



Australian Government

Australian Aged Care Quality Agency

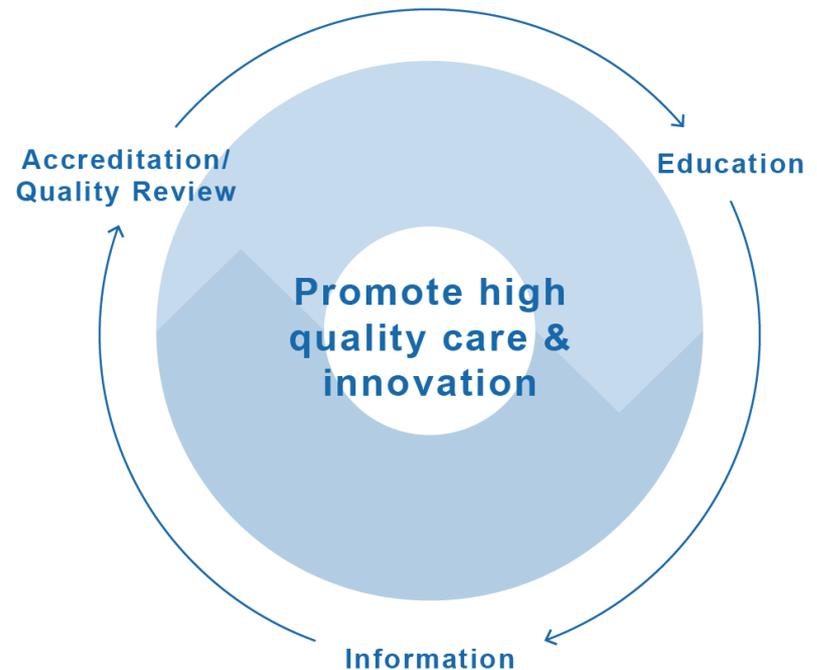
Queensland Regional Residential Care LGBTI forum

June 2017



Quality Agency functions

- ✓ Audit and accredit residential care services.
- ✓ Conduct quality reviews of home care services.
- ✓ Register quality assessors
- ✓ Monitor and address non-compliance
- ✓ Advise the Secretary of the Department about aged care services that do not meet the Standards.
- ✓ **To promote high quality care, innovation in quality management and continuous improvement**
- ✓ **To provide information, education and training.**





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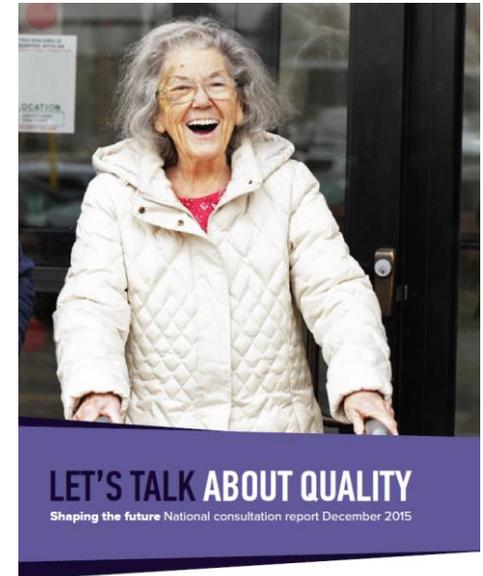
Quality in aged care





Let's talk about quality

- Rethinking quality care – Moving mindsets
- Board to bedside – Creating a quality culture that encourages excellence
- A co-ordinated effort – An integrated experience of care for consumers
- Innovation in aged care – How can this drive quality?
- Implications for the quality framework





Establishing and demonstrating a consumer focus

How does your organisation:

- Provide information to consumers and representatives.
- Seek and receive information from consumers/representatives and determine how this is best used.
- Involve consumers/representatives in developing improvements that meet their needs.
- Increase choice and flexibility of care and service provision.
- Actively encourage and involve consumers in decision making processes.
- Demonstrate current practices deliver results for consumers.

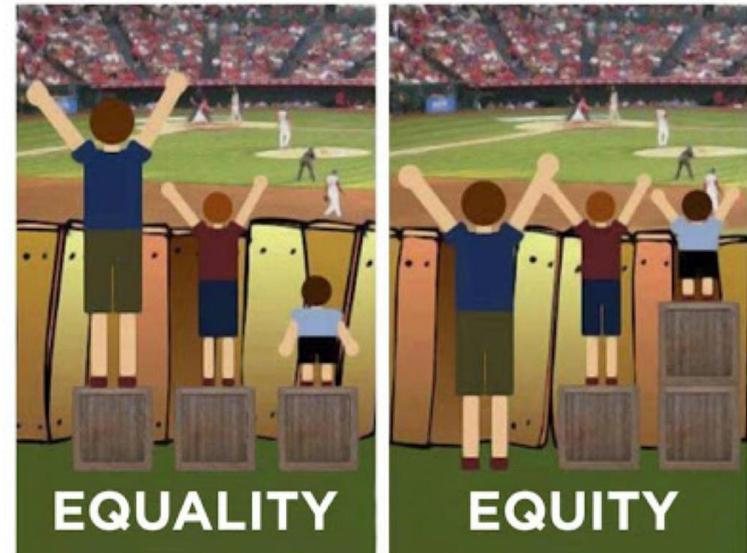




Diversity in aged care – focus on equity

Regardless of cultural or linguistic background, sexuality, life circumstances or location, consumers can access the care and support they need.

