Appendix A: Inclusive language

Our 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.

Used constructively, inclusive language can reflect diversity in a positive and accurate way, and avoid perpetuating negative stereotypes about individuals and groups.

Inclusive language

Inclusive language positively reflects diversity and is integral to our Department's work. Acknowledging and respecting diversity requires using language that is inclusive of diversity.

People, regardless of their backgrounds, are first and foremost, individuals. Reference to an individual's attributes is only appropriate if it is relevant to the context.

Language is discriminatory if it:

- excludes people or makes them invisible to the reader

- focuses on a single characteristic, to the exclusion of other more relevant ones

- stereotypes people

- insults or denigrates people

- portrays some people differently from others.

Indigenous Australian audiences

Aboriginal and Torres Strait Islander audiences come from a diverse range of places and backgrounds. For some, English is a second language and written English may be difficult to understand.

Use correct terminology.

- Do not try to mirror Aboriginal English.

- When talking about or to an individual or a group of individuals, the preferred term is **Aboriginal and/or Torres Strait Islander people or peoples**. Do not use the term **Aboriginal and/or Torres Strait Islander Australians**.

- The term **Indigenous** should also not used when referring to individuals who are **Aboriginal and/or Torres Strait Islander people or peoples**.

- If the terms **Aboriginal** and **Torres Strait Islander** are used, capitalise the titles.

- **And/or** must be used instead of **just** or to reflect the diversity of Aboriginal and Torres Strait Islander heritage. When a shorter version is needed, for example on a publication cover or online menus, this term can be abbreviated to **Indigenous Australians**.

- Do not use **Australian Aborigine** or the acronym **ATSI**.

- **Indigenous** is the preferred term when referring to a business entity or business function, for example the Indigenous Specialist Officer, Indigenous Services Branch.

Culturally and linguistically diverse audiences

Australia is a culturally and linguistically diverse society. When preparing content for culturally and linguistically diverse audiences, you should recognise cultural diversity and specific needs while not stereotyping or making assumptions.

Consider:

- religious affiliations

- generational differences

- gender roles

- values or philosophical differences

- political impacts on life events

- pre- and post-effects of wars

- differences in educational levels and systems

- perceptions of social and support concepts

- differences in socioeconomic background.

Writing about disability

When referring to people with disability, refer to the person first, and the disability second and only if relevant. Do not put people with disability on a pedestal or talk about them in patronising terms as if they are performing normal or everyday activities exceptionally. It is also important not to use demeaning phrases or stereotyping labels. Use **person with disability** (singular) and other preferred terms listed below. Give people with disability the same recognition as people without disability.

For example:

Use (correct)	Do not use (incorrect)
people with disability staff with disability person with disability adult with disability child with disability	people with a disability staff with a disability person with a disability disabled person
person with paraplegia	paraplegic man handicapped crippled
hearing impaired	deaf
vision impaired	blind

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.

Intergenerational language

Our Department values its staff, regardless of age, and acknowledges the contribution that every age can make to the workplace.

Examples of appropriate language include:

√ older people or older person

√ mature or mature age

X pensioner, old-age pensioner or the aged

√ young people, youth or younger person

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X juveniles.

For more information, go to the <u>Diversity and inclusion </u>page or contact the Diversity and Inclusion team by emailing <u>diversity@homeaffairs.gov.au</u>.

Appendix B: Use the right word

Word	Meaning and example
a or an	The use of 'a' or 'an' depends on the first sound of the following word or if the word begins with a vowel. For example: • **An** appropriate topic for the report is trade increases. • They were asked **an** hour ago for the report. • **A** uniform must be complete and presentable at all times.
adverse or averse	**Adverse** means to have a negative or harmful effect on something. Whereas **averse** means to strongly dislike or oppose something. For example: • We employed an environmental management system to help meet its environmental policy objectives to reduce **adverse** impacts on the environment and to meet its statutory obligations under the *Environment Protection and Biodiversity Conservation Act 1999*. • The director was **averse** to implementing the recommendations of the report because of the **adverse** feedback the report had received.
advice or advise	**Advice** is a noun meaning an opinion given about what to do or how to behave. For example: • The assistants gave the director **advice** about the report. **Advise** is a verb meaning to give advice to someone. For example: • The director **advised** the assistants not to worry too much about the report.
affect or effect	**Affect** is a verb meaning 'to make change happen'. For example: • Will the change to the New Zealand residence rules **affect** the number of New Zealand migrants? **Effect** is used as both a noun and a verb, although most commonly used as a noun meaning 'the result'. For example: • Noun: What **effect** will the changes to the New Zealand resident rule have on migration? • Verb (less common): The New Zealand residential rule was updated to **effect** change in New Zealand migration
alternate or alternative	**Alternate** means to take turns, to change between states or every other item in a series. For example: • She couldn't decide where she wanted to work, so she **alternated** between Sydney and Melbourne.

