

Clinical Assessor P/L LESBIAN, GAY, BI-SEXUAL, TRANSSEXUAL, INTERSEX, QUESTIONING ASEXUAL PLUS (LGBTIQA+) POLICY AND PROCEDURES

AUTHORISATION

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POLICY

- Clinical Assessor P/L recognises and supports (consumer)s to exercise choice and independence and respects the (consumer)'s privacy, including supporting their decision to make connections with others and maintain relationships of choice, including intimate relationships.
- Clinical Assessor P/L is committed to providing a high standard of care to meet the needs and challenges of Lesbian, Gay, Bi-Sexual, Transsexual, Intersex, Questioning, Asexual Plus (LGBTIQA+) people, their families and carers that align with best practice guidelines.
- Clinical Assessor P/L recognises the high risk of discrimination and the need for valuing individual (consumer)s and the workforce diversity including differences in gender identity.
- Clinical Assessor P/L aims to maintain an environment (home and community) where all (consumer)s feel safe, respected and valued.
- Clinical Assessor P/L commits to LGBTIQA+ cultural safety to ensure the (consumer) is made to feel safe as possible when services, but where they choose to disclose their sexual orientations, gender diverse identity and intersex variation, these are valued and confirmed.
- Clinical Assessor P/L will support a knowledgeable and responsive workforce to deliver LGBTIQA+ inclusive services.
- Clinical Assessor P/L will support (consumer)s to provide personal information and where this is provided, have the (consumer) treated respectfully and their right to personal privacy upheld.

KEY DEFINITIONS

Asexual	Asexual is the lack of sexual attraction to others, or a low interest in sexual activity. Some people consider asexuality to be their sexual orientation, and others describe it as an absence of sexual orientation. Asexual can also be an umbrella term that includes a wide spectrum of asexual sub-identities, such as demisexual, grey-A, queerplatonic, and many others.
Bisexual	A person who is sexually and emotionally attracted to both men and women.
Family	Family includes family of choice. Due to possibly having experienced rejection from their biological families, some LGBTIQ+ people may form core relationship links with others who they may refer to as their 'family of choice'. This is similar to many other people's relationships with their biological family.
Gay (Homosexual)	A male whose primary emotional and sexual attraction is towards other men. The term is most commonly applied to men, although some women use this term.
Gender	Characteristics that are often believed to be innate or biologically determined but include roles, behaviour, activities and attributes that a particular society considers appropriate for women and men.
Gender-diverse	People whose understanding or performance of their gender does not conform to social expectations based on their sex assigned at birth.
Gender identity	A person's sense of identity defined in relation to the social roles, attributes and behaviour customarily ascribed by society to 'women' and 'men'. For most people, biological sex and gender identity (birth assigned) are aligned, but for some (e.g., transgendered) they are in conflict. Others identify as androgynous (as both man and woman) and some reject any gender labels entirely.
Intersex	The presence of intermediate or atypical combinations of physical features that are usually seen to distinguish female from male. This may include variations in chromosomes, hormones, reproductive organs, genitals and other bodily features.
Lesbian	A woman whose primary emotional and sexual attraction is towards other women.
LGBTIQ+	An acronym that refers to a group of people with diverse sexual orientation, sex or gender identity. It includes lesbian, gay, bisexual, transgender and intersex people and other sexuality, sex and gender non-conforming people, regardless of their term of self-identification.

Person Responsible	<p>A person responsible is not necessarily the (consumer)'s next of kin or carer.</p> <p>Under section 33A(4) of the Guardianship Act 1987, there is a hierarchy of people who can be the person responsible. A person responsible is one of the following people in order of priority.</p> <ol style="list-style-type: none"> 1. Guardian – An appointed guardian (or enduring guardian) who has been given the right to consent to medical and dental treatments, or 2. Spouse or partner – If there is no guardian, a spouse, de-facto spouse or partner where there is a close continuing relationship, or 3. Carer – If there is no spouse or partner, an unpaid carer who provides or arranges for domestic support on a regular basis, or 4. Relative or friend – If there is no carer, a friend or relative who has a close personal relationship, frequent personal contact and a personal interest in the person's welfare, on an unpaid basis.
Questioning	<p>Those who are unsure of, or exploring and discovering their sexual orientation or gender identity.</p>
Transgender	<p>Of, relating to, or being a person whose gender identity differs from the sex the person had or was identified as having at birth.</p>
Transsexual	<p>A person who experiences a conflict between feelings of gender identity and the gender they were assigned at birth. It sometimes involves a rejection of their birth sex, including rejection of their sexual anatomy and secondary sexual characteristics.</p> <p>Transgender (short: Trans): An umbrella term that encapsulates all people who do not fit the understanding of male and female gender roles. The gender identity of transgender people differs to varying degrees from the sex they were assigned at birth. It includes all gender non-conforming people including transsexuals, cross-dressers, drag performers, and gender queer people. (See also Transition, Transsexual, Gender).</p> <p>Transition: Describes both a public act and a process. It involves the permanent and public adoption of the style and presentation of the gender opposite to that of a person's birth-assigned sex. It usually includes a change of name, chosen style of address, as well as adopting the dress and style of presentation of a person's innate gender. It also describes the process of changing one's lived gender by permanently changing one's body. (See also Transgender, Transsexual).</p> <p>Transwoman: A person who has transitioned from a man to a woman (some may prefer to be referred to as 'male to female').</p> <p>Transman: A person who has transitioned from a woman to a man (some may prefer to be referred to as 'female to male').</p>

