

# THE HEALTH + WELLBEING INDEX 2022

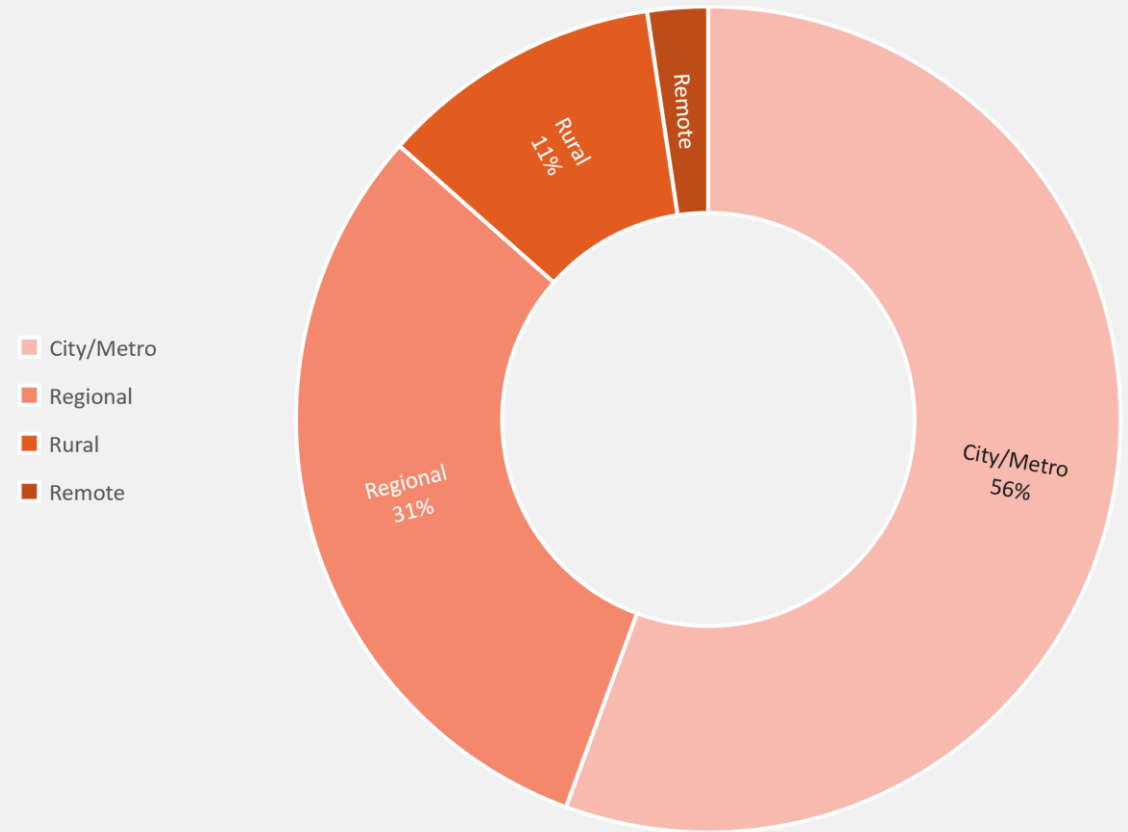
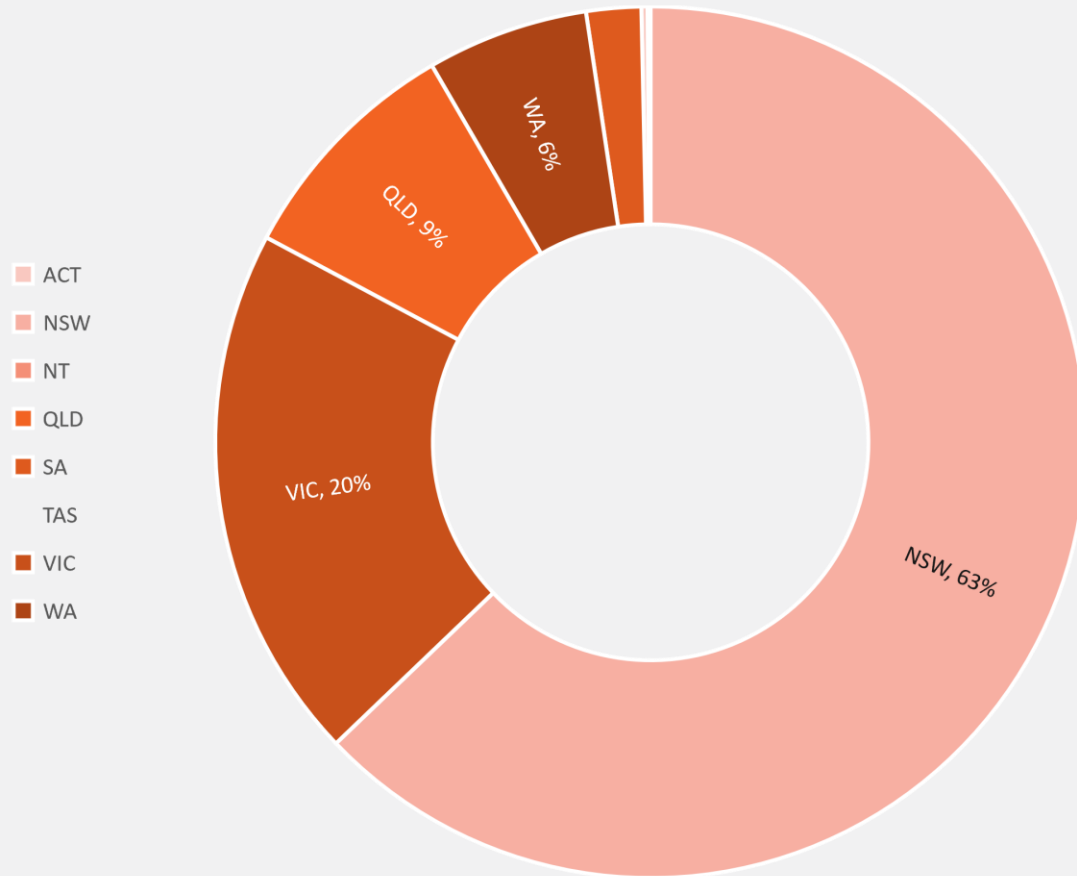


HWEI Survey Responses | HWEI 2022

# What is the HWEI?

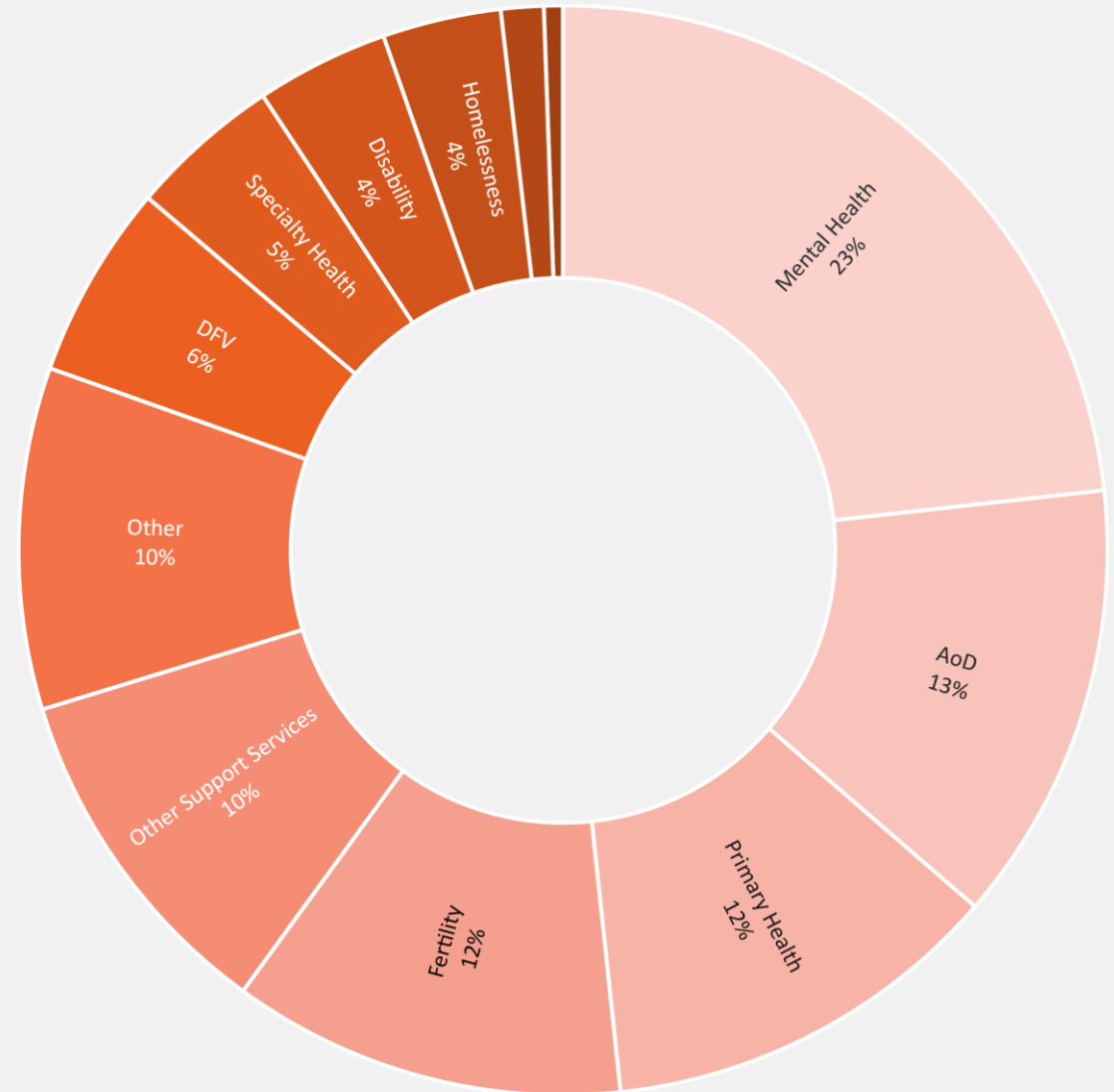
- National benchmarking instrument for LGBTQ inclusive service provision in Australia
  - Evidence based benchmarking tool –
  - Gap analysis of LGBTQ inclusive care for whole care lifecycle
- Also includes 2 optional surveys
  - Staff
  - Service Users/clients/patients/participants
- Responses
  - 947 Staff
  - 316 Service Users
- Open November 2021 – 1 February 2022

