



PRIDE

IN HEALTH + WELLBEING AWARDS

*Rankings & Winners
2024*



Australian Government

**Department of Health
and Aged Care**

2024 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 and present, and extend this to all Aboriginal and Torres Strait Islander people attending this evening.



WELCOME TO THE 2024 PIHW AWARDS



FRANCISCO LOPEZ (He/him)
NATIONAL HEALTH LEAD
PRIDE IN HEALTH + WELLBEING

Thank you for being a part of the 2024 Australian Pride in Health + Wellbeing Awards.

Our annual event recognises the achievements and advancement in LGBTQ+ inclusive service delivery within health, aged care, human services, and community care across Australia.

We measure achievements through organisations' participation in the annual Health + Wellbeing Equality Index (HWEI) benchmarking submission, as well as through a peer nomination process for individual awards.

This year we have seen a diverse set of organisations participate from across Australia, with some long-standing Pride in Health + Wellbeing (PIHW) members clearly shifting the dial on inclusive practice. This is important for the health sector, as we not only want organisations to measure themselves against current best practice; we want them to develop leading practice and set a new standard. In 2024 we will be launching the third iteration of the HWEI, which will be influenced by the achievements of PIHW members and other participating organisations.

We are pleased to have the Australian Department of Health and Aged Care as our Platinum Sponsor once again, and we look forward to the release of their first 10-year National Action Plan for the health and wellbeing of LGBTIAQ+ people.

Congratulations to all the winners, to participating organisations, and to individual nominees for your tireless efforts to make health and human services accessible, inclusive and effective for everyone in our communities.

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PRO+DE
IN HEALTH + WELLBEING
AWARDS

WELCOME FROM THE PIHW PATRONS



MICHAEL EBEID AM (he/him)

CO PATRON, PRIDE IN HEALTH + WELLBEING

As a patron of Pride in Health + Wellbeing (PIHW), I am honoured to be involved in the 2024 Pride in Health + Wellbeing Awards and celebrate the achievements of so many committed organisations and individuals.

Since my early involvement in ACON's Pride Inclusion Programs, it has been wonderful to see the evolution of the Health + Wellbeing Equality Index (HWEI), and the fantastic work being carried out by so many health and care organisations across Australia. The work of LGBTQ+ inclusive service delivery is ongoing and tireless. The barriers to care and the disparities in health outcomes affect our whole community in various ways. A huge congratulations to all the winners and the nominees for the work that you do in responding to these needs. Stay focused and thank you for moving us forward.



PROF KERRY N PHELPS AM (she/her)

CO PATRON, PRIDE IN HEALTH + WELLBEING

I am delighted to support the Pride in Health + Wellbeing Awards for another year as a patron of the Pride in Health + Wellbeing (PIHW) program and am pleased to see such wonderful participation from organisations across Australia.

In my role as a community GP, I see the need for safe workplaces, safe care environments, connected care across services, and a personalised human approach to each of our patients. The health sector is full of well-meaning individuals. We need to continue to empower our staff to deliver ideal care for LGBTQ+ people by providing them with the right systems, resources and understanding of specific challenges faced by our communities. These awards truly celebrate individuals making a difference to the lives of countless LGBTQ+ people across Australia, through their relentless efforts to create change from within the health system. Thank you to the winners and nominees, and congratulations.

Beforeplay.

It's the check up,
before the hook up.

1 in 6 people will get an STI.
Use protection and book a check-up today.



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Australian Government

Department of Health and Aged Care

The Australian Government Department of Health and Aged Care is proud to sponsor the Pride in Health + Wellbeing Awards for the third year in a row.

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 is committed to reducing health and wellbeing inequities affecting LGBTIQ+ Australians. We appreciate the unique qualities, attributes, skills and perspectives of LGBTIQ+ communities. As announced in 2023, we are working with LGBTIQ+ communities to develop Australia's first National Action Plan for the Health and Wellbeing of LGBTIQ+ people. The Action Plan will guide how Australia addresses LGBTIQ+ health and wellbeing disparities and make improvements across the health system.

