

HWEI 2020 SCORING GUIDELINE

This document is to be used in conjunction with the HWEI submission document, designed to provide guidance in the gathering of evidence to obtain maximum points.

Q	Level	Question	Why this question	Providing evidence	How points are allocated
SECTION 1: STRATEGY, DEVELOPMENT, SERVICE PLANNING & PROVISION					
Staff Compliance with Policies and Practices					
1	Foundation	<p>Does this service have access to a working group that includes individuals with LGBTIQ expertise and/or LGBTIQ consumer experience to assist with the planning and ongoing development of LGBTIQ inclusive services?</p>	<p>For effective LGBTIQ inclusive service delivery to be implemented within an organisation you need to have access to LGBTI consumer voices and best practice knowledge.</p> <p>This questions looks at an organisations ability to engage those who identifying as part of the community as well as allies. Working groups/reference groups help inform LGBTIQ inclusion initiatives within the organisation, acknowledging the importance of lived experience and expertise of LGBTIQ people and how it informs their work.</p> <p><i>(A maximum of 8 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>all</u> of the requested pieces of information below:</i></p> <ul style="list-style-type: none"> <i>a) evidence of access to LGBTIQ expertise (this may include but is not limited to Pride in Health + Wellbeing, Rainbow Tick contacts, LGBTIQ community expertise in Health)</i> <i>b) the number of individuals with LGBTIQ consumer experience within the working group</i> <i>c) when the working group was last consulted in regard to the planning & ongoing development of services</i> <i>d) regularity of consultation with the working group (how often on average does the working group meet throughout the year)</i> 	<ul style="list-style-type: none"> a) 3 points if evidence of access to LGBTI expertise b) 2 points if number is provided c) 1 point if date provided e) 2 points if regularly consulted at least quarterly, since start of program within calendar year (for example, 4x if program has been around the entire year, 2x for half the year, 1x for only a few months)

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LGBTIQ Service Planning					
2	Foundation	Have LGBTIQ health disparities and the relevance of this information to your service been investigated and incorporated within your service planning?	<p>This question measures the organisation’s understanding of the health disparities of LGBTIQ people and how this influences person centred service provision.</p> <p>You don’t need to provide the services however you do need to understand what referrals or further support an LGBTIQ person may need by understanding the health disparities of LGBTIQ people.</p> <p><i>(A maximum of 4 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>both</u>:</i></p> <p><i>a) evidence of findings (listing the LGBTIQ health disparities relevant to your service provision)</i></p> <p><i>b) an explanation of how this information was incorporated into your service planning and/or ongoing development of services</i></p>	<p>a) 2 points if evidence provided</p> <p>b) 2 points for good explanation</p>
Strategic Plan					
3	Intermediate	Do you have a current strategy or continuous improvement plan in place that identifies LGBTIQ inclusivity within service provision as a current area of strategic focus?	<p>This question benchmarks an organisation’s inclusion strategy which will guide you to implement effective cultural change. It allows you to commit to key actions, deliverables with a clear accountability structure.</p> <p>Striving for continuous improvement as an organisation is imperative to the success of your inclusion strategy. Continuous improvement allows you to work toward your inclusion initiative, measuring your progress and impact along the way.</p> <p><i>(A maximum of 6 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>both</u>:</i></p> <p><i>a) a copy of the LGBTIQ component of your current strategy or continuous improvement plan</i></p> <p><i>b) any associated working plans, reporting accountability or scheduled working groups aligned to the plan</i></p>	<p>a) 2 points if LGBTI component is provided.</p> <p>Additional point if strategy and plan is above and beyond expectations</p> <p>b) 2 points if provided</p> <p>Addition point if detailed and comprehensive.</p>

