

2021 EMPLOYER PARTICIPATION DETAILS

EMPLOYER DETAILS: ALL ORGANISATIONS/EMPLOYERS MUST COMPLETE THIS PART OF THE SUBMISSION
EMPLOYER DETAILS: PLEASE CHECK THAT YOU HAVE COMPLETED ALL DETAILS WITHIN EACH ROW OF THIS TABLE

EMPLOYER / ORGANISATION DETAILS	
Organisation Name:	<i>The Department of Home Affairs</i>
Sector:	Public/Government: Federal
Employer Size (within Australia):	Number of employees within Australia: >= 8,001
Regional Employers	Is your head office Regional? <i>No</i>
Global Employers	Do you have international offices: <i>Yes</i> Is your head office in Australia: <i>Yes</i>
Contact Person for the Index: <i>Please provide full contact details including postal address and postcode.</i> <i>This is the person we should contact if we have any questions. Email results will also be sent to this person and hard copy participation certificates will be mailed to this person.</i>	Name: s. 22(1)(a)(ii) Position Title: LGBTQ+ Lead, Diversity Officer Postal address (including postcode): People and Culture Division w/s 53080, Level 3, Orange Building 5 Chan St Belconnen, ACT 2617 AUSTRALIA Phone number: s. 22(1)(a)(ii) Email: s. 22(1)(a)(ii) @homeaffairs.gov.au

INTERNATIONAL WORKPLACE INDEX PARTICIPATION	
Do you participate in any other workplace equality indices globally? <i>Please delete those not relevant</i>	N/A

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INDUSTRY BENCHMARKS		
<p>Participating employers will by default be benchmarked according to:</p> <ul style="list-style-type: none"> • Sector: Public • Government: Federal • Employer Size • Awarded Tier Recognition • Global Employers <p><i>All benchmarking tables will be provided for comparison, but only those that reflect your dominant industry/business should be selected here.</i></p> <p><i>Please remove all that are not applicable or your core industry business.</i></p>	<p>In addition to the Industries/Sectors listed in the column to the left, select the Industries most relevant to your organisation's area(s) of focus:</p> <p>Please select a maximum of 4 industries:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Aged Care <input type="checkbox"/> All listed ASX Top 50 <input type="checkbox"/> Automotive: Wholesale and Retail <input type="checkbox"/> Banking & Financial Services <input type="checkbox"/> Community Services <input type="checkbox"/> Computer Software <input type="checkbox"/> Construction <input type="checkbox"/> Disability Services <input type="checkbox"/> Education (broader than Higher Education) <input type="checkbox"/> Energy / Utilities <input type="checkbox"/> Engineering <input type="checkbox"/> Health & Wellbeing <input type="checkbox"/> Hospitality 	<ul style="list-style-type: none"> <input type="checkbox"/> Information Services Infrastructure <input type="checkbox"/> Insurance <input type="checkbox"/> Law Enforcement <input type="checkbox"/> Legal <input type="checkbox"/> Manufacturing <input type="checkbox"/> Media & Entertainment <input type="checkbox"/> Mining <input type="checkbox"/> Operations Security <input type="checkbox"/> Pharmaceuticals <input type="checkbox"/> Professional Services & Consulting <input type="checkbox"/> Property <input type="checkbox"/> Rail & Logistics Transportation <input type="checkbox"/> Recruitment <input type="checkbox"/> Research & Development <input type="checkbox"/> Retail <input type="checkbox"/> Technology & Telco <input type="checkbox"/> Tourism & Gaming <input type="checkbox"/> Transport <input type="checkbox"/> Are there any other industry benchmarks that you would like to see?:

DISCLOSURE RECOGNITION	
<p>Please select participation identification level at which we can identify you (Name and Employer Tier only, no scores)</p> <p><i>Please delete those not relevant</i></p>	<p>We list employers annually that reach each of the employer recognition tiers within the AWEI, unless you choose to be anonymous. Some employers choose only to be identified should they reach a certain recognition tier.</p> <p>Select the recognition tier at which you would like to be publicly identified:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Only identify us if we reach Bronze Tier or higher

ADDITIONAL AWARD SUBMISSIONS	
<p>Have you considered nominating someone for an LGBTQ Inclusion Award? Please list any other LGBTQ Inclusion Awards that you are submitting for this year within the AWEI. This provides us with a cross-check reference to ensure that all expected submissions are received.</p> <ul style="list-style-type: none"> • Consider nominating a group or individual for their extensive work in LGBTQ inclusion within your organisation • More than one nomination in each category may be received <p>• Individual Nomination submission forms can be found here: http://www.pid-awei.com.au/submission-documents/</p>	<p>Award Nomination Categories:</p> <ul style="list-style-type: none"> Y CEO of the Year Award: (insert nominee name/s) Y Executive Leadership Award: (insert nominee name/s) Y External Media Campaign Award: (insert nominee name/s) Y OUT Role Model Award: (insert nominee name/s) Y Network Leader of the Year Award: (insert nominee name/s) Y Sally Webster Ally Award: (insert nominee name/s) Y Sapphire Inspire Award for LGBTQ Women: (insert nominee name/s)

NEGATIVE PRESS / COMPLAINTS DISCLOSURE
<ul style="list-style-type: none"> • We have received negative press that has impacted our reputation as an LGBTQ inclusive employer • Formal complaints were lodged against us for LGBTQ discrimination, bullying or harassment (Fair Work Ombudsman, Human Rights Commission, Sex Discrimination Act) • We understand that up to 25 points <i>may be</i> deducted from our score if we have received a significant amount of negative press regarding an anti-LGBTQ incident where our organisation was responsible and insufficient action was taken to rectify this. <p>In relation to the above (maintaining required confidentiality), please broadly outline your course of action or response/outcomes of any complaints lodged:</p> <p>N/A</p>

ACCURACY STATEMENT	
We confirm that at the time of submission, details provided for all questions identified within the three submission documents are true and accurate. We understand that should any claims be found to be false, points and rankings will be adjusted accordingly.	
Name of person signing off accuracy	s. 22(1)(a)(ii)
Position within organisation:	Acting Assistant Director, Culture, Diversity & Inclusion Section, Department of Home Affairs
Contact Email:	s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU
Contact Phone:	s. 22(1)(a)(ii)

2021 STANDARD EMPLOYER AWEI

COMPLETE LIST OF ATTACHMENTS:

- S1.07 – (a) Department of Home Affairs Writing Style Guide (Appendix A Extract - Inclusive Language)
- S1.10 – (a) Benestar Marriage Equality
- S1.10 – (b) Benestar Finding Strength in our Sexuality
- S1.10 – (c) Correspondence with Benestar Clinician regarding LGBTIQ+ teens
- S1.12 - (a) Gender Affirmation in the Workplace – Factsheet
- S1.12 - (b) Gender Affirmation in the Workplace - Factsheet - Attachment A Questionnaire for Managers
- S1.12 - (c) Gender Affirmation in the Workplace - Factsheet - Attachment B Gender Identity Affirmation Plan
- S1.12 - (d) Gender Affirmation in the Workplace - Factsheet - Attachment C Team Communication Template
- S1.20 – (a) LGBTIQ+ Lead PDA 2020-21
- S1.21 – (a) Diversity Champion brief for ABF Diversity Champion Dr Bradley Armstrong
- S1.22 – (a) Statement of Commitment – Workplace Diversity and Inclusion
- S1.22 – (b) Future Ready
- S1.22 – (c) ABF Realising our Full Potential (2020-2025)
- S2.02 – (a) LGBTIQ+ Action Plan 2019-2022 ‘A Plan for Pride’
- S2.02 – (b) LGBTIQ+ Implementation Plan
- S2.03 – (a) Email to managers and SES promoting AWEI survey completion 2020
- S3.09 – (a) LGBTIQ+ Staff and Allies Network Terms of Reference
- S3.12 – (a) ‘Welcome to the Department’ Automatic Diversity Email
- S3.15 – (a) Top Tips to Be a Trans Ally
- S3.15 – (b) Five ways to be an LGBTIQ+ Ally
- S3.15 – (c) LGBTIQ+ Staff and Allies Network Members Welcome Pack
- S3.20 – (a) Advice to Recruitment on using title ‘Mx’
- S4.21 – (a) Days of Significance – Notices and Posts to Educate and Celebrate
- S4.24 – (a) Individual LGBTIQ+ Inclusion Work Recognition – ABF Australia Day Awards 2020
- S10.43 – (a) Ready to Lead – Lesson Plan Leading Culture Part II D&I
- S10.43 – (b) Ready to Lead – PowerPoint Leading Culture Part II
- S10.43 – (c) Ready to Lead – Assessment 2 Leading Culture
- S10.43 – (d) Ready to Lead – Program Outline

2021 STANDARD EMPLOYER AWEI

SECTION 1: STANDING SUBMISSION

This section pertains to LGBTQ inclusion within organisational policies and practice.

The Standing Submission includes:	
HR Policy & Diversity Practice:	Standard practices within HR Policies and explicit LGBTQ inclusion within them; including third party policies
LGBTQ Bullying / Harassment & Support:	Tracking and handling of potential incidents and support for LGBTQ employees, should this occur
Trans & Gender Diverse Inclusion:	Explicit policy inclusion for trans and gender diverse employees; including leave, forms, titles and dress codes
Strategic Focus:	Accountabilities and role responsibilities for HR and Executive staff; external / customer facing inclusion promotions

IMPORTANT NOTE:

If you have submitted an AWEI last year, **you may choose to carry over your point allocations within Section 1: Standing Submission only.**

- If you wish to carry over your entire Standing Submission scores from last year, please leave Section 1: Standing Submission blank. (Recommended if you are satisfied with your previous scores and/or no further work has been done in this section.)
- If you leave any questions blank within this section, we will not change the score from last year.

OR:

- If you wish to submit (or re-submit) for any question/s within Section 1: Standing Submission, please submit evidence for the individual question/s applicable.
- If you submit evidence for any question, **the evidence and score will be re-evaluated based only on the evidence supplied within this Submission** (last year's evidence will not be referenced, so you must re-submit all evidence requested).

Please provide the name and contact details of your Senior HR person:	
Senior HR Person:	s. 22(1)(a)(ii), Acting Director, Culture, Diversity and Inclusion Section
Contact Details (email / phone):	S. 22(1)(a)(ii)
Should we require clarification/verification for any particular question within Section 1: Standing Submission, we will contact this individual. If this contact is not supplied, it may result in a loss of points for questions within this section.	

For further support and clarification: Please download the [AWEI Scoring Guidelines](#) or refer to the [AWEI Tools and Support](#) webpage.

STANDINGSUBMISSION: HR POLICY & DIVERSITY PRACTICE

1. Removal of the terms: 'SexualPreference' or 'Lifestyle Choice(s)'

STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE 1. Removal of the terms: 'Sexual Preference' or 'Lifestyle Choice(s)'	FOUNDATION Max. 2 points
<p>We have conducted a review to ensure that any reference to 'sexual preference' or 'lifestyle choice' within our policy documentation, diversity references, on external facing websites and company intranet pages has been replaced with the words 'sexual orientation.'</p>	
<p>We have conducted a thorough review to ensure our terminology is compliant with the above standards.</p> <p>Overall we meet the standards, however there are still legacy items accessible through website and intranet search functions which pull up documents from 2013 that use outdated language (primarily from external sources and/or other Government departments).</p> <p>Work is being undertaken to either: replace these documents with updated versions that contain the appropriate language; or, if updated versions are already present, have the old versions removed.</p> <p>Additionally, a number of internal pages have been flagged for action as they still use the LGBT or LGBTI acronym. In consultation with our staff and allies network, we have agreed to update our acronym references to LGBTIQ+ to ensure we are as representative and inclusive as possible.</p> <p>Please see below for a screenshot of the review document, which contains the estimated completion level and clear detail on the page or document, the location, resource type, update progress and relevant comments.</p>	

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Extract from Terminology Review Document:

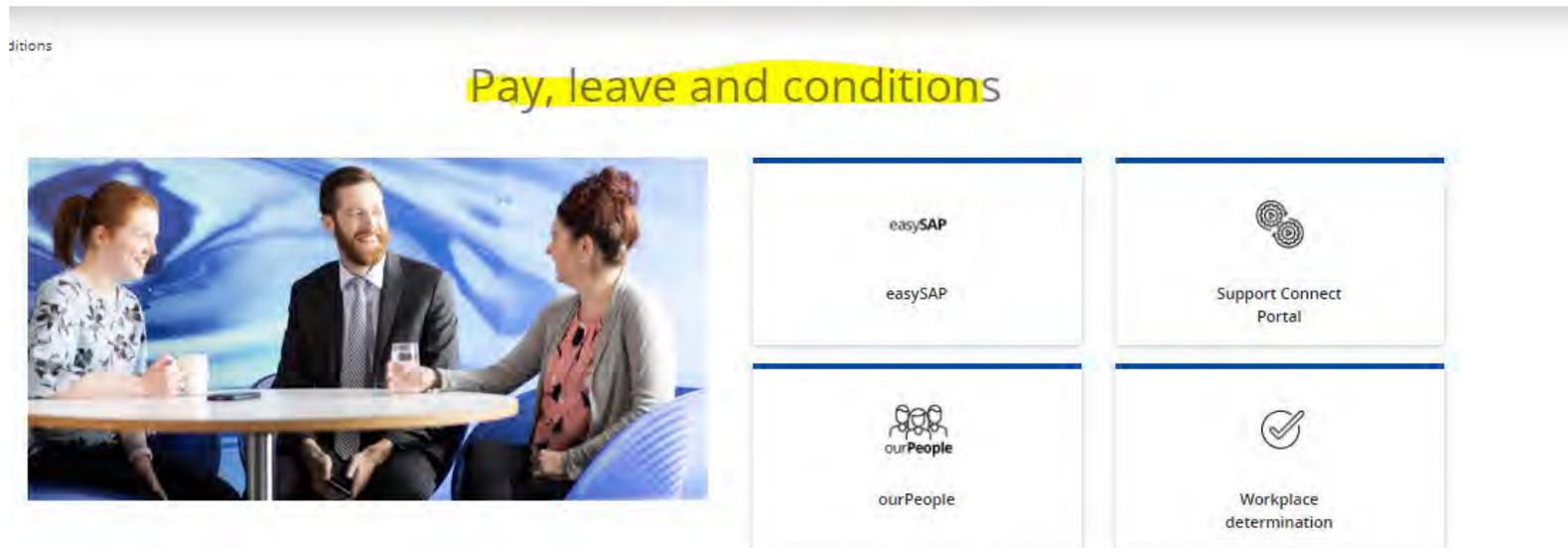
STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE									
1. Removal of the terms: 'Sexual Preference' or 'Lifestyle Choice(s)'									
We have conducted a review to ensure that any reference to 'sexual preference' or 'lifestyle choice' within our policy documentation, diversity references, on external facing websites and company intranet pages has been replaced with the words 'sexual orientation.'									
								142 items. Estimated Completion Level:	90%
Page/Document Title	Policy Documentation	Diversity References (myHR)	External Facing Websites	Intranet Pages	Internal or External Resource	Progress Status	Notes	URL - for Home Affairs Use Only	Internal Contact Area (if required)
PDF: Beginning a Life in Australia; Welcome to Australia			x		External	Not yet commenced	Resource from DSS - follow up to see if this can be replaced. Contains 3 instances of term 'sexual preference'. No instances of term 'lifestyle choice'.	https://immi.homeaffairs.gov.au/settlement-services-subsite/files/beginning-a-life-in-australia-english.pdf	
PDF: Guidelines for NGOs; Working with trafficked people, Third Edition			x		External	Not yet commenced	Australian Government Initiative. Contains 1 instance of term 'sexual preference'. No instances of term 'lifestyle choice'.	https://www.homeaffairs.gov.au/criminal-justice/files/guidelines-ngos-working-with-trafficked-people.PDF	
PDF: Competing for Skills; Migration Policies and Trends In New Zealand and Australia; Full Report			x		Internal	Complete	No instances of term 'sexual preference'. References to term 'lifestyle' were not in the context of LGBTIQ+ identity.	https://www.homeaffairs.gov.au/research-and-stats/files/migration-policies-trends-fullreport.pdf	
Australian Customs and Border Protection Service Enterprise Agreement 2011-2014		x		x	Internal	Complete	Contains 3 instances of term 'sexual preference'. . I see no requirement for staff to access this, unless to seek information which was applicable in this EA during the period to which it applied (2011-2014). References 'lifestyle choices' but not in the context of LGBTIQ+ identity. Note - this document significantly out of date and not relevant or appropriate for current staff needs	https://intranet.bcz.gov.au/myhr/Documents/acbps-enterprise-agreement-2011-2014.pdf#search=sexual%20preference	
Fair Work Commission Decision on Department of Home Affairs Industrial Action related Workplace Determination (11 January 2019)		x		x	External	Under Review	p8 - Contains 1 instance of term 'sexual preference' in context of respecting the diversity of the workforce. Noting that this document was created by the Fair Work Commission and therefore is outside the scope of our powers to retrospectively update the terminology. No instances of term 'lifestyle choice'.	https://intranet.bcz.gov.au/myhr/Documents/fairwork-commission-decision-11-jan-2019.pdf#search=sexual%20preference	
PDF: A managers guide to LGBTI workplace inclusion		x			External	Complete	References to 'sexual preference' and 'lifestyle choice' but only in the context of advising people not to use these terms.	https://intranet.bcz.gov.au/myhr/Documents/managers-guide-lgbti-workplace-inclusion.pdf#search=sexual%20preference	

2. LGBTQ Inclusivity within Policies and Benefits

<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE 2. LGBTQ Inclusivity within Policies and Benefits</p>	<p>FOUNDATION Max. 2 points</p>
<p>On our policy intranet pages (or upfront within our policy documentation), we have made it <u>explicitly clear</u> that all policies are inclusive of LGBTQ employees and their families (where families are included within policies/benefits).</p> <p><i>Please provide a screenshot or insert attachment of where you state the explicit inclusion of LGBTQ employees (and families where relevant) within policies/benefits (please do NOT attach complete policies).</i></p>	
<p>Our HR landing page for 'Pay, leave and conditions' contains a clear statement of explicit support for LGBTIQ+ staff and their families:</p> <p><i>"Culture, Diversity and Inclusion</i></p> <p><i>We are committed to building and valuing a diverse workforce that represents the community we serve. These policies, procedures and conditions are fully inclusive of all staff and their families, regardless of cultural background, race, ethnicity, disability, age, gender identity or sexual orientation."</i></p> <p>Additionally, our Workplace Determination (WD) hub reiterates this message, displaying it alongside a list of key HR policies and procedural instructions, and alongside factsheets which support the WD,</p>	

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Screenshot – HR Landing page - Pay, leave and conditions:



Allowances

Information about the different types of allowances that the Department provides. Allowances may be for travel, roles and workplace, and postings, deployments and relocations.

Culture, Diversity and Inclusion

We are committed to building and valuing a diverse workforce that represents the community we serve. These policies, procedures and conditions are fully inclusive of all staff and their families, regardless of cultural background, race, ethnicity, disability, age, gender identity or sexual orientation.

Flexible working arrangements

HR policies, procedural instructions and guidance material to support the Department of Home Affairs Workplace Determination are currently under review. Refer to Home Affairs Workplace Determination for further information.

Home Affairs Workplace Determination

Outside employment or volunteering

You may wish to engage in outside employment or voluntary activities.

Overseas postings and missions

Learn about the opportunities and training available, for all officers wanting to undertake overseas postings.

Pay, salary and superannuation

Information about your pay details, payslips, superannuation and income statements (previously known as payment summaries).

Tax, deductions, and reimbursements

Learn about studies assistance and find out if you are eligible.

Voluntary redundancies

You must be an ongoing employee who is not on probation to be offered a VR.

Working hours and shift work

Screenshot: Workplace Determination Hub – HR Policies and Procedural Instructions:

Home Affairs Workplace Determination

On 8 February 2019, the Fair Work Commission (FWC) made the *Department of Home Affairs Workplace Determination 2019 (WD)* (1.82MB PDF).

On 15 July 2020, the Secretary signed the *Department of Home Affairs Determination 2020/01* (1.2MB PDF), which:

- maintains the terms and conditions under the current *Department of Home Affairs Workplace Determination 2019*
- provides three pay increases of 2% in August 2021, 2% in February 2022 and 2% in February 2023
- provides increases to certain allowances of 2% in line with the pay increases

The WD provides a single set of employment terms and conditions for all non-SCS employees of our Department and the Australian Border Force.

For further information about the WD **scroll down** to access the tabs below.

HR policies and Procedural Instructions

Fact sheets

Workplace Determination updates

Background to bargaining and arbitration

Contact Details

HR policies and procedural instructions

As part of the WD implementation, HR policies and procedural instructions are currently under review. The WD replaced all prevailing industrial instruments, including the DIAC CA, on 8 February 2019. All policies that supported and explained the DIAC CA no longer apply, as they may not provide current information in line with the provisions under the WD. We have temporarily disabled links to these on MyHR to avoid confusion, but you can still be access them through the [Policy and procedure control register \(FPCR\)](#). We encourage you to refer to the fact sheets for interim supporting guidance in relation to terms and conditions of employment conditions under the WD.

You can make an enquiry through [Support Connect Portal](#) and seek further detailed advice if you are unsure of how a provision applies to you.

To avoid doubt, if there are any inconsistencies between the policies and procedural instructions and the terms of the WD, the express terms of the WD will prevail in accordance with clause 1.5 of the WD.

We are progressively releasing draft policies and procedural instructions to support the WD for staff consultation. Notices will be available on the intranet and in the Week Ahead as policies and PIs are released. We will provide staff with at least 2 weeks to comment where it is proposed to introduce new policy, procedures or guidelines, or where it is proposed to vary supporting information contained in policy that is maintained through the provisions under the WD.

Culture, diversity and inclusion

We are committed to building and valuing a diverse workforce that represents the community we serve. These policies, procedures and conditions are fully inclusive of all staff and their families, regardless of cultural background, race, ethnicity, disability, age, gender identity or sexual orientation.

s. 22(1)(a)(ii) [redacted] dual instructions, please email [redacted]

Schedule of Policy and Procedural Instruction consultation (447KB PDF).

HR policies and procedural instructions (consultation completed)

Policy/procedural instruction	Date feedback due
Performance Procedural Instruction considering staff feedback - (all markup) (969KB PDF)	Consultation completed. Administrative clearance and publication to occur in January/February 2021.
Performance Procedural Instruction considering staff feedback - (clean version) (758KB PDF)	Consultation completed. Administrative clearance and publication to occur in January/February 2021.
Probation Procedural Instruction considering staff feedback - (all markup) (961KB PDF)	Consultation completed. Administrative clearance and publication to occur in January/February 2021.
Probation Procedural Instruction considering staff feedback - (clean version) (925KB PDF)	Consultation completed. Administrative clearance and publication to occur in January/February 2021.
Remuneration Policy considering staff feedback - (all markup) (506KB PDF)	Consultation completed. Administrative clearance and publication to occur in January/February 2021.
Remuneration Policy considering staff feedback - (clean version) (371KB PDF)	Consultation completed. Administrative clearance and publication to occur in January/February 2021.
Salary Procedural Instruction considering staff feedback - (all markup) (827KB PDF)	Consultation completed. Administrative clearance and publication to occur in January/February 2021.
Salary Procedural Instruction considering staff feedback - (clean version) (784KB PDF)	Consultation completed. Administrative clearance and publication to occur in January/February 2021.
Allowances Procedural Instruction	Consultation completed. Administrative clearance and publication to occur in January/February 2021.

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Screenshot: Workplace Determination Hub – Factsheets:

Home Affairs Workplace Determination

On 8 February 2019, the Fair Work Commission (FWC) made the [Department of Home Affairs Workplace Determination 2019 \(WD\)](#) (1.82MB PDF).

The WD provides a single set of employment terms and conditions for all non-SES employees of our Department and the Australian Border Force.

On 15 July 2020, the Secretary signed the [Department of Home Affairs Determination 2020/01](#) (1.2MB PDF), which

For further information about the WD **scroll down** to access the tabs below.

- maintains the terms and conditions under the current [Department of Home Affairs Workplace Determination 2019](#)
- provides three pay increases of 2% in August 2021, 2% in February 2022 and 2% in February 2023
- provides increases to certain allowances of 2% in line with the pay increases

HR policies and Procedural Instructions

Fact sheets

Workplace Determination updates

Background to bargaining and arbitration

Contact Details

Fact sheets

The fact sheets outline the conditions under the WD, any planned transitional arrangements, and guidance on the exercise of discretions under the WD. The fact sheets:

- provide interim supporting guidance in relations to terms and conditions of employment conditions under the WD
- will inform proposed content for policies and procedural instructions that will support the WD on an ongoing basis

Fact sheets relating to the following parts of the WD will not be released at this time:

- Part 6 - Performance management
- Part 7 - Consultation
- Part 8 - Redeployment and redundancy
- Part 11 - Conditions specific to designated National Surveillance Unit employees
- Part 12 - Dispute resolution

If you have a question specifically related to one of these parts, please make an enquiry through the [Support Connect Portal](#).

Culture, diversity and inclusion

We are committed to building and valuing a diverse workforce that represents the community we serve. These policies, procedures and conditions are fully inclusive of all staff and their families, regardless of cultural background, race, ethnicity, disability, age, gender identity or sexual orientation.

Fact sheets to support the WD

The topic of each fact sheet aligns with the relevant 'Part' under WD. For example Fact sheet 1 – Technical matters provides supporting guidance on Part 1 of the WD.

Fact sheets
Fact sheet - Changes to employment conditions effective 8 February 2020 (230KB PDF)
Fact sheet 1 - Technical matters (485KB PDF)
Fact sheet 2 - Remuneration (221KB PDF)
Fact sheet 2.1 - Wage increase - 8 June 2018 - 4 per cent wage increase (239KB PDF)
Fact sheet 2.2 - Salary Advancement (340KB PDF)
Fact sheet 3 - Working hours and arrangements (139KB PDF)
Fact sheet 3.1 - Increase to working hours (former ACBPS employees) (200KB PDF)
Fact sheet 3.2 - Overtime (166KB PDF)
Fact sheet 3.3 - Shift work arrangements (218KB PDF)
Fact sheet 3.4 - Casual employees (86KB PDF)
Fact sheet 3.5 - Interim working from home (341KB PDF)
Fact sheet 4 - Leave (662KB PDF)

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3. New Parent Leave Inclusive of LGBTQ Families

STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE 3. New Parent Leave Inclusive of LGBTQ Families	FOUNDATION Max. 3 points
<p>On our policy pages (or upfront within our family policy documentation), we explicitly communicate that our New Parent Leave (or equivalent) includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.</p>	
<p>For full points, please identify:</p> <ul style="list-style-type: none"> (a) If leave covers surrogacy and where the availability of this leave is explicitly communicated for LGBTQ families (b) If leave covers adoption and where the availability of this leave is explicitly communicated for LGBTQ families (c) If leave covers foster arrangement and where the availability of this leave is explicitly communicated for LGBTQ families 	
<p>All HR policies, procedural instructions, fact sheets and guidance material to support the Department of Home Affairs Workplace Determination are permanently hosted on the HR 'Workplace Determination' intranet page. This is where our Parental Leave Policy is located. This page is accessed via the 'Pay, leave and conditions' landing page highlighted above in <i>Standing Submission Item 2: LGBTQ Inclusivity within Policies and Benefits</i>, which clearly states that these policies, procedures and conditions are fully inclusive of LGBTIQ+ employees and their families.</p> <p>The (draft) parental leave policy does not explicitly cover (a) surrogacy, but does cover (b) adoption, and (c) foster arrangements, as well as supporting partner leave. Hypothetical example scenarios are also included throughout the policy, where only names – not genders – are used. Feedback has been provided to the business area responsible for developing the parental leave policy including how surrogacy might be included and considered in the draft policy.</p> <p>Screenshots of intranet access and excerpts from policy statements are below.</p> <p><i>Note: HR policies, procedural instructions, fact sheets and guidance material to support the Department of Home Affairs Workplace Determination (WD) are currently under review as part of the WD implementation. The WD replaced all prevailing industrial instruments, including the Department of Immigration and Customs (DIAC) Enterprise Agreement (EA), on 8 February 2019. All policies that supported and explained the DIAC EA no longer apply, as they may not provide current information in line with the provisions under the current WD. The WD provides a single set of employment terms and conditions for all non-SES employees of our Department and the Australian Border Force (ABF).</i></p>	

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Excerpt from Parental Leave Policy:

4.1. General provisions applying to parental leave

4.1.1. Parental leave includes a range of paid and unpaid leave to support employees who have parental caring responsibilities in relation to the birth or placement of a child. Types of parental leave include:

- paid and unpaid maternity leave
- paid and unpaid supporting partner leave
- paid and unpaid adoption/foster leave.

