

**LGBTI Specialisation Verification Framework criterion:**

**[B2.4]** At least 90% of staff have completed annual training in the aged care needs of LGBTI and other sexual orientations, gender diverse or bodily diverse people which includes the delivery of trauma-aware and healing informed care.



# CHECKLIST

## LGBTI Inclusion Training in Aged Care

**LGBTI inclusion training is important in aged care because it equips staff with the knowledge, skills and confidence to provide culturally safe, person-centred care to LGBTI older people, whether that be in the home or a residential service. Many LGBTI older people have experienced a lifetime of stigma, discrimination and trauma which can make them hesitant to disclose who they are or access services. Training helps staff understand this history and its ongoing effects, while also addressing unconscious bias, promoting inclusive language and providing practical ways to support LGBTI older people. LGBTI inclusion training also ensures compliance with the Aged Care Quality Standards (ACQS) and upholds the Statement of Rights fostering a culture of dignity, equity and inclusion for all clients (refer to Appendix A for ACQS met by LGBTI inclusion training). Delivering such training in aged care requires a thoughtful and evidence-informed approach. This resource provides a checklist of the key considerations when planning, delivering and evaluating LGBTI inclusion training in aged care organisations.**

Training in aged care requires a thoughtful and evidence-informed approach

## 1. Planning training

- ❑ Consider how LGBTI inclusion training can be embedded into existing organisational training plans and frameworks.
- ❑ Decide whether the training will be delivered internally or by an external training provider (e.g. Silver Rainbow - refer to Training providers list below). If delivering training internally, ensure trainers have the relevant knowledge, lived experience and/or partner with LGBTIQ+ community-controlled organisations.
- ❑ Consider how training will be delivered to 90% of staff annually. For example, all staff complete core training as part of on-boarding and then complete refresher training every 12-months.
- ❑ Conduct a baseline survey of staff knowledge, skills and levels of confidence with providing LGBTI inclusive services to identify specific learning needs.
- ❑ Choose the most appropriate delivery mode such as eLearning modules, face-to-face sessions, online training (e.g. live webinar) or a combination of these modes (blended learning).
- ❑ Ensure training is delivered across all levels of the organisation including board members, leadership team, management, staff and volunteers.
- ❑ Consider innovative ways to deliver annual refresher training such as Silver Rainbow microlearning, Ageing Fabulously podcasts, toolbox talks, lunch and learn sessions, speakers at days of significance events and case study discussions. For example, podcasts can be an effective way for in-home workers to use time while travelling between clients.
- ❑ Involve champions and LGBTI advisory bodies in planning and/or delivering training (refer to *LGBTI Champions in Aged Care* FAQs and *Establishing an LGBTI Advisory Body* guide in this toolkit).

## 2. Training content and delivery

Whether delivering training in-house or engaging an external training provider, the following checklist can be used to ensure the essential elements of LGBTI inclusion training are included.

- a) **Creating a safe and respectful learning environment**
  - ❑ Foster psychological safety for all participants to express concerns, ask questions or challenge assumptions while ensuring LGBTI staff are not exposed to discrimination or other harmful behaviours in the training environment.
  - ❑ Address discriminatory and disrespectful language or behaviour during sessions.
  - ❑ Provide information about employee assistance programs for any staff requiring further support.
- b) **Understanding the aged care context**
  - ❑ Tailor content to relevant care settings e.g. residential care, home care, community support.
  - ❑ Include real-life scenarios relating to personal care, intimacy, social isolation, mental health, end-of-life and chosen family (refer to the case studies included in this toolkit).
  - ❑ Acknowledge time pressures on staff and workforce diversity in the aged care sector (e.g. roles, education levels, language proficiency, cultural diversity).
- c) **Challenging assumptions and bias**
  - ❑ Raise awareness of impact of staff personal values and attitudes on care provided to LGBTI people.
  - ❑ Clarify that staff are expected to uphold organisational values and policies, aged care sector legislation, standards and rights of older people as part of their job.
  - ❑ Encourage regular reflection on unconscious bias, heteronormativity, cisnormativity and endosexism in aged care.
  - ❑ Offer space for respectful dialogue, learning and growth rather than shame or blame.

#### **d) Acknowledging historical trauma and discrimination**

- ❑ Recognise the legacy of discrimination many LGBTI older people have experienced (e.g. criminalisation of homosexuality, conversion practices, forced medical treatments on intersex children, exclusion of transgender people, violence against gay men during HIV and AIDS epidemic).
- ❑ Explore how these experiences affect trust, service engagement and experiences today (e.g. mental health, social isolation and loneliness).
- ❑ Include trauma-aware and healing informed content – either as part of LGBTI inclusion training or separate training

#### **e) Using inclusive language**

- ❑ Model correct terminology and respectful and affirming language (e.g. sex, gender, sexual orientation, relationships).
- ❑ Explain why terms matter and how language shapes care and dignity.
- ❑ Practice using inclusive language through engaging activities (e.g. practice saying pronouns).

#### **f) Embedding intersectionality**

- ❑ Address how other aspects like ethnicity, culture, disability, HIV status and socio-economic background intersect with LGBTI people (e.g. LGBTI Aboriginal and Torres Strait Islander people including Brotherboys and Sistergirls).
- ❑ Highlight diverse experiences within LGBTI communities, avoiding a one-size-fits-all approach.

