

**DO YOU KNOW HOW
YOU CAN VERIFY YOUR
MY AGED CARE LGBTQ
SPECIALISATION?**

**ACON CAN
SUPPORT
YOU**

January 2023



BACKGROUND

The Royal Commission into Aged Care Quality and Safety has recommended that provider specialisation claims (including LGBTQ specialisation) are reviewed to improve the reliability of the My Aged Care service listing.

From 27 June 2022 applications have opened for verification of these specialisations via AHA Apply via My Aged Care Services and Support Portal.



How can we verify our LGBTQ specialisation?

There are several ways you can provide evidence of your LGBTQ specialisation including:

- Having an internal champion/ally network
- An established connection with a local LGBTQ Community organisation (such as ACON)
- 90% of staff trained in LGBTQ inclusion annually
- An active and resourced LGBTQ Advisory Group
- Celebration of LGBTQ events locally
- Policies/procedures specifically promoting LGBTQ inclusive aged care service delivery
- Public commitment to LGBTQ inclusion
- Feedback from your LGBTQ service users that they have received appropriate care.

WHY IS THIS A PRIORITY?

1 Diversity and Inclusion is an Accreditation Requirement

The **Aged Care Quality Standards – Standard One** covers consumer dignity and choice. This standard highlights that aged care providers need to be providing an environment and culture of inclusion. This includes providing services that are culturally safe and respect people's identities, and specifically includes LGBTQ people.

2 Better Outcomes for Service Users

With approximately **11-15%** of the community identifying as part of the LGBTQ community¹ and **34%** – hiding their sexuality/gender when accessing services² many LGBTQ people do not feel safe accessing aged care. By knowing the identity of the patient that is being cared for we can ensure that wrap around supports, culturally appropriate care and referrals are in place, creating the best outcomes for LGBTQ Consumers.

3 Benefits to your Organisation

Workforce Attraction and Retention

Through being inclusive, it has been proven there are benefits to the organisation too. Increased employee satisfaction and engagement has been demonstrated when the workplace is inclusive of LGBTQ people. In the current competitive employment market we have found there is an increased attraction of talent when an organisation is openly and outwardly LGBTQ inclusive including allies³.

Reduced Risk of Discrimination and Complaints

Through formalised frameworks for inclusion both across your workforce and consumer services, there is less likelihood of complaints and allegations of discrimination. While Diversity, Inclusion and Belonging roles exist in most People & Culture teams, this can be lacking in consumer facing service delivery areas. Without a formal framework the likelihood of non-affirming practice, comments or processes is increased.



1 Australian Human Rights Commission, (2014) Face the Facts

2 Leonard et al. (2012) Private Lives 2

3 ACON Australian Workplace Equality Index data (multiple years)

4 Hill et al. (2020) Private Lives 3

HOW CAN ACON HELP YOU WITH YOUR LGBTQ SPECIALISATION VERIFICATION?

If your service meets the Tier One criterion, no further evidence is needed. If your service does not meet that criterion, you are required to meet **4 Tier Two** criteria.

(PIHW = Pride in Health + Wellbeing Program, PT = Pride Training)

Criterion	Tier	Evidence required	How ACON can support your service
Provider is Rainbow Tick accredited.	1	Copy of the Rainbow Tick accreditation certificate confirming outlet details.	<p>ACON's PIHW Program can support, train and mentor your organisation to a point where you are Rainbow Tick accreditation ready.</p> <p>Our inclusion framework overlaps and intersects with the Rainbow Tick framework so we can support you through evidence based best practice.</p> <p>For more information on how PIHW can support you in achieving Rainbow Tick see our Blog or Rainbow Tick page.</p> <p>If you want a free way to measure your Rainbow Tick readiness, you can participate in our National Annual Health + Wellbeing Equality Index benchmarking tool.</p>
One or more staff members identify as LGBTQ, and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.	2	<p>Description of the number, combined FTE and specific role the staff member(s) play(s) in championing specialised aged care for people who are LGBTQ, supporting other staff in professional development and learning opportunities.</p> <p>Description of relevant activities undertaken by champion(s) and resourcing/support provided (e.g. training).</p>	<p>ACON's PIHW program can support you in establishing an ally/champion network. Rainbow Ally resources walk you through the rationale for why a network is needed, and other key steps for recruiting training and sustaining an organisational network. We have established best practice templates for:</p> <ul style="list-style-type: none"> • terms of reference • training allies • Position/job description of champion role • Organisational supports for the network.
There is an established connection and regular engagement between the provider and a local LGBTQ community organisation.	2	<p>Details of the established connection and engagement with a local LGBTQ community organisation, including any recent and/or planned activities.</p> <p>The provider supplies evidence of this connection or the local LGBTQ community organisation confirms this connection. Evidence may include a Memorandum of Understanding.</p>	<p>ACON's PIHW Program provides their members with digital badges to evidence their membership, and an optional listing on the PIHW website (prideinhealth.com.au). Annual certificates of PIHW membership will be sent electronically to member organisations so they can use this as evidence in their specialisation verification.</p> <p>ACON's Interagencies, or Interagencies where ACON is a convener, will confirm by letter the attendance by identified staff members in the preceding 12 months, as well as the number of meetings. Interagency participation is not considered to be regular engagement at an organisational level, but may be useful supporting evidence for providers.</p> <p>Where contracts or MoUs already exist with ACON, these can be used as the required evidence.</p> <p>Please note: Being listed on ACON'S Welcome Here project, accessing training from ACON'S Pride training team, or interacting with ACON'S other departments will not be considered an established connection unless an MOU, grant or other formal relationship is undertaken.</p>
At least 90% of staff have completed annual training in the aged care needs of LGBTQ people and trauma-informed care delivery.	2	<p>Details of training provided to staff over the past 12 months in the aged care needs of LGBTQ people and trauma-informed care delivery.</p> <p>Provider specifies the proportion of all staff who undertook this training (minimum 90%, excluding agency staff). 'Training' may be online training modules.</p>	<p>ACON'S PT Team can provide your organisation with a variety of training options from eLearning modules to in house training modules to facilitated training and/or the development of bespoke training packages.</p> <p>PT also is able to send evidence of staff who have participated in their training in the last 12 months.</p> <p>ACON's PIHW Program also can provide training as part of the membership offering.</p>
At least one LGBTQ 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 LGBTQ representative.	ACON'S PIHW Program can assist you in recruiting and establishing an LGBTQ position on your governing body.

