CASE FOR CHANGE

Getting better **together**

Spark change, engage stakeholders, influence decision-makers, and champion LGBTQ+ inclusion.

Introduction

Creating change for LGBTQ+ clients in the health and community care sectors begins with well-informed, meaningful conversations. This Case for Change factsheet brings together key messages, evidence, and five core motivators that highlight why inclusion matters. By presenting the social, organisational, and community benefits of LGBTQ+ inclusion, it provides a clear foundation for engaging stakeholders, strengthening commitment, and driving action. This resource is designed to inspire dialogue, build understanding, and support changemakers in advancing equity, safety, and quality across the sector.

HOW TO USE THIS FACTSHEET

1. Think about your context – Reflect on the work you do, the sector you're in, and the audience you want to engage.

2. Choose motivators that fit – Select one or more of the five motivators that feel most relevant and persuasive for your situation.

3. Adapt the strategies – Review the suggested approaches and consider how they could be tailored to your organisation or setting.

4. Explore further resources – Use the 'Resources' section to access additional information and evidence that supports your case.

Motivator 1: LGBTQ+ Health Outcomes

Research consistently demonstrates that LGBTQ+ people experience poorer health outcomes compared to the general population.[1] Increased experiences of discrimination, social exclusion, invisibility, harassment and physical violence, are all major drivers towards these health disparities. Services that deliver person-centred practice, acknowledge the varied social determinants of health, and affirm a person's gender, sexuality and intersectional identities, are better equipped to meet the needs of all clients.

Motivator 2: Patient Experience

LGBTQ+ people face systemic barriers to accessing culturally safe and person-centred health services. Services may not be responsive to or informed by the distinct health needs, experiences and histories of LGBTQ+ patients, which can result in negative or harmful experiences. Such experiences may lead LGBTQ+ people to avoid care, underutilise health services and delay seeking support. Reduced screening for physical and mental health conditions for LGBTQ+ people further exacerbates already existing health inequities. Ensuring a positive experience at every client touchpoint will build LGBTQ+ people's trust of services, enhance their access and participation and ensure services are recognised by LGBTQ+ communities as safe and inclusive.

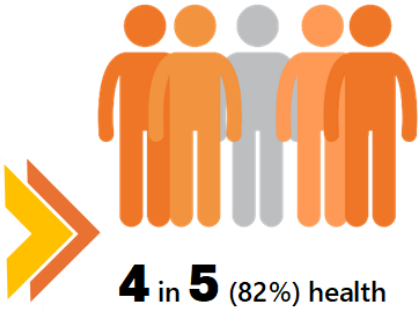
Motivator 3: Compliance and Risk Management

Anti-discrimination, sex-discrimination, WHS and privacy laws require services to uphold the rights, safety and dignity of employees and clients, with a positive duty to prevent harassment and discrimination, and to eliminate psychosocial hazards. Embedding inclusive practices may also support services' accreditation, funding and reporting requirements. National, State and Territory policy documents reinforce the need for LGBTQ+ inclusive practices in health and

community care services. Failing to act risks legal breaches, harm, complaints and reputational damage. Strong inclusion policies, by contrast, uphold safety, quality and equity in care.

Motivator 4: Employer of Choice

LGBTQ+ inclusion is a strategic advantage for organisations seeking to be recognised as employers of choice. Embedding inclusive practices into recruitment, workplace culture, and staff wellbeing strengthens the ability to attract, retain, and engage top talent while enhancing reputation and competitiveness.



Motivator 5: Financial

LGBTQ+ inclusion can reduce avoidable costs for clients and healthcare systems by encouraging early service utilisation and preventative care, lowering the likelihood of clients developing complex needs. For service organisations, it can also increase patient attraction and retention, create new funding opportunities, and reduce workforce turnover and other organisational risks.

Actions

As you plan internal discussions, assess which motivators are most likely to resonate with your stakeholders, and research the areas this resource considers – plus any other resources applicable to your service. These understandings will strengthen your case for action and help tailor applicable messages.

There may be incidental drivers that can assist with these discussions. For example, someone in the service has come out as LGBTQ+, or someone may have attended a DEI conference and shared key lessons, or the service may have adopted a broader 'human rights approach' to service planning, redressing harm caused by health systems, conversion practices or intolerant environments. By starting these conversations and enacting change internally, you begin bridging the gap between health and community care services, and patients seeking supportive, safe and equitable care.

RESOURCES

- Australian Charter of Health Care Rights - LGBTQI+ (Australian Commission on Safety and Quality in Health Care)
- Discrimination and racism will not be tolerated (Australian Health Practitioner Regulation Agency)
- National Action Plan for the Health and Wellbeing of LGBTIQA+ People 2025–2035 (Australian Government Department of Health, Disability and Ageing)
- Rainbow Realities (La Trobe University)
- Rainbow Tick (Rainbow Health Australia)
- The Positive Duty in the Sex Discrimination Act (Australian Human Rights Commission)

A Pride in Health + Wellbeing membership gives you access to tools and support to position your case for change and set your organisation up for success. You don't have to do it alone.

If you're not yet a member, now is the time to join and access expert guidance, practical resources, and be part of a national network committed to LGBTQ+ inclusion in health and wellbeing. To enquire about membership or start the conversation, contact us at info@prideinhealth.com.au

Already a member? Connect with your Relationship Manager to explore where you need support, identify gaps, and plan your next steps. Together, we can turn commitment into measurable impact.

Your commitment plus our expertise equals lasting change.

REFERENCES

1. Australian Government Department of Health, Disability and Ageing. (2025). 'National action plan for the health and wellbeing of LGBTIQA+ people 2025–2035'. Australian Government.
2. Australian Institute of Health and Welfare. (2024, July 2). 'Health workforce.' Australian Government. https://www.aihw.gov.au/reports/workforce/health-workforce