Rainbow Care Cards – How To Participate

**About Rainbow Care Cards**

The Rainbow Care Card (RCC) project provides a safe way for older LGBTIQ+ Victorians to give constructive feedback to health, community and aged care services about their experience of LGBTIQ+ inclusivity. Our aim is to promote the health and wellbeing of older LGBTIQ+ Victorians by helping to ensure the services they access (or need to access) are LGBTIQ+ inclusive. To achieve this, we need to break the existing cycle of invisibility i.e.:

*Some service providers believe LGBTIQ+ inclusivity isn't a priority because they don't have any older LGBTIQ+ clients*< > W*ithout messages of LGBTIQ+ inclusivity, some older LGBTIQ+ people hide their LGBTIQ+ness when accessing services.*

LGBTIQ+ inclusive services are critical to ageing in place - or - to older LGBTIQ+ people disclosing all their needs to their local service providers.

**Why your participation matters**

Please help us show service providers that older LGBTIQ+ people exist and that services need to be LGBTIQ+ inclusive.

Maybe you don’t need the services you access to be more LGBTIQ+ inclusive. Maybe you are completely satisfied with the services you are accessing. Maybe you feel empowered to give feedback to service providers directly. That’s great. Please help us improve services for all older LGBTIQ+ people, especially people who don’t feel safe to speak for themselves.

**Ways to participate**

We are calling on LGBTIQ+ community members to participate. Ways to participate include the following:

* Older LGBTIQ+ people: please call us to share your experience or have a Rainbow Care Card sent to you
* Younger LGBTIQ+ community members: we are inviting LGBTIQ+ community members in their 20s, 30s, 40s, 50s, and 60s to reach out to older LGBTIQ+ people to help document their perspectives on inclusive services onto a Rainbow Care Card
* Intergenerational workshops: intergenerational workshops for LGBTIQ+ community members will be facilitated in rural Victoria. We hope the connections between older and younger people will assist older LGBTIQ+ people to feel safe, supported and valued in their local community.

**What we mean by health, community and aged care services**

By health, community and aged care services, we mean all services that promote health and wellbeing of older people. This includes GPs, home care, acute care, rehab, residential care, community centres, dentists, physio etc.

**How to participate**

If you helping an older LGBTIQ+ person complete a Rainbow Care Card, here are the steps to follow:

1. Contact the project coordinator (details below) for a copy of the Rainbow Care Card
2. Invite the older LGBTIQ+ person to identify a service they accessed and ask them to say in a few sentences - any aspect of the service that was LGBTIQ+ inclusive and what that meant to them. You could also include a service the older LGBTIQ+ person wants to access/but has not accessed
3. If there were no signs of LGBTIQ+ inclusivity – write about the need for the service to be more LGBTIQ+ inclusive
4. Write your feedback onto the postcard in a way that is encouraging of the service provider
5. Check that the older LGBTIQ+ person is not identifiable (unless they want to be)
6. Write the address of the service on the right side of the post card and include the name of the person in the organisation that it will be sent to
7. Contact the Project Coordinator to discuss providing a copy of the card for the project webpage – and - to provide an opportunity for the service provider to give feedback to the Project Coordinator.

**Constructive feedback**

The Rainbow Care Cards are used for constructive or encouraging feedback. If an older LGBTIQ+ person would like to make a complaint, please see project webpage for details of complaints commissions.

**More information**

* Project coordinator: Dr Catherine Barrett, 0429 582 237
* Project webpage: celebrateageing.com/rcc