

CHECKLIST


Developing LGBTI Inclusive Policies and Procedures

This checklist serves as a guide for aged care providers to develop and review their policies and procedures to ensure they are LGBTI inclusive and aligned with best practice. When developing or reviewing aged care policies for LGBTI inclusion, the goal is to ensure the organisation is culturally safe, welcoming and responsive to the unique needs and experiences of LGBTI people.

Policies for LGBTI inclusion may include:

- Access, Intake and Admission Policy
- Consumer Rights Policy
- Decision Making, Dignity and Choice Policy
- Elder Abuse and Neglect Policy
- Feedback and Complaints Policy
- Governance Policy
- Inclusion, Diversity and Culturally Safe Service Delivery Policy
- Infection Control Policy
- Palliative Care and End-of-Life Policy
- Personal Care Policy
- Privacy and Confidentiality Policy
- Providing Aged Care to People Living with HIV (refer to *Providing Aged Care to People Living with HIV* policy template included in this toolkit)
- Recruitment Policy
- Workplace Bullying, Discrimination and Sexual Harassment Policy

It is also important to consider the scope for each policy including LGBTI older people, staff, carers, partners, family members (including chosen family), volunteers, visitors, stakeholders and the broader community.



Rights, respect and
inclusion for every
LGBTI older person

1. Legal, policy and rights-based frameworks

- Aligns with the [Commonwealth Sex Discrimination Act \(1984\)](#), including sexual orientation, gender, intersex and relationship status protections.
- Reflects [Aged Care Quality Standards \(ACQS\)](#).
- Incorporates the Statement of [Aged Care Rights](#) placing the rights of older people first.
- Aligns with relevant state/territory legislation as an employer and service provider.

2. Inclusive language and terminology

- Defines or references LGBTI people appropriately (refer to the [Silver Rainbow LGBTI 101 factsheet](#)).
- Uses inclusive, respectful language and avoids assumptions of people being heterosexual, cisgender, endosex or binary gender (e.g. 'partner' instead of assuming 'husband/wife').
- Affirms a transgender person's gender including name, correct pronouns, choice in clothing, hair and makeup (refer to the [Silver Rainbow Trans and Gender Diverse Older People factsheet](#)).

3. Cultural safety and visibility

- Promotes a culturally safe and welcoming environment for LGBTI older people (refer to [Public Commitment to Supporting LGBTI People](#) checklist included in this toolkit).
- Supports visible signs of inclusion (e.g. Pride flag, Welcome Here stickers, posters).
- Upholds the right for LGBTI older people to personalise their own rooms or homes and have access to materials that reflect who they are.

4. Inclusive care and support

- ❑ Addresses the need for culturally safe, and trauma-aware and healing informed care for LGBTI older people.
- ❑ Ensures intake, admission, care planning and case management processes and documentation are LGBTI inclusive.
- ❑ Includes specific considerations for providing personal care to transgender and intersex older people (refer to the [Silver Rainbow Trans and Gender Diverse Older People and Intersex Older People and Ageing factsheets](#)).
- ❑ Recognises specific transgender and intersex health needs that staff must be aware of and respond to (e.g. hormone therapy).
- ❑ Addresses specific needs of LGBTI older people living with dementia (refer to the Silver Rainbow [LGBT People and Dementia factsheet](#)).
- ❑ Addresses specific needs of LGBTI older people living with HIV (refer to the Silver Rainbow [Older People Living with HIV factsheet](#)).
- ❑ Includes specific considerations for LGBTI older people regarding end-of-life and palliative care (refer to the Silver Rainbow [LGBTI Older People and Palliative Care factsheet](#)).
- ❑ Recognises need for culturally safe referral pathways (e.g. mental health services).
- ❑ Provides respectful and inclusive spiritual care to meet the needs of LGBTI people.