# Staff Survey Findings (n=883)

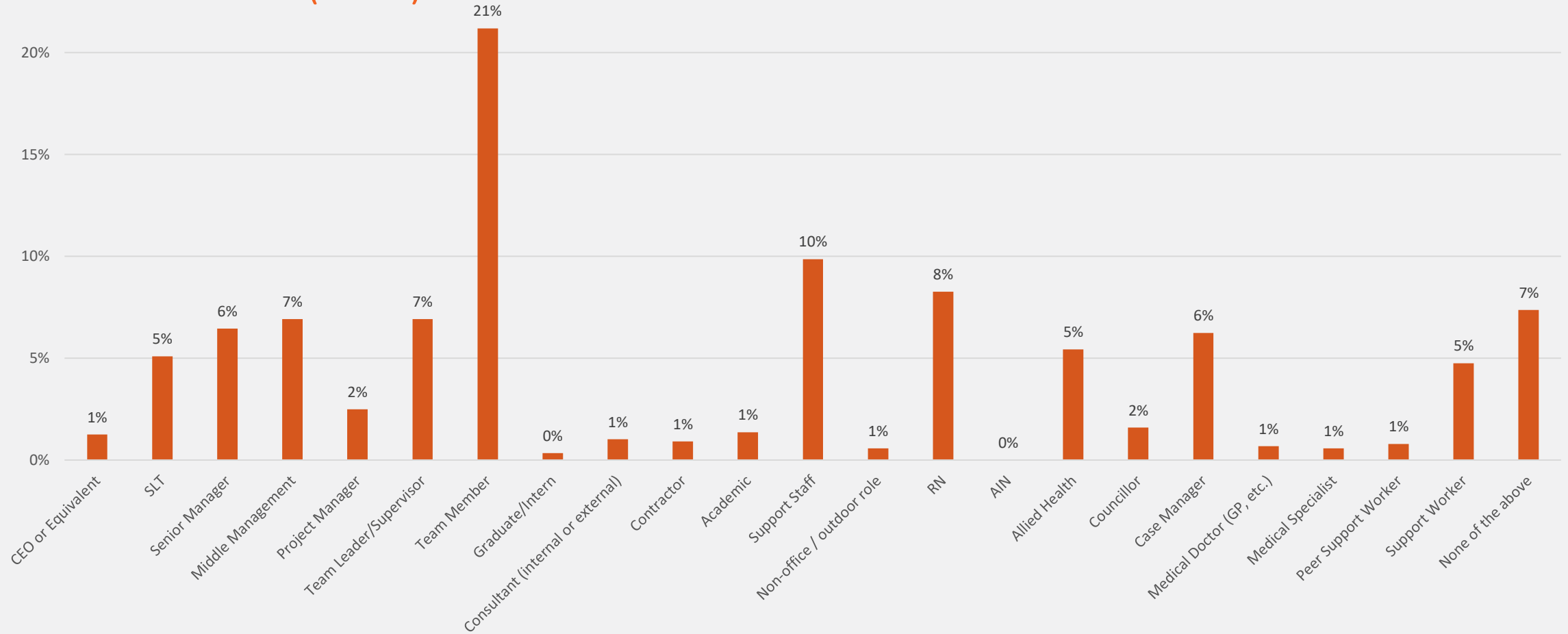


# Staff cont. (n=710)

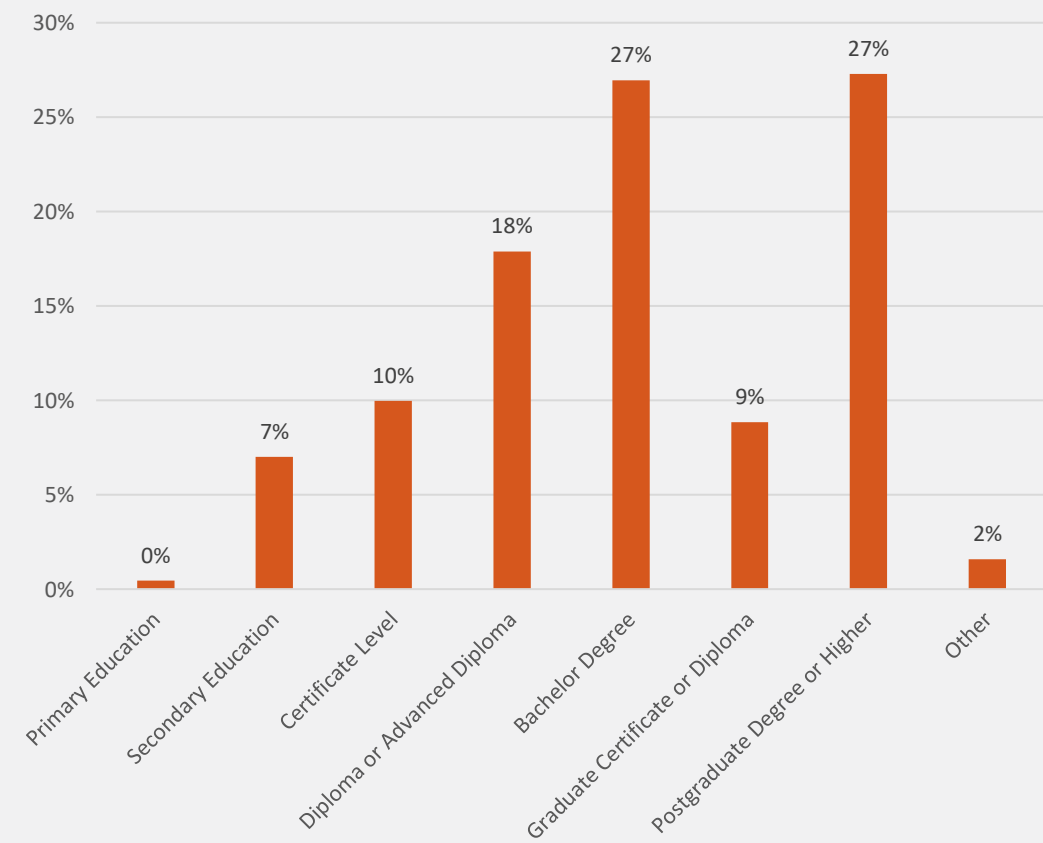
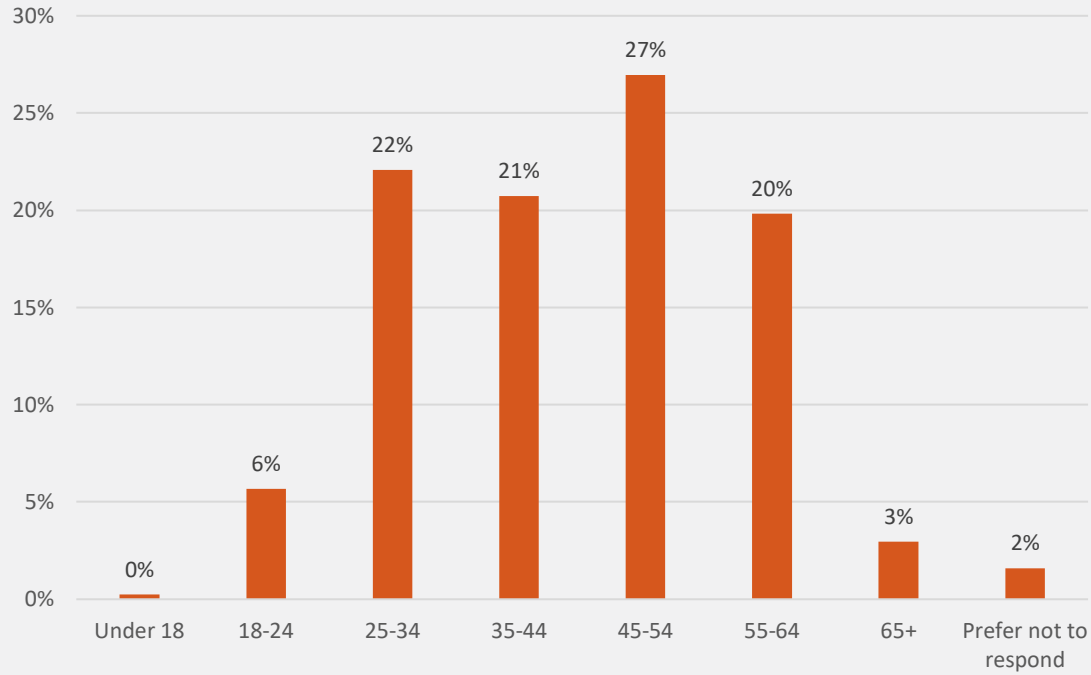
- Mental Health
- AoD
- Primary Health
- Fertility
- Other Support Services
- Other
- DFV
- Specialty Health
- Disability
- Homelessness
- Counselling
- Sexual health



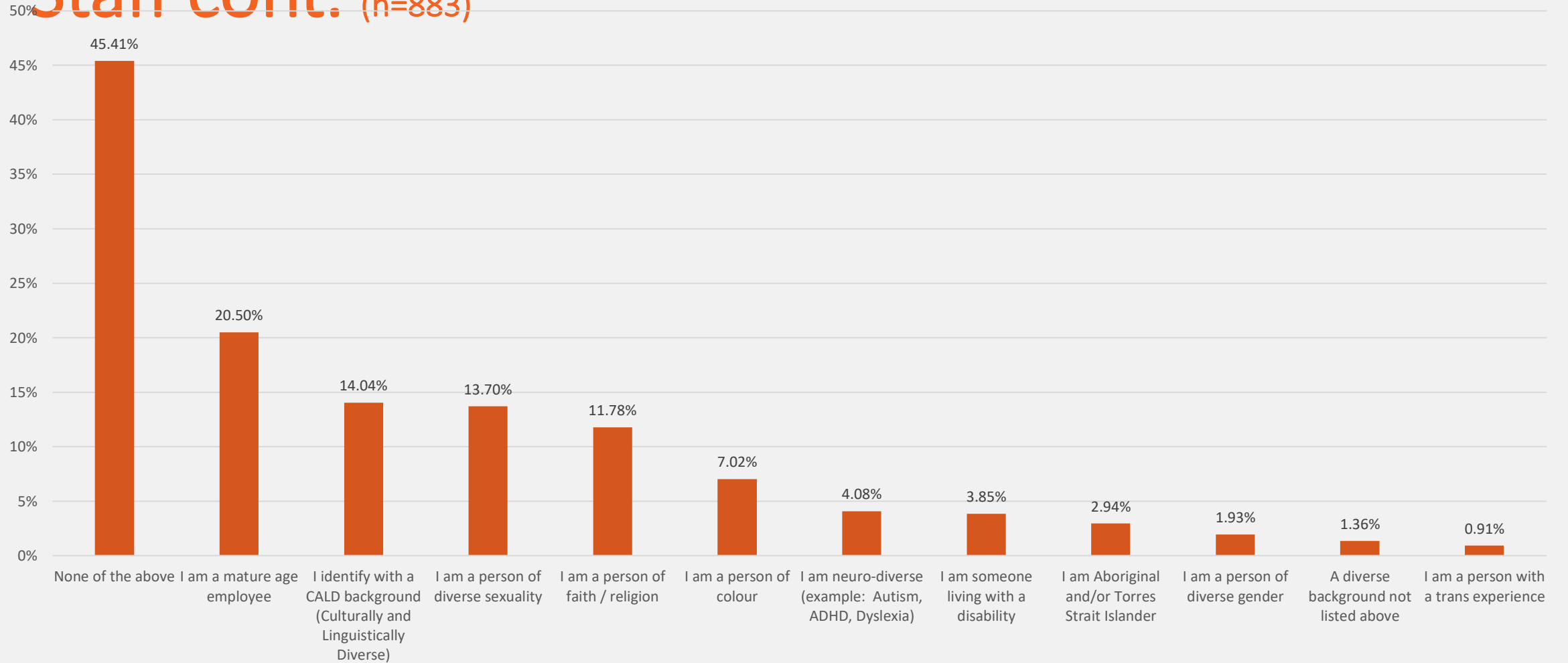
# Staff cont. (n=883)



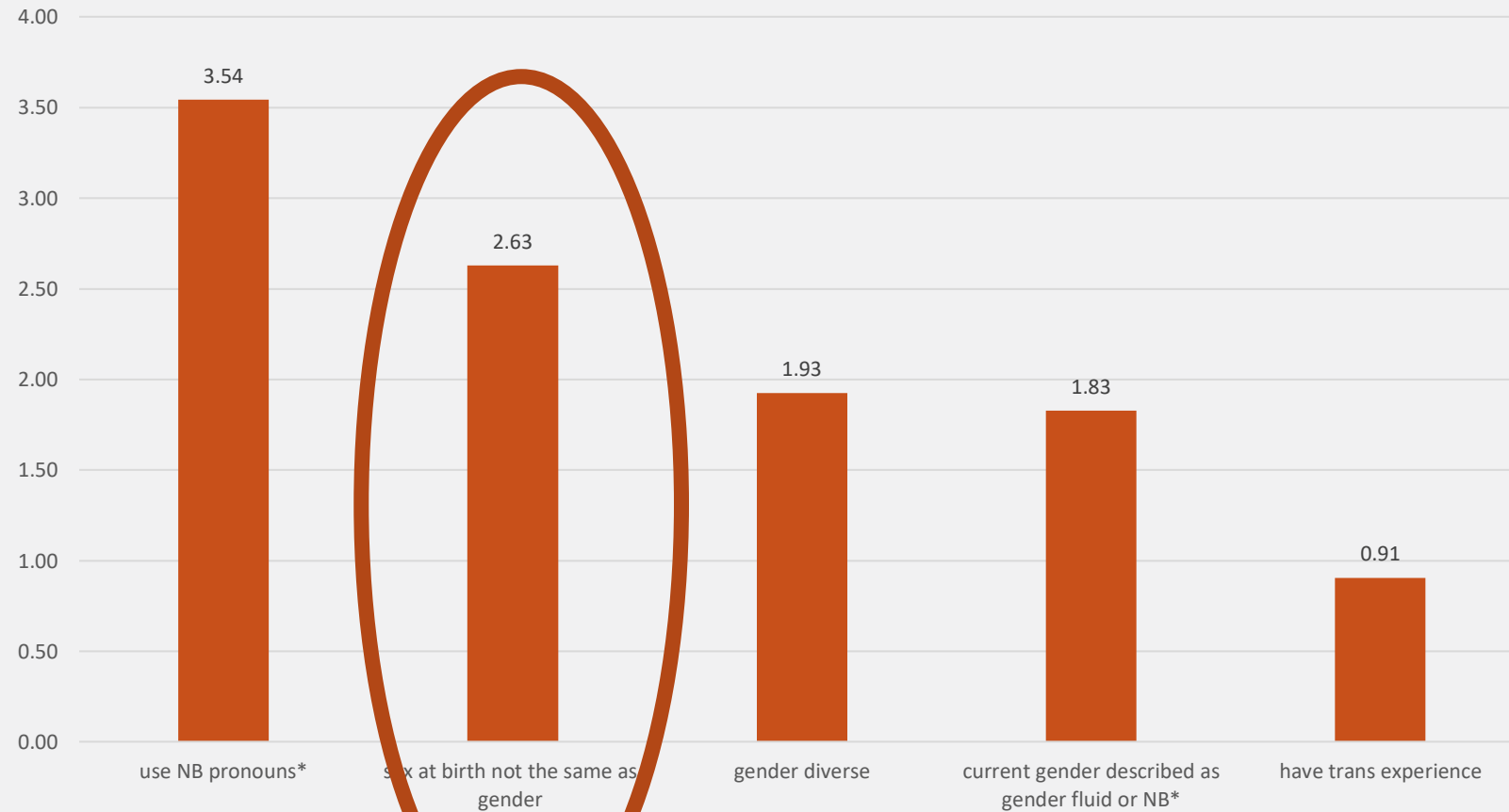
# Staff cont. (n=883)



