



2022 HWEI Evidence and Scoring Guide

HWEI 2022 EVIDENCE AND SCORING GUIDELINE

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

NOTE: Due to Covid-19 and the move to a more sustainable culture e-Brochures and other electronic format forms and documentation are considered valid evidence for this index. If you have any questions about the evidence, you are providing please review the evidence against this guide or ask your Relationship Manager.

INDEX ITERATIONS

Every three years the Pride Inclusion Program benchmarking indices (AWEI, PSI and HWEI) undergo a new iteration. This is the second iteration of the HWEI benchmarking index. The three-yearly update of the indices ensures that the sector is encouraged to always promote best practice using the latest language, standards and frameworks. By changing the indices each three years Pride in Health + Wellbeing not only remains current, but also drives inclusion across the sector. As part of all Continuous Improvement Processes, re-baselining minimum standards of inclusion is also important.

Not only do new iterations keep us up to date on best practice standards, it also allows us to update our indices against international standards, legislative and culturally appropriate practice changes and more.

In line with AWEI and PSI the HWEI will now have standing and annual components of the index. This means you don't have to re-submit your standing submission components if you are happy with the prior year's score.

All organisations will have to submit their standing submission evidence for marking in 2022, however this can then be rolled over for 2023 and 2024.

Thank you for working with this second iteration of the HWEI in 2022.

SERVICE PROVIDER AND PARTICIPATION DETAILS

All participating employers must complete the Service Provider Details within the Submission Document.

These details include:

- data used for HWEI benchmarking across industries, regions and sectors
- confirmation regarding your recognition of participation
- additional HWEI Award Nomination information (note in 2022 we have new HWEI specific awards available)
- Accuracy Statements and Disclosures
- contact details of the person handling your submission

NEGATIVE PRESS/ COMPLAINTS DISCLOSURE

Please disclose any negative press or serious public complaints that have arisen during the 2021 calendar year.

Minor complaints and negative feedback that have been adequately managed in house are not required to be disclosed. Complaints to accreditation and authorising bodies or other oversight groups should be reported, along with any negative commentary in the mainstream press.

You may keep these details confidential, but you must outline the complaint and your reaction. Should we require more detail surrounding this event, we will contact the person nominated in the Participation Details section.

STANDING SUBMISSION - SECTION 1

STRATEGY, DEVELOPMENT, SERVICE PLANNING & PROVISION

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
1. Strategic Commitment			Foundation
<p>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?</p> <p>Note: 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>2 points 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>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 1 Q3 • Amended to provide clarity around evidence expectations 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
2. Strategic Group			Foundation
<p>Does your organisation have access to a strategic working group to assist with the strategic planning and ongoing development of LGBTQ inclusive services?</p>	<p>For effective LGBTQ inclusive service delivery to be implemented within an organisation, you need to often treat it like a project with a strategic group focusing on priorities and direction.</p>	<p><i>For maximum point allocation, please provide evidence for <u>all</u> the requested pieces of information below:</i></p> <p>a) <i>evidence of a strategic group that plans and prioritises LGBTQ inclusion change</i></p>	<p>a) 1 point if evidence of a strategic group for LGBTQ inclusion exists</p> <p>b) 1 point if evidence of the number of access to LGBTQ expertise is provided</p>

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
	This is a strategic group that sets the direction and priority of LGBTQ inclusion work across the organisation.	<p>b) <i>evidence of access to LGBTQ expertise (this may include but is not limited to Pride in Health + Wellbeing, Rainbow Tick contacts and other LGBTQ community expertise)</i></p> <p>c) <i>the number of individuals within the working group with LGBTQ consumer experience; directly as a consumer/client/patient or as a staff member supporting LGBTQ consumers</i></p> <p>d) <i>Evidence of meeting frequency throughout the year</i></p>	<p>c) 1 point if evidence of the number of people with LGBTQ consumer expertise within the group</p> <p>d) 1 point if evidence of regular consultation throughout the year</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 1 Q1 which has been broken into Q2 and Q3 in this iteration • Change to the point allocations and changes to the language for clarity • This is a STRATEGIC group as opposed to an ally network or event planning group. These are the decision maker for the LGBTQ inclusion work in your organisation. 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
3. Network Group			Foundation
Does your service have access to an Ally, LGBTQ or Rainbow network group that assists with the promotion and communication of LGBTQ inclusion within your service(s)?	<p>Visibility of LGBTQ inclusive people, with lived experience and who are Allies is vital for the cultural safety of LGBTQ people, both staff and service users.</p> <p>This question looks at the formation of a visible ally network to support staff (and or service users) in their navigation of your organisation.</p>	<p><i>For maximum point allocation, please provide evidence of:</i></p> <p>a) <i>an Ally, LGBTQ or Rainbow Network within your organisation</i></p> <p>b) <i>how the network may be contacted for questions and confidential conversations</i></p>	<p>a) 1 Point if evidence of an Ally Network exists within your organisation</p> <p>b) 1 point if you provide evidence of how the network can be contacted</p> <p>c) 1 point if you provide evidence of how your network is visible to staff within your service</p>

