



PRIDE
INCLUSION
PROGRAMS

**GETTING BETTER:
Improving the health
and wellbeing of Australian
LGBTI communities**

prideinhealth
+wellbeing

INTRODUCING PRIDE IN HEALTH + WELLBEING

ABOUT THE PROGRAM

Pride in Health + Wellbeing is a national membership program that provides year-round support in the provision of LGBTI inclusive services for those working within the health and wellbeing sector.

Australian LGBTI communities and individuals are extremely diverse and face a number of shared and distinct health and social inclusion issues. We also know that when LGBTI individuals require access to health and wellbeing services, they often hit more roadblocks, refrain from accessing critical services, and as a result, experience poorer health and wellbeing outcomes than their non-LGBTI peers.

Organisations belonging to the Pride in Health + Wellbeing program can not only contribute to the wellbeing of LGBTI people through the ongoing provision of safe and inclusive services, but will also in the process:

- + Gain a greater understanding of the challenges faced by LGBTI individuals in accessing health and human services
- + Become aware of and be guided by best practice as well as annual shifts/changes in benchmarked standards for LGBTI inclusive service delivery
- + Enhance service user satisfaction within the LGBTI community and beyond
- + Reach out to a highly loyal market segment
- + Enjoy recognition for commitment to equity in health, inclusion and diversity while benefitting from the widely respected **Pride In**¹ brand.

Membership provides organisations with extensive sector specific support, resources, networking opportunities, training, consulting and advice via a dedicated relationship manager and frequent interaction with other health + wellbeing organisations active in this area.

**Many
LGBTI people
do not access
necessary services
due to actual
or perceived
discrimination,
exclusion or
prejudice.**

The program works with service providers across the life-time of their LGBTI inclusion journey, from getting started (very little or no knowledge of this area) through to achieving excellence and recognition as a leader in this highly rewarding area of diversity and inclusion.

Membership is encouraged for private sector, public sector and NGO's regardless of size or reach. This may include government departments, small NGO's, hospitals, GPs, aged care, housing, mental health, drug and alcohol, family & domestic violence, disability services; in fact any organisation providing health + wellbeing care and/or services across the lifespan of an individual.

¹ ACON's Pride Inclusion programs include Pride in Diversity focusing on LGBTI Inclusive workplaces and Pride in Sport, focusing on LGBTI inclusion within all contexts of sport.

PRIDE IN HEALTH + WELLBEING MEMBERSHIP

HOW PRIDE IN HEALTH AND WELLBEING AND PRIDE IN DIVERSITY CAN WORK TOGETHER

Members can join Pride in Health + Wellbeing as a stand alone program. With a focus on LGBTI inclusive service provision, we will work with you over the year to understand and meet the needs of your LGBTI service users, no matter your starting point.

We will get to know you as a service provider, understand the experience you currently have in this area and work with you to move you from where you are to a model of best practice, both nationally and internationally. We have the experience and expertise to help you meet your key deliverables for inclusive service and we can connect you with like-minded organisations, building a valuable safe referral network.

Consider us your partners, your subject-matter experts that you can call on, build a relationship with and rely on for expert advice, training and help.

If you are also wishing to create an LGBTI inclusive workplace for your LGBTI employees, build an understanding and awareness of the impact of inclusive policies and practices, wanting to learn from best practice, awareness building, visibility and training, then you may also like to consider becoming a member of Pride in Diversity.

Pride in Diversity has several membership tiers. As a member of both programs, you will receive a loyalty discount to the Pride in Health + Wellbeing program. Being a member of both programs will also enable you to access benefits from each. Each program focusing on a different area of LGBTI inclusivity: Pride in Diversity focusing on LGBTI inclusive workplaces; Pride in Health + Wellbeing focusing on LGBTI inclusive service provision for the Health and Wellbeing sector.

