

Feedback

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

We are always working on improving our services.

How to provide feedback:

- Speak to your contact nurse or program staff member.
- Speak with the Program Manager or your Nurse Unit Manager in your unit.
- Complete a Consumer Feedback Form - These are available in your unit, the Consumer Hub on Level 1 or at front reception.

Hand your completed form to your Program Manager, Nurse Unit Manager or to front reception staff. We also have Consumer Consultants who can act as advocates in this process.

What is LGBTIQA+

LGBTIQA+ is an umbrella acronym used when referring to people who identify as Lesbian, Gay, Bisexual, Transgender or Transsexual, Intersex, Queer or Questioning, Asexual, or anyone who identifies as sexually or gender diverse. The + is an acknowledgment of all existing and emerging identities.

This collective abbreviation attempts to capture diversity in sex, gender identity and sexual orientation, an individuals sense of self, and who the person is emotionally and sexually attracted to.

The Melbourne Clinic

The Melbourne Clinic is dedicated to providing high quality, patient-centred healthcare and celebrates diversity.

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.



Inclusive Practice: LGBTIQA+

Dedicated to providing a non-discriminatory and equitable service



130 Church Street,
Richmond VIC 3121

P 03 9429 4688 | F 03 9427 7558

themelbourneclinic.com.au

ABN 85 006 405 152



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Community
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 **The Melbourne Clinic**
by Healthscope

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 that were assigned to you at birth, if they are registered on your birth certificate and health fund details.

What questions will we ask you?

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

Your identified name and pronouns.

We will ensure that you are addressed by your requested names and pronouns by The Melbourne Clinic team.

What won't you be asked?

We acknowledge your right, as a patient, to focus on your treatment goals and not be an educator to your treatment team and other patients at the clinic.

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

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 or during a conversation or session with a member of your treatment team.

"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 have felt 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 orientation or identity, we want you to know that we are here to listen.

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

We offer ongoing education to all staff about LGBTIQ+ awareness, sensitivity and respectfulness. As we value high quality service, we offer additional training and supervision for our clinical staff who provide therapeutic support to patients who identify as LGBTIQ+. 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 who are 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 provided in your Welcome Pack.

