



PRIDE

IN HEALTH + WELLBEING
AWARDS

Rankings & Winners



Australian Government

Department of Health

2022 PLATINUM SPONSOR

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 Country across Australia and their continuing connection to lands, waters, skies and communities.

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



WELCOME TO THE 2022 PIHW AWARDS



CLAIRE ALLEN (she/her)
NATIONAL PROGRAM MANAGER
PRIDE IN HEALTH + WELLBEING

Thank you all for being a part of the inaugural 2022 Australian Pride in Health + Wellbeing Awards. Tonight we recognised the achievements and contributions across Australia in making health, wellbeing, and human services more inclusive for people with diverse genders and sexualities.

I'm pleased to report that 2022 has seen another increase in Health + Wellbeing Equality Index (HWEI) submissions, across the board. Despite the extraordinary impact of COVID-19 across health and wellbeing sectors, we saw almost a double in submissions for 2022.

We have also in the last year seen substantial expansion for the Pride in Health + Wellbeing Program with a new Relationship Manager, Penny McKay, joining us in Melbourne, a new iteration on the HWEI benchmarking index tool, and over 1200 survey responses from staff and service users in the 2022 survey.

This is a testament to service providers, peak bodies and so many organisations within this sector prioritising LGBTQ inclusion and continuing to break new ground in making their services more welcoming, suitable, and accessible for people of diverse genders and sexualities.

It is wonderful that services are not viewing LGBTQ inclusion as an optional add on that can cease when other priorities compete – but rather embedding inclusive care throughout service delivery, as an everyday part of everyone's role.

To have the federal Department of Health as Platinum Sponsor of our event is recognition of how important inclusive care is in reducing the health disparities faced by LGBTQ communities. Thank you to them and our Silver Sponsor Titanium Solutions, who were so responsive to suggestions on making their software more inclusive, and our Digital Sponsor ACAP, who made it possible to bring you this livestream event.

Thank you for joining us. We hope you enjoyed this inaugural night of celebrating LGBTQ inclusive care.

PROUDLY
SPONSORED BY



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2022 PLATINUM SPONSOR



Titanium
solutions

2022 SILVER SPONSOR



2022 DIGITAL SPONSOR

PRODE

A graphic element for the PRODE logo, consisting of four overlapping circles in red, yellow, green, and blue, arranged in a cross pattern.

IN HEALTH + WELLBEING
AWARDS

WELCOME FROM THE PIHW PATRONS



MICHAEL EBEID AM (he/him)

CO PATRON, PRIDE IN HEALTH + WELLBEING

I am honoured to be a patron of ACON's Pride in Health + Wellbeing Program. I have been involved in the Pride Inclusion Programs since the early days of Pride in Diversity and was delighted when asked to become a Patron of Pride in Health + Wellbeing.

Over the last few years, the status and size of the Health + Wellbeing Equality Index (HWEI) has grown, and it's exciting to see this event branch out into its own celebration of excellence in LGBTQ Health. This not only gives a voice to inclusion within the health and wellbeing sector but increases the visibility and importance of inclusion across the various services within the community, care and human services sectors.

A huge congratulations to all the winners!.



PROF KERRY PHELPS AM (she/her)

CO PATRON, PRIDE IN HEALTH + WELLBEING

As a practicing GP, member of the LGBTQ community and Patron, I am delighted to be a part of the inaugural Pride in Health + Wellbeing Awards.

Reflecting back to the launch of Pride in Health + Wellbeing in 2017, there was a clear need for this program to support mainstream health and community services in understanding the barriers to care and specific health needs of LGBTQ communities.

It can be difficult to prioritise diversity and inclusion initiatives, and while many people are willing and eager to be inclusive, the 'Health System' is not always easy to change. Those providing care often feel powerless to make recommendations or suggestions for change.

These awards, including the LGBTQ Inclusive Innovation Award, are a tribute to the outstanding frontline workers; those who make a difference, who are change makers, and who stand tall to be seen as Allies or Out Role Models. Thank you.



