

The National LGBTI Ageing and Aged Care Strategy Review Survey: Summary report

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The consultation ran from 30/03/2017 to 28/04/2017.

Contents

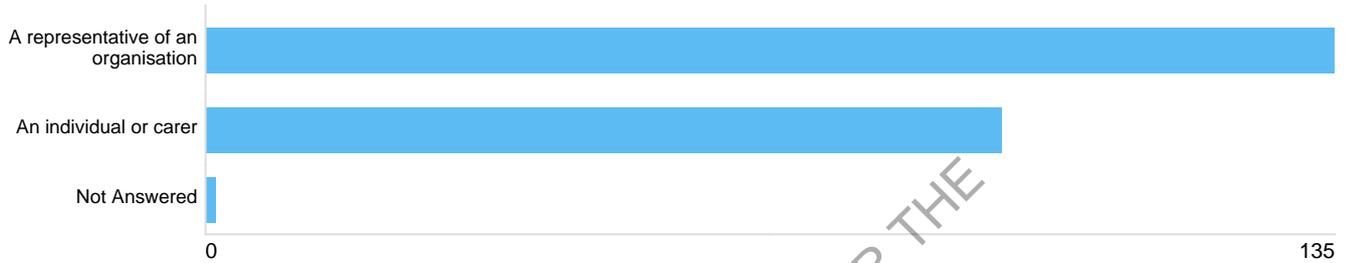
Question 1: Are you completing this survey as:	3
Are you completing this survey as:	3
Question 2: Before receiving notification of this survey, were you or your organisation aware of the existence of the National Lesbian, Gay, Bisexual, Transgender and Intersex Ageing and Aged Care Strategy (the Strategy)?	3
Before receiving notification of this survey, were you or your organisation aware of the existence of the National Lesbian, Gay, Bisexual, Transgender and Intersex Ageing and Aged Care Strategy (the Strategy)?	3
Question 3: What is your organisation type?	4
Is your organisation a:	4
If Other, please specify: (Optional)	4
What is your job title in your organisation? (Optional)	4
Question 4: How well prepared is your organisation to meet the needs of LGBTI consumers (you should consider this in the context of increased consumer choice)?	4
How well prepared is your organisation to meet the needs of LGBTI consumers (you should consider this in the context of increased consumer choice)?	4
Question 5: Does your organisation identify as providing inclusive and safe services for people who identify as lesbian, gay, bisexual, transgender and/or intersex?	5
Does your organisation identify as providing inclusive and safe services for people who identify as lesbian, gay, bisexual, transgender and/or intersex.	5
Question 6: If you have nominated any LGBTI groups at Question 5, does your organisation have:	6
If Yes, does your organisation have:	6
If Other, please specify (Optional):	6
Question 7: What care type(s) of aged care does your organisation provide?	7
What care type(s) of aged care does your organisation provide?	7
If Other, please specify (Optional):	7
Question 8: Is your organisation a:	7
Is your organisation a:	7
If Other, please specify: (Optional)	7
Question 9: As an aged care provider do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	8
As an aged care provider do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	8
Question 10: Which group is represented by your organisation?	8
Which group is represented by your organisation?	8
Question 11: As an organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	9
As an organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	9
Please explain your response (Optional):	9
Question 12: Which group is represented by your organisation?	9
Which group is represented by your organisation?	9
Question 13: As an aged care provider peak organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	10
As an aged care provider peak organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	10
Please explain your response: (Optional)	10
Question 14: Which group is represented by your organisation?	10
Which group is represented by your organisation?	10
If Other, please specify: (Optional)	11
Question 15: As an organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	11
As a community or peak body organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	11

Question 16: In regard to aged care services to LGBTI people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012?	12
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Inclusion	12
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Empowerment	12
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Access and Equity	13
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Quality	13
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Capacity Building	14
Question 17: Can you provide any examples or details of why you selected the above? (Optional Question)	14
Can you provide any examples or details of why you selected the above?	14
Question 18: Do you feel these principles should continue in other aged care reforms like the Diversity Framework?	14
Do you feel the principles are appropriate moving forward?	14
What if any changes to the principles would you make? (Optional)	15
Question 19: In regard to aged care services to LGBTI people in Australia, what level of improvement have you seen or experienced against the Strategy's goals since 2012?	15
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 1	15
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 2	15
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 3	16
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 4	16
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 5	17
In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 6	17
Question 20: Can you provide any examples or details of why you selected the above? (Optional Question)	18
Can you provide any examples or details of why you selected the above?	18
Question 21: Do you feel these goals should continue in other aged care reforms like the Diversity Framework?	18
Do you feel the goals are appropriate moving forward?	18
What if any changes to the goals would you make? (Optional)	18
Question 22: Do you think the Strategy has contributed towards making aged care more accessible and inclusive to people who identify as LGBTI?	18
Do you think the Strategy has contributed towards making aged care more accessible and inclusive to people who identify as LGBTI?	18
Question 23: Are there any other comments you would like to make? (Optional Question)	19
Are there any other comments you would like to make?	19
Question 24: What themes or issues do you believe the Diversity Framework should include/address? Please provide details. (Optional Question)	19
What themes or issues do you believe the Diversity Framework should include/address? Please provide details.	19
Question 25: What issues or specific actions do you believe should be included in the LGBTI Aged Care Action Plan that will be developed under the Diversity Framework? (Optional Question)	19
What issues or specific actions do you believe should be included in the LGBTI Aged Care Action Plan that will be developed under the Diversity Framework?	19
Question 26: Please state your name. (Optional Question)	19
Please state your name.	19
Question 27: Please state your age.	19
Please state your age.	19
Question 28: Are you:	20
Are you:	20
Question 29: What type of aged care service do you consume or your family/friend consumes or you provide care for?	21
What type of aged care service do you consume or your family/friend consumes or you provide care for?	21
If Other, please specify: (Optional)	21
Question 30: How prepared do you think the aged care sector is to meet the needs of the LGBTI communities?	22
How prepared do you think the aged care sector is to meet the needs of the LGBTI community?	22

Question 31: Do you or the person you provide care for identify as:	22
Do you or the person you provide care for identify as:	22
If Other, please specify: (Optional)	23
Question 32: Do you or the person you provide care for identify with any other special needs groups?	23
Do you or the person you provide care for identify with any other special needs groups?	23

Question 1: Are you completing this survey as:

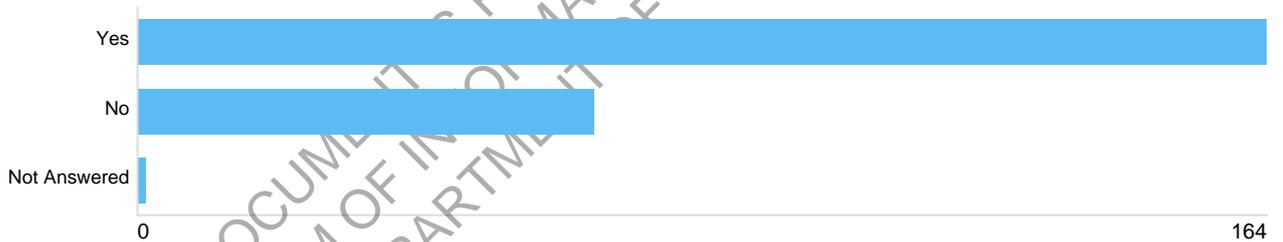
Are you completing this survey as:



Option	Total	Percent
A representative of an organisation	135	58.44%
An individual or carer	95	41.13%
Not Answered	1	0.43%

Question 2: Before receiving notification of this survey, were you or your organisation aware of the existence of the National Lesbian, Gay, Bisexual, Transgender and Intersex Ageing and Aged Care Strategy (the Strategy)?

Before receiving notification of this survey, were you or your organisation aware of the existence of the National Lesbian, Gay, Bisexual, Transgender and Intersex Ageing and Aged Care Strategy (the Strategy)?



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Option	Total	Percent
Yes	164	71.00%
No	66	28.57%
Not Answered	1	0.43%

Question 3: What is your organisation type?

