

# The National LGBTI Ageing and Aged Care Strategy Review Survey

## Overview

The Australian Government released the *National Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Ageing and Aged Care Strategy* (the LGBTI Strategy) to respond to the needs of older LGBTI peoples and better support the aged care sector to deliver care that is sensitive and appropriate.

Comments are now being sought on the Review of the LGBTI Strategy and the development of the Aged Care Diversity Framework.

The Strategy will be replaced by a broader Diversity Framework building on existing efforts to provide guidance for providers to embed better practice in their service delivery to meet the diverse needs of older people.

Under the Diversity Framework, an Action Plan for Lesbian, Gay, Bi-sexual, Transgender and Intersex (LGBTI) elders and communities will be developed.

## Opportunity to Have Your Say

Feedback on the implementation of LGBTI Strategy is now being sought.

The survey will close at **5pm, 28 April 2017** (AEST) and takes around 15 minutes to complete.

## Why we are consulting

Since the release of the LGBTI Strategy, there have been reforms in aged care placing a strong emphasis on the concepts of greater choice and control being put in the hands of the consumer and the aged care system being accessible, equitable and inclusive for all older people.

A key mechanism for achieving this is the development of a new Diversity Framework for aged care, which is scheduled to be released by the end of 2017. Followed by the creation of a specific action plan for older LGBTI peoples. One of the building blocks for the development of this Diversity Framework and Action Plan will be reviews of the Government's progress against the LGBTI Strategy.

## Privacy Statement

The Australian Department of Health is committed to protecting your privacy in accordance with the Commonwealth Privacy Act 1988 including the thirteen Australian Privacy Principles (APPs) contained in that Act. The APPs replaced the old Information Privacy Principles (IPPs) on 12 March 2014.

The Department's APP privacy policy (required by APP 1.3) can be accessed at **the Department's APP privacy policy web page**

<<http://www.health.gov.au/internet/main/publishing.nsf/Content/privacy-policy>> . The APP privacy policy explains how the Department handles personal information generally, including its collection, storage, security, access, use and disclosure.

All your survey responses will be treated with discretion, and no personally identifying information from your responses will be released to any third party.

## Introduction

### 1 Are you completing this survey as:

(Required)

*Please select only one item*

- ☐ A representative of an organisation ☐ An individual or carer

### 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)?

(Required)

*Please select only one item*

- ☐ Yes ☐ No

## Care type - organisation

### 3 What is your organisation type?

(Required)

Please select only one item

- ☐ Service provider of aged care services ☐ Consumer and peak body organisation  
☐ Service provider and peak body organisation  
☐ Community or other peak body organisation ☐ Other

If other, please specify: (Optional)

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

### 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)?

(Required)

Please select only one item

- ☐ Very well prepared ☐ Well prepared ☐ Somewhat prepared  
☐ Not at all prepared ☐ Don't know

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

(Required)

Please select all that apply

- ☐ Lesbian ☐ Gay ☐ Bisexual ☐ Transgender ☐ Intersex ☐ None

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

(Required)

Please select all that apply

☐ Policies on non-discrimination, LGBTI inclusive practice and conflict resolution?

☐

Information on LGBTI inclusive practice assessments such as the Rainbow Tick accreditation you have undertaken?

☐ Staff and management undertaking LGBTI Sensitivity Training?

☐ Working towards Rainbow Tick and/or similar an accreditation ☐ None of these

☐ Other

If Other, please specify (Optional):

## Service provider of aged care services

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

(Required)

Please select all that apply

☐ Residential aged care ☐ Home Care Packages ☐ Commonwealth Home Support

☐ Respite care ☐ Other

If Other, please specify (Optional):

## 8 Is your organisation a:

(Required)

Please select all that apply

☐ Not for profit ☐ For profit ☐ Government ☐ Other

If Other, please specify: (Optional)

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

(Required)

Please select only one item

☐ Very well ☐ Quite well ☐ Adequately ☐ Not well ☐ Not sure

## Consumer and peak body organisation

**10** Which group is represented by your organisation?

(Required)

Please select all that apply

☐ Consumers of aged care ☐ Members of the LGBTI community  
☐ Members of the CALD community  
☐ Members of the Aboriginal and Torres Strait Islander  
☐ Members of another Special Needs group ☐ Other

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

(Required)

Please select all that apply

☐ Very well ☐ Quite well ☐ Adequately ☐ Not well ☐ Not sure

Please explain your response (Optional):

## Service provider and peak body organisation

**12 Which group is represented by your organisation?**

(Required)

