2024 HWEI Survey Key Insights

Pride in Health + Wellbeing (2024). Health + Wellbeing Equality Index (HWEI) Survey Practice Points. ACON's Pride Inclusion Programs.

High support for LGBTQ+ inclusion

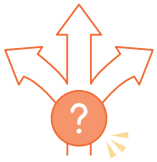
90% of Australian employees personally support the work their organisation does for the inclusion of LGBTQ+ clients.

LGBTQ+ inclusion improves person-centred care

92% of Australian employees believe LGBTQ+ inclusion work has a positive influence on person-centred care.

Gaps in knowledge around affirming intake processes

Only **72%** of Australian employees agree they "know the process to follow if a client wishes to be called by a different name than that listed on their official documentation".



Experiences of healthcare systems impacted by having a diverse sexuality

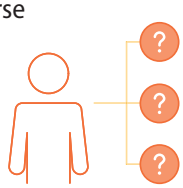
91% of Australian employees believe a client's diverse sexuality may impact how they navigate the health care system, their healthcare needs, or their experiences.

Experiences of healthcare systems impacted by having a diverse gender

92% of Australian employees believe a client's diverse gender or trans experience may impact how they navigate the health care system, their healthcare needs, or their experiences.

Low levels of knowledge about appropriate referrals

Only **56%** of Australian employees know how to refer clients to other services who provide LGBTQ+ specific support for people of diverse sexuality or gender.



Many services not set up to support LGBTQ+ people

30% of Australian employees don't agree their "service is set up to support people of diverse sexualities"; **34%** don't agree their "service is set up to support people of diverse genders"

High levels of healthcare barriers perceived by health sector workers

47% of Australian employees believe "people of diverse sexuality face unique challenges/barriers with accessing services here"; **48%** believe "people of diverse genders face unique challenges/barriers with accessing services here".

Discomfort with clinical conversations about diverse sexuality or gender

22% of Australian employees are not comfortable asking clients about their sexuality where it may be relevant to their healthcare needs; **19%** are not comfortable asking clients about their gender identity.

HWEI HEALTH + WELLBEING EQUALITY INDEX

A ROADMAP
AN AUDITING TOOL
AN ENGAGEMENT SURVEY

prideinhealth +wellbeing