

PLANNING FOR ACTION

LGBTI-inclusive actions to undertake NOW

Val's LGBTI Ageing & Aged Care has compiled some achievable actions to help your service become LGBTI aware and inclusive.



1. Develop an LGBTI Inclusive Action Plan for your service (or review an existing plan).

- Download the **LGBTI-inclusive Practice Audit Tool for Health and Human Service Organisations** and the **Rainbow Tick Guide to LGBTI-inclusive Practice** from the **GLHV** website. Use them to:
 - Determine LGBTI-inclusive practice status in your organisation. Undertake the simple, yet comprehensive audit to help identify existing LGBTI-inclusive aspects of your organisation, practice and service delivery models.
 - Identify and address gaps. Use the audit tool to identify aspects for improvement to achieve LGBTI-inclusive practice. These can assist in the development of a comprehensive plan of action, or can be used in existing organisational or service diversity planning initiatives.
 - Utilise the evidence-based guide – Rainbow Tick Guide to Inclusive Practice. This provides examples to assist in developing LGBTI-inclusive practice. Used with the Audit Tool and in the development of an Action Plan, the Guide can help identify key actions to improve LGBTI-inclusive outcomes for LGBTI consumers, staff and volunteers.
- Keep up-to-date with the **Department of Health Aged Care Diversity Framework** requirements including the forthcoming LGBTI Action Plan. www.agedcare.health.gov.au/support-services/people-from-diverse-backgrounds/aged-care-diversity-framework
- Ensure your **Victorian Diversity Plan** under Diversity Planning and Practice includes some key actions for LGBTI people. Work with Val's and your Diversity Advisor to understand and meet the needs of your local population. www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-quality-and-service-development/diversity-in-hacc/diversity-planning-practice

2. Utilise LGBTI-inclusive terminology, language and communication strategies.

- Review and implement LGBTI-inclusive communication strategies within your organisation.
- Provide education opportunities for staff, volunteers and other service users regarding LGBTI-inclusive language and communication approaches.
- Download an **LGBTI-inclusive language guide**, such as from the **National LGBTI Health Alliance, Victorian Government Equality Branch** or ACON. www.acon.org.au/who-we-are-here-for/transgender-people
- Ensure staff are aware of, and respect, the use of pronouns and preferred names. Provide pronoun badges to help send a sign of welcome and inclusion regarding gender diversity, and/or add this information to email signatures.
- Ensure all communication approaches are LGBTI-inclusive. Review documentation and questions/requests for information (intake, service forms, employment forms etc.) to ensure they are LGBTI-inclusive (questions about title, gender, relationships, emergency contact, etc.).
- Understand and address the specific needs of each of the diverse communities of the L-G-B-T-I rainbow.

3. Provide messages of welcome for LGBTI consumers, staff and volunteers.

Signal to LGBTI consumers, staff and volunteers that they are welcome at your service and that you aim to ensure their experience is LGBTI-inclusive:

- Provide explicit LGBTI-inclusive indications of welcome (e.g. posters, stickers, flags, inclusivity statements, lanyards, badges, signage, forms) to welcome and support LGBTI people to access your service.
- Ensure all staff along the service continuum (including frontline staff) receive LGBTI-inclusive education and are confident in authentically welcoming and interacting with LGBTI consumers.
- Review entry points to your service including intake processes and documentation to ensure they are LGBTI-inclusive.
- Provide a range of avenues for feedback. Welcome both positive and negative feedback. Communicate to LGBTI consumers, staff and volunteers that, their feedback is important to building LGBTI safety and inclusivity.

4. Design, develop and program activities that model LGBTI inclusion.

- Schedule activities for consumers, staff and volunteers that acknowledge and celebrate key LGBTI dates (e.g. IDAHOBIT Day, Intersex Awareness Day, Trans Day of Remembrance). Utilise these days for awareness building and education.
- Consider creating an LGBTI and Allies Social Committee to build knowledge and engage consumers, staff and volunteers.
- Provide a range of activities for LGBTI consumers and allies in social support and seniors groups, or in residential settings. Consider:
 - Screen films with LGBTI themes (e.g. *Cloudburst*, *Gen Silent*, *Intersexions*, *Love Simon*, *Carol*, *Brokeback Mountain*, *Pride*, *The Adventures of Pricilla Queen of the Desert*, *Untold Histories LGBTI Seniors*, *The Coming Back Out Ball The Movie*).
 - Host an outing to LGBTI activities and events (e.g. MIDSUMMA Festival – come visit Val's at Carnival; Pride March; Queer film festivals such as Melbourne or Bendigo; regional events such as Chill Out or Out in the Open).



