

LESBIAN, GAY, BISEXUAL, TRANS, AND GENDER DIVERSE, INTERSEX PEOPLE (LGBTQIA+)

DEFINITIONS

1

SEXUAL ORIENTATION

Refers to who a person is emotionally, physically and/or romantically attracted to. This can include, but are not limited to, gay, lesbian, bisexual, asexual, heterosexual, demisexual, pansexual and many more. The term 'sexual preference' should not be used in language or documents, as it implies that one's sexuality is a choice¹.

2

GENDER IDENTITY

Refers to how the person feels regardless of their assigned sex at birth. It is about how the person views them self. Ranging from male and female to 'non-binary' or 'gender queer'¹.

3

EXPRESSION (GENDER)

Refers to how the person expresses their identity. This could be through, clothing, how they talk, behave, present themselves such as hair and makeup. This can range from masculine to feminine or neither at various times. Gender identity and sexual orientation cannot be assumed based on gender expression¹.

4

GENDER DIVERSITY

A term used to describe gender identities that show a diversity of expression beyond the binary framework of male and female, including people who identify as transgender and gender fluid.

Elders in the LGBTQIA+ Community may not show their genders and/or sexuality to carers as these groups may have experienced discrimination, violence, and stigma in the past.



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DO	DO NOT
<p>Create awareness</p> <ul style="list-style-type: none"> Acknowledge that older LGBTQIA+ people have different identities and needs. 	<ul style="list-style-type: none"> Ignore/avoid clients based on their gender identities. Shame or act based on your beliefs.
<p>Create a safe environment</p> <ul style="list-style-type: none"> Show trust and respect. Use proper methods to gather information from LGBTQIA+ clients. Support client needs. 	<ul style="list-style-type: none"> Share private information. Humiliate clients based on their identity or identities. Do not use offensive language.
<p>Family of choice</p> <ul style="list-style-type: none"> Include LGBTQIA+ family of choice in the clients aged care plan (unless the client does not want this). Invite families to join events and communal activities (with client consent). 	<ul style="list-style-type: none"> Do not exclude family members because of the relationship the client has with them. Do not gossip about people's sexual preferences or identities.
<p>Care & support</p> <ul style="list-style-type: none"> Discuss how stereotypes affect the quality of service provided to clients. Participate in LGBTQIA+ events. Provide access to LGBTQIA+ information, support services, etc. Visibly show support via rainbow flag, lanyard, artwork, picture, etc¹. 	<ul style="list-style-type: none"> Stereotype. Act in a biased manner. Reject the clients right to display PRIDE. Ignore information that may help a LGBTQIA+ client.



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GENDER APPROPRIATE LANGUAGE TO USE

- **Gender pronouns**

Ask the persons preferred pronouns is better than assuming based on how they look.

For example: “Hi Sarah, when I introduce you, what pronouns do you prefer?”

- **Gender neutral language**

Ask open questions without assuming sexual orientation or sexual characteristics shows the client that you are comfortable with diversity.

For example: “Good Morning everyone, tell me about your partner/spouse”

“The person in that room”

- **Accepting differences in families**

Not every family is heterosexual, cisgender or biologically related.

For example: “What does your partner(s), family member(s) or caregiver(s) do?”

- **Acknowledging diverse sexual and/or relationship status and sexual orientations**

Discomfort discussing LGBTQIA+ intimate relationships can show embarrassment, bias or unease, which can create a barrier in service delivery. When applicable include the partners in the decision-making process..

For example: “Would you like your partner to sit in on this conversation?”¹.

RESOURCES

ABS (Australian Bureau of Statistics), (2016). *Census of Population and Housing: Reflecting Australia – Stories from the Census*, 2016. Australian Government. <https://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/2071.0~2016~Main%20Features~Sex%20and%20Gender%20Diversity%20in%20the%202016%20Census~100#>

AIFS (Australian Institute of Family Studies), (2022). *CFCA Evidence to Practice Guide: Inclusive communication with LGBTQIA+ clients. Child Family Community Australia*. Australian Government. https://aifs.gov.au/cfca/sites/default/files/publicationdocuments/2110_inclusive_communication_with_lgbtiq_clients_e2pg.pdf

An Ally's Guide to Terminology, (2017). *Talking about LGBT people and Equality*. <https://www.lgbtmap.org/file/allys-guide-to-terminology.pdf>

Carer Gateway. Are you and LGBTI carer? Find support and services to help you. <https://www.carergateway.gov.au/tips/tips-lgbti-carers>

Department of Children, Youth Justice and Multicultural Affairs, (2021). *Practice Guide: Children with gender and sexual orientation diversity*. Australian Government. <https://cspm.csyw.qld.gov.au/getattachment/85784094-47b8-4a90-9b5d-00b466fea873/pgchildren-with-gender-sexual-orientation-diversity.pdf>

Department of Health, (2019). *Actions to Support Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex Elders. A guide for aged care providers. Aged Care Sector Committee Diversity Sub-group*. Australian Government. <https://www.health.gov.au/sites/default/files/documents/2019/12/actions-to-support-lgbti-elders-a-guide-for-aged-care-providers.pdf>

1. AIFS, (2022).

