

# HWEI 2022

## A new iteration



HWEI PRACTICE POINTS | THE 2022 HWEI ITERATION



# ACKNOWLEDGEMENT OF COUNTRY

We recognise the diversity of Aboriginal and Torres Strait Islander people, their experiences, cultures, languages and practices, and the richness of their contributions to the places where we work, live and play.

We acknowledge the Traditional Owners of the land on which we meet,

We pay respect to Elders past, present and emerging, and extend our respect to all Aboriginal and Torres Strait Islander people attending today.



# What is the HWEI?

## Health + Wellbeing Equality Index

- Annual benchmarking tool
- Staff survey
- Service user survey



# Australia's Only Free National Benchmark

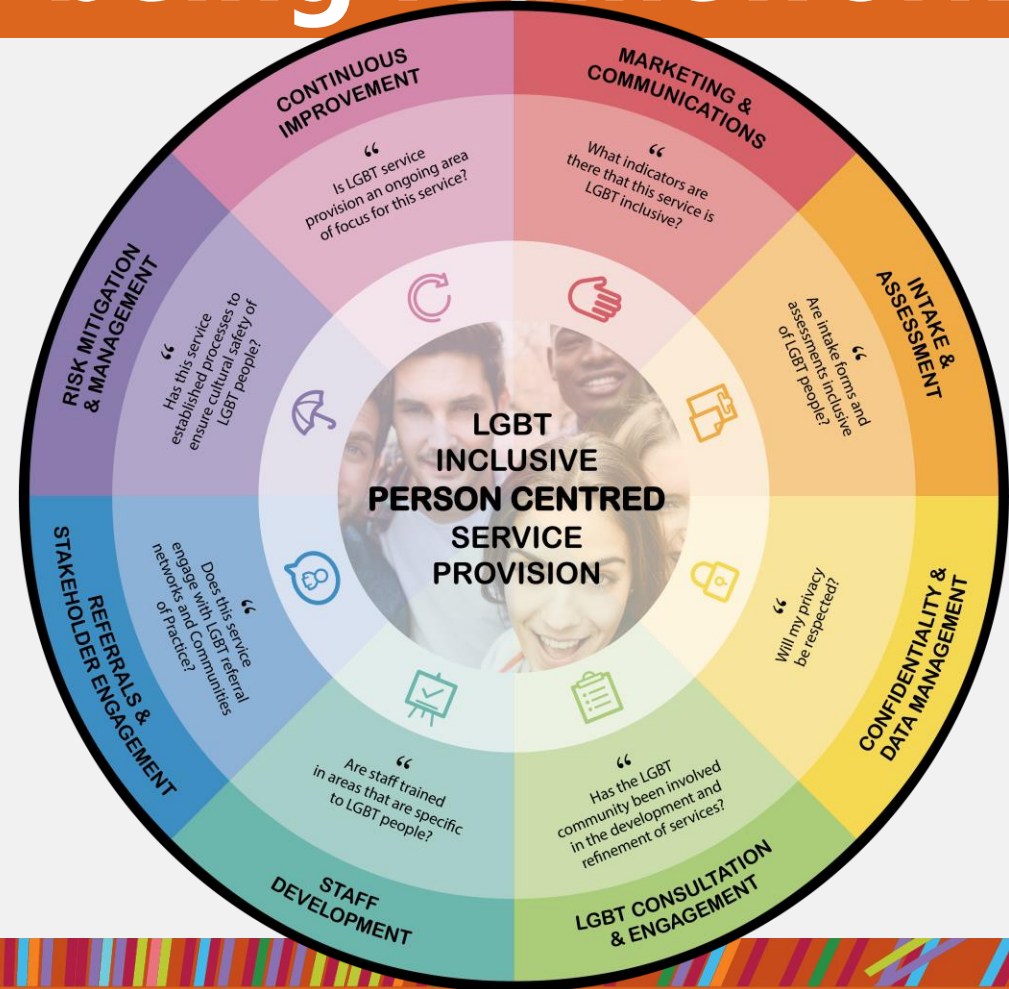
- Best practice
- Evidence based
- Gap analysis of current work
- Understand staff hesitancies
- Feedback from service users
- Rainbow Tick readiness





