



Australian Government
Department of Health

THE NATIONAL LESBIAN, GAY, BISEXUAL, TRANSGENDER AND INTERSEX (LGBTI) AGEING AND AGED CARE STRATEGY

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Why an LGBTI Strategy

- Around 11% of Australians identify as LGBTI.
- Older LGBTI people have experienced discrimination, stigma & family rejection.
- Many are wary of Government and service providers.



Why an LGBTI Strategy

- Historically little consideration given to needs of LGBTI consumers in aged care.
- 2011 - Productivity Commission Report 'Caring for Older Australians' identified a need for the aged care sector to cater appropriately for diversity.
- Government agreed to work with the sector to improve service provision for LGBTI people.



How was the Strategy developed?

- 2012 - National LGBTI Health Alliance funded to undertake consultations on the development of an LGBTI Strategy.
- The *National LGBTI Ageing and Aged Care Strategy* (the Strategy) released in December 2012.
- LGBTI people were subsequently included as a special needs group under the *Aged Care Act 1997* in 2013.



Intent of Strategy

To ensure that LGBTI people:

- have the same opportunities to access aged care as everyone else;
- feel included and respected in aged care;
- receive care which is appropriate to their specific needs.



Intent of Strategy - Principles

- Inclusion
- Empowerment
- Access & Equity
- Quality
- Capacity Building



Intent of Strategy - Goals

1. LGBTI people will experience equitable access to appropriate ageing and aged care services.
2. The aged care and LGBTI sectors will be supported and resourced to proactively address the needs of older LGBTI people.
3. Ageing and aged care services will be supported to deliver LGBTI-inclusive services.
4. LGBTI-inclusive ageing and aged care services will be delivered by a skilled and competent paid and volunteer workforce.
5. LGBTI communities, including older LGBTI people, will be actively engaged in the planning, delivery and evaluation of ageing and aged care policies, programs and services.
6. LGBTI people, their families and carers will be a priority for ageing and aged care research.



Successes, Gaps & Lessons

- Progress made against the majority of action areas.
- The real question though is, how have we gone addressing the broader goals?.
- Where are the gaps where more needs to be done?
- What lessons have we learned?



Review of the Strategy

- Department has engaged Australian Health Care Associates (AHA) to answer these questions.
- Online survey and submission process already conducted to seek industry and consumer feedback.
- 231 surveys completed and 14 submissions received.



Initial Survey Results

- Organisations made up the majority of respondents (59%)
- Majority of respondents stated the Strategy's Principles should continue (86%).
- Majority of respondents stated that the Strategy's Goals should continue (86%).



Initial Survey Results Contd...

- 79 organisations have policies on non-discrimination, LGBTI inclusive practice and conflict resolution.
- 29 organisations have information on LGBTI inclusive practice assessments eg Rainbow Tick accreditation.
- 34 organisations are working towards Rainbow Tick and/or similar an accreditation.
- 77 organisation's staff and management have undertaken LGBTI Sensitivity Training.



LGBTI Sensitivity Training

- Established as part of the Strategy.
- Managed by the National LGBTI Health Alliance.
- Available to all aged care staff & management.
- More information: <https://lgbtihealth.org.au/> or info@lgbtihealth.org.au



LGBTI Working Group

- LGBTI Working Group established in April 2014 to advise on implementation of the Strategy.
- Has been a valuable sounding board for the Department, providing specialist expertise and advice on LGBTI issues and their application to the aged care system.
- Working Group has regular feedback sessions with the My Aged Care team – has proven useful in improving usability for LGBTI consumers.



Where to from here?

Clear feedback on both the LGBTI and CALD Strategies is:

- Significant progress has been made;

But

- There is a lot still to do.



Aged Care Consumers

- Sector moving to consumer driven care.
- Older people display the same diversity in race, religion, language, gender, sexuality, health economic status and geographic location as the broader population.
- The 9 special needs groups identified in the Act now constitute a majority of aged care sector's customers.

