



West Coast District Health Board

Te Poari Hauora a Rohe o Tai Poutini

Corporate Office
High Street, Greymouth 7840

Telephone 03 769-7400
Fax 03 769-7791

3 March 2022

9(2)(a)

Official Information Request WCDHB 9652

I refer to your email dated 24 December 2021 and logged 12 January 2022 requesting the following information under the Official Information Act from West Coast DHB, specifically:

- ***How many people have complained regarding discrimination for being transgender or gender diverse when seeking health services on the West Coast?***
- ***Have any complaints been resolved and has any changes been made to improve services?***
- ***If not, are there any plans to improve health services with things staff training, or improving access to gender affirming healthcare in the future?***

Response.

There have been three complaints relating to transgender and gender diversity discrimination received by the West Coast DHB over the past three years, including one complaint currently under investigation. As a result of those complaints received, a page was added to the West Coast District Health Board website which contained links to material regarding gender affirmation. Our DHB's Consumer Council has also requested that we investigate a mechanism that provides the opportunity to confidentially share barriers that face our transgender community, so that these learnings might be shared with our staff.

Additionally, West Coast DHB is also looking at sharing a newly-released HealthLearn course with staff that is titled Rainbow Wellness. This course has only been made available as an on-line teaching tool within the last week. This course has been developed with an overall aim to offer education on rainbow diversity, and to support staff to be confident and competent in providing culturally safe care to people from the rainbow community in their everyday practice.

We hope that together, the adoption of these measures will help to further promote staff awareness of gender discrimination to improve our service responsiveness.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'RLS', followed by a long, sweeping horizontal line that extends to the right.

Ralph La Salle
Senior Manager
Canterbury DHB and West Coast DHB