Sex	The biological and physiological characteristics associated with 'female' and 'male'. This includes chromosomal configuration, hormonal profile, reproductive organs, and secondary sex characteristics such as breasts, body hair and voice.
Sexual Orientation / Sexuality	The feelings or self-concept; direction of interest; or emotional, romantic, sexual or affection-related attraction towards others.

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PROCEDURES

Planning

- The Governing Body or CEO will commit to an LGBTIQ+ inclusive workplace that is safe, inclusive and outcome-focused for (consumer)s, members of the workforce, volunteers and the community. This will be developed through the organisational strategic and workforce planning processes and via the development of organisational culture that supports open questions and does not make assumption about someone's background or life experience, even in casual conversation.
- The Home Care Manager (HCM) will also consider mechanisms to facilitate social connectedness with other (consumer)s and the LGBTIQ+ community, where in keeping with the (consumer)'s preference.
- The service will plan and develop actions to combat social isolation and cultural safety risks for LGBTIQ+ elders and older people, e.g., by connecting with the LGBTI Community Visitors Scheme and Virtual Visitors Schemes.
- In collaboration with (consumer)s and their families, the Home Care Manager (HCM) will develop, review, implement, monitor and evaluate policies and practices on the inclusion of peoples, and make the policies and evaluation available, if requested by (consumer)s.
- The HCM and the workforce will consider cultural related celebrations that are important to the LGBTIQ+ community and offer support to participate in these events (where the (consumer) wishes for these to be part of the (consumer) social programs). Participation at such events will be based on the (consumer)'s preference and disclosure.

Education

The HCM will ensure:

- Clinical Assessor P/L has a system to support LGBTIQ+ inclusive practice through education and professional development of the governing body, leadership team, members of the workforce and volunteers.
- Education is provided to the workforce to understand and support the needs of LGBTIQ+ persons and meet the individual needs of the (consumer), including, but not limited to:
 - Understanding that bisexual peoples are often discriminated against not just by non-LGBTIQ+ peoples but also by lesbian and gay people.
 - How the anti-discrimination and privacy legislation and Aged Care Quality Standards must be met within service provision.
 - Why personal information (provided by LGBTIQ+ people to Clinical Assessor P/L) may be sensitive, ensuring the workforce are skilled in being able to

safely and appropriately obtain this information from LGBTIQ+ (consumer)s and people living with HIV.

- An awareness of the range of relationships (including multiple partnerships) and family structures that LGBTIQ+ (consumer)s may have.
- Being skilled in, and sensitive to the provision of personal care for older people who are trans, gender diverse or intersex.
- Provision of specific personal care, medical or health needs that they must be aware of and respond to.
- Sharing and affirm with the workforce your commitment to the Darlington Statement, developed by intersex organisations and advocates in 2017, which articulates the human rights demands of people with intersex variations in Australia and Aotearoa/New Zealand.
- Knowledge of, and compliance with, universal precautions for bodily fluids, specifically for providing respectful and appropriate care for people living with HIV.
- Understanding the specific characteristics of some of the more common intersex variations (AIS, CAH, XXY) and not treating people who are intersex as a homogenous group.
- Awareness of the right for LGBTIQ+ (consumer)s to personalise their homes and have access to materials that reflect who they are.
- Recognise (and respond appropriately to) the trauma that some gay men may have experienced due to losing friends, family, and partners due to the AIDS epidemic.
- Ongoing development of members of the workforce practice to include keeping up to date with current trends in the field of best practice LGBTIQ+ inclusive service provision.

(Consumer) Admission

- All members of the workforce must make LGBTIQ+ (consumer)s and their Person Responsible feel welcome, respected and safe when visiting their home or when the (consumer)/Person Responsible is contacting Clinical Assessor P/L.
- The HCM will provide information in relation to (consumer) rights and will make available policies, as requested, to provide assurance of the service's approach to supporting rights of LGBTIQ+ persons. This may include:
 - LGBTIQ+ Policy and Procedures
 - Anti-Discrimination Policy and Procedures
 - Privacy and Dignity Policy and Procedures
 - Independence Policy and Procedures

- The HCM will ensure that (consumer)s have the right to choose whether they disclose a range of information about themselves and understand the implications of providing the information or choosing not to provide.
- Clinical Assessor P/L understands that some (consumer)s may not have the choice about disclosing, which can be the case for transgender and intersex people.
- If the (consumer) chooses to declare, or does not have the choice to declare, all members of the workforce will respect the (consumer) by maintaining confidentiality.
- Disclosure by a family member or others will be managed sensitively and in accordance with the express wishes of the LGBTIQ+ (consumer).
- The HCM will ensure that it appropriately recognises a person's identity through preferred naming or pronoun and this is reflected in the assessment and care and services planning process.
- Ensure information recorded on sexuality, gender and intersex status is maintained as confidential and the process complies with privacy laws. Make it clear to the (consumer) that they can control who sees that information.

