



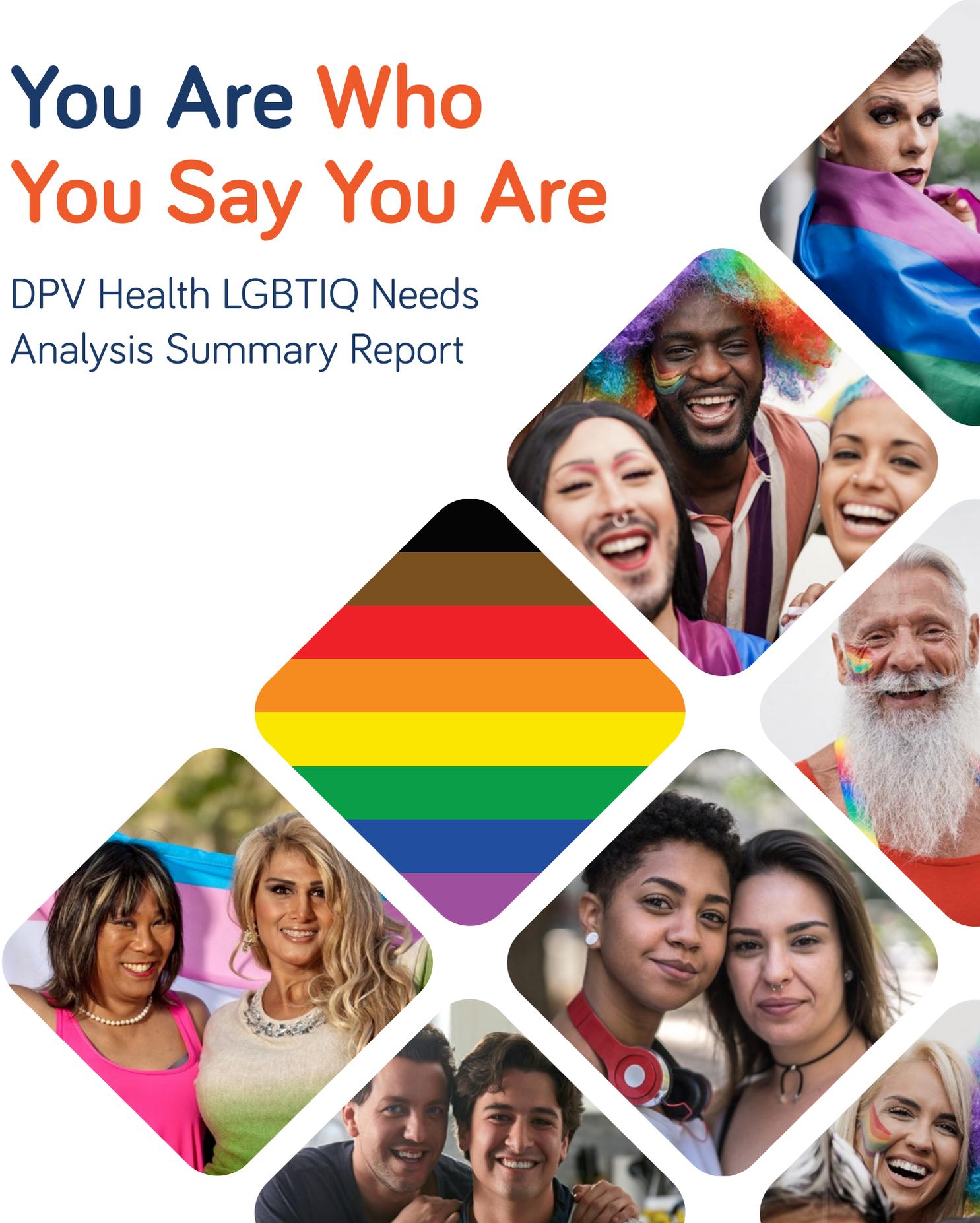
DPV
Health®

Your Healthcare
Your Way



You Are Who You Say You Are

DPV Health LGBTIQ Needs
Analysis Summary Report



DPV Health is committed to providing inclusive, high-quality, timely services for the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning (LGBTIQ) community in its catchment.