#### **g) Focusing on practical skills**

- ❑ Include case studies, role-playing or scenario-based learning that reflect real-world care challenges (refer to case studies included in this toolkit).
- ❑ Discuss how to be inclusive (e.g. intake/admission questions, privacy and confidentiality, room sharing, personal care considerations, supporting chosen family).

#### **h) Involving LGBTI voices**

- ❑ Include lived experience either directly (e.g. guest speakers, video interviews) or indirectly (e.g. quotes, testimonials). The power of storytelling cannot be underestimated!
- ❑ Co-design or review training with LGBTI older people or advisory bodies where possible.
- ❑ Partner with LGBTIQ+ community-controlled organisations to deliver training.

#### **i) Linking to policies, legislation and standards**

- ❑ Link training with organisational values and policies (refer to *Developing LGBTI Inclusive Policies and Procedures* guide in this toolkit).
- ❑ Align training with aged care sector legislation, Aged Care Diversity Framework and ACQS (see Appendix A for ACQS met by LGBTI inclusion training).
- ❑ Ensure staff understand how inclusion supports quality care and compliance.

#### **j) Providing ongoing support and resources**

- ❑ Offer take-home materials, helplines (e.g. QLife), local services and referral pathways.
- ❑ Consider joining local communities of practice or networks for ongoing learning (e.g. for LGBTI champions or advisory body members).
- ❑ Become a member of LGBTIQ+ Health Australia or a local LGBTIQ+ community-controlled organisation for ongoing support and learning.

### **3. Evaluation and follow-up**

- ❑ Incorporate into existing organisational training and quality management frameworks.
- ❑ Repeat staff survey on knowledge, skills and levels of confidence to evaluate outcomes of training across organisation.
- ❑ Conduct a post-training survey to evaluate staff satisfaction with training.
- ❑ Ensure training content is up to date and responsive to staff feedback. Review content regularly based on current evidence.
- ❑ Ensure performance review/appraisal processes include a review of training undertaken.

# Training Providers

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## Silver Rainbow training

Led by LGBTIQ+ Health Australia and delivered by a network of local LGBTIQ+ community-controlled organisations, Silver Rainbow delivers LGBTI inclusion training for aged care workers including in-person, eLearning and online training.



## Who's Missing? Planning for diversity

Delivered by the Older Persons Advocacy Network (OPAN), this training is aimed at aged care providers to better plan, deliver and report on what you have implemented to support a diverse and inclusive environment for older people and your aged care workers.



## Yellow Tick

The Yellow Tick is the best way to ensure your organisation is intersex affirmative from the front door to the boardroom table. The Yellow Tick is a community led initiative that assists groups develop intersex inclusive and affirmative practices for programs, clients and staff.



## HIV training programs

Delivered by Australasian Society for HIV Medicine (ASHM) including HIV and Ageing, and Clinical Foundations of HIV. Courses delivered via eLearning, in-person, hybrid and on-demand.

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# Resources



## Aged Care Diversity Framework

This Australian Government Department of Health, Disability and Ageing framework ensures our aged care system is accessible to all older Australians. Supporting the framework are action plans that aim to help aged care providers address barriers faced by older people including LGBTI people.



## Ageing Fabulously podcast series

Developed by the Silver Rainbow program at LGBTIQ+ Health Australia, this podcast series provides aged care workers insight into issues important to LGBTI older people.



## Join LGBTIQ+ Health Australia

As the peak body for LGBTIQ+ health and wellbeing in Australia, a diverse and dynamic membership is central to this work. Organisations and individuals are welcome to apply for membership at any time.



## List of LGBTIQ+ organisations

Refer to the LGBTIQ+ Health Australia members directory for community-controlled organisations across Australia.



## Silver Rainbow factsheet series

LGBTIQ+ Health Australia has developed a series of factsheets for the aged care sector including LGBTI 101, Coming Out and Disclosure of LGBT Older People, LGBT Older People and Isolation, LGBT People and Dementia, LGBT Older People and Families of Choice, and more.

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# Appendix A: Aged Care Quality Standards met by LGBTI inclusion training

The key standards met by delivering LGBTI inclusion training include:

## Standard 1: The Individual

### Outcome 1.1

Person-centred care

The provider implements strategies to:

- deliver funded aged care services that meet the needs of individuals with specific needs and diverse backgrounds
- deliver funded aged care services that are culturally safe, trauma-aware and healing informed, in accordance with contemporary, evidence-based practice
- continuously improves its approach to inclusion and diversity
- recognise the rights, and respect the autonomy, of individuals, including their right to intimacy and sexual and gender expression.

### Outcome 1.2

Dignity, respect and privacy

- The provider must deliver funded aged care services to individuals in a way that is free from all forms of discrimination, abuse and neglect, treats individuals with dignity and respect, and respects the personal privacy of individuals.

## Standard 2: The Organisation

### Outcome 2.2a

Quality, safety and inclusion culture to support aged care workers to deliver quality care

- The governing body must lead a culture of quality, safety and inclusion that supports aged care workers to provide quality funded aged care services by focussing on continuous improvement, embracing diversity and prioritising the safety, health and wellbeing of aged care workers.

### Outcome 2.2b

Quality, safety and inclusion culture to support individuals

- In strategic and business planning, the governing body ensures that funded aged care services are accessible to, and appropriate for, individuals with specific needs and diverse backgrounds.

## Standard 3: The Care and Services

### Outcome 3.2

Delivery of funded aged care services

Individuals receive culturally safe, trauma-aware and healing informed funded aged care services that:

- are provided in accordance with contemporary, evidence-based practices
- meet their current needs, goals and preferences
- optimise their quality of life.