

LGBTI Inclusive Services



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Person Centred Care

- Everyone has their own story
- Everyone has their own beliefs
- People have different family, friends and links to their community
- Everyone has their own preferences and needs

Awareness of History

- Discrimination by establishment
- Criminality – 1997 Tasmania
- Mental illness – ECT
- Continued discrimination
- Possible Health Impacts

Fears Raised

UnitingCare Ageing has taken a lead - survey in 12/13

- Need for recognition and respect
- Participants afraid of discrimination in aged care
- Need for staff training / training on diversity and acceptance
- Provider to show that the organisation is LGBTI friendly
- Social and community needs

Report can be found at

http://www.unitingcareageing.org.au/resources/unitingcare_publications

What Has Been Done?

- GLHV – Rainbow Tick
- Undertake training for staff – ACON
- Be aware of language and providing choice
- Participation in community events
- Visual inclusive images

The Question of other Residents?


Each care recipient has the right to:

- full and effective use of his or her personal, civil, legal and consumer rights;
- be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- select and maintain social and personal relationships with anyone else without fear, criticism or restriction; and
- freedom of speech.

Each care recipient has the responsibility to:

- respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole.

What More Can be Done?

- More Providers participating to offer more choice
 - Get better at providing care and accommodation to all couples
 - Set expectations of staff pre-employment
 - Industry play its part in reducing discrimination in community
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What do I see as inclusive services?

Peron Centred /Individualised Services

- Every individual knows they are welcome
- We understand each individual's story
- We provide services that meet the needs, wants and expectations of each individual

Thank you