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
		<p>Please also provide the means by which the network is visible and accessible to:</p> <ul style="list-style-type: none"> c) staff within your service(s) d) clients/service users (if the network is also client facing) 	<p>d) 1 point if you provide evidence of how your network is visible to service users at your service</p> <p>(A maximum of 4 points are available if all pieces of information provided in this question.)</p>
Iteration Notes	<ul style="list-style-type: none"> • New question in this iteration – was part of Q1 previously • This is an ALLY group for visibility and questions for staff and/or service users • They may or may not be part of the strategic group (Q2) 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
4. Executive Sponsor or Champion			Foundation
<p>Does your service have an executive sponsor who promotes LGBTQ inclusive service provision?</p> <p>Note: An executive sponsor is someone in the executive leadership team who champions LGBTQ inclusion within your organisation. They provide visibility and executive support to your organisation’s strategy and working group.</p>	<p>Visible leadership is important for successful LGBTQ inclusion. The Executive Sponsor not only adds a leadership voice to the inclusion discussion but also actively facilitates the inclusion work, provides seniority, budget and elevated the discussion to senior executive levels.</p>	<p><i>For maximum point allocation, please provide evidence for <u>both</u>:</i></p> <ul style="list-style-type: none"> a) the name and position of the executive sponsor b) documented expectations of the executive sponsor’s role as LGBTQ champion 	<p>a) 1 point if evidence of executive sponsor is provided</p> <p>b) 1 Point if you can provide evidence of documented expectation of the sponsor</p> <p>(A maximum of 2 points are available if all pieces of information provided in this question.)</p>
Iteration Notes	<ul style="list-style-type: none"> • New question in 2022 • Benchmarking the organisational leadership and visibility of LGBTQ inclusion 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
5. LGBTQ Staff Inclusion			Intermediate
<p>How does your organisation actively promote an LGBTQ inclusive workplace to attract and retain LGBTQ identifying staff?</p>	<p>Having lived experience within your workforce not only provides value to your service users but also makes the workforce more diverse and inclusive.</p> <p>This question aims to benchmark your workforce focused inclusion initiatives, showing representation within your staff as well as your service users.</p>	<p><i>For maximum point allocation, please provide evidence of <u>two</u> of the following:</i></p> <ul style="list-style-type: none"> <i>a) workforce policies/processes that are clearly LGBTQ inclusive</i> <i>b) LGBTQ inclusive recruitment campaigns</i> <i>c) HR Systems or formal HR forms that are inclusive of diverse genders and sexualities</i> <i>d) Mechanisms for staff to display their pronouns (e.g., intranet, email signatures, name badges, etc.)</i> <i>e) Evidence of your EAP provider communicating their inclusivity of LGBTQ people</i> <i>f) other (Note: this must be workforce focused)</i> <p><i>If you can provide more than two items, please add them to the ADDITIONAL WORK section at the end of this submission, in one row with the Item Name: "LGBTQ Staff Inclusion."</i></p>	<p>a) 2 points if the LGBTQ 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> <p><i>(A maximum of 6 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes		<ul style="list-style-type: none"> • This is a new question in 2022 • Alignment with AWEI benchmarking tool 	

