



PRIDE

IN HEALTH + WELLBEING AWARDS

*Rankings & Winners
2023*



Australian Government

**Department of Health
and Aged Care**

2023 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 and Custodians 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 2023 PIHW AWARDS



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

Thank you all for being a part of the 2023 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 2023 has seen another increase in Health + Wellbeing Equality Index (HWEI) submissions, across the board, and our staff survey participation rate jumped by 60% and the service user survey by 10% from last year. We have also in the last year seen another expansion for the Pride in Health + Wellbeing Program with a new Relationship Manager, Daniel Comensoli, joining us in Sydney and PIHW having membership in almost every state and territory across Australia.

It is wonderful that services are not viewing LGBTQ inclusion as optional or something that can be dropped when priorities clash – but rather, we celebrate that services are now embedding inclusive care throughout service delivery, and their workforce, as an everyday part of everybody's role. LGBTQ communities are often listed as a priority population in many strategies, but tonight we are celebrating the movement from a strategy to inclusive care in action.

To have the federal Department of Health and Aged Care once again, as the Platinum Sponsor of our event, shows how important inclusive care is in reducing the health disparities faced by LGBTQ communities. Thank you to them and our venue Sponsor, Australian College of Applied Professions (ACAP) for hosting our networking and watch parties in Sydney and Melbourne.

And finally, thank you all for joining us. We hope you enjoyed this night of celebrating LGBTQ inclusion across the health, wellbeing and human services sector.

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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.

In recent years, the uptake and status of the Health + Wellbeing Equality Index (HWEI) has continually grown, and it's exciting to see these Awards branch out into their in-person events to celebrate excellence in LGBTQ Health. This gives a real focus to the outstanding inclusion initiatives within the health and wellbeing sector and increases the visibility and importance of inclusion across a range of diverse providers within the community, care and human services sectors. A huge congratulations to all the winners and the nominees and a big thank you for all that you do!



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 support the Pride in Health + Wellbeing Awards.

Reflecting on the launch of Pride in Health + Wellbeing in 2017, there was a clear need for this membership program to support mainstream health and community services to better understand 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 challenge. 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 those who make a difference, who are change makers, and who stand tall to be seen as LGBTQ allies or out role models. Thank you and congratulations.



Australian Government

**Department of Health
and Aged Care**

National Action Plan



Health and Wellbeing of LGBTIQA+ people

On 1 March 2023, the Australian Government announced Australia's first **10 Year National Action Plan** for the health and wellbeing of LGBTIQA+ people and a \$26 million investment under the Medical Research Future Fund to improve health care for LGBTIQA+ people. The Action Plan will be informed by a national consultation, an expert advisory group, lived experiences of LGBTIQA+ people and the organisations that serve them.

For more information go to
www.health.gov.au/ministers/the-hon-mark-butler-mp/media

THE PIHW AWARDS PLATINUM SPONSOR



Australian Government

Department of Health and Aged Care

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

The Department is committed to reducing the inequities affecting LGBTIQ+ Australians. We appreciate the unique qualities, attributes, skills and perspectives of the LGBTIQ+ community. We are working 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.



WE'RE WITH YOU

Everyone regardless of sexuality or gender identity is accepted, welcomed and valued.

For a friendly face and understanding, look for the Rainbow Ally symbol – we're here to help.

To get your Rainbow Ally Starter Pack visit
www.prideinhealth.com.au/ally

THE PIHW AWARDS VENUE 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 2023 KEYNOTE SPEAKER



PROF JANE USSHER (she/her)
CHIEF INVESTIGATOR
WESTERN SYDNEY UNIVERSITY

Awarded a personal chair in Women's Health Psychology in 2002, Jane Ussher has been working on research on gendered health, since she started her PhD in 1983.

Her research focuses on LGBTQI Health; sexuality and the reproductive body; as well as exploring gendered and sexuality in cancer survivorship. As a trained clinical psychologist, she has also made a contribution to the integration of research and clinical practice in gendered and sexual health, including the development of a women centred psychological treatment for premenstrual distress, and minimal interventions and resources in the area of cancer and sexuality, cancer and fertility, and LGBTQI cancer.