- Take LGBTI elders and allies to the LGBTI Elders Dance Club held in a range of locations around Victoria.
www.allthequeensmen.net/projects/lgbti-elders-dance-club

- Develop innovative ways to support LGBTI elders – perhaps develop a regular (weekly or monthly) meals program or activity. Be creative and consult with your consumers about what they would like.

5. Plan regular LGBTI awareness and LGBTI-inclusive practice education and professional development opportunities for all staff, volunteers and stakeholders (consumers).

- Ensure all staff and volunteers have participated in LGBTI Awareness Training that includes aspects of history and its impacts on older LGBTI people. A range of training programs are available – information about funded/subsidised sessions for aged care providers can be found through the **Silver Rainbow** project (www.lgbtihealth.org.au/ageing) and **Val's LGBTI Ageing and Aged Care**.
- Build LGBTI-inclusive practice training into regular professional development opportunities including staff meetings, staff days, staff and volunteer induction programs, staff supervision and performance development to ensure opportunities for continuous learning.
- Ensure all consumers and service users are aware of codes of conduct, rules of engagement and other requirements and that LGBTI people are welcome and provided with a safe and inclusive service.
- Visit **Val's LGBTI Ageing and Aged Care** website for resources, information, training details and opportunities, events and more to support LGBTI inclusive ageing and aged care.

6. Access and utilise resources, referral pathways and networks to assist with appropriate care and support of LGBTI elders.

- Access the **Safeguarding the End of the Rainbow** resource. Encourage older LGBTI people to put in place end of life planning so their wishes and needs will be understood and carried out.
www.cotavic.org.au/2018/03/safeguarding-end-of-life-for-older-lgbti-victorians
- Recognise, respond and refer appropriately to LGBTI elder abuse and family violence. Be aware of aspects of elder abuse and family violence that are unique to LGBTI people. www.withrespect.org.au
- Understand and support LGBTI carer relationships. Learn more about the specific experiences and needs of informal carers* www.carersvictoria.org.au/how-we-help/LGBTI-carers
www.carergateway.gov.au/resources-for-lesbian-gay-bisexual-transgender-intersex-carers
**Informal carers are family, friends or neighbours who provide unpaid support for family members or friends with disability, mental health challenges, chronic illness or age-related care needs.*
- Understand the needs of people ageing with HIV and ensure staff are aware of the impacts of ageing with HIV on a person's health, wellbeing and care needs. Contact **Thorne Harbour Health** or **Living Positive Victoria** for education and support.
- Download the resource *Positive Caring: A handbook for people caring for older people living with HIV and a guide for people living with HIV* from the **Living Positive Victoria** website.
- Contact Living Positive Victoria and host education provided by **Senior Voices Project**.
www.livingpositivevictoria.org.au/positive-speakers-bureau/senior-voices-project
- Be aware of organisations providing support, services, education, advocacy, resources and more in Victoria:
 - **All the Queens Men – LGBTI Elders Dance Club** www.allthequeensmen.net/projects/lgbti-elders-dance-club/
 - **Department of Health LGBTI Aged Care resources** www.agedcare.health.gov.au/support-services/my-aged-care/lgbti-ageing-and-aged-care-resources
 - **GLHV** www.glhv.org.au
 - **Intersex Human Rights Australia (IHRA)** www.ihra.org.au
 - **Living Positive Victoria** www.livingpositivevictoria.org.au
 - **Matrix Guild** www.matrixguildvic.org.au/
 - **National LGBTI Health Alliance** www.lgbtihealth.org.au
 - **Switchboard Victoria** www.switchboard.org.au/
Out and About Community Visitors Program for LGBTI elders (Switchboard Victoria)
www.switchboard.org.au/out-about/
 - **Thorne Harbour Health** www.thorneharbour.org
Rainbow Connections program (Thorne Harbour Health) www.thorneharbour.org/lgbti-health/community-support/
 - **Transgender Victoria** www.transgendervictoria.com
 - **Victorian Government Equality Branch** www.vic.gov.au/equality



Val's LGBTI Ageing & Aged Care is a Victorian state-wide program working to improve healthy ageing pathways, care and visibility of older LGBTI people. We work directly with service providers and facilitate a network of individuals and organisations to foster an understanding of the histories and experiences of older LGBTI people, and how these may impact access to services, care and support as they age. Val's aims to create safe and inclusive services that recognise and value older LGBTI people.