Word	Meaning and example
	Alternative refers to one option out of two possibilities. For example: • He could have chosen to work in Canberra or Sydney, but neither *alternative* suited his needs.
assure, ensure or insure	**Assure, ensure and insure** all have the general meaning to **make sure**, but there are subtle differences. **Assure** means to say or do something that removes doubt or anxiety. For example: • **I assure** you the weather will be fine on the weekend. **Ensure** means to make sure, to make something certain or to happen. For example: • The author will **ensure** the report is ready on time. **Insure** means to protect against risk. For example: • The director **insured** her car against accidents.
compared to or compared with	Use **compared to** when the subjects are of **different cohorts**. For example: • **Compared** to the 'private sector', 'public servants' stay in the same job for longer. Use **compared with** when the subjects are of the **same order**. For example: • More than 3.1 million 'VEVO checks' were recorded by organisations in 2015–16, **compared** with more than 2.6 million 'VEVO checks' in 2014–15, an increase of 18 per cent.
complement or compliment	**Complement** means to make something seem better or more attractive. For example: • The user guide **complemented** the report. A **compliment** is an expression of approval, admiration, praise, a greeting or a positive comment. For example: • The feedback on the report was **complimentary**.
comprise or consist	**Comprise** and **consist of** have the same meaning; however, the grammar is different. Also note that neither should be used in the passive voice. For example: • The branch **comprises** five sections. • The branch **consists of** five sections.

Word	Meaning and example
	Do not use: The branch is comprised of five sections.
Department or Portfolio	When referring to the Department of Home Affairs and the Australian Border Force, refer to the **Department** and **ABF** not the **Portfolio**. Organisation can also be used; however, the **ABF**, the **organisation** or the **agency** should not be used interchangeably.
dependant or dependent	**Dependant** is someone who depends on another for support. For example: • A child is a **dependant**. Being **dependent** means relying on someone or something. For example: • The manager was **dependent** on the author to complete the report on time.
document or documentation	A **document** is a publication such as a book, article, fact sheet or computer file. For example: • These **documents** are available on the Department's website. **Documentation** is the use of documentary evidence, such as providing documents or recording an event. For example: • You will need **documentation** to support your claim.
enquiry or inquiry	An **enquiry** is an informal request for information. For example: • If you have a communications **enquiry**, email internalcomms@homeaffairs.gov.au. • New business process initiatives will be extended to all **enquiry** types managed by the Department's client service centre. An **inquiry** is an official process to discover the facts about something that has happened. For example: • The Department continued to address complaints from the Commonwealth Ombudsman and the Australian Human Rights Commission, including
formally or formerly	**Formally** describes the manner or form of something. For example: • Staff were expected to dress **formally** for the event. • The employee was **formally** reprimanded as a result of the investigation. **Formerly** refers to a previous or earlier point in time. For example: • The Department was **formerly** known as the Department of Immigration and Border Protection.

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Word	Meaning and example
historic or historical	**Historic** refers to something standing out in time, while **historical** means pertaining to history: For example: • The number of asylum seeker boats coming to Australia reached **historic** highs in 2013. • The main cause of the First World War is a matter of **historical** debate.
Incidence, incidents or instances	'**Incidence**' means the rate. Its use in the plural ('**incidences**') is usually an error reflecting confusion with the '**incidents**' or '**instances**'. For example: • The **incidence** of polio is now starting to rise in many countries around the world. '**Incidents**' is the plural of '**incident**', which is an event that is usually problematic. For example: • Saturday's break-out was the first of many disturbing **incidents** at the detention centre. An '**instance**' is a neutral way to refer to and count occurrences or cases of something. For example: • There are many **instances** where a temporary visa-holder has found a pathway to permanent residence.
it's or its	Use **it's** only when you intend to abbreviate '**it is**' or '**it has**'. For example: • **It's** an easy step to take. **Its** is a pronoun that replaces a noun. For example: • The Government launched **its** new information package.
less than, fewer than or under	When referring to numerical figures, do not use **under** in place of **less than** or **fewer than**. For example: • There were **fewer than** 250 people at the presentation of the report.
licence or license	The word **licence** is a noun that means a permit to own or do something. For example: • I have a **licence** to drive a truck. The word **license** is a verb that means to grant a licence or to authorise. For example: • I am **licensed** to drive a truck.
may or might	**May** indicates permission. For example: • You **may** use the foyer until 10 minutes prior to the speech.