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SECTION 2: LGBTIQ CULTURAL SAFETY					
Tracking LGBTIQ Cultural Safety					
4	Foundation	Do you have processes/strategies in place to identify, track, manage/respond to risks or situations that, could or have, jeopardised the cultural safety of LGBTIQ people?	<p>Completing a risk analysis will support you in understanding what changes may need to be made for your organisation to be inclusive of LGBTIQ people.</p> <p>Risks should be identified, measured for level of impact and have clear mitigating actions to help prevent the risk from occurring. If the risk does occur organisations need to have clear guidelines of how they will respond to mitigate and limit harm.</p> <p>Risk can not only impact a person physically but can also effect a person psychologically. Risks maybe internal and external to the organisation.</p> <p><i>(A maximum of 6 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>both</u>:</i></p> <p><i>a) a list of any risks identified</i></p> <p><i>b) a copy of any formally documented processes/strategies that enable you to identify, manage, respond to these risks should they occur</i></p>	<p>a) 2 points if provided</p> <p>b) 3 points if processes and strategies are provided.</p> <p>Note: They must be able to clearly identify, manage, and respond to potential risks.</p> <p>Additional point if comprehensive.</p>
Staff Compliance with Policies and Practices					
5	Foundation	Do you have any systems or processes in place to monitor staff compliance with your LGBTIQ inclusion policies and practice outlines for inclusive service provision?	<p>Organisations who implement effective service inclusion initiatives have policy and procedures that guide and support inclusion. These policies and procedures allows management to hold staff accountable. Organisations then can measure the effectiveness of initiatives through consumer surveys, staff surveys, complaints registers, staff KPIs and one on one conversations.</p> <p>Example of this may be during supervision staff are coached and monitored around their case planning for</p>	<p><i>For maximum point allocation, provide <u>both</u>:</i></p> <p><i>a) an outline of how staff compliance with your LGBTIQ inclusion policies and inclusive service provision is monitored</i></p> <p><i>b) any evidence of this being in place</i></p>	<p>a) 2 points if outline is provided</p> <p>b) 2 points if evidence provided that polices are clearly in place.</p>

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			<p>people who identity as LGBTIQ and culturally appropriate interventions being applied where needed.</p> <p><i>(A maximum of 4 points is available for all pieces of information provided in this question)</i></p>		

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SECTION 3: VISIBILITY OF LGBTIQ INCLUSION					
Website and Service Brochures					
6	Foundation	Does your website <i>and</i> your service brochures clearly promote the LGBTIQ inclusivity of your service?	<p>This question assess if your organisation has visibility of LGBTIQ people through its marketing and media content. If an LGBTIQ person goes to your website or takes a service brochure can they see themselves in the images and language you use? LGBTIQ people look for these cues when choosing a service.</p> <p><i>(A maximum of 6 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide both:</i></p> <p><i>a) all public facing URLs where LGBTIQ inclusion is clearly communicated</i></p> <p><i>b) a copy of all service brochures where LGBTIQ inclusion is clearly promoted</i></p>	<p>a) 2 points if provided.</p> <p>Additional point for a substantial amount of URLs.</p> <p>b) 2 points if provided.</p> <p>Additional point for above and beyond promotion of LGBTI inclusion.</p>
Customer Facing LGBTIQ Collateral					
7	Foundation	Do you display any community posters, rainbow flags or LGBTIQ collateral within your service provision areas?	<p>Visibility is important for LGBTIQ people due to the history of trauma they have faced. Visual imagery can tell a person if a space is safe. Does your organisation have visual cues of inclusivity?</p> <p><i>(A maximum of 4 points is available for all pieces of information provided in this question)</i></p>	<p><i>Please provide a photograph of LGBTIQ collateral displayed within service provision areas.</i></p>	<p>2 points if provided.</p> <p>2 additional points if multiple examples/areas provided.</p>