Entitlements

4.1.2. General entitlements for paid parental leave are:

- up to 14 weeks paid maternity leave
- up to four weeks supporting partner leave
- up to 14 weeks paid adoption/foster leave.

4.1.3. After a period of paid parental leave, eligible employees may access unpaid parental leave provided by the FW Act and the ML Act up to a maximum period of 24 months for the same child. The type of unpaid parental leave accessed is determined by the original leave taken i.e.:

- paid maternity leave is followed by unpaid maternity leave
- paid supporting partner leave is followed by unpaid supporting partner leave

- paid adoption/foster leave is followed by unpaid adoption/foster leave.

Excerpt from Parental Leave Policy – Adoption/Foster Leave:

4.4. Adoption/foster leave

Eligibility

- 4.4.1. Employees are eligible to take adoption/foster leave where they:
- have completed 12 months continuous service with the APS

Parental Leave Procedural Instruction

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- adopt or foster a child on permanent placement, and
 - are the child's primary caregiver.
- 4.4.2. For the purposes of eligibility for adoption/foster leave, the child adopted by the employee or placed in permanent foster care must:
- be 16 years of age or younger at the date or expected date of the placement
 - have not lived with the employee for a period of six months or more at the date, or the expected date, of the placement
 - is not (otherwise than because of the adoption or foster care arrangement) a child of the employee's spouse or defacto partner.
- 4.4.3. Adoption/foster leave must be taken in a single continuous period from the date of placement of the child.

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Excerpt from Parental Leave Policy – Adoption/Foster Leave (employee couple):

Adoption/foster leave for employee couples

- 4.4.15. Where a couple who both work for the Department adopt or permanently foster a child, they must define who the nominated primary care giver is and who the secondary care giver is.
- The primary care giver will be entitled to up to 14 weeks paid leave in accordance with adoption/foster leave, and
 - the secondary care giver will be entitled to supporting partner leave.
- 4.4.16. Both employees may take leave at the same time for a maximum period of eight weeks. The couple may have a combined absence of up to 12 months unpaid adoption/foster leave, which may be extended by a further 12 months. This is a maximum period of 24 months between the couple. However, generally this leave must be taken separately and in a single continuous period.
- 4.4.17. The maximum 24 month period is inclusive of all paid and unpaid leave taken by both parents.
- 4.4.18. Parental leave taken, whether adoption/foster leave or supporting partner leave, must commence on the date or expected date of the placement of the child.

Example

Chris and Pat adopt a child. Chris is initially the primary care giver and takes the 14 weeks paid adoption leave and an additional 2.5 months on unpaid adoption leave. Pat is able to access four weeks supporting partner leave at the time of the adoption.

After six months, Chris returns to work and Pat is the primary caregiver. Pat can take six months unpaid adoption leave immediately following the end of Chris' leave.

Excerpt from Parental Leave Policy – Supporting Partner Leave:

4.3. Supporting partner leave

Eligibility

4.3.1. Employees are eligible to take paid supporting partner leave where they:

- have completed at least 12 months continuous service with the APS
- have become a new parent, either through birth or adoption/permanent fostering
- are not the primary care giver of a child
- are not eligible for paid maternity leave or adoption/foster leave.

Entitlements

4.3.2. Eligible employees are entitled to four weeks paid supporting partner leave, which must be taken in one continuous period from the date of the birth or placement of the child, noting that there may be exceptional circumstances where this is not possible.

4.3.3. Weekends, public holidays and RDOs that fall during a period of supporting partner leave are incorporated into the period of leave, consistent with the arrangements for maternity leave and adoption/foster leave.

Excerpt from Parental Leave Policy – Unpaid parental leave (employee couple):

Both parents of an employee couple taking unpaid parental leave

- The employees are entitled to no more than 24 months of leave between them, which generally must be taken separately in a single continuous period.
- If the employee who takes leave first is pregnant or gives birth, they may start their leave up to six weeks before the expected date of birth, or earlier if the employer and employee agree.
- If the employee who takes leave first is not pregnant, their leave must start on the date of birth or placement of a child.

Excerpts from Parental Leave Policy - Definitions:

Adoption		<p>To take on legal parental responsibility of a child that is not the employee's biological child.</p> <p>As required by the <i>Fair Work Act 2009</i>, to qualify for adoption leave the child must:</p> <ul style="list-style-type: none"> • be under 16 years of age • not have lived continuously with the employee for a period of six months or more on the day of placement, and • not be a child of the employee's spouse or de facto partner.
Parental leave		<p>Parental leave is a general term which covers a range of paid and unpaid leave entitlements relating to the birth or permanent placement of a child.</p> <p>Parental leave includes maternity leave, adoption/foster leave and supporting partner leave.</p>
Partner		<p>Means a spouse or a de facto partner of an employee.</p>
De facto partner	De facto	<p>Means a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (irrespective of gender).</p>
Spouse		<p>Means a person who is legally married to or united with the employee under Federal or State law.</p>
Employee couple		<p>An employee couple is where two employees are in a spousal or de facto relationship. They do not need to both work for the same employer.</p>

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Foster child	A child for whom the employee has assumed primary long-term
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Parental Leave Procedural Instruction

OFFICIAL

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OFFICIAL

Term	Acronym (if applicable)	Definition
		caring responsibility. Foster leave will only apply where the arrangement is a permanent placement and the child: <ul style="list-style-type: none"> • is under 16 years of age • has not lived continuously with the employee for a period of six months or more on the day of placement and • is not a biological or adopted child of the employee's partner.

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4. Travel Advice for Employees

<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE 4. Travel Advice for Employees</p>	<p>ADVANCED 2 points</p>
<p>We have travel advice and support available to our LGBTQ employees or employees with LGBTQ dependents should they be required to travel for work (e.g. cultural context, safety, LGBTQ matters in other jurisdictions).</p> <p><i>Please provide a copy of travel advice available.</i></p>	
<p>The Department provides travel advice and support to LGBTQ+ employees regarding work-related travel requirements and LGBTQ+ considerations within a specific country or region. A permanent landing page on our HR platform includes accessible guidance and information around overseas postings and admissions. This page is also accessed via the 'Pay, leave and conditions' landing page, which is highlighted above in <i>Standing Submission Item 2: LGBTQ Inclusivity within Policies and Benefits</i>, clearly states that these policies, procedures and conditions are fully inclusive of LGBTQ+ employees and their families.</p> <p>From this page staff can navigate to the Overseas Posting Preparation Program and Overseas Long-term Posting Handbook. The handbook provides information to assist officers preparing for overseas posting, including considerations for LGBTQ+ relationships and family members, directions for employees to contact their post for specific information and advice regarding the local cultural context, laws and safety concerning LGBTQ+ status in a particular region/s.</p> <p>The Department's Overseas Conditions of Service Policy Statement covers family circumstances and recognition of relationships for work-related travel, and the Department's Travel Policy mandates risk assessments for high-risk countries.</p> <p>Employees are advised in the Overseas Conditions of Service Policy Statement to consult DFAT Travel Advisories (smarttraveller.gov.au) prior to undertaking travel. This website provides current information on safety and security, as well as other topics such as health issues, local laws and safety with regard to LGBTQ+ status to assist Australians travelling or living overseas to make informed decisions when visiting a particular region/s. There is a page available with advice specifically for LGBTQ+ travellers.</p> <p>Staff are able to access Border and Operations information on our internal intranet site. Although this page is primarily for the purposes of supporting visa officers to assess visa applications, it provides comprehensive information on key relationship customs and laws across a significant number of regions (99 – a selection of which is captured below). For example, the landing page for Austria has an option to view 'Austria relationship types'. The summary of key relationships for Austria provides information that same-sex relationships and transgender people are generally socially accepted and officially recognised. In contrast, the summary for Poland indicates the different circumstances in this region.</p>	

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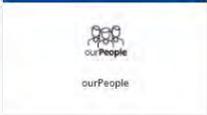
Overseas Postings and Missions Landing Page:

missions

Pay, leave and conditions








Allowances
Information about the different types of allowances that the Department provides. Allowances may be for travel, roles and workplace, and postings, deployments and relocations.

Flexible working arrangements
HR policies, procedural instructions and guidance material to support the Department of Home Affairs Workplace Determination are currently under review. Refer to Home Affairs Workplace Determination for further information.

Leave
HR policies, procedural instructions and guidance material to support the Department of Home Affairs Workplace Determination are currently under review. Refer to Home Affairs Workplace Determination for further information.

Other forms of employment
HR policies, procedural instructions and guidance material to support the Department of Home Affairs Workplace Determination are currently under review. Refer to Home Affairs Workplace Determination for further information.

Outside employment or volunteering
You may wish to engage in outside employment or voluntary activities.

Overseas postings and missions
Learn about the opportunities and training available for all officers wanting to undertake overseas postings.

Pay, salary and superannuation
Information about your pay details, payslips, superannuation and income statements (previously known as payment summaries).

Tax, deductions, and reimbursements
Learn about studies assistance and find out if you are eligible.

Voluntary redundancy
You must be an ongoing employee.

Working hours and shiftwork
Learn about the different work arrangements. Find out how flextime works.

Home Affairs Workplace Determination
Up-to-date information on the fact sheets and policies and procedures.

Culture, Diversity and Inclusion
We are committed to building a community we serve. These pages are for all staff and their families, regardless of disability, age, gender identity or sexual orientation.



Overseas postings and missions

ABF short and long term deployment
Learn about district offices, Airline liaison officers (ALO), Removal liaison officers (RLO), Regional processing centres (RPC) and remote Immigration detention facilities (IDF).

Advertising an overseas vacancy
Information relating to advertising an overseas vacancy through an Expression of Interest (EOI).

Airline liaison offshore programme
The Airline Liaison Offshore Programme, within Strategic Border Command, provides the Australian Border Force (ABF) with an international, operational network, extending the reach of the ABF to pre-border activities at overseas airports.

Long term postings
Information relating to conditions and entitlements while an employee is on a long term posting.

Medical assessment
Information relating to medical assessments required by employees and any accompanying family members prior to embarking on an overseas posting.

Overseas movement schedule
Information on all overseas posts, including current occupants of the roles.

Overseas preparation program
Overseas Preparation Program (OPP) is for officers preparing for a long-term overseas posting.

Return to Australia information pack
If you are due to return from an overseas posting we will provide you with a return to Australia information pack.

Short term missions
Information relating to conditions and entitlements while an employee is on a short term mission.

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Overseas Preparation Program Page:

an Government | **MyHR** | Search...

Department of Home Affairs

Recruitment | New to the Department | Diversity and inclusion | Job roles & responsibilities | Learning and development | Leaving the Department | **Work health & safety** | Workforce management | Pay, leave & conditions

Overseas Preparation Program

The Overseas Preparation Program (OPP) has both core and vocational components, as well as security and language training (where applicable) for officers preparing to undertake a long-term overseas posting. The Overseas Preparation Program Coordinator (OPPC) in the Overseas Network Management (ONM) Section manages the OPP and assists in coordinating the one week Overseas Preparation Course (OPC). The vocational component along with the required security training is reviewed on a course by course basis and tailored accordingly.

Overseas long-term posting handbook

The [Overseas long-term posting handbook \(TRIM ADD2018/1783900\)](#) provides information to assist officers selected for a long-term posting to prepare for posting, along with valuable references and guides. It also contains the following appendices:

- Appendix A: Overseas (A-based) posting – checklist
- Appendix B: Overseas preparation briefings list
- Appendix C: Overseas preparation pre-requisite training
- Appendix D: Cost centre codes for OPP and other expenses
- Appendix E: Travel Well/Fit&Well information

Language training

Some participants may be eligible to attend language training dependant on their post. For further details about the language training, refer to the [Language training policy statement \(TRIM ADD2017/3681491\)](#).

Language training is delivered face-to-face and runs from four to six weeks dependent on the language. It aims to provide staff with survival (s0+) level language skills and partners are encouraged to participate.

Language training materials

Staff attending language training are eligible for reimbursement of associated language textbooks and resources for a value of up to \$200. Prior to purchase, a reference or screenshot of the required resource and costs is to be sent to the OPPC at [s. 47E\(d\)](#) for approval by the delegate.

Participants attending the language training must complete the following forms. All forms are to be returned to [s. 47E\(d\)](#)

- [Language training - privacy statement \(TRIM ADD2017/3772800\)](#)
- [Face-to-face language training agreement \(TRIM ADD2017/3706248\)](#)

Excerpt from Overseas Long-term Posting Handbook:

(Family issues & recognition of LGBTIQ+ relationships in other regions)

Family issues

Posted employees are responsible for advising the Overseas Relocations team of their family circumstances, and any change in those circumstances while at post.

Recognition of de facto relationships

Subject to the Secretary's approval, the guidelines for determining the recognition of a de facto relationship are outlined in the OCOS policy.

Partners and children with different family names to that of the employee being posted may need to produce marriage, Civil Partnership/Union, custody or birth certificates. De facto and same sex relationships are not recognised in some countries. Employees should refer to the post report for information on de facto and same sex relationships in the country to which they are posting.

Until your de facto relationship has been officially recognised by the Department, Overseas Relocations cannot arrange travel to post for your partner. Passports, visas and medical/dental clearances cannot be obtained at official expense for unrecognised partners.

Entitlements for dependants

The OCOS policy outlines categories of dependants and advises on applicable allowances and entitlements.

It also outlines the provisions for dependants joining employees at post on a permanent basis prior to the last six months of the posting (on a sliding scale linked to time of arrival at post). Any queries regarding entitlements for dependants should be directed to Overseas Relocations.

Recognition of dependant status for tertiary aged children

You should refer to the provisions in the OCOS policy if you have dependent children who are 18 years of age or older, or who will turn 18 during the course of your posting. This may include children who complete secondary school and who are undertaking or planning to undertake full-time study at a tertiary institution, or those children who intend to join the employee at post while they decide on future plans.

You must seek approval to have such dependants recognised and should consult Overseas Relocations for further guidance.

Excerpt from Overseas Conditions of Service Policy Statement – Travel Advisories:

Travel advisories

- 3.11.12 Employees undertaking international travel also need to consult DFAT Travel Advisories (smartraveller.gov.au) prior to undertaking the travel. The travel advisories provide current and important information on safety and security, as well as other topics such as health issues and local laws, which assist Australians travelling or living overseas to make informed decisions.
- 3.11.13 As a minimum, employees intending to travel on official business are expected to refer to recommendations made in the travel advisories for the countries to be visited. Where travel advisories flag security or personal safety concerns, employees should consult Post Security Managers at the relevant Post where they are or will be based and, if appropriate, at Posts with consular responsibility for countries to be visited prior to arranging and proceeding with travel plans. Such consultations are mandatory when travel advisories recommend against travel to the locations to be visited.

Excerpt from Travel Policy – Risk Assessments:

International travel

3.20. Approval to travel

- 3.20.1. International travel, including the need to travel, must be approved in writing using the relevant International Travel Request (ITR) template and in accordance with the AAIs.
- 3.20.2. If official travel is to a high-risk country or area, the traveller must contact the Overseas Security Team s. 47E(d) or a risk assessment to be completed before seeking approval for the trip. **See:** Security and advisory under clause 3.26 of this policy.

Excerpt from Overseas Conditions of Service Policy Statement – Recognition of relationships:

Part 3 – Long-term Postings – Pre Posting

3.1 Family Circumstances

Introduction

- 3.1.1 This section covers the range of family circumstances that may impact on a posted employee's allowances and entitlements. Posted employees are responsible for advising the Overseas Relocation team **S. 22(1)(a)(ii)** of their family circumstances, and any change in those circumstances.
- 3.1.2 Further information on whether an employee is able to be accompanied at Post by a de facto partner can be obtained from the DFAT and Austrade Post profile reports.

Dependants

- 3.1.3 For the purposes of overseas allowances a dependant, in relation to an employee, can be:
- a spouse, who ordinarily lives with the employee;
 - a child under the age of 18, who ordinarily resides with the employee and is financially dependent on them;
 - a child who is 18 years or older who ordinarily resides with the employee and is financially dependent on them, who has not married or entered into a de facto relationship and is undertaking full-time secondary education;
 - a special needs person over 18 who ordinarily resides with the employee, is financially dependent on them, and is determined by the Delegate to be a dependant;
 - a child living at Post who has completed secondary education and is remaining at Post until commencing tertiary studies at the beginning of the next academic year in Australia; or
 - any other person who is the employee's relative, or the employee's spouse's relative, and whom the Delegate approves for a period, of no less than 12 months, as the employee's dependant for the purpose of providing airfares, rest periods and settling-in and out expenses only (when travelling with the employee).
- 3.1.4 In determining whether a person should be considered a dependant of an employee, the Delegate must give regard to the following factors:
- the relationship of the person to the employee or employee's spouse
 - the extent of the person's dependency on the employee, in particular giving regard to their ordinary place of residence; and
 - the likely effect on the person's health and welfare of alternative arrangements that the employee could make for the person's care and maintenance.
- 3.1.5 For Reunion Travel purposes only, a child is considered as a dependant when:
- financially dependent on the employee;
 - less than 23 years of age; and
 - undertaking full-time study in an Australian institution, including tertiary.

3.2 Recognition of Relationships

- 3.2.1 An employee may only be accompanied overseas by a spouse at official expense when they are married, in a recognised civil partnership or in a de facto relationship that is formally recognised by the Department.

Marriage, Civil unions and Registered Relationship

- 3.2.2 For marriage or civil unions, an employee will need to provide a copy of their certificate to the Overseas Relocation team.

Recognition of a de facto relationship

- 3.2.3 If a couple is not married, or in a registered relationship within the meaning of the Acts Interpretation Act 1901 (Cth) section 2E, a de facto relationship must be formally recognised by the Department before the employee can receive accompanied rates of allowances or other entitlements.
- 3.2.4 Section 4AA of the Family Law Act 1975 (Cth) states that a person is in a *de facto relationship* with another person if they are not legally married to each other and they have a relationship as a couple living together on a genuine domestic basis.
- 3.2.5 The law requires that de facto partners, who may be of the same or opposite sex, are involved in a close and intimate relationship. For example, persons living as housemates or roommates would not be considered as cohabiting for the purposes of recognition as a de facto relationship.
- 3.2.6 Subject to the Delegate's approval, the guidelines below are taken into account when determining whether to recognise a de facto relationship for the purposes of the OCOS Policy. These are not prescriptive and do not guarantee official recognition. Additional proof may be required. It is also important to note that being separated but still married, or separated but still in a civil partnership (or equivalent), does not preclude recognition of a de facto relationship with another person.
- 3.2.7 Once recognised, in all official documentation the de facto partner will be described as 'the partner of', 'the spouse of' or 'a member of the household of' the employee.
- 3.2.8 While most governments do not seek to create difficulties over the legal status of a de facto partner, the Department must remain sensitive to the customs of the host government, the society and their culture.

Recognition of a de facto relationship guidelines

- 3.2.9 Employees and their partners should submit a joint statutory declaration that gives explanatory evidence attesting to the fact that the couple are in a committed and genuine de facto relationship.
- 3.2.10 Supporting documentation should, where possible, accompany the statutory declaration for recognition and provide evidence drawn from the following list:
- the duration of the relationship;
 - whether cohabitation exists between the couple;
 - the nature and extent of cohabitation (a minimum of 12 months is required in most cases);
 - a cohabitation agreement (for example: a residential tenancy agreement or residential lease);
 - the ownership or acquisition of a joint property;
 - details of any child of the relationship, including a child accepted into the household, whether or not a child of either of the partners;

DFAT Travel Advisories Page – Advice for LGBTI Travellers:

The screenshot shows the smartraveller.gov.au website. At the top, there is a red banner with the text "COVID-19 AND TRAVEL Do not go overseas. A travel ban is in place." and a "View details >" link. Below this is the website logo "smartraveller.gov.au" with the tagline "BE INFORMED > BE PREPARED". A search bar is visible on the right. The main navigation menu includes "Before you go", "Destinations", "While you're away", and "COVID-19", along with "Our services" and "Urgent help" buttons. The breadcrumb trail reads: Home > Before you go > Who you are: Advice for different types of travellers > Advice for LGBTI travellers. The page title is "Advice for LGBTI travellers". The main content area includes a sidebar with categories like "The basics", "Who you are", "Children", "Dual nationals", "LGBTI++", "Mature", "School leavers", "Women", "Activities", "Major events", "Health", "Staying safe", "Laws", and "Getting around". The "LGBTI++" category is selected. The main text states: "All travellers face risks overseas. Risks can be higher for lesbian, gay, bisexual, transgender and intersex (LGBTI) people in some countries. This information aims to help minimise these risks. This page provides general advice about:" followed by a bulleted list of links: "laws and customs of other countries", "violence and discrimination", "how to be safe in social situations", and "tips before you go". Below this, it says: "Every country is unique in its approach to LGBTI people. It's your responsibility to get the facts first, and take steps to reduce your risks. Before you go, read our travel advisories. Contact the embassy or consulate for each of your destinations." Another section says: "This page is for LGBTI Australians planning to travel overseas. If you're overseas and need help, see our advice on what to do when things go wrong." The final section is titled "Be aware of the law" and states: "You're subject to all local laws and penalties in your destination. Some may appear harsh by Australian standards. Behaviour that's legal in Australia could be illegal in more conservative countries."

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Border and Operations information:

Information by region (99):

Border and operations

Case Integrity Referral Support Tool

- Afghanistan
- Albania
- Algeria
- Argentina
- Austria
- Bangladesh
- Belgium
- Bosnia and Herzegovina
- Brazil
- Bulgaria
- Burundi
- Cambodia
- Cameroon
- Chile
- China
- Colombia
- Croatia
- Czech Republic
- Democratic Republic of Congo
- Denmark

Information on region's relationshiptypes – Austria:

Austria CIRST

The Republic of Austria is a landlocked Federal Republic of approximately 8.7 million people in Central Europe. It is bordered by the Czech Republic and Germany to the north, Hungary and Slovakia to the east, Slovenia and Italy to the south, and Switzerland and Liechtenstein to the west.

Austria's capital Vienna, is headquarters for many international organisations that promote peace, security, sustainable development, disarmament and non-proliferation of nuclear weapons, and seek to counter crime, drug trafficking and terrorism.

Austria is a member of the European Union and part of the Schengen free movement zone that allows passport-free travel across 26 European countries.

Austria is a well-developed market economy with a skilled labour force, high standard of living and longstanding person-to-person and economic ties with Australia.

Austrians most often apply for eVisitor (subclass 651) visas, temporary work visas including Temporary Skill Shortage (subclass 482) and Temporary Work (Short Stay Specialist) (subclass 400) and partner visas. There are a smaller number of student visa applicants, mainly for student exchange programmes or postgraduate study. There are a small number of work and holiday visa applicants.

The Austrian caseload is generally considered to be mixed risk, with both streamlined and small pockets of higher risk cohorts. Key issues of concern for Austrian applicants include secondary movement by refugees and asylum seekers, identity verification for asylum seekers, non *bona fide* visitor visa applicants seeking to work onshore, and third country nationals resident in Austria.

Table of contents

- Austria case referral
- Austria document verification
- Austria education and student visas
- Austria financial verification
- Austria key risk indicators
- **Austria relationship types**
- Austria skills and occupations

Austria relationship types

On this page:

- Partners
- Children

[Back to Austria CIRST](#)

Partners

Austrian relationships are broadly consistent with Australian norms, with unmarried couples, *de facto* cohabitation and **same-sex couples all commonplace**. Couples, particularly younger applicants, can live in separate residences and not *de facto* living arrangements and retaining separate finances and assets is not uncommon. Because of this, *de facto* claims should be carefully assessed and not taken at face value.

Same-sex couples are generally socially accepted and same-sex partnerships are officially recognised. Transgender Austrians are legally permitted to change gender.

Children

Austria is a signatory to the Hague Convention against child abduction. Sole custody exists and it is possible for children to migrate without the consent of the non-custodial parent. Decision makers should refer all custody documents to Berlin post to verify custody status prior to visa grant for any dependent child.

Referrals of legal documents provided in support of child migration applications are usually found to be genuine; however care should be taken to ensure that court documents are final and not interim custody agreements.

[Back to Austria CIRST](#)

Information on region's relationship types – Poland:

Poland relationship types

On this page:

- Partners
- Divorce and separation
- Children

[Back to Poland CIRST](#)

Partners

Marriage

Marriage, according to the Polish Constitution, is a union between a man and a woman. Polish law does not recognise same-sex marriage, civil unions or registered partnerships. Discrimination against the lesbian, gay, bisexual, transgender and intersex community is common.

5. Third Party Policies

STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE 5. Third Party Policies	ADVANCED Max. 2 points
<p>We have audited thirdparty service providers to ensure they align with our non-discriminatory policies/procedures, inclusive of LGBTQ people and their families.</p> <p>Please select <u>all</u> that have been audited, evidence only requiredfor <u>one</u>:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Superannuation <input checked="" type="checkbox"/> Death & TDP Benefits / Life Insurance <input checked="" type="checkbox"/> Travel Insurance <input checked="" type="checkbox"/> Healthcare (excluding EAP –Employee Assistance Programs – coveredelsewhere) <p>Please select all that have been audited from the list above (clicking the check box will mark it as selected). Please also provide evidence for <u>one</u>of the above, showing explicitly where LGBTQ inclusivity is stated.</p>	
<p>Senior representative from Culture, Diversity and Inclusion Sectionthat can be contacted, if required, to verifythat you have audited, or do regularlyaudit third party policies to ensurethat they are not discriminatory and inclusiveof LGBTIQ+people:</p> <ul style="list-style-type: none"> • s. 22(1)(a)(ii) , Acting Assistant Director: s. 22(1)(a)(ii) <p>Evidence for: Superannuation</p> <p>The default superannuationfund for all new departmental employees is the Public Sector Superannuation Accumulation Plan (PSSap). We have a landing page on our HR platform specificallyfor superannuati oninformation, which highlights thePSSap as thedefault fund.</p> <p>The website for the PSSapfund states intheir ‘benefits for customers’ page that they "exclusively serve current andformer members of the Australian Defence Force, government employees, and their families." The Product Disclosure Statements, andpolicy guidance on ‘Insurance andyour Super’, and ‘Tax and your Super’ utilise inclusive language regarding employee andpartner status.</p> <p>Finally, the Commonwealth Superannuation Corporation (CSC) has a clear Diversity Policy Statement which is inclusive of LGBTIQ+ employees (screenshots below, full copy a ccessible here: https://www.csc.gov.au/Members/About-CSC/Corporate-governance/).</p>	

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Screenshot – location of superannuation information on HR intranet page:

The screenshot shows the MyHR intranet page for the Australian Government Department of Home Affairs. The page title is "Superannuation contributions and choice of fund".

Navigation Menu: Home, Recruitment, New to the Department, Diversity and inclusion, Job roles & responsibilities, Learning and development, Leaving the Department, **Work health & safety**, Workforce management, Pay, leave & conditions.

Page Content:

- The default superannuation fund for all new departmental employees is the **Public Sector Superannuation Accumulation Plan (PSSap)**.
- Did you miss the Women and Super Information Seminar on 5 March? Don't worry, you can now [watch it on-demand!](#)
- Nominate or change your superannuation fund**
If you do not want to be a member of the PSSap, you must let us know as soon as possible. You can choose a complying superannuation fund or retirement savings account.
For further details about superannuation choice funds, refer to:
 - Choice of Superannuation Funds for New Australian Government Employees
 - Superannuation Choice Policy Statement (214KB PDF)
 - Superannuation Choice FAQs (174KB PDF)
- PSSap or another superannuation fund of your choice**
If you are a member of the PSSap or another fund of your choice, you can choose to contribute up to 100% of your pay either:
 - after tax (net)
 - or pre-tax by electing to salary sacrifice using [SmartSalary](#)

Note: There are tax implications if you contribute beyond a certain amount. Contact your superannuation fund and seek financial advice to discuss your personal circumstances and how this may affect your tax obligations.