DPV Health is the local Community Health Service that services all diverse communities in the Hume, Whittlesea and surrounding local areas.

This study contributed towards DPV Health achieving the Rainbow Tick Accreditation.

Why we did it

The aim of this study was to increase our understanding of the lived experience of LGBTIQ people in the area. We wanted to understand the barriers LGBTIQ people faced in accessing health care, identify the gaps in our services provision, and make recommendations for change.

DPV Health feels it is important to acknowledge the impact of the broader socio-political landscape on the health and well-being of LGBTIQ communities. We wanted to learn more from members of the LGBTIQ community who may have experienced discrimination and stigma. We know this can lead to poorer health outcomes compared to other Victorians, or cause people to delay accessing health services¹.

What we did

A review of current research and reports on relevant LGBTIQ sub-populations and intersections was undertaken which was followed by an extensive consultation process. Consultations included in-person focus groups, telephone interviews, and an online survey of LGBTIQ people and allies.



What we found out

Five key themes were identified and are discussed in detail in the “You Are Who You Say You Are” report.

1. Identity, acceptance, and respect
2. Names, pronouns, and language
3. Safety, threat, and harm
4. Community, connection, and belonging
5. Visibility, symbols, and celebrations

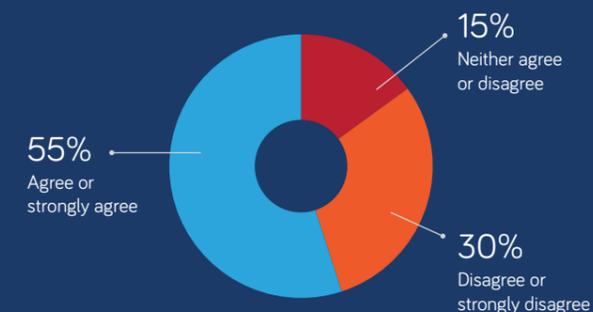
The research found that LGBTIQ people, regardless of age or where they lived, looked for health services with friendly, sensitive and affirming professional staff who were informed, inclusive and made them feel welcome.

Participants' negative experiences included health service providers who asked inappropriate questions about sexual and reproductive health and/or sex characteristics; used inappropriate language or were not respectful of names and pronouns; dismissed or denied gender identities and sexual orientations, or who were generally unhelpful or ill-informed.

“Doctors would dead-name me. They would refer to the name on my Medicare card.”

Perhaps the most consistent message to emerge from the data is the desire of LGBTIQ participants to define themselves and to be accepted and respected for who they are. Many had been rejected by their family of origin and/or experienced social isolation.²

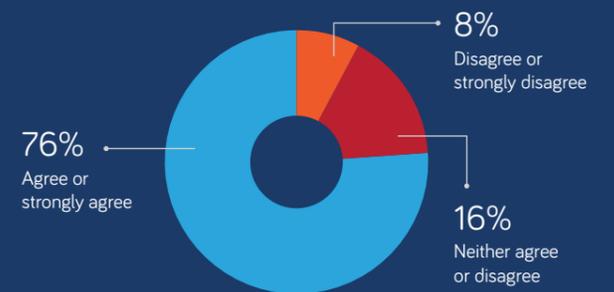
Graph 1. 73 LGBTIQ Survey participants' responded to: I sometimes feel quite isolated or alone.



Participants also highlighted the fact that their immediate neighbourhoods were not LGBTIQ friendly, supportive or inclusive. Visibility was minimal, with few specific LGBTIQ services, organisations, groups, or entertainment options — and almost no visible LGBTIQ signs or symbols. This was supported by the online survey where 76% of LGBTIQ participants agreed or strongly agreed that they wish they have more LGBTIQ specific services in their neighbourhoods. See graph 2.