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# Staff cont. (n=883)

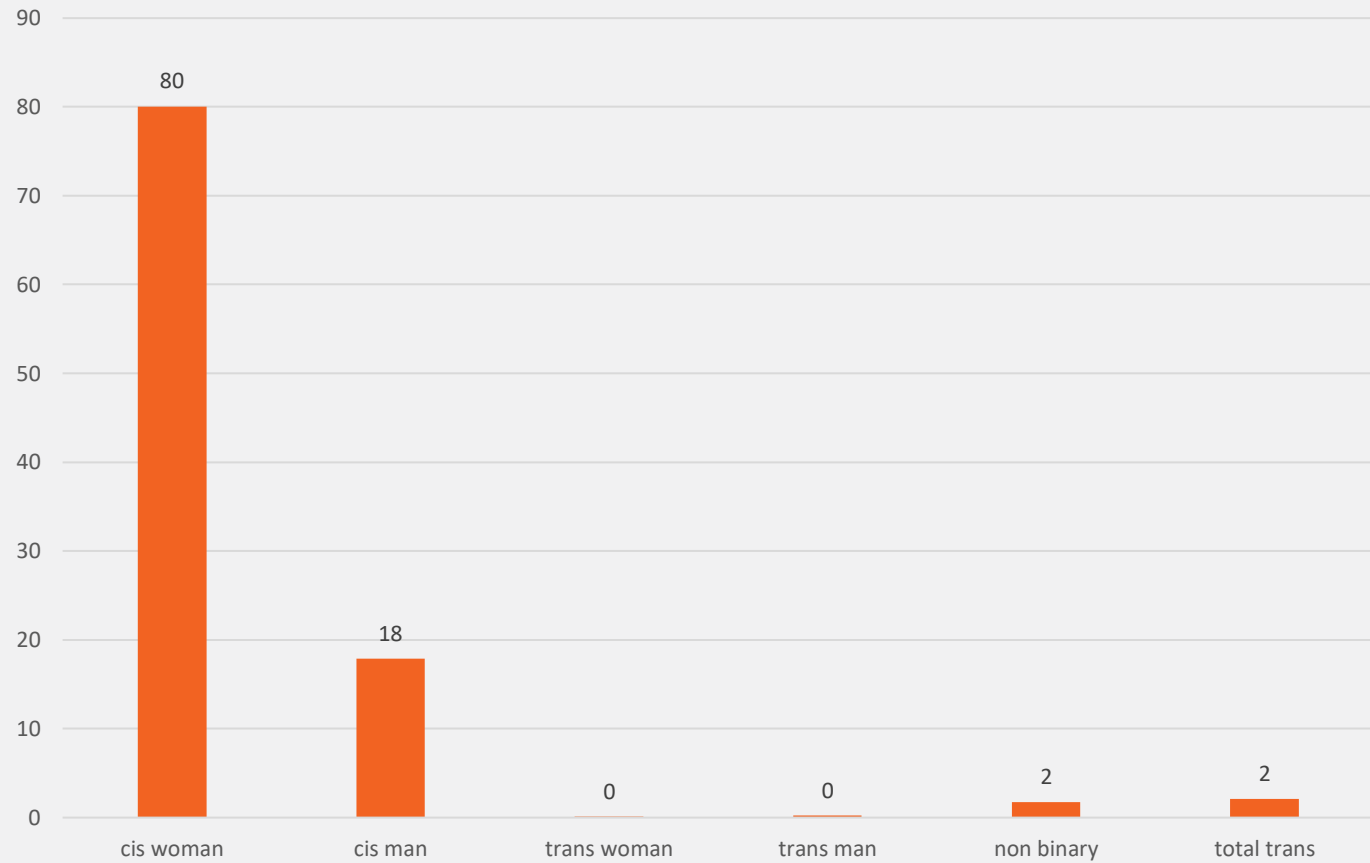




# Staff cont. (n=866)

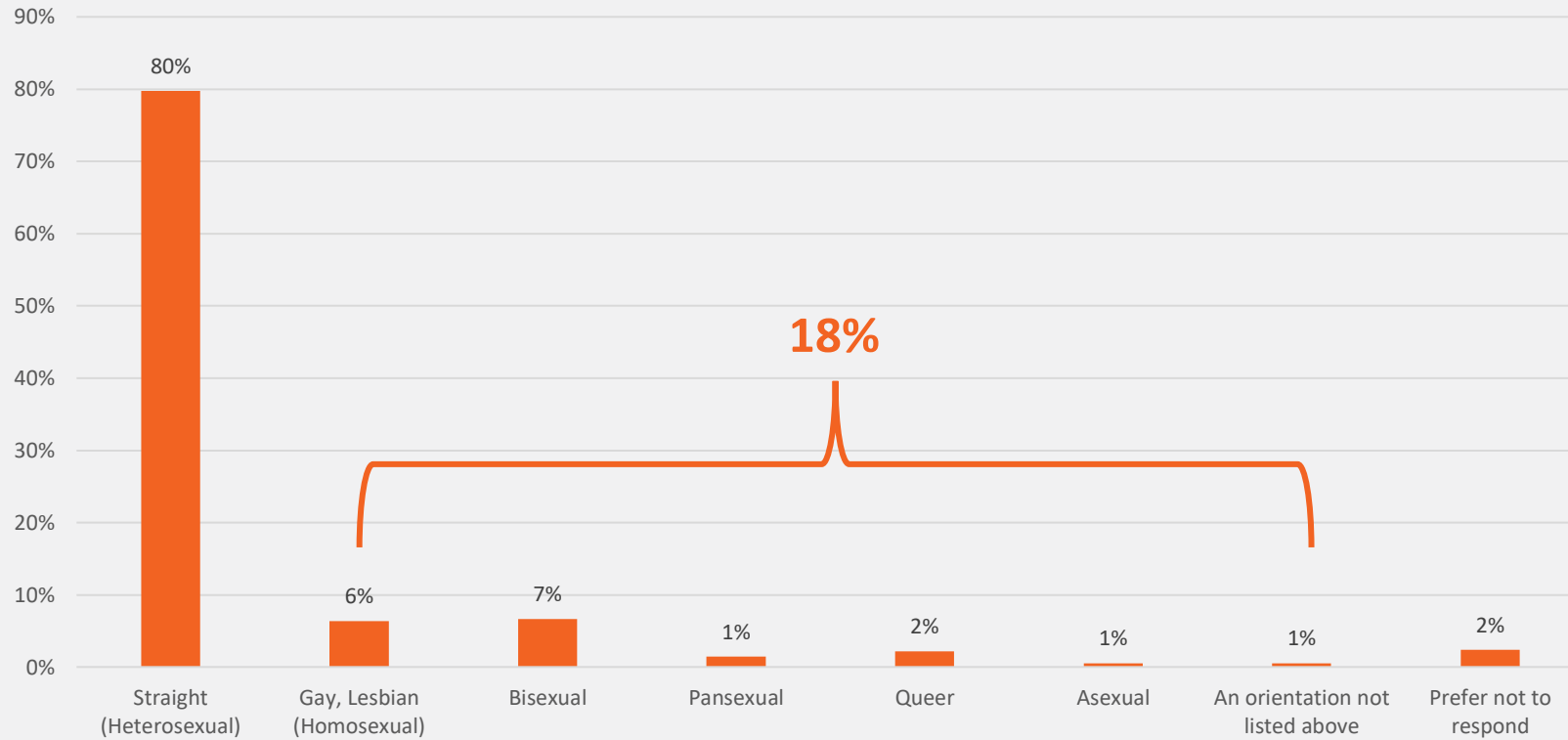
% Staff

cis woman	693
cis man	155
trans woman	1
trans man	2
non binary	15
total trans	18



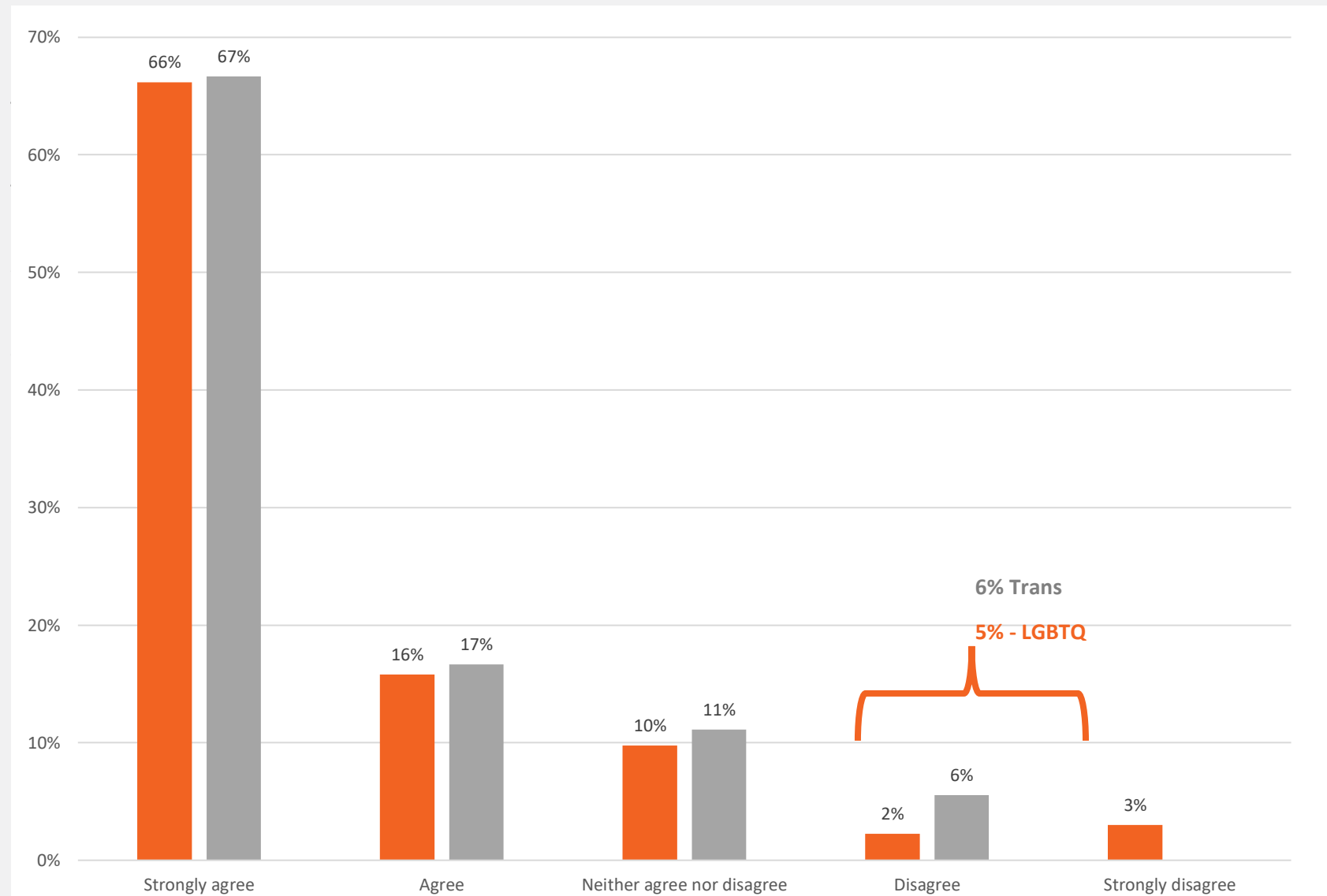
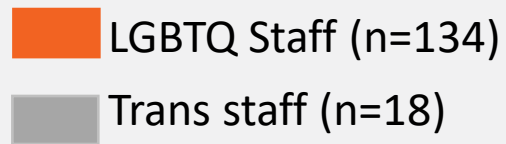
# Staff cont.