LGBTQ CULTURAL SAFETY

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
6. Tracking LGBTQ Cultural Safety			ADVANCED
<p>Do you have processes/strategies in place to identify, track, manage and respond to risks or situations that could, or have, jeopardised the safety of LGBTQ people?</p> <p>Note: This refers to the mental and physical wellbeing of LGBTQ people within your organisation or of those using your service(s). It can be demonstrated through LGBTQ inclusive care, frameworks, etc. This is pre-emptive rather than reactionary. How do you assess risks and reduce or eliminate them prior to them occurring?</p>	<p>Completing a risk analysis will support you in understanding what changes may need to be made for your organisation to be inclusive of LGBTQ people.</p> <p>Risks should be identified, measured for the 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 affect a person psychologically. Risks may be internal or external to the organisation and can include business continuity and reputational risks.</p>	<p><i>For maximum point allocation, please provide evidence of <u>both</u>:</i></p> <p><i>a) a listing of any LGBTQ specific risks identified their likelihood and potential impact</i></p> <p><i>b) a copy of any formally documented processes/strategies that enable you to identify, manage, respond to these listed LGBTQ risks BEFORE they occur (such as the risk mitigation strategies you have put in place)</i></p>	<p>a) 2 points if a list of LGBTQ related risks is provided</p> <p>b) 3 points if processes and strategies for managing risks are provided.</p> <p>Note: They must be able to clearly identify, manage, and respond to potential risks.</p> <p><i>(A maximum of 6 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 2 Q4 in previous iteration • Additional clarity around LGBTQ risks being identified BEFORE they occur not the general process if risks are identified 		

ANNUAL SUBMISSION - SECTION 2

CONTINUOUS IMPROVEMENT

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
7. LGBTQ Inclusion Plan			Foundation
<p>Do you have a current work plan or action plan for your LGBTQ inclusion work?</p> <p>Note: For maximum points, this plan will include actions, due dates, the person responsible and the current status against each action item.</p>	<p>Inclusion work often requires planning and management. By creating an action plan, listing due dates and accountabilities these actions are more likely to come to fruition.</p> <p>Benchmarking your organisational capacity for change management planning is an important foundational piece of the framework.</p>	<p><i>Please provide both:</i></p> <p>a) <i>a copy of the working plan</i> b) <i>a description of how this plan aligns with or draws from the LGBTQ portion of your strategy</i></p>	<p>a) 2 points if evidence a current copy of the working plan is provided with actions, due dates, person responsible and current status as a minimum</p> <p>b) 2 points evidence is how this action plan aligns or draws from the LGBTQ portion of your organisational strategy (see Q1)</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • New question in this iteration • Had previously been covered in Section 1 Q3 • Separated for clarity 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
8. Staff Compliance with Policies and Practices			Intermediate
<p>Do you have any systems or processes in place to communicate and monitor staff compliance with your LGBTQ inclusion policies and inclusive service provision?</p>	<p>Organisations who implement effective inclusion initiatives have a framework that guides and supports staff.</p> <p>This framework allow management to articulate expectations of staff at their</p>	<p><i>For maximum point allocation, provide evidence of:</i></p> <p>c) <i>education or information provided to staff in terms of expected compliance with LGBTQ inclusion policies/service provision</i></p>	<p>a) 2 points if evidence provided inclusion information is provided to staff so they understand their compliance with inclusion policies or service provision</p>

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
	<p>organisations and to hold staff accountable in meeting them.</p> <p>Example of this may be during supervision staff are coached and monitored around their case planning for people who identify as LGBTQ and culturally appropriate interventions being applied where needed.</p>	<p>d) <i>an outline of how compliance is monitored</i></p>	<p>b) 2 points evidence is provided on how staff compliance in following inclusive policies or service provision standards is monitored</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>
<p>Iteration Notes</p>	<ul style="list-style-type: none"> • Previously Section 2 Q5 • Reworded for clarity about how staff expectations and performance is managed 		

