

## How you can help:

- Be respectful of LGBTQIA+ staff and use their pronouns
- Be patient with new staff developing their inclusive language skills
- Be respectful of other patients and families who identify as LGBTQIA+ and help to ensure everyone feels safe
- If you witness others in the hospital using discriminatory language, please report the incident to a staff member if safe to do so, otherwise please use the contact information overleaf.



### Key terms:

**Pronouns** are the words we use to refer to people. Pronouns are words such as she/her, he/him, they/them.

**Gender** can be female, male, a combination of the two, or can exist outside of that. A person's gender can change over time.

**Sexual Orientation** refers to who you are attracted to; this can be physical or emotional. A person's sexual identity can change over time.

People with an **intersex variation** are born with physical sex characteristics that don't fit medical and social norms for female or male bodies.



## How can you give feedback?

Providing you with safe, high-quality healthcare service is very important to us. We value any feedback about our service, whether it be a suggestion, a complaint or a compliment.

You can:

- Speak with a staff member
- Phone (03) 5722 5735
- Email [feedback@nhw.org.au](mailto:feedback@nhw.org.au)
- Write to:  
Director of Performance Improvement  
Northeast Health Wangaratta  
PO Box 386, Wangaratta 3678



*For further information please contact the Rainbow Tick Accreditation Project Team:*  
Phone: (03) 5722 5073  
Email: [rainbow.pride@nhw.org.au](mailto:rainbow.pride@nhw.org.au)



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# Your rights

## Information for LGBTQIA+ patients, carers and visitors

**LGBTQIA+ stands for lesbian, gay, bisexual, transgender and gender diverse, queer, intersex and asexual.**



**Northeast Health Wangaratta is in the process of improving access to health care for the LGBTQIA+ community.**

We want to make sure our health service is welcome, inclusive and culturally safe for everyone.

To do that we may need to ask you lots of questions and some of them may seem quite personal.

## Your rights

**As a patient, client or visitor at Northeast Health you have the right to:**

- Access services to meet your healthcare needs
- Receive safe and high quality healthcare services
- Be shown respect to you and your culture, beliefs, values and personal characteristics
- Receive open, timely and appropriate communication about your healthcare in a way you can understand,
- Participate alongside medical professionals to make decisions about your own care.

We want you to know that you are safe to be open about your gender identity, sexual orientation or intersex status- but you don't have to tell us if you don't want to.

We want you to feel respected and valued, whether you disclose or not.

## We want you to know

- We accept and respect your gender identity and will use your pronouns.
- We will do our best to make sure referrals we make are to services or organisations that are LGBTQIA+ friendly.
- No one at Northeast Health is allowed to make homophobic, transphobic, biphobic or intersexist comments, or discriminate against you in any way.
- A staff member will intervene if they see or hear you being treated unfairly and will check that you are ok.
- If you experience anything that makes you uncomfortable you can make a complaint that will be investigated.

**When visiting Northeast Health as a patient, client or family member you can expect:**

- Access to gender neutral toilets and facilities
- Safety from discrimination, violence and abuse

**Staff may ask:**

- What are your contact details?
- What pronouns do you use?
- What is your preferred name?
- What is the name of your contact person?

**We are focused on safety and person-centred care. Therefore we may also ask:**

- Do you feel safe at home?
- Do you have any mental health issues that require support?
- Do you or a carer require an interpreter?
- Do you have a disability? How can we help with your disability?
- Do you have any religious, cultural or spiritual needs?

**Our staff will:**

- Treat you with respect and dignity
- Protect your privacy
- Not make assumptions
- Ask about sexual orientation, gender identity or intersex status if relevant to your care
- Only ask about surgical history, physical health and medication when clinically relevant and ask for your permission to document this
- Ask whom it is ok to share your personal information with (for example, when referrals are made, handover to other staff members)
- Speak up against discrimination, homophobia, biphobia, transphobia and intersexism
- Value and celebrate diversity.