Is your organisation a:



Option	Total	Percent
Service provider of aged care services	96	41.56%
Consumer and peak body organisation	1	0.43%
Service provider and peak body organisation	6	2.60%
Community or other peak body organisation	11	4.76%
Other	21	9.09%
Not Answered	96	41.56%

If Other, please specify: (Optional)

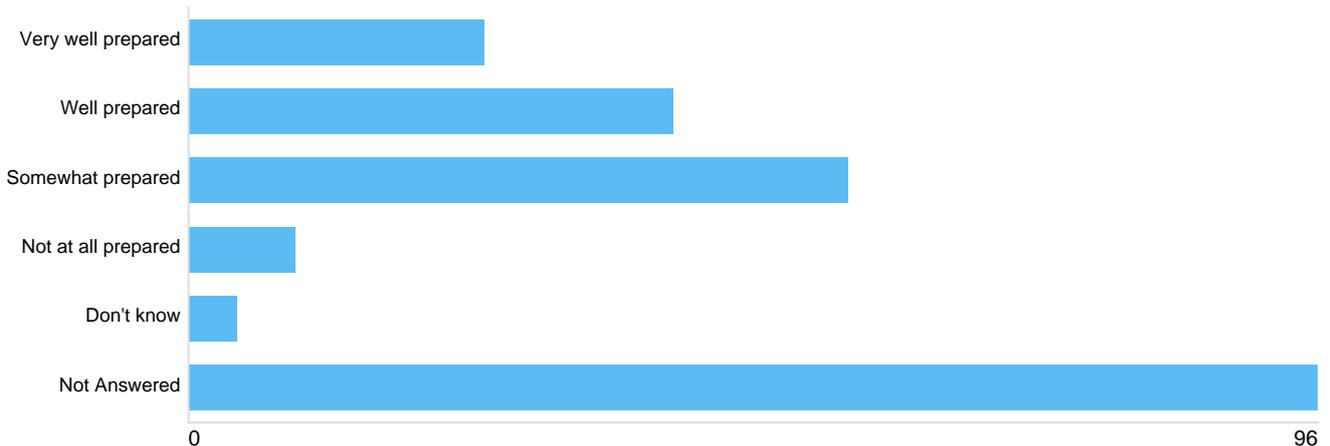
There were **24** responses to this part of the question.

What is your job title in your organisation? (Optional)

There were **85** responses to this part of the question.

Question 4: How well prepared is your organisation to meet the needs of LGBTI consumers (you should consider this in the context of increased consumer choice)?

How well prepared is your organisation to meet the needs of LGBTI consumers (you should consider this in the context of increased consumer choice)?



Option	Total	Percent
Very well prepared	25	10.82%
Well prepared	41	17.75%
Somewhat prepared	56	24.24%
Not at all prepared	9	3.90%
Don't know	4	1.73%
Not Answered	96	41.56%

Question 5: Does your organisation identify as providing inclusive and safe services for people who identify as lesbian, gay, bisexual, transgender and/or intersex?

Does your organisation identify as providing inclusive and safe services for people who identify as lesbian, gay, bisexual, transgender and/or intersex.



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Option	Total	Percent
Lesbian	100	43.29%
Gay	100	43.29%
Bisexual	94	40.69%
Transgender	87	37.66%
Intersex	85	36.80%
None	35	15.15%
Not Answered	96	41.56%

Question 6: If you have nominated any LGBTI groups at Question 5, does your organisation have:

If Yes, does your organisation have:



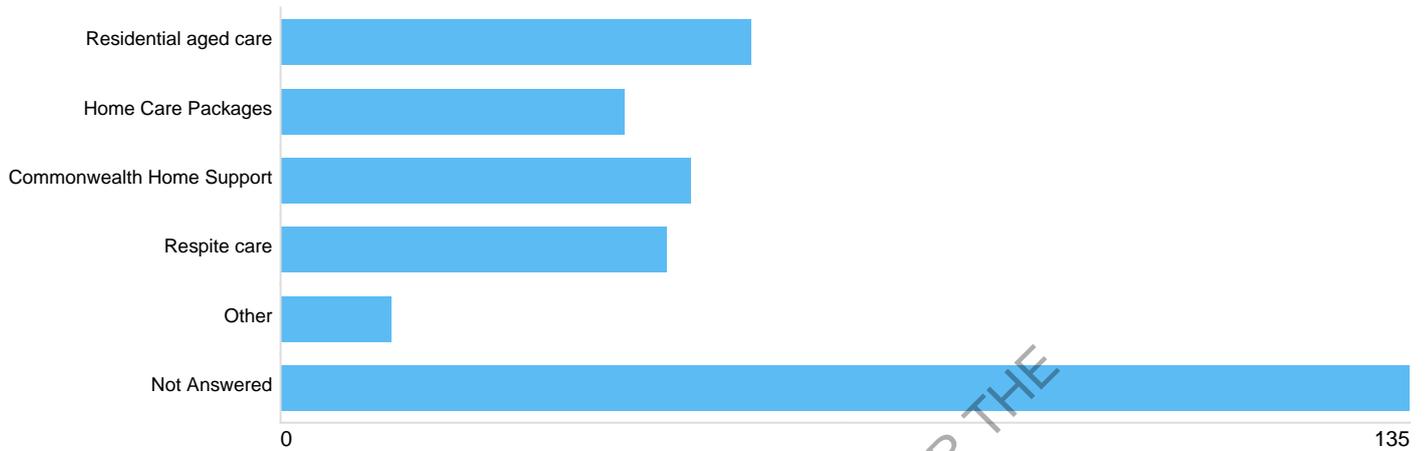
Option	Total	Percent
Policies on non-discrimination, LGBTI inclusive practice and conflict resolution?	73	31.60%
Information on LGBTI inclusive practice assessments such as the Rainbow Tick accreditation you have undertaken?	29	12.55%
Staff and management undertaking LGBTI Sensitivity Training?	77	33.33%
Working towards Rainbow Tick and/or similar an accreditation	34	14.72%
None of these	22	9.52%
Other	21	9.09%
Not Answered	96	41.56%

If Other, please specify (Optional):

There were **22** responses to this part of the question.

Question 7: What care type(s) of aged care does your organisation provide?

What care type(s) of aged care does your organisation provide?



Option	Total	Percent
Residential aged care	56	24.24%
Home Care Packages	41	17.75%
Commonwealth Home Support	49	21.21%
Respite care	46	19.91%
Other	13	5.63%
Not Answered	135	58.44%

If Other, please specify (Optional):

There were 14 responses to this part of the question.

Question 8: Is your organisation a:

Is your organisation a:



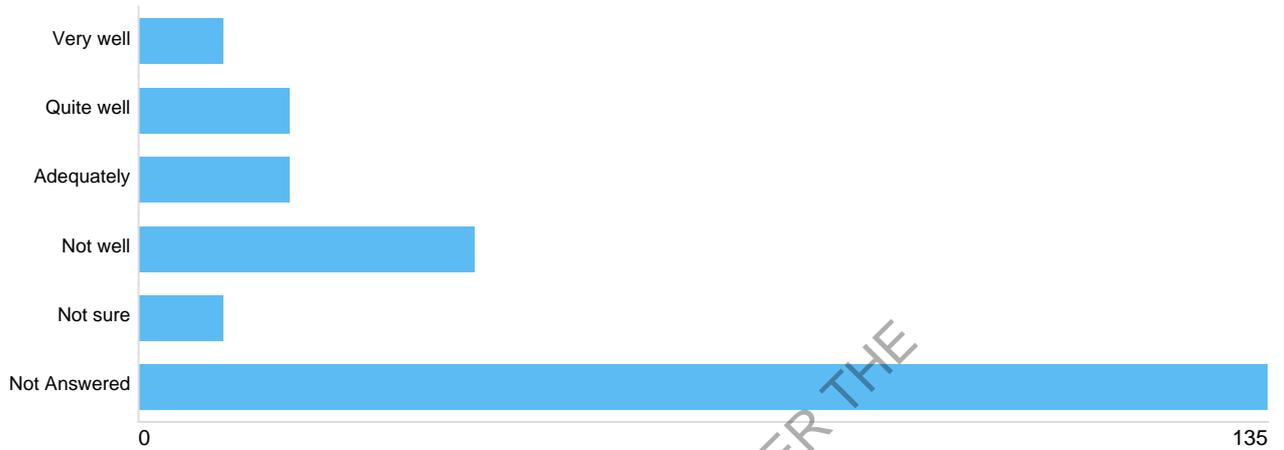
Option	Total	Percent
Not for profit	59	25.54%
For profit	19	8.23%
Government	18	7.79%
Other	2	0.87%
Not Answered	135	58.44%

If Other, please specify: (Optional)

There were 2 responses to this part of the question.

Question 9: As an aged care provider do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?