WHAT DOES PRIDE IN HEALTH AND WELLBEING MEMBERSHIP PROVIDE

Membership to the Pride in Health + Wellbeing Program provides you with:

- + A partner to work with throughout the year that will focus on increasing the LGBTI inclusivity of your practice and service provision while providing you with the ability to attend networking and educational events nationally
- + Access to LGBTI Health data and expertise via the Pride in Health + Wellbeing Team, other Pride in Health + Wellbeing members and the broader teams within ACON Health
- + The ability to call on subject matter experts for advice
- + The ability to enrol staff in free training every three months via WebEx accessed via desktops, smartphones, tablets in addition to 2 hours of customised training annually, either face to face or via WebEx.
- + Access to the Pride in Health + Wellbeing video library for your internal use and 24/7 viewing
- + Access to publications, resources, best practice roundtables and networking events all designed to increase your understanding and to build your network of LGBTI inclusive service providers
- + Significant discounts to our Awards luncheon, conference, community events and additional training and consulting beyond membership allocation
- + Ability to participate in the ongoing development of a membership referral program.

FOR MORE INFORMATION CONTACT THE PRIDE IN HEALTH + WELLBEING TEAM

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ABOUT ACON

We are a LGBTI community organisation, working to achieve better health and wellbeing outcomes for LGBTI individuals.

ACON (formerly AIDS Council of NSW) is a health promotion organisation specialising in HIV prevention, HIV support and lesbian, gay, bisexual, transgender and intersex (LGBTI) health. Established in 1985, ACON is primarily funded by the NSW Government through the NSW Ministry of Health, our work forming an integral part of the NSW Government's HIV Strategy.

ACON has a long history in LGBTI health and wellbeing working in the areas of sexual health, mental health, alcohol and drugs, safety and inclusion, domestic and family violence, ageing, policy and research. ACON provides the latest information on health issues affecting LGBTI people and offer a range of services delivered by caring people who genuinely understand the health issues affecting LGBTI people.

GETTING BETTER

For too long, the health needs of LGBTI people have been invisible in health and wellbeing policies and service settings, despite growing evidence that we have disproportionate needs.

Over recent time we have seen this incrementally change, with many service providers acknowledging that they can do better in caring for all of their clients. These leading services are now recognising that LGBTI people do require unique approaches for the provision of good care and support.

Pride in Health + Wellbeing will unite these practitioners and partner with them to continue to build their expertise and understanding of inclusive service delivery. In the future it will be these practitioners who will set the gold standard in LGBTI care and truly deliver improved outcomes for all their clients.

NICOLAS PARKHILL
CHIEF EXECUTIVE OFFICER
ACON

Tailored programs delivered by Pride in Health + Wellbeing can assist organisations to meet their overall health outcomes by addressing the health inequalities of LGBTI communities.

ACON'S PRIDE INCLUSION PROGRAMS

We have the knowledge and expertise to really make a difference.

Pride Inclusion Programs sits as division within ACON. Unlike the rest of ACON, Pride Inclusion Programs (Pride in Diversity, Pride in Sport, Pride in Health + Wellbeing) do not receive any government funding, each being funded via program memberships, sponsorships and our two signature events: our Awards Luncheon and 3-day annual conference. In addition, each of the programs operate nationally.

Pride in Health + Wellbeing draws from the rich experience of Pride in Diversity offering not only a wide range of consulting and technology training/benefits, but personal one-on-one support via a dedicated relationship manager. Interstate visits, training and networking events are held across Sydney, Melbourne, Canberra, Queensland, Adelaide and Perth a minimum of three times a year. Regional and rural teams can be reached via our WebEx technology and 24/7 video training library.

PRIDE IN HEALTH + WELLBEING'S FOUNDATION MEMBERS

Medibank stands for the better health of all Australians – regardless of who they love or how they identify. Medibank recognises that there are disparities in the health + wellbeing outcomes experienced by the LGBTQI community.