(n=873)

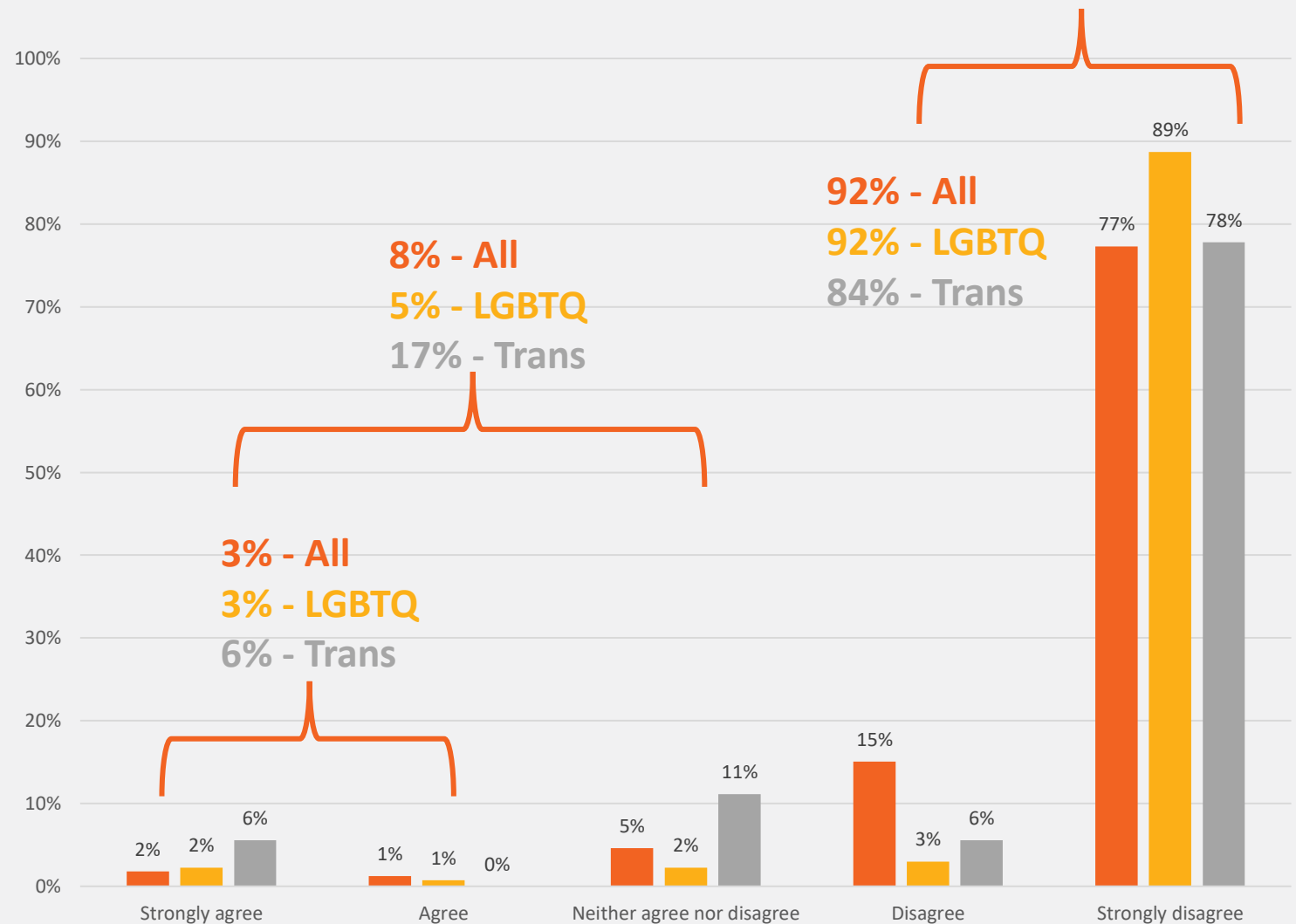
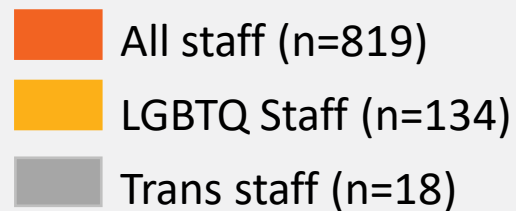


# I believe there are more than two genders

(n=824)

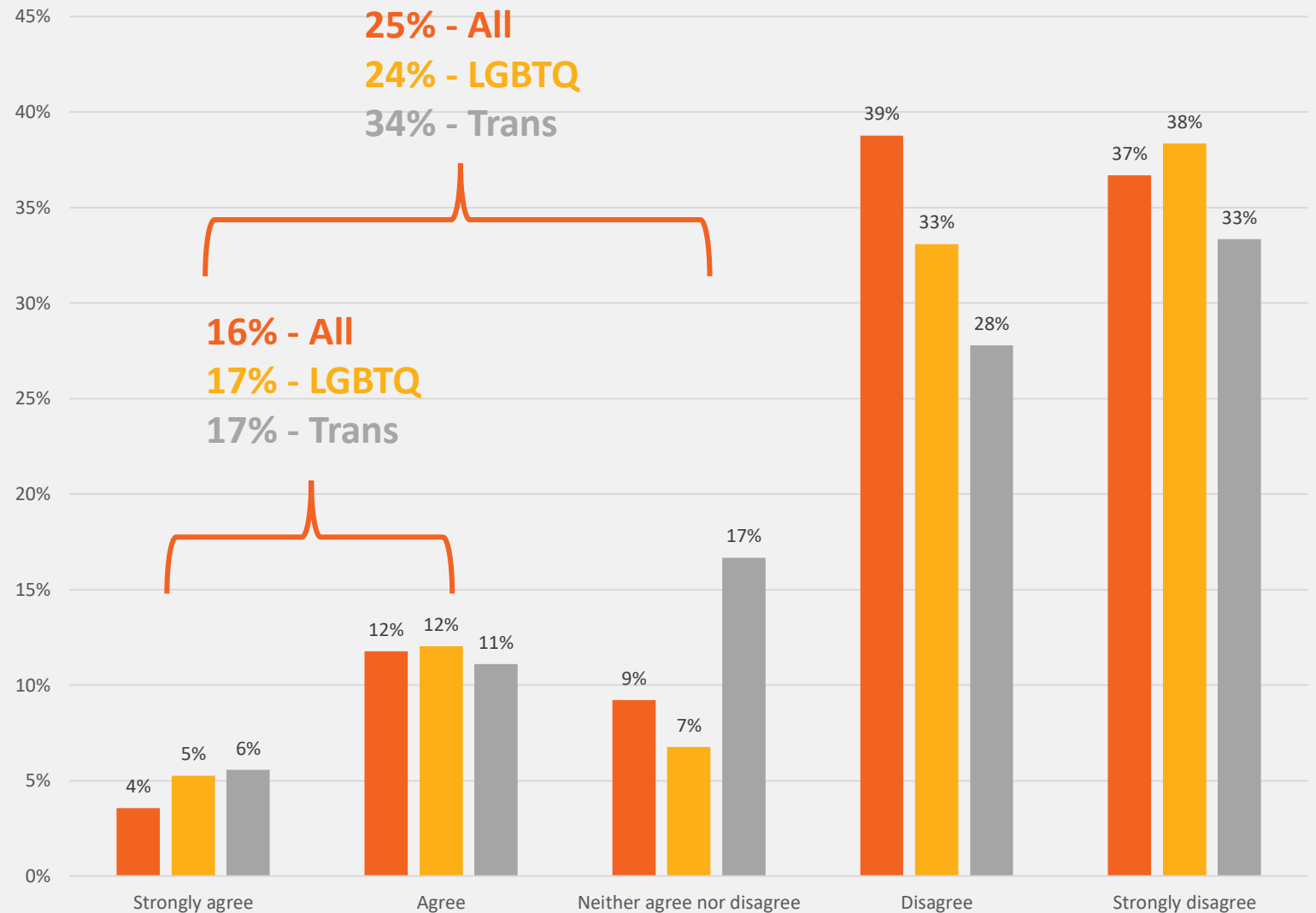


# My personal beliefs mean I cannot look after service users of diverse sexualities and/or genders



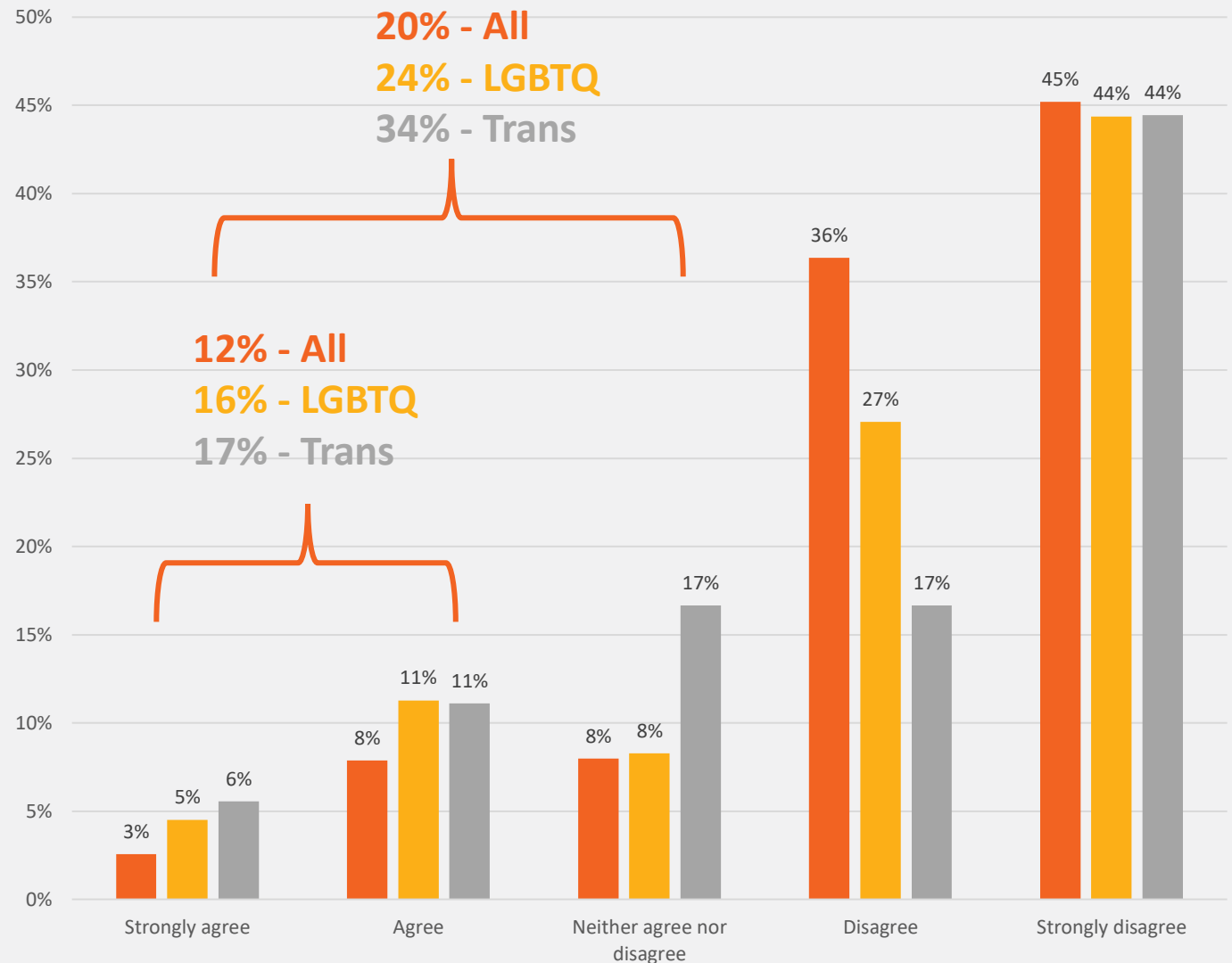
I have witnessed jokes/innuendo from staff targeting clients of diverse sexuality and/or gender

- All staff (n=819)
- LGBTQ Staff (n=133)
- Trans staff (n=18)



I have witnessed negative behaviours / mild harassment targeting people of diverse sexuality or gender within our services

- All staff (n=819)
- LGBTQ Staff (n=133)
- Trans staff (n=18)



# Free text comments from staff – the good....

Everyone is welcoming and respectful to diverse sexuality and gender.