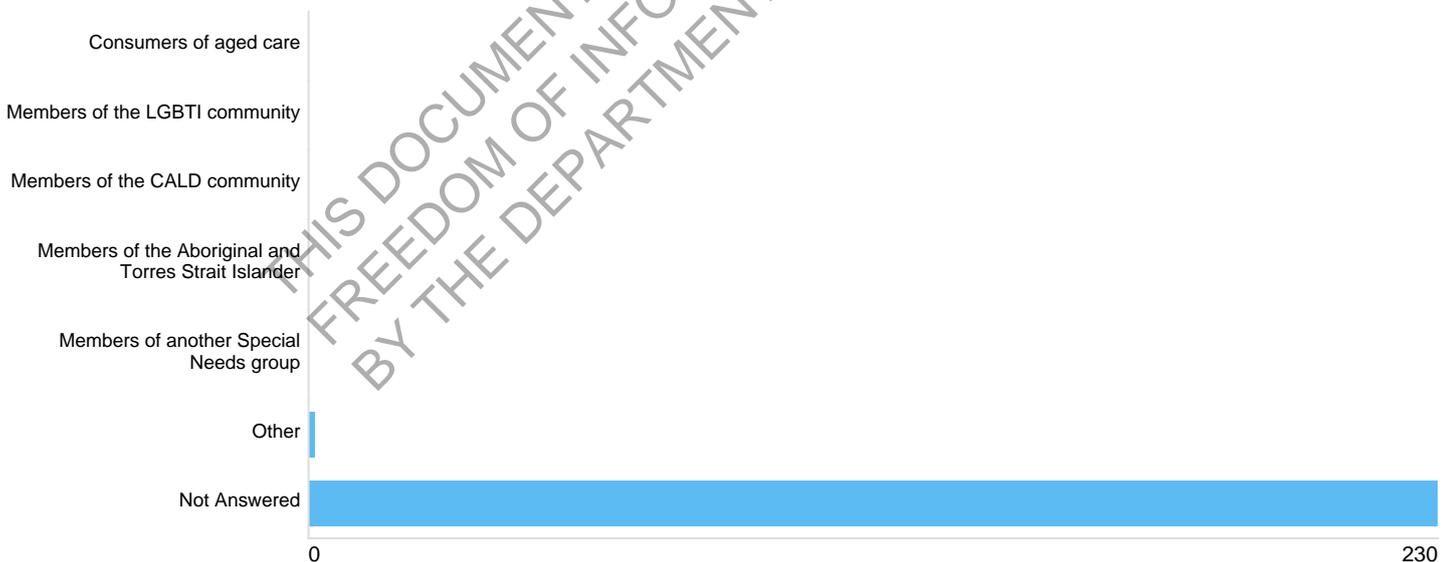
As an aged care provider do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?



Option	Total	Percent
Very well	10	4.33%
Quite well	18	7.79%
Adequately	18	7.79%
Not well	40	17.32%
Not sure	10	4.33%
Not Answered	135	58.44%

Question 10: Which group is represented by your organisation?

Which group is represented by your organisation?



Option	Total	Percent
Consumers of aged care	0	0%
Members of the LGBTI community	0	0%
Members of the CALD community	0	0%
Members of the Aboriginal and Torres Strait Islander	0	0%
Members of another Special Needs group	0	0%
Other	1	0.43%
Not Answered	230	99.57%

Question 11: As an organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?

As an organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?



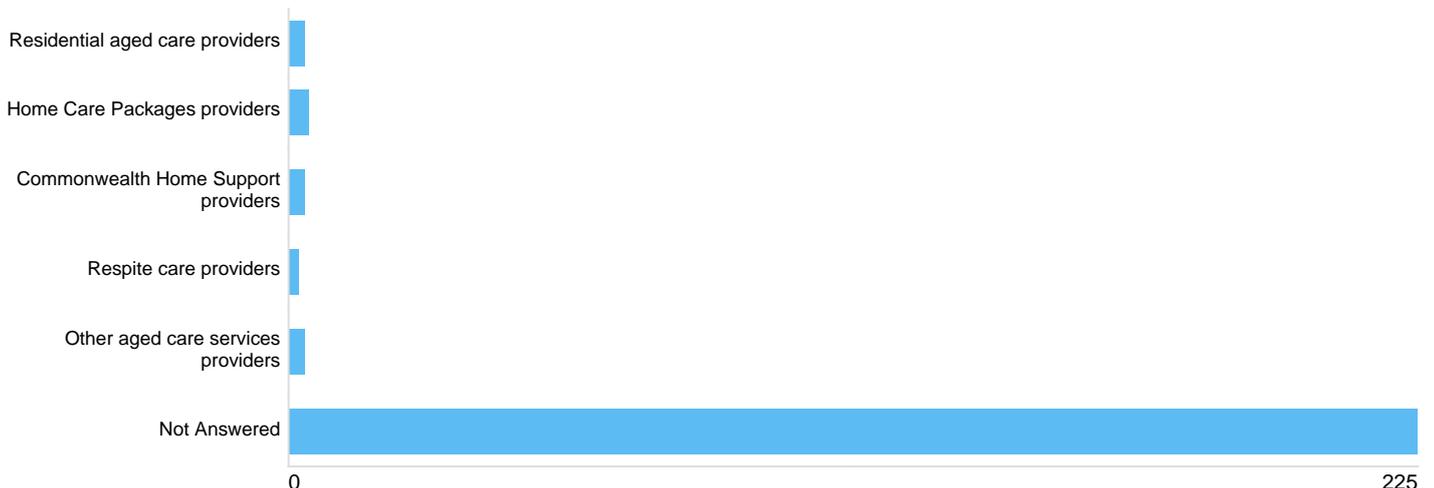
Option	Total	Percent
Very well	0	0%
Quite well	1	0.43%
Adequately	0	0%
Not well	0	0%
Not sure	0	0%
Not Answered	230	99.57%

Please explain your response (Optional):

There were 0 responses to this part of the question.

Question 12: Which group is represented by your organisation?

Which group is represented by your organisation?



Option	Total	Percent
Residential aged care providers	3	1.30%
Home Care Packages providers	4	1.73%
Commonwealth Home Support providers	3	1.30%
Respite care providers	2	0.87%
Other aged care services providers	3	1.30%
Not Answered	225	97.40%

Question 13: As an aged care provider peak organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?

As an aged care provider peak organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?



Option	Total	Percent
Very well	0	0%
Quite well	0	0%
Adequately	3	1.30%
Not well	3	1.30%
Not sure	0	0%
Not Answered	225	97.40%

Please explain your response: (Optional)

There was 1 response to this part of the question.

Question 14: Which group is represented by your organisation?

Which group is represented by your organisation?



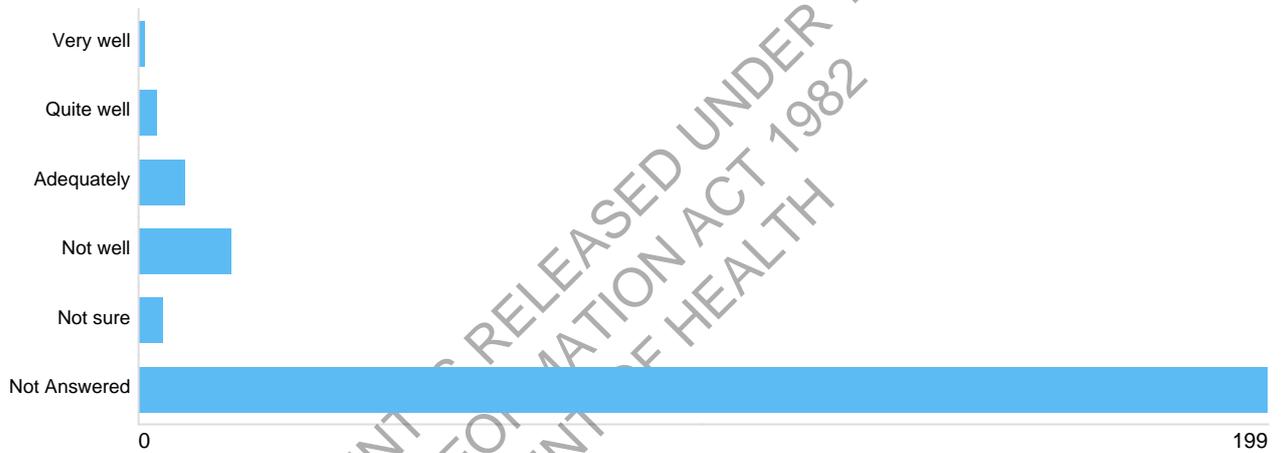
Option	Total	Percent
Consumers of aged care	17	7.36%
Providers of aged care	10	4.33%
Carers of people using aged care	11	4.76%
Members of the LGBTI community	10	4.33%
Other	12	5.19%
Not Answered	199	86.15%

If Other, please specify: (Optional)

There were 9 responses to this part of the question.

Question 15: As an organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?

As a community or peak body organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?