We are committed to ensuring that all members of this important community and their families have access to culturally and LGBTQI appropriate health and wellbeing services – our foundation support of Pride in Health + Wellbeing is one of the ways we are committing to this.

REBECCA BELL
GENERAL MANAGER – MEMBER HEALTH, MEDIBANK

Flourish Australia has inclusion and wellbeing in its DNA. We have been advocating for the reduction of stigma and the building of thriving and diverse communities since our inception.

Celebrating the valuable contribution of LGBTI people to our workplaces and services, we are delighted to be foundation members of this important new initiative, Pride in Health + Wellbeing.

PAMELA RUTLEDGE
CEO, FLOURISH

NurseWatch is a premium home care service provider. We are delighted to be associated with ACON's Pride in Health + Wellbeing program as its core objectives align with our services. At NurseWatch, we value LGBTI clients and provide customised care that respects the individual and their right to determine their own continuum of care journey.

We believe in choice and flexibility of services and provide this through our Wellness, Care and Social packages. Our tailored approach of engagement, social inclusion and sensitivity to personal relationships and family circumstances allows each person, regardless of health status, to thrive and enjoy positive living opportunities.

KATE SPURWAY, CEO AND FOUNDER, NURSEWATCH

Becoming a foundation member demonstrates MPHNS commitment to developing strategies and actions that promote and facilitate inclusive practices within health service provision.

As a commissioner of primary health services our partnerships with service providers, consumers and communities afford us the opportunity to lead by example and foster an environment of inclusivity of the LGBTI community in all areas of healthcare.

JAMES LAMERTON
CEO, MURRUMBIDGEE PRIMARY HEALTH NETWORK

Reliant Healthcare cares deeply about enabling people to really live their best lives! We're deeply committed not just health, but overall happiness and believe that diversity, equality and inclusiveness are core pillars of our society.

Pride in Health + Wellbeing will be essential to ensuring the bar is raised by everyone in serving the LGBTI community, something that Reliant Healthcare truly supports.

ALEXANDRA CONROY
CEO, RELIANT HEALTHCARE

LGBTIQ people have amongst the highest experiences of suicidality of any population in Australia. Lifeline is a national charity with a vision of an Australia free of suicide.

We are committed to better supporting LGBTIQ people in suicide prevention and to improving our understanding of the issues affecting their wellbeing.

PETE SHMIGEL
CEO, LIFELINE AUSTRALIA

ViiV Healthcare is a global pharmaceutical company 100% dedicated to HIV. We are passionate about equitable access to health delivery and services that meets the needs of the individual.

The Pride in Health + Wellbeing program creates opportunity for the medical field to become even better at improving the health and well-being of our LGBTI community. We are proud to be a foundation member; it aligns with our values and goal to leave no patient behind.

MICHAEL GRANT
COUNTRY MANAGER AUSTRALASIA, VIIV HEALTHCARE



Uniting is proud to stand with LGBTI communities including our customers, staff and visitors and actively celebrate difference.



Each of our services, from aged care through to chaplaincy, is backed by an organisation-wide commitment to inclusion and diversity.



We welcome all people irrespective of sexual orientation, gender expression, gender identity, or intersex status.

PETER WORLAND
EXECUTIVE DIRECTOR, UNITING

Good practice includes establishing healthcare protocols to address the specific health needs of LGBTI people in line with human rights standards.

Ensure that the specific needs of LGBTI people are addressed



Give relevant training and guidance to care professionals



End discrimination and combat stigma against LGBTI patients



Ensure that all healthcare is provided with the patient's informed consent



Reform medical classifications. Don't treat LGBTI people as diseased or in need of curing

'LIVING FREE AND EQUAL'

THE OFFICE OF THE UNITED NATIONS HIGH COMMISSIONER FOR HUMAN RIGHTS (OHCHR) 2016

pridein
diversity

pridein
sport

pridein**health**
+wellbeing

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