We are very proactive in the diversity space, with a genuine care for the community, rather than a corporate obligation.

We have been proactive in partnering with organisations like ACON and Beyond Gender to build our knowledge of diverse sexualities, genders and experiences. This information has been useful in making our brands a welcoming and inclusive space for all people to engage with.

# Free text comments from staff – the needs more work.....

they treat all patients the same

Focus should be on high quality patient care and customer service regardless of sexuality and gender



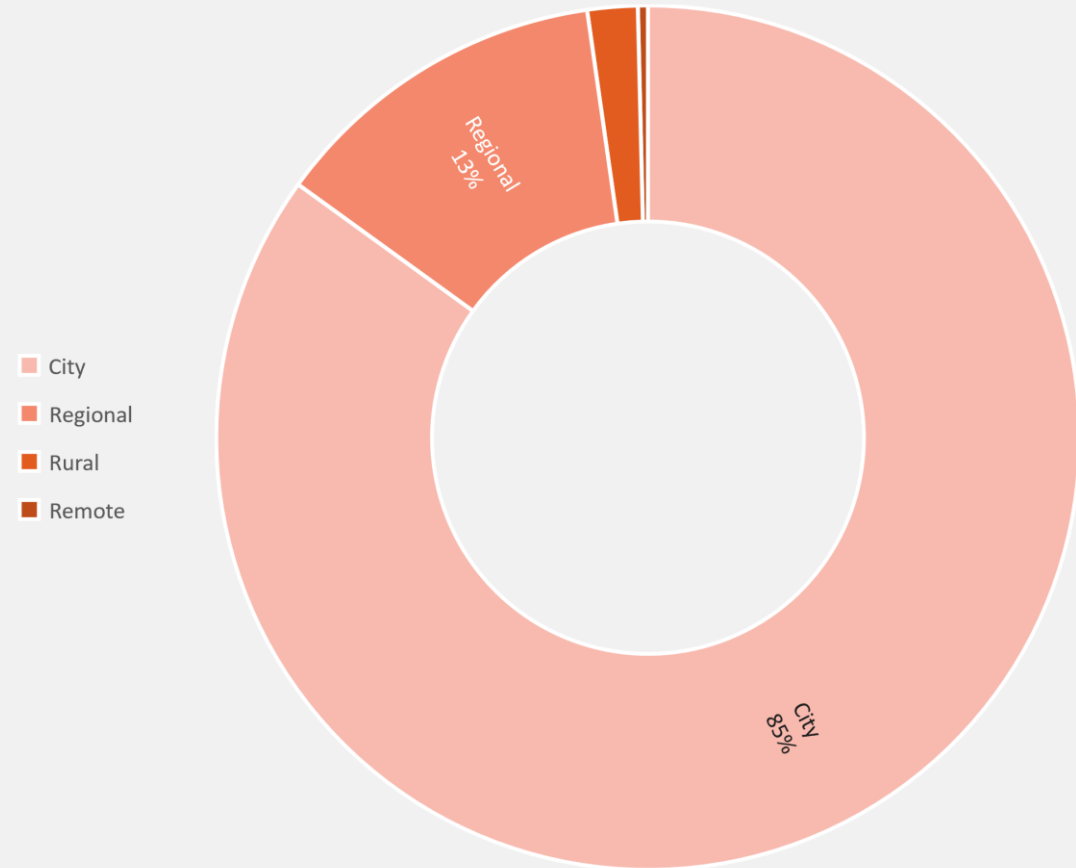
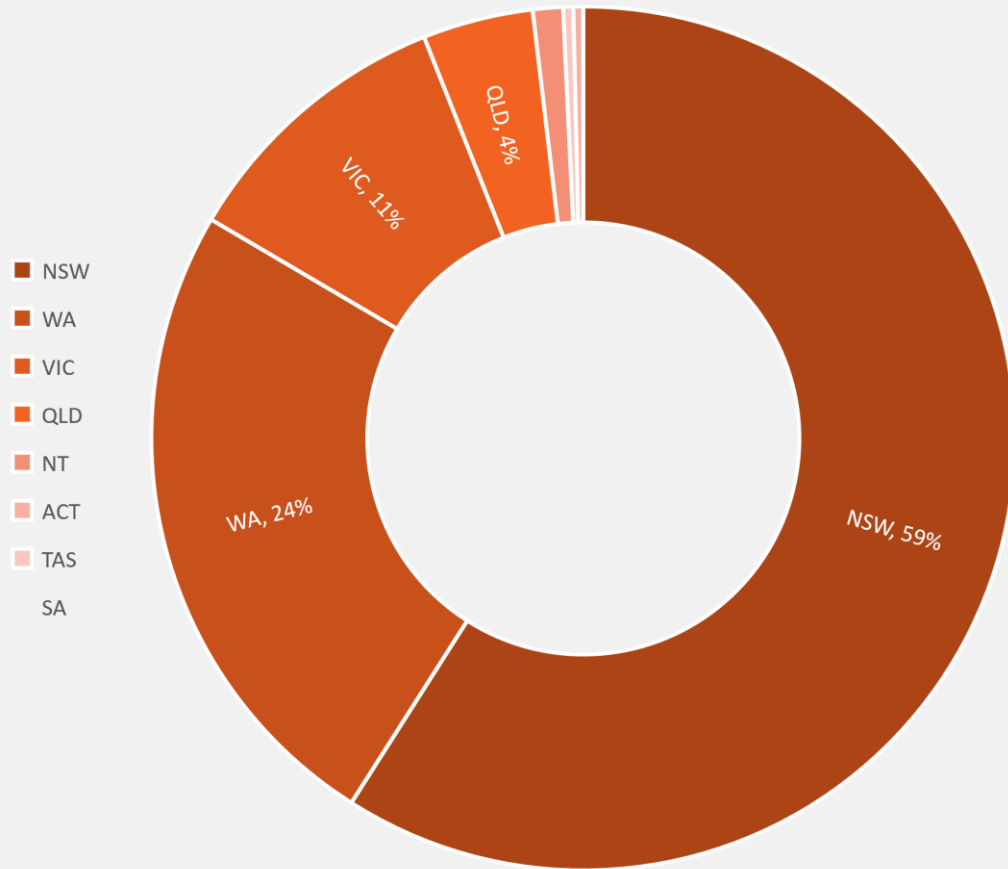
# Free text comments from staff – the ugly....

No all doctors are skilled or aware of issues facing the LGBTI+ community

[we need to be] able to confidently address the young person as who they are on that day (without the use of innuendos/remarks with other staff!!)

We have an excellent project manager, but her work is treated as token by the executive. Only when accreditation arises does these issues take centre stage. We have a number of gender diverse staff and I expect they are often horrified.

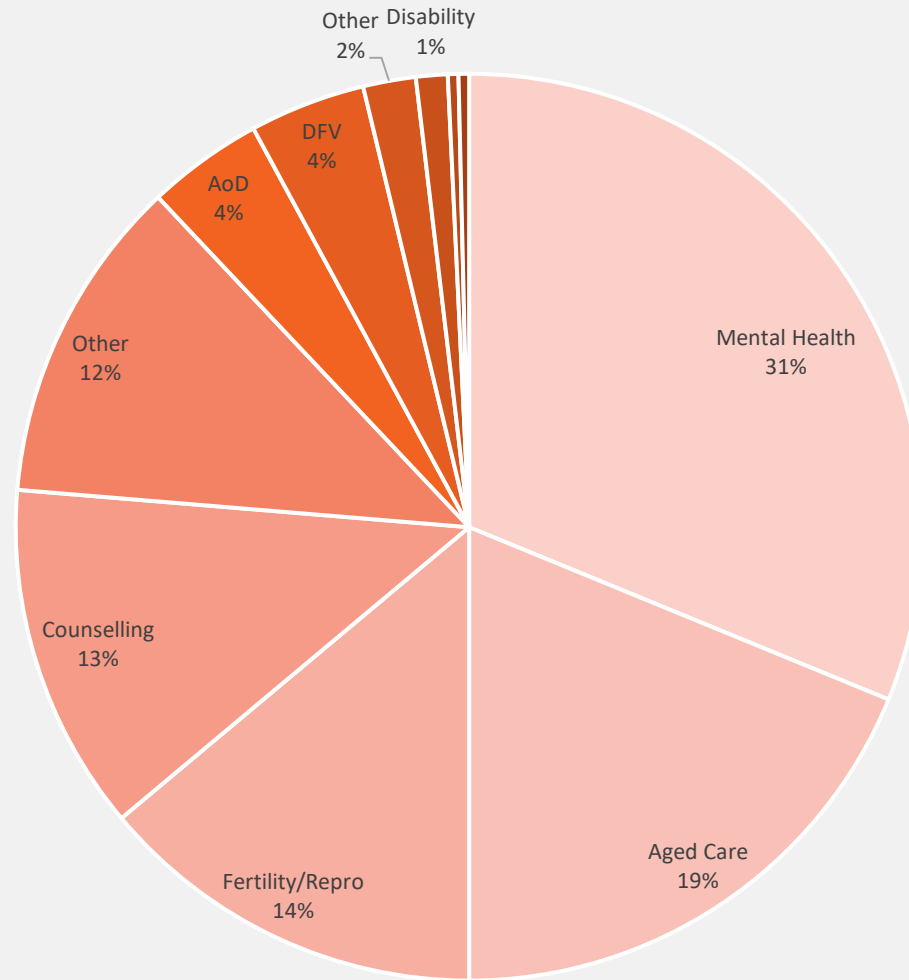
# Service User Survey Findings (n=315)



# Service User

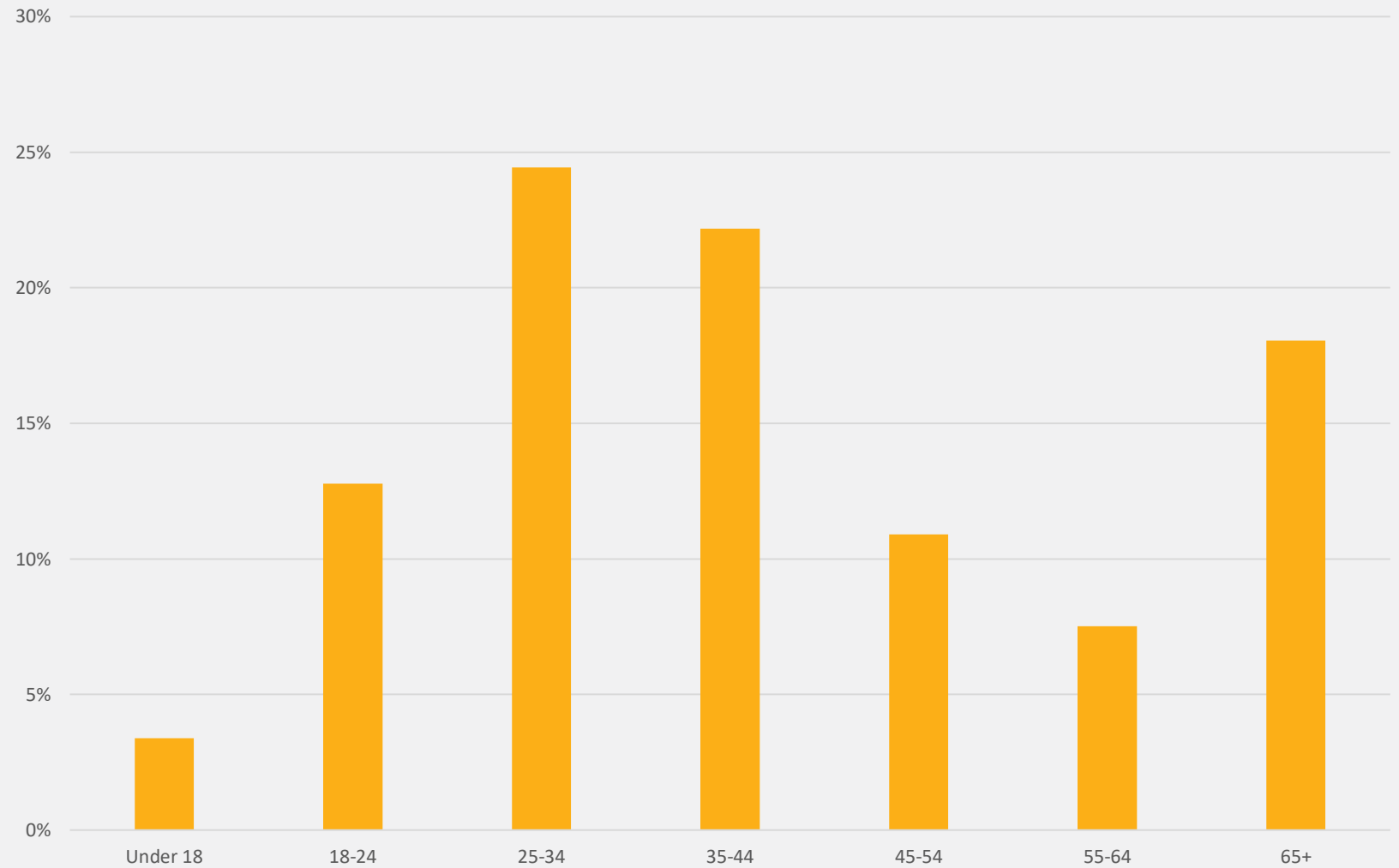
(n=266)