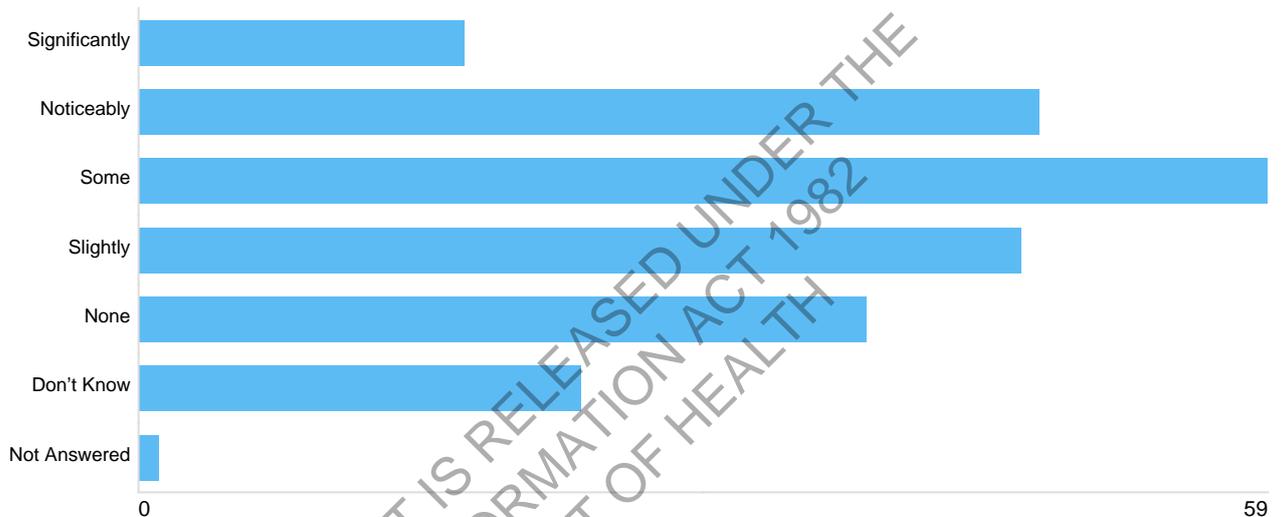


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Option	Total	Percent
Very well	1	0.43%
Quite well	3	1.30%
Adequately	8	3.46%
Not well	16	6.93%
Not sure	4	1.73%
Not Answered	199	86.15%

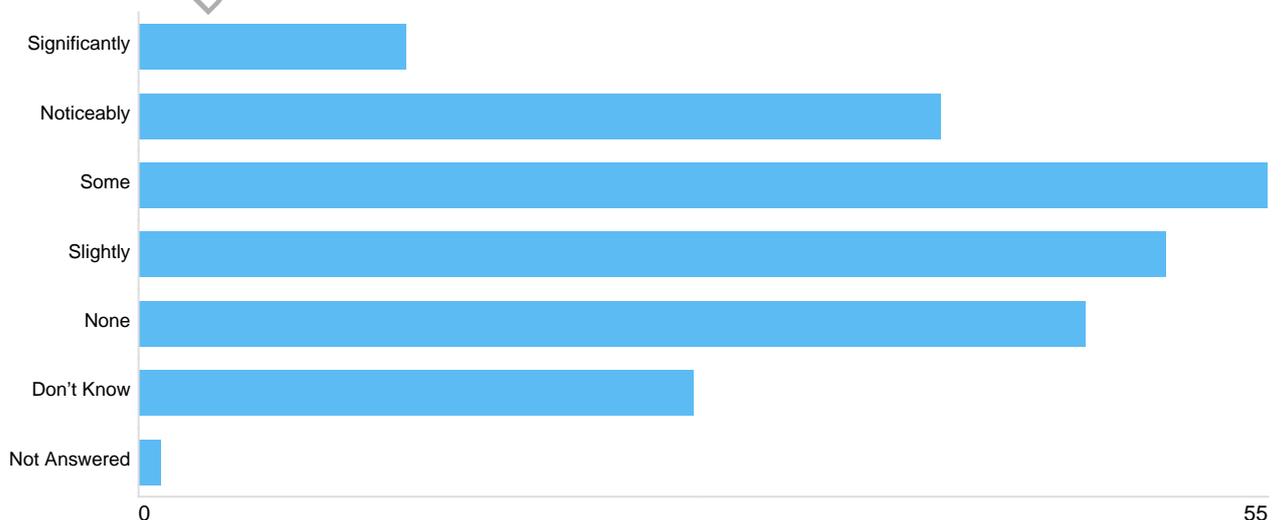
Question 16: In regard to aged care services to LGBTI people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012?

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Inclusion



Option	Total	Percent
Significantly	17	7.36%
Noticeably	47	20.35%
Some	59	25.54%
Slightly	46	19.91%
None	38	16.45%
Don't Know	23	9.96%
Not Answered	1	0.43%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Empowerment



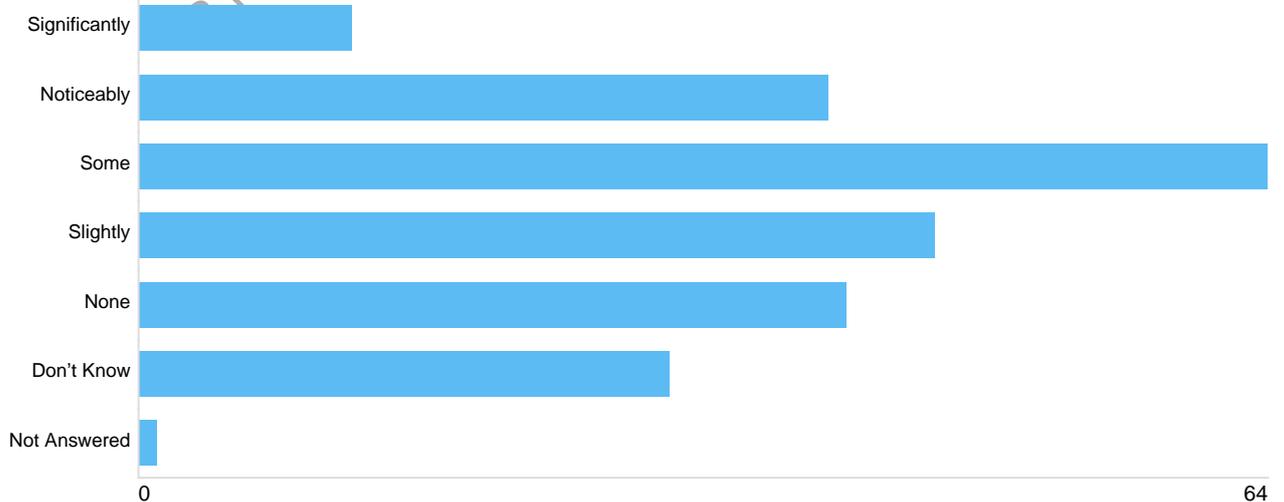
Option	Total	Percent
Significantly	13	5.63%
Noticeably	39	16.88%
Some	55	23.81%
Slightly	50	21.65%
None	46	19.91%
Don't Know	27	11.69%
Not Answered	1	0.43%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Access and Equity



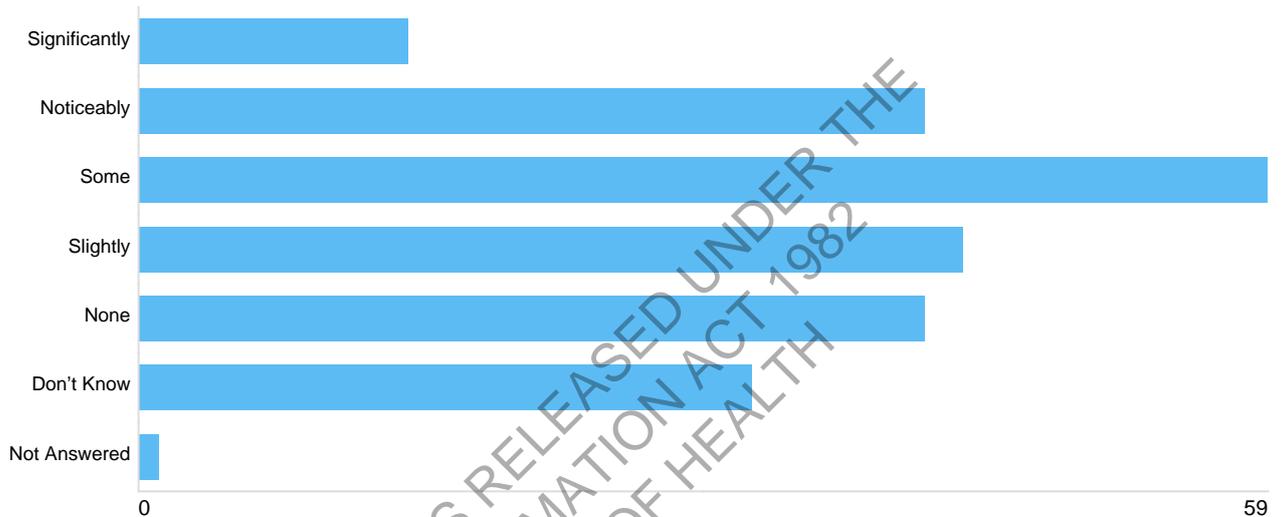
Option	Total	Percent
Significantly	16	6.93%
Noticeably	34	14.72%
Some	63	27.27%
Slightly	54	23.38%
None	37	16.02%
Don't Know	26	11.26%
Not Answered	1	0.43%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Quality