Criterion	Tier	Evidence required	How ACON can support your service
An active and resourced LGBTQ 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>ACON's PIHW Program can assist you as an expert advisor for LGBTQ inclusive service delivery. We can also assist you in establishing your own advisory group as your maturity and safety grows, and in establishing the groups charter, governance, sustainability, resourcing etc. from our evidence based best practice program.</p>
Provider recognises and participates in local LGBTQ celebrations and events.	2	<p>Description of provider's recognition of/ participation in/support for one or more relevant events in the past 12 months, with supporting evidence.</p>	<p>ACON'S Regional Teams are part of local LGBTQ+ events across NSW. We can provide a letter of verification when NSW organisations/businesses receive sponsorship from, or partner with, ACON's Regional Services to create events to recognise LGBTQ+ days of significance.</p> <p>ACON's PIHW Program can also assist you in understanding how your service can participate in local events, provide opportunities for services to co-present regional events nationally, and how to maximise exposure via social media channels.</p>
Policies and procedures are in place to support and promote the delivery of specialised aged care to LGBTQ 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>ACON's PIHW Program supports services in reviewing and writing their policies and procedures and other documentation to conform to best practice. PIHW can provide exemplars as well as review where improvements can be made in current documentation to meet the needs of LGBTQ service users.</p>
Policies and procedures are in place to support and promote the delivery of specialised aged care to people living with HIV/AIDS.	2	<p>Relevant policies and procedures (e.g. pertaining to staff training, or promoting and facilitating aged care recipients' access to health services).</p> <p>Examples of how these policies and procedures promote the delivery of specialised care.</p>	<p>ACON's PIHW Program supports services in reviewing and writing their policies and procedures and other documentation to conform to best practice. PIHW can provide exemplars as well as review where improvements can be made in current documentation to meet the needs of LGBTQ service users and focusing on those living with HIV.</p>
The provider displays evidence of its public commitment to supporting LGBTQ people.	2	<p>Description of how the provider's commitment to supporting LGBTQ 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).</p> <p>At least two forms of supporting evidence (e.g. photographs, website links, advertising materials).</p>	<p>ACON's PIHW Program can help your organisation to review their use of inclusive symbology, physical environments and marketing materials to actively display your commitment to inclusion, in a way that is not tokenistic.</p> <p>The PIHW Shop can also be a source of merchandise to display your inclusion throughout your service.</p>
Aged care recipients who are LGBTQ report the care received is appropriate and meets their unique needs.	2	<p>LGBTQ aged care recipients provide positive written or verbal feedback through AHA's independent process.</p>	<p>The PIHW Program's free national benchmarking tools – the HWEI – includes a service user survey which can anonymously collect feedback from service users and includes a section for what your service is doing well and where improvements can be made.</p> <p>The PIHW Program can also assist your organisation to make better use in capturing and acting on feedback (both positive and negative) as part of its inclusion framework.</p>

HOW CAN ACON HELP?

ACON has a variety of programs which can support your organisation. For example:

PRIDE TRAINING



Pride Training is an ACON social enterprise. We are here to help you build your capacity, knowledge and confidence in delivering inclusive and affirming practices and services to people from sexuality and gender diverse communities (LGBTQ+ people) through a range of training options.

Pride Training offers:

- In-person, webinar, and eLearning training options
- Different levels of learning from Introductory to Masterclass
- Activities, media and training resources developed and delivered by LGBTQ+ subject matter experts

www.pridetraining.org.au
pridetraining@acon.org.au

prideinhealth +wellbeing

Pride in Health + Wellbeing is a national membership program that provides personalised LGBTQ inclusion support, mentoring and benchmarking for organisations in the health, wellbeing and human services sectors.

- 1:1 mentorship
- Personalised staff development and training
- Advice on embedding LGBTQ-inclusion throughout all aspects of your organisation including
 - direct care provision,
 - policy and processes design,
 - quality improvement planning, and
 - advocacy.

www.prideinhealth.com.au
info@prideinhealth.com.au

FOR MORE INFORMATION

Get in touch! We'd love to hear from you!

Phone: (02) 9206 2000

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