

LGBTIQA+ Your Rights and Responsibilities

At Gippsland Lakes Complete Health (GLCH), we're here to make sure you feel safe, respected, and cared for - just as you are. Whether you're a patient, carer, or visitor, we want to create a welcoming space for everyone.

Your Rights

As a patient, client, or visitor, you have the right to:

- Access services that meet your healthcare needs
- Receive safe, high-quality care
- Be treated with respect, including your culture, beliefs, values, and personal characteristics
- Get clear, timely, and understandable communication about your healthcare
- Work alongside healthcare professionals to make informed decisions about your care.

You are always welcome to share your gender identity, sexual orientation, or intersex status with us, but only if you feel comfortable. Whether you choose to disclose or not, we are committed to making sure you feel respected, valued, and safe in our care.

We want you to know

- We accept and respect your gender identity and will always use your correct pronouns.
- We will do our best to refer you to services and organisations that are LGBTQIA+ friendly.
- Homophobic, transphobic, biphobic, or intersexist comments and any form of discrimination are not tolerated at GLCH.
- Our staff will step in if they witness any unfair treatment and ensure you're okay.
- If anything makes you feel uncomfortable, you have the right to file a complaint, and it will be thoroughly investigated.

What to expect when you visit us

As a patient, client, or family member, you can expect:

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

What to expect when you visit us

- What are your contact details?
- What pronouns do you use?
- What is your preferred name?
- Who is your emergency contact?

To ensure your safety and provide person-centred care, we might also ask:

- Do you feel safe at home?
- Do you have any mental health concerns that need support?
- Do you or your carer need an interpreter?
- Do you have a disability, and how can we assist with it?
- Do you have any religious, cultural, or spiritual needs?

These questions help us tailor your care and ensure you feel safe, supported, and respected.

Our commitment to you

Our staff will:

- Treat you with respect and dignity
- Always protect your privacy
- Avoid making assumptions about you or your care
- Only ask about sexual orientation, gender identity, or intersex status if it's relevant to your care
- Ask about your surgical history, physical health, and medication only when clinically necessary - and always with your permission before documenting it
- Confirm who you are comfortable sharing your personal information with (such as during referrals or when handing over care to other staff)
- Speak up against any form of discrimination, homophobia, biphobia, transphobia, or intersexism
- Value and celebrate diversity in everything we do.

Your individuality matters, and we're here to ensure you feel respected and cared for.

How you can help us keep it inclusive

- **Respect Pronouns:** Help us keep things respectful by using the correct pronouns for others. It's a small gesture that goes a long way.
- **Show patience:** Allow new staff the time they need to develop their inclusive language skills.
- **Be respectful:** Acknowledge and support other patients and families who identify as LGBTQIA+, contributing to a safe and supportive environment for everyone.
- **Speak Up:** If you notice anything that doesn't sit right - like someone being disrespectful - let us know. We want to make sure everyone here feels safe and included.

Let's break it down: key terms

- **Pronouns:** These are the words we use to refer to people (like she/her, he/him, they/them). Using the right ones shows respect.
- **Gender:** Gender is about identity and can be female, male, both, or neither - it's all valid, and it can change over time.
- **Sexual Orientation:** This is about who you're attracted to, whether that's physically, emotionally, or both - and it can evolve over time.
- **Intersex:** Some people are born with physical traits that don't fit the typical definitions of male or female. That's what being intersex means, and it's part of human diversity.

Got feedback?

Your thoughts matter! If you have a suggestion, a complaint, or just want to share something positive, we'd love to hear from you. Here's how you can reach us:

- Have a chat with any of our staff
- Give us a call at **5155 8300**
- Drop us an email at **hello@glch.org.au**
- Or, if you prefer, write to us at: PO Box 386, Lakes Entrance VIC 3909.

Help in your language

We can arrange interpreters to help people who speak little or no English or whose first language is Auslan (Australian Sign Language). This service is free. Please talk to your service provider if you need help.

We acknowledge the traditional owners and custodians of the lands and waters where we work and live. We celebrate the diversity of Aboriginal and Torres Strait Islander people, their continuing culture and enduring connection to country, and pay respect to Elders past and present..

Everyone is welcome at GLCH. We are committed to including all people, embracing diversity and eliminating all forms of discrimination.

GIPPSLAND LAKES COMPLETE Health

Oct 2024