There are also implications if you contribute beyond a certain amount on deductions that are in place (e.g. Child Support; Judgement Debt). You will need to consider this when choosing contributions.
- Commonwealth Superannuation Scheme (CSS)**
If you are a member of the CSS, you can:

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Screenshot – PSSap website: Customer Benefits:

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PSSap PDS – Insurance and your Super:

1. Introducing lifePLUS Cover

As a PSSap member, you have access to insurance that's designed exclusively with current and former Australian Government employees in mind. This insurance, lifePLUS cover, can help give you protection against financial burdens if you become sick or injured and unable to work.

Most people insure their car or their home, but may leave themselves completely unprotected against the accidents and illnesses that can happen to any of us. In this scenario, your financial security can be lost overnight. That's why it's so important to have the right level of personal insurance: income protection and insurance against death or disability.

Your insurance benefits can help pay bills, put food on the table and cover the cost of medical treatment. If you pass away, with family members who depend on you, insurance can help provide for their financial security.

lifePLUS auto cover is the default insurance for new PSSap members (and pre 1 October 2016 preserved benefit members who resume their contributory membership with an APS employer). Cover is generally available without having to complete any application forms or medical tests.

lifePLUS auto cover is generally provided automatically to permanent and non-ongoing contract employees (on a contract of more than three months) on an opt out basis.

If you are a casual (including non-ongoing contract employees on a contract of less than three months), you can choose to opt in to lifePLUS auto cover within 60 days of your welcome advice BUT no later than 180 days after you commence with your employer.

If you leave your employer to take up a job outside the APS, your lifePLUS cover will continue automatically. The exception to this is if you cease employment due to a sickness or injury or you are receiving, eligible to receive, or in the process of lodging a claim for Terminal Illness, TPD or income protection benefits.

4. Death and TPD cover

Death and TPD cover can assist you to provide for the financial security of you and the people who depend on you, if you die, or are permanently prevented from working due to illness or injury.

Benefits are paid as lump sums which can help:

- provide you or your dependants with an amount to contribute to the payment of living expenses;
- repay your debts;

or

- cover the cost of changes to your house and/or car (in the case of TPD benefits).

TPD lump sum amounts can also be converted into an income stream by joining Commonwealth Superannuation Corporation retirement income (CSCri). CSCri allows you to keep some or all of your super invested, while also receiving regular income payments. For more information refer to csc.gov.au

Refer to the **Definitions section** of this Booklet for an explanation of Total and Permanent Disability. These definitions will be used to determine whether a person is eligible to receive a TPD benefit.

The amount of cover you're eligible for varies between lifePLUS auto cover and lifePLUS choice cover. lifePLUS auto cover gives you ready access to a default level of cover, subject to limits. lifePLUS choice cover gives you flexibility to adjust your cover to suit your circumstances.

Both offerings allow members who are under 55 years of age to transfer cover from other super funds or insurers into lifePLUS choice cover, subject to maximum limits and conditions.

PSSap PDS – Tax and your Super:



Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the PSSap Product Disclosure Statement and consider its contents before making any decision regarding your super.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397
 Trustee of the Public Sector Superannuation accumulation plan (PSSap) ABN: 65 127 917 725 RSE: R1004601

1 of 4

Concessional contributions

These are before tax contributions, such as employer and salary sacrifice contributions, and contributions for which a tax deduction has been claimed.

Concessional contributions are taxed at 15% – this tax is deducted from the contributions when we receive them from your employer. A cap also applies to concessional contributions across all your super funds. The cap on concessional contributions is \$25 000 per year.

Spouse contributions

A rebate/tax offset up to a maximum of \$540 is available on contributions made on behalf of a low-income or non-working spouse (including a de facto spouse), provided that the spouse's assessable income and reportable fringe benefits are less than \$40 000 a year, and both the contributing member and the spouse are Australian residents at the time contributions are made. It is also a requirement that the spouse did not have non-concessional contributions totalling more than their concessional contributions cap and that at 30 June, a total superannuation balance of less than \$1.6 million. No tax is paid by the Fund on spouse contributions made to PSSap and they count towards the non-concessional contribution cap. For further information go to ato.gov.au

PSSap – Product Disclosure Statement:

7. How super is taxed

Super can be taxed in three ways:

- contributions going into a fund can be taxed
- investment earnings of a fund can be taxed, and
- tax may be payable on the benefits you receive from a fund.

Investment earnings and benefits paid by the Fund are taxed at concessional rates and benefits for people over 60 are generally not taxed as PSSap is a complying super fund for the purposes of the *Superannuation Industry (Supervision) Act 1993 (SIS Act)* and Regulations.

This table provides an outline of the taxes that apply to super.

Type of tax	When does it apply	Rate of tax
1. On your contributions (personal and employer)	Personal contributions paid from net income after tax where no tax deduction has been claimed.	<ul style="list-style-type: none"> • Nil on amounts up to \$100 000 a year. • 47% (including Medicare levy) on amounts more than \$100 000 a year. • For 2019–20, you may be able to make non-concessional contributions in a single year in excess of \$100 000 under the bring forward arrangement. To access the bring forward arrangement: <ul style="list-style-type: none"> • You must be under 65 years of age for one day during the triggering year; and • You must have a total superannuation balance of less than \$1.5 million at the end of 30 June 2019. • For further information visit ato.gov.au
	Transfers from other funds (unless transferred amounts are from untaxed sources, such as employer eligible termination payments).	Nil – 15% for transfers from an untaxed source.
	Employer contributions and salary sacrifice contributions and personal contributions paid from your net income after tax where a tax deduction has been claimed.	• 15% tax on amounts up to \$25 000 (2019–20 year) and amounts more than \$25 000 will be taxed at your marginal tax rate, plus an excess concessional contributions charge.
	Contributions made to PSSap for you by your spouse or partner.	Nil – Counted towards your non-concessional contribution cap.

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Excerpt from CSC Diversity Policy: -

CSC supports and encourages a diverse and inclusive workforce by fostering a culture and environment of respect, courtesy, honesty, integrity, working in a supportive and collaborative way, treating others how we wish to be treated, having an appreciation of difference and other perspectives, and having an openness to other cultures. CSC strives to be a great place to work and that means ensuring all people feel valued, respected and supported. In order to have a properly functioning diverse workplace, CSC insists that discrimination, harassment, vilification and victimisation will not be tolerated.

Diversity can include differences that include, but are not limited to, gender, age, disability, ethnicity, marital or family status, religious or cultural background, **sexual orientation and gender identity.**

The importance of diversity

Diversity is important as it enhances the capacity to attract, motivate and retain talent from the widest possible pool of talent available, reduces the potential for entrenchment and groupthink, and allows for equal opportunity. This commitment to diversity needs to start at the Board so as to encourage an environment that fosters diversity throughout CSC.

Support for diversity and gender equality

CSC is committed to ensuring that it remains open to new ideas and independent thinking, while retaining adequate expertise. CSC believes diversity promotes different perspectives which support the organisation in delivering its vision, mission, a higher standard of corporate governance, improved financial performance commercial success and ultimately, the best outcomes to members.

CSC is committed to ensuring a workplace culture where diversity is celebrated. CSC aims to remove barriers so that all employees can contribute to their full potential and all employees have equal access to opportunities and are equitably remunerated.

Gender equality is a significant contributor to diversity of thought and CSC is committed to the promotion and furtherance of female board membership. CSC has embraced the vision of the Australian 30% Club which is "to achieve 30% of ASX 300 seats held by women by the end of 2021". In accordance with this commitment, CSC actively encourages its investment managers to engage with investee companies in support of achieving the target of women holding 30% of ASX 300 seats.

CSC supports and encourages a diverse and inclusive workforce by fostering a culture and environment of respect, courtesy, honesty, integrity, working in a supportive and collaborative way, treating others how we wish to be treated, having an appreciation of difference and other perspectives, and having an openness to other cultures. CSC strives to be a great place to work and that means ensuring all people feel valued, respected and supported. In order to have a properly functioning diverse workplace, CSC insists that discrimination, harassment, vilification and victimisation will not be tolerated.

Diversity can include differences that include, but are not limited to, gender, age, disability, ethnicity, marital or family status, religious or cultural background, **sexual orientation and gender identity.**

6. LGBTQ Inclusive Domestic & Family Violence Policy

STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE
6. LGBTQ Inclusive Domestic & Family Violence Policy **ADVANCED**
Max. 5 points

We have a Domestic & Family Violence Policy (DFV) that covers the following:

- (a) specific challenges and unique types of violence faced by LGBTQ communities**
- (b) stated LGBTQ avenues of support**
- (c) a statement that the policy explicitly covers LGBTQ people, partners and their families**

For full points, please provide evidence for all of the above. (Please only provide evidence specific to each of the above points, do not attach your entire policy.)

Our main HR intranet page for DFV is inclusive of LGBTIQ+ staff.

We state that our DFV policy explicitly covers LGBTIQ+ people, partners and their families, and acknowledge the unique challenges and types of violence faced by LGBTIQ+ communities in DFV situations. We clearly state LGBTIQ+ specific avenues of support (including Another Closet, and Say It Out Loud), and provide the Pride in Diversity publication 'LGBTI Domestic and Family Violence' (2018) as a comprehensive resource for information and support. Additionally, our DFV Contact Officers have specialist training in domestic and family violence to support them in their role.

Additionally, staff can access the Peer Support Program and Peer Support Officer (PSO) Network. This program also has specific PSO for Pride and PSO for Pride Allies, who either identify as LGBTIQ+, or are experienced allies with a good understanding of LGBTIQ+ sensitivities and potential areas for concern. They provide staff and officers of the Department and ABF a confidential, peer-to-peer service to address specific challenges related to LGBTIQ+ experiences. Further to this, all staff have access to the names of all PSOs, including PSO for Pride and PSO for Pride Allies. The goals of PSOs are to offer an empathic, non-judgemental listening ear; provide strategies and techniques to promote self-care; and facilitate or recommend pathways for professional or social support. See Section 1, Item 8: LGBTIQ+ Training for detailed information about this role.

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HR intranet page for DFV includes specific mention of LGBTIQ+ support and resources:

Domestic and family violence assistance

In Australia, domestic and family violence is a serious problem, which crosses all ages, races, cultures, socioeconomic and demographic barriers. It is any type of abusive behaviour used to gain and maintain control over another person. Abuse can take many forms including:

- emotional and psychological abuse
- social isolation
- financial control
- physical violence
- sexual assault

It can happen in any type of relationship or intimate partnership, including:

- **LGBTIQ+**
- same-sex
- heterosexual
- monogamous
- open or polyamorous
- dating - in new or long term relationships
- live-in or not
- long distance

Under the *Family Law Act 1975*, family violence is:

- violent, threatening or other behaviour
- by a person that coerces or controls a family member
- causes the family member to be fearful.

Staff who experience domestic or family violence may need to address both:

- immediate or short-term issues
- ongoing or long-term issues

The Department fosters an attitude of respect and provides flexibility and ongoing support to staff. You will be equipped with the skills and knowledge to prioritise any domestic and family violence situations. All disclosures by staff are confidential.

Our executive team, managers and staff will:

- Provide a supportive workplace which encourages and enables staff to get help confidentially and free of judgement.
- Create a safe culture which provides flexibility and time for employees to access the support they need.
- Promote domestic and family violence awareness to build an environment where such violence is unacceptable.
- Help staff to identify and respond to domestic and family violence.

LGBTIQ+ Domestic and Family Violence

We recognise some of the unique challenges faced by LGBTIQ+ people in DFV situations and the limitation of support avenues available. In addition to the support and resources for LGBTIQ+ people and their families listed here, *Pride in Diversity* provides comprehensive coverage of these unique challenges and avenues for support in their *DFV 2018 Guide*.

Support for managers and colleagues

Domestic and family violence can take a variety of forms and affect staff in many ways. Managers and colleagues need to allow flexibility and ongoing support under such circumstances. Flexibility can include recognising that staff may not want any action taken on their behalf and you must respect this.

There are a number of signs that can indicate someone is experiencing domestic and family violence. These include:

- unexplained injuries that do not fit the explanations of how they occurred
- not delivering usual quality of work
- trouble meeting deadlines
- sudden or sustained drop in productivity
- receiving frequent upsetting or harassing phone calls, texts, emails or visits at the workplace
- taking a lot of time off work or often arriving to work late
- wearing unseasonably warm clothing
- sudden change in behaviour. This includes: getting easily distressed or anxious for no apparent reason, isolation, unusual quietness or keeping away from others

Fact Sheet 1 - Staff related - Domestic and family violence assistance and Fact Sheet 2 - Staff related - Domestic and family violence guide (134KB PDF) help you decide what to do if someone is experiencing family violence.

Showing support

If you think someone is experiencing domestic and family violence you

- Ask the employee if they feel safe. If they do not feel safe, refer to the Police.
- Ask the employee what type of support they need.
- Listen and take conversations seriously and non-judgementally.
- Reassure the employee that your conversation is confidential.
- Remain calm and manage your emotional reactions to the employee's situation.
- Focus on the employee's safety and that of their family.
- Advise the employee of available internal and external services.
- Discuss available options they may wish to access, such as leave entitlements, flexible working arrangements and family rooms.
- Respect the employee's decision.
- Offer your support and understanding.
- Allow time for appointments at short notice and without interrogation.
- Provide flexibility in relation to performance management. Regularly discuss role requirements and performance expectations in a sensitive manner

equipping yourself to support the employee

You can equip yourself to support employees affected by domestic and family violence by:

- contacting [Support Connect Portal](#) for HR assistance, including information about leave entitlements, flexible working arrangements and family rooms
- reading the Department's [Mental Health Plan 2020](#) (381KB PDF)
- contacting the [EAP MyCoach](#) for People Leaders

LGBTIQ+ Domestic and Family Violence

We recognise some of the unique challenges faced by LGBTIQ+ people in DFV situations and the limitation of support avenues available. In addition to the support and resources for LGBTIQ+ people and their families listed here, *Pride in Diversity* provides comprehensive coverage of these unique challenges and avenues for support in their *DFV 2018 Guide*.

Pride in Diversity LGBTQ+ DFV Guide – Also hosted on our internal Social Media Page – Rainbow Jam:

Australian Government
Department of Home Affairs

SAP Jam

Home Groups Knowledge Base

Rainbow JAM

This is a group for LGBTQ+ staff and allies to connect and discuss Pride themed diversity initiatives

Public 329 Members

Overview

Rainbow Jam: Overview Our Network Let's Have a Kiki Podcast Resources Members Welcome Pack Quick Links

Resources

Managers Guide to LGBTQ+ Inclusion

LGBTIQ+ Domestic & Family Violence

How to be a trans ally

prideindiversity
2013 MEMBER PUBLICATION

A MANAGER'S GUIDE TO
LGBTI WORKPLACE INCLUSION

DFV
LGBTI DOMESTIC & FAMILY VIOLENCE

A Pride in Diversity Publication 2018
Content was developed by Pride in Diversity in
collaboration with Norton Rose Fulbright Australia

How to be a
trans ally
A beginner's guide

Guide to Intersex Inclusion

Engaging Allies for change

Let's Talk Gender

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LGBTIQ+ Specific Support Services:

Australian Government
Department of Home Affairs

MyHR

Search...

Home Recruitment New to the Department Diversity and inclusion Job roles & responsibilities Learning and development Leaving the Department **Work health & safety** Workforce management

HR

Domestic and family violence external support services

National support services

The domestic and family violence services below can provide support and advice if you need help.

1800 RESPECT

[1800RESPECT](#) is Australia's National Sexual Assault, Family and Domestic Violence Counselling service. It provides free, confidential telephone and online counselling and information. Counsellors will listen to you, answer questions and can refer you to other support services in your local area.

[Daisy](#) is a free app developed by 1800RESPECT that connects women to local services. Your family and friends can also use Daisy to gather information and support your decision making.

- Phone: 1800 737 732 (24 hours a day, seven days a week)

Another closet

[Another Closet](#) is a website is for LGBTIQ+ people in relationships who are or may be experiencing domestic and family violence. It contains information on what domestic and family violence is, what to do if you are experiencing abuse, suggestions on making a safety plan. It also has information for supporting a friend or family member who is experiencing abuse.

Say it out Loud

[Say it out loud](#) is a website for sexuality and gender diverse people to discuss their relationships. It incorporates domestic and family violence recognition, support and recovery.

Australian Indigenous HealthInfoNet

[Australian Indigenous HealthInfoNet](#) is a health topic on family safety.

Family Relationships Advice line

MensLine Australia

[MensLine Australia](#) provides free telephone, video and online counselling, as well as discussion forums for men. This includes counselling and referral to local services and support programs and information and advice to families and friends supporting men in need.

- Phone: 1300 789 978 (24 hours a day, seven days a week)

Relationships Australia

[Relationships Australia](#) provides counselling, family dispute resolution and a range of family and community support and education programs.

- Phone: 1300 364 277

RSPCA - National Programs

Pets are often used by abusers to manipulate, intimidate and control their victims, by harming or threatening to harm their victim's beloved pet. The RSPCA has a number of services across state and territory offices which can provide temporary emergency housing for pets of people seeking refuge from domestic and family violence. Contact RSPCA yourself or ask your domestic violence service to assist you with your referral.

- ACT - [Project SAFE](#)
- NSW - [Safe Bed for Pets](#)
- QLD - [Pets in Crisis](#)
- SA - [Safe Kennels DV Project](#)
- WA - [Pets in Crisis](#)

State and territory support services

Multicultural centres

There are a number of multicultural centres around Australia that help people in crisis:

- ACT - [ACT Government Community Services: women's organisations](#)

DFV Contact Officer Network: (names blocked for privacy)

Domestic and Family Violence Strategy 2016-20

Domestic and Family Violence Contact Officer Network

Domestic and Family Violence Contact Officer Network

On this page:

- Purpose
- Role of contact officers
- Domestic and Family Violence Contact Officers list

Purpose

A key approach under the Department's Domestic and Family Violence Strategy 2016-20 is to ensure that staff are well trained and supported to manage and respond to domestic and family violence issues.

The Domestic and Family Violence Contact Officer Network has been developed to improve the safety of our clients, staff and the Australian community by:

- providing timely information, advice and guidance to staff to assist them in responding practically and appropriately to domestic and family violence
- ensuring consistency and quality in our responses to incidents of domestic and family violence
- increasing awareness of domestic and family violence across the Department.

Role of contact officers

The Domestic and Family Violence Contact Officer Network operates in a similar way to a helpdesk in terms of its mode of service, with Domestic and Family Violence (D&FV) Contact Officers being available to staff face-to-face, by telephone or email. D&FV Contact Officers carry out this role in addition to their usual job responsibilities and provide coverage for all states and territories.

The role is primarily about providing practical guidance to staff in responding to domestic and family violence issues, to help them quickly locate the information they need to navigate the appropriate pathway. Referral details for a range of counselling services are also available.

The key focus of D&FV Contact Officers is:

- provision of information to assist in managing initial responses to domestic and family violence concerns (where these involve clients or staff)
- provision of information regarding any mandatory reporting requirements or duty of care obligations that may arise
- provision of advice about privacy and disclosure considerations which may apply
- provision of information about domestic and family violence support services
- referral to relevant contact points for provision of more specific support
- raising awareness of domestic and family violence.

D&FV Contact Officers have specialist training in domestic and family violence to support them in their role. The role of the D&FV Contact Officer is not one of counsellor or case officer. It is in providing subject matter expertise, guidance and information about appropriate services.

Domestic and Family Violence Contact Officers list

Name	APS Level and Branch	Location	Contact Details
	APS 6 Protection Assessment Team 2	QLD	s. 22(1)(a)(ii)
	APS 5 QLD Community Status Resolution	QLD	
	APS 4 QLD Major Events Visa Processing	QLD	
	APS 6 Multicultural Community Relations	SA	
	APS 5 Team Lead Skilled Support	SA	
	APS 5 Border Watch Analysis	VIC	
	APS 6 Residents Return Program	NSW	
	APS 6 VIC/TAS Community Engagement	VIC/TAS	
	APS 5 Compliance Perth Team 1	WA	

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7. Communications on LGBTQ Inclusive and Offensive Language

STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE 7. Communications on LGBTQ Inclusive and Offensive Language	ADVANCED max. 4 points
<p>We have developed targeted communications or public relations guides that outline how to reference LGBTQ communities in communications, articles, media, and/or advertising that:</p> <ul style="list-style-type: none"> a) provide examples of both inclusive language AND language that is exclusive/offensive to LGBTQ people b) are available to all employees within the organisation <p>For full points, please attach:</p> <ul style="list-style-type: none"> (a) a copy of your guide <i>that includes examples of both inclusive language AND exclusive/offensive to LGBTQ people</i> (b) <i>details of how this guide is made available to employees</i> 	
<p>The Department has a number of internal and external guides and resources available for all staff, which provide clear examples of inclusive language and language that is exclusive/offensive to LGBTIQ+ people.</p> <p>The Department's Writing Style Guide is accessible to all staff within three clicks from the intranet home page. All employees are encouraged to use the writing style guide when developing any communications for the Department and the ABF. This guide is designed to align with the Australian Government Style Manual, which also provides clear dos/don'ts with regard to inclusive language. This language guide is also accessible within 3 clicks of the intranet home page. The LGBTIQ+ hub on our HR intranet page has easily accessible guidance available to all staff about practicing inclusive language.</p> <p>Complete copies of the guide mentioned above is attached:</p> <ul style="list-style-type: none"> - S1.7 - (a) Department of Home Affairs Writing Style Guide (Appendix A Extract - Inclusive Language) 	

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Intranet page for writing style guides:

Corporate and internal services

Home > Corporate and internal services > Media and Communication > Writing style guide

Media and Communication

Media and engagement

Corporate templates

Writing style guide

Web publishing services

Internal Communication

Writing style guides

A suite of writing style guides and resources are available to help you to develop communications for the Department.

In addition to the resources, the Australian Government's preferred dictionary—Macquarie Dictionary—is available as a Quick link from our intranet homepage under the 'Communication and media' heading.

The Australian Government Style Manual is now available online. It is available for everyone who writes, edits or approves Australian Government content. Use it to create clear and consistent content that meets the needs of users. The Australian Government Style Manual is also available as a Quick Link.

The Department and ABF's writing style guide is currently being updated to reflect the new Australian Government Style Manual.

Guide	When to use	Contact
Writing style guide (TRIM ADD2019/2845511)	To develop electronic, print and other forms of communication	s. 47E(d)
Quick reference style guide (TRIM ADD2019/2844727)	Key writing styles from the Department's <i>Writing style guide</i>	
Ministerial correspondence	To develop ministerial and parliamentary documents	
Branding identity guidelines (1.8MB PDF)	To identify the correct logo and template for communications	

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Appendix A of the department's style guide provides clear inclusive and exclusive/offensive examples with regards to language, sex and gender:

Language and gender

Use gender-inclusive language to avoid creating bias towards a particular sex or gender. For example, using the generic term **man** excludes other sex and gender diverse people and the use of **ladies and gentlemen**, reinforces gender stereotypes that may not be inclusive of some people in an audience.

It is important to use gender-inclusive job titles and roles that do not use gender-specific pronouns, such as **him/her, his/her or he/she**.

In general, if a person's sex or gender is unknown, do not to make assumptions.

For example:

√ business manager or business person

X business man or business woman

√ chairperson, chair or spokesperson

X chairman or chairwoman

Use gender-neutral titles when addressing your audience.

For example:

√ John and Jane Brown

X Mr John Brown and Mrs Jane Brown

√ Dear John Brown

√ To Jane Brown

X Dear Sir/Madam

√ Good afternoon everyone

X Good afternoon ladies and gentlemen

Writing about sex and gender

Our Department is committed to providing a safe and supportive workplace for all lesbian, gay, bisexual, transgender and intersex (LGBTI) staff. Sex and gender is a complex topic, particularly if we try to define or label it.

Ensure the language you use to describe a person's sexual orientation or gender identity is accurate and appropriate, for example, using terminology such as lesbian, gay, bi-sexual, transgender, intersex, gender X (or indeterminate), and not derogatory and outdated terminology, such as homosexual.

Use language that promotes visibility of LGBTI people. For example, using the term **partner** over husband or wife acknowledges that not all personal relationships are heterosexual.

Australian Government Style Manual:

Australian Government Style Manual Search

Home About Getting started Changelog User needs Format, writing and structure **Style rules and conventions**

Home > Format, writing and structure > Inclusive language > Gender and sexual diversity

Gender and sexual diversity

Inclusive language conveys gender equality and is gender neutral. Respect peoples' preferences around gender and sexual identity with pronoun choice, job titles and personal titles.

Guidance

- [Use gender-neutral language](#)
- [Check for changes in language use](#)
- [Release notes](#)

- [About this page](#)
- [Help us improve the Style Manual](#)

Use gender-neutral language

Use terms that recognise gender equality. Avoid terms that discriminate on the basis of a person's gender or sexual identity.

Our use of language reflects changes in society. There is wide agreement about using language to support equality between all genders.

Avoid gender-specific job titles

Avoid using job titles that end in '-man' or '-woman'.

Avoid using the traditional terms for jobs that end in '-man'.

Write this

- police officer
- minister of religion
- firefighter
- supervisor

Not this

- policeman
- clergyman
- fireman
- foreman

You should also avoid job terms that specify women.

Write this

- actor
- host
- waiter
- flight attendant

Not this

- actress
- hostess
- waitress
- stewardess

Gender is not relevant to a person's profession or title in general. Use gender-specific adjectives only when gender is relevant. For example, an economic analysis might discuss 'female-dominated' or 'male-dominated' industries.

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LGBTIQ+ intranet hub– Practicing Inclusive Language tile:

Australian Government
Department of Home Affairs

MyHR

Home Recruitment New to the Department Diversity and inclusion Job roles & responsibilities Learning and development Leaving the Department **Work health & safety** Workforce management Pay, leave & conditions

MyHR

Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+)

The 'Plan for Pride' LGBTIQ+ Action Plan 2019—2022 (787KB PDF) shows our committed approach to support a diverse workforce. We aim to build an inclusive culture where everyone feels valued and confident to contribute in all our workplaces.

We will provide a supportive workplace for all Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) staff who identify outside of the binary. The '+' represents that gender identities and sexual orientations are part of a spectrum.

For further information about LGBTIQ+, scroll down to access the tabs below.

LGBTIQ+ is a term that represents a diverse range of identities and communities. Whilst this represents a diverse group, LGBTIQ+ generally shifts away from traditional definitions of heterosexuality or gender binaries of male and female. The acronym may not speak to some and we recognise the complexity of identities within this broad definition. We support staff to be their authentic selves.

Contact
If you have any questions, you can:
• Email: [s. 47E\(d\)](mailto:s.47E(d)@home.gov.au)

Practising inclusive language

Awareness training

Support - the role of PRIDE Allies

Gender diversity

Transgender or 'Trans' and Intersex staff

Recognition of sex and gender

Support and services

Practising inclusive language for LGBTIQ+

We use inclusive language in our professional and operating environments. Words and language show our respect for how people describe their own genders, bodies and relationships. Language impacts others as it carries social assumptions and attitudes which can empower or invalidate. It is important to show respect and follow people's leads.

Some examples of using inclusive language for LGBTIQ+:

- Use non-gendered words such as 'partner' **to be inclusive** of same-sex relationships.
- Use the correct personal pronoun (he/she). If it is not possible to ask, use non-binary pronouns (e.g. they or their) or refer to someone by their first name.
- Instead of 'ladies and gentlemen'**, consider 'esteemed guests' or 'everyone'.
- Use 'all genders' **instead of** 'both genders' or 'opposite genders'.

For further information, the [Writing style guide \(TRIM ADD2019/2845511\)](#) details best practice.

What are personal pronouns?