“Services aren't really there. There are no social groups. There are not many spaces for queer people.”

Graph 2. 73 LGBTIQ Survey participants' responded to: I wish there were more services for LGBTIQ people in the area I live.³



Recommendations

The study produced 23 recommendations across four categories:

-  Broad cultural change
-  Education, awareness and training
-  Support and services
-  Rainbow Tick accreditation

Recommendation categories 2-4 are internal facing and address organisational inclusive practice. DPV Health acknowledges that the recommendations for cultural change are more challenging. We are committed to meeting those challenges and leading cultural change in the region.

Details of the project findings are available in the full version of the “You Are Who You Say You Are” report. Contact populationhealth@dpvhealth.org.au to receive a copy or for more information.

¹ Leonard, W., Pitts, M., Mitchell, A., Lyons, A., Smith, A., Patel, S., et al. (2012). “Private Lives 2: The second national survey of the health and wellbeing of gay, lesbian, bisexual and transgender (GLBT) Australians.” Monograph Series Number 86. Melbourne: Australian Research Centre in Sex, Health and Society, La Trobe University.

² The Aged Care Assessment Service (ACAS) Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) inclusive guide sheets: Pauline Cramer, Dr Catherine Barrett and Tim Firth: Australian Research Centre in Sex, Health and Society, La Trobe University, Melbourne, 2015

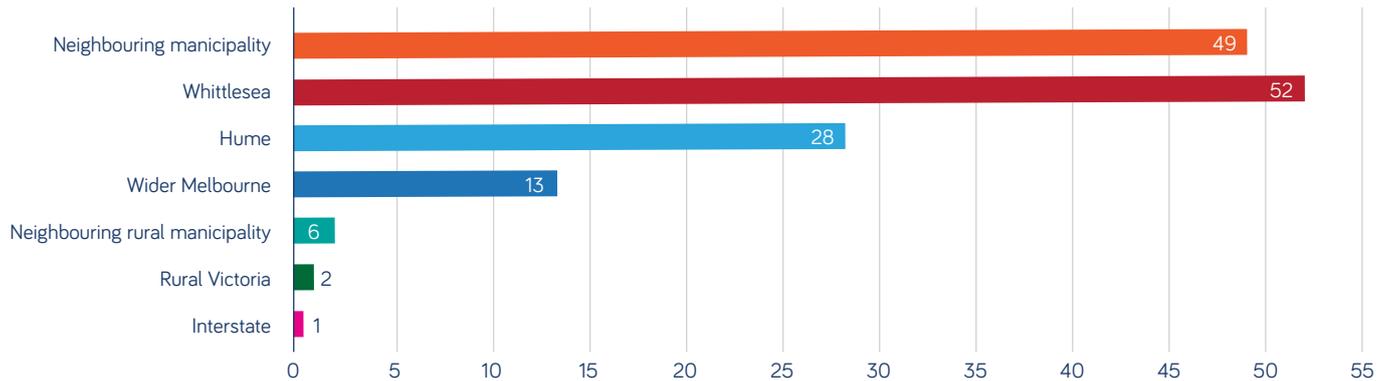
³ LGBTIQ participants (n=28) who didn't fulfil inclusion criteria also included.