Your Voice Matters

Let's change aged care, together

Find out how you can get involved:

www.agedcareengagement.health.gov.au



Phone **1800 200 422** My Aged Care's freecall phone line.



For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 200 422**.



To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs or call **1800 555 660**.



Australian Government
Department of Health

THE PIHW AWARDS PLATINUM SPONSOR



Australian Government

Department of Health

The Commonwealth Department of Health is proud to sponsor the Pride in Health + Wellbeing Awards.

Our vision is better health and wellbeing for all Australians, now and for future generations. We work to deliver an affordable, quality health and aged care system and better health, ageing and sport outcomes for everyone.

The Department of Health is committed to reducing the health inequities affecting LGBTIQ+ Australians. We appreciate the unique qualities, attributes, skills and perspectives of the LGBTIQ+ community. We work with LGBTIQ+ people to deliver evidence-based policies, well targeted programs and best practice regulation.

We are also committed to being an inclusive, culturally aware, and responsive employer through our workplace policies and practices. Program initiatives are continually implemented to broaden diversity and inclusion in our workplace.

THE PIHW AWARDS SILVER SPONSOR

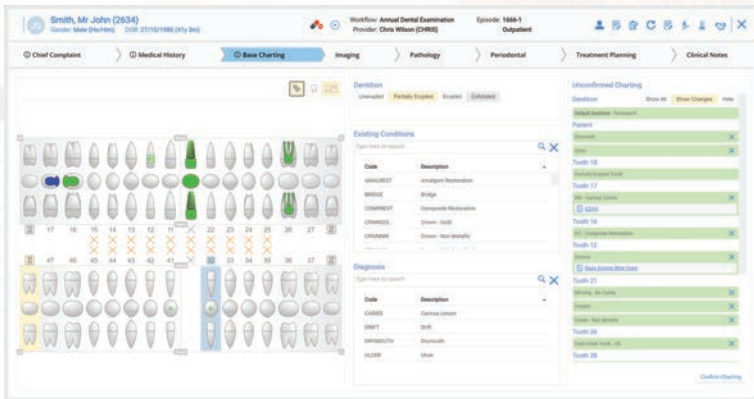


Titanium Solutions empowers oral health providers to deliver effective care. Our flexible systems and infrastructure can accommodate the needs of LGBTQ people while supporting best practice care. LGBTQ people have a better experience when clinical processes and communication are relevant to their specific situation. Our products support patients who wish to self-identify their gender and pronouns to facilitate this. With patient experience becoming a top priority, we believe software enabling safe, respectful, and affirming interactions is critical.

Titanium Solutions is committed to enabling inclusive care.



Empowering Innovative Oral Health Care



Facilitate your best practice with highly configurable workflows specialised products



Request a Demo



THE PIHW AWARDS DIGITAL SPONSOR



The Australian College of Applied Professions (ACAP) is an international leader in providing professional training in the broad field of applied psychology. Our philosophy is to inspire our people to contribute to society's social and spiritual well-being by exemplifying the values of integrity, equity, and social justice.

Over the last 35 years, ACAP has helped over 20,000 graduates launch impactful, fulfilling careers – education beyond the classroom is our mission. Using our understanding of how people think and act, we offer individualised learning that supports your personal journey in your desired field.

ACAP SAYS YES!

Promoting the health and well-being of our LGBTQ+ people.

Here at the Australian College of Applied Professions, we're committed to a supportive and inclusive environment for people of all sexual orientations and gender identities.

We are proud to graduate health professionals with an awareness and understanding of our LGBTQ+ communities, empowering clients to be their true selves. We are also thrilled to service the rainbow communities by providing specific LGBTQ+ services at the ACAP Clinic, facilitated by our students.



