

LGBTI Specialisation Verification Framework criterion:

[B2.5] At least one LGBTI person sits on the governing body of the provider relevant to the outlet level.



FAQs

LGBTI Representation on Aged Care Governing Bodies

This FAQ resource provides answers to the most common questions about LGBTI people on governing bodies in aged care. This information is relevant for all members of a governing body not just members who are LGBTI. A separate infosheet is included in this toolkit for LGBTI governing body members with specific tips on their role.

Who are LGBTI governing body members?

LGBTI governing body members are lesbian, gay, bisexual, transgender and/or intersex including queer and other sexual orientation, gender and bodily diverse people. They may also bring expertise in other areas and hold another governing body position at the same time (e.g. secretary, treasurer). Some organisations may already have a governing body member who is from LGBTI communities. Other organisations may need to specifically recruit LGBTI identified positions on their governing body.

What is the role of LGBTI governing body members?

LGBTI governing body members in aged care play a vital role in promoting inclusion and culturally safe care for LGBTI older people. It is important that LGBTI representation on a governing body is more than just symbolic. Members' roles go beyond representation – they contribute lived experience, advise on organisational change and promote inclusive practices at every level throughout the organisation.

It is important to recognise that no individual governing body member can be an expert in the many diverse experiences of all LGBTI people. Rather, their role can be seen as advocating for LGBTI inclusion and facilitating connections to relevant resources, services and LGBTIQ+ community-controlled organisations. While LGBTI governing body members have a specific leadership role in advocating for LGBTI inclusion, it is important that all governing body members recognise their role in supporting inclusion.

What specific areas of LGBTI inclusion can a governing body support?

With the support of representation from a member of LGBTI communities, a governing body can improve LGBTI inclusion in aged care in the following areas:

Inclusive strategy and policies

- Embed LGBTI inclusion in the organisation’s strategic plan, values and diversity frameworks (refer to the Aged Care Diversity Framework in the Resource list below).
- Ensure inclusion goals are measurable and appropriately resourced.
- Develop policies and procedures that explicitly include:
 - inclusive data collection (refer to Standard 2020 in the Resource list below)
 - partner and chosen family recognition (refer to the Silver Rainbow [LGBTI Older People and Families of Choice](#) factsheet)
 - inclusive care planning
 - privacy and disclosure protections (refer to *Deliver Specialised Aged Care to People Living with HIV* guide in this toolkit).
 - gender-affirming care (refer to the Silver Rainbow [Trans and Gender Diverse Older People](#) factsheet)
 - intersex inclusion (refer to the Silver Rainbow [Intersex and Older People](#) factsheet)
 - mental health and social support (refer to the Silver Rainbow [LGBTI Older People and Social Isolation](#) factsheet)
 - recruitment and selection strategies that ensure a diverse and inclusive workforce.

For further information, refer to the *Developing LGBTI Inclusive Policies and Procedures* checklist in this toolkit.

Workforce development

- Advocate for regular LGBTI cultural safety and trauma-aware and healing informed training for all levels of the organisation (refer to *LGBTI Inclusion Training in Aged Care* checklist included in this toolkit).
- Support the development of LGBTI champions or allies in the workforce (refer to the *LGBTI Champions in Aged Care* infosheet in this toolkit).

Governance

- Ensure board and annual reports include progress on LGBTI inclusion goals (e.g. training, satisfaction data, complaints, quality reviews).
- Request regular updates on how the service meets diversity, equity and inclusion standards (refer to Appendix A for Aged Care Quality Standards met by LGBTI representation on governing body).

Partnering with LGBTI people and communities

- Support the establishment and resourcing of an LGBTI consumer advisory body (refer to the *Establishing an LGBTI Advisory Body* guide included in this toolkit).
- Encourage co-design approaches involving LGBTI older people in service improvement.
- Engage with local LGBTIQ+ community-controlled organisations (refer to Resources list below).

Celebrating and communicating inclusion

- Support acknowledgement and celebration of LGBTI days of significance (refer to *Acknowledging and Celebrating LGBTI Events in Aged Care* infosheet in this toolkit).
- Request inclusive displays, branding and communications such as website, posters, flags, brochures and recruitment ads (refer to *Public Commitment to Supporting LGBTI People* checklist in this toolkit).
- Lead by example by promoting inclusive language.

Governing bodies drive meaningful LGBTI inclusion in aged care

Resources

Australian Government Department Health, Disability and Ageing



[Aged Care Diversity Framework](#)



[Actions to Support LGBTI Elders: A guide for aged care providers](#)



[Actions to Support LGBTI Elders: A guide for consumers](#)



[Specialisation Verification Framework](#)

LGBTIQ+ Health Australia



[Silver Rainbow factsheet series including LGBTI 101, Trans and Gender Diverse Older People, Intersex Older People and Ageing, Older People Living with HIV and more.](#)



[Factsheet: ABS Standard for Sex, Gender, Variations of Sex Characteristics and Sexual Orientation Variables \(2020 Standard\).](#)



[List of LGBTIQ+ organisations](#)
Refer to LGBTIQ+ Health Australia members directory for community-controlled organisations across Australia

APPENDIX A: Aged Care Quality Standards met by LGBTI representation on governing body

A governing body with an LGBTI representative can support an aged care organisation towards meeting the following outcomes of the Aged Care Quality Standards.

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.