- Mental Health
- Aged Care
- Fertility/Repro
- Counselling
- Other
- AoD
- DFV
- Other
- Disability
- Homelessness
- Specialty Health



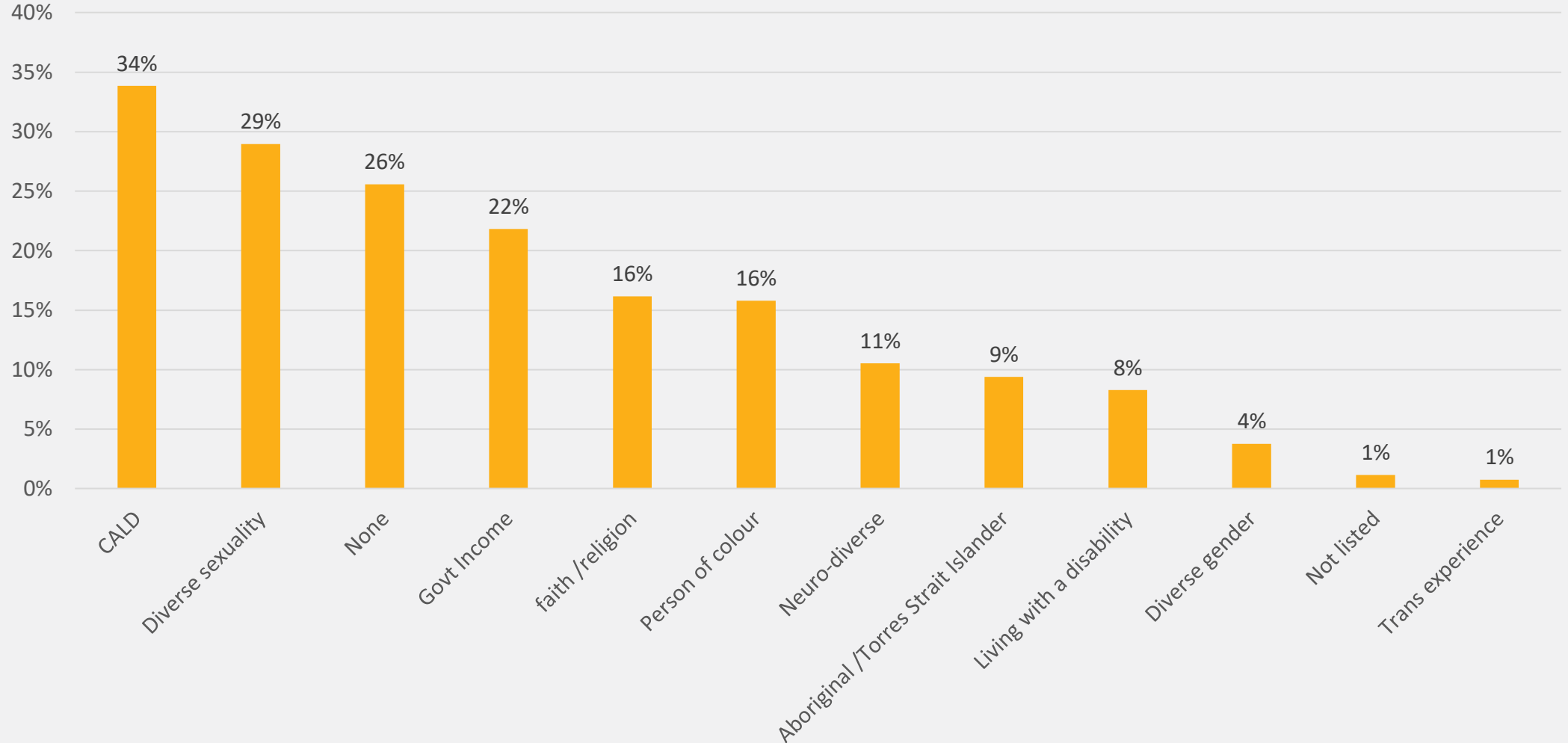
# Service User

(n=266)



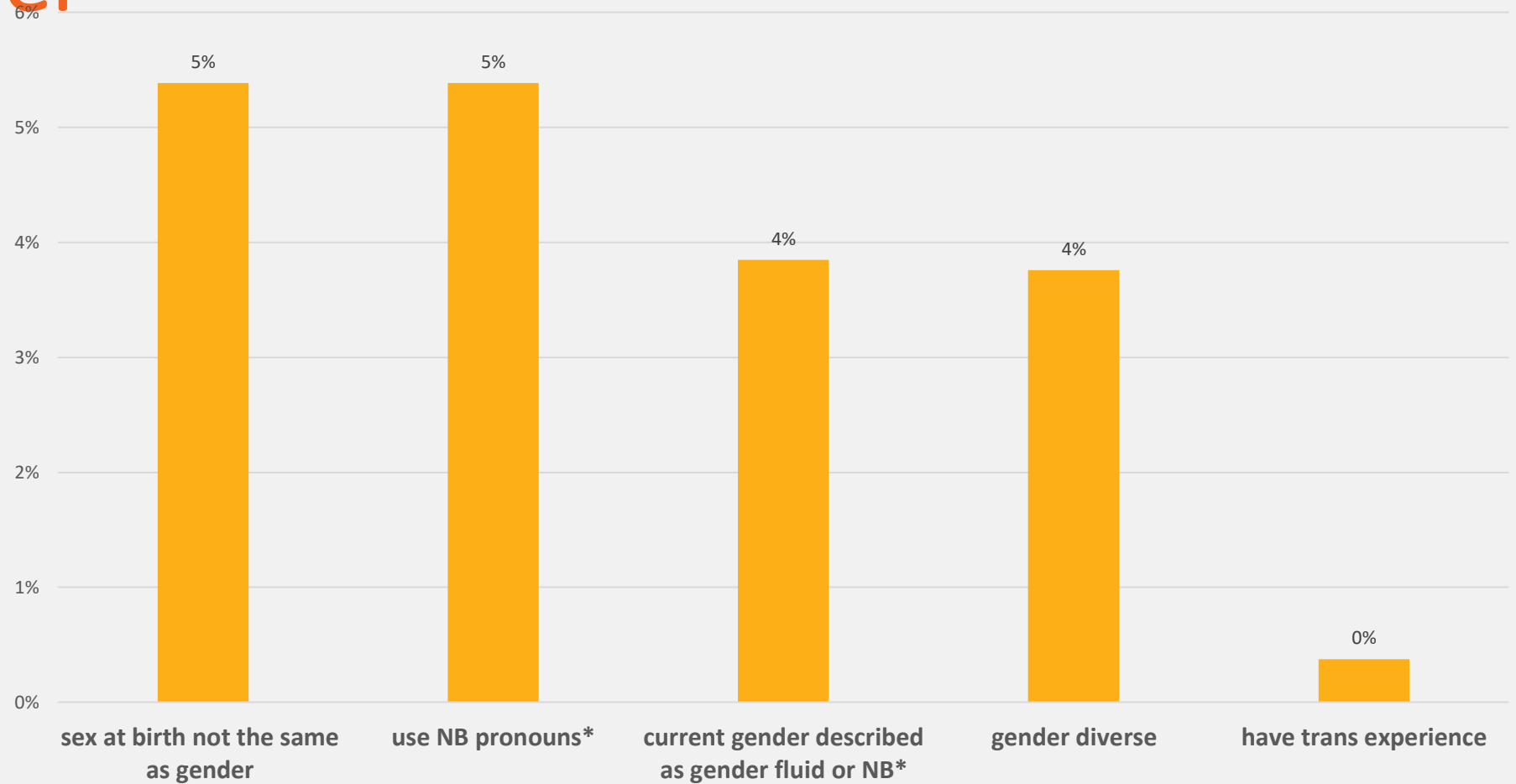
# Service User

(n=266)



# Service User

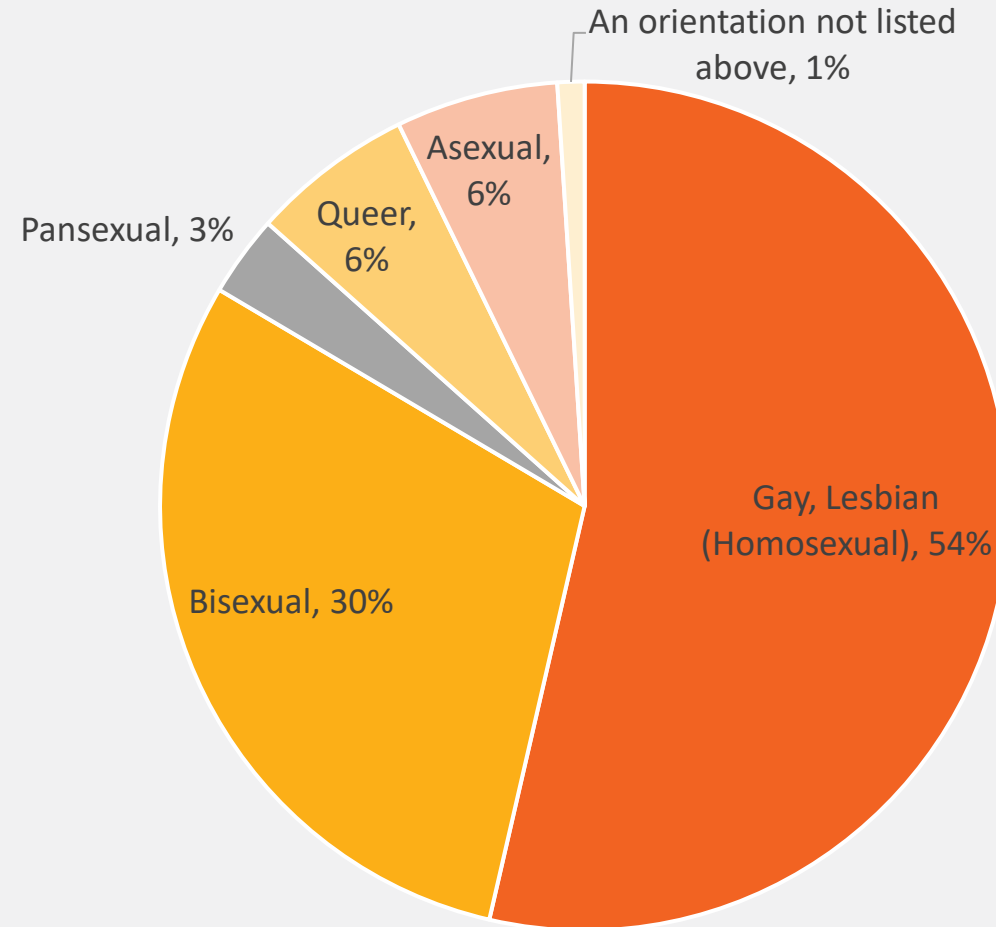
(n=266)