ABOUT OUR 2022 PIHW AWARDS SPEAKER



DR ATARI METCALF (he/they)

General Practitioner
Vitalis Family Medical Practice

Atari is a transmasculine identified doctor and Board Director of ACON. He is currently undertaking specialist training in General Practice and holds a Doctor of Medicine (MD) from the University of Notre Dame Sydney, where he graduated with Distinction and first place in Population and Public Health. He completed his internship and residency at St Vincent's Hospital working across a variety of medical and surgical specialties in addition to completing secondments in paediatrics and Aboriginal health.

Prior to practising medicine, Atari held senior research roles in mental and sexual health promotion services in Australia and the US, as well as working as an analyst on national inquiries into asylum seeker, transgender and intersex health and human rights for the Australian Human Rights Commission.

In 2016, Atari received a National LIFE Award for his contributions to LGBTQ Suicide Prevention Research and he remains actively involved in research and advocacy projects alongside clinical practice today. Outside of work, Atari is also an active volunteer and has served in LGBTQ non-profit organisations for 20 years. He co-founded GenderQ, WA's first trans youth peer support project in the early 2000's and, prior to joining ACON, served as Co-Chair of LGBTQ youth homelessness service, Twenty10 incorporating GLCS.

When he is not practicing medicine or advocating for inclusive healthcare, Atari can be found ocean swimming or admiring modernist architecture.

ABOUT OUR 2022 PIHW AWARDS HOST



MON SCHAFTER (they/them)

JOURNALIST & PRESENTER
ABC

Mon Schafter is a Walkley Award winning journalist and presenter who leads the content for ABCQueer – the ABC's home of stories and advice for young LGBTQIA+ Australians.

Mon is a co host of the Mardi Gras Parade on ABC TV and has told countless stories for the 7.30 program and Hungry Beast. Mon also hosts the ABC podcast Innies + Outies, featuring uniquely Australian stories about coming out or staying in.

Mon has interviewed Hollywood's biggest names such as Jodie Foster and Margot Robbie, human rights pioneers like former High Court Justice Michael Kirby, and LGBTQIA+ trailblazers such as non binary author, model and former Olympian Casey Legler – not to mention hundreds of everyday Australians with fascinating stories.

Mon is also a Board Director of Twenty10, a non-profit organisation that supports young LGBTQIA+ people in NSW, and in 2020, was named as one of Australia's Outstanding 50 LGBTQIA+ Leaders in the 'Out50' report.

THE HEALTH + WELLBEING EQUITY INDEX (HWEI)



THE HWEI

The HWEI initially drew from the expertise and success of the Australia Workplace Equality Index (AWEI). It was developed out of the need for LGBTQ inclusive, person centred service provision to be implemented nationally.

Gaps still exist in the health, wellbeing and human services sectors for sexuality and gender diverse people. Research shows that LGBTQ people actively avoid care services out of fear of discrimination and in many

instances, have experienced discrimination in the past. We know that sexuality and gender diverse people carry the burden of poorer health outcomes across a variety of psychosocial risk factors, and across the spectrum of mental, physical and social wellbeing outcomes.

The HWEI provides a platform for all organisations across Australia to be measured on their level of inclusivity when delivering services to LGBTQ people. It provides qualitative and quantitative review of their work across the previous calendar year, demonstrating competency and best practice, ensuring this is embedded into quality improvement systems, rather than tokenistic one-off projects.

The HWEI also allows service providers to benchmark their inclusion work against the rest of their sector, and to join in the celebrations of inclusive innovation, support and best practice in the sector, as well as a feedback mechanism for both staff and service users to give voice to their experiences within the services. This 360° feedback is vital to ensure the voice of lived experience is heard. Organisations are given the opportunity to respond to identified gaps and to celebrate making a difference in people's lives.

BENCHMARKING

The benchmarking part of the Index acts as a gap analysis for organisations to identify areas where a greater focus on LGBTQ inclusion is needed. Based on the evidence submitted of work completed in the previous calendar year, organisations demonstrate real, practical ways they are LGBTQ inclusive. This avoids tokenism and ensures that work is being done regularly and across the business in all aspects of service delivery.