Who participated

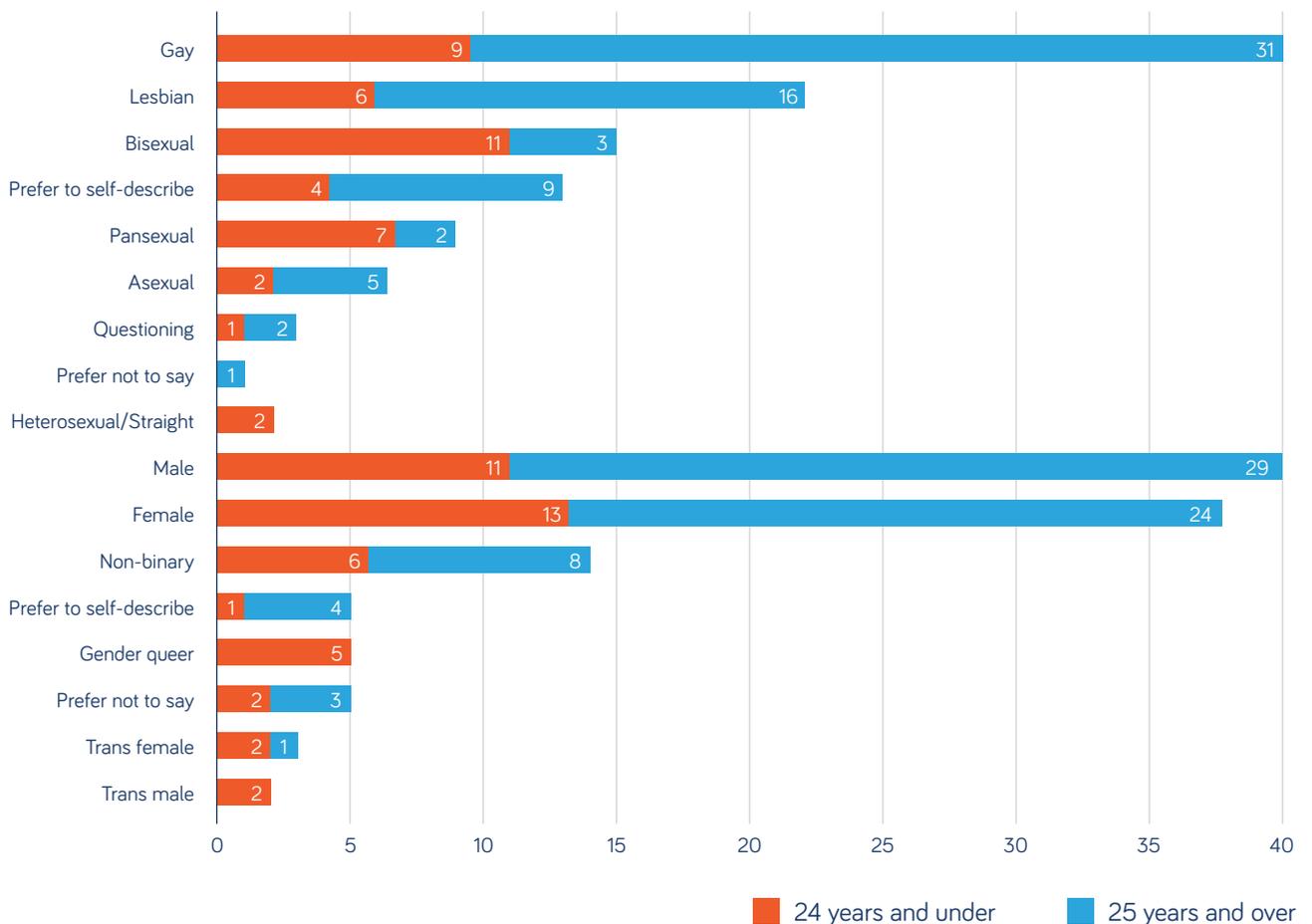
In 2019-2020, DPV Health conducted a Needs Analysis of the health needs of the local LGBTIQ Community, one of the first studies of LGBTIQ people in the Northern metropolitan suburbs of Melbourne.

We heard from 151 participants who live, work or play in Hume and Whittlesea local government areas, of which 111 people identified as LGBTIQ community members and 40 as allies.

Graph 3. Where participants live based on postcodes



Graph 4. Sexual orientation and gender of LGBTIQ participants



■ 24 years and under ■ 25 years and over