- We use pronouns as a way to identify or refer to ourselves and others. Whether we realise it or not, often pronouns imply gender, and these associations are not always accurate.
- Gendered pronouns like "he" and "she" can be limiting for some people who might prefer gender-neutral or other pronouns.
- Sometimes people make assumptions about the gender of another person based on that person's name or perceived gender.
- We can all work together to normalise the idea that we should not assume someone's gender based on their name or appearance.
- In the same way we ask people's names so we can refer to them correctly, using someone's correct pronouns is a sign of respect and helps to create a safe and inclusive culture.
- For more information and guidance on using correct pronouns visit: mypronouns.org

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STANDINGSUBMISSION: LGBTQBULLYING/HARASSMENT & SUPPORT

8. LGBTQ Training HR / Grievance Officers

STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT 8. LGBTQ Training HR / Grievance Officers	FOUNDATION Max. 3 points
<p>We have an internal formal HR/Grievance process whereby LGBTQ people can request or engage with:</p> <ul style="list-style-type: none"> a) someone specifically trained in LGBTQ Inclusion; OR b) an ally who has a good understanding of LGBTQ sensitivities and potential areas of concern <p><i>For full points, please confirm:</i></p> <ul style="list-style-type: none"> (a) that all identified LGBTQ friendly Grievance Officers or first points of contact have either; undertaken LGBTQ awareness training or are experienced allies with a good understanding of sensitivities (b) where these LGBTQ aware/friendly grievance contact points can be located or requested for those seeking formal support 	
<p>The department is committed to creating a positive, respectful and courteous workplace. All staff are encouraged to uphold the Australian Public Service (APS) Code of Conduct, Values and Employment Principles. There are a number of avenues through which LGBTIQ+ staff can request support, or engage with an ally who has a good understanding of LGBTIQ+ sensitivities and potential areas of concern. These support services and first points of contact are all easily located on the department's intranet and HR pages. They are:</p> <ul style="list-style-type: none"> I. Peer Support Program and Peer Support Officer Network (including PSOs for Pride, and PSOs for Pride Ally) II. Mental Health First Aid Officer Program III. Harassment Contact Officers IV. Workplace Behaviours Team (WBT) V. Employee Assistance Program VI. ABF Speak Safe 	

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Intranet page – Getting support at work:

Getting support at work

Sometimes life can be tough and we just need a helping hand to get us back on our feet. Get in touch now, so we can help you when you need it the most. Refer to the Mental health resources poster to see the support available. We have also developed the [Good Mental Health Managers' Toolkit \(TRIM ADD2018/5757353\)](#) to help managers help their staff.

Workplace behaviour

Learn about the Department's stance and policies on bullying, harassment, discrimination and victimisation in the workplace. Discover who your Harassment Contact Officers (HCOs) are and find out how you can seek advice.

Chaplain

The Chaplaincy is an extension of the broader support network that staff can access [S. 47F\(1\)](#); the Chaplain to the Department of Home Affairs and the Australian Border Force (ABF). He supports the welfare of staff of all faiths (including those with no-faith alliance). He is a direct link to other welfare support and religious leaders within the community.

Compassionate transfers

Information on managing and applying for a short-term transfer to another location on compassionate grounds.

Domestic and family violence assistance

The Department is fully committed to the prevention of domestic and family violence and the support of those affected. We recognise the impact of domestic and family violence on individuals and in our workplace.

Domestic and family violence external support services

Find out about the domestic and family violence services all around Australia that can provide support and advice if you need help.

Professional support framework

If you are working in Immigration Detention Facilities and Regional Processing Centres find out how this program can help support you.

Employee Assistance Program

Learn all about what the Employee Assistance Program is and how to access the free and confidential counselling available.

NewAccess workplaces

NewAccess workplaces is an effective mental health coaching service to assist you in addressing day-to-day work and life pressures.

Mental Health First Aid Officer Program

The Mental Health First Aid Officer (MHFAO) program provides additional training on mental health concerns associated with a traumatic work incidents.

Harassment Contact Officer

Harassment contact officers (HCOs) are staff who help employees who experience discrimination and workplace harassment.

Peer Support Program

The Peer Support Program is an important part of the Mental Health Plan 2020. Peer support helps with negotiating and managing change and also encourages personal resilience.

PSOs for PRIDE/PSO PRIDE Ally

A number of PSOs have nominated themselves as a PSO for PRIDE or as PSO PRIDE allies. This gives staff access to the names of PSOs who understand the challenges faced by the LGBTIQ+ community. This initiative is a commitment in supporting a diverse workforce. Other LGBTIQ+ services and information can be found on the LGBTIQ+ home page.

Responding to suicide risk in the workplace

Information on how to support your colleagues and respond to suicide risk in the workplace.

Staff support services

A range of support services is available for you. The Staff support services page contains details about both internal and external support services available.

Wellbeing Check Program

The Wellbeing Check Programme is a health monitoring programme. It enables you to have one-on-one sessions with mental health providers if you work with certain areas of the Department.

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I. The department's **Peer Support Program (PSP)** is an initiative of the Mental Health Plan 2020. Staff can access the **Peer Support Officer (PSO)** network to get support from peers or colleagues. A PSO is a volunteer in the Department who is trained to recognise the indicators of stress and provide relevant support or referrals. The goals of PSOs are to offer an empathic, non-judgemental listening ear; provide strategies and techniques to promote self-care; and facilitate or recommend pathways for professional or social support.

The Peer Support Program training was developed by a team of clinical psychologists who have extensive experience in developing and implementing training across a wide range of organisations. PSOs attend an intensive two-day training course, facilitated by a clinical psychologist. It equips them with the skills to support staff experiencing stress or those who have witnessed or encountered a critical incident.

This program also has specific **PSO for Pride** and **PSO for Pride Allies**, who either identify as LGBTIQ+, or are experienced allies with a good understanding of LGBTIQ+ sensitivities and potential areas for concern. They provide staff and officers of the Department and ABF a confidential, peer-to-peer service to address specific challenges related to LGBTIQ+ experiences. Further to this, all staff have access to the names of all PSOs, including PSO for Pride and PSO for Pride Allies.

The Department's mission is to create and maintain a positive work culture that is in line with People Strategy 2020, that:

- promotes connectedness and inclusiveness
- shares responsibilities
- provides support

To support our mission, the Department developed the Mental Health Plan 2020. It outlines a number of initiatives to promote and support positive mental health and wellbeing for all staff and ADF officers. The Peer Support Program (PSP) is a critical initiative of the Mental Health Plan 2020.

What is the Peer Support Program (PSP)?

The PSP provides the first line of help for staff who:

- may be affected by stress
- need support and someone to talk to
- witness or encounter a critical incident.

The PSP encourages self-care and personal resilience and helps staff to negotiate and manage change. It is an effective tool that:

- enhances psychological safety in the workplace
- promotes mental health awareness
- provides a platform for discussion

Peer support programs are recognised for promoting staff wellbeing, morale and workplace satisfaction while reducing organisational risk.

Benefits of the Peer Support Program

The PSP promotes mental health awareness in the workplace and is provided by staff who want to support their peers.

The main benefits of peer support include:

- reduces the stigma of seeking help and enables discussions
- support provided by someone who knows the work area and Department
- credibility and trust of PSOs, often because of shared experiences
- risk management strategies
- accessible and readily available support on site
- helps to enhance staff wellbeing
- helps to create staff engagement
- helps to increase staff resilience
- encourages self-care

What does a Peer Support Officer do?

A Peer Support Officer (PSO) is a volunteer in the Department who is trained to recognise the indicators of stress and provide relevant support or referrals. PSOs do not provide counselling or advice outside their expertise or role.

The goals of PSOs are to:

- offer an empathic, non-judgemental listening ear
- provide strategies and techniques to promote self-care
- facilitate or recommend pathways for professional or social support

What training is provided to Peer Support Officers?

PSOs attend an intensive two-day training course, facilitated by a clinical psychologist. It equips them with the skills to support staff experiencing stress or those who have witnessed or encountered a critical incident.

The Peer Support Program training was developed by a team of clinical psychologists who have extensive experience in developing and implementing training across a wide range of organisations.

Care subject areas include:

- skills such as communication, problem solving, supportive techniques
- understanding the peer support role and expectations
- confidentiality and ethics
- referral skills, pathways for support and other options
- seeking support
- maintaining and promoting self-care

Who can become a Peer Support Officer?

The PSO role is a volunteer role, open to Home Affairs and ADF staff at all levels, including Executive and Senior Executive staff. PSOs are selected on their personal qualities as well as their capacity to promote the wellbeing of others. PSOs are appointed for a two year period following a selection process, which assesses their suitability for the role.

The ideal candidates are:

- approachable and non-judgemental
- respected by their colleagues
- has good listening skills
- have the ability to demonstrate empathic communication

The recruitment, training and support for PSOs is coordinated by the PSP Management Team. The PSP Management Team run COIs for PSOs throughout the year and these are advertised in notices on Borderline.

PSOs for PRIDE/PSO PRIDE Ally

A number of PSOs have nominated themselves as a PSO for PRIDE or as PSO PRIDE allies. This gives staff access to the names of PSOs who understand the challenges faced by the LGBTIQ+ community. This initiative is a commitment in supporting a diverse workforce. Other LGBTIQ+ services and information can be found on the LGBTIQ+ home page.

Contact

If you have any questions about the PSP, or would like more information about how you can become a Peer Support Officer (PSO), email the PSP Management team at peersupport@homeaffairs.gov.au.

How do I contact a PSO?

The [master list of PSOs](#) (TRIM ADD2019/40784) provides details for each state, territory and the Marine region. You can contact a PSO directly or with your permission, a manager or co-worker can contact them on your behalf. You can also visit [WHS Contacts](#) for other related contacts.

If you do not have a PSO in your area or are not sure who to contact, the PSP Management Team can help.

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PSO for Pride Initiative info:

Peer Support Officers (PSOs) for PRIDE Initiative, PSOs for PRIDE Ally and PSOs TRANS Ally

Staff can access the Peer Support Officer (PSO) network to get support from peers or colleagues. Any matters any staff discuss with a PSO are confidential. The exception is if someone is at risk of harm to themselves or others.

The PSOs for PRIDE Initiative involves staff who are supportive of the LGBTIQ+ community. The PSO for PRIDE Initiative involves:

- PSO for PRIDE - staff who openly identify within the LGBTIQ+ communities
- PSO PRIDE Ally - staff who do not necessarily identify as LGBTIQ+ but are supportive of LGBTIQ+ communities
- PSO TRANS Ally - staff who do not necessarily identify as Trans but are supportive of gender diverse staff

These services represent a safe and inclusive space for staff who need support from peers or colleagues and who also identify as LGBTIQ+. A list of PSOs who identify as LGBTI+ is available on the [WHS contacts](#) page.

'How do I contact a PSO?'

PSOs for PRIDE/PSO PRIDE Ally

A number of PSOs have nominated themselves as a PSO for PRIDE or as PSO PRIDE allies. This gives staff access to the names of PSOs who understand the challenges faced by the LGBTIQ+ community. This initiative is a commitment in supporting a diverse workforce. Other LGBTIQ+ services and information can be found on the LGBTIQ+ home page.

Contact

If you have any questions about the PSP, or would like more information about how you can become a Peer Support Officer (PSO), email the PSP Management team at [s. 22\(1\)\(a\)\(ii\)](#)

How do I contact a PSO?

The [master list of PSOs \(TRIM ADD2019/40784\)](#) provides details for each state, territory and the Marine region. You can contact a PSO directly or with your permission, a manager or co-worker can contact them on your behalf. You can also visit [WHS Contacts](#) for other related contacts.

If you do not have a PSO in your area or are not sure who to contact, the PSP Management Team can help:

Email: [s. 22\(1\)\(a\)\(ii\)](#)

Excerpt of the master list of PSO for PRIDE and PRIDE Ally accessible to all staff (personal details removed for privacy):

Peer Support Officers - PRIDE/PRIDE ally							
Name	E-mail	Phone	State/Territory	City/Suburb	Location	Workstation number	PRIDE - ally
s. 22(1)(a)(ii)			ACT	Canberra City	s. 22(1)(a)(ii)		SO for PRIDE ally
s. 22(1)(a)(ii)			ACT	Canberra/ Belconnen	s. 22(1)(a)(ii)		SO for PRIDE ally
s. 22(1)(a)(ii)			ACT	Canberra/ Belconnen	s. 22(1)(a)(ii)		SO for PRIDE ally
s. 22(1)(a)(ii)			ACT	Canberra Airport	s. 22(1)(a)(ii)		SO for PRIDE ally
s. 22(1)(a)(ii)			NSW	Mascot	s. 22(1)(a)(ii)		SO for PRIDE ally
s. 22(1)(a)(ii)			VIC	Melbourne	s. 22(1)(a)(ii)		SO for PRIDE ally
s. 22(1)(a)(ii)			ACT	Canberra City	s. 22(1)(a)(ii)		SO for PRIDE ally
s. 22(1)(a)(ii)			Marines	Ocean Shield Marine Vessel	s. 22(1)(a)(ii)		SO for PRIDE ally
s. 22(1)(a)(ii)			NSW	Mascot	s. 22(1)(a)(ii)		SO for PRIDE
s. 22(1)(a)(ii)			VIC	Melbourne	s. 22(1)(a)(ii)		SO for PRIDE

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In addition to the explicit LGBTIQ+ inclusion and support through the PSOs for Pride and PSOs for Pride Allyprogram, a number of other pathways are available for staff to seek support.

- II. The **Mental Health First Aid Officer Program** complements the existing Peer Support Officer (PSO) Program and provides additional training on mental health concerns associated with a traumatic work incident. Both MHFAOs and PSOs support staff with personal/relationship/workplace concerns, and have additional specific trauma support training. Staff can access a list of MHFAOs in their area.

Mental Health First Aid Officer Program:

Mental Health First Aid Officer Program

We recognise that the demands of working in the Department can impact on mental health and wellbeing. The Mental Health First Aid Officer (MHFAO) Program will help staff get the mental health support they may need in times of crisis, or as part of their regular mental health routine.

MHFAOs are responsive, qualified and engaged staff who support their colleagues either until a crisis resolves or they are referred for professional intervention. MHFAOs can, on occasion, be deployed at short notice to the location of a traumatic incident.

- provides accessible and informal support to staff affected by a mental health concern or crisis either in response to specific traumatic events or as part of routine staff health and welfare
- connects with staff and provide non-judgemental support
- facilitates pathways to professional help and make recommendations to staff about seeking assistance through the Employee Assistance Program or other professional services
- promotes and supports mental health and wellbeing initiatives

The MHFAO program complements the existing Peer Support Officer (PSO) Program and provides additional training on mental health concerns associated with a traumatic work incidents. Both MHFAOs and PSOs support staff with personal/relationship/workplace concerns, and have additional specific trauma support training.

Benefits of the MHFAO Program

The main aims of Mental Health First Aid include:

- preserve life where a person may be at risk of harm
- provide help to prevent a mental health problem developing or becoming more serious
- promote the recovery of good mental health
- provide comfort to someone with a mental health problem

Mental Health First Aid Officers

A MHFAO is a departmental volunteer who is trained to recognise the indicators of mental health problems and provide appropriate first aid support or referrals. MHFAOs do not provide counselling or advice outside their expertise or role.

MHFAOs follow a five element action plan:

- Approach the person, assess and assist with any crisis.
- Listen non-judgmentally.
- Give support and information.
- Encourage the person to get appropriate professional help.
- Encourage other supports.

MHFAO training

MHFAOs attend an intensive two-day training course, accredited by Mental Health First Aid Australia. It equips them with the skills to support staff experiencing stress or those who have witnessed or encountered a critical incident and are at risk of developing a mental health condition.

Core subject areas include first aid for developing mental health problems and first aid for mental health crises.

Becoming an MHFAO

The MHFAO role is a volunteer role, open to Home Affairs and ABF staff at all levels, including Executive and Senior Executive staff. MHFAOs are selected on their personal qualities as well as their capacity to promote the wellbeing of others. MHFAOs are appointed for a three-year period following a selection process which assesses their suitability for the role.

The ideal candidates are:

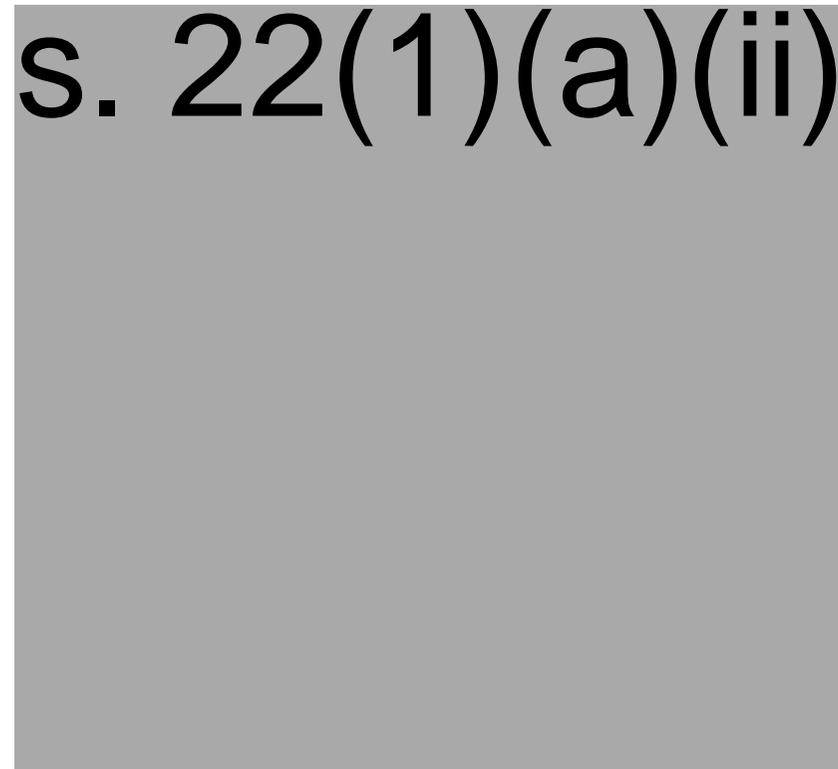
- approachable and non-judgemental
- respected by their colleagues
- has good listening skills
- have the ability to demonstrate empathic communication

The recruitment, training and support for MHFAOs is coordinated by the MHFAO Management Team. The MHFAO Management Team runs EOIs as required and these are advertised in notices on Bordernet.

Contact

If you have any questions about the MHFAO Program, or would like more information about how you can become a MHFAO, email the MHFAO Management Team on **s. 22(1)(a)(ii)**

Locations of MHFAOs (personal details removed for privacy):



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III. **Harassment Contact Officers (HCOs)** are staff who help employees who experience discrimination and workplace harassment. They engage with employees, manage sensitive issues, remain objective and non-judgmental, and model respectful and appropriate workplace behaviours. HCOs provide information to staff for further support (formal and informal resolution procedures), help to educate staff at all levels about workplace harassment issues, prevention and resolution. HCOs undergo training in order to take on the role. This training includes defining the legal framework surrounding discrimination and harassment in the workplace, learning how the legal framework principles apply in the workplace and discussing the range of formal and informal complaints and resolution processes available. All staff are able to access a list of HCOs to reach out to one in their area (examples of HCOs in ACT included).

HCO description and contact information:

HCO Contact List:

Example of only ACT shown, but HCOs are available in all states and territories. Personal details blocked for privacy:

Harassment Contact Officer

Harassment contact officers (HCOs) are staff who help employees who experience discrimination and workplace harassment.

What does a HCO do?
The role of HCOs includes:

- offering support and listening to the person's concerns
- providing information for further support, including formal and informal resolution procedures
- clarifying desired outcomes
- helping and supporting employees (supervisor, complainant or respondent) through the resolution process if required
- acting as a point of referral to the Employee Assistance Program and Case Management Services Section
- maintaining appropriate confidentiality
- collecting basic de-identified data for reporting as required by the department. Data is to identify regional hotspots or issues and identify if communications or training has increased network usage

Other HCO responsibilities include:

- attending local HCO Network meetings when they take place
- attending HCO training every three years
- helping to educate staff, at all levels, about workplace harassment issues: prevention and resolution
- providing change of contact details to the HCO Co-ordinator (HCOC) as soon as those changes take place
- maintaining records of meetings with staff to complete monthly reports. Information must be de-identified and include number of meetings, locations of staff involved, APS level and duration

The role of HCOs does **NOT** include:

- acting as an advocate on behalf of the complainant
- investigating a complaint
- being responsible for resolving a complaint of inappropriate workplace behaviour
- taking disciplinary action
- providing support for more than one party or take sides in the same case

Expectations of the role
HCOs will have:

- an understanding of the basic principles in Workplace Behaviour Instruction and Guideline (PPCR) and Managing Workplace Behaviour Procedures (PPCR)
- advanced listening skills
- the ability to provide clear and concise information to staff
- the ability to summarise information
- the confidence to talk openly with other employees
- the ability to engage with employees and managing sensitive issues
- the ability to remain objective and non-judgmental
- a demonstrated ability to model respectful and appropriate workplace behaviours

HCO allowance
HCOs will receive a HCO allowance. The Department will pay an allowance to employees who have completed a training program approved by the HCOC.

What training do HCOs need?
HCOs initial training is about the role and responsibilities of HCOs, which includes:

- defining the legal framework surrounding discrimination and harassment in the workplace
- learning how the legal framework principles apply in the workplace
- discussing the range of formal and informal complaints and resolution processes available
- exploring the roles and responsibilities of HCOs compared with other roles in the workplace
- identifying the tools and support required to carry out your role
- working through how to run a meeting with a contact using appropriate resources, knowledge and interpersonal skills

Your HCOC will approve and organise the training and your business area is responsible for funding the training.
HCOs must complete refresher training every three years.

Become a HCO
If you are interested in applying to be a Harassment Contact Officer:

- contact your regional HCOC to discuss your interest
- apply via Expression of Interest when positions are advertised

Staff of all levels can apply including Executive level and Senior Executive Staff.

Contact a HCO in your area
Refer to the list of Harassment contact officers (HCOs) (TRIM #GG2019/695421) if you need to find a Harassment Contact Officer in your area.

Harassment Officer Contact List
As at November 2020
National Office/ACT

Table 1 National Office/ACT

Name	Contact	Location
s. 22(1)(a)(ii)	s. 22(1)(a)(ii)	Belconnen
s. 22(1)(a)(ii)	s. 22(1)(a)(ii)	Belconnen
s. 22(1)(a)(ii)	s. 22(1)(a)(ii)	Barton
s. 22(1)(a)(ii)	s. 22(1)(a)(ii)	Barton
s. 22(1)(a)(ii)	s. 22(1)(a)(ii)	Barton
s. 22(1)(a)(ii)	s. 22(1)(a)(ii)	ABS House, Belconnen
s. 22(1)(a)(ii)	s. 22(1)(a)(ii)	Symonston
s. 22(1)(a)(ii)	s. 22(1)(a)(ii)	ABS House, Belconnen

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IV. The **Workplace Behaviour Team (WBT)** has been set up to provide national leadership and coordination to address inappropriate workplace behaviour. The team provides objective and impartial guidance and information about the options available for dealing with inappropriate workplace behaviour; provides advice to staff and management; and receives, assesses and responds to formal complaints of inappropriate workplace behaviour.

Workplace Behaviour information:

Workplace behaviour

We are committed to creating a positive, respectful and courteous workplace. We encourage all staff to uphold the Australian Public Service (APS) Code of Conduct, Values and Employment Principles.

A positive, respectful and courteous workplace culture requires a commitment from all staff to show personal responsibility and accountability for their actions. You must ensure:

- proper standards of workplace behaviour are upheld
- all employees are treated professionally and respectfully

Your responsibility

You are responsible for ensuring you:

- are familiar with, and comply with, the Department's Workplace Behaviour Policy Statement and refer to the Procedures for managing workplace behaviour
- take timely action to prevent or stop inappropriate workplace behaviour. This includes reporting the behaviour to the most relevant person. For example, an immediate supervisor, a member of the management team, or the Workplace Behaviour Team (WBT), Workforce Capability Section.

The Department's leadership on inappropriate behaviour

We aim to show strong leadership on reducing inappropriate behaviour. The WBT has been set up to provide national leadership and coordination to address inappropriate workplace behaviour. WBT will:

- provide advice to staff and management
- receive, assess and respond to formal complaints of inappropriate workplace behaviour.

In the first instance, managers and staff should consider options to address issues within the team or section.

Inappropriate workplace behaviour

Inappropriate workplace behaviour includes, but is not restricted to, behaviour that could reasonably be considered as:

- offensive, belittling, abusive or threatening to another person(s)
- adverse to morale, discipline or workplace cohesion
- otherwise not in the interests of the Department

Inappropriate workplace behaviour may also be unlawful and constitute a breach of the Code of Conduct. The following types of conduct are unlawful:

- discrimination

Lodging a formal complaint

You should always report inappropriate behaviour that you feel you are experiencing or witnessing as early as possible to:

- your manager or supervisor
- the workplace behaviour team

The Department cannot address a workplace behaviour issue if we do not know about it.

You can lodge a workplace bullying complaint using the Workplace Behaviour Complaints Form (1.37KB PDF) and emailing it to [s.47E\(d\)](mailto:s.47E(d)@homeaffairs.gov.au)

If you experience or witness any behaviour that involves violence, for example physical assault or the threat of physical assault, you should report it to the police.

Mandatory reporting to Integrity and Professional Standards

Inappropriate workplace behaviour that constitutes serious misconduct, corrupt conduct or criminal activity is:

- subject to the Department's mandatory reporting requirements
- may be a breach of the Code of Conduct

For further information:

- refer to the Department's [Mandatory Reporting of Serious Misconduct, Corrupt Conduct and Criminal Activity Involving Immigration and Border Protection Workers Instruction and Guideline](#)
- email: [s.47E\(d\)](mailto:s.47E(d)@homeaffairs.gov.au)

What to do if you are accused of inappropriate workplace behaviour

Having an allegation of inappropriate workplace behaviour made against you may be upsetting. It is important to:

- seek insight regarding the perceptions about your behaviour
- be open to feedback about your style and approach in the workplace, and if necessary, be prepared to change your behaviour

See also [Advice and support](#) for support options available to you and refer to the policy and procedures listed below.

Policy and guidelines

The Workplace Behaviour Policy Statement provides:

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WBT Advice and Support:

- discrimination
- harassment (including sexual harassment)
- bullying
- victimisation

Inappropriate workplace behaviour may breach the following Australian legislation:

- APS Code of Conduct, Values and Employment Principles contained within the *Public Service Act 1999* (PS Act)
- *Work Health and Safety Act 2011* (WHS Act) and anti-discrimination legislation.

For more definitions and examples of inappropriate workplace behaviour, refer to Workplace Behaviour Policy Statement. *Case studies* has examples of what is or is not inappropriate workplace behaviour.

What is not inappropriate workplace behaviour?

Not all workplace conflict is inappropriate. If it is reasonable, undertaken with respect and courtesy and intended for a proper work purpose then it is probably not inappropriate. Behaviours that are not inappropriate workplace behaviour include:

- expressing differences of opinion in a respectful and reasonable way
- providing constructive and courteous feedback, counselling or advice about work-related behaviour and performance
- carrying out legitimate or reasonable management decisions or actions in a reasonable way, with respect and courtesy. For example, performance management and personal development agreement feedback

Refer to *Advice and support* for contact details of additional support options.

Responding to inappropriate workplace behaviour

The Department supports resolution of inappropriate workplace behaviour within the work area. We support you to try to resolve it with your supervisor or line management first, before taking any official action.

If appropriate, speak to the other person. Only do this if it is safe to do so and you are confident to speak to the other person.

If you feel safe and confident to deal with the situation personally and it is appropriate in all the circumstances to do so, you should consider the following:

- take action as early as possible. Do not do "nothing". Avoid the situation where you report the matter months later as this makes it difficult to resolve. Early action is encouraged.
- calmly tell the other person that you object to their behaviour and ask them to stop. They may not realise the impact of their behaviour on you or others. Your feedback may give them the chance to change their behaviour. Consider suggesting a more acceptable behaviour. This course of action will depend on the circumstances.
- raise your concerns informally and non-confrontationally. Focus on the unwanted behaviour and how it makes you feel, rather than the person
- do not engage in retaliatory behaviour
- be open to feedback from the other person

The Workplace Behaviour Policy Statement provides:

- information about how workplace concerns can be managed in a timely manner
- mechanisms for matters to be escalated and reviewed independently, when necessary
- available support mechanisms and strategies for responding to inappropriate workplace behaviour

The Procedures for managing workplace behaviour set out specific advice for staff that experience inappropriate workplace behaviour, including:

- dealing with matters in the workplace
- reporting inappropriate workplace behaviour
- setting out the responsibilities of supervisors who observe or receive complaints of inappropriate workplace behaviour
- the role of People Division in responding to complaints
- guidance for staff subject to a complaint of inappropriate workplace behaviour

Workplace behaviour awareness sessions

One hour awareness sessions on workplace behaviour are available to all staff across the Department.