Organisations are ranked based on their scores into Gold, Silver, Bronze and Participating Service Provider tiers. Each of these levels show a genuine commitment to improve LGBTQ focused service delivery with differing levels of maturity as demonstrated by their annual scores. For many organisations starting out, participation provides the opportunity to baseline their current inclusion practices and demonstrate year on year improvements in their inclusivity of gender and sexuality diverse people. This not only measures current work but ensures currency, for as we know, continuous quality improvement requires constant review and improvement on current work to better meet the needs of our service users.

This year we published a new iteration of the Index. Every three years, the benchmarking tool is reviewed to ensure currency of best practice both nationally and internationally. This not only ensures everyone continues to improve, but that we continue to align with the latest in person centred care, language, and health trends.

The current HWEI measures practice in terms of:

- Strategy Development, Service Planning & Provision (24pts)
- Continuous Improvement (8pts)
- Visibility of LGBTQ Inclusion (10pts)
- Initial Engagement & Assessment (10pts)
- LGBTQ Inclusivity & Disclosure Training/Resources (20pts)
- Referrals & Stakeholder Engagement (8pts)
- LGBTQ Community Engagement (10pts)
- HWEI Survey Participation (2pts)
- Additional Work (8pts)

THE STAFF AND SERVICE USER SURVEYS

The HWEI toolset also comprises of the HWEI Staff and HWEI Service User Surveys. Organisations can choose to participate in either survey, alongside the benchmarking index. Altogether, the HWEI suite gives a wholistic picture of the inclusion across the organisations.

The Staff Survey allows service providers to see how and if their policies and procedures are being put into practice by staff and any hesitations they may have about their implementation in practice. As this survey is anonymous and hosted by the Pride in Health + Wellbeing program, hesitations about honest feedback being tracked by the employer are reduced and valuable free text comments provide insights that other staff engagement surveys cannot achieve.

The Service User survey then compares expectations versus actual experience of the community within the different services. It provides specific format on how the community have been treated and supported by that specific organisation. It is open to ALL service users, and once again provides a mechanism for honest and constructive criticism by those who use your service on their lived experiences within your care.

GOLD SERVICE PROVIDER RECOGNITION

Gold recognition is the highest recognition obtainable for the current year. Gold Tier providers have obtained the highest HWEI submission scores within the current year. This recognition is indicative of a substantial amount of work and activity in the LGBTQ inclusion field, for service users and employees.

Typically, Gold Provider status recognises organisations sitting within the top 10% of scores obtained. Gold recognition is an outstanding achievement and organisations that obtain this recognition deserve accolades for their level of activity over the given year.

SILVER SERVICE PROVIDER RECOGNITION

Silver recognition is given to providers who obtained high scores on the HWEI and provided evidence of a substantial amount of sustained or new work in this area. Silver recognition is difficult to obtain and quite often, the difference between the scores for

Silver and Gold recognition is minimal. Organisations receiving Silver recognition are considered to have been highly active in their inclusion of sexuality and gender diverse communities in comparison to the national benchmark for the assessed year.

Typically, Silver recognition is limited to organisations that have obtained a score range between the top 10–20% of employers, although this may vary slightly year on year depending on score variations annually.

BRONZE SERVICE PROVIDER RECOGNITION

Although a larger number of organisations receive Bronze recognition, the work that is required to achieve Bronze should not be underestimated. This is a substantial recognition that acknowledges a good deal of LGBTQ inclusion activity over the assessed year. Organisations that receive this recognition are considered active in LGBTQ inclusion as compared to the national benchmark for the assessed year. Bronze Tier Providers typically sit between the top 20–50% of scores obtained.

