

## **People who are lesbian, gay, bisexual, transgender or intersex (LGBTI)**

### ***Strategies to consider include:***

- Providing a service that is LGBTI inclusive — this can assist LGBTI people to feel safe, regardless of whether they choose to disclose their sexual orientation or gender identity
- Conducting training for staff to enhance understanding of the range of issues affecting LGBTI people and how to respond in a positive way to LGBTI consumers
- Reviewing your organisation's practice using Gay and Lesbian Health Victoria's LGBTI-inclusive practice standards for Home and Community Care services, available through Gay and Lesbian Health Victoria
- Communicating a message of welcome to LGBTI people by including LGBTI information and images in resources for consumers and staff, referring to LGBTI people in information about the services, displaying LGBTI posters and promoting your service to the LGBTI community; for example, through LGBTI media
- Checking how consumers would like information about their sexual orientation or gender identity recorded, and informing the consumer how the information is used, how it is stored and who may access it, and seeking consent before sharing this information with another organisation
- Ensuring that information about sexual orientation and gender identity is only collected if it is directly related to and reasonably necessary for the services' functions or activities, and is only collected from the individual it relates to
- Encouraging intake and assessment staff to include LGBTI information in their service orientation processes: although it can be confronting to ask an older person a direct question about sexual orientation or gender identity, by including an 'other' category in options for gender, and a 'same sex relationship' category in a marital status question can indicate that such information is welcome
- Establishing procedures to identify and manage potential homophobia and transphobia amongst staff and clients

### ***Partnerships and relationships to consider:***

- Developing links with local LGBTI social support and information services
- Contacting Gay and Lesbian Health Victoria for information and resources to support planning and organisational awareness and responsiveness to LGBTI people

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