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SECTION 4: INITIAL ENGAGEMENT & ASSESSMENT					
Intake Forms					
8	Foundation	Is the language used within forms/documentation that service users are required to complete, inclusive of LGBTIQ people?	<p>This question benchmarks an organisation’s understanding of language and how this may impact LGBTIQ people in a health care setting. Heterosexuality and gender binary are the presumed norm, intake forms and documentation do not always allow a person to identify themselves or affirm their sexual or gender identity. Information provided at intake such as privacy disclosures and service information need to acknowledge the diversity of LGBTIQ people. Have you made changes to your forms that allow an LGBTIQ person to be able to select their gender or sexuality where appropriate? Is the language you use in your forms and documentation inclusive of LGBTIQ people?</p> <p><i>(A maximum of 7 points is available for all pieces of information provided in this question)</i></p>	<p><i>Please provide a copy of <u>two</u> intake forms/ documents that service users are required to complete. (Note: Less than two intake forms/documents will result in partial point allocation.)</i></p> <p><i>If you can provide more than two intake forms/documents, please add them to the ADDITIONAL WORK section at the end of this submission, in one row with the Item Name: “LGBTIQ Inclusive Language.”</i></p>	<p>2 points if sexuality / sexual orientation included</p> <p>Additional point if above options are detailed</p> <p>2 points if gender identity is included</p> <p>Additional point if above options are detailed</p> <p>1 point if intersex is included</p>
On-going Documents					
9	Foundation	Are your individual care assessment, care planning and/or case management documents explicitly inclusive of LGBTIQ people, their support team and families?	<p>This questions extends from Question 8 it measures an organisation’s services provision processes and the language that is used throughout the process. How are LGBTIQ people written into case planning and formulation processes? Are the forms and frameworks used inclusive? Can a person who is LGBTIQ select options that affirm their identity</p>	<p><i>Please provide a copy of <u>two</u> forms/documents that are explicitly inclusive of LGBTIQ people, their support team and their families within assessment, care or case management processes.(Note: Less than two forms/documents will result in partial point allocation.)</i></p>	<p>2 points if sexuality / sexual orientation included</p> <p>Additional point if above options are detailed</p> <p>2 points if gender identity is included</p>

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			<p>and provide culturally appropriate support and referral? Are families of choice understood and investigated in case planning?</p> <p><i>(A maximum of 7 points is available for all pieces of information provided in this question)</i></p>	<p><i>If you can provide more than two forms/documents, please add them to the ADDITIONAL WORK section at the end of this submission, in one row with the Item Name: "LGBTIQ On-going Documents."</i></p>	<p>Additional point if above options are detailed</p> <p>1 point if intersex is included</p>

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SECTION 5: LGBTIQ INCLUSIVITY & DISCLOSURE TRAINING/RESOURCES					
Staff Development Opportunities					
10	Foundation	Have you provided any development opportunities for staff over the assessed year to increase their understanding of LGBTIQ people or LGBTIQ inclusive service provision?	<p>This question looks at the training staff have received, the ongoing training plans that have been implemented, as well as the quality of the training. Have staff engaged in LGBTIQ Awareness training as well as industry specific training that empowers staff to provide LGBTIQ affirming care?</p> <p><i>(A maximum of 10 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>all</u> of the following:</i></p> <ul style="list-style-type: none"> <i>a) total number of development opportunities specifically covering LGBTIQ populations, awareness or inclusive service provision within the assessed year</i> <i>b) a brief outline of LGBTIQ content covered (evidence required for a maximum of 2 sessions)</i> <i>c) duration of the LGBTIQ content delivery within each of the sessions identified in (b) above</i> <i>d) approximate number of people who undertook each of the sessions identified in (b) above</i> 	<p>a) 2 points if evidence provided.</p> <p>b) 3 points if provided. Add an additional point if outline is comprehensive. Add another additional point if this is above and beyond expectations.</p> <p>(Note: This can be up to a total of 5 points.)</p> <p>c) 2 points if durations of sessions provided.</p> <p>d) 1 point if number of attendees for each session is provided.</p>
Staff Guidelines					
11	Intermediate	Understanding the sensitivity around disclosure for LGBTIQ people, we provide staff/clinicians/practitioners with guidelines/factsheets on the management of LGBTIQ sensitive information.	<p>This question benchmarks an organisation's understanding of the sensitivity and risks associated in supporting LGBTIQ people in health care. Does the organisations understand the laws around health directives, HIV status disclosure, as well as the need to not out a person unintentionally?</p> <p>Do staff have access to training, resources (printed & online) as well as</p>	<p><i>For maximum point allocation, please provide <u>all</u> of the following:</i></p> <ul style="list-style-type: none"> <i>a) your understanding of LGBTIQ hesitations and sensitivities around disclosure</i> <i>b) the importance of articulating why requested sensitive information is important to the service</i> 	<p>a-d) 2 points for partial evidence requested.</p> <p>Additional point if all evidence requested has been provided.</p> <p>e) 1 point if details of information distribution is provided.</p>