PARTICIPATING SERVICE PROVIDERS

Participating Service Providers are those organisations participating in the HWEI with scores outside of the above recognition criteria. It is important to understand that many of these organisations are active in LGBTQ inclusion, while some may be just starting work in this area. Many deliver wonderful person-centred work but are still formalising their LGBTQ initiatives and framework. Participating in the HWEI demonstrates a commitment to LGBTQ inclusion and activity in this area is something that is to be both acknowledged and applauded.

NOT-FOR-PUBLICATION SERVICE PROVIDERS

All employers submitting to the HWEI can opt out of public listing within Award Tiers or the HWEI publication. We believe that it is important to allow all providers this option to encourage participation no matter their starting point.

Organisations can nominate at which tier they are happy to be acknowledged. Results are incorporated within the benchmarking data, but names withheld for privacy.

THE HEALTH + WELLBEING EQUITY INDEX (HWEI)



INDIVIDUAL AWARDS

This year we are excited to launch our inaugural awards for LGBTQ Out Role Model, LGBTQ Ally and LGBTQ Inclusive Innovation within the health, wellbeing, and human services sector. Individuals and projects are nominated by their peers as an acknowledgement and celebration of inclusion work undertaken across Australia.

While these awards do not form part of the benchmarking data, they are equally assessed against a strict criterion requiring evidence and, in many cases, external endorsements. All award submissions are assessed against a predetermined scoring rubric, with multiple markers.

This year we were privileged to have Commissioner Fernando, Victorian Commissioner for LGBTIQ+ Communities and Lucinda Brogden AM, Chair of the National Mental Health Commission as our joint markers.

**LGBTQ OUT
ROLE MODEL
AWARD**

This nomination is for an 'out' LGBTQ individual within your organisation, who has actively advocated for and promoted an outstanding contribution to LGBTQ inclusion within the organisation and/or for service users, patients and clients.

PRODE
IN HEALTH + WELLBEING
AWARDS

FOR MORE INFORMATION AND
TO NOMINATE YOUR HERO GO TO
WWW.PRODEINHEALTH.COM.AU

The poster features a background image of a person's hands holding a pen over a document. The text is white and yellow, set against a gradient background of orange and red.

**LGBTQ
ALLY
AWARD**

This award recognises the outstanding contribution of an individual within your organisation who does not personally identify as LGBTQ, but who has made a significant contribution to improving LGBTQ inclusion within the sector or your organisation.

PRODE
IN HEALTH + WELLBEING
AWARDS

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**LGBTQ INCLUSIVE
INNOVATION
AWARD**

This award recognises innovative LGBTQ inclusion. It can focus on workforce OR work that supports the service user, patient or client. This work or project will show a novel approach, innovative thought or support for intersecting identities.

PRODE
IN HEALTH + WELLBEING
AWARDS

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PRIDE

IN HEALTH + WELLBEING
AWARDS

Rankings & Winners



prideinhealth
+wellbeing

How well would you rate
your LGBTQ inclusive
service provision?

2022 PIHW AWARDS BY RANKING



**2022
SERVICE PROVIDER
OF THE YEAR**

COHEALTH



**2022
MOST IMPROVED
SERVICE PROVIDER**

DRUG & ALCOHOL SERVICES
– ILLAWARRA SHOALHAVEN
LOCAL HEALTH DISTRICT

2022 HWEI SERVICE PROVIDER RANKINGS



2022 GOLD SERVICE PROVIDERS

- COHEALTH
- UNITING VIC.TAS



2022 SILVER SERVICE PROVIDERS

- ADVANCE DIVERSITY SERVICES
- NADA – NETWORK OF ALCOHOL & OTHER DRUGS AGENCIES
- WAYSS

2022 HWEI SERVICE PROVIDER RANKINGS



2022 BRONZE SERVICE PROVIDERS

- AUSTRALIAN COLLEGE OF APPLIED PROFESSIONS: CLINIC (ACAP)
- CITY FERTILITY
- DRUG & ALCOHOL SERVICES – ILLAWARRA SHOALHAVEN LOCAL HEALTH DISTRICT
- FLOURISH AUSTRALIA
- RELATIONSHIP AUSTRALIA (NSW)
- 1 NOT FOR PUBLICATION