Option	Total	Percent
Significantly	12	5.19%
Noticeably	39	16.88%
Some	64	27.71%
Slightly	45	19.48%
None	40	17.32%
Don't Know	30	12.99%
Not Answered	1	0.43%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's principles since 2012? - Capacity Building



Option	Total	Percent
Significantly	14	6.06%
Noticeably	41	17.75%
Some	59	25.54%
Slightly	43	18.61%
None	41	17.75%
Don't Know	32	13.85%
Not Answered	1	0.43%

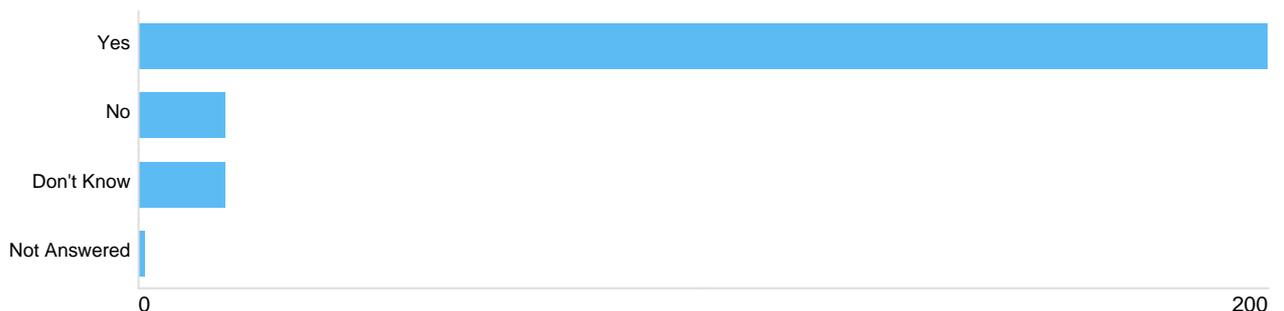
Question 17: Can you provide any examples or details of why you selected the above? (Optional Question)

Can you provide any examples or details of why you selected the above?

There were 127 responses to this part of the question.

Question 18: Do you feel these principles should continue in other aged care reforms like the Diversity Framework?

Do you feel the principles are appropriate moving forward?



Option	Total	Percent
Yes	200	86.58%
No	15	6.49%
Don't Know	15	6.49%
Not Answered	1	0.43%

What if any changes to the principles would you make? (Optional)

There were **54** responses to this part of the question.

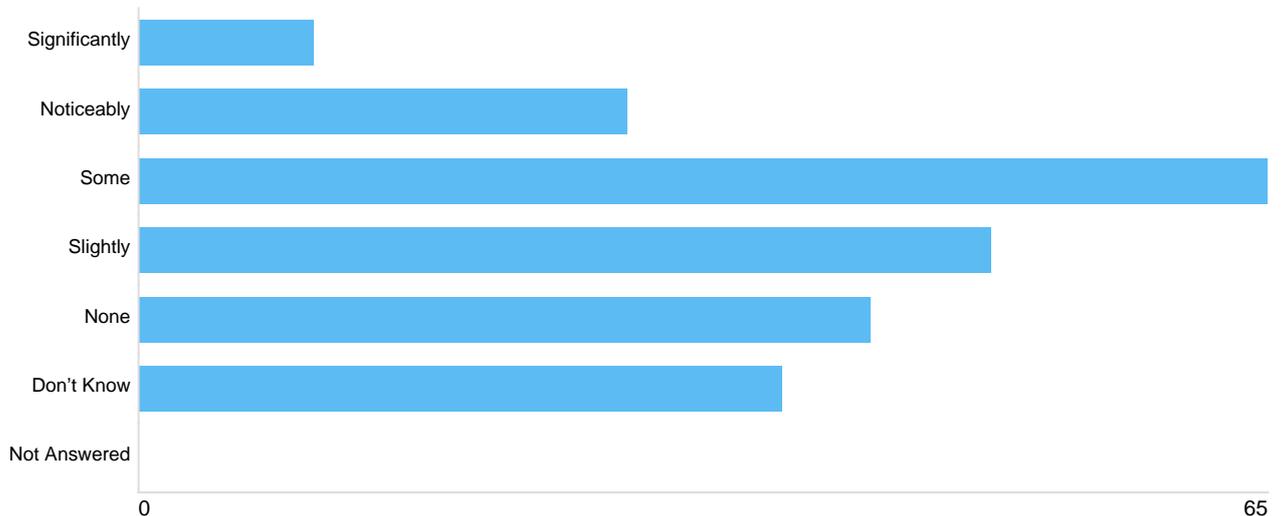
Question 19: In regard to aged care services to LGBTI people in Australia, what level of improvement have you seen or experienced against the Strategy's goals since 2012?

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 1



Option	Total	Percent
Significantly	9	3.90%
Noticeably	40	17.32%
Some	51	22.08%
Slightly	57	24.68%
None	35	15.15%
Don't Know	39	16.88%
Not Answered	0	0%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 2



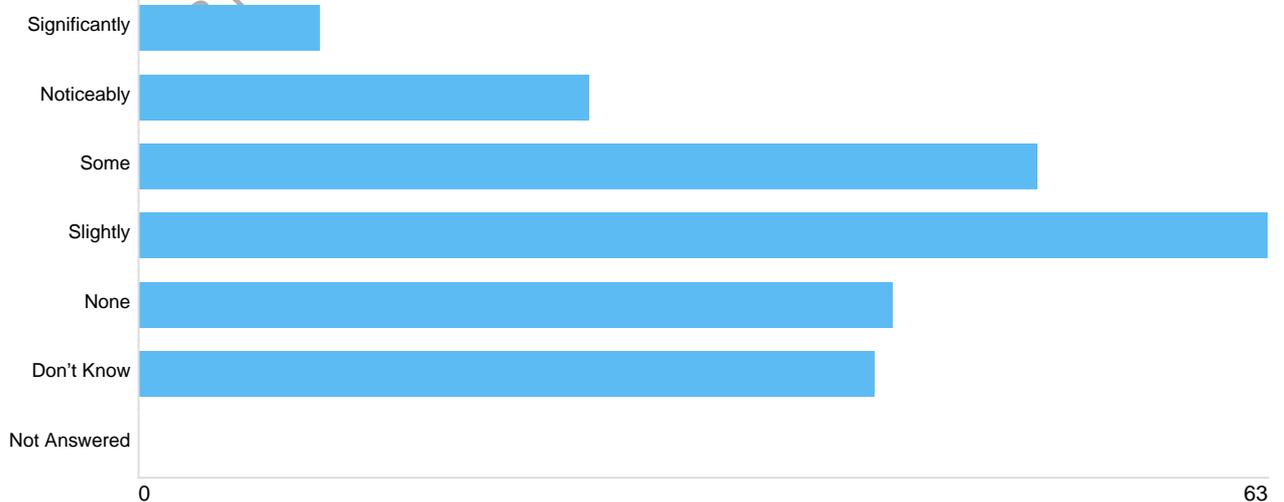
Option	Total	Percent
Significantly	10	4.33%
Noticeably	28	12.12%
Some	65	28.14%
Slightly	49	21.21%
None	42	18.18%
Don't Know	37	16.02%
Not Answered	0	0%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 3



Option	Total	Percent
Significantly	10	4.33%
Noticeably	32	13.85%
Some	56	24.24%
Slightly	54	23.38%
None	44	19.05%
Don't Know	35	15.15%
Not Answered	0	0%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 4