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			<p>support champions or subject matter experts within the organisations that can support them to adhere to privacy requirements?</p> <p><i>(A maximum of 4 points is available for all pieces of information provided in this question)</i></p>	<p>c) <i>knowing when to ask these questions and when it is not relevant or appropriate to ask these questions</i></p> <p>d) <i>the need to convey information in regards to data privacy i.e. how this information is shared/stored when collecting sensitive information</i></p> <p><i>Please also provide:</i></p> <p>e) <i>details as to how this information is distributed to, or accessed by staff/clinicians/practitioners</i></p>	
Trans / Gender Diverse Resource Services					
12	Advanced	<p>We provide education/resource materials and/or comprehensive training to frontline staff/clinicians/practitioners in regard to the provision of respectful and inclusive services for Trans / Gender Diverse people (beyond general awareness training covered in Q10).</p>	<p>This question follows on from question 11 and focuses on gender diversity. Are staff trained in gender affirming practices outside general awareness? Do staff have access to training, resources (printed & online) as well as support champions or subject matter experts within the organisations?</p> <p><i>(A maximum of 4 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide both:</i></p> <p>a) <i>a copy of the materials used, or table of contents detailing the material covered in relation to inclusive service provision for Trans/Gender Diverse service users details as to how staff/clinicians/practitioners access this information or how this information is distributed (if training – how many sessions were run over the assessed year</i></p>	<p>a) 2 points if provided.</p> <p>b) 2 points if provided.</p>

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Intersex Resource Services					
13	Advanced	Do you provide education/resource materials and/or comprehensive training to frontline staff/clinicians/practitioners in regard to the provision of respectful and inclusive services for Intersex people (beyond general awareness training covered in Q10)?	<p>This questions extends from questions 11 & 12 and focuses on people with an intersex variation.</p> <p>Are staff trained in culturally appropriate support for people with an intersex variation outside general awareness? Do staff have access to training, resources (printed & online) as well as support champions or subject matter experts within the organisations that can support them?</p> <p><i>(A maximum of 4 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>both</u>:</i></p> <p>a) <i>a copy of the materials used, or table of contents detailing the material covered in relation to inclusive service provision for Intersex service users</i></p> <p>b) <i>Details as how staff/clinicians/practitioners access this information or how this information is distributed (if training – how many sessions were run over the assessed year).</i></p>	<p>a) 2 points if provided.</p> <p>b) 2 points if provided.</p>

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SECTION 6: REFERRALS & STAKEHOLDER MANAGEMENT					
Referrals to LGBTIQ Inclusive Services					
14	Intermediate	Are you able to refer those accessing your service to other LGBTIQ inclusive service providers or practitioners?	<p>This question benchmarks if an organisation has created or has access to referral registers that identify organisations that provide inclusive and affirming services to LGBTIQ people. The list needs to be kept up to date and provide options that meet the needs of the consumers you provide services to. Having an understanding of the health disparities of LGBTIQ people will support in the creation of a holistic list of service providers.</p> <p><i>(A maximum of 4 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>both</u>:</i></p> <p><i>a) evidence of an LGBTIQ inclusive provider list or referrals</i></p> <p><i>b) details of how you source or ascertain the LGBTIQ inclusivity of referral networks</i></p>	<p>a) 2 points if provided.</p> <p>b) 2 points if provided.</p>
Referrals to LGBTIQ Inclusive Services					
15	Advanced	Do you engage with other health services, wellbeing providers, professional associations or communities of practice on the topic of LGBTIQ inclusive service provision?	<p>This question benchmarks the communities of practice, reference groups and other initiatives you engage with that have LGBTIQ inclusion as a priority. By engaging in these types of initiatives organisations are able to stay up to date and current on the issues LGBTIQ people face and what programs and services are being offered in the community.</p> <p>These groups maybe in person, online or via teleconferences. You must attend regularly and contribute, they also must</p>	<p><i>Please provide evidence of engagement/participation.</i></p>	<p>2 point if evidence is provided.</p> <p>Additional 2 points if engagement/participation is substantial.</p>

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			<p>have a focus on LGBTIQ health related issues or an inclusion focus.</p> <p><i>(A maximum of 4 points is available for all pieces of information provided in this question)</i></p>		