The aim of the session is to:

- reinforce and promote our expectations for appropriate workplace behaviour
- increase the confidence of employees to address inappropriate behaviour through appropriate channels and without fear of reprisal or inaction

Work area managers can nominate their teams or individuals can register their interest in attending the sessions by emailing [s.47E\(d\)](#)

Harassment contact officers

The Department's Harassment contact officers (HCOs) (TRIM ADD2019/695421) are responsible for the delivery of HCO services. The HCO network supports us in our commitment to foster a supportive, inclusive workplace environment, where people treat each other, our clients and the community with respect and courtesy.

HCOs are trained to provide information on options for responding to:

- discrimination
- harassment
- bullying
- victimisation

Advice and support

The WBT, People Division provides objective and impartial guidance, and information about the options available for dealing with inappropriate workplace behaviour.

V. The department’s **Employee Assistance Program (EAP)** is available to all staff and their immediate family. Benestar provides professional, confidential counselling and support services for staff. Staff can access up to six, one hour EAP counselling sessions per year, per issue. Staff are encouraged to specify the service they would like to use to ensure they speak to the right consultant when arranging counselling.

Employee Assistance Program

If you are experiencing work-related or personal difficulties, you can get help through the Employee Assistance Program (EAP). The program is available at no charge for you and your immediate family.

Benestar (formerly Davidson Trahaire Corpsych) provides professional, confidential counselling and support services for staff including:

Work related matters such as:

- performance management/change management support/ workplace mediation
- grief/trauma and critical incident counselling
- support for harassment and bullying issues in the workplace
- general health, injury and illness issues support
- career counselling and job seeking advice
- stress management

Personal related matters such as:

- supporting staff with chronic conditions/ staff caring for people with chronic/life threatening conditions
- personal development counselling
- pain management support
- family counselling including parenting issues
- referrals to legal/financial advice
- grief and trauma counselling
- transition to retirement counselling

Note: Benestar provides a range of other services that the Department does not fund, such as legal advice. If you would like to access a service not listed above you will need to pay for it yourself.

If you are experiencing domestic and family violence, ensure you specify that you need help with domestic and family violence when contacting EAP.

Counselling service

To contact the EAP counselling service, contact Benestar to book an appointment to speak with a counsellor or psychologist. You must specify the service you would like to use to ensure you speak to the right consultant.

Benestar App (BeneHub)

You can also register on the Benestar website to access additional support tools and the BeneHub App.

When prompted in the registration process, you will need to enter the below

s. 22(1)(a)(ii)

Accessing these services during work hours

If you choose to use EAP services, you can access up to six, one hour EAP counselling sessions per year, per issue. You can access the first two sessions during worktime and will not need to use flextime or leave.

Contact HR Support to get advice about whether you should notify your supervisor of your attendance to an EAP appointment.

Staff support during COVID-19

The following fact sheets are available to help you:

- Staff support services during COVID-19 (331KB PDF)
- Maintaining healthy habits working from home during COVID-19 (1.4MB PDF)
- Mindfulness (1.5MB PDF)
- Tips to reduce fatigue (171KB PDF)
- Forget the Sheep! There’s better ways to sleep (118KB PDF)
- More than a bad night’s sleep (149KB PDF)

Contact details

The Department’s [WHS Contacts](#) can also help you with work-related or personal difficulties.

If you have any questions, you can log a ticket through the Support Connect portal, send an email or call us:

s. 22(1)(a)(ii)

s. 47E(d)

VI. **ABF Speak Safe** is a 24 hour, 7 days a week confidential support and advice service for all ABF officers. Staff are safe to speak to dedicated and trained officers about harassment, sexual harassment or other harmful behaviours, such as bullying and victimisation, connected to the workplace. Speak Safe provides immediate support on these issues regardless of work location.

ABF Speak Safe

Speak Safe is a 24 hour, 7 day a week confidential support and advice service for all ABF officers. You are safe to speak to dedicated and trained officers about harassment, sexual harassment or other harmful behaviours, such as bullying and victimisation, connected to the workplace. Speak Safe provides immediate support on these issues regardless of your work location.

The Speak Safe team will listen to you without judgement, in a safe environment, and you will be provided with the appropriate support and an opportunity to work towards resolution. This may include confidentially sharing your story in an identified or de-identified manner, workplace mediation/facilitated discussion, external referrals, individual psychological support, or further investigation if desired and warranted. A referral officer will be appointed to you for ongoing support, guidance and assistance.

To hear Deputy Commissioner Saunders talk about Speak Safe and what it can do for you, visit [BorderTV](#).

Contacting Speak Safe

You can phone, email or arrange a confidential meeting in person or via Skype, at a location that suits you.

s. 47E(d)

Other support options

In addition to Speak Safe you can continue to access the existing support options available to you on Staff support services.

9. Behavioural Examples of What Constitutes Bullying / Harassment

<p>STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT 9. Behavioural Examples of What Constitutes Bullying / Harassment</p>	<p>INTERMEDIATE Max. 4 points</p>
<p>Documentation within our bullying and harassment policy/guidelines provide clear behavioural examples of what constitutes bullying/harassment in terms of sexual orientation, gender identity/expression AND examples of behaviour that constitutes bullying/harassment of intersex people.</p> <p><i>For full points, please provide evidence of behavioural examples given within your documentation in terms of:</i></p> <ul style="list-style-type: none"> <i>(a) behaviour that constitutes bullying/harassment in regard to one's sexual orientation</i> <i>(b) behaviour that constitutes bullying/harassment of trans or gender diverse employees</i> <i>(c) behaviour that constitutes bullying/harassment of intersex people</i> 	
<p>The department's Workplace Behaviour Policy Statement explicitly states examples of what bullying and/or harassment looks like, including protected attributes. Please note that the term 'sexual preference' is still included in this PS (as in the screenshot below) and needs to be updated. This has been flagged in the review document in <i>Standing Submission Item 1: Removal of the terms: 'Sexual Preference' or 'Lifestyle Choice(s)'</i>, and raised with the work area that owns the document. It will be updated in the next round of consultation and updates occurring in 2021.</p>	

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Excerpts from the Workplace Behaviour Policy Statement – what is discrimination, protected attributes:

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4.3.1 What is discrimination?

Discrimination means treating someone unfairly or less favourably because of a particular characteristic such as their age, disability, race or sex (see list of protected attributes below).

Discrimination can also be setting a requirement or imposing a condition that people with a particular protected attribute (for example, of a particular sex or race) find more difficult to comply with and which is not reasonable in the circumstance (that is, where a condition could be reasonably changed to accommodate the person's particular attribute).

There is no requirement that staff engaging in discriminatory behaviour deliberately intended to treat another person(s) unfairly or less favourably. Staff can be found to have discriminated against another person(s) in circumstances where they did not intend to do so.

4.3.2 Protected attributes

It is unlawful and contrary to this Policy Statement to treat someone unfairly or unfavourably in their employment or when that person is providing services to the Department on any of the following grounds, regardless of the person's motive or intent:

- age, including
 - older people
 - young people
- disability, including
 - association with a person with a disability
 - diseases or illnesses
 - medical conditions
 - past, present and future disabilities
 - physical, intellectual, sensory or psychiatric disabilities
 - temporary and permanent disabilities
 - work related injuries
- discrimination in employment on the basis of
 - irrelevant criminal record
 - political opinion
 - religion
 - sexual preference
 - social origin
 - trade union activity
- race, including
 - colour
 - descent
 - ethnicity
 - immigrant status

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- racial hatred
- sex, including
 - breastfeeding
 - family responsibilities
 - gender identity
 - intersex status
 - marital or relationship status
 - pregnancy
 - sexual harassment
 - sexual orientation

4.3.3 Types of discrimination

Discrimination can be either direct or indirect:

- **Direct** discrimination is treating or proposing to treat another person(s) unfairly or less favourably because they possess one of the protected attributes set out above.
- **Indirect** discrimination is imposing or proposing to impose an unreasonable requirement, condition or practice which has or is likely to have the effect of disadvantaging a person(s) with a protected attribute.

4.3.4 Examples of behaviour capable of amounting to discrimination

Discrimination may include, but is not limited to:

- emails, comments, jokes or other banter about another person(s) racial or ethnic background, sex, sexual orientation, age, disability, and other protected attributes
- expressing negative stereotypes of particular groups (for example, people who are same-sex attracted)
- refusing to promote a woman or allow her access to training because she is pregnant
- failing to provide proper building access for people with disability.

4.4 Harassment

Harassment in connection with employment is unlawful, constitutes non-compliance with this Policy Statement and will not be tolerated by the Department.

4.4.1 What is harassment?

Workplace harassment includes offensive, belittling or threatening behaviour towards a person(s) that is unwelcome, unsolicited, usually unreciprocated and often repeated.

In all cases of harassment, it need only be shown that a reasonable person would anticipate the possibility that the behaviour would offend, humiliate or intimidate. Some forms of harassment may also be bullying.

4.4.2 Examples of behaviour capable of amounting to harassment

Verbal harassment may include, but is not limited to:

- offensive remarks

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Excerpts from the Workplace Behaviour Policy Statement – examples:

4.4.2 Examples of behaviour capable of amounting to harassment

Verbal harassment may include, but is not limited to:

- offensive remarks

Workplace Behaviour

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- spreading rumours
- innuendoes
- personal comments, including inappropriate comments about appearance
- insensitive jokes
- exclusion or victimisation.

Physical harassment may include, but is not limited to:

- touching
- unnecessary body contact
- serious assault.

Sexual harassment may include, but is not limited to:

- making an unwelcome sexual advance or request for sexual favours
- displaying sexually graphic material including posters, pictures, calendars, cartoons, graffiti or messages left on boards, computer screens or desks
- deliberate and unnecessary physical contact, such as patting, pinching, fondling or deliberately brushing against another person, or attempts at kissing
- humour such as smutty or sexist jokes or comments
- innuendo, including sexually provocative remarks, suggestive or derogatory comments about a person's physical appearance, inferences of sexual morality or tales of sexual performance
- intrusive inquiries into a person's private life or in reference to a person's sexuality or physical appearance.

4.3.4 Examples of behaviour capable of amounting to discrimination

Discrimination may include, but is not limited to:

- emails, comments, jokes or other banter about another person(s) racial or ethnic background, sex, sexual orientation, age, disability, and other protected attributes
- expressing negative stereotypes of particular groups (for example, people who are same-sex attracted)
- refusing to promote a woman or allow her access to training because she is pregnant
- failing to provide proper building access for people with disability.

4.5.2 Examples of behaviour capable of amounting to bullying

Bullying can be direct or indirect and may include, but is not limited to:

- abusive, insulting or offensive language
- intimidating behaviour, for example, an attack or threat
- public shaming or belittling via group emails
- malicious teasing or practical jokes
- giving unreasonable assignments or deadlines
- posting inappropriate comments about colleagues in blogs or other social media
- spreading gossip or rumours
- excluding or socially isolating staff
- failure to intervene to stop bullying.

10. EAP Provider

STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT 10. EAP Provider	INTERMEDIATE Max. 3 points
<p>We have either:</p> <ul style="list-style-type: none"> a) identified individuals within our EAP provider who have received specific training in, or have considerable understanding of the challenges faced by LGBTQ individuals that we can refer our LGBTQ employees b) received documentation that we believe demonstrates both the knowledge and expertise of our EAP provider to support LGBTQ people <p>and we have:</p> <ul style="list-style-type: none"> c) <u>clearly communicated</u> this on our EAP Provider page and/or our LGBTQ intranet page <p>Please provide:</p> <ul style="list-style-type: none"> (a) evidence of (a) <u>or</u>(b) above <u>and</u> (b) where this has been communicated on an LGBTQ intranet page 	
<p>Benestar, the Department's Employee Assistance Program, has provided a number of resources that outline their knowledge and understanding to support LGBTIQ+ employees, and to inform and educate other staff. These resources are clearly visible and easily accessible to all staff via the LGBTIQ+ hub on our intranet, and via the EAP internet page. These documents show clear EAP branding, as does their website (accessible by all staff).</p> <p>Benestar offers confidential counselling and support services for staff experiencing work-related or personal difficulties, and provide professional help through the Employee Assistance Program (EAP). The program is available at no charge for employees and their immediate family.</p> <p>Additionally, recent correspondence between the Diversity and Inclusion Section and one of Benestar's clinicians indicates a deep and nuanced understanding of the challenges faced by the LGBTIQ+ community.</p> <p>Screenshots of the Benestar pdf resources are included below, however full copies are attached:</p> <ul style="list-style-type: none"> - S1.10 – (a) Benestar Marriage Equality - S1.10 – (b) Benestar Finding Strength in our Sexuality - S1.10 – (c) Correspondence with Benestar Clinician regarding LGBTIQ+ teens (note that personal details have been removed where required for privacy) 	

Intranet HR page – Links to Benestar (the Department’s EAP) resources:



Supporting LGBTIQ+ staff and colleagues - the role of PRIDE Allies

'Allies' or 'Aly' is a term commonly used within the LGBTIQ+ community and means people who support LGBTIQ+. Allies play an important role for LGBTIQ+ staff and colleagues. They support a positive work culture that is inclusive for all staff, and ensure that everyone feels:

- safe
- welcome
- confident to be themselves

Below are the top 10 hints about how to be an ally:

1. **Stay informed** - keep up to date with terminology and current issues facing the community.
2. **Speak up** - address offensive conversations, terminology and actions. This may range from politely educating a colleague on appropriate workforce behaviour and referring to the official framework in [Your Behaviour, Your Workplace](#).
3. **Be honest** - if you are unsure of a particular aspect of the LGBTIQ+ community, ask! Like all things, being a PRIDE Ally is a process that may take time.
4. **Show support for equality** and be an active supporter of equality in the workplace. Change requires time and support, so get involved in and show your support for equality and inclusion in the workplace.
5. **Be open** and let people know you are an ally.
6. **Be accepting** of how people self-identify even if you do not fully understand the identity itself. Take the time to listen, be respectful, be patient, and learn.
7. **Consider pronouns** - some people do not identify as one gender, either male or female. Consider using non-binary pronouns (e.g. they/their) or ask what the correct pronoun is for an individual.
8. **Be confident in yourself** - allying yourself with the LGBTIQ+ community can have a significant and positive impact on those around you who identify. Not everyone is confident to speak up for themselves.
9. **Be careful of 'outing'** - The LGBTIQ+ community is a space where people can find support, acknowledge, and embrace their identity. As an ally, people may disclose aspects of their identity that they are not ready to share more broadly. Just because someone has shared their personal information with you, it does not give you the right to tell others. An individual's identity is theirs to share with who they choose when they choose.
10. **Acknowledge history** - be aware that even though there has been progress, the journey has come at a great cost to many. For some, there may be significant trauma associated with their identity. It is important to recognise this and be respectful of individual histories and that of the community.

For further details, refer to [Engaging Allies for Change \(3.9MB PDF\)](#).

Note: The above document does not meet accessibility requirements. For an accessible version contact the Diversity team [S. 47E\(d\)](#)

Staff and Allies PRIDE Lapel Pins



PRIDE pins are a tangible reflection of our organisation's unambiguous support for a diverse and inclusive workforce and culture. The pin symbolises an accepting, welcoming and safe space for everyone, and is available to LGBTIQ+ staff and allies.

Lapel pin design

- The centre ring comprises the six colours of the 1979 Rainbow flag.
- The upper middle ring is the Transgender flag.
- The lower middle ring is the Bisexual flag.
- The outer ring is the revised Rainbow flag from 2017 to include people of colour, and signifies inclusion and diversity more broadly.

The Rainbow flag is an important symbol of empowerment for LGBTIQ+ communities and highlights the Department's commitment to equality.

Choosing to wear a PRIDE pin sends a strong message of support and inclusivity to your colleagues.

If you would like a staff and allies PRIDE pin, email:

s. 47E(d)

Print resources:

- [Marriage Equality - What is it and why does it matter \(165KB PDF\)](#)
- [Transgender Ally - Tip sheet \(928KB PDF\)](#)
- [Five ways to be an LGBTIQ+ Ally \(292KB PDF\)](#)
- [PRIDE and PRIDE Ally - Desk templates \(86KB PDF\)](#)
- [Finding strength in our sexuality \(111KB PDF\)](#)

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Benestar resources display clear branding:



29 Nov 2017



Marriage Equality: What is it and why does it matter?



Finding strength in our sexuality

Being different is one of the best qualities we can possess. It sets us apart from other people and helps us build a unique identity that makes us feel safe, comfortable and proud to be us. Surrounding ourselves with people who hold different values, beliefs and perspectives can also help us be more compassionate and better understand the world we live in. There's a lot to love about being different, but sometimes it can come with its challenges.

How we identify ourselves and whether that's accepted by our community and the people around us is one of the biggest drivers for self-happiness. A large part of our identity relates to our physical sex, gender and sexuality and sometimes differences in these identifiers are hard for others to understand and accept, which can make us question our worth and feel down about who we are. Fortunately, there is a wealth of support available to help us cope with these feelings and learn to accept and love our differences.

People can come in all different shapes and sizes and we can identify ourselves in a variety of different ways. Physically speaking, we are born either male, female or intersex (those born with features typical of both genders), which is determined biologically from a combination of our hormones, chromosomes and physical reproductive organs. These factors determine our 'sex'.

benestar.com
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Benestar website resources display clear branding(accessible by all staff):

The screenshot shows the Benestar website interface. On the left is a navigation menu with categories like 'Browse by Topics', 'MyCoach', 'Activities', 'Learning Modules', 'Videos', 'Toolbox', 'My Company', and 'Get in touch'. The main content area is titled 'Relationships' and features a grid of 10 resource cards. Each card includes a representative image, a title, a short description, and a 'Topic name' tag. The cards are:

- Happy, healthy relationships**: Maintaining healthy relationships is a significant part of our lives, be it...
- 12 Signs of a healthy relationship**: Great relationships allow for individuality, bring out the best in each...
- The value of friendships**: Good friendships are one of the biggest influences of happiness in our lives...
- 10 Tips for surviving family celebrations**: Our loved ones are often one of the biggest sources of love and happiness in...
- Meditation - Focus**: 23/11/17
- Finding strength in our sexuality**: Being different is one of the best qualities we can possess. It sets us...
- When relationships end**: A positive and fulfilling relationship with another person can be an amazing...
- Coping with a separation**: From the moment you say 'I do' you anticipate marriage being a life journey...
- Self-care for carers**: Carers provide support and assistance to friends and/or family who have an...
- How friendships at work can improve your health and wellbeing – and your performance too**: Relationships are a key part of our overall health and wellbeing. As human...

 A 'Live Chat' button is visible in the bottom right corner of the resource grid.

Email from Benestar clinician regarding LGBTIQ+ teens & resources is attached

11. Tracking of Incidents

<p>STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT 11. Tracking of Incidents</p>	<p>ADVANCED Max. 4 points</p>
<p>We can provide evidence that shows:</p> <ul style="list-style-type: none"> a) how we extract LGBTQrelated instances from collected bullying/harassment data b) the development of a process that is sensitive to LGBTQ disclosure enabling us to mediate and/or action incidents <p><i>For full points, please screenshot or provide evidence for <u>both</u> a) and b) above.</i></p> <p>Bullying and Harassment reporting is currently reported and managed through our Workplace Relations and Behaviours Team. They manage a database that records all complaints and allegations of inappropriate workplace behaviour. Bullying/harassment issues are flagged within the system and reported on, tracked and monitored as required. Positively, LGBTQ+ specific instances of bullying and/or harassment have not been identified as an emerging trend for concern.</p> <p>The Department and ABF have a number of contact points that staff can either gain advice or lodge a formal complaint including:</p> <ul style="list-style-type: none"> • Workplace Behaviours Team • Harassment Contact Officers • Peer Support Officers • Integrity and Professional Standards (APS Code of Conduct) 	

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Correspondence with the Workplace Behaviour Team outlining current incident monitoring processes:

Workplace Relations & Behaviours
 HPRM: RE: Query - Workplace Behaviour Incident Tracking (LGBTIQ+) [SEC=OFFICIAL]

To Diversity

Retention Policy Home Affairs Deleted Items (30 days) Expires 6/03/2021

[Redacted]

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s. 22(1)(a)(ii)

We don't have a specific category/type for LGBTIQ+ issues for formal complaints received. Some of our types of complaints include but are not limited to: verbal abuse, unfair application of policy, intimidation, sexual harassment etc.

I am pleased to say that this is not seen as an emerging issue in our space and I can't recall any cases where this has been part of a complaint over the last few years.

All of our matters are treated privately and sensitively and it would be a choice of the complainant to report what they feel are any possible underlying causes of any issues they are experiencing in the workplace.

Happy to assist and discuss further if needed.

Kind regards,

s. 22(1)(a)(ii)

A/g Assistant Director Workplace Behaviour
 Workforce Capability|Workplace Relations and WHS Assurance
 People and Culture Division| Chief Operating Officer Group

s. 22(1)(a)(ii)

visit myprc or email S. 47E(d)
 (Monday to Thursday. Finish at 2.30pm weekdays)

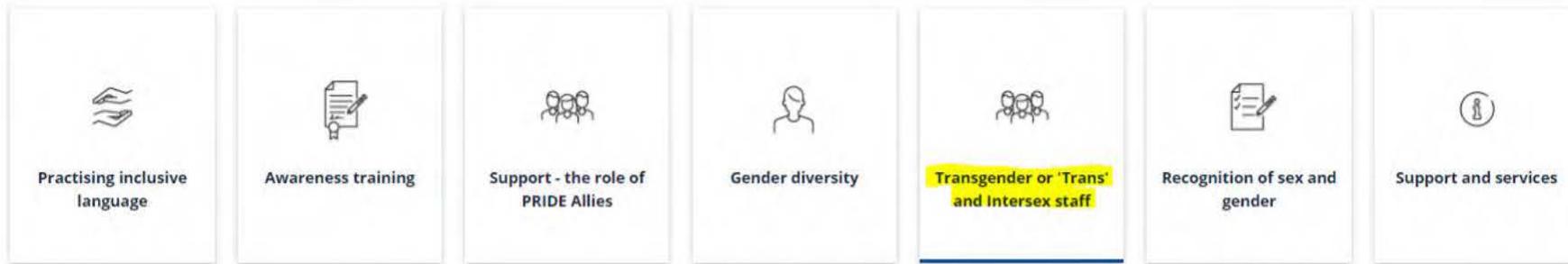
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STANDINGSUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE

12. Gender Affirmation Policy and Process Documentation

STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE 12. Gender Affirmation Policy and Process Documentation	INTERMEDIATE Max. 5 points
<p>We have a documented gender affirmation policy/process and documentation to support both; the employee(s) wishing to affirm their gender in the workplace AND their manager(s), peers and colleagues.</p>	
<p>Note: 'Gender affirmation' (above) is the ideal term for what has commonly been referred to as 'transitioning.'</p>	
<p><i>Please provide:</i></p> <ul style="list-style-type: none"> a) a copy of this specific policy/process b) detailed support documentation for employee(s) wishing to affirm their gender in the workplace c) detailed support/educational documentation for managers peers and colleagues 	
<p>The Department has published a 'Gender Affirmation in the Workplace' fact sheet to help individuals, managers and colleagues to feel more confident and supported navigating gender affirmation in the workplace. This factsheet is permanently hosted on our HR intranet page. Complete copies of the factsheet and supporting attachments are attached. This package fulfils (a), (b), and (c), as the suite of documents provides information to not only the employee affirming their gender (with guidance on specific process e.g. updating IT systems and footprints), but also provides educational content for managers, peers and colleagues to better understand the importance of gender affirmation and how they can best support their colleagues. This package also links employees back to resources readily available on the LGBTIQ+ hub on our HR intranet page.</p> <p>In communications sent to all employees, staff were encouraged to read the factsheet, share it with colleagues, and continue fostering a workplace culture that celebrates, embraces, and advocates for diversity and the inclusion of everyone.</p> <p>Full copies of our policy and supporting documentation are attached, see:</p> <ul style="list-style-type: none"> - S1.12 – (a) Gender Affirmation in the Workplace - Factsheet - S1.12 – (b) Gender Affirmation in the Workplace - Factsheet - Attachment B Gender Identity Affirmation Plan - S1.12 – (c) Gender Affirmation in the Workplace - Factsheet - Attachment B Gender Identity Affirmation Plan - S1.12 – (d) Gender Affirmation in the Workplace - Factsheet - Attachment C Team Communication Template 	

LGBTIQ+ Intranet HR page - Gender Affirmation in the workplace:



Transgender or 'Trans' staff

The term 'Trans' is an umbrella term for individuals whose gender identity is different from the sex assigned to them at birth. Transgender is not a gender in itself. Trans individuals are a diverse community who cross or go beyond traditional gender categories. The process of gender affirmation – sometimes also referred to as 'transitioning' – refers to a person adopting a way of life or body that matches their gender identity. People may identify across a broad spectrum both within and outside of the traditional gender binary of male and female. People who identify as Transgender may choose to affirm their gender socially, legally, and/or medically.

Gender Affirmation in the Workplace

The Department is committed to providing a safe, open and accepting environment that supports people of all sexualities and gender identities, where staff can bring their authentic selves to work. Many trans people will feel more comfortable, confident and able to be their true selves when they can live and express themselves authentically as their affirmed gender.

This resource is intended to help individuals, managers and colleagues to feel more confident and supported navigating gender affirmation in the workplace.

Read more:

- [Gender Affirmation in the Workplace Factsheet \(TRIM ADD2020/6256594\)](#)
- [Attachment A - Questionnaire For Managers \(TRIM ADD2020/6256625\)](#)
- [Attachment B - Gender Identity Affirmation Plan \(TRIM ADD2020/6256658\)](#)
- [Attachment C - Team Communication Template \(TRIM ADD2020/6256684\)](#)

Supporting Trans staff - How to be a TRANS Ally

Intersex

Intersex is a term used to describe biological attributes. Intersex people are born with traits that cannot be categorised exclusively as either male or female, or that form a combination of both. There are many different intersex variations, which can include physical, hormonal and genetic differences. Whilst these natural variations are present at birth, some traits only become apparent later in life. This may be during puberty, random chance, general health checks or when trying to conceive.

Intersex is a bodily diversity and is not related to sexual orientation or gender identity. Some people, who are Intersex, may also identify as Lesbian, Gay, Bisexual or Transgender, just as non-Intersex people do. A person who is Intersex may identify as male, female, Intersex or non-binary.

Some Intersex people do not identify within the gender binary of male and female. As such, we have the option to identify as 'Gender X' on the HR database, easySAP. More information about updating personal details in the HR system are available in 'Recognition of Sex and Gender'.

For more information on Intersex, refer to the [Employers' Guide to Intersex Inclusion \(954KB PDF\)](#).

Note: The above document does not meet accessibility requirements. For an accessible version contact the Diversity team [s. 47E\(d\)](#)

All staff comms: Gender Affirmation Factsheet now available

News and Notices

Home > News and Notices > Gender Affirmation Factsheet now available

Gender Affirmation Factsheet now available

21/12/2020

We value diversity, inclusion, and a safe workplace for all. As outlined in the Statement of Commitment: Workplace Diversity and Inclusion, we are committed to providing a safe, open and accepting environment that supports people of all sexualities and gender identities. We are committed to ensuring that staff feel included, have equal access to services and opportunities and can bring their authentic selves to work.

The Department, including the ABF, is pleased to announce that the new Gender Affirmation in the Workplace Factsheet is now available on MyHR. Developed in consultation with Tranz Australia and the LGBTIQ+ Staff and Allies Network, this resource provides information, guidance, and key contacts to help individuals, managers, and colleagues feel more confident and supported navigating gender affirmation in the workplace.