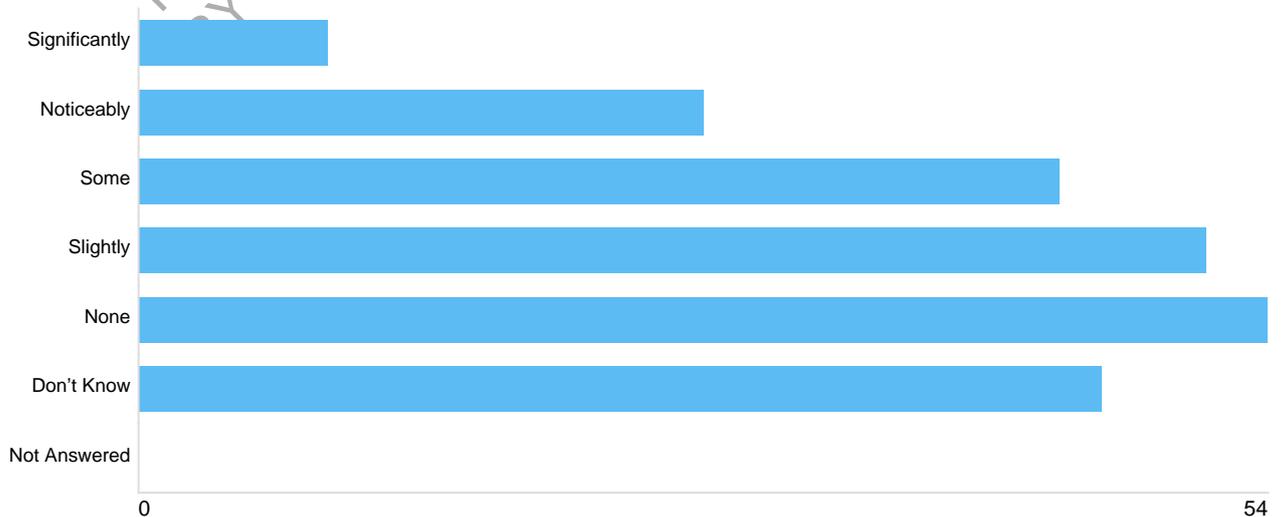
Option	Total	Percent
Significantly	10	4.33%
Noticeably	25	10.82%
Some	50	21.65%
Slightly	63	27.27%
None	42	18.18%
Don't Know	41	17.75%
Not Answered	0	0%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 5



Option	Total	Percent
Significantly	13	5.63%
Noticeably	20	8.66%
Some	50	21.65%
Slightly	57	24.68%
None	47	20.35%
Don't Know	44	19.05%
Not Answered	0	0%

In regard to aged care services to LGBTI people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 6



Option	Total	Percent
Significantly	9	3.90%
Noticeably	27	11.69%
Some	44	19.05%
Slightly	51	22.08%
None	54	23.38%
Don't Know	46	19.91%
Not Answered	0	0%

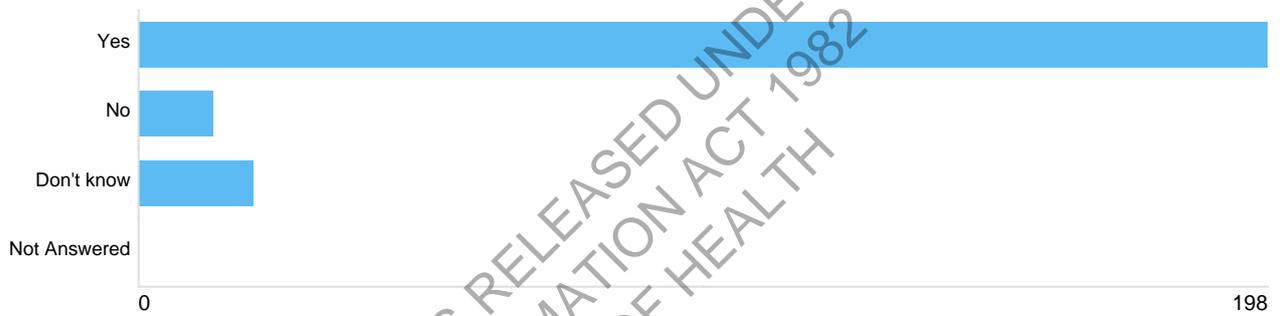
Question 20: Can you provide any examples or details of why you selected the above? (Optional Question)

Can you provide any examples or details of why you selected the above?

There were **90** responses to this part of the question.

Question 21: Do you feel these goals should continue in other aged care reforms like the Diversity Framework?

Do you feel the goals are appropriate moving forward?



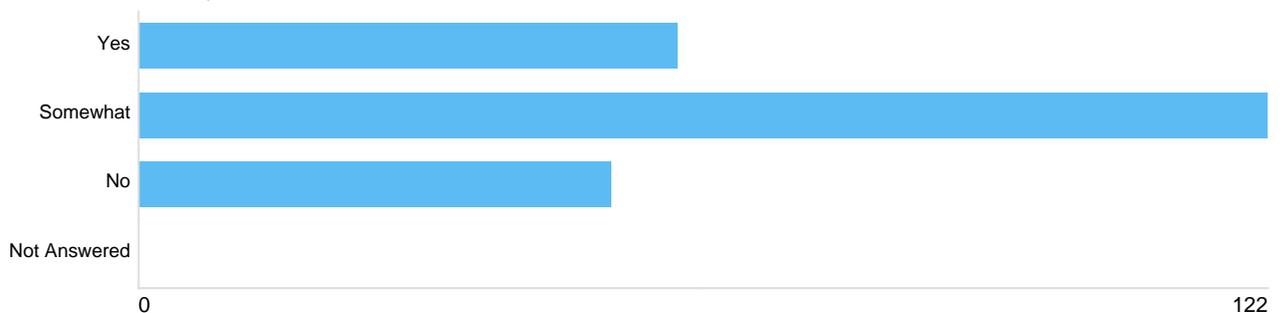
Option	Total	Percent
Yes	198	85.71%
No	13	5.63%
Don't know	20	8.66%
Not Answered	0	0%

What if any changes to the goals would you make? (Optional)

There were **35** responses to this part of the question.

Question 22: Do you think the Strategy has contributed towards making aged care more accessible and inclusive to people who identify as LGBTI?

Do you think the Strategy has contributed towards making aged care more accessible and inclusive to people who identify as LGBTI?



Option	Total	Percent
Yes	58	25.11%
Somewhat	122	52.81%
No	51	22.08%
Not Answered	0	0%

Question 23: Are there any other comments you would like to make? (Optional Question)

Are there any other comments you would like to make?

There were **83** responses to this part of the question.

Question 24: What themes or issues do you believe the Diversity Framework should include/address? Please provide details. (Optional Question)

What themes or issues do you believe the Diversity Framework should include/address? Please provide details.

There were **94** responses to this part of the question.

Question 25: What issues or specific actions do you believe should be included in the LGBTI Aged Care Action Plan that will be developed under the Diversity Framework? (Optional Question)

What issues or specific actions do you believe should be included in the LGBTI Aged Care Action Plan that will be developed under the Diversity Framework?

There were **81** responses to this part of the question.

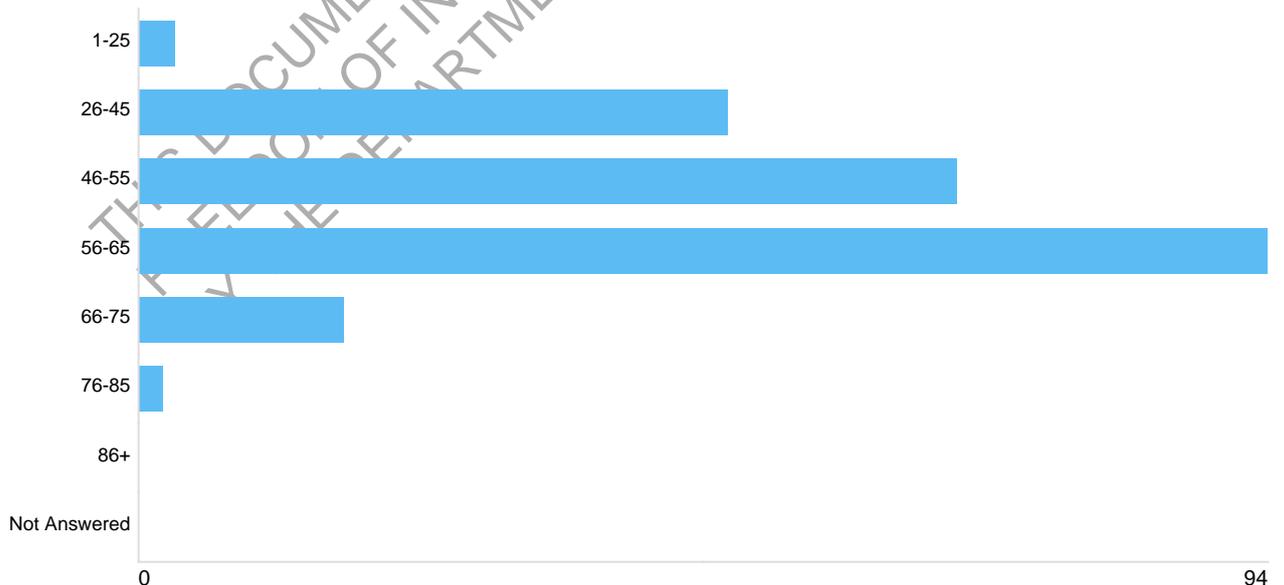
Question 26: Please state your name. (Optional Question)

Please state your name.