(Consumer) Assessment and Care and Service Planning

- The HCM will ensure the specific needs of LGBTIQ+ people and families are acknowledged and respected through thorough assessment and care and service planning.
- The HCM must develop awareness of potential triggers with may traumatise or re-traumatise a (consumer) and collect information in a sensitive and respectful way, responding to disclosure in a positive and respectful manner.
- Families of choice (who may or may not include biological family) will be recognised, respected and involved in planning the care and/or support of LGBTIQ+ (consumer)s. Families of choice must not be excluded from decision making discussions unless requested by the (consumer).
- Where the (consumer) wishes for families of choice to be introduced to member of the workforce and other (consumer)s. Invite families of choice to participate in all personal and communal celebrations and activities, where the (consumer) wishes.
- The HCM will ensure the assessment process encourages (consumer) independence to exercise choice and decision regarding care and services provided, ensuring the (consumer) feels confident they can live the life they choose.
- The HCM will ensure recognise that some lesbian women want to know they will be looked after by women and where possible, provide lesbian care members of the workforce, if available.

- All members of the workforce will maintain confidentiality of persons who choose to disclose their diagnosis of Human Immunodeficiency Virus (HIV) status and positively support (consumer)s using best practice treatment and care.
- The HCM will ensure there is a system to maintain links with LGBTIQ+ support services to ensure best practice and referral as required.

Advocacy and Support

The HCM will ensure:

- Provision of information about advocacy services available, specifically for LGBTIQ+ (consumer)s and carers and assist them to access these services if they choose, especially for (consumer)s who may not have family involved in their care.
- Provision of information on complaints procedures and ensuring members of the workforce are well equipped to support LGBTIQ+ (consumer)s to make complaints.
- Support (consumer)s to maintain their connection to their communities and engaging local LGBTIQ+ community groups into the service. This includes other communities that people may be connected to such as Aboriginal and Torres Strait Islander communities.
- Older persons are invited to share their stories and life experiences with other (consumer)s and their families at social events, where these events are provided by the service.
- Empower trans and gender diverse people to express their gender identity and expression. This expression of gender identity must be respected by your service and all those who access it.
- Advocate on behalf of trans and gender diverse people accessing/residing in the service, where coercive or abusive relationships and situations occur within their family and seek expert guidance if required.
- Ensure that older people with HIV who are accessing/residing in your service, have support to access ongoing appropriate health, medical care and social support services. People with HIV have an ongoing need for care by an S100 prescribing doctor to ensure effective antiretroviral therapy is maintained.

Marketing and Written Materials

The CEO will ensure:

- Brochures and other written material published by the service provider use LGBTIQ+ inclusive and gender-neutral language.
- Where able, photographs in marketing materials depict diverse relationships and sex or gender identities.
- Communicate the work undertaken by Clinical Assessor P/L to be LGBTI inclusive to LGBTI communities and LGBTI elders and older people, in particular through LGBTI media.
- Ensure newsletters contain information about LGBTIQ+ activities, events, services, health and well-being needs, concerns and ensure it is disseminated to people living at home.

Environment

Leadership Team will ensure that LGBTIQ+ (consumer)s can easily and confidently access services via Clinical Assessor P/L physical and virtual environments including, information, structures, resources and processes are welcoming e.g., there are private areas available for any (consumer) to meet with the HCM, such as, at the home or private areas at the office.

Quality and Risk

HCM will ensure:

- There is a process to consult with LGBTIQ+ persons (consumer)s to identify and manage risks and maintain compliance related to cultural safety through the quality and risk management systems.
- That LGBTIQ+ members of the workforce and volunteers, understand and meets (consumer)s' needs and have processes to manage risk to provide them with a safe and healthy workplace.
- Completion of an LGBTI self-assessment to measure performance against Rainbow Tick Standards (or similar) and the Aged Care Quality Standards, which involves LGBTIQ+ (consumer)s, carers, and families of choice (both within and external to the organisation).

Workforce

The CEO and HCM will ensure:

- Appropriate work environment/s and settings and meet good practice guidelines for all members of the workforce including known LGBTIQ+ members of the workforce and volunteers.
- The protection of human rights is promoted and address LGBTIQ+ discrimination for all members of the workforce and volunteers.

- When the organisation subcontracts service delivery, third party providers are able to demonstrate LGBTIQ+ inclusive practice (including contractors, students and volunteer).

RELATED DOCUMENTS

- Cultural Assessment
- Care and Services Plan
- Activities Calendar
- Strategic Plan
- (Consumer) handbook
- Handbooks – Contractors, Employees, Volunteer.
- Diversity Strategy

REFERENCES

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- Work Health and Safety Act 2011