The process of gender affirmation – sometimes also referred to as transitioning – refers to a person adopting a way of life or body that matches their gender identity. For transgender or gender diverse people, their gender identity is different from the sex assigned to them at birth. Many trans people will feel more comfortable, confident and able to be their true selves when they can live and express themselves authentically as their affirmed gender.

The Department celebrates the rich diversity of our staff, and recognises that within the LGBTIQ+ community, transgender and gender diverse people often face unique and complex challenges.

All staff are encouraged to read the factsheet, to share it with colleagues, and continue fostering a workplace culture that celebrates, embraces, and advocates for diversity and the inclusion of everyone.

Read the factsheet now on MyHR.

For more information, visit the LGBTIQ+ myHR page or email [s. 47E\(d\)](#)

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13. Dress Codes and Uniforms

STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE 13. Dress Codes and Uniforms	ADVANCED Max. 4 points
<p>We have removed gendered language within organisational wide dress code policies and/or guidelines to empower all employees, including trans, gender diverse and non-binary employees to dress in a manner (or select uniforms) that best reflects who they are.</p> <p>Further contact details and information has also been provided for support, if required.</p> <p>For full points, policies or guidelines must:</p> <ol style="list-style-type: none"> state that all employees are supported to dress in a manner that best reflects their gender <i>identity</i> explicitly mentions trans, gender diverse and non-binary employees provide a support contact or further information on interpreting these guidelines, if required 	
<p>The Department of Home Affairs, including the ABF, have policies in place that state that all employees are supported to dress in a manner that best reflects their gender identity, as well as providing contact details for additional support or further information.</p> <p><u>For uniformed staff:</u></p> <p>The Australian Border Force Uniform Dress and Appearance Standards policy clearly indicates that all employees are supported to dress in a manner that best reflects their gender identity:</p> <div data-bbox="246 845 1142 1165" style="border: 1px solid black; padding: 10px;"> <p>3. Diversity and inclusion</p> <p>3.1.1. The ABF values a diverse and inclusive workforce, and embraces the diversity of its people, such as differences in cultural backgrounds, race, ethnicity, disability, age, gender identity or sexual orientation.</p> <p>3.1.2. Uniformed officers may wear the uniform that appropriately reflects their sex and/or gender identity, however all uniformed officers must wear uniforms as outlined in this PI.</p> <p>3.1.3. Any reference to 'officer' applies to all genders.</p> <p style="text-align: center;">Page 5 of 48</p> </div> <p>The supporting documentation for uniform entitlements and ordering forms identify uniform pieces in alignment with the gender binary, however as clearly articulated in the Dress and Appearance Standards policy above, employees <i>“may wear the uniform that appropriately reflects their sex and/or gender identity”</i>.</p>	

Excerpt from Dress and Appearance Guide – specifies male/female clothes for ordering/fit purposes:

5. ABF General Duties (GD1)

5.1.1. The **General Duties Dress** is everyday attire for Border Force Officers from Border Force Officer Recruit Trainees to Border Force Supervisors (APS6). This uniform is also available to ABF Executive Level and Senior Executive Service level officers when performing operational roles involving work that requires safety footwear and cargo trousers. The uniform is designed to be worn in the majority of workplaces and to allow officers to be effectively deployed. The uniform also forms the basis for ABF Specialist role uniforms.



ABF General Duties only - GD1 entitlements

Components of GD1	Allocation (full-time)	Uniform codes (NUS)
ABF velcro shoulder flash	Three sets (two in each set)	UA11
All weather jacket	One jacket	UU57
Cargo trouser	Five lowers	Lowers male UL40 Pants Lowers female UL40/FL24 Pants
Footwear	One pair	UF04/05/06/08/09
Headwear (cap or wide-brimmed hat)	One item of headwear (either cap or wide-brimmed hat)	UA17/23
Ink navy short and long sleeve shirt (poly/cotton or 100% cotton)	Six uppers	Uppers male MU50/51/52/53 Uppers female FU36/37/38/39
Knitwear (vest and jumper)	Two knitwear garments (one vest and one jumper)	UK04/05
Name badge	Two name badges	Manual order – name badge form
Narrow webbing belt	One belt	UA81
Rank slides (soft)	Three sets (two in each set)	UA80 UA139 for APS4
Socks	Five pairs of socks	UA27/28/29

Additionally, the **Gender Affirmation in the Workplace factsheet** provides clear information and guidance for trans and gender diverse staff and their managers and peers, including a contact point for support with updating uniforms.

See *Standing Submission Item 12: Gender Affirmation Policy and Process Documentation* & attachments for more detail on the Gender Affirmation factsheet.

Excerpt from Gender Affirmation in the Workplace Factsheet:

4. Uniforms and facilities

The Department is mindful that while facilities and uniforms are described and provided in a gender binary male/female manner, not all officers or staff identify within these limited definitions.

Uniform standards

The Department has guidelines for dress standards in the workplace. Where guidelines have gender specific considerations, individuals are entitled to dress in the standard of their affirmed gender identity.

The ABF supports all staff to be inclusive of their gender identity. The ABF Uniform Capability team (based in Canberra) offers confidential support in ordering various components of the uniform.

Read more: *Dress and Appearance Standards PI* and *ABF Uniform, Dress and Appearance Standards PI*.

Contact: S. 47E(d)

For non-uniformed staff:

Non-uniformed staff in the Department are expected to dress in a tidy and professional manner. Examples of suitable clothing are provided, but no prescriptive gender binary is included.

4.1 Non-uniformed staff

Dress

Staff working in non-uniformed areas and performing duties in non-uniformed clothing are expected to dress in a professional manner and display a neat and tidy appearance.

Subject to operational requirements (for example, duties involving manual labour or covert duties), the minimum standard of dress for day-to-day duties is business attire.

Appearance

Staff must ensure their general appearance supports the professional image of the Department.

Table 2 – Examples of suitable and unsuitable clothing

Examples of suitable clothing	Examples of unsuitable clothing
business suits	tracksuits, sports attire, bike shorts
business shirts with buttons and collars, dress style blouses and tops	t-shirts with logos, motifs and slogans
Business / dress style slacks, skirts and dresses	jeans
business/dress style jackets	casual footwear such as thongs, joggers, sneakers and ugg boots
cultural dress appropriate for an office environment	clothing that is torn, dirty or dishevelled in appearance
ties (not compulsory)	revealing clothing that is inappropriate for professional attire (for example, tops / shirts that expose midriff or excessive chest/cleavage, very short skirts/shorts)

As noted in the table above, cultural dress that is appropriate for a professional office environment may be worn. Overseas staff should dress in a manner appropriate to the culture and climate they work in, in accordance with guidance provided by the Department.

An Executive Level 2 (EL2) may approve an exemption to this standard for operational activities or medical reasons. A Senior Executive Service (SES) officer may also approve smart casual attire for departmental planning days/conferences.

14. Gender Affirmation Leave

STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE 14. Gender Affirmation Leave	ADVANCED Max. 4 points
<p>We have an internal policy that ensures additional paid leave is available for employees who require time away to undertake or physically manage their gender affirmation.</p>	
<p>Note: For full points, this leave must be in addition to the need to utilise annual leave, sick or generic personal leave.</p>	
<p>For full points, please provide:</p> <ul style="list-style-type: none"> - evidence of a paid leave entitlement (over and above annual leave, sick or generic personal leave) for individuals currently affirming their gender - a list of any supporting documentation required from the employee for you to enact this leave - whether this leave availability is standard HR policy or solely dependent on the discretion of the manager 	
<p>As outlined in the Gender Affirmation Factsheet (see <i>Standing Submission Item 12: Gender Affirmation Policy and Process Documentation</i>), no specific gender affirmation leave is available. However, staff are able to use Personal Leave, Flex-Time, Annual Leave, Long Service Leave or Purchased Leave:</p> <p><u>Extract from Gender Affirmation Factsheet:</u></p> <p>▲ 2. Taking leave for gender affirmation</p> <p>There may be a need for absence from the workplace during the process of gender affirmation, for example if the staff member's affirmation process involves medical procedures, such as hormonal treatment and/or surgeries.</p> <p>Adjusting appearance can take a considerable amount of time and for some people, gender affirmation can be a lifelong journey. During the early stages of social and hormonal realignment, it may be appropriate for some individuals to negotiate a combination of leave and some temporary Home Based Work or other Flexible Work Arrangements. Any agreed flexible working arrangements must be notified to Payroll in a timely manner by the employee and manager.</p> <p>Absences associated with any medical treatments and appointments can be taken as Personal Leave (sick leave with medical certificate). If Personal Leave has been exhausted, staff can consider using flex-time, Annual Leave, Long Service Leave or Purchased Leave.</p> <p><i>Read more: Pay, Leave and Conditions, Department of Home Affairs Workplace Determination 2019.</i></p>	

15. Gender Neutral Bathrooms and Facilities

ADVANCED
 Max. 4 points

STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE

15. Gender Neutral Bathrooms and Facilities

We have (or are working towards) having 'Gender Neutral' or 'All Gender' bathrooms and/or facilities with clear and visible signage available to employees.

Note: "Unisex" signage will not be given points for this question. **We are seeking more inclusive language for inclusive signage.**

If you already have gender neutral or all gender signage, please provide:

- (a) evidence of a communication regarding where 'Gender Neutral' or 'All Gender' bathroom/facilities can be located
- (b) evidence of clear and visible signage as it appears at the bathroom/facility location

If you are still making progress towards this, please:

- (c) outline progress made and when you expect to have signage in place.

If this is not possible for any reason, please provide:

- (a) evidence of any research or work that you have done in this area
- (b) any means by which you have been able to accommodate trans, gender diverse and non-binary employees

*** Please refer to the Evidence Guidelines regarding changes made to this question.***

All mobility access toilets within the Department are gender neutral by design, in line with requirements and building code. As clearly stated in our Gender Affirmation in the Workplace Factsheet (see *Standing Submission Item 12: Gender Affirmation Policy and Process Documentation*), we explicitly state that staff are legally entitled to use the bathrooms and facilities that reflect their gender identity.

Extract from Gender Affirmation Factsheet:

Bathrooms, change rooms, and other gender specific facilities

Staff are legally entitled to use bathrooms, change rooms and other gender specific facilities that reflect the staff member's affirmed gender identity. Any refusal or interference with a staff member using the bathroom of their affirmed gender identity could constitute bullying and harassment.

If other staff are uncomfortable, they can choose to use a bathroom in another location. In no circumstances should the person who has transitioned be asked to use facilities that are not aligned with their gender expression or are non-gendered. Individual staff can choose to use a non-gendered bathroom if they wish.

16. (Forms) Non-Binary Gender Options for Employees

ADVANCED
Max. 2 points

STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE
16. (Forms) Non-Binary Gender Options for Employees

We have audited and amended (or are in the process of auditing/amending) **all internal documents and forms** that collect gender information to include non-binary options and options for those who identify as trans or gender diverse (moving away from binary male/female, Mr. Ms., Mrs etc.).

For full points, please provide:

- (a) a brief outline of progress of work to date
- (b) options provided within changed documents if changes have been made

OR (c) *evidence that you do not collect or have removed gender options or gendered information on your forms*

We have commenced an audit of available internal documents forms but only a limited number of these collect gender information. Of these, currently only one (Declarable Circumstances online form) has been identified for updates to reflect inclusion of the gender neutral title Mx, which is already used in a number of other forms and IT systems across the department. The responsible business area has been contacted requesting them to action the update.

Excerpt from audit tracker – Forms that collect gender information:

STANDING SUBMISSION: Inclusion of Trans and Gender Diverse People					
16. (Forms) Non-Binary Gender Options for Employees (internal)					
We have audited and amended (or are in the process of auditing/amending) all internal documents and forms that collect gender information to include non-binary options and options for those who identify as trans or gender diverse (moving away from binary male/female, Mr. Ms., Mrs etc.).					
Page/Form Title	Form URL	Information Collected (gender)	Audit Status (2020-21)	Notes	Internal Contact Area (if required)
Employment Suitability Clearance - Declarable Circumstances Form (online form)	https://intranet.bcz.gov.au/about/integrity/standards-framework/reporting-declarable-circumstances#otp-heading0	Gender, Title	Under Review	Although title and gender are not mandatory – gender does include intersex and unknown, but title needs to be updated to include Mx.	s. 47E(d)
Apply for an online QBT profile	https://intranet.bcz.gov.au/PPCR/Pages/Apply%20for%20an%20online%20QBT%20profile.aspx	name, title, gender	Delivered	Details collected, but option for MX and 'unspecified' included.	
Apply for an official passport	https://intranet.bcz.gov.au/corporate/finance/travel/passports	Name, gender	Delivered	Details collected, but option for 'indeterminate/unspecified/intersex' included.	
Return or Cancel Mastercard	https://intranet.bcz.gov.au/PPCR/_layouts/15/WopiFrame.aspx?sourcedoc={0070ACCB-4977-484D-B753-DF9BC71CB383}&file=fm-1352-return-or-cancel-mastercard%20form-f1982.DOCX&action=default&DefaultItemOpen=1	No gender/title details collected.	Delivered		
Minor Procurement Spending Form	https://intranet.bcz.gov.au/PPCR/Documents/financial-management/fm-1418-minor-procurement-spending-form-v5.pdf	No gender/title details collected.	Delivered		

17. (IT Systems) Non-Binary Gender Options for Employees

<p>STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE 17. (IT Systems) Non-Binary Gender Options for Employees</p>	<p>ADVANCED Max. 2 points</p>
<p>We have audited and amended (or are in the process of amending) all relevant IT systems that collect gender information to include non-binary options and options for those who identify as trans or gender diverse (moving away from binary male/female, Mr. Ms., Mrs etc.).</p> <p><i>For full points, please provide:</i></p> <ul style="list-style-type: none"> (a) <i>a brief outline of progress of work to date</i> (b) <i>options provided within systems if changes have been made</i> <p>OR (c) <i>evidence that you do not collect or have removed gender options or gendered information within your systems</i></p>	
<p>We have commenced an audit of available internal IT systems but only a very limited number of these appear to collect and/or display gender information. Many only display the employee's email address and name.</p> <p>There are some known issues with our internal records management system (TRIM HPE Records Manager) not correctly syncing with the information listed on a user's SAP HR profile (such as title Mx). The Mx name prefix will be available in the drop-down list of titles in the new version of TRIM HPE Records Manager, expected to be deployed within the department by June 2021. There are workarounds in place to ensure users can still display the correct title 'e.g. Mx' until the fix is deployed. Users can free-type the correct title in and liaise with the TRIM helpdesk to ensure any future syncs with the SAP HR data does not wipe the updated title. See below an extract from our audit tracker document.</p> <p>Additionally, our internal job application system is undergoing an update in February 2021 to add 'Mx' title into the selection list.</p>	

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Excerpt of audit tracker – Forms that collect gender information:

STANDING SUBMISSION: Inclusion of Trans and Gender Diverse People
17. (IT Systems) Non-Binary Gender Options for Employees (internal)

We have audited and amended (or are in the process of amending) all relevant IT systems that collect gender information to include non-binary options and options for those who identify as trans or gender diverse (moving away from binary male/female, Mr. Ms., Mrs etc.).

IT System	Extra info page URL	Information Collected (gender)	Audit Status (2020-21)	Notes	Internal Contact Area (if required)
TRIM (HPE Records Manager)	ADD2021/968838 ADD2021/968827	Title, Gender.	Updates in Progress	Sync tool between TRIM and SAP has some errors (Profile title in TRIM is pulled from SAP info). Full update to be rolled out approx June 2021. Current functionality means users can Free type over existing options, or contact TRIM team to arrange permanent updating to work around sync issues with SAP HR profiles.	s. 47E(d)
easySAP	https://intranet.bcz.gov.au/myhr/Pages/lgbtiq.aspx#tab=6	Sex/Gender and title	Delivered	Inclusive options (gender - X, and title - Mx)	
OurPeople - internal job applications (candidate profile and individual applications final page)		Title/honorific	Updates in Progress	Updates to be implemented in Feb 2021 to allow for Mx. Will need to update screenshots.	
Outlook		No gender/title details collected	Delivered	Name pulled from internal profile - no gender or title information.	
Webex		No gender/title details collected	Delivered	Name pulled from internal profile - no gender or title information.	
Skype for Business		No gender/title details collected	Delivered	Name pulled from internal profile - no gender or title information.	
Cisco Profile (phone)		Only name is displayed	Delivered		
PDMS		Only name & email is displayed	Delivered		

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Correspondence with TRIM Support regarding TRIM Updates for Personal Profile Titles (Mx):

 [Redacted] homeaffairs.gov.au > [Redacted] Mon 8
Request Item RITM0051681 comments added -- TRIM RM8 Request for Assistance [SEC=OFFICIAL]
[Redacted]

Short description: TRIM RM8 Request for Assistance
Item: TRIM RM8 Request for Assistance

Click here to view request item: [RITM0051681](#)

Attachments:

[TRIM Personal Profile - Title field options.png](#)

Comments:

s. 22(1)(a)(ii) [Redacted] Additional comments

The Mx name Prefix is available in the new version expected to be deployed within the department by June 2021.

The current data feed we receive for prefixes is through SAP, and if a user has an undefined prefix there we should be able to accommodate at least removing the inaccurate prefix for now, and using the free-text component to supplement the Mx prefix as requested.

I will email this to the requesting user.

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG1586055_EID0wKM90T0x3j99qaOE

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18. Trans and Gender Diverse Applicants

STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE 18. Trans and Gender Diverse Applicants	ADVANCED Max. 6 points
<p>For trans and gender diverse applicants, we have:</p> <ol style="list-style-type: none"> Implemented processes to help reduce roadblocks/difficulties faced by trans and gender diverse people who are applying for jobs clearly communicated a point of contact available for trans and gender diverse applicants throughout the recruitment process on relevant webpages or within application documentation provided documentation addressing concerns specific to trans and gender diverse applicants and made these available throughout the recruitment process <p><i>For full points, evidence must be provided for all items above. Partial points will be given if all items are not evidenced.</i></p>	
<p>We have implemented processes to help reduce roadblocks/difficulties faced by trans and gender diverse applicants applying for jobs.</p> <p><u>Internal Applicants:</u></p> <ul style="list-style-type: none"> The 'Vacancies' landing page has 'Our Employee Value Proposition (EVP) – What it means to work for the Department' front and centre, which flags the commitments to supporting all staff to bring their authentic selves to work. Candidate profiles are automatically maintained from previous applications; however staff always have the option to update them as needed. Profiles include the option to update 'Current title' (e.g. Ms, Mr etc) and LGBTIQ+ status. During the application process it is clearly stated why diversity information is collected: <ul style="list-style-type: none"> <i>"The Department is committed to building and valuing a diverse workforce that represents the community we serve, a workforce that fosters inclusiveness and embraces the diversity of its people, such as differences in cultural backgrounds, race, ethnicity, disability, age, gender identity or sexual orientation. For this reason, the Department collects certain diversity information to use for benchmarking of our performance against these aims. Other personal information such as place and date of birth is used to initiate Employment Suitability Screening and Security Clearances processes (where required). Please note that this information is not used in anyway during the assessment and selection process. Gender data in the recruitment process informs our success in attracting and developing talent equally, at all levels."</i> <p><u>External Applicants:</u></p> <ul style="list-style-type: none"> Positions advertised externally all include a section 'Getting to know the Department of Home Affairs' which clearly states: <i>"We are committed to providing a working environment that values diversity and inclusion and supports staff to reach their full potential"</i>. Applicants are directed to read the Department's Statement of Commitment – Workplace Culture, Diversity and Inclusion. This states the Department is committed to <i>"building and valuing a diverse workforce that represents the community we serve. A workforce that fosters inclusiveness and embraces the diversity of its people, such as differences in cultural backgrounds, race, ethnicity, disability, age, gender identity or sexual orientation,"</i> as well as a commitment to: <i>"provide a safe, open and accepting environment that supports people of all sexualities and gender identities, where staff can bring their authentic selves to work."</i> 	

Internal Vacancies – ‘Our EVP – What it means to work for the Department’:

Job Search | Job Applications | Saved Jobs | Saved Searches/Alerts | My Candidate Profile | Saved Applications | My Offers

Vacancies

Search for Openings

Keywords:

Exact Match
 in job title
 in job title or description

Posted within the last: days

Requisition ID:

Location(s): Any

Classification: Any

Ongoing/Non Ongoing: Any

Type of Employment: Any

26 Jobs match the selections

Our people are integral to achieving our mission to protect Australia’s border and manage the movement of people and goods across it. We offer challenging and diverse careers that touch upon many parts of Australian life – industry and commerce, trade and travel, our national security, the protection of our community and the security of our offshore maritime resources and environment. Our success depends largely on our ability to foster the innovation, efforts and diverse skills of our people. We strive to create a motivating and rewarding working environment in which we value performance, our people, integrity, service and service standards. We encourage applications from Indigenous Australians, people with disability and people from other diverse backgrounds. **We are committed to providing a working environment that values diversity and inclusion and supports staff to reach their full potential.**

Our EVP - What it means to work for the Department

Be part of something bigger: contribute to building a secure Australia that is prosperous, open and united

Every employee plays a vital role—whether we are shaping migration policy, delivering innovative disaster recovery solutions, countering radicalisation, or tackling serious crime, we all share a commitment to building a safe, flourishing nation.

Make time for all parts of your life

All parts of our lives are important—our work life, the roles we play as carers, parents, sporting club members, etc. Our flexible work practices enable employees at different stages in their lives and with different family and community responsibilities to lead healthy, balanced lives and contribute to our teams.

Join a connected team of professionals

Our Department is dynamic and we are building new ways of working and thinking to deliver better outcomes for the Government and the community. We put the needs of our stakeholders at the heart of everything we do. Being part of the Department means embracing new challenges, connecting with others, and sharing with, and learning from each other.

Grow your career

Our broad ranging remit means that there are diverse opportunities for people to specialise in a profession, move to a new role, participate in a secondment, undertake formal study, change career direction or climb the ladder.

Be your authentic self

We support you to bring your authentic self to work through: having Diversity Champions, providing leadership development programs and opportunities, a range of workplace initiatives that support staff in balancing their work-life commitments, enabling staff with disability to fully participate, diversity networks that provide a platform for staff to come together and connect, and providing a safe and healthy work environment that offers wellbeing programs and services.

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Internal Vacancies – Personal Information Applications:

[Job Search](#) Job Applications Saved Jobs Saved Searches/Alerts My Candidate Profile Saved Applications My Offers

PERSONAL INFORMATION

The Department is committed to building and valuing a diverse workforce that represents the community we serve, a workforce that fosters inclusiveness and embraces the diversity of its people, such as differences in cultural backgrounds, race, ethnicity, disability, age, gender identity or sexual orientation. For this reason, the Department collects certain diversity information to use for benchmarking of our performance against these aims. Other personal information such as place and date of birth is used to initiate Employment Suitability Screening and Security Clearances processes (where required).

Please note that this information is not used in any way during the assessment and selection process.

* Gender

Gender data in the recruitment process informs our success in attracting and developing talent equally, at all levels.

* Are you an Australian Citizen?

* Are you of Aboriginal or Torres Strait Islander heritage?

* Do you identify yourself as having a disability?

Generally, all vacancies (unless otherwise specified in the vacancy description) participate in the RecruitAbility scheme, the scheme encourages the employment of people with disability in its Australian Public Service. Job applicants with disability who opt into the scheme and meet the minimum requirements of a vacancy advertised under the scheme are advanced to a further stage in the selection process. Merit remains the basis for engagement and promotion.*

**The RecruitAbility disability definition is where a person has a current limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities and episodic conditions if they are like to recur. For more information see the Australian Public Service Commission's [RecruitAbility webpage](#)*

* I would like to opt into the RecruitAbility scheme for this application process, if applicable

If you identify a disability, please indicate whether you require any support throughout the selection process. For further assistance please contact Recruitment on [S. 47E\(d\)](#)

* Do you require support to participate in an interview (or other forms of assessment)?

If yes, please provide details (max 4000 characters)

Candidate Profile – Voluntary Identity Data:

Job Search Job Applications Saved Jobs Saved Searches/Alerts **My Candidate Profile** Saved Applications My Offers

My Candidate Profile

Save Undo Cancel Print Preview

s. 22(1)(a)(ii)

* Phone: s. 22(1)(a)(ii)

* Email: [Redacted]

At the Department of Home Affairs we are committed to providing a working environment that values diversity and inclusion and supports staff to reach their full potential.

To apply for a role, it is important that you upload a copy of your up-to-date resume and complete this application with as much information as you can to assist us with our selection process.

s. 22(1)(a)(ii) CV [Edit] [Delete]

Surge Availability (COVID-19/NCM) + Add

There are no items in this section.

Documents

There are no items in this section.

Current Employment History (please ensure that your current employment details are recorded) + Add Another

<ul style="list-style-type: none"> Department of Home Affairs <ul style="list-style-type: none"> Public Sector (APS) 	Remove [Trash] 2 years 03/19 - Present >Details
---	--

Education (please add new entry for each degree) + Add Another

<ul style="list-style-type: none"> Undergraduate Double Degree 	Remove [Trash] Completed >Details
---	---

Language other than English + Add

There are no items in this section.

Temporary Employment Register (please add new for different interests) + Add

More Information

* Current Title: s. 22(1)(a)(ii)

Preferred Name: [Redacted]

* State: [Redacted]

* Country: [Redacted]

* Are you an Australian Citizen?

Do you identify as lesbian, gay, bisexual, transgender, intersex or queer +?

Do you identify yourself as having a disability?

Are you of Aboriginal or Torres Strait Islander heritage?

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APS Jobs website – Home Affairs Job Listing – ‘Getting to know the Department of Home Affairs’:

← → ↻ 🏠 🔒 <https://www.apsjobs.gov.au/s/job-details?id=a052P00000398H0QAI> ☆ 🌐 ⌵ 👤

APS JOBS 🔍

Position Number JR 91939	Vacancy Number VN-0685972
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Getting to know the Department of Home Affairs

The Department of Home Affairs is responsible for centrally coordinated strategy and policy leadership in relation to domestic and national security arrangements, law enforcement, emergency management, counter-terrorism, social cohesion, the protection of our sovereignty, the integrity of our border and the resilience of our national infrastructure.

The Australian Border Force, an operationally independent body within the Department of Home Affairs, is Australia's frontline border law enforcement agency and Australia's customs service. The Australian Border Force delivers critical border protection and national security outcomes while facilitating the movement of people and goods across the border. The Australian Border Force's mission is to protect Australia's border and enable legitimate travel and trade.

Our people are integral to achieving our mission to protect Australia's border and manage the movement of people and goods across it.

We offer challenging and diverse careers that touch upon many parts of Australian life – industry and commerce, trade and travel, our national security, the protection of our community and the security of our offshore maritime resources and environment.

Our success depends largely on our ability to foster the innovation, efforts and diverse skills of our people. We strive to create a motivating and rewarding working environment in which we value performance, our people, integrity, service and service standards.

We encourage applications from Indigenous Australians, people with disability and people from other diverse backgrounds. We are committed to providing a working environment that values diversity and inclusion and supports staff to reach their full potential. For more information <https://www.homeaffairs.gov.au/about-us/careers/working-with-us/workplace-diversity>

The Department offers an attractive remuneration package, including salary, superannuation benefits and flexible working conditions appropriate to the level of the position. For further details, refer to the Workplace Determination at <https://www.homeaffairs.gov.au/about-us/careers/working-with-us>

[Learn More](#)

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Home Affairs Website – Workplace Diversity Statement of Commitment:

<https://www.homeaffairs.gov.au/about-us/careers/working-with-us/workplace-diversity>

Overview What we offer Careers for Indigenous Australians Careers for people with disabilities Workplace diversity

Workplace diversity

We acknowledge that the diversity of our people is our greatest strength. We understand that a diverse workplace will have a greater understanding of its clients and the needs of the community.

As an organisation we endeavour to create an environment that values and utilises the contributions of people with different backgrounds, experiences and perspectives.

Statement of Commitment Workplace Equality, Diversity and inclusion

We commit to building and valuing a diverse workforce that represents the community we serve. A workforce that fosters inclusiveness and embraces the diversity of its people, such as differences in cultural backgrounds, race, ethnicity, disability, age, gender identity or sexual orientation.