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SECTION 7: LGBTIQ COMMUNITY ENGAGEMENT					
Communication of Services					
16	Intermediate	Does your service promote/communicate services directly to the LGBTIQ community?	<p>If you provide inclusive services to LGBTIQ people it is important to promote this to the community. Finding services that are affirming and supportive are sometimes hard to find. This questions benchmarks what promotion and marketing you have done to communicate your inclusivity to the LGBTIQ community. This could be online, print or on television.</p> <p><i>(A maximum of 6 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>both</u>:</i></p> <p><i>a) evidence of this promotion/communication</i></p> <p><i>b) details of any promotions/communications within the assessed year</i></p>	<p>a) 2 points if provided.</p> <p>b) 2 points if provided.</p> <p>An additional 2 points can be given if comprehensive.</p>
Feedback Mechanism					
17	Intermediate	Do you have a feedback mechanism that LGBTIQ people can utilise to comment on the LGBTIQ inclusivity of your service?	<p>This question focus on the importance of an organisation being able to measure the success of their inclusive services delivery journey. By providing mechanisms for LGBTIQ people and their families to provide feedback, it allows you identify when a change needs to be made, and continue to improve the quality of your services.</p> <p><i>(A maximum of 6 points is available for all pieces of information provided in this question)</i></p>	<p><i>For maximum point allocation, please provide <u>all</u> of the following:</i></p> <p><i>a) how this feedback was collected</i></p> <p><i>b) when this feedback was last collected</i></p> <p><i>c) any actions resulting from the feedback collected</i></p>	<p>a) 2 points if provided.</p> <p>b) 2 points if provided.</p> <p>An additional 2 points can be given if comprehensive.</p>

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SECTION 8: ADDITIONAL WORK					
ADDITIONAL WORK					
16	Foundation	<p>This section allows you to describe and provide evidence for any additional work completed throughout the assessed calendar year <i>that</i></p> <p>(a) <i>has not already been included within this year’s index submission, or</i></p> <p>(b) <i>you believe is significantly over and above what the index is asking for.</i></p> <p><i>Has your organisation engaged in any other work/activity throughout the assessed year to improve the LGBTIQ inclusivity of your organisatin, service, medical facility, hospital or practice that has not been covered within the above submission?</i></p> <p><i>Examples may include but are not limited to:</i></p> <ul style="list-style-type: none"> • <i>Dedicated LGBTIQ support and/or client care contacts</i> • <i>Promotion of your LGBTIQ inclusivity to other service providers</i> • <i>Being involved in LGBTIQ service provision industry or community groups</i> • <i>Promoting positive LGBTIQ health / service user stories in industry magazines/press/at conferences</i> • <i>Assisting LGBTIQ people in overcoming barriers in terms of</i> 	<p>Throughout the year there is work your organisation will complete that is above and beyond the benchmarking information requested above. This section allows for you to showcase any work you have done that is meaningful, that you would like to get acknowledgement for and can receive points towards your overall score.</p>	<p>This is an opportunity for you to submit further information in regard to activities or work not covered elsewhere within this index.</p> <p>Examples may include, but are not limited to:</p> <ul style="list-style-type: none"> • Mentoring other club/sporting organisations • Local contribution that has had international impact • Contribution to studies or research • Taking a public stand on issues affecting the LGBTI community (i.e. marriage equality, mental health, suicide ideation, bullying/harassment) • Influencing of key sponsors and/or suppliers to participate in LGBTI inclusion and/or anti-homophobia/transphobia activities. <p>Please add a new row for every individual activity or piece of work that you are submitting</p> <p>IMPORTANT: PLEASE COMBINE ALL RELATED INDEX WORK INTO ONE ROW. For example, if you wish to claim for signficiant training, list all LGBTIQ training</p>	<p>Maximum 8 points per extra item of evidence</p>

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SECTION 8: ADDITIONAL WORK					
		<p><i>being able to live their authentic selves.</i></p> <p>Item Name: <i>[Question No. or Item Name Here]</i></p> <p><i>If referencing significant work over and above in relation to one of the questions or topics within the index, please state question number or index topic here and then provide evidence to the right.</i></p> <p><i>If you have new work, the topic of which is not covered within the index, please add an appropriate heading here and then provide evidence to the right.</i></p>		<p>within one row under the Item Name of "Training." Only 1 point is available for all work pertaining to a particular topic/area – PLEASE do not split similar areas of index activity over multiple rows.</p> <p><i>Please do not split work within the same topic area over multiple rows. All work pertaining to a particular question or topic must be contained within one row.</i></p>	