SECTION 3: VISIBILITY OF LGBTQ INCLUSION

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
9. Website and Service Brochures			Foundation
<p>How clearly do you promote the LGBTQ inclusivity of your service?</p>	<p>This question assesses if your organisation has visibility of LGBTQ people through its marketing and media content.</p> <p>If an LGBTQ person goes to your website or takes a service brochure can they see themselves in the images and language you use? LGBTQ people look for these cues when choosing a service.</p> <p>Note: URLs are generic information, whereas brochures are usually specific information about a service(s) but may be found on the website.</p>	<p><i>For maximum point allocation, please provide evidence of <u>both</u>:</i></p> <p><i>a) at least one URL where LGBTQ inclusion is clearly communicated: and</i></p> <p><i>b) a copy of any service brochures where LGBTQ inclusion is clearly promoted</i></p>	<p>a) 2 points if 2 or more URLs/websites are provided</p> <p>b) 2 points if at least one brochure (including electronic or online brochures) is provided</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 3 Q6 • Clarity around expectation of evidence to be provided 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
10. Customer Facing LGBTQ Inclusion Collateral			Foundation
<p>Do your service user spaces visibly promote the inclusion of LGBTQ people?</p> <p>E.g., Do you display any community posters, rainbow flags or LGBTQ collateral?</p>	<p>Visibility is important for LGBTQ people due to the history of the trauma they have faced. Visual imagery can tell a person if a space is safe, without them having to ask.</p> <p>Does your organisation have visual cues of inclusivity in its service user spaces?</p>	<p><i>For maximum point allocation, provide evidence of three photographic examples of promoted inclusivity within service user spaces.</i></p>	<p>2 points per piece of evidence if photographic of collateral in service areas are provided</p> <p><i>(A maximum of 6 points are available if three pieces of evidence are provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 3 Q7 • Clarity around expectation of evidence to be provided • Point allocation change 		

SECTION 4: INITIAL ENGAGEMENT & ASSESSMENT

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
11. Intake Forms			Foundation
<p>Is the language used within forms/documentation that your service users are required to complete, inclusive of LGBTQ people?</p> <p>Note: this is specifically looking at forms at the commencement of services</p>	<p>This question benchmarks an organisation’s understanding of language and how this may impact LGBTQ people in a health care setting.</p> <p>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, or alternatively makes their identity invisible.</p> <p>Other forms conflate sex, gender, and sexuality making it impossible for LGBTQ people to answer correctly.</p>	<p><i>Please provide a copy of an intake form/document that service users are required to complete.</i></p> <p><i>For maximum point allocation, please provide evidence of LGBTQ inclusive options for the following areas:</i></p> <ul style="list-style-type: none"> <i>a) Gender</i> <i>b) Sexual orientation</i> <i>c) Legal name/gender (e.g., Medicare details as this may be different from how the client wants to be known)</i> <i>d) Trans experience or history</i> <i>e) Personal Pronouns</i> <i>f) Titles/Honorifics (e.g., Mx.) or if Titles/Honorifics are specifically not collected</i> <p><i>Note: To obtain full points, all of these areas must be provided within the same form.</i></p>	<p>1 point for each of the areas if they are captured in an inclusive way.</p> <p><i>(A maximum of 6 points are available for up to 6 different inclusion options on your form)</i></p>
<p>Iteration Notes</p>	<ul style="list-style-type: none"> • Previously Section 4 Q8 • Clarity around expectation of evidence to be provided • Now asks for specific examples of demographic data collection on an intake form • Point allocation change 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
12. Ongoing Documents			Intermediate
<p>How do you promote safe disclosure <u>after</u> initial intake?</p> <p>E.g., Are your care assessment, care planning and/or case management documents explicitly inclusive of LGBTQ people, their support team, and families?</p> <p>Note: <i>this can be an online form if it is filled out once a relationship has been established and services commenced.</i></p>	<p>This question extends from Question 11. It measures an organisation’s inclusivity throughout the service user’s lifecycle with the provider.</p> <p>How are LGBTQ people written into case planning and formulation processes? Are the forms and frameworks used inclusive? Can a person who is LGBTQ select options that affirm their identity and provide culturally appropriate support and referral? Are families of choice understood and investigated in case planning? What happens if someone discloses after their initial intake?</p> <p>Note: this is specifically looking at forms, processes and conversations that occur after intake to better support your clients’ needs.</p>	<p><i>For maximum points, please provide: <u>two forms/documents/conversation guides that are explicitly inclusive of LGBTQ people, or that promote a safe environment for disclosure.</u></i></p> <p>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: “Ongoing Disclosure.”</p> <p>If less than two forms/documents are provided, full point allocation will not be obtained.</p>	<p>2 points if one form/evidence is provided</p> <p>2 pts if a second form/evidence is provided</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 4 Q9 • Clarity around expectation of evidence to be provided • Broadened to allow for multiple types of service delivery – some of which don’t use ongoing form • Point allocation change 		

SECTION 5: LGBTQ INCLUSIVITY & DISCLOSURE TRAINING/RESOURCES

NOTE: You cannot claim points for the same training session across multiple questions. Please ensure that your evidence is placed under the most appropriate question.

