

## What is LGBTIQ+ and extended community?

LGBTIQ+ is an umbrella acronym we use when referring to people who identify as Lesbian, Gay, Bisexual, Transgender or Transsexual, Intersex, Queer or Questioning, Asexual.

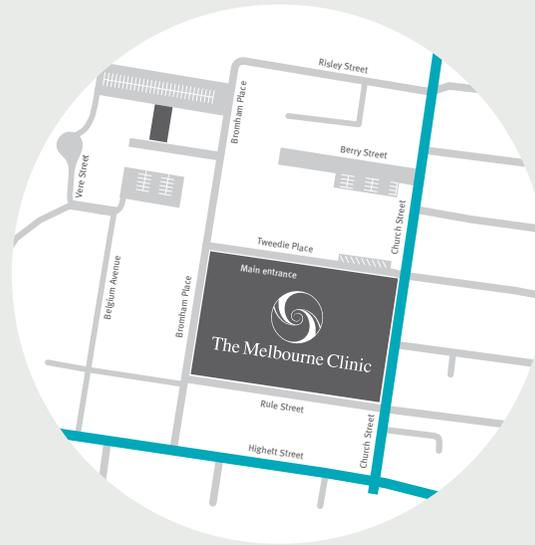
The “extended community” recognises all other sexualities, sexes, genders and allies of the community.

This collective abbreviation captures diversity in sex, which is determined at birth and gender identity, an individual’s sense of self and sexual orientation, who the person is emotionally and sexually attracted to.

## The Melbourne Clinic

Is dedicated to providing high quality, patient-centered healthcare regardless of an individual’s sex, gender, appearances and/or sexuality.

We realise that different people experience sexuality and gender differently. So that is why The Melbourne Clinic has developed services that are diverse and inclusive of all people and are dedicated to providing equity through patient centered care.



The Melbourne Clinic

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A Healthscope hospital.

ABN 85 006 405 152



07/2017



The Melbourne Clinic

## Inclusive Practice: LGBTIQ+ and Extended Community



Dedicated to providing a  
non-discriminatory and equitable service

## Personal information

During the admission process, due to mandated government reporting and health insurance funding requirements, you will be asked to answer questions about your name and sex as recorded on your birth certificate and health fund details.

However, if this is not the gender and name you identify with, we will ensure that you are addressed by your requested names and pronouns by the The Melbourne Clinic team.

## What LGBTIQ+ questions might you be asked?

Your full name and sex as listed on your birth certificate and health fund details.

Your preferred name, pronoun and gender identity.

## What won't you be asked?

The Melbourne Clinic staff are trained to provide an inclusive, diverse and equitable service. We aim to ensure you are not asked inappropriate questions about your body, sexuality, or any curiosity driven questions.

We acknowledge your right, as a patient, to focus on your treatment goals, and not be an educator to our staff.

## Where is this information stored?

In your medical record and The Melbourne Clinic patient information system. These are both private and confidential and only can be accessed by employees of The Melbourne Clinic who are directly involved in your care.

## When can you share relevant information?

Any time during your admission to our staff members - when you decide or want to. So it may be during the admission process into the hospital, during a conversation or session with a doctor, nurse, psychologist, social worker or occupational therapist.

“You don't have to tell, but we are always here to listen.”

At The Melbourne Clinic we endeavour to consistently hand over relevant information to members of your treatment team, to ensure you do not have to repeat your story.

## Diversity and equity

We recognise that, due to previous experience, you may feel the need to hide or disguise your true self due to fear of discrimination, prejudice and stigma.

However, The Melbourne Clinic is committed to providing the best environment for your recovery and should you wish to tell us anything about your gender or sexual identity, we want you to know that we are here to listen.

The Melbourne Clinic strives to keep up to date with current trends in LGBTIQ+ culture and experiences.

We offer ongoing education to all staff about LGBTIQ+ awareness, sensitivity and respectfulness. As we value high quality service, we additionally offer training and supervision for our clinical staff who provide therapeutic support to patients who identify as LGBTIQ+ and extended community. As a patient centred clinic, this training and support helps to improve our understanding of both the needs and culture of the LGBTIQ+ community.

## Privacy

We will only disclose information you provide to us, to individuals approved by you. You will be asked to name these people during the admission process.

The Melbourne Clinic takes privacy and confidentiality very seriously and have strict policies to protect you and your health information.

### See Healthscope Brochures:

- Privacy Policy
- Rights and Responsibilities.

For further information about your admission to The Melbourne Clinic, please see the **Patient Information Directory**. There will be one in your room.

## Feedback

Do you have any comments, complaints, compliments or improvement suggestions?

We are always working on improving our services.

### How to make a complaint:

- Speak to your contact nurse
- Speak with the Nurse Unit Manager of the unit you are in
- Complete a feedback form - These are available from the Nurse's station or at Reception. Leave it in the box at reception or ask for it to given to the Director of Nursing who is the complaints officer.

Improvement suggestions, compliments and comments can also be added to the feedback form.

