick icon can be displayed on your My Aged Care provider profile, to show that you have met the criteria to provide specialised care (consumers can search for this)
- If granted SV the accuracy of the criteria must be maintained for 3 years
- Detailed information including process is available via resource list.

Val's provides free comprehensive guidance/assistance to achieve Specialisation Verification Framework – LGBTI – ask us how!

LGBTI Health Alliance Silver Rainbow Program can also provide assistance particularly to RAC & HCP providers.



Val's LGBTI Ageing & Aged Care

How we can assist you

- Information point – regarding older LGBTIQ+ people & assistance with the development of informed & inclusive services
- Education - training, workshops, & consultation
- Resources & information – research & practice-based resources through to posters, badges, postcards etc.
- Assistance with achieving frameworks such as Specialisation Verification - LGBTI, Rainbow Tick Accreditation
- Participation, support/promotion of activities, events & celebrations for older people

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Contact details

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Sign up: for our free e-news – information & networks regarding LGBTI+ inclusive practice, ageing & aged care

Website: lots of free resources to download, & information on LGBTI+ inclusive practice

Radio: each Monday fortnight at 2pm on Radio 3CR 855AM
“Rainbows Don’t Fade with Age” presented by Val’s

Training: Free online sessions. Part 1: Foundations: www.trybooking.com/COKDG
Part 2: Actions for inclusion: www.trybooking.com/COKIH



www.rainbowhealthaustralia.org.au