2022 PARTICIPATING SERVICE PROVIDERS

- CAMHS UNIT – CENTRAL COAST LOCAL HEALTH DISTRICT
- GNA KA LUN – SOUTHERN WESTERN SYDNEY LOCAL HEALTH DISTRICT
- GOOD SHEPHARD ANZ
- HUNTER PRIMARY CARE
- RURAL & REMOTE MEDICAL SERVICES (RARMS)
- SILVER CHAIN GROUP
- VIRTUS HEALTH
- 4 NOT FOR PUBLICATION

2022 PIHW AWARDS BY NOMINATION



**2022
LGBTQ ALLY
AWARD**

JASON VAN RITTEN
CENTRAL COAST LOCAL
HEALTH DISTRICT

The LGBTQ Ally Award recognises the outstanding contribution of an individual. While they may not necessarily identify as gender or sexuality diverse, they have made a significant contribution to LGBTQ inclusion for staff and for service users.

Allies are the visible and vocal front line of LGBTQ inclusive care. Much of the work in LGBTQ inclusion could not be done without allies from within and outside the community, looking out for each other and advocating for change.

2022 PIHW AWARDS BY NOMINATION



**2022
LGBTQ OUT ROLE
MODEL AWARD**

ERIN HEINE
CENTRAL COAST LOCAL
HEALTH DISTRICT

The LGBTQ Out Role Model Award is for an LGBTQ individual who is publicly open about their sexuality or gender diversity, and who has made an outstanding contribution to LGBTQ inclusion by actively advocating for and promoting inclusion to staff, service users, patients, and clients.

This award celebrates role models for being visible. As the old saying goes “we can’t be what we can’t see” and out role models show the rest of the LGBTQ community what is possible – to live an authentic life and to also succeed at work.

2022 PIHW AWARDS BY NOMINATION



WINNER

2022

**LGBTQ INCLUSIVE
INNOVATION AWARD**

TRANS & GENDER DIVERSE
HEALTHCARE TRAINING PROJECT

ST VINCENT'S HOSPITAL
NETWORK – SYDNEY

The LGBTQ Inclusive Innovation Award celebrates the innovation we see in LGBTQ inclusion initiatives across the sector.

Due to the wide variety of services and organisational size, innovation is often required to ensure LGBTQ inclusion is appropriate to the industry, region, and client cohort.

Through innovation highlighted by this award, we see person centred care at its finest, responding to the need to be LGBTQ inclusive across multidimensional care settings. Innovation is also where we see significant opportunities for growth and idea-sharing across the sector. It drives best practice.



MAKE A DIFFERENCE

**HEALTH
GRADUATE
PROGRAM**

Graduate program

Our graduate program starts in February each year. It is a full-time, 10-month development program open to recent university graduates.

We are committed to being inclusive, culturally aware, and responsive to the needs of individuals in our policies and practices. Program initiatives have been developed and continue to be implemented to broaden diversity and inclusion in our workplace, supporting a wide range of diversity dimensions including gender, age, disability, LGBTI+, Aboriginal and Torres Strait Islander and cultural diversity.

Diversity helps us to:

- be more innovative
- develop good policy
- better understand and serve our clients
- attract a wide range of talented staff.

Our inclusive workplace understands and respects differences, such as:

- age
- caring responsibilities
- cultural background
- disability
- educational level
- ethnicity
- gender expression
- Intersex status
- religious beliefs
- sexual orientation.



PRIDE
INCLUSION
PROGRAMS

We're here to help make the places where our community members live, work and play more inclusive of LGBTQ people. We do this by working with a range of organisations to help ensure that LGBTQ people feel included and supported. For more information about our programs visit our website: www.prideinclusionprograms.com.au