

8 Lesbian, gay, bisexual, transgender and/or intersex (LGBTI) people

The Specialisation Verification Framework presents a two-tiered approach to evidence requirements in providing specialised care to aged care recipients that identify as lesbian, gay, bisexual, transgender and/or intersex.

If your outlet meets the Tier One criterion, no further evidence is needed to attain verification. If your outlet does not meet that criterion, you are required to meet 4 Tier Two criteria. These criteria are listed in Table 8:

Table 8: LGBTI specialisation verification framework

Criterion	Tier	Evidence required	Provider guidance
Provider is Rainbow Tick accredited.	1	Copy of the Rainbow Tick accreditation certificate confirming outlet details.	Provide Rainbow Tick accreditation certificate.
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.	2	Description of the number, combined 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).	<p>How many staff undertake this 'champion' role? What is the (combined) FTE of these champions? (note this should be at least 0.5).</p> <p>Is there any formal documentation to support/demonstrate the dedicated role of the champion(s) – e.g. policy, job title, training etc? If so, please describe.</p> <p>Describe the role of this/these staff in championing specialised care for LGBTI care recipients (including examples of recent relevant activities).</p> <p>Describe the role of this/these staff supporting other staff in professional development and learning opportunities (including examples of activity).</p> <p>Describe how the champion(s) are resourced and supported.</p>

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There is an established connection and regular engagement between the provider and a local LGBTI community organisation.	2	Details of the established connection and engagement with a local LGBTI community organisation (e.g. GRAI or Working It Out Tasmania), 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.	Describe the established connection and regular engagement with a local LGBTI community organisation (e.g. GRAI or Working It Out Tasmania), including activities conducted in the past 12 months and/or planned for the next 12 months. Note that involvement in a relevant community of practice meets this criterion. Provide evidence from the community organisation (or chair/leading organisation of a community of practice) confirming the established connection (i.e. letter on official letterhead or 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.	2	Details of training provided to staff over the past 12 months in the aged care needs of LGBTI people and trauma-informed care delivery. Provider specifies the proportion of all staff who undertook this training (minimum 90%, excluding agency staff). 'Training' may be online training modules.	Specify the training in the aged care needs of LGBTI people that has been provided to staff in the last 12 months: <ul style="list-style-type: none"> • External training (name training product and provider) • Internal training (describe). Confirm that this training included content on trauma-informed care, or provide details if separate training on trauma-informed care has been provided. What proportion of all staff (with the exception of agency staff) undertook this training in the past 12 months? If external training was undertaken, provide communication from training provider (e.g. attendance records, invoices) detailing the training delivered to your staff in the last 12 months, including name of training delivered, date(s) delivered and number of staff trained. If internal training was undertaken, provide staff training documentation (e.g. training records, attendance lists) that supports adherence to this criterion.

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At least one LGBTI person sits on the governing body (e.g. board) of the provider at the outlet level.	2	Description of governing body involvement/attendance by an LGBTI representative.	<p>Provide number of relevant representatives.</p> <p>Affirm that each relevant representative has attended at least 50% of meetings over the past 12 months.</p> <p>Provide letter(s) from the member(s) confirming their role on the governing body in representing the perspectives of LGBTI people, and minimum attendance (50%) at meetings over the past 12 months.</p>
An active and resourced LGBTI advisory group contributes to the development, delivery and evaluation of specialised services.	2	<p>Details of the membership of the group, actions taken, provider supports, and frequency of meetings.</p> <p>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.</p>	<p>Describe the membership of the group, highlighting relevant connections and characteristics (e.g. care recipients with lived experience, representatives of relevant external organisations, management representatives).</p> <p>Provide action items or plans from minutes of meetings held in the past 12 months OR describe the actions taken by the group in the past 12 months.</p> <p>Describe how the advisory group is supported/resourced.</p> <p>Describe how aged care recipients and staff can contact/interact with the advisory group (e.g. to seek support, provide feedback or raise concerns).</p> <p>Describe how the group is linked to the provider's governance body and/or management.</p> <p>Detail how many times the advisory group has met in the past 12 months (minimum twice).</p>

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Criterion	Tier	Evidence required	Provider guidance
Provider recognises and participates in local LGBTI celebrations and events.	2	Description of provider's recognition of/participation in/support for one or more relevant events in the past 12 months, with supporting evidence.	<p>Provide details of the celebrations/events and description of the recognition/support/nature of participation/number or proportion of care recipients participating.</p> <p>Provide supporting evidence, e.g:</p> <ul style="list-style-type: none"> communications to care recipients regarding the celebrations or events (either pre-event promotions/invitations, or post-event information, such as newsletter articles) acknowledgement of support or participation by external organiser/organisation care recipient (or care recipient representative) feedback regarding the celebration/event (e.g. excerpts from feedback register).
Policies and procedures are in place to support and promote the delivery of specialised aged care to LGBTI people.	2	<p>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.</p> <p>Examples of how these policies and procedures promote the delivery of specialised care.</p>	<p>Provide a copy of at least one policy or procedure that explicitly supports the delivery of specialised aged care to LGBTI people, e.g:</p> <ul style="list-style-type: none"> staff recruitment and retention intake provision of care training communication between care recipients and their 'families of choice'/case managers/advocates/ trusted entities. <p>Describe at least one example of how each policy and procedure supports the delivery of specialised care.</p>

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Policies and procedures are in place to support and promote the delivery of specialised aged care to people living with HIV/AIDS.	2	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.	2	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, wording/imagery on website and advertising materials for Home Care Package and Commonwealth Home Support Programme 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.	2	LGBTI aged care recipients provide positive written or verbal feedback through AHA's independent process.	Refer to the <i>Aged Care Provider Guidance Manual</i> .