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

ABOUT OUR 2024 PIHW AWARD SPEAKERS



PROF ADAM BOURNE (He/him)

AUSTRALIAN RESEARCH CENTRE IN SEX, HEALTH
AND SOCIETY (ARCSHS), LA TROBE UNIVERSITY

Professor Adam Bourne is the Director of the Australian Research Centre in Sex, Health and Society at La Trobe University where he leads a large program of research relating to LGBTIQ+ health and wellbeing. This includes large-scale population health surveys as well as focussed studies on topics including alcohol and other drug use, mental health and suicidality, and family violence.

He is Co-Chair of the Victorian Whole of Government LGBTIQ+ Taskforce and a member of the Commonwealth Department of Health LGBTIQ+ 10-Year Health and Wellbeing Action Plan Expert Advisory Group.



PROF STEVE ROBSON (He/him)

FEDERAL PRESIDENT
AUSTRALIAN MEDICAL ASSOCIATION (AMA)

One of Australia's most highly-qualified doctors, Professor Steve Robson has been practising medicine for 35 years. A Professor at the Australian National University Medical School, Steve works in both public and private practice in Canberra.

Steve is passionate about equitable access to healthcare, the economics of preventive care, and the mental health and wellbeing of doctors. He holds two research doctorates and master's degrees in public health and genetics. He is currently researching the effects of socioeconomics on access to healthcare.

Professor Robson first joined the AMA in 1984 as a medical student in Queensland. He has served as ACT President and is in his fifth term on the AMA ACT Board and is a Federal Councillor. He has also been President of the Royal Australian and New Zealand College of Obstetricians and Gynaecologists.



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 other 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



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.

The HWEI also allows service providers to benchmark their inclusion work against the rest of their sector, to join in the celebrations of inclusive innovation, support and best practice, and to receive feedback directly from staff about their experience with and ability to deliver on LGBTQ+ inclusive services.

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.

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 year is the final year of 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 (12/100pts)
- LGBTQ+ Cultural Safety (12/100pts)
- 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 SURVEY

The HWEI toolset also comprises of the HWEI Staff Survey.

The Staff Survey allows organisations to see how their workforce experience LGBTQ+ inclusion internally, and whether staff understand the need for inclusion, have the tools to be inclusive or have any hesitations in implementing organisational inclusion. 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 powerful insights.

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.

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. 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

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.

INDIVIDUAL AWARDS

Each year we also accept nomination for the LGBTQ+ Role Model, LGBTQ+ Ally of the Year and LGBTQ+ Inclusive Innovation Awards within the health, wellbeing, and human services sector. Individuals and teams 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 formal endorsements.



PRIDE

IN HEALTH + WELLBEING
AWARDS

*Rankings & Winners
2024*

For members only

LGBTQ+ AWARENESS TRAINING

Understanding the barriers to
accessing care and the health disparities
related to **LGBTQ+ communities**

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For members only

NATIONAL COMMUNITY OF PRACTICE

Exploring leading practice for
LGBTQ+ inclusive service delivery

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evidence for **LGBTQ+ inclusive,**
person centred, service provision

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Now there's more ways than ever to learn, connect, and stay strong!
Visit the website and subscribe to our newsletter for the latest LGBTQ+ inclusive
training and webinars for health professionals: www.prideinhealth.com.au

2024 PIHW AWARDS BY RANKING



**2024
SERVICE PROVIDER
OF THE YEAR**

ST VINCENT'S HEALTH NETWORK
SYDNEY



**2024
MOST IMPROVED
SERVICE PROVIDER**

ILLAWARRA AND SHOALHAVEN
CANCER CARE CENTRES

2024 HWEI SERVICE PROVIDER RANKINGS



2024 GOLD SERVICE PROVIDERS

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



2024 SILVER SERVICE PROVIDERS

- ACAP CLINICS
 - ADVANCE DIVERSITY SERVICES
 - NETWORK OF ALCOHOL & OTHER DRUGS AGENCIES (NADA)
 - YOUR COMMUNITY HEALTH
- +1 NOT FOR PUBLICATION