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
13. Access to Resources			Foundation
<p>Do your staff have access to resources that provide staff with an understanding of the specific needs/health disparities of LGBTQ communities within your sector?</p>	<p>Access to resources to supplement staff training is necessary to better understand the specifics of LGBTQ health Disparities, or barriers to accessing care relevant to their specific role, discipline, or area of expertise.</p> <p>Having relevant resources available to all staff to access as needed, is required to bolster training.</p>	<p><i>For maximum point allocation, please provide evidence of:</i></p> <p>a) <i>a listing of the LGBTQ specific needs/health disparities relevant to your service</i></p> <p>b) <i>an explanation of how this information is relevant and incorporated into current service provision.</i></p>	<p>a) 2 points for evidence of a listing of the service specific needs/disparities of the LGBTQ community</p> <p>b) 2 points for a detailed explanation of how this information is relevant to your service and how you incorporate it into your current service delivery</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 1 Q2 • Move to this section as it is discussing staff access to training and resources. 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
14. Staff Development Opportunities			Foundation
<p>Have you provided any development opportunities for staff over the assessed year in terms of LGBTQ Awareness or LGBTQ inclusive service provision?</p> <p>Note: For ACON Pride Training, or Pride in Health + Wellbeing provided</p>	<p>This question looks at the training staff have received, the reach of the training, as well as the quality of the training.</p> <p>Have staff engaged in LGBTQ Awareness training as well as industry-specific training that empowers staff to provide LGBTQ affirming care?</p>	<p><i>For maximum point allocation, please provide evidence of the following:</i></p> <p>a) <i>total number of development opportunities specifically covering LGBTQ populations, awareness, or inclusive service provision within the assessed year</i></p>	<p>a) 1 point if evidence of training sessions provided</p> <p>b) 1 point if outline of two sessions is provided</p> <p>c) 1 point if the duration of the LGBTQ specific content for each of the sessions listed in part a) is provided</p>

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
training, only a) and d) need to be answered.	<p>The basics of why LGBTQ inclusion is important, the language, history, barrier to care and health disparities will equip all staff with the understanding of why LGBTQ inclusion is important to all roles.</p> <p>This is a core building block to inclusive service delivery.</p>	<p>b) <i>a brief outline of LGBTQ content covered (evidence required for a maximum of 2 sessions)</i></p> <p>c) <i>duration of the LGBTQ content delivery within each of the training sessions listed in part a)</i></p> <p>d) <i>the approximate number of people who undertook each of the sessions identified above</i></p>	<p>d) 1 point if the number of attendees for each session is provided</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p> <p>NOTE: For ACON or PIHW lead training only a) and d) are needed for full points.</p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 5 Q10 • Point allocation change • Clarification of evidence requirements for ACON provided training. 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
15. Staff Guidelines re LGBTQ Disclosure			Advanced
<p>Does your organisation provide staff with training/guidelines/factsheets on the management of LGBTQ sensitive information?</p> <p>Note: This is above and beyond your privacy policy and relevant to LGBTQ community disclosures.</p>	<p>This question benchmarks an organisation's understanding of the sensitivity and risks associated with supporting LGBTQ people in health care.</p> <p>This is above and beyond having a standard organisational privacy policy and investigates the factors that will impact disclosure, including privacy, setting, language etc.</p>	<p><i>For maximum point allocation, please provide evidence of information provided to staff that covers:</i></p> <p>a) <i>hesitations and sensitivities around LGBTQ disclosure</i></p> <p>b) <i>why this sensitive information is important to the service(s)</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 regarding data privacy to service users e.g., how this information is shared/stored</i></p>	<p>a-e) 1 point if evidence of information requested is provided</p> <p>Additional 1 point if evidence is substantial</p> <p><i>(A maximum of 6 points are available if all pieces of information provided in this question.)</i></p>