There were **99** responses to this part of the question.

Question 27: Please state your age.

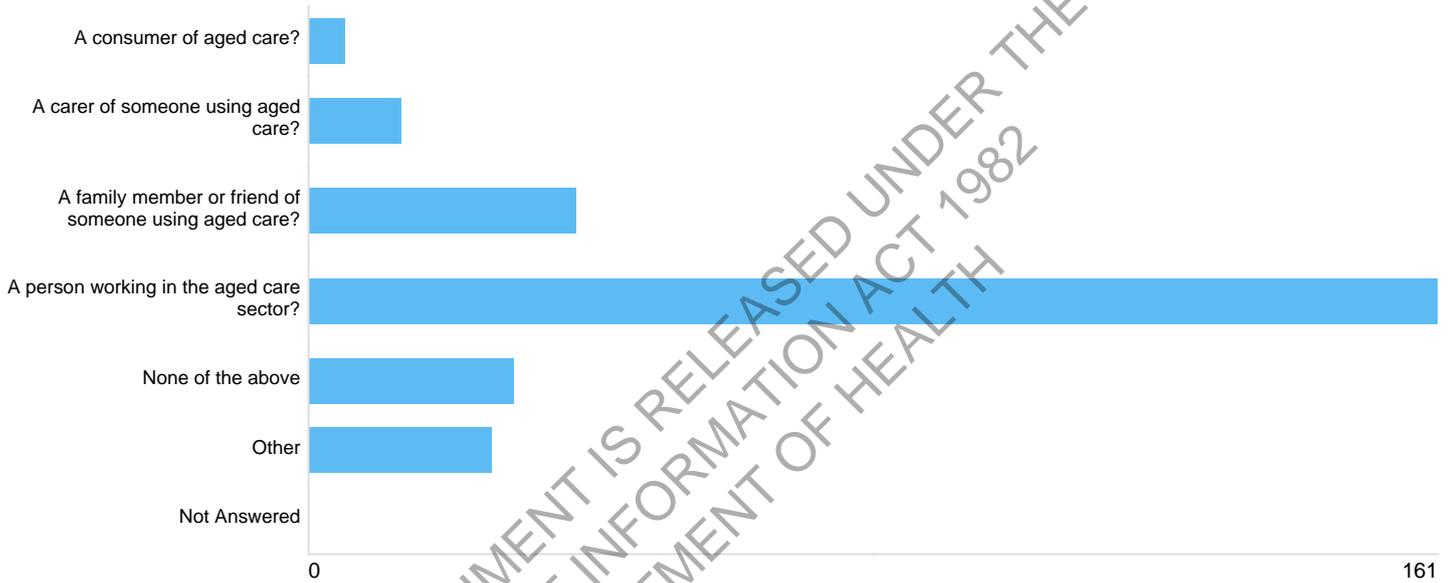
Please state your age.



Option	Total	Percent
1-25	3	1.30%
26-45	49	21.21%
46-55	68	29.44%
56-65	94	40.69%
66-75	17	7.36%
76-85	2	0.87%
86+	0	0%
Not Answered	0	0%

Question 28: Are you:

Are you:

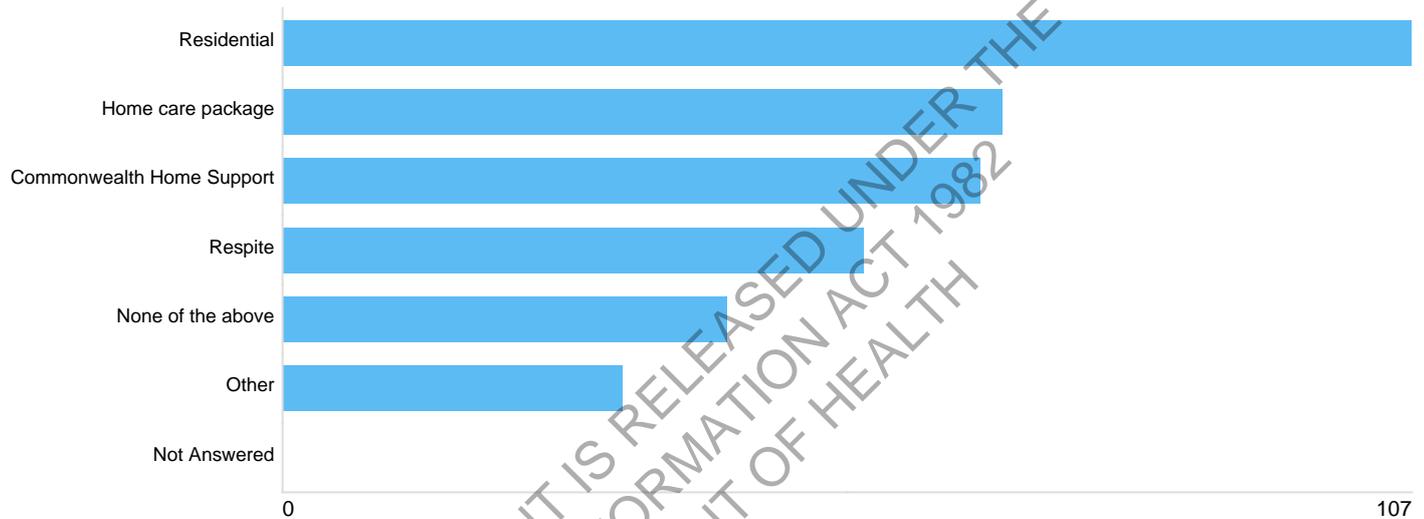


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Option	Total	Percent
A consumer of aged care?	5	2.16%
A carer of someone using aged care?	13	5.63%
A family member or friend of someone using aged care?	38	16.45%
A person working in the aged care sector?	161	69.70%
None of the above	29	12.55%
Other	26	11.26%
Not Answered	0	0%

Question 29: What type of aged care service do you consume or your family/friend consumes or you provide care for?

What type of aged care service do you consume or your family/friend consumes or you provide care for?



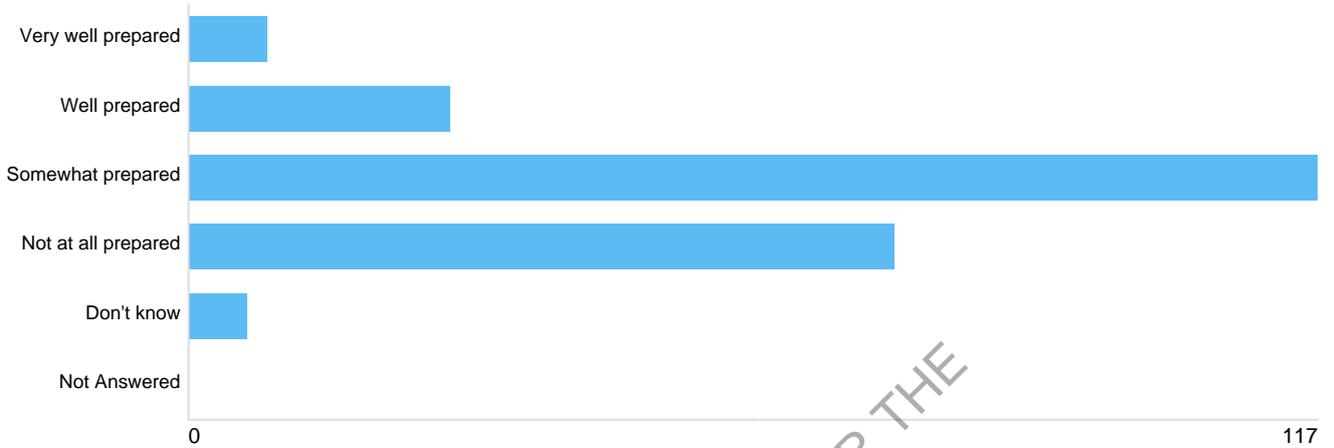
Option	Total	Percent
Residential	107	46.32%
Home care package	68	29.44%
Commonwealth Home Support	66	28.57%
Respite	55	23.81%
None of the above	42	18.18%
Other	32	13.85%
Not Answered	0	0%

If Other, please specify: (Optional)

There were **34** responses to this part of the question.