# Service User

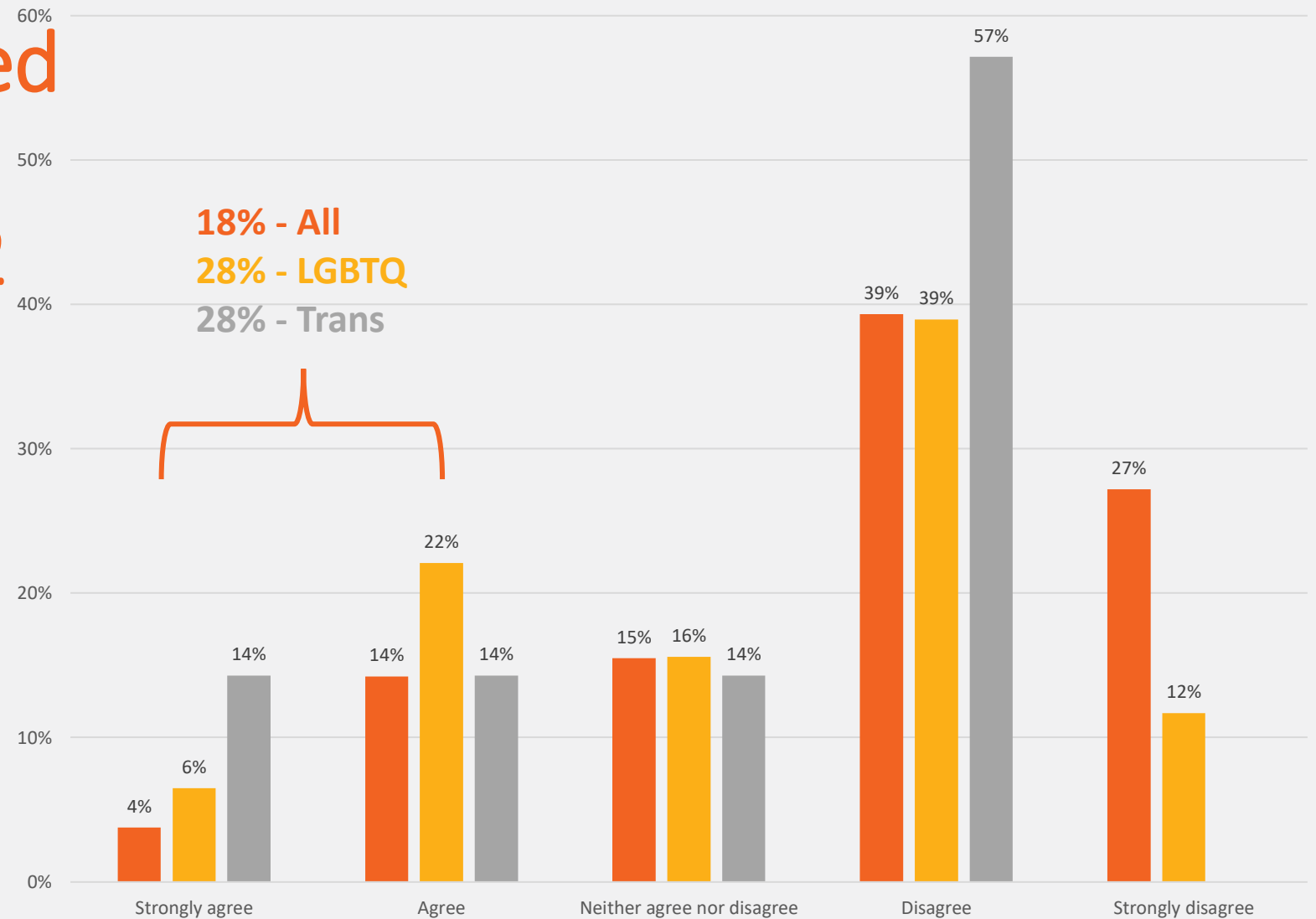
(n=259)

- Gay, Lesbian (Homosexual)
- Bisexual
- Pansexual
- Queer
- Asexual
- An orientation not listed above





I have experienced discrimination within the last 12 months to my diverse sexuality or gender

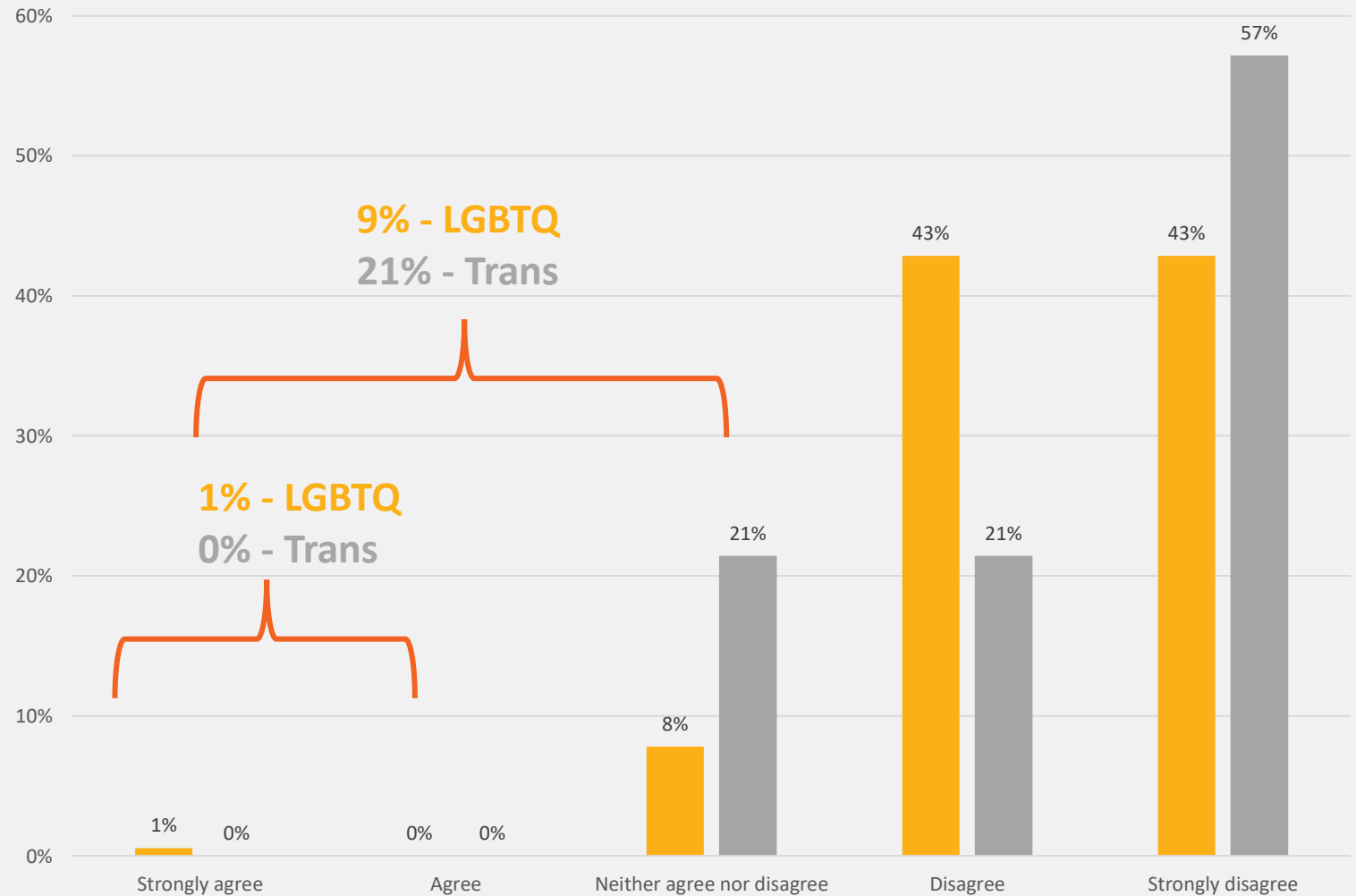
- All Clients (n=260)
- LGBTQ Clients (n=77)
- Trans Clients (n=14)





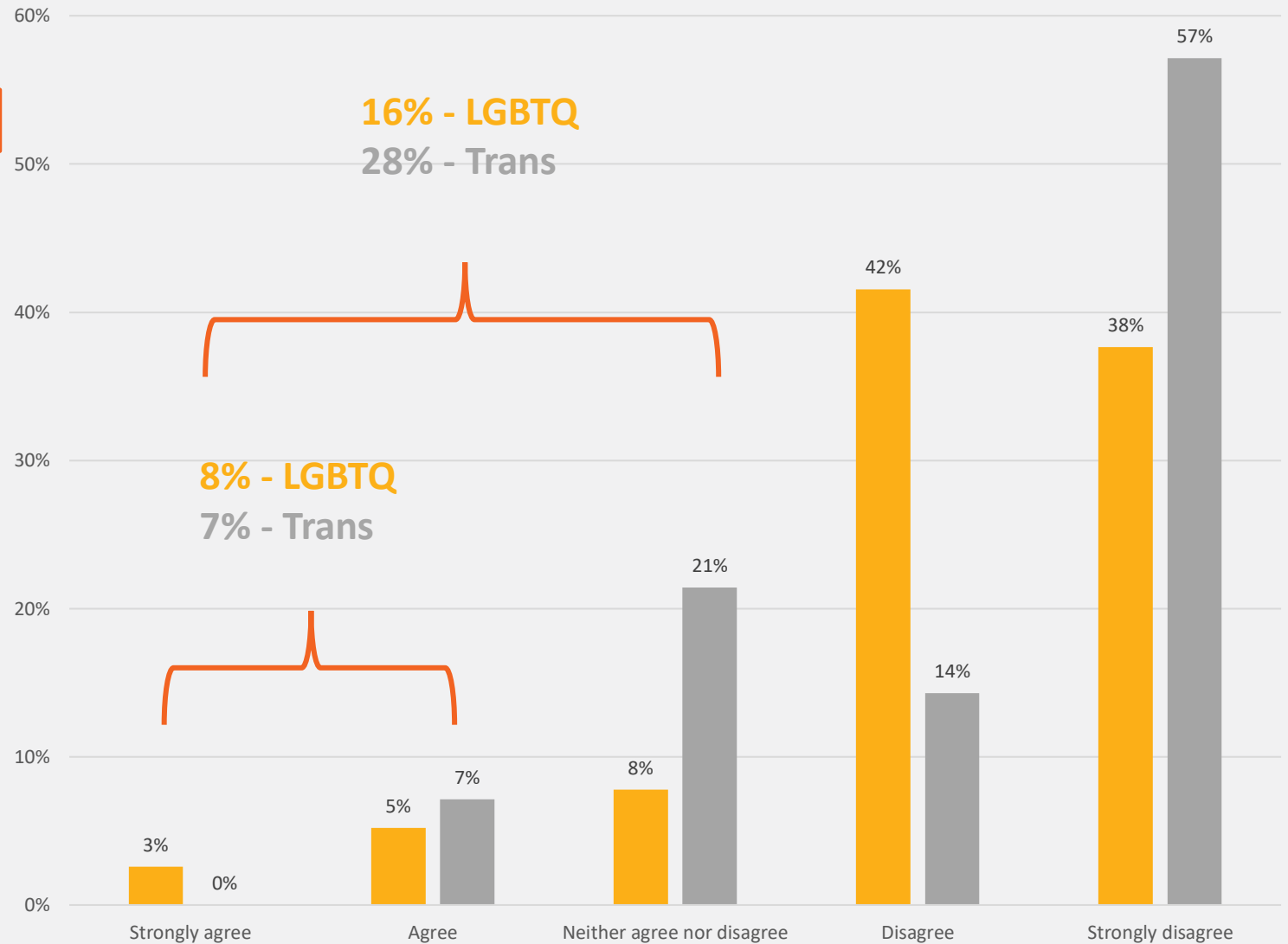
I have postponed or delayed medical care in the last 12 months because I thought I would not be accepted

 LGBTQ Clients (n=77)  
 Trans Clients (n=14)