We support our staff by realising their full potential through removing employment-related disadvantage and barriers to participation.

We will drive innovation, performance and productivity by empowering our diverse workforce to utilise the unique skills, ideas, perspectives and qualities that they contribute every day.

We will encourage applications from a broad range of suitably skilled people to deliver our diverse responsibilities and to perform our many complex roles by offering flexible work arrangements, through diversity networks, and by implementing relevant diversity action plans.

Our commitment

Our Executive, managers and staff will:

- Create a supportive and enabling culture that recognises the contribution of all genders, and provides opportunities for leadership, career development, flexible work and equal participation.
- Promote disability awareness and confidence, and create an environment that welcomes, supports and encourages an inclusive workplace for people with disability.
- Ensure strong representation of Aboriginal and Torres Strait Islander staff by removing barriers to career progression and enhancing employment opportunities through diverse locations and development programmes.
- Continue to build a workforce that respects and values the contributions of our culturally and linguistically diverse staff, who bring a vast range of individual experiences and capabilities valuable to the work we do.
- Provide a safe, open and accepting environment that supports people of all sexualities and gender identities, where staff can bring their authentic selves to work.
- Engage in ways to retain the corporate knowledge and career experience of our mature workforce, while increasing representation and developing the skills of our younger workforce.

This Statement of Commitment operates in the context of the legislative framework for the Australian Public Service, key Australian Government initiatives for promoting diversity and equal employment opportunity, and the Department's People Strategy 2020.

STANDINGSUBMISSION: STRATEGICFOCUS

19. External Website LGBTQ Workplace Inclusion Promotion

STANDING SUBMISSION: STRATEGIC FOCUS 19. External Website LGBTQ Workplace Inclusion Promotion	FOUNDATION Max. 2 points
<p>We have promotedour focus and work on LGBTQ workplace inclusion on our <u>external</u> facing webpage (URL).</p>	
<p><i>Please provide the URL of an external webpage thatspecifically promotes your inclusion work. (Points will not be given if we are unable to access this externally.)</i></p>	
<p>The Department promotes our inclusionwork on our external webpages.</p> <p>In particular, our Culture, Diversity and Inclusion Action Plans (including A Planfor Pride, the Department’s LGBTIQ+ Action Plan 2019-2022) are all accessible here:</p> <ul style="list-style-type: none"> • https://www.homeaffairs.gov.au/access-and-accountability/our-commitments/plans-and-charters/departamental-plans, <p>The Department’s Statement of Commitment: Workplace Culture, Diversity and Inclusion is alsoavailable here:</p> <ul style="list-style-type: none"> • https://www.homeaffairs.gov.au/about-us/careers/working-with-us/workplace-diversity. <p>These pages clearlyarticulate and promote our focus on LGBTIQ+ workplace inclusionwith specific mention of the diversity of the workforce including differences in gender identity and sexualorientation.</p>	

STANDING SUBMISSION: STRATEGIC FOCUS **INTERMEDIATE**
2 points
20. HR / Diversity Professional Accountabilities

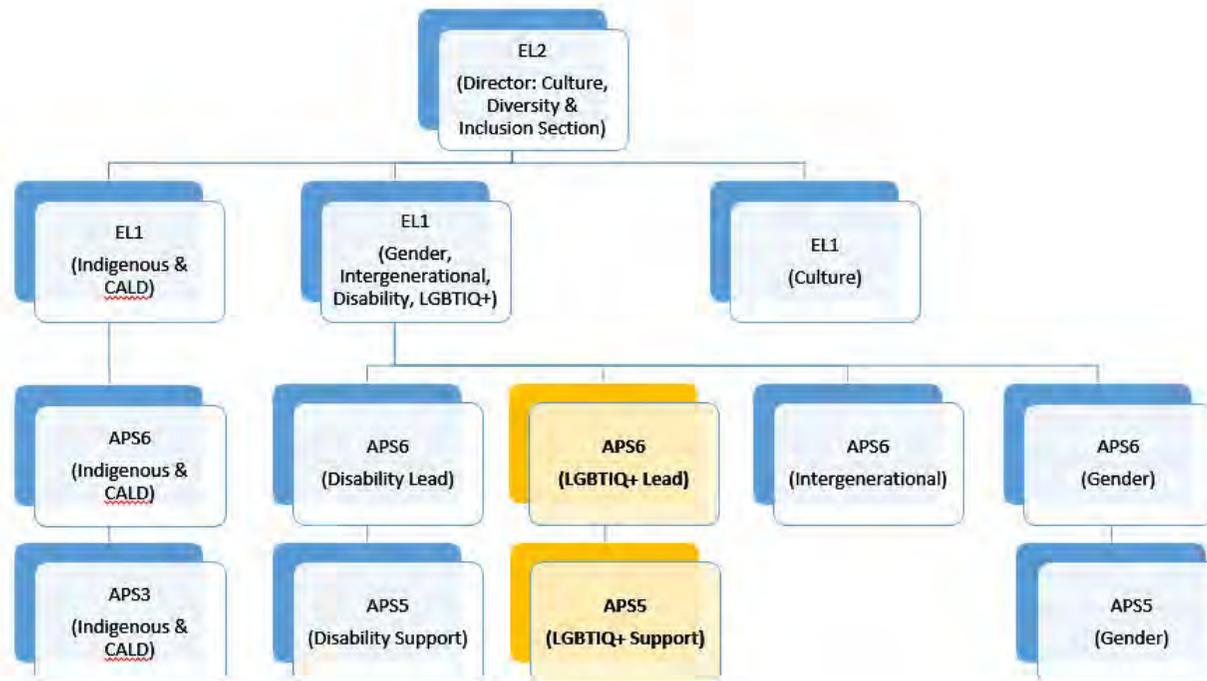
We have at least one Diversity / HR professional whose job description, performance appraisal or work plan includes specific and detailed LGBTQ inclusion objectives/targets.

Note: This is beyond a general reference to LGBTQ inclusion as an area of diversity.

Please provide evidence of such specific targets.

The Department's Culture, Diversity & Inclusion Section manages a number of cohorts, including Indigenous, culturally and linguistically diverse (CALD), gender, intergenerational, disability, and LGBTQ+. Two members of the section are dedicated to progressing LGBTQ+ work, one APS6 LGBTQ+ lead, and one APS5 support staff, with oversight by an EL1 and EL2.

Team Hierarchy:



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General task breakdown of responsibilities within the LGBTIQ+ team:



- Track and report on progress against LGBTIQ+ Action Plan, including maintaining the LGBTIQ+ Implementation Plan.
- Implement high-level initiatives from LGBTIQ+ Action Plan.
- Set priorities for the work area, maintain team cohesion, and ensure quality of outputs for the work area relating to LGBTIQ+.
- Develop, support and manage complex relationships with internal and external stakeholders, including sensitive/difficult problems.
- Oversee and manage staff, provide guidance and leadership.
- Anticipate and respond to stakeholder needs and expectations, including complex enquiries
- Contribute to the development of team objectives for short-term tasks and strategic planning for longer-term initiatives.
- Provide updates in network meetings on the progression against the LGBTIQ+ Action Plan.
- Develop LGBTIQ+ DRIVE scenarios relating to transgender.
- Manage relationships with stakeholders to achieve work area and agency goals.

- Update LGBTIQ+ implementation plan to handover to APS6.
- Provide administrative support to lead APS6.
- Manage and respond to enquiries in inbox, excluding complex enquiries which should be escalated to relevant APS6.
- Draft communications/notice articles for initiatives relating to LGBTIQ+, as per D&I calendar of events.
- Coordinate logistics for upcoming events relevant to LGBTIQ+, as per D&I calendar of events
- Schedule and coordinate meetings for LGBTIQ+ network.
- Prepare agendas and talking points for network meetings and any other relevant meetings or forums, such as Five Plus Five.
- Provide Secretariat support for network meetings.
- Develop Diversity Matters newsletters through coordination of content
- Keep memberships lists up to date
- Manage currency of JAM pages for LGBTIQ+
- Purchasing and invoicing

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Excerpt from Sheridan's Performance Development Agreement (work plan) which stipulates specific LGBTIQ+ inclusion objectives:

Performance Expectations

1.3 Lead LGBTIQ+ cohort program, and drive Diversity and Inclusion initiatives, goals and outcomes for LGBTIQ+ cohort to improve organisational culture

In Progress

A full copy of this PDA is attached, see:

- S1.20 – (a) LGBTIQ+ Lead PDA 2020-21

21. Executive Sponsor or LGBTQ Champion

<p>STANDING SUBMISSION: STRATEGIC FOCUS 21. Executive Sponsor or LGBTQ Champion</p>	<p>ADVANCED Max. 4 points</p>
<p>We have an Executive Sponsor located <u>within our Australian offices</u> with documented role expectations/accountabilities related to LGBTQ inclusion work and advocacy within the organisation.</p> <p>For full points, please provide evidence of both:</p> <p>(a) the documented role expectation/accountabilities</p> <p>(b) the mechanism through which the Executive Sponsor reports or is made accountable for these</p>	
<p>We have a number of Senior executive level (SES) staff located within our Australian offices who are helping to drive our diversity agenda in their roles as Champions for our diversity cohorts. For each of the Champion remits (Diversity, Disability and Indigenous) one Champion represents the Department, and another represents the ABF.</p> <p>The Diversity Champion remit covers: gender, intergenerational, culturally and linguistically diverse, and LGBTIQ+. When a Champion is appointed they are briefed on their role, responsibilities and expectations.</p> <p>The Diversity Champions formally catch up with the Culture, Diversity and Inclusion Section on a quarterly basis however informal communication is frequent. It is through these channels we can ensure accountability and transparency between the Champions and the Culture, Diversity and Inclusion Section to effectively progress initiatives, discuss opportunities and align expectations.</p> <p>A full copy of the brief excerpt below is attached, see:</p> <ul style="list-style-type: none"> - S1.21 – (a) Diversity Champion brief for ABF Diversity Champion Dr Bradley Armstrong 	<p>The screenshot shows a webpage with the following content:</p> <ul style="list-style-type: none"> Header: Diversity, disability and Indigenous champions Text: Our champions support and represent an ongoing diversity agenda whilst also advocating for the full inclusion of all staff. The Diversity and Inclusion Section provides direct support to our champions by managing annual programs, initiatives and events. Learn more about the role of your diversity champions in their video message: <ul style="list-style-type: none"> Diversity and inclusion: It's about all of us Contact: To contact a champion, contact their executive assistant. If you have any questions, contact us. <ul style="list-style-type: none"> Email: s. 47E(d) ABF champions: <ul style="list-style-type: none"> <p>Dr Bradley Armstrong Group Manager Customs Group, Deputy Comptroller-General Diversity Champion, Australian Border Force</p> Department of Home Affairs champions: <ul style="list-style-type: none"> <p>Luke Mansfield FAS International Policy Diversity Champion, Department of Home Affairs</p>

Excerpt: Diversity Champion brief for ABF Diversity Champion Dr Bradley Armstrong

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Meeting Brief

To: Dr Bradley Armstrong, ABF Diversity Champion, Group Manager Customs

Diversity Champion Meeting

Key issues

- A meeting has been arranged on 20 March to brief you, as the newly appointed ABF Diversity Champion, on the ABF's diversity initiatives and priorities.
- Attendees will include, s. 22(1)(a)(ii) Acting Director Diversity and Inclusion, s. 22(1)(a)(ii) Superintendent, ABF Workforce Culture & Behaviour, s. 22(1)(a)(ii) Acting Assistant Director Diversity and Inclusion and Army Crispe, Inspector ABF Workforce Culture & Behaviour.
- At the meeting you will be provided with an overview of the role, including responsibilities, commitments and initiatives related to the following diversity cohorts:
 - gender equality
 - lesbian, gay, bisexual, transgender and intersex (LGBTI)
 - culturally and linguistically diverse (CALD)
 - intergenerational (people over 55 or under 25 years of age)
- Staff networks have been established to support the following diversity cohorts:
 - Staff Advancing Gender Equality (SAGE) Network
 - LGBTI+ Network
 - CALD Network

Secretarial support is provided by the Diversity and Inclusion Section, excluding the CALD network which is staff-led. Formal network meetings are held on a bi-annual basis, with regular out-of-session updates being provided.
- Meetings are held with the Champions, and representatives from the Diversity and Inclusion Section and the ABF Workforce Culture & Behaviour Taskforce on a quarterly basis, more regularly if required.
- The Diversity Champion is responsible for supporting the Diversity and Inclusion Section and the ABF Workforce Culture & Behaviour Taskforce to drive the diversity agenda for the aforementioned cohorts, to influence sustainable change for our workforce. This includes upholding the following commitments:
 - acting as an exemplar for promoting equality, diversity and inclusion in the Department and the APS
 - working to improve employment outcomes for staff, including the removal of employment-related disadvantage based on gender, sexual orientation or gender identity, race or ethnicity, and age

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- progressing the implementation of APS-wide diversity strategies and initiatives
- supporting the Department's diversity strategies, action plans and activities
- working closely with other APS Champions
- to facilitate the sharing of good practice and collaboration between agencies
- supporting and promoting internal events, such as days of significance to show improved visibility of diversity across the Department.
- developing mechanisms to consult with and involve staff on diversity issues affecting them, including supporting staff networks by attending network meetings and forums.

Background

- Increasing the diversity of the Australian Public Service (APS) will drive innovation, performance and productivity—however to improve equality and diversity in the APS, there must be a commitment to removing employment-related bias and other barriers that hinder employees from equal participation based on their diversity status.
- A Statement of Commitment: Workplace Equality, Diversity and Inclusion (Attachment A) has been developed to demonstrate the Department's overarching commitment to supporting workplace equality, diversity and inclusion. It describes our priorities and dedication to promoting diversity and equal employment opportunities for our workforce. The Statement of Commitment was endorsed by the Secretary and Australian Border Force (ABF) Commissioner in December 2016.
- The Statement of Commitment also meets the expectation required by the Department under Section 18 of the Public Service Act 1999, promotion of employment equity, which states that Agency Heads must establish a workplace diversity program to assist in giving effect to the APS Employment Principles.
- Various departmental action plans have been developed, or are in development, with the aim of defining our goals and committing to actions that will achieve the Statement of Commitment's intention, as well as supporting the implementation of various APS-wide strategies and initiatives, including:
 - Gender Equality Action Plan (GEAP) 2017–20 (Attachment B)**, was developed to align to the principles of the *Balancing the Future: Australian Public Service Gender Equality Strategy 2016–19*, recommendations from an Executive Committee Gender Issues Deep Dive (30 September 2016), and drivers from the Department's *People Strategy 2020*. The Secretary and ABF Commissioner endorsed the GEAP on 20 January 2017, which was officially launched on 7 March 2017 to coincide with International Women's Day. The development of the GEAP also meets a Secretaries Equality and Diversity Council (SEDC) action item, which requires all APS departments and agencies to develop agency specific gender equality action plans, including customised targets
 - LGBTI+ Action Plan 2019-22 (Attachment C)**, the 'Plan for Pride' aims to create an inclusive and safe workplace by driving long-term sustainable LGBTI+ awareness and support structures and to continue to support the employment and inclusion of this diversity group. The LGBTI+ Action Plan was officially launched in June this year as part of the celebrations for Pride Month
 - Intergenerational Action Plan (IAP)** is currently in draft form. This plan has been developed to implement initiatives to retain the corporate knowledge and career experience of our mature age workforce, while increasing representation of our young staff and developing the skills of our intergenerational workforce. The IAP sets the pathways to enact our commitment and achieve an age inclusive workplace culture. The IAP is currently in draft and will be launched once it has been finalised.

22. Senior Management Diversity Accountability

STANDING SUBMISSION: STRATEGIC FOCUS 22. Senior Management Diversity Accountability	ADVANCED Max. 4 points
<p>We include specific diversity and inclusion accountabilities, job goals or expected outcomes within senior management appraisals beyond generic company values addressing diversity/inclusion (this may or may not include LGBTQ specific accountabilities).</p>	
<p>Note: This is outside of network leadership and executive sponsor accountabilities - applies to all executive/senior leaders.</p>	
<p><i>For full points, please:</i></p> <ul style="list-style-type: none"> (a) confirm that there are diversity accountabilities (over and above general behavioural values) within senior management appraisals. (b) provide evidence (template example acceptable) or if highly confidential, please indicate the name of a senior HR person who can verify this: 	
<p>As covered in Standing Submission Item 19: External Website LGBTQ Workplace Inclusion Promotion, the Department's Statement of Commitment: Workplace Culture, Diversity and Inclusion clearly articulates the diversity and inclusion commitment that all Executive, managers and staff will adhere to.</p> <p>The Department's strategic document Future Ready specifies behaviours and accountabilities expected of all employees, including our Executive (senior management). These behaviours and accountabilities directly affect our organisational culture, diversity, and inclusion. All employees use their Performance Development Agreements to reflect individual accountabilities aligned with the specific values-based behaviours articulated in Future Ready. We acknowledge and celebrate the diverse organisations and cultures that have shaped us into the Department we are today. Our Cultural Intent Statement in Future Ready sets out what we value and what it means in practice.</p> <p>The ABF's Realising our Full Potential (2020-2025) highlights the signature values of our workforce, including our Executive. The specific, signature values and leadership competencies articulated in Realising our Full Potential are embedded in individual performance assessments, talent management, promotion and recruitment processes.</p> <p>Each of these documents works in alignment with the others to identify strategic and cultural goals around diversity and inclusion.</p> <p>See complete versions of referenced documents attached:</p> <ul style="list-style-type: none"> - S1.22 – (a) Statement of Commitment – Workplace Culture, Diversity and Inclusion - S1.22 – (b) Future Ready - S1.22 – (c) ABF Realising our Full Potential (2020-2025) 	

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Excerpt from Statement of Commitment: Workplace Culture, Diversity and Inclusion:

Our commitment

Our Executive, managers and staff will:

- Create a supportive and enabling culture that recognises the contribution of all genders, and provides opportunities for leadership, career development, flexible work and equal participation.
- Promote disability awareness and confidence, and create an environment that welcomes, supports and encourages an inclusive workplace for people with disability.
- Ensure strong representation of Aboriginal and Torres Strait Islander staff by removing barriers to career progression and enhancing employment opportunities through diverse locations and development programmes.
- Continue to build a workforce that respects and values the contributions of our culturally and linguistically diverse staff, who bring a vast range of individual experiences and capabilities valuable to the work we do.
- Provide a safe, open and accepting environment that supports people of all sexualities and gender identities, where staff can bring their authentic selves to work.
- Engage in ways to retain the corporate knowledge and career experience of our mature workforce, while increasing representation and developing the skills of our younger workforce.

This Statement of Commitment operates in the context of the legislative framework for the Australian Public Service, key Australian Government initiatives for promoting diversity and equal employment opportunity, and the Department's People Strategy 2020.

Excerpts from Realising our Full Potential:

ABF Realising Our Full Potential – 7

SIGNATURE VALUES

Our three strategic priorities of **Leadership, Officer Capability and Operational Excellence** exist within a cultural context. We aspire to a culture that truly embodies our Signature Values and Behaviours.



RESPECT

- We respect each other, and value diversity and inclusion of people, culture and ideas.
- We acknowledge and appreciate the talents, viewpoints and contributions of others.
- We treat all people with sensitivity and dignity, in all settings.



ACCOUNTABILITY

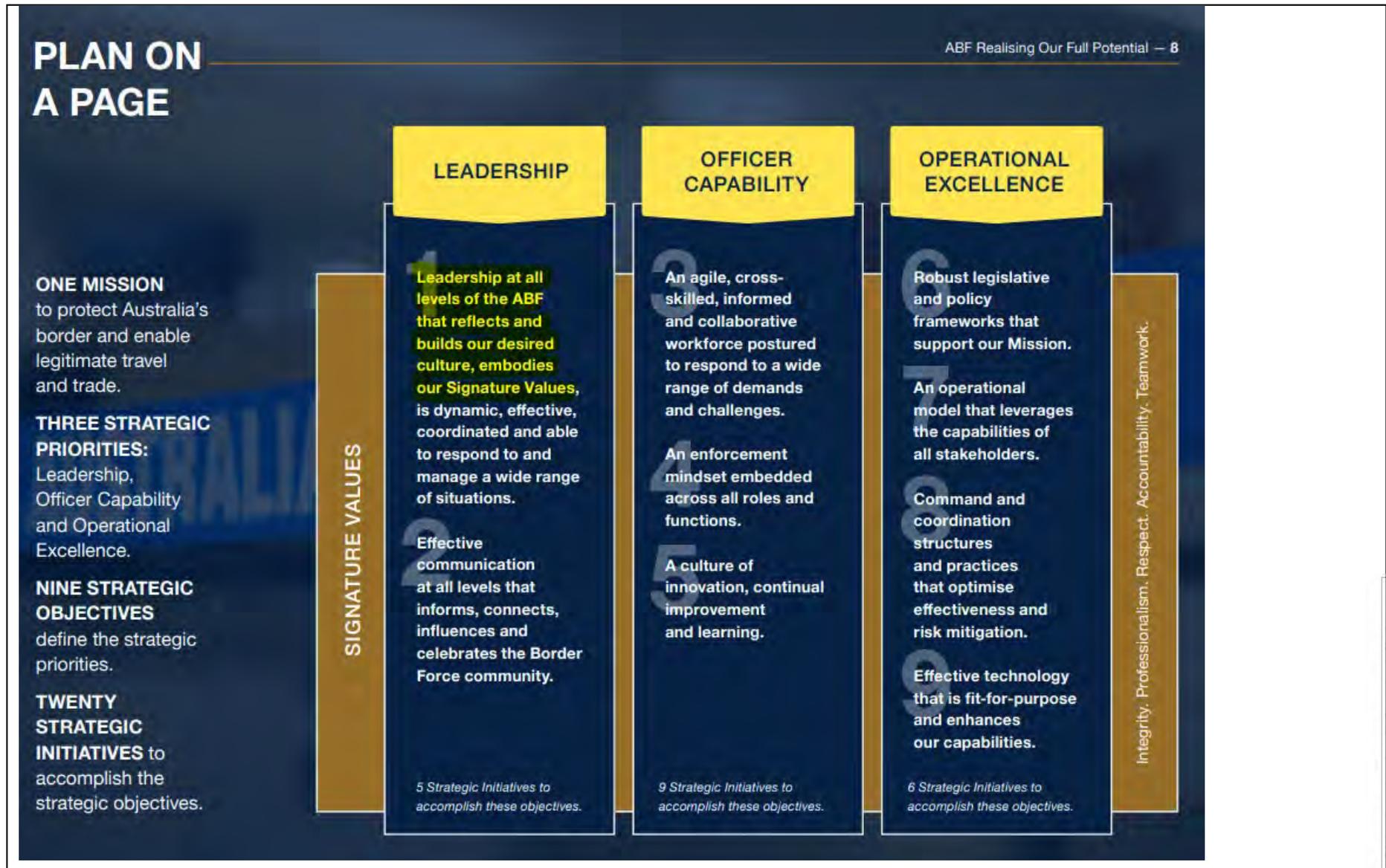
- We take responsibility for our decisions and actions.
- We hold ourselves and others to account.
- We recognise our mistakes and regard them as an opportunity to learn.



TEAMWORK

- We support those we work with and collaborate to build the effectiveness of our teams and achieve excellence.
- We value diversity of ideas and thinking and acknowledge the contributions of our colleagues.
- We empower and encourage our colleagues to make decisions and do things for themselves.
- We listen and respect the opinions of others.

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STRATEGIC PRIORITIES

Whether uniformed or non uniformed, working in an office or outdoors, on the ocean or on land, in trade and travel facilitation or border protection roles, in operations or administration – every member of our workforce contributes to our Mission in the work they do every day.

How we do our work is captured in our **VALUES** of Integrity, Professionalism, Respect, Accountability and Teamwork.

To perform at our best, in the context of the opportunities and threats identified, requires a strategic approach to three key **PRIORITIES**: Leadership, Officer Capability and Operational Excellence. These are not additions or alternatives to our “business as usual” – they are priorities that shape everything we do, so that we can indeed realise our full potential.

Each priority is defined by **STRATEGIC OBJECTIVES** that describe what we plan to accomplish during the timeframe of this *Realising Our Full Potential* document.

A list of **STRATEGIC INITIATIVES** outlines what we will do to ensure we achieve those objectives.

LEADERSHIP

Strategic Objectives	Strategic Initiatives
<p>Leadership at all levels of the ABF that reflects and builds our desired culture, embodies our Signature Values, is dynamic, effective, coordinated and able to respond to and manage a wide range of situations.</p>	<ol style="list-style-type: none"> 1. Building on the ABF Leadership Model, develop and deliver an ABF Leadership Framework that assists operational leaders at all levels to effectively lead and manage in line with ABF expectations and standards. 2. Develop and implement an operational leadership training continuum for officers at all levels within the ABF. 3. Embed the ABF Leadership Competencies in performance assessments, talent management, promotion and recruitment processes.
<p>Effective communication at all levels that informs, connects, influences and celebrates the Border Force community.</p>	<ol style="list-style-type: none"> 4. Develop and implement a whole of ABF Media and Communications Strategy to better connect the ABF as a community to the Mission, Signature Values and each other. 5. Develop and implement an Industry Engagement Strategy to better collaborate, inform and influence a wide-ranging audience to enhance compliance, cooperation and coordination with our partners.

Excerpts from Future Ready:

To continue to meet these challenges we value:

- **Good leaders** who (consistent with the *People Strategy 2025* and the *ABF Realising Our Full Potential* initiative):
 - embody the APS Values;
 - create a culture of trust and respect for colleagues, staff and members of the public;
 - demonstrate humility, while also celebrating our successes;
 - model, professionalism and appropriate behaviours in our workplace;
 - are curious, creative and imaginative when dealing with problems and issues;
 - support and promote the wellbeing of our staff and ourselves;
 - learn from our mistakes;
 - take accountability for our actions and hold others to account for theirs;
 - foster a culture of empowering staff to make decisions and actively devolve decision making authority;
 - encourage and welcome different points of view and diversity of thought and opinion;
 - adapt to new ways of working and effectively manage our people well, no matter their location or working arrangements;
 - ensure staff awareness of their environment and thereby promote strategic alignment; and
 - deliver real results for the Australian community through our people, practices and collaboration across the public service.
- **A workforce** which is:
 - innovative, creative and cross skilled, enabling it to respond rapidly to changing organisational and Government needs, both in policy development and service delivery;
 - resilient to the sustained high operational pace of our work across extended periods;
 - comfortable working in an ambiguous and changing environment;
 - empowered and trusted to make complex decisions and solve problems quickly, by anticipating and leaning in to them;
 - able to move from concept, to design and implementation swiftly and seamlessly;
 - willing and able to work in different roles to build a varied career;
 - instinctively able to work with others in the Department, across the Portfolio and the wider APS, State and Territory Governments, the community, industry and partners as a whole ecosystem of service delivery; and
 - continuously looking for ways to improve our services, and always has the Australian public in mind when designing and delivering its services.

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HOW WE WILL ACHIEVE FUTURE READY

As a Department we will, over successive years, build into our Business Plans the required goals, targets and actions, and allocate the resources to achieve *Future Ready*. Details on the Department's Business Planning cycles and processes can be found on our [departmental Intranet](#). Your understanding of and participation and engagement in these critical processes will be fundamental to our overall success.

We will conduct a formal review of *Future Ready* in 2022-23 to ensure that it remains relevant, is correctly focused, up to date, and takes account of the progress we have made. It will also consider if a refresh of the *Operating Model* is required, and outline any further changes that may be required and that we can expect to occur in the coming few years.

A user guide is available to provide practical advice on implementing *Future Ready* in all areas but below is a summary of what is required of both managers and individuals.

AS A MANAGER

You will contribute directly or indirectly to the Department's *Corporate Plan* as well as the *Business Plan* for your work area. You should use this document and the capabilities, skills and attributes it describes to contribute to the *Future Ready* vision. You will ensure that your staff's Performance and Development Agreements all align with the goals those documents contain, and then develop and plan for your workforce to match the capabilities, skills and attributes embodied in *Future Ready*. *Future Ready* alongside your business and area work plans will assist you to plan for your business' future needs, and enable you to contribute to our overall success.