Jane is the Chief Investigator of the Out with Cancer Study at Western Sydney University exploring LGBTQI+ experiences of cancer and cancer care from the perspectives of people with cancer, carers and healthcare professionals, with an aim to improve the capacity of healthcare professionals and systems to provide appropriate support and care.

ABOUT OUR 2023 PIHW AWARDS HOST



JULIE MCCROSSIN AM (she/her)
JOURNALIST & PRESENTER

Julie McCrossin AM is a veteran radio and television broadcaster who spent over 20 years with ABC Radio National, ABC TV and Network Ten.

Julie spent five years as the presenter of Life Matters on ABC Radio National and five years leading a team on the comedy quiz show Good News Week on ABC TV and Network Ten. Julie has worked as a TV reporter for both the Sydney Gay and Lesbian Mardi Gras and the Anzac Day Parade. She is proud to live in a country where it is possible to do both.

Julie was treated for stage four, HPV-related oropharyngeal cancer in 2013. Julie is an Ambassador for Targeting Cancer and TROG Cancer Research. She is a member of the advocacy group, Cancer Voices SA. Julie has qualifications in the arts, education and law. In 2019, she was awarded a Member of the Order of Australia for significant service to the community, particularly through LGBTIQ advocacy roles and to the broadcast media.

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, and in supporting their workforce. 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 and workforce inclusion.

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 inclusion 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 and staff.

This year is the second 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 (18/100pts)
- Cultural Safety (6/100pts)
- Continuous Improvement (8/100pts)
- Visibility of LGBTQ Inclusion (10/100pts)
- Initial Engagement & Assessment (10/100pts)
- LGBTQ Inclusivity & Disclosure Training/Resources (20/100pts)
- Referrals & Stakeholder Management (8/100pts)
- LGBTQ Community Engagement (10/100pts)
- HWEI Survey Participation (2/100pts)
- Additional Work (8/100pts)

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 organisations to see how their workforce experience LGBTQ inclusion internally, if staff understand the need for inclusion, have the tools to be inclusive and any hesitations they may have in implementing organisational inclusion stance. 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 submissions, 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 20–40% 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 services and workplaces but are still formalising their LGBTQ initiatives and framework, or using the HWEI to baseline their inclusion growth in coming years. 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 organisations 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 participants 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

Each year we also accept nomination for the LGBTQ Out Role Model, LGBTQ Ally of the Year and LGBTQ Inclusive Innovation Awards 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 using multiple external experts as markers.

This year, we are once again privileged to have Commissioner Fernando, Victorian Commissioner for LGBTIQ+ Communities and Lucinda Brogden AM, former 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 SUBMIT YOUR PROJECT GO TO:
WWW.PRODENHEALTH.COM.AU

The poster features a blurred background image of a person's face. It includes the award title, a description of the nomination criteria, the PRODE logo, and contact information.

LGBTQ ALLY OF THE YEAR 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
2023*



prideinhealth
+wellbeing

How well would you rate your LGBTQ inclusive service provision?

Qualitatively measuring the impact of your LGBTQ inclusion work is important but it's very easy to lose momentum – especially with covid19 and associated increases in care needs and responses.

One FREE way to measure your inclusion work is to take part in the annual Health + Wellbeing Equality Index (HWEI). This benchmarking tool for health and wellbeing providers, measures your LGBTQ inclusive service delivery.

For more information please visit prideinhealth.com.au/hwei



2023 PIHW AWARDS BY RANKING



**2023
SERVICE PROVIDER
OF THE YEAR**

UNITING VIC.TAS



**2023
MOST IMPROVED
SERVICE PROVIDER**

JEWISHCARE NSW

ST VINCENT'S HEALTH NETWORK
SYDNEY

2023 HWEI SERVICE PROVIDER RANKINGS



2023 GOLD SERVICE PROVIDERS

- COHEALTH
- ST VINCENT'S HEALTH NETWORK SYDNEY
- UNITING VIC.TAS



2023 SILVER SERVICE PROVIDERS

- ADVANCE DIVERSITY SERVICES
- NETWORK OF ALCOHOL & OTHER DRUGS AGENCIES

2023 HWEI SERVICE PROVIDER RANKINGS



2023 BRONZE SERVICE PROVIDERS

- AUSTRALIAN COLLEGE OF APPLIED PROFESSIONS: PSYCHOLOGY CLINIC
- CAMPBELLTOWN HOSPITAL – MENTAL HEALTH ADOLESCENT INPATIENT UNIT
- FLOURISH AUSTRALIA
- UNITINGCARE QLD
- YOUR COMMUNITY HEALTH
- +1 NOT FOR PUBLICATION