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
		<p>when collecting sensitive information</p> <p>e) how staff access this information about the collection of sensitive data</p>	
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 5 Q11 • Clarification of evidence requirements • Point allocation change 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
16. Trans and Gender Diverse Resource Services			Advanced
<p>Does your organisation provide additional education, resource materials and/or comprehensive training to frontline staff regarding the provision of respectful and inclusive services for Trans and Gender Diverse people?</p>	<p>This question follows on from question 13 and focuses on gender diversity specifically.</p> <p>Are staff trained in gender-affirming practices, specific health and service needs outside general awareness?</p> <p>Do staff have access to training, resources (printed & online) as well as support champions or subject matter experts within the organisations?</p>	<p><i>For maximum point allocation, please provide the following evidence for TWO trans and gender diverse specific resources:</i></p> <p>a) <i>a copy of the materials used, or table of contents detailing the material related to inclusive service provision for Trans/Gender Diverse service users.</i></p> <p>b) <i>details as to how staff / clinicians /practitioners access this information or information on how this information is distributed</i></p>	<p>a) 3 points if a list of materials or resources is provided (minimum 2 resources covering trans and gender diverse communities)</p> <p>b) 3 points if how staff can access these resources or how this information is distributed</p> <p><i>(A maximum of 6 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 5 Q12 • Clarification of evidence requirements • Point allocation change <p>Note: the previous iteration contained a question about Intersex resources. This has been removed in this iteration.</p>		

SECTION 6: REFERRALS & STAKEHOLDER MANAGEMENT

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
17. Referrals to LGBTQ Inclusive Services			Advanced
<p>Does your organisation refer those accessing your service(s) to other LGBTQ inclusive service providers or practitioners?</p>	<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 LGBTQ people.</p> <p>The list needs to be kept up to date and provide options that meet the needs of your service user.</p> <p>Ways of determining other providers inclusivity need to be clearly articulated and understood to reduce the risk for your service users.</p>	<p><i>For maximum point allocation, please provide evidence of both:</i></p> <p>a) <i>an LGBTQ inclusive provider list for referrals that staff can utilise when needed</i></p> <p>b) <i>details of how you source or ascertain the LGBTQ inclusivity of services on this list.</i></p>	<p>a) 2 points if evidence of a list of inclusive service providers is provided</p> <p>b) 2 points if you demonstrate the criteria for organisations inclusivity to be on the list is provided</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 6 Q14 • Clarification of ways to engage other providers and due diligence on checking their inclusive stance 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
18. Engagement with Other Services			Advanced
<p>Does your organisation engage with other health services, wellbeing providers, professional associations, or communities of practice on the topic of LGBTQ inclusive service provision?</p> <p>Note: These do not need to be exclusively about LGBTQ inclusive practices and can be sector or</p>	<p>This question benchmarks the communities of practice, reference groups and other initiatives you engage with that have LGBTQ inclusion as a priority.</p> <p>By engaging in these types of initiatives, organisations can stay current on the disparities and barriers LGBTQ people face and what programs and services are being offered in the community.</p>	<p><i>Please provide evidence of both:</i></p> <p>a) <i>details of the group that your organisation engages/participates within</i></p> <p>b) <i>Evidence of LGBTQ related conversations covered within this group</i></p>	<p>a) 2 points if evidence of provider groups is provided</p> <p>b) 2 points if evidence of LGBTQ related conversations within these groups is provided</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
geographic groups where LGBTQ inclusion is discussed (as evidenced by minutes or agenda items).	These groups may be in person, online or via teleconferences. You must attend regularly and contribute; you must also demonstrate a focus on LGBTQ inclusion within the context of the session.		
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 6 Q15 • Broadening of how to engage in communities of practice and other provider meetings 		

SECTION 7: LGBTQ COMMUNITY ENGAGEMENT

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
19. Communication of Services			Intermediate
<p>Does your service promote/communicate services directly to the LGBTQ community?</p> <p>Note: This is not about your services having LGBTQ representation in a mainstream promotion but having a targeted promotion to the LGBTQ community.</p>	<p>If you provide inclusive services to LGBTQ people, it is important to promote this to the community.</p> <p>Finding services that are affirming and supportive are sometimes hard to find.</p> <p>This questions benchmarks what promotion and marketing you have done to communicate your inclusivity to the LGBTQ community. This could be online, print or on television.</p>	<p><i>Please provide evidence of this promotion/communication.</i></p>	<p>2 points is available if LGBTQ specific marketing or communication can be demonstrated for the current year</p> <p>2 additional points if this extensive</p> <p><i>(A maximum of 4 points are available if all pieces of information provided in this question.)</i></p>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 7 Q16 • Clarification that this is promotion to community specifically above and beyond mainstream communication streams • Point allocation change 		