AS AN INDIVIDUAL

You will use your Performance and Development Agreement to reflect the individual actions you will take to support the Department to achieve business outcomes and processes in the *Corporate Plan* and *Business Plan* and ensure that they are consistent with *Future Ready*. Your performance goals and measures of success should align with the annual *Corporate Plan* and *Business Plan*, and your personal development needs and ambitions should align closely with the defined workforce capabilities and other attributes that will be essential to you, and therefore our collective success.

During the finalisation of the Performance and Development Agreement and in your two annual performance reviews simply ask yourself one additional question at the end: "How did I help achieve *Future Ready*?"

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Excerpt from Future Ready – Cultural Intent Statement:

CULTURE IS KEY IN OUR CONTINUED SUCCESS

Our Cultural Intent Statement sets out what we value, what it means in practice, and our acknowledgment and celebration of our diverse organisations and cultures that have shaped us into the Department we are today. We acknowledge that we need to mature and sustain an organisational culture that focuses on high performance, integrity, professionalism, open communication and value based behaviours.

HOW WE WORK We value staff who:	OUR VALUE-BASED BEHAVIOURS We:	OUR ROLE AS LEADERS We:
<ul style="list-style-type: none"> work with diligence and commitment to our purpose; strive for high performance and build a collaborative culture; value and appreciate the contribution each person makes to our organisation; and are inclusive, value different perspectives and encourage innovation. 	<ul style="list-style-type: none"> abide by the APS Values in all we do; are professional and act with integrity at all times; trust each another and genuinely collaborate and communicate; ensure a safe and welcoming environment in our workplaces; and work with stakeholders to achieve common goals and outcomes. 	<ul style="list-style-type: none"> respect each another and demonstrate humility; support and promote the wellbeing of others and ourselves at all times; celebrate our successes and learn from our failures; are accountable for our actions and hold others to account for theirs; and promote an environment where staff can do their best work.

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23. Customer-facing LGBTQ Inclusion

STANDING SUBMISSION: STRATEGIC FOCUS 23. Customer-facing LGBTQ Inclusion	ADVANCED Max. 3 points
<p>We have evaluated (or are in the process of evaluating) the LGBTQ inclusivity of customer facing / service user processes.</p> <p><i>For full points, please:</i></p> <ul style="list-style-type: none">a) <i>clearly outline the extent of this work and progress made to date</i>	
<p>Unfortunately we cannot provide information on any projects regarding this due to security restrictions.</p>	

24. Customers Information: Changing Gender Markers

STANDING SUBMISSION: STRATEGIC FOCUS 24. Customers Information: Changing Gender Markers	ADVANCED 3 points
<p>We provide customers / service users with easily accessible information on how they can change their title (Mr, Ms, Mx), name and gender within our systems.</p> <p><i>For full points, please provide either:</i></p> <ul style="list-style-type: none"> a) a copy of the customer/service user documentation that outlines this or a screenshot of that information. b) evidence that you do not collect or have removed gender options or gendered information in your systems 	
<p>Our internal HR pages provide clear information on a number of topics regarding how to change someone’s title, name and gender within our systems. These topics include:</p> <ul style="list-style-type: none"> - recognition of sex and gender - how to update personal record(s) - privacy, and - where to go for more information. 	

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Guidance on how to update personal records within our systems:

https://intranet.bcz.gov.au/myhr/Pages/lgbtiq.aspx#tab=6

Home Recruitment New to the Department Culture, diversity and inclusion Job roles & responsibilities Learning and development Leaving the Department **Work health & safety** Workforce management Pay, leave & conditions

Practising inclusive language Awareness training Support - the role of PRIDE Allies Gender diversity Transgender or 'Trans' and Intersex staff **Recognition of sex and gender** Support and services

Recognition of sex and gender

The Australian Government understands that people may identify and be recognised as a gender other than the sex assigned at birth or infancy. This can include identifying as a gender that is not exclusively male or female. We encourage you to reflect this in your personal records held by Australian Government departments and agencies.

For further information, including how to change your personal record in easySAP, see the Recognition of Sex and Gender page.

Updating your personal record

If sex or gender is recorded on your personal records in easySAP, you will have the option to select one of the following:

- M (Male)
- F (Female)
- X (Indeterminate)

You will also have the option to select gender-neutral titles, Mx or blank.

You cannot change your own personal record in easySAP. To request a change you must contact Support Connect and provide the required supporting evidence:

- Phone: s. 47E(d) (outside Australia)
- Email: s. 47E(d)

You will receive a response in 30 calendar days to any requests to amend your sex and gender information in personal records.

Note: Australian Privacy Principle 13 stipulates that an entity must take reasonable steps to correct personal information held by an individual. This relates to information that is inaccurate, out of date, incomplete, irrelevant or misleading.

When responding to a request for amendment or correction the Department will recognise any **one** of the following as sufficient evidence of your sex or gender:

Privacy relating to collection, use and disclosure of personal information

All forms of personal information adhere to strict controls contained in the Australian Privacy Principles. This relates to the collection, use and disclosure of personal information that also applies to information relating to a person's sex and gender.

In line with the Australian Government's approach to identity security, the Department will ensure the continuity of the record of an individual's identity. Only one personal record should be made or exist for an individual, regardless of a change in gender or other change in personal identity.

We will ensure an individual's history of changes of sex and gender (including change of name) meets the following criteria:

- protected from interference
- subject to appropriate security controls
- recorded and accessed only when the person's history is relevant to a decision being made
- information, which is no longer needed or required, must be de-identified or destroyed

This is consistent with the Australian Privacy Principle 11 – Security of personal information, to protect the privacy of an individual who has changed their sex and/or gender on an Australian Government record.

Where to go for more information

The Guidelines (1.6KB PDF) and contact information is available on the Attorney-General's Department website Gender Recognition.

For specific enquiries or feedback on the Guidelines, contact the Attorney-General's Department by email, s. 22(1)(a)(ii)

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You will receive a response in 30 calendar days to any requests to amend your sex and gender information in personal records.

Note: [Australian Privacy Principle 13](#) stipulates that an entity must take reasonable steps to correct personal information held by an individual. This relates to information that is inaccurate, out of date, incomplete, irrelevant or misleading.

When responding to a request for amendment or correction the Department will recognise any **one** of the following as sufficient evidence of your sex or gender:

- a statement from a Registered Medical Practitioner or a Registered Psychologist which specifies your gender
- a valid Australian Government travel document, such as a valid passport, which specifies your gender
- a state or territory birth certificate, which specifies your gender (a document from a state or territory Registrar of Birth Deaths and Marriages recognising a change of sex or gender is also sufficient evidence).

Note: Appendix A of the [Guidelines \(1.6KB PDF\)](#) has a sample statement from a Registered Medical Practitioner or a Registered Psychologist. This sample is a guide only.

If the Department receives conflicting information about a person's sex or gender, it may seek further information and supporting evidence. The Australian Government's approach to identity security is evidence based. If the evidence provided by an individual is insufficient, as per the [Guideline \(1.6KB PDF\)](#), the Department may refuse the correction request.

While you are encouraged to ensure that your documents reflect your preferred gender, the Department recognises that there are legitimate reasons why people may hold conflicting documents. For example, people who identify primarily as X (indeterminate) may want to hold a passport in a particular gender to ensure their safety while travelling overseas.

**** END OF SECTION 1: STANDING SUBMISSION ****

ANNUAL SUBMISSION

This part of the Submission (Sections 2 – 10) is only applicable to work carried out in the 2020 calendar year. Points will not be allocated for work carried out in 2021.

All questions within the Annual Submission must be answered in order to obtain point allocation. No points are carried over within these sections.

A reminder to read each question carefully and the specific evidence required, respectively.

- Each question asks for specific LGBTQ-explicit evidence. If inadequate or incomplete evidence is provided for any question, full points may not be obtained.
- If attaching evidence, please indicate the question number / title on the file name

For further support and clarification: Please download the [AWEI Scoring Guidelines](#) or refer to the [AWEI Tools and Support](#) webpage.

****Due to the Covid-19 pandemic and national/state-wide restrictions, social distancing and other related factors, we will be accepting any virtual or digital evidence for the questions within the Annual Submission.****

SECTION 2: STRATEGY & ACCOUNTABILITY

1) External LGBTQ Expertise

ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 1. External LGBTQ Expertise	FOUNDATION Max. 2 points
<p>We have access to external LGBTQ support/expertise that we have called upon throughout the assessed year (this may include but is not limited to PID).</p>	
<p><i>Please provide evidence of <u>one</u> such engagement throughout the assessed year, identifying who that was with.</i></p>	
<p>The Department engaged with Pride in Diversity relationship manager ^{s. 47F(1)} to seek advice on best practice to update our acronym in May 2020.</p> <p>The conversation first took place via phone, however follow-up in writing was recorded. At that stage we were using 'LGBTI+' however with additional reading on the Darlington Statement and potential inclusion/omission of the 'I' we sought advice from ^{s. 47F(1)} about the best way forward to ensure we were being as inclusive as possible with our acronym.</p> <p>Following ^{s. 47F(1)} advice we sought input from our network on their preference with regards to retaining the 'I' to ensure inclusivity, and the potential addition of the 'Q' for queer/questioning. Our network members were overwhelmingly supportive of this proposal and we proceeded to update our acronym to LGBTIQ+. Network members were advised of the outcome in June 2020.</p>	

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Email from PiD to Home Affairs Diversity and Inclusion section regarding updating of Home Affairs Acronym:

Fri 1/05/2020 11:44 AM

s. 47F(1)

RE: Intersex Inclusion [DLM=For-Official-Use-Only]

To: **s. 22(1)(a)(ii)**

Cc: **s. 22(1)(a)(ii)**

EXTRA! EXTRA! Read all about it! Outlook item

FW: State Roundtables & Upcoming Online Learning Outlook item

Hi **s. 22(1)(a)(ii)**

The Q is always a challenge.

Many older people do not have fond memories of being called queer. It's not a term I would ever use about myself. However many younger people use the term and many identify as queer.

I would add the Q to your acronym and even the + to try and make your acronym as inclusive as possible. If you have an LGBTIQ+ network, you could ask them on their preference.

One thing that I did mean to speak to you about was your PiD membership renewal, which is overdue. Would we be able to send you an **s.22(1)(a)(ii)** the invoice? No doubt it went to the wrong email address.

Thanks **s. 47F(1)**

From: **s. 22(1)(a)(ii)**

Sent: Thursday, 30 April 2020 3:52 PM

To: **s. 47E(d)**

Cc: **s. 22(1)(a)(ii)**

Subject: RE: Intersex Inclusion [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good afternoon **s. 47E(d)**

Thank you for sending through the below information, and for your time on the phone on Tuesday. It was great to be able to chat with you, particularly to get your views on the acronym change.

During the call we also briefly discussed the possibility of adding the 'Q' to our acronym, but I noticed that this isn't referenced below.

I was hoping to clarify whether you also recommend adding the 'Q' to our acronym (LGBTQI)? Or, as you outlined below, you recommend that we continue with our current acronym as is (LGBTI), and do not add the 'Q'?

Thanks again, and looking forward to hearing back from you.

Kind regards,

s. 22(1)(a)(ii)

LGBTI+ Lead
 Diversity and Inclusion | People Services Branch
 People and Culture Division | Corporate & Enabling Group

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Email to LGBTIQ+ network members advising of updated acronym following consultation:

Thu 25/06/2020 12:02 PM
 Diversity
 Updating Our Acronym - LGBTIQ+ Staff and Allies Network [SEC=UNCLASSIFIED]

s. 22(1)(a)(ii)

UNCLASSIFIED

Good morning,

We hope you've all been busy celebrating PRIDE month - in a socially distanced manner of course!

Recently we reached out to seek your feedback on updating our acronym to **LGBTIQ+**, in line with advice from Pride in Diversity, and to ensure we are best representing the diversity within our LGBTIQ+ community.

We received overwhelmingly positive feedback regarding the possible change, and would like to thank you for taking the time to write back with your views.

In the coming weeks we will be updating our MyHR pages and documentation to reflect this change. We recognise that inclusive language, respect and recognition can help people feel welcome in their workplace and community, and know that with this change we will all continue to celebrate, embrace, and advocate for, the diversity and full inclusion of all staff.

Happy PRIDE month!

Kind regards,

s. 22(1)(a)(ii)
 LGBTIQ+ Lead
 Diversity and Inclusion | People Services Branch
 People and Culture Division | Corporate & Enabling Group
 Department of Home Affairs
 Intranet: visit [MyHR](#)
 P: **s. 22(1)(a)(ii)**
 E: **s. 22(1)(a)(ii)**

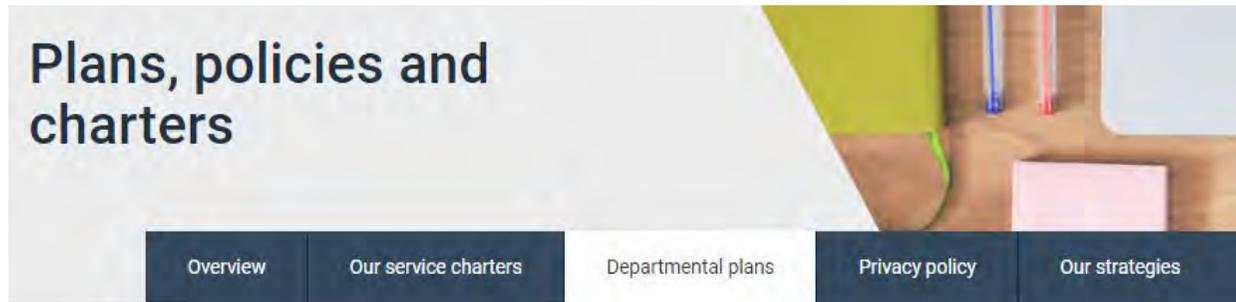
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2) Documented LGBTQ Strategy

ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 2. Documented LGBTQ Strategy	FOUNDATION Max. 3 points
<p>We have a documented LGBTQ inclusion strategy (or pillar within an overarching diversity strategy) in place for the assessed year that includes <u>clearly defined</u> LGBTQ targets and/or action plans.</p> <p><i>Please provide a copy of the LGBTQ component of your strategy and clearly defined targets. If your strategy does not contain clearly defined LGBTQ targets, please provide any accompanying/supporting action plans that will show specific goals in this area</i></p>	
<p>The Department of Home Affairs has a documented LGBTIQ+ inclusion strategy – the LGBTIQ+ Action Plan 2019-2022 ‘A Plan for Pride’.</p> <p>The action plan focuses on three priority areas – (1) drive a supportive and enabling culture; (2) embed LGBTIQ+ inclusion in departmental practices; and (3) engage staff to support LGBTIQ+ inclusion. Our goals and success measures are clearly articulated to shape our approach to the LGBTIQ+ inclusion program. This document is available both internally and externally. Our implementation of the strategy and progress against these clearly articulated goals is tracked using the LGBTIQ+ Implementation Plan. This plan enables us to clearly identify timelines, deliverables, responsibilities and track and report against progress of the Action Plan.</p> <p>The Culture, Diversity and Inclusion Section meets regularly (quarterly) with the LGBTIQ+ Staff and Allies network to track network goals and progress against the strategy.</p> <p>Full versions of the documents mentioned are attached:</p> <ul style="list-style-type: none"> - S2.2 –(a) LGBTIQ+ Action Plan 2019-2022 ‘A Plan for Pride’ - S2.2 –(b) LGBTIQ+ Implementation Plan 	

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External Web Page - Departmental Plans:



See: <https://www.homeaffairs.gov.au/access-and-accountability/our-commitments/plans-and-charters/departmental-plans>

Departmental plans

Corporate plans

Gender Equality Action Plan 2017-20

Departmental plans

This area has information about departmental plans:

- [Reconciliation Action Plan 2019-22 \(2MB PDF\)](#)
This plan outlines the ways in which the Department will further the national reconciliation agenda and assist in closing the gap on Indigenous disadvantage.
- [LGBTIQ+ Action Plan 2019-22 \(796KB PDF\)](#)
The 'Plan for Pride' shows our committed approach to support a diverse workforce. We aim to build an inclusive work culture where everyone feels valued and confident to contribute in all our workplaces.
- [Intergenerational Action Plan 2020-24 \(190KB PDF\)](#)
The Department is committed to having a workforce that reflects the diversity of the community it serves. We embrace the opportunity to build a multigenerational workforce where people of multiple age groups find sustained job satisfaction working together in the Department.
- [Gender Equality Action Plan 2017-20](#)
The Department's Gender Equality Action Plan 2017-20 sets our commitment to sustained gender equality and ensures that best practice inclusion is embedded in our leadership and people management practices.
- [Disability Action Plan 2016-20 \(578KB PDF\)](#)
The Disability Action Plan 2016-20 outlines our commitment to better support our employees and clients with disability, and those who care for a person with disability. It will help build relationships, create new opportunities, and provide accessible workplaces that allow everyone to fully participate.

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Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+)

The 'Plan for Pride' **LGBTIQ+ Action Plan 2019—2022 (787KB PDF)** shows our committed approach to support a diverse workforce. We aim to build an inclusive culture where everyone feels valued and confident to contribute in all our workplaces.

We will provide a supportive workplace for all Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) staff who identify outside of the binary. The '+' represents that gender identities and sexual orientations are part of a spectrum.

For further information about LGBTIQ+, **scroll down** to access the tabs below.

LGBTIQ+ is a term that represents a diverse range of identities and communities. Whilst this represents a diverse group, LGBTIQ+ generally shifts away from traditional definitions of heterosexuality or gender binaries of male and female. The acronym may not speak to some and we recognise the complexity of identities within this broad definition. We support staff to be their authentic selves.

Contact

If you have any questions, you can:

- Email **s. 47E(d)**

Practising inclusive language

Awareness training

Support - the role of PRIDE Allies

Gender diversity

Transgender or 'Trans' and Intersex staff

Recognition of sex and gender

Support and services

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Action Plan Excerpt:

LGBTIQ+ Action Plan 2019–2022

'A Plan for Pride'

Providing a supportive and inclusive workplace for all Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) staff is important to the Department of Home Affairs and Australian Border Force (ABF). We strive to promote acceptance, understanding and respect for all staff and officers who identify outside of the binary (*).



The Department and ABF are committed to a diverse workforce and an inclusive culture where our people feel valued, motivated and confident to contribute in all our workplaces. Our continued focus on diversity and inclusion is important as people with different backgrounds and perspectives contribute to an enriched environment for driving innovation and capability. We acknowledge the broad spectrum of the LGBTIQ+ communities and the intersectionality across race, ethnicity, cultural and linguistic heritage, disability, and Aboriginal and Torres Strait Islander culture and peoples.

Our LGBTIQ+ Action Plan 2019-2022 identifies three key focus areas to help build an LGBTIQ+ inclusive workplace:

- Drive a supportive and enabling culture.
- Embed LGBTIQ+ inclusion in departmental practices.
- Engage staff to support LGBTIQ+ inclusion.

We will seek to embed the principles of equality, equity, diversity and inclusion in all aspects of our work to foster greater community engagement in the work that we do.

The LGBTIQ+ Action Plan 2019–2022 focuses on three priority areas:

Drive a supportive and enabling culture	Embed LGBTIQ+ inclusion in departmental practices	Engage staff to support LGBTIQ+ inclusion
Our senior leadership will champion LGBTIQ+ inclusion and staff led networks will drive initiatives and activities.	LGBTIQ+ inclusion best practice will be embedded in our policies and practices.	Our staff will be encouraged to work together to support LGBTIQ+ inclusion, education and awareness.
Our goals		
<p>1.1 Senior leaders demonstrate commitment to LGBTIQ+ inclusion across the Department and ABF.</p> <p>1.2 LGBTIQ+ inclusion is a business objective and is communicated to staff and stakeholders.</p> <p>1.3 Leaders at all levels understand the social, personal and professional barriers faced by people who identify as LGBTIQ+. Leaders are committed to learning and are equipped to address issues and concerns sensitively and with respect.</p> <p>1.4 There is a well-established and active LGBTIQ+ Staff and Allies Network (LGBTIQ+ network) across the Department and ABF.</p>	<p>2.1 The Department and ABF policies, procedures and resources are LGBTIQ+ inclusive and devoid of unconscious bias.</p> <p>2.2 LGBTIQ+ staff and allies are comfortable reporting anti-LGBTIQ+ behaviour and are confident the Department and ABF will address such cases appropriately.</p> <p>2.3 LGBTIQ+ staff are aware of support mechanisms available and find them effective.</p> <p>2.4 The Department and ABF has established review points throughout the lifetime of the plan to ensure that our current systems, processes and procedures align with best practice for LGBTIQ+ workplace inclusion. Identify and work with appropriate stakeholders to ensure this is applied holistically.</p>	<p>3.1 The Department and ABF actively promote LGBTIQ+ events, information and resources to all staff.</p> <p>3.2 The Department and ABF recognise LGBTIQ+ days of significance that promote community awareness and education.</p> <p>3.3 Departmental staff and ABF officers understand the importance and value of LGBTIQ+ inclusion.</p> <p>3.4 The Department and ABF actively promote its commitment to LGBTIQ+ inclusion externally through community engagement such as participation in events and fundraising initiatives.</p>
How we will measure our success		
Internal Measures	External Measures	Reporting Tools
<ul style="list-style-type: none"> • Improved staff engagement scores in staff census. • Growth in LGBTIQ+ network active members and staff who choose to self-identify through easySAP. • Improved survey responses from LGBTIQ+ network members on the direction and effectiveness of the LGBTIQ+ network. • Increase of LGBTIQ+ resources available on the intranet. 	<ul style="list-style-type: none"> • Improved survey results in the annual Australian Workplace Equality Index. • Meet the requirements of changes to Sex and Gender Classification in Australian Government Records. • Reporting within the annual report on LGBTIQ+ initiatives and metrics. 	<ul style="list-style-type: none"> • Workforce reporting showing increased number of staff identifying as LGBTIQ+. • Annual Report highlighting LGBTIQ+ inclusion in the Department and ABF. • Department and ABF Pulse Checks and staff surveys showing increased engagement by staff and officers. • Australian Workplace Equality Index (AWEI) showing advancement and progress in the combined Department and ABF's overall score and placement.

Implementation Plan Excerpt:



LGBTIQ+ Implementation Plan 2019-22



Priority 1: Drive a supportive and enabling culture

No.	Actions	Success measures	Status
1.1 Senior leaders demonstrate commitment to LGBTIQ+ inclusion across the Department and ABF.			
1.1.1	Commit to improving LGBTIQ+ equality in the APS and removing employment-related disadvantage/barriers based on sexual orientation, gender identity and intersex status.	<ul style="list-style-type: none"> - We have improved best practice inclusion embedded in our leadership and people management strategies, policies and practices. - The LGBTIQ+ Action Plan 2019-2022 is being implemented to drive LGBTIQ+ equality for our workforce. 	Tracking well and/or on the way to achieving success
1.1.2	Support the Secretaries Equality and Diversity Council (SEDC) to drive improvements in LGBTIQ+ inclusion across the APS.	<ul style="list-style-type: none"> - Secretary is a member of SEDC. 	Tracking well and/or on the way to achieving success
1.1.3	Appoint senior leaders as representatives of the LGBTIQ+ network to champion equality, drive the network and promote awareness of LGBTIQ+ issues.	<p>ABF Diversity Champion: Dr Bradley Armstrong, Group Manager Customs Group</p> <ul style="list-style-type: none"> - Appointed March 2020. - Role previously held by Assistant Commissioner Rachel Houghton. <p>Departmental Diversity Champion: Luke Mansfield, a/g Deputy Secretary Citizenship and Social Cohesion Group</p> <ul style="list-style-type: none"> - Appointed May 2020 - Role previously held by Deputy Secretary Linda Geddes (appointed Dec 2019), but left the Department April 2020 	Tracking well and/or on the way to achieving success
1.1.4	Strengthen the visible support for LGBTIQ+ staff through SES role modelling and engagement and diversity and inclusion commitments and priorities.	<p>Diversity Champions are visibly active in driving diversity and inclusion, and lead by example to promote & encourage the right behaviours, attitudes and knowledge:</p> <ul style="list-style-type: none"> - See 1.2.3: Leading LGBTIQ+ Five plus Five forum - postponed due to COVID-19 - promote days of significance (e.g. Pride month) through executive messaging, promo videos - wearing PRIDE pins to increase visibility of LGBTIQ+ inclusion and support - participation in external networks: DFAT Diversity Champions' Meeting Feb 2019 (see ADD2019/1345799) <p>D&I to compare staff census data 2018/2020 when available (2019 not available), to demonstrate improved staff engagement scores etc (see also 2.1.8, 2.2.4, 3.3.11)</p>	Tracking well and/or on the way to achieving success

3) LGBTQ Advisory Group

ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 3. LGBTQ Advisory Group	INTERMEDIATE Max. 4 points
<p>We have <i>established and promoted</i> an internal LGBTQ advisory group which has:</p> <ul style="list-style-type: none"> a) met specifically to identify areas requiring change or to work on projects requiring their expertise and guidance b) engaged with <i>the organisation</i> in efforts to implement change or complete allocated projects <p>Note: This group may be the leadership or a subset of your Employee Network, or a group within your organisation with distinct expertise in LGBTQ inclusion.</p> <p><i>For full points, please provide:</i></p> <ul style="list-style-type: none"> (a) evidence of how this group's expertise or counsel is promoted across the organisation (b) evidence of any meetings or work undertaken by this group throughout the assessed year 	
<p>Within the LGBTQ+ Staff and Allies network there are a number of passionate and vocal members who often contribute to projects requiring their expertise and guidance, and who regularly engage with the organisation beyond the scope of the network, encouraging organisational change.</p> <p>When the Culture, Diversity and Inclusion section was developing the Gender Affirmation Factsheet (see <i>Standing Submission Item 12: Gender Affirmation Policy and Process Documentation</i>) the network was specifically consulted and key members of the group provided their input, expertise and guidance, sharing how their lived experience has shaped their interpretation of the policy and noting areas with room for improvement. Examples of these key network members providing feedback are below.</p> <p>Further to this, in March 2020, one of our network co-chairs at the time engaged with managers and SES across the organisation to encourage broader participation to complete the 2020 AWEI survey.</p> <p>Finally, our SES cohort knows the value of the network, its members, and the community they have created. In September 2020, the Department's Mental Health Advocate reached out to source a role model from the network, to connect with a vulnerable staff member in Victoria (during the height of the VIC lockdowns). We were able to arrange for a network member outside that person's region to reach out, and provide a different perspective, share their own experiences identifying as LGBTQ+ during the pandemic, and take on a mentoring role.</p> <p>Full version of the email promoting SES survey completion is attached:</p> <ul style="list-style-type: none"> - S2.3 – (a) Email to managers and SES promoting AWEI survey completion 2020 	

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Email to network seeking feedback/input on draft Gender Affirmation Factsheet:

From: Diversity
Sent: Tuesday, 19 May 2020 1:28 PM
Cc: Diversity
Subject: Request for feedback from LGBTI+ Staff and Allies Network: Gender Affirmation in the Workplace PI

Good afternoon LGBTI+ Staff and Allies network members,

The Diversity and Inclusion Section are in the process of seeking feedback on a new procedural instruction (PI): *Gender Affirmation in the Workplace PI* (attached).

If you have any feedback or changes you wish to include, please track them into the attached TRIM document. Please remember to check the document back in.

All feedback is required by **NLT COB 16 June 2020.**

Thank you for your time in reviewing this document.

Kind regards,

Positive feedback:

Tue 19/05/2020 1:49 PM

 s. 22(1)(a)(ii)
RE: Request for feedback from LGBTI+ Staff and Allies Network: Gender Affirmation in the Workplace PI [SEC=

To: Diversity

s. 22(1)(a)(ii)

UNCLASSIFIED

Hi

s. 22(1)(a)(ii)

That is a very well written procedural instruction. Great collective effort from the Diversity Team.

I particularly like the work you have done around Attachment C - Consultation Check List and Appendix A – Gender Affirmation Questionnaire for Managers. I think will go a long way in supporting an inclusive environment for staff.

Knowledge is power and when we know better, we do better.

Thank you for allowing us the opportunity to review.

Kind regards

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