# Pride in Health + Wellbeing Framework

HWEI index aligns to the PIHW LGBTQ inclusive person-centred service provision framework



# Member Benefits



1:1  
mentoring



Best practice  
& evidence based



Visibility



Tailored  
staff development



Unlimited  
support



Benchmark  
your inclusion



Continuous  
improvement



Advocacy



Latest  
research



Member only  
resources



Member only  
events



Remove  
barriers to care

# Results

- Own scorecard
- Notes on improvement
- All participants
- Can remain anonymous

HEALTH + WELLBEING EQUALITY INDEX				
<b>Section 1: Strategy, Development, Service Planning &amp; Provision</b>			<b>Score</b>	<b>Index</b>
1	Foundation	Strategic Commitment	8	8
2	Foundation	LGBTQ Service Planning	4	4
3	Intermediate	Strategic Plan	6	6
<b>Total Section 1 Score</b>			<b>18</b>	<b>18</b>
<b>Section 2: LGBTQ Cultural Safety</b>			<b>Score</b>	<b>Index</b>
4	Foundation	Tracking LGBTQ Cultural Safety	6	6
5	Foundation	Staff Compliance with Policies and Practices	4	4
<b>Total Section 2 Score</b>			<b>10</b>	<b>10</b>
<b>Section 3: Visibility of LGBTQ Inclusion</b>			<b>Score</b>	<b>Index</b>
6	Foundation	Website and Service Brochures	6	6
7	Intermediate	Customer Facing LGBTQ Collateral	4	4
<b>Total Section 3 Score</b>			<b>10</b>	<b>10</b>
<b>Section 4: Initial Engagement &amp; Assessment</b>			<b>Score</b>	<b>Index</b>
8	Foundation	Intake Forms	6	7
9	Foundation	On-going Documents	4	5
<b>Total Section 4 Score</b>			<b>10</b>	<b>12</b>
<b>Section 5: LGBTQ Inclusivity &amp; Disclosure Training/Resources</b>			<b>Score</b>	<b>Index</b>
10	Foundation	Staff Development Opportunities	10	10
11	Foundation	Staff Guidelines	3	4
12	Advanced	Trans / Gender Diverse Resource Services	4	4
13	Advanced	Intersex Resource Services	4	4
<b>Total Section 5 Score</b>			<b>21</b>	<b>22</b>
<b>Section 6: Referrals &amp; Stakeholder Management</b>			<b>Score</b>	<b>Index</b>
14	Intermediate	Referrals to LGBTQ Inclusive Services	2	4
15	Advanced	Communities of Practice	4	4
<b>Total Section 6 Score</b>			<b>6</b>	<b>8</b>
<b>Section 7: LGBTQ Community Engagement</b>			<b>Score</b>	<b>Index</b>
16	Intermediate	Communication of Services	6	6
17	Intermediate	Feedback Mechanism	5	6
<b>Total Section 7 Score</b>			<b>11</b>	<b>12</b>
<b>Section 8: Additional Work</b>			<b>Score</b>	<b>Index</b>
18a	Additional	NADA CEO article	1	1
18b	Additional	Data advocacy	1	1
18c	Additional	work with ACON	1	1
18d	Additional	Item Name	x	1
18e	Additional	Item Name	x	1
18f	Additional	Item Name	x	1
18g	Additional	Item Name	x	1
18h	Additional	Item Name	x	1
<b>Total Section 8 Score</b>			<b>3</b>	<b>8</b>
<b>HWEI TOTAL SUBMISSION SCORES</b>				
<b>Total HWEI Score</b>				<b>100</b>

