

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Supplementary Estimates Hearings

Outcome Number: 8

Question No: 426

Topic: Provision of aged care services for LGBTI and non-English speaking consumers.

Hansard Page: Written

Senator Polley:

Question:

What is the Government's policy on provision of appropriate aged care services for LGBTI consumers? For consumers of non-English speaking backgrounds?

Answer:

The Government recognises that people in aged care come from different backgrounds and appreciates the importance of making sure that all services, including aged care, respond to the diversity in the Australian community.

The aged care policy framework is designed to deliver services which meet the identified needs of individuals, the community and people with special needs including those from culturally and linguistically diverse backgrounds and LGBTI communities. There are two major ways in which it promotes access for people with special needs:

- where a gap in service provision is identified, new aged care places are allocated to organisations that focus on providing care to particular special needs groups;
- beyond this, all aged care providers – including those that do not propose to specialise in the care of people with special needs – are expected to be able to deliver care that respects the diversity of care recipients. This is manifested in the Aged Care Accreditation Standards and the Home Care Standards.