2024 HWEI SERVICE PROVIDER RANKINGS



2024 BRONZE SERVICE PROVIDERS

- AUSTRALIAN COMMUNITY SUPPORT ORGANISATION
- HUNTER PRIMARY CARE
- NORTHERN SYDNEY LOCAL HEALTH DISTRICT
- NSW HEALTH PATHOLOGY



2023 PARTICIPATING SERVICE PROVIDERS

- ILLAWARRA & SHOALHAVEN CANCER CARE CENTRES
 - I-MED RADIOLOGY NETWORK
 - KU-RING-GAI NEIGHBOURHOOD CENTRE (KNC)
 - NURSE WATCH
 - SOUTHERN NSW LOCAL HEALTH DISTRICT
 - WESTERN HEALTH
- +5 NOT FOR PUBLICATION

2024 PIHW AWARDS BY NOMINATION



**2024
LGBTQ+ ALLY AWARD**

LISA RAVEN

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.

Lisa's commitment, dedication and compassion extend well beyond her work within the Pride Network. Lisa is respected across the hospital as a powerful force for social justice, equity and fairness. Lisa understands how to make change, and works to ensure that in clinical and corporate spaces, people have the right to be heard, to develop agency in their healthcare and is not afraid to stand up and shake up a system or two to get things done. Within the Pride Network, Lisa has established herself as a sensible and thoughtful leader, equally adept at navigating the strategic issues an employee reference group faces, as she is rolling up her sleeves to get baking, glittering or organising.

2024 PIHW AWARDS BY NOMINATION



**2024
LGBTQ+ ROLE
MODEL AWARD**

GEORGINA POORT
UNITING VIC.TAS

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.

Georgina Poort’s outstanding contributions advocating for and maintaining visibility of rural LGBTIQ+ youth initiatives in the face of right-wing extremist threats. In 2023, the Rainbow Ball was cancelled due to safety concerns for LGBTIQ+ young people and youth workers organising the event. This followed a pattern of targeted actions against LGBTIQ+ events in Victoria by extremist groups. Youth workers were personally threatened, local Pride Networks were distraught, LGBTIQ+ young people were shocked by the violence and devastated by the event cancellation. Sadly, one young person in the region died by suicide in the weeks following. In her Uniting & LGBTIQ+ community leadership roles, Georgina navigated a respectful, sensitive path between deeply hurt young people & communities; and leaders in mainstream organisations yet to understand the risk to LGBTIQ+ young people of cancelling or limiting visibility of community events. The compassion & skill with which she pro-actively navigated the threat limited further risk to LGBTIQ+ youth & enhanced community recovery.

2024 PIHW AWARDS BY NOMINATION




**2024
LGBTQ+ INCLUSIVE
INNOVATION AWARD**

COHEALTH'S HEALTH
PROMOTION TEAM
COHEALTH

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.

cohealth's Health Promotion team place people at the centre of their work and apply an equity lens and community-led approach to everything they do. The team partnered with Proud2Play to deliver it's Rainbow Ready Clubs program in community sports clubs to help foster safe and inclusive environments, and build the capacity of Health Promotion staff in LGBTIQ+ sport inclusion. The Health Promotion staff applied an intersectional lens to a range of projects in the Moonee Valley region, including increasing the capacity of sports clubs to create inclusive environments and cultures for women, girls, and non-binary people; and creating breastfeeding-supportive community spaces to support, protect and promote breastfeeding practices and environments for women, girls and non-binary people. cohealth's ArtsGen also partnered with a local artist to develop the Transomatics podcast, which was awarded the 'Driving Health Equity Award' at the 2022 Victorian Health Promotions Award.

**IS YOUR RELATIONSHIP
WITH YOUR VAPE
GETTING TOO
NEEDY?
MAYBE IT'S TIME
TO BREAK UP
FOR GOOD**

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year 13



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