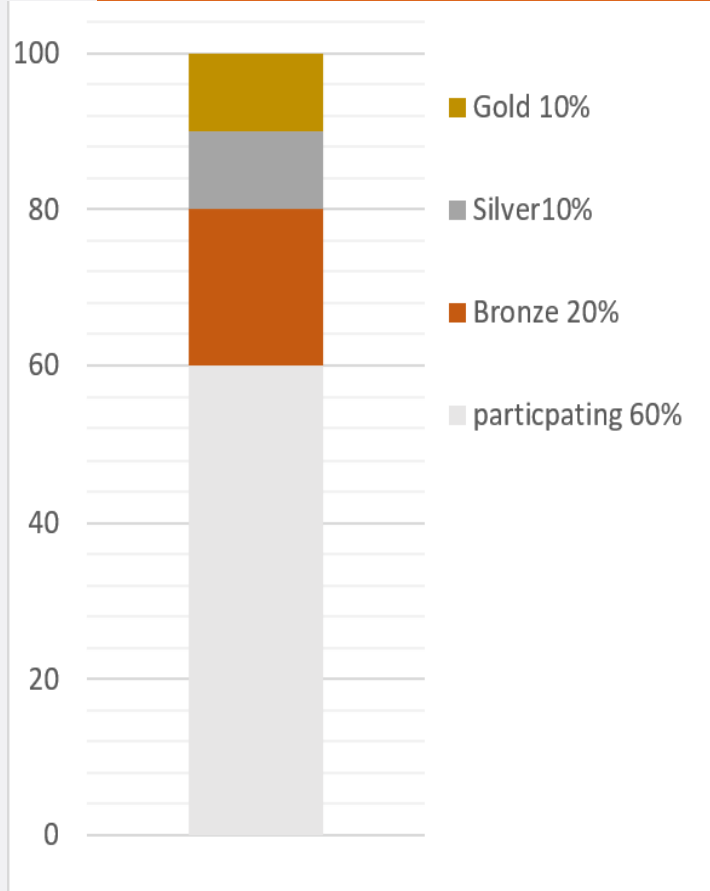
# HWEI Benchmarking Index

- New iteration every 3 years
- Ensure best practice
- Reviewed internationally
- Contemporize language