2023 PARTICIPATING SERVICE PROVIDERS

- AUSTRALIAN COMMUNITY SUPPORT ORGANISATION
- HUNTER PRIMARY CARE
- ILLAWARRA & SHOALHAVEN CANCER & HAEMATOLOGY NETWORK
- JEWISHCARE NSW
- MID NORTH COAST LOCAL HEALTH DISTRICT INTEGRATED MENTAL HEALTH & DRUG & ALCOHOL SERVICES
- NSW HEALTH PATHOLOGY
- PRIMARY CARE CONNECT
- VIRTUS HEALTH
- WESTERN HEALTH
- +8 NOT FOR PUBLICATION

2022 PIHW AWARDS BY NOMINATION



**2023
LGBTQ ALLY OF THE
YEAR AWARD**

REBECCA ROBERTS

ST VINCENT'S HEALTH NETWORK
SYDNEY

The LGBTQ Ally of the Year 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.

After joining the team at St Vincents, Rebecca was quick to work with the Inclusive Health team and the Equity, Justice, Diversity and Belonging Committee to identify areas for improvement at a policy, system and response level. Rebecca has worked closely with sexuality and gender diverse staff to implement changes to HR systems, including allowing people to identify where their gender may be different from their sex assigned at birth. Rebecca has enabled HRMS system changes to allow us to provide better services and care. Further, changes that Rebecca and her team made have allowed all staff across the National St Vincent's Network to display their pronouns in the Workday system. Rebecca has ensured all her staff to ensure that people of diverse sexualities and genders who have concerns are able to bring their concerns to the People and Culture team knowing that the network is an increasingly safe space.

2022 PIHW AWARDS BY NOMINATION



**2023
LGBTQ OUT ROLE
MODEL AWARD**

CHARLES BROADFOOT
HUNTER NEW ENGLAND &
CENTRAL COAST PRIMARY
HEALTH NETWORK

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.

Charles consistently advocates for the LGBTQ Community and workplace inclusion. His commitment and dedication are the reasons the Primary Health Network now has an LGBTIA+ Ally Collaborative and a Diversity, Inclusion and Belonging Strategy within our workplace. Charles contributed to the development and implementation of the Primary Health Network’s first ever Diversity, Inclusion and Belonging strategy and implementation plan and was instrumental in the establishment of the PHN Employee Reference Group for LGBTQ employees and Ally’s. Charles co-chairs the LGBTIA+ Ally Collaborative and is working hard to create an enriched workplace through genuine inclusion and fostering diversity of thinking. He’s worked with the entire organisation to make this happen and uses his personal time to continue to develop and advocate.

2022 PIHW AWARDS BY NOMINATION



2023
LGBTQ INCLUSIVE
INNOVATION AWARD

SWAPNA CHAUDARY
CHEMIST WAREHOUSE

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.

Swapna was nominated for LGBTQ Ally of the Year, but their work was worthy of winning this award. While working as a pharmacist in Townsville, Swapna found she was counselling many trans and gender diverse patients and she did not feel equipped to give them the level of support and service they deserved. To remedy this, Swapna sought to educate herself, but also wanted to go one step further to address the extensive knowledge gap in pharmacy practice within Australia. Swapna is now a PhD candidate at James Cook University, where her research topic is the role of pharmacists in trans and gender diverse healthcare. She has collected data to understand knowledge gaps of pharmacists and has worked closely with the trans and gender diverse community to establish their needs and co-design training. Swapna's training has been provided to a group of pharmacists Australia wide.



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**MAKE A
DIFFERENCE**

**HEALTH
GRADUATE
PROGRAM**

Graduate program

Our graduate program has two intakes each year, midyear and in February. 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, LGBTIQ+, 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.

www.health.gov.au



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