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
20. Feedback Mechanism			Advanced
<p>Does your organisation have a feedback mechanism that LGBTQ people can utilise to comment on the LGBTQ inclusivity of your service?</p> <p>Note: This can be general feedback however this question looks at how you prompt for LGBTQ specific feedback, and what you do with that information.</p>	<p>This question focuses on the importance of an organisation being able to measure the success of their inclusive services delivery journey.</p> <p>By providing mechanisms for LGBTQ people and their families to provide feedback, it allows you to identify when a change needs to be made.</p>	<p><i>For maximum point allocation, please provide:</i></p> <p>a) <i>how and when this feedback was collected (including the HWEI Service User survey if application); and</i></p> <p>b) <i>any actions resulting from the feedback collected</i></p>	<p>a) 2 points if the outline of feedback and when it was last collected is provided</p> <p>Additional point if there are multiple ways of collecting feedback</p> <p>c) 3 points if actions as a direct result of this feedback have been taken</p>

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
This can include the HWEI Client Survey (if a minimum of 10 responses are collected).	It also benchmarks a quality improvement process by actions directly resulting from service user feedback.		<i>(A maximum of 6 points are available if all pieces of information provided in this question.)</i>
Iteration Notes	<ul style="list-style-type: none"> • Previously Section 7 Q17 • Now allowing for the HWEI survey user survey to form part of your feedback solutions. • Clarification of evidence requirements 		

SECTION 8: HWEI SURVEY PARTICIPATION

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
21. HWEI staff Survey			Survey
<p>We are participating in the HWEI Staff survey this year</p> <p><i>NOTE: you must obtain a minimum of 10 responses to obtain points for this question.</i></p>	<p>Understanding the success of your cultural change process and the comfort levels of your staff in providing inclusive care can benchmark your success in LGBTQ inclusion.</p> <p>This is a Continuous quality improvement mechanism as part of the HWEI benchmark suit of tools.</p>	<p>You will need to register for the HWEI Staff survey here: http://www.prideinhealth.com.au/index-benchmarking/hwei-staff-and-service-user-survey-sign-up/</p>	<p>2 points are available if your organization participates in the HWEI Staff Survey and collects a minimum of 10 staff responses.</p>
Iteration Notes	<ul style="list-style-type: none"> New in 2022 		

SECTION 9: ADDITIONAL WORK

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
22. Additional Work			Additional
<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>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><i>Examples may include but are not limited to:</i></p>	<p>IMPORTANT: PLEASE COMBINE ALL RELATED INDEX WORK INTO ONE ROW.</p> <p>For example, if you wish to claim for significant training, list all LGBTQ training within one row under the Item Name of "Training." Only 1 point are available if all work about 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</i></p>	<p>1 point per piece of valid evidence provided</p> <p><i>(A maximum of 8 points are available in this question.)</i></p>

QUESTION	WHY THIS QUESTION?	PROVIDING EVIDENCE	HOW POINTS ARE ALLOCATED
<p><i>Has your organisation engaged in other work/activity throughout the assessed year to improve the LGBTQ inclusivity of your organisation, service, facility, hospital or practice that has not been covered within the above submission?</i></p> <p>Item Name: <i>[Question No. or Item Name Here]</i></p>	<ul style="list-style-type: none"> • <i>Dedicated LGBTQ support and/or client care contacts</i> • <i>Promotion of your LGBTQ inclusivity to other service providers</i> • <i>Being involved in LGBTQ service provision industry or community groups</i> • <i>Promoting positive LGBTQ health service user stories in industry magazines/press/at conferences</i> • <i>Assisting LGBTQ people in overcoming barriers in terms of being able to live their authentic selves.</i> 	<p><i>about a particular question or topic must be contained within one row:</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 and then provide evidence.</i></p> <p><i>If you have new work, the topic of which is not covered within the index, please add an appropriate heading and then provide evidence.</i></p>	
<p>Iteration Notes</p>	<ul style="list-style-type: none"> • Previously numbered as Section 8 in previous iteration • No other changes 		