*Please select all that apply*

- ☐ Residential aged care providers
 ☐ Home Care Packages providers  
☐ Commonwealth Home Support providers
 ☐ Respite care providers  
☐ Other aged care services providers

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

(Required)

*Please select all that apply*

- ☐ Very well
 ☐ Quite well
 ☐ Adequately
 ☐ Not well
 ☐ Not sure

Please explain your response: (Optional)

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**Community or peak body organisation****14 Which group is represented by your organisation?**

(Required)

*Please select all that apply*

- ☐ Consumers of aged care
 ☐ Providers of aged care  
☐ Carers of people using aged care
 ☐ Members of the LGBTI community
 ☐ Other

If Other, please specify: (Optional)

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

(Required)

Please select only one item

☐ Very well
 ☐ Quite well
 ☐ Adequately
 ☐ Not well
 ☐ Not sure

## National LGBTI Ageing and Aged Care Strategy's Principles

The Strategy is based on the following 5 principles:

- **Inclusion** - The rights and needs of older LGBTI people, their families and carers are included in the development of Australian Government aged care policies and programs.
- **Empowerment** - Older LGBTI people, their families and carers are supported with the knowledge and confidence to maximise their use of the aged care system.
- **Access and Equity** - All areas of aged care understand the importance of, and deliver, LGBTI-inclusive services.
- **Quality** - Care and support services provide quality services that meet the needs of older LGBTI people, their families and carers and are assessed accordingly.
- **Capacity Building** - LGBTI individuals and communities have the capacity to both articulate their aged care needs and be involved in the development of services and the workforce to meet these needs.

## 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?

(Required)	Significantly	Noticeably	Some	Slightly	None	Don't Know
<b>Inclusion</b> Please select only one item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Empowerment</b> Please select only one item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Access and Equity</b> Please select only one item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Quality</b> Please select only one item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Capacity Building</b> Please select only one item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

(Required)

Please select only one item

☐ Yes ☐ No ☐ Don't Know

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



# National LGBTI Ageing and Aged Care Strategy Goals

The Strategy is based on the following 6 goals:

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

**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?

(Required)	Significantly	Noticeably	Some	Slightly	None	Don't Know
Goal 1 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 2 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 3 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 4 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 5 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 6 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

(Required)

Please select only one item

☐ Yes ☐ No ☐ Don't know

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

**Summary**

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

(Required)

Please select only one item

☐ Yes ☐ Somewhat ☐ No

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

## Aged Care Diversity Framework

The Strategy will be replaced by a broader Diversity Framework building on existing efforts to provide guidance for providers to embed better practice in their service delivery to meet the diverse needs of older people.

Under the Diversity Framework, an Action Plan for Lesbian, Gay, Bi-sexual, Transgender and Intersex (LGBTI) elders and communities will be developed.

Your feedback will help to identify broader issues to be incorporated in the development of the LGBTI action plan in the Diversity Framework.

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

## Personal information

All your survey responses will be treated with discretion, and no personally identifying information from your responses will be released to any third party.

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

**27** Please state your age.

(Required)

Please select all that apply

☐ 1-25 ☐ 26-45 ☐ 46-55 ☐ 56-65 ☐ 66-75 ☐ 76-85 ☐ 86+

**28** Are you:

(Required)

Please select all that apply

☐ A consumer of aged care? ☐ A carer of someone using aged care?  
☐ A family member or friend of someone using aged care?  
☐ A person working in the aged care sector? ☐ None of the above ☐ Other

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

(Required)

Please select all that apply

- ☐ Residential
 ☐ Home care package
 ☐ Commonwealth Home Support
 ☐ Respite
 ☐ None of the above
 ☐ Other

If Other, please specify: (Optional)

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

(Required)

Please select only one item

- ☐ Very well prepared
 ☐ Well prepared
 ☐ Somewhat prepared
 ☐ Not at all prepared
 ☐ Don't know

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

(Required)

Please select all that apply

- ☐ Lesbian
 ☐ Gay
 ☐ Bisexual
 ☐ Heterosexual
 ☐ Transgender
 ☐ Intersex
 ☐ Would rather not say
 ☐ None of these apply
 ☐ Other

If Other, please specify: (Optional)

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

(Required)

Please select all that apply

- ☐ People from Aboriginal and Torres Strait Islander communities;
 ☐ People from culturally and linguistically diverse backgrounds;
 ☐ People who live in rural or remote areas
 ☐ People who are financially or socially disadvantaged
 ☐ Veterans
 ☐ People who are homeless or at risk of becoming Homeless
 ☐ Care leavers
 ☐ Parents separated from their children by forced adoption or removal
 ☐ Not applicable