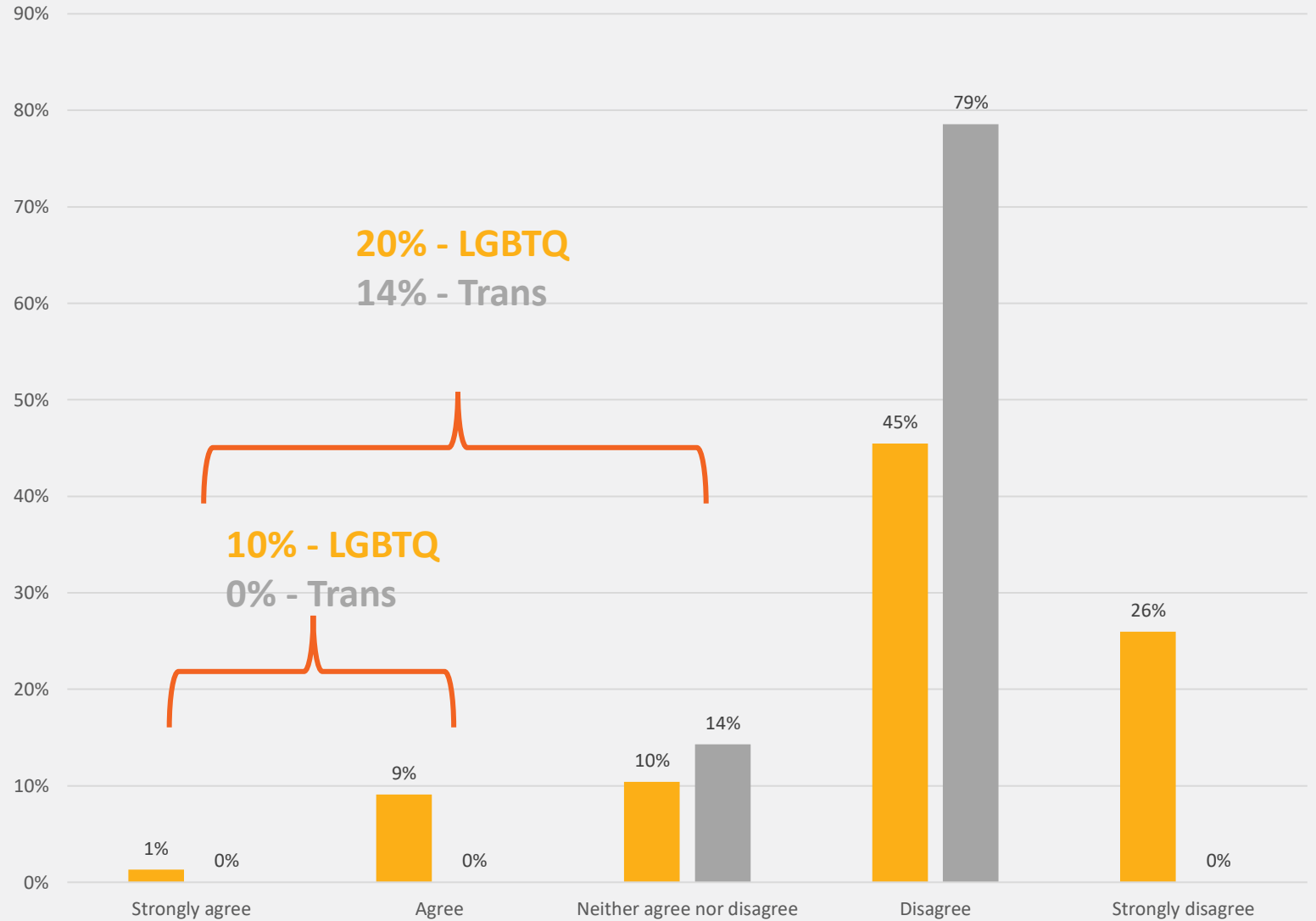
I have postponed or delayed medical care in the past because I thought I would not be accepted

■ LGBTQ Clients (n=77)  
■ Trans Clients (n=14)



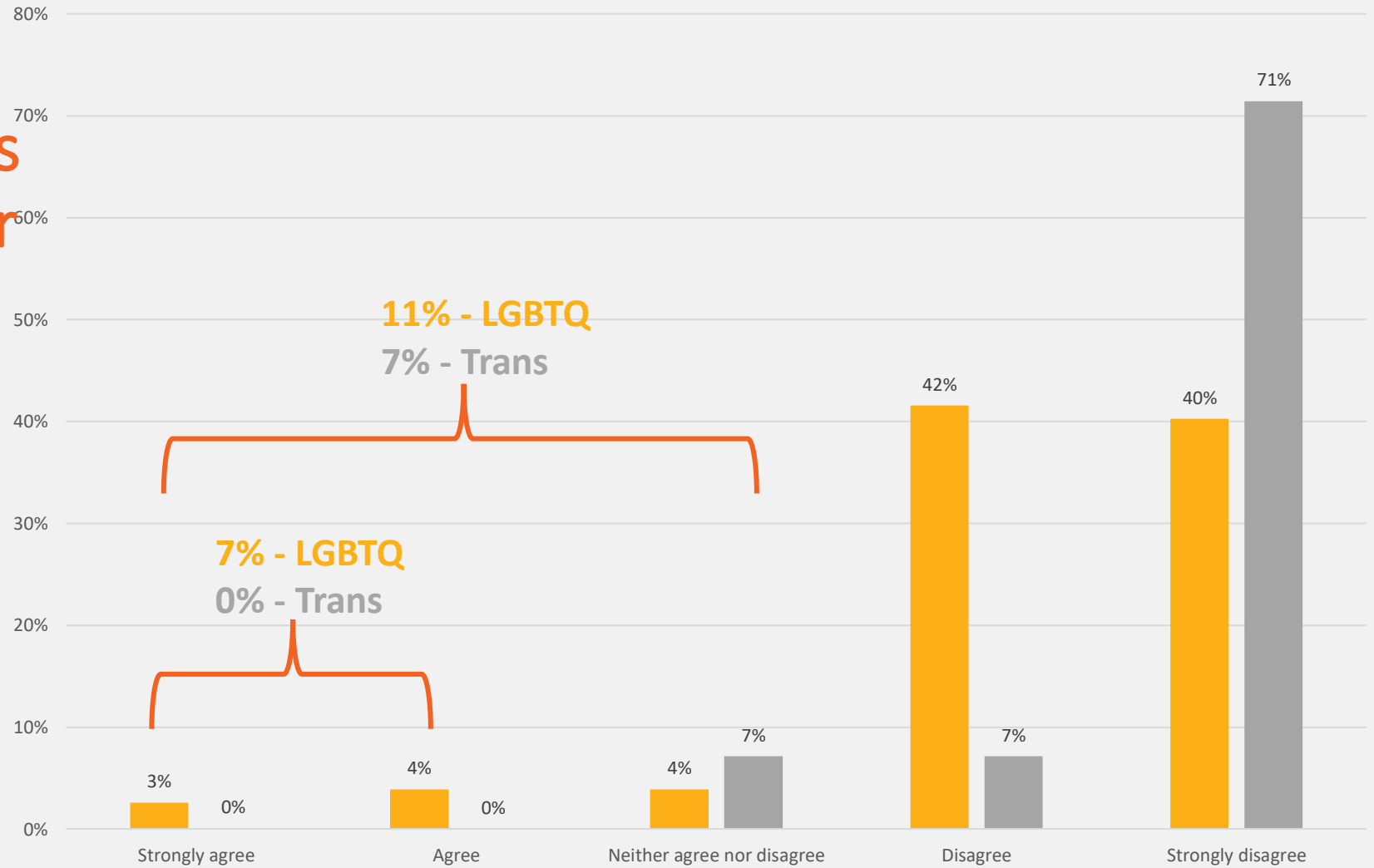
I felt I needed to educate the staff

■ LGBTQ clients (n=77)  
■ Trans clients (n=14)



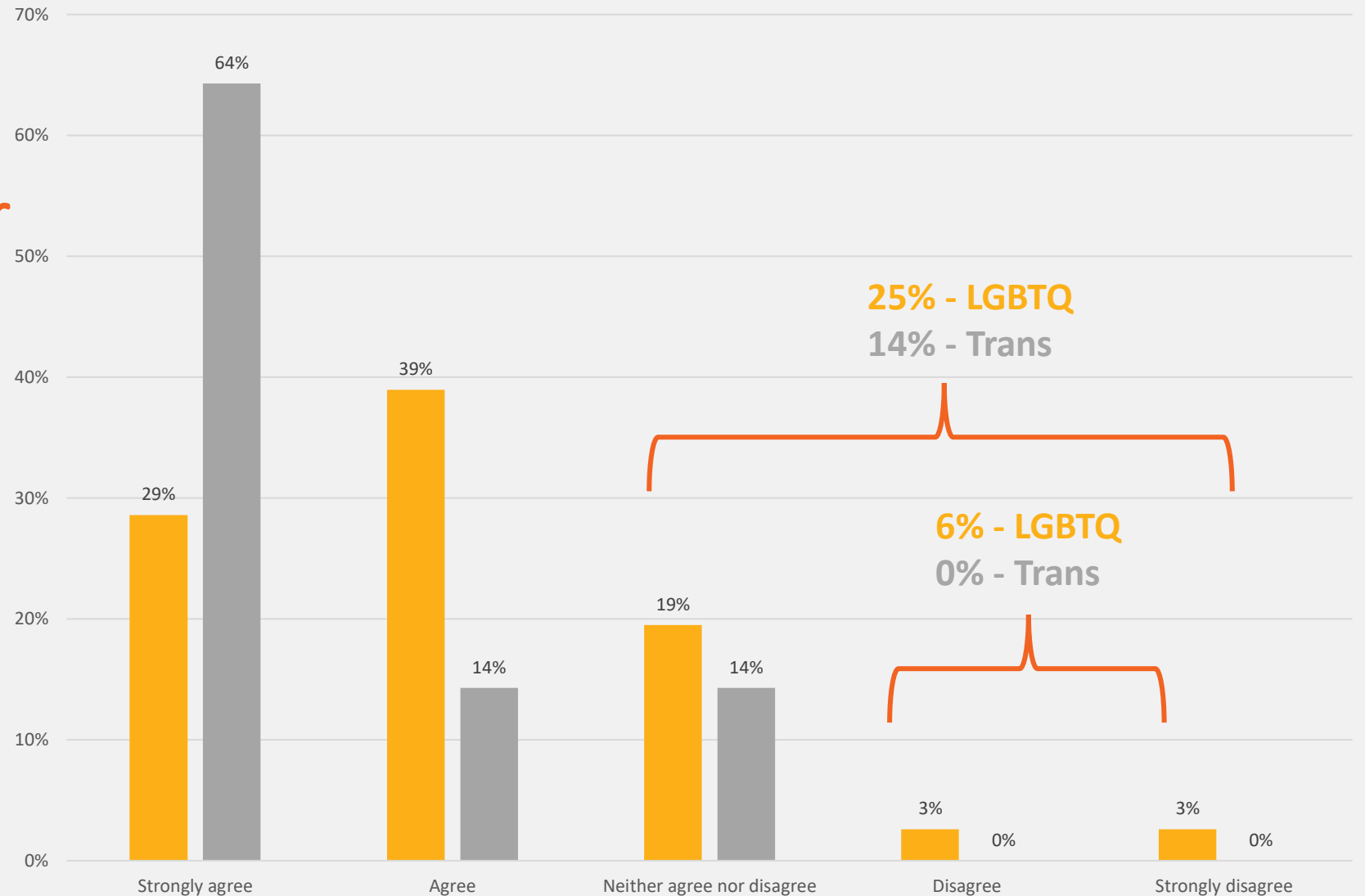
I was asked questions about my sexuality or gender that were unrelated to my care need

■ LGBTQ clients (n=77)  
■ Trans clients (n=14)



I was asked questions about body, gender or sexuality that were appropriate to the reason for my visit

■ LGBTQ client (n=77)  
■ Trans clients (n=14)



# Free text comments from service users - good....

It was comfortable to disclose my sexuality and for my therapist's reaction to be as natural and neutral as if I were heterosexual

Excellent inclusion / non-judgement

An open and empathetic attitude from staff. I felt that it would be very unlikely I would be discriminated against if I was to bring up my diverse sexuality.

# Free text comments from service users - bad....

No one asked about my gender identity or sexuality. I would have liked to see it acknowledged at least

Token rainbow flag was a bit much.

this service is woeful at responding to the needs of its clients. I wrote to their General Manager about a serious breach of the law, and my concerns, and I didnt even get the courtesy of a response.