

LGBTI Specialisation Verification Framework criterion:
[B2.10] The outlet displays evidence of its public commitment to supporting LGBTI and other sexual orientations, gender diverse or bodily diverse aged care recipients.



CHECKLIST

Public Commitment to Supporting LGBTI People

This resource provides a checklist on ways aged care providers can demonstrate their public commitment to LGBTI inclusion. Public displays of LGBTI inclusion in aged care—such as Pride flags, inclusive language and welcome signage—are important because they signal safety and belonging to LGBTI older people who have often experienced discrimination in the past. These visible actions raise awareness, show respect and demonstrate an organisation’s commitment to inclusive care. Visibility also supports staff inclusion and fosters a welcoming workplace culture. It is important these visible displays are not simply tokenistic but rather exist within the context of meaningful actions to improve the experiences of LGBTI people in aged care.

**Respect and
commitment to
inclusive care**

Visual displays of inclusion

- ❑ Display Pride flags or rainbow symbols in public areas (e.g. reception, waiting rooms).
- ❑ Show the ACON Welcome Here sticker or other recognised inclusion signage (see Resources list below).
- ❑ Feature posters or artwork representing diverse LGBTI older people (avoid stereotypes).
- ❑ Ensure inclusive symbols are visible in brochures, newsletters and on noticeboards.

Online presence

- ❑ Include a statement of meaningful commitment to LGBTI inclusion on your website (refer to Joint Statement in Resource list below).
- ❑ Feature LGBTI-inclusive images and language on web pages such as about us, services and recruitment.
- ❑ Use social media to mark key LGBTI days of significance (e.g. IDAHOBIT, Wear It Purple Day, Trans Day of Visibility).
- ❑ Promote LGBTI-inclusive initiatives, training or events via online channels.
- ❑ Complete LGBTI specialisation verification to be displayed on the My Aged Care website as providing LGBTI specialised care.

Printed materials

- ❑ Use inclusive language and imagery in promotional materials, brochures and handbooks (e.g. diverse couples, pronouns).
- ❑ Provide information for LGBTI clients in orientation packs or intake materials including privacy and confidentiality, complaints procedures, advocacy services and how their personal, clinical, spiritual, social and end-of-life needs will be met.
- ❑ Clearly outline your LGBTI-inclusive policies and support options in family and client materials.
- ❑ Involve LGBTI older people or an LGBTI advisory body in developing and reviewing content.

Community and sector engagement

- ❑ Be a signatory to national or local LGBTI inclusion statements (e.g. LGBTIQ+ Health Australia and Ageing Australia Joint Statement, Darlington Statement).
- ❑ Join relevant networks or alliances (e.g. LGBTI aged care working groups).
- ❑ Become a member of LGBTIQ+ Health Australia or local community-controlled organisation (refer to Resources list below).
- ❑ Acknowledge LGBTI history and days of significance through events, displays or social media (refer to the *Acknowledging and Celebrating LGBTI Events in Aged Care* infosheet in this toolkit).
- ❑ Establish connection and regular engagement with LGBTIQ+ community-controlled organisations (refer to *Partnering with LGBTI Community Organisations* guide in this toolkit).
- ❑ Showcase engagement with LGBTIQ+ community-controlled organisations and events through photos (e.g. showing attendance at events on social media).

Internal culture and staff visibility

- ❑ Encourage staff to wear rainbow pins or lanyards.
- ❑ Celebrate staff diversity and support LGBTI staff to be visible if they choose.
- ❑ Highlight the work of LGBTI inclusion champions or advisory bodies internally and externally (refer to the *LGBTI Champions in Aged Care* infosheet and *Establishing an LGBTI Advisory Body* guide in this toolkit).

Some more ideas...

- ❑ Include LGBTI inclusion content in annual report.
- ❑ Install a rainbow crossing (if relevant in larger campuses or public access areas).
- ❑ Host or sponsor community LGBTI events or intergenerational activities.
- ❑ Create or support peer networks for LGBTI residents or clients.

Resources



[Affirm the Darlington Statement.](#)

This is a joint consensus statement by Australian and Aotearoa/ New Zealand intersex organisations and independent advocates. It sets out the priorities and calls by the intersex human rights movement in our countries, under six headings: a preamble, human rights and legal reform; health and wellbeing; peer support; allies; and education, awareness and employment.



[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.



[Joint Statement on Aged Care for LGBTI People.](#)

LGBTIQ+ Health Australia has partnered with Ageing Australia to develop a Joint Statement to affirm the rights and needs of LGBTI older people. This statement is an invitation to aged care providers to affirm the human rights and fundamental freedoms of all older people in Australia, including lesbian, gay, bisexual, transgender, intersex, and other sexuality, gender and bodily diverse (LGBTI) people.



[List of LGBTIQ+ organisations.](#)

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



[Many Ways to Have a Good Time: LGBTI inclusive practice guide for recreational therapists.](#)

LGBTIQ+ Health Australia and Australian Recreational Therapy Association have partnered to develop this resource for recreational and diversional therapists who are providing support to LGBTI people. It aims to give insight into the unique needs of LGBTI older people and to provide inspiration for creative activities to engage that audience.



[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.



[Welcome Here Project.](#)

This ACON project supports businesses and services throughout Australia to create and promote environments that are visibly welcoming and inclusive of lesbian, gay, bisexual, trans and queer (LGBTQ+) communities. Members receive the Welcome Here rainbow stickers and charter to display in a prominent place to let everyone know that LGBTQ+ diversity is welcomed and celebrated within their business.
