



Understanding the needs of LGBTI people in HACC services

What YOU can do NOW

1. Participate in ongoing education and awareness raising

There are lots of ways to undertake education and develop awareness. Val's Café provides many resources that are useful in ongoing education. You could use some case studies in team meetings, watch a film. Also become aware of other key organisations such as GLHV, Transgender Victoria, Switchboard www.switchboard.org.au. There is a range of education sessions including a * free online session - LGBTI Aged Care training on www.acon.org.au/lgbti-aged-care-training or information about sessions provided by www.glhv.org.au and www.tgv.org.au – see their respective websites.

Utilise resources, videos etc. available on Val's Café website www.valscafe.org.au GLHV's website and You Tube channel for ongoing staff education and tailor to your service's needs.

2. Sign up to the Val's Café newsletter

Receive Val's Café updates emailed to you each edition which also includes information from around the LGBTI and aged care sectors. Also sign up to the GLHV news www.glhv.org.au

3. Encourage your service or your team to become LGBTI aware, confident and inclusive

Be a champion for change – encourage others in your service or team to be LGBTI inclusive.

4. See the person first

Every-person is diverse and has a range of characteristics different from others. See the person first – their diversity is just part of who they are.

5. Always provide a message of welcome – build trust

Older LGBTI people, like all people, just want to be welcomed and respected. The use of appropriate language, information in service literature and a caring and professional approach at every point of the service journey is important to build trust and be welcoming.

6. Use inclusive language

The use of inclusive language is important particularly at intake and assessment, but also in all aspects of the service provided. Language is inclusive when words are used that demonstrate respect for how people describe their own genders, bodies and relationships. Familiarise yourself with terminology – visit the LGBTI Health Alliance website for an LGBTI inclusive language guide <http://lgbtihealth.org.au/> or download the Val's Cafe HACC Pack or ACAS LGBTI Inclusive Guide Sheets.

7. Consider undertaking an audit of your service utilising the National Standards for LGBTI Inclusive Practice

The National Standards for LGBTI Inclusive Practice provide a holistic framework for LGBTI inclusive service delivery. The standards have been utilised for the Rainbow Tick accreditation program. Val's Café has an audit tool – The Self-Assessment and Planning Tool (SAP Tool) which provides a simple guide to undertaking an audit and developing an action plan with an aged care focus. Information on the Rainbow Tick and other programs can be found by visiting the GLHV website www.glhv.org.au or QIP <https://www.qip.com.au/standards/rainbow-tick-standards/>

8. Download some resources, watch the *Then & Now* films, explores ways to continue learning

Visit Val's Café and GLHV's websites for lots more information and resources on LGBTI inclusive practice.