

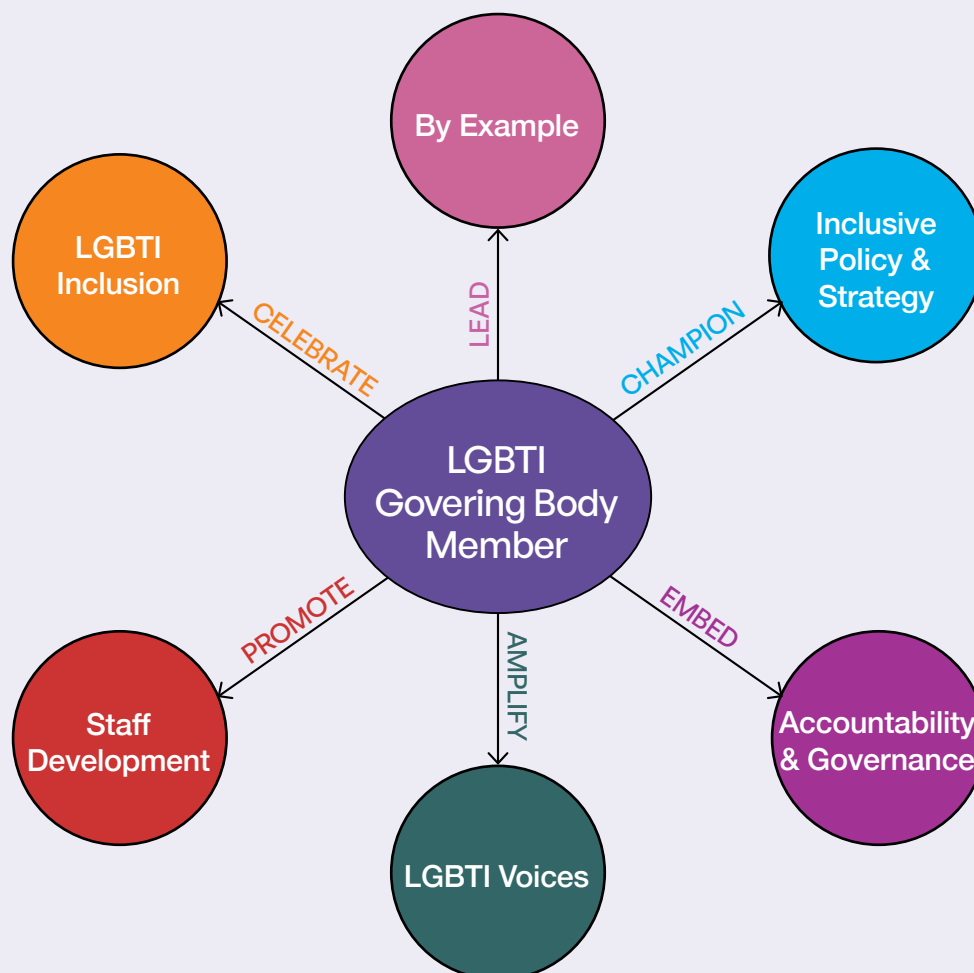
**LGBTI Specialisation Verification Framework criterion:**  
**[B2.5]** At least one LGBTI person sits on the governing body of the provider relevant to the outlet level.

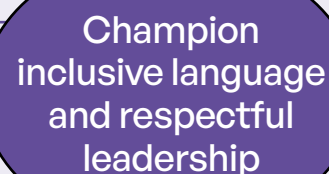


# INFOSHEET

## Tips for LGBTI Governing Body Members to Promote Inclusion in Aged Care

Governing body members from LGBTIQ+ communities can play a powerful leadership role in promoting LGBTI inclusion in aged care. It is important that your representation is more than just symbolic and drives change through influence and accountability. This infosheet provide tips to support your role in making a meaningful difference for LGBTI people receiving aged care services.





Champion  
inclusive language  
and respectful  
leadership

## 1. Lead by example

- Be open about your sexual orientation, gender and/or bodily diversity to signal who you are in a professional, positive and authentic way.
- Share your lived/living experience to inform decisions and challenge assumptions.
- Promote inclusive language and respectful interactions within governing body and leadership settings.
- It is important to recognise that you are not expected to be an expert in all the diverse experiences across LGBTIQ+ communities. Your role is to advise on LGBTI inclusion and facilitate connections to relevant resources, services and LGBTIQ+ community-controlled organisations (refer to Resources list below).

## 2. Champion inclusive policy and strategy

- Advise on and call for LGBTI inclusion in the organisation's strategic plan, values and diversity frameworks (refer to the Aged Care Diversity Framework in the Resource list below).
- Support inclusion goals that are measurable and appropriately resourced.
- Advise on policies and procedures that explicitly address:
  - 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)
  - understanding the needs of intersex people in aged care (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 included in this toolkit.

## 3. Embed accountability and governance

- Ensure board reporting includes LGBTI inclusion progress deliverables (e.g. training, satisfaction data, quality reviews).
- Promote the use of inclusive data collection.
- Review of complaints as standard practice.
- Request regular updates on how the service meets diversity, equity and inclusion standards.

#### 4. Amplify LGBTI voices

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

#### 5. Promote staff and leadership development

- Encourage regular LGBTI cultural safety and trauma-aware and healing informed training for all staff (refer to *LGBTI Inclusion Training in Aged Care* checklist in this toolkit).
- Support the development of LGBTI champions in the workforce (refer to *LGBTI Champions in Aged Care* infosheet this toolkit).
- Promote inclusion of LGBTI content in leadership development and onboarding programs.
- Ensure LGBTIQ+ staff are acknowledged and supported appropriately.

#### 6. Celebrate and communicate inclusion

- Encourage and support acknowledgement and celebration of LGBTI days of significance (refer to *Acknowledging and Celebrating LGBTI Events in Aged Care* infosheet in this toolkit).
- Encourage appropriate and meaningful 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).
- Celebrate stories and contributions of LGBTI older people, carers and staff (with consent).

By using your influence thoughtfully, even one governing body member who is from LGBTIQ+ communities can:

- ask inclusion-focused questions at meetings
- request reviews or data on equity outcomes
- connect the organisation to LGBTI community leaders, organisations and resources
- ensure inclusion is part of core governance and quality care.

## Resources

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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