



ANTI-DISCRIMINATION POLICY – PATIENTS

Purpose

GreenHills Health Hub is committed to providing healthcare that is accessible, respectful, equitable and free from discrimination.

The practice recognises that every patient has the right to receive healthcare without discrimination or bias based on their personal characteristics, identity, beliefs or circumstances.

Patients must not be refused access to healthcare on the basis of gender, race, disability, age, religion, ethnicity, sexual orientation or preference, medical condition or any other protected or personal characteristic.

Clinical decisions regarding the provision of care will be based on the patient's healthcare needs, clinical circumstances, practitioner expertise, available services and applicable professional requirements.

Scope

This policy applies to:

- All patients, carers, support persons, visitors and representatives.
- All GPs and other clinical practitioners.
- Nursing staff.
- Reception and administration staff.
- Practice management.
- Contractors, students and GP Registrars.
- All other members of the practice team.

Our Commitment

GreenHills Health Hub will:

- Provide healthcare in a manner that respects the dignity and individuality of every patient.
- Provide care without discrimination, racism, prejudice or inappropriate bias.
- Not refuse access to healthcare because of a person's gender, race, disability, age, religion, ethnicity, sexual orientation or preference, medical condition or other protected or personal characteristic.
- Respect differences in culture, religion, language, gender, sexuality, age, disability, body diversity and socioeconomic circumstances.
- Make reasonable efforts to identify and address barriers that may affect a patient's ability to access or understand healthcare.
- Provide reasonable adjustments for patients with disability or other accessibility needs.
- Provide inclusive and respectful communication.
- Provide information in a manner appropriate to the patient's communication and health literacy needs.
- Respect a patient's preferred name and pronouns.
- Respect a patient's request for a practitioner of a particular gender where reasonably practicable.
- Provide access to interpreter services where required.
- Maintain patient privacy and confidentiality.

- Ensure patients can raise concerns or make complaints about discrimination without fear of disadvantage.

Discrimination

Discrimination will not be tolerated where a person is treated less favourably because of a protected or personal characteristic.

Examples may include discrimination relating to:

- Age.
- Disability.
- Sex or gender.
- Gender identity.
- Sexual orientation.
- Race, nationality or ethnicity.
- Aboriginal or Torres Strait Islander identity.
- Religion or religious belief.
- Cultural background.
- Pregnancy or family responsibilities.
- Body size or appearance.
- Socioeconomic circumstances.
- Medical condition or health status.
- Other personal characteristics protected by applicable anti-discrimination legislation.

The practice recognises that discrimination may be direct or indirect and may occur through actions, decisions, communication, policies or practices that create an unreasonable disadvantage for an individual or group.

Access to Healthcare and Reasonable Adjustments

The practice will make reasonable efforts to ensure patients can access and participate in healthcare without unnecessary barriers.

This may include consideration of:

- Communication or language barriers.
- Disability and accessibility requirements.
- Cultural or religious considerations.
- Financial circumstances and applicable billing arrangements.
- The patient's need for a support person or carer.
- The patient's preference for a practitioner of a particular gender.
- Health literacy and the format in which information is provided.
- Other individual circumstances that may affect the patient's ability to access or understand healthcare.

Reasonable adjustments may include changes to communication methods, physical access, appointment arrangements, use of support persons, provision of interpreter services or other appropriate adjustments within the practice's resources and capabilities.

Staff are responsible for identifying and responding appropriately to individual patient needs within the scope of their role and seeking assistance from a senior staff member or clinician where required.

Clinical decisions will be based on the patient's health needs, clinical circumstances and professional requirements and not on discriminatory assumptions.

Inclusive Communication

The practice is committed to communication that is respectful, inclusive and appropriate to the individual patient.

Practice team members should:

- Use the patient's preferred name and pronouns where known.
- Avoid assumptions about a patient's identity, relationships, family structure, culture, beliefs or circumstances.
- Use respectful and non-judgemental language.
- Ask rather than assume when clarification is required.
- Arrange interpreter services where required.
- Consider health literacy when providing information or instructions.
- Provide additional explanation or communication support where reasonably required.

Discriminatory Behaviour by Patients

Patients are expected to treat practice team members, other patients and visitors respectfully.

Discriminatory, racist, homophobic, transphobic, sexually inappropriate, threatening or abusive behaviour towards staff or other patients is not acceptable.

Where discriminatory or other unacceptable behaviour occurs, the practice may take appropriate action in accordance with its **Zero Tolerance Policy**.

This may include setting behavioural expectations, terminating an interaction, requiring a person to leave the premises or reviewing whether ongoing care can safely be provided.

The practice recognises that illness, distress or frustration may contribute to a patient's behaviour. These circumstances will be considered when determining an appropriate response, while maintaining the safety and wellbeing of patients and staff.

Related document:

Zero Tolerance Policy

Responding to Concerns

Any patient who believes they have experienced discrimination is encouraged to raise their concern with the Practice Manager or another appropriate member of the practice team.

Concerns will be:

- Taken seriously.
- Managed respectfully and confidentially.
- Investigated appropriately.
- Addressed in accordance with the practice complaints process.
- Documented where appropriate.
- Used to identify opportunities for improvement where relevant.

Patients will not be disadvantaged or discriminated against because they raise a concern or make a complaint.

Staff Responsibilities, Training and Education

All members of the practice team are expected to:

- Treat patients fairly, respectfully and without discrimination.
- Avoid discriminatory assumptions, language or behaviour.
- Respect patient identity, cultural differences and individual circumstances.
- Identify and respond appropriately to individual patient needs.
- Provide inclusive and respectful communication.
- Maintain appropriate professional boundaries.

- Complete relevant cultural awareness, cultural safety, anti-discrimination and other training provided by the practice.
- Report concerns about discrimination to the Practice Manager or Principal GP.

Non-discriminatory care and respectful communication will form part of staff induction and ongoing education.

Relevant training will be recorded in the practice training register.

Review and Continuous Improvement

The practice will monitor its approach to discrimination and equitable access to healthcare through:

- Patient feedback and complaints.
- Staff feedback.
- Training and education records.
- Quality improvement activities.
- Review of identified barriers to accessing care.
- Review of incidents involving discrimination or inappropriate behaviour.

Identified opportunities for improvement will be incorporated into practice processes and quality improvement activities where appropriate.

Related Documents

- Patient Rights and Responsibilities Policy.
- Cultural Safety Policy.
- Zero Tolerance Policy.
- Complaints and Feedback Policy.
- Privacy Policy.
- Code of Conduct.
- Staff Training Log

Current as of:	29/08/2026	Version:	1.0
Amendments			
Date of amendment:	Version:	Details of amendment:	
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