5. Recognition of relationships and chosen families

- ❑ Recognises partners and chosen family in decision-making and planning of care (refer to the Silver Rainbow [LGBT Older People and Families of Choice factsheet](#)).
- ❑ Ensures visiting and room-sharing policies in residential care are inclusive.
- ❑ Identifies the right of LGBTI people to connect, relax and share intimacy with significant/consenting others, regardless of gender (refer to the [Supporting Sexuality and Intimacy for LGBTI People with Dementia helpsheet](#)).

6. Social support


- ❑ Supports LGBTI older people to maintain connection to their communities, attend LGBTI events and engage in local LGBTI community groups (e.g. attend a Pride month event).
- ❑ Provides culturally safe referral to address social isolation and loneliness (e.g. refer to the Silver Rainbow [LGBT Older People and Social Isolation factsheet](#)).
- ❑ Supports provision of inclusive activities that affirm LGBTI older people including days of significance (refer to [Acknowledging and Celebrating LGBTI Events in Aged Care](#) infosheet included in this toolkit).

7. Workforce competency

- ❑ Requires staff to complete LGBTI inclusion, and trauma-aware and healing informed training as part of induction and ongoing development (refer to *LGBTI Inclusion Training in Aged Care* checklist in the toolkit).
- ❑ Identifies staff responsibilities in creating inclusive care environments and providing culturally safe care.
- ❑ Supports implementation of an LGBTI champion program in the workplace as relevant (refer to *LGBTI Champions in Aged Care* FAQs included in this toolkit).
- ❑ Adopts inclusive recruitment strategies to ensure a diverse workforce including LGBTI staff.
- ❑ Requires staff are trained in identifying and responding to elder abuse including risk factors for LGBTI older people (refer to the Silver Rainbow [LGBT People and Elder Abuse](#) factsheet).

8. Confidentiality, privacy and disclosure

- ❑ Aligns with the Commonwealth Privacy Act (1988) regarding how personal information is handled including collection, use, storage and disclosure. The Act recognises information about sexual orientation, gender identity and intersex status as sensitive information requiring a higher level of privacy protection.
- ❑ Policies support voluntary, confidential disclosure and respects a person's choice about who should know (refer to the Silver Rainbow [Coming Out and Disclosure of LGBTI Older People](#) factsheet).
- ❑ Requires staff are trained in respectful and sensitive handling of LGBTI information.



Everyone deserves
safe, respectful and
accessible ways to
speak up

9. Feedback and complaints

- ❑ Complaints processes are safe, inclusive and accessible to LGBTI older people.
- ❑ Includes examples of discriminatory or inappropriate behaviour in discrimination policies (refer to case studies included in this toolkit).
- ❑ Addresses how to respond to discriminatory actions and comments made by staff, residents, family, carers and visitors.

10. Data collection and use

- ❑ Ensures provision in documents for the optional collection of data on sex, gender, variations of sex characteristics and sexual orientation (refer to the [2020 Standard](#) for further information).
- ❑ Specifies the above data is only provided by the LGBTI older person themselves or their nominated person.
- ❑ Ensures records are updated to reflect trans and gender diverse people's affirmed name, pronouns and gender.
- ❑ Includes consent and privacy protections for all demographic data.

11. Community partnerships and engagement

- ❑ Encourages partnerships with LGBTI organisations and networks (refer to the *Partnering with LGBTI Community Organisations* guide included in this toolkit).
- ❑ Seeks participation of LGBTI older people in co-design (including policy development, evaluation and review).
- ❑ Supports the establishment of an LGBTI advisory body as relevant (refer to the *Establishing an LGBTI Advisory Body* guide included in this toolkit).

12. Monitoring and accountability

- ❑ Includes risk management processes to identify and manage potential risks to the cultural safety of LGBTI older people and staff.
- ❑ Outlines how progress on LGBTI inclusion will be monitored and evaluated (refer to *LGBTI Representation in Aged Care Governing Bodies* FAQs included in this toolkit).
- ❑ Requires policies are reviewed regularly with an LGBTI inclusion lens by an LGBTI Advisory Body or in partnership with LGBTI older people or LGBTIQ+ community-controlled organisations.

Consistent review ensures cultural safety for LGBTI older people