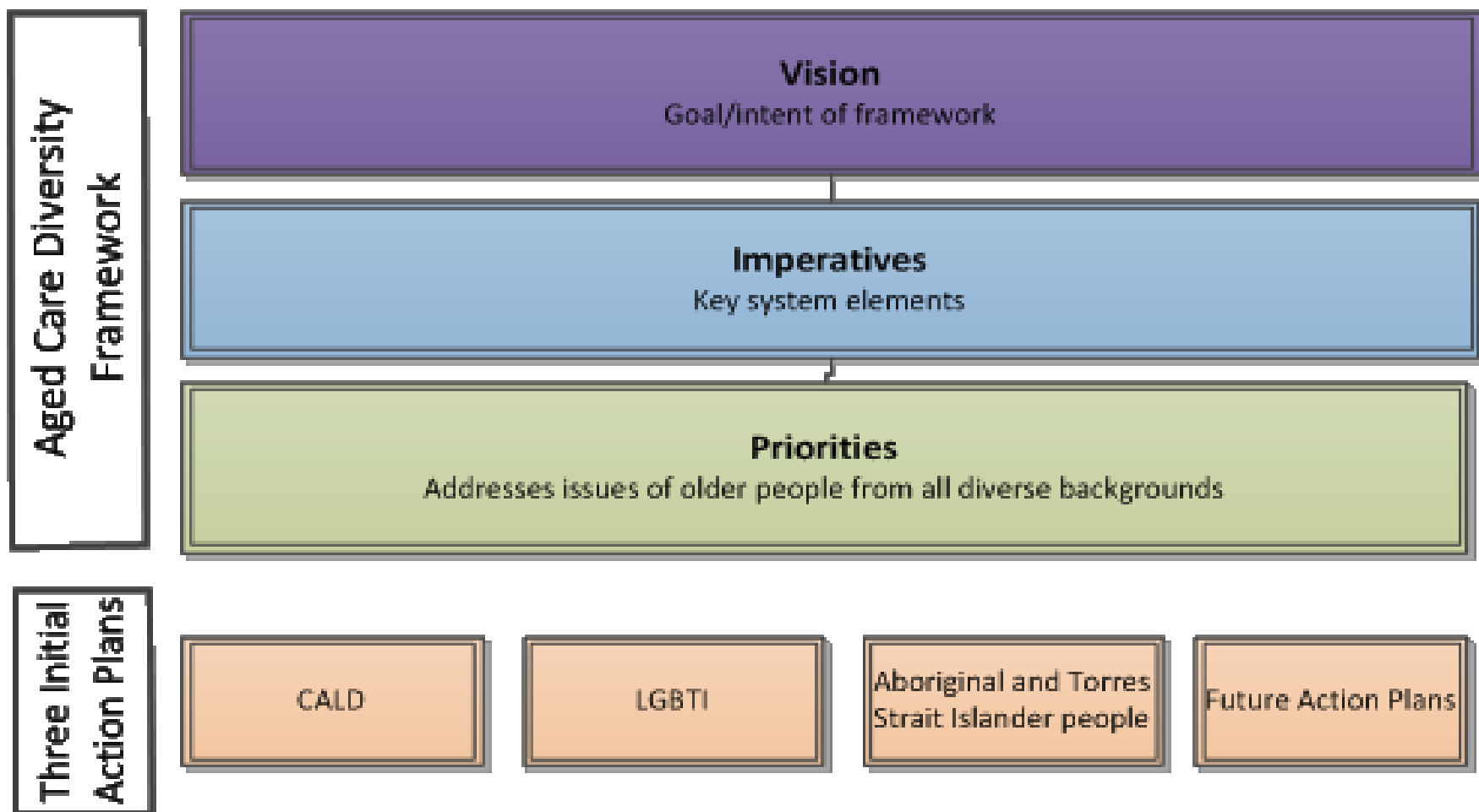


Aged Care Diversity Framework

- More strategic, systematic approach to addressing care needs of older people with diverse characteristics and life experiences.
- Minister has announced a broader Aged Care Diversity Framework will be developed.
- Framework will reflect diversity within diversity, and that a single person may be a part of multiple diverse groups.
- Framework intended to assist providers, and enhance the sector's capacity, to meet diverse needs, circumstances and life experiences of older people - ensuring inclusive aged care.



Structure of the Framework





LGBTI Action Plan

- To ensure the specific needs of each group are not lost in the broader Framework, specific action plans will be developed.
- Likely to be more outcomes focussed, less task oriented than current Action Areas.
- Will have a greater focus on the needs of Transgender and Intersex consumers.



Consultation Process

- Stage 1 – Diversity Framework, 8 May – 16 June 2017.
- Stage 2 – Diversity Framework and action plans, August/September 2017.
- Stage 3 – action plans, early 2018.



Framework: Draft vision statement

All older people receive equitable access, treatment and outcomes and will experience a respectful and responsive aged care system that embraces their diverse characteristics and life experiences.

Any comments on the Vision?



Consultation: Imperatives

The Diversity sub-group have developed the following imperatives to guide the development of the action plans;

- Empowerment
- Equity of access
- Inclusion
- Quality
- Capacity building
- Responsive and accountable

Are there any gaps in the imperatives?



Consultation: Priorities

The Diversity sub-group have developed the following priorities for the Framework:

- Making informed choices
- Adopting systemic approaches to planning and implementation
- Ensuring quality care and support
- Supporting a proactive and flexible system
- Respectful and inclusive services
- Addressing population specific needs

**Are these the right priorities?
Is anything missing?**



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Thank you