# Scoring of The HWEI Index

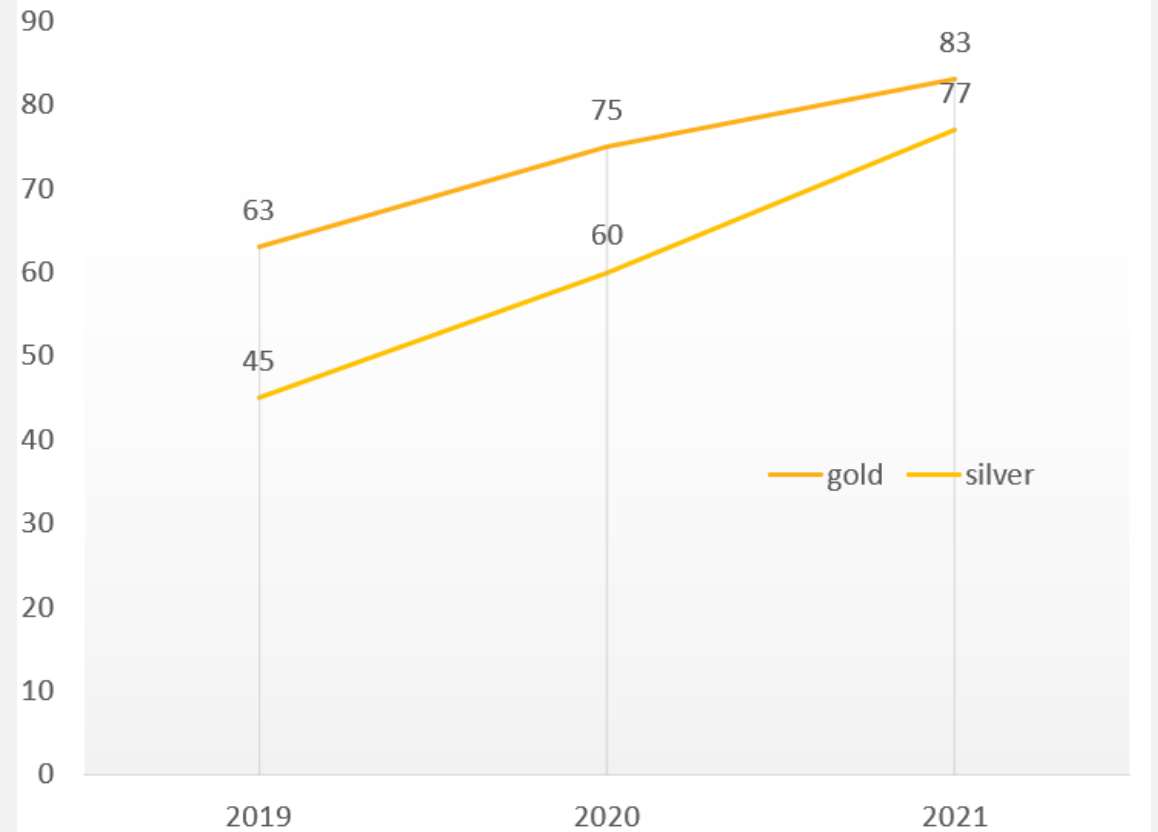


- Score out of 100
- Tiers determined number & range of submissions
- E.g. gold is top 10% of scores