Source: <https://agedcare.health.gov.au/aged-care-reform/aged-care-roadmap>



Sameness vs. Fairness



Sample questions assessment teams may ask to gauge inclusivity

- **Expected outcome 3.3 Education and staff development** - How does your service demonstrate staff attitudes, knowledge and skills reflect an inclusive approach to the provision of appropriate care and services to LGBTI people (eg Code of conduct, education on values, orientation)?
- **Expected outcome 3.4 Emotional support** - How does your service provide for the emotional support needs of LGBTI people?
- **Expected outcome 3.7 Leisure interests and activities** – How does your service ensure support plans are tailored to LGBTI individuals (eg do support plans include activities that cater to the special interest of members of the LGBTI community)?



Sample questions assessment teams may ask to gauge inclusivity

- **Expected outcome 3.8 Cultural and spiritual life** - How does your service celebrate or recognise significant LGBTI events that may be relevant to some of your consumers (eg Mardi Gras, International Pride Day)?
- **Expected outcome 3.10 Security of tenure** - How does your service advise people that it offers a safe supportive environment for LGBTI people? (eg content of forms, information brochures/booklets, policy documents, handbooks, posters, signage)



Examples of key indicators of LGBTI inclusivity

Indicator	Considerations
Confidentiality and disclosure	Does the service involve the consumer when developing communication (if required) regarding the person being LGBTI (especially 't' or 'i' with a difference of body) and how privacy is to be addressed? Is there a clear policy relating to information management and disclosure?
Intake forms	Do forms reflect all gender identities? Do forms avoid assuming marital/relationship status (wife/husband)?
LGBTI consumer participation in forums	Are LGBTI consumers engaged as representatives in consultative committees?
Printed materials, web materials, promotional materials	Do promotional materials for services include diverse representation of the LGBTI communities?

Sourced from LGBTI-inclusive ageing & aged care www.lgbtihealth.org.au/silverrainbow



Examples of key indicators of LGBTI inclusivity

Indicator	Considerations
Induction training and professional development	<p>Does the service provide information about LGBTI communities in induction training?</p> <p>Does the service provide opportunities for professional development in LGBTI communities?</p>
Demonstrated commitment from upper management	<p>Does the management team allocate resources to LGBTI inclusivity?</p> <p>Have LGBTI communities been considered when writing policy and procedures?</p> <p>Does senior management participate in celebration of the importance of diversity?</p> <p><i>Sourced from LGBTI-inclusive ageing & aged care www.lgbtihealth.org.au/silverrainbow</i></p>



Examples of key indicators of LGBTI inclusivity

Indicator	Considerations
Diverse definition of family is understood and embraced by the service	Does paperwork recognise “family of choice” (as opposed to biological family)? Does advance care planning include involvement of “family of choice”?
Welcoming family who are members of LGBTI communities	Is it included in the code of conduct? Is diverse family included in promotional material?
	<i>Sourced from LGBTI-inclusive ageing & aged care www.lgbtihealth.org.au/silverrainbow</i>



Putting out the welcoming mat

The Uniting Church in Australia Property Trust NSW - Better Practice Award winner

- Appointed a project officer to connect and network with LGBTI organisations and advocacy groups
- Allocated LGBTI specific home care packages
- Strong partnerships with LGBTI groups and organisations
- Training modules – mandatory on line on inclusiveness and an optional one day face to face module
- Changes to policies, procedures, forms and systems
- Business area plans and QI plans include LGBTI related initiatives and activities
- Speaking at National LGBTI conferences
- Writing articles in published papers
- Conducting stories through marketing campaigns
- Attending activities, such as church services supporting LGBTI communities
- Marching as an organisation in Mardi Gras to support LGBTI ageing population
- Achievement of the Rainbow Tick



Resources

- Better Practice Award winners
<http://www.aacqa.gov.au>
- National Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Ageing and Aged Care Strategy
<https://agedcare.health.gov.au/>
- National LGBTI Health Alliance
www.lgbtihealth.org.au
- Rainbow tick
- www.qip.com.au



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Thank you