Question 30: How prepared do you think the aged care sector is to meet the needs of the LGBTI communities?

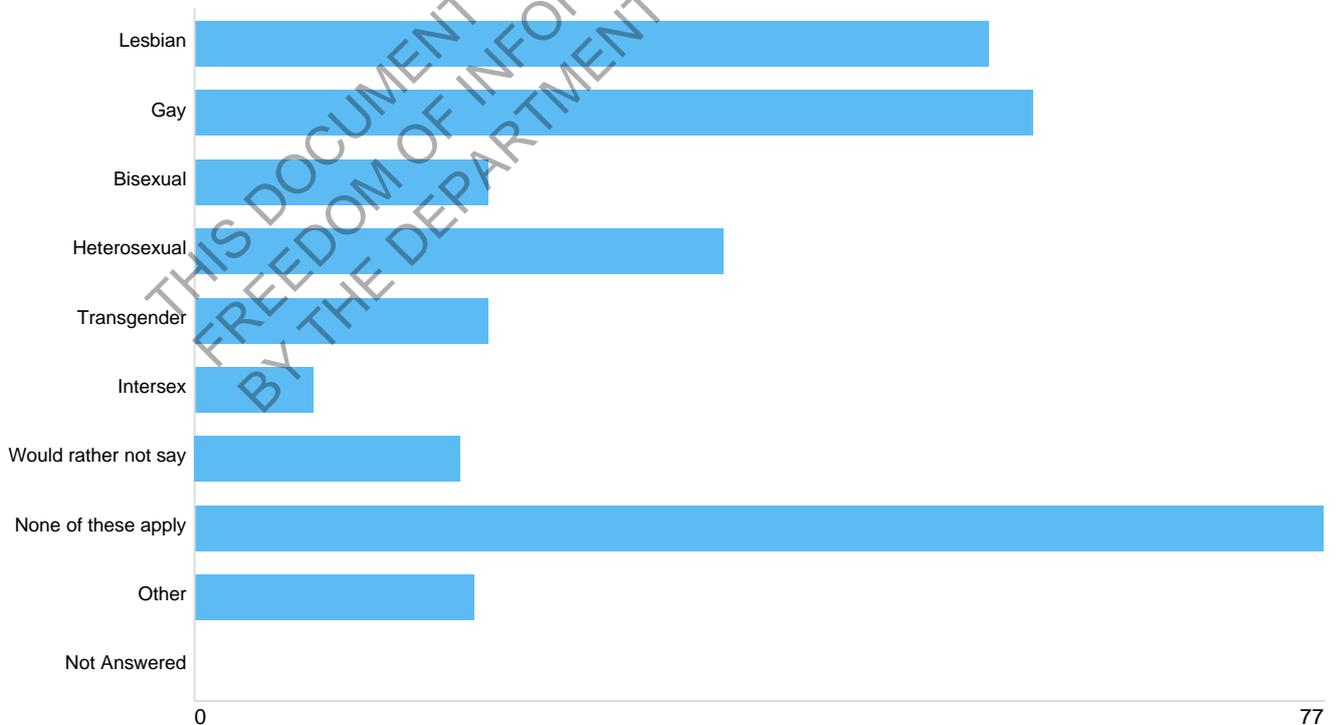
How prepared do you think the aged care sector is to meet the needs of the LGBTI community?



Option	Total	Percent
Very well prepared	8	3.46%
Well prepared	27	11.69%
Somewhat prepared	117	50.65%
Not at all prepared	73	31.60%
Don't know	6	2.60%
Not Answered	0	0%

Question 31: Do you or the person you provide care for identify as:

Do you or the person you provide care for identify as:



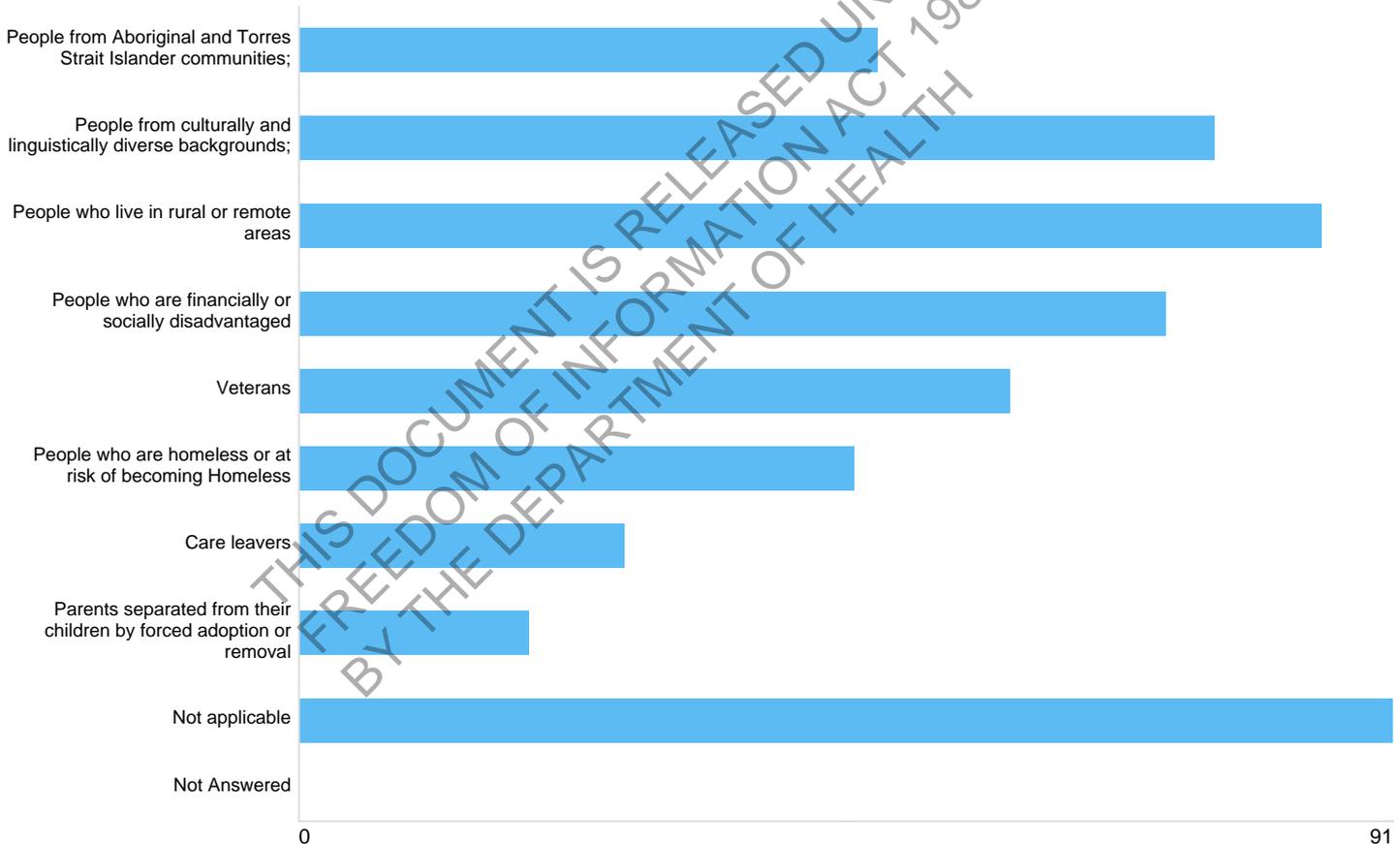
Option	Total	Percent
Lesbian	54	23.38%
Gay	57	24.68%
Bisexual	20	8.66%
Heterosexual	36	15.58%
Transgender	20	8.66%
Intersex	8	3.46%
Would rather not say	18	7.79%
None of these apply	77	33.33%
Other	19	8.23%
Not Answered	0	0%

If Other, please specify: (Optional)

There were **18** responses to this part of the question.

Question 32: Do you or the person you provide care for identify with any other special needs groups?

Do you or the person you provide care for identify with any other special needs groups?



Option	Total	Percent
People from Aboriginal and Torres Strait Islander communities;	48	20.78%
People from culturally and linguistically diverse backgrounds;	76	32.90%
People who live in rural or remote areas	85	36.80%
People who are financially or socially disadvantaged	72	31.17%
Veterans	59	25.54%
People who are homeless or at risk of becoming Homeless	46	19.91%
Care leavers	27	11.69%
Parents separated from their children by forced adoption or removal	19	8.23%
Not applicable	91	39.39%
Not Answered	0	0%