# HWEI 1st Iteration 2019-2021

As you can see – tier entry points has increased year on year



March-April



Marking  
2021

May-June



Review of  
current  
index

July-August



Comparison  
of Current  
leading  
practice and  
international  
trends

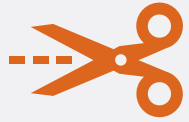
September



Finalise  
questions,  
evidence  
guide and  
scoring  
matrix



# HWEI Iteration Timeline



Standing  
and annual  
submission  
split



Clarity of  
evidence  
required  
for best  
practice



Addition of  
workforce  
focused  
questions

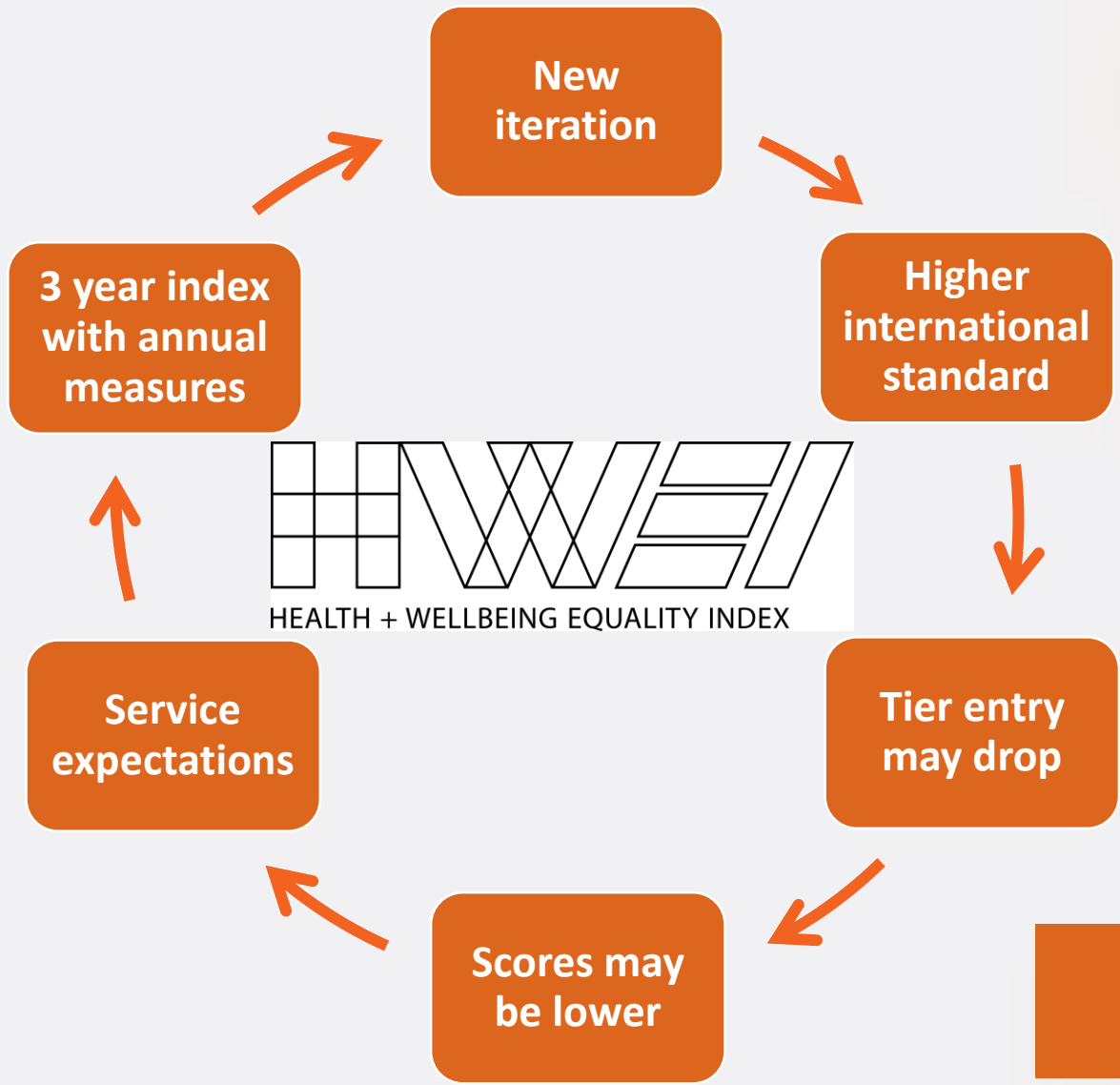


Additional  
detail for  
some  
questions



# HWEI – What Has Changed?






# Resetting Expectations



## STANDING SUBMISSION - SECTION 1

### STRATEGY, DEVELOPMENT, SERVICE PLANNING & PROVISION

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
<b>1. Strategic Commitment</b>			<b>Foundation</b>
<p><b>Does your organisation have a current strategy or continuous improvement plan in place that identifies LGBTQ inclusivity within service provision as a current area of strategic focus?</b></p> <p><b>Note:</b> This does not have to be an exclusive LGBTQ specific strategy but can be part of another strategy such as your overarching organisational strategy, a diversity and inclusion strategy etc. It must specifically mention LGBTQ inclusion from a service delivery perspective. This may be a multi-year strategy.</p>	<p>For effective and sustainable LGBTQ inclusion across your organisation, there should be an organisational commitment to inclusion enshrined in strategic documentation.</p> <p>This benchmarks organisational commitment to inclusion, in writing and approved at the highest levels.</p> 	<p><i>For maximum point allocation, please provide a copy of the LGBTQ component of your current strategy or continuous improvement plan.</i></p>	<p><b>2 points</b> if evidence of strategy/continuous improvement plan shows LGBTQ inclusion commitment (must be specifically mentioned)</p> <p><i>(2 points are available for this question if all pieces of information provided in this question.)</i></p>
<b>Iteration Notes</b>	<ul style="list-style-type: none"> <li>• Previously Section 1 Q3</li> <li>• Amended to provide clarity around evidence expectations</li> </ul>		

# Evidence and Scoring Guide



- Staff survey
- Service user survey
- Register interest now
- Open Nov-Feb
- Either or both
- Unique URL
- Print paper copies for clients



**HWEI Surveys**



# Inaugural Pride in Health + Wellbeing Awards

- Health + Wellbeing sector focus
- 30 March 2022
- ACAP (Sydney) or online




# Award Categories

Nominations now open:

- LGBTQ Health Ally Award
- LGBTQ Health Innovation Award
- LGBTQ Out Role Model Award







**Now** – Index documents available  
**Now** – Register interest in survey(s)  
**Nov** – Survey URLs sent and surveys  
open  
**1Feb** – Index and surveys close  
**30 March** – Australian Pride in  
Health + Wellbeing Awards

**Key Dates**



# We Are Here to Help

- Updated *Evidence and Scoring Guide*
- HWEI newsletter
- Monthly Q&A sessions
- Contact us