Word	Meaning and example
	Might indicates probability. For example: • Failure to follow the instructions **might** injure someone.
may be or maybe	**May be** is a verb meaning might be or could be. For example: • The team **may be** celebrating when the report is tabled. Whereas **maybe** is an adverb meaning perhaps or possibly. For example: • **Maybe** I will go get a drink of water.
memorandum or memoranda	**Memorandum** is used when the proposal or agreement is singular. For example: • A **Memorandum of Understanding** was signed. **Memoranda** is used when there is more than one proposal or agreement (plural). For example: • The **Memoranda of Understanding** were signed.
more than or less than	It's always **more than** and not over 15 years' experience. Foxes jump **over** fences. For example: • At 30 July 2018, there were **more than** 23,000 staff employed by the Home Affairs Portfolio.
organisation or organization	**Organization** with a 'z' is American spelling. Use the Macquarie Dictionary's version '**organisation**' preferred by the Australian Government. For example: • The Department is a global **organisation** with more than 14,200 people working in offices in every Australian state and territory, and in 53 locations around the globe Only use **organization** if the business name is the American spelling. For example: • International **Organization** for Migration.
passed or past	**Past** locates something in time or space. For example: • **That is all in the past.** • **He read 100 books during the past three years.** **Passed** is the action of passing something/someone or moving in relation to it. For example: • She **passed** the training course with distinction.

Word	Meaning and example
practice or practise	**Practice** is a noun that **makes perfect**. For example: • I certainly need more **practice**. **Practise** is a verb or a doing word (describing the act). For example: • They **practise** acquired skills in the training course for 10 weeks before they are sent out.
principal or principle	A **principal** is in charge of a school or the first in order of importance. For example: • The **principal** goal of the Department is to work together with the trust of our partners and community to keep Australia safe and secure, and support a cohesive and united Australia open for global engagement. A **principle** is a basic idea or rule that explains or controls how something happens or works. For example: • Privacy is one of the Department's most important **principles**.
stationary or stationery	**Stationary** means fixed, immobile, unmoving, still or static. For example: • He drove the car in a negligent way and hit a **stationary** lorry. **Stationery** refers to writing equipment such as pens, paper and envelopes. For example: • The branch will place a **stationery** order to provide its staff with new 2017 diaries.
stage/coordinate or run/hold	We **run** races, we do not run conferences. We **hold** a baby, we do not hold an event or conference. When referring to an event, conference or meeting, use **stage** or **coordinate** or **promote**. For example: • We **staged** an event. • We **coordinated** a meeting. • We **promoted** the conference.
that or which	If the sentence does not need the clause that the word in question is connecting, use **which**. If it does, use **that**. For example: • Our office, **which** has two kitchens, is located on level 5, 6 Chan Street, Belconnen. • Our office **that** has two kitchens is located on level 5, 6 Chan Street, Belconnen.
waved or waived	**Waved** means to have motioned **to and from** or **up and down**—like when you wave your hand.

Word	Meaning and example
	For example: • The ABF officer **waved** the truck by. **Waived** means to give up a claim or right voluntary, or to refrain from enforcing something, or to set something aside temporarily. For example: • The truck driver **waived** responsibility for the cargo.
weather or whether	**Weather** is the state of the atmosphere with respect to wind, temperature, cloudiness, moisture, pressure, etc. For example: • The **weather** was warm. **Whether** is used to introduce the first of two or more alternatives. **Whether** is also sometimes repeated before the second or later alternative and used in correlation with the word **or**. For example: • It matters little **whether** we go **or** whether we stay. • The director asked the manager **whether** she was interested in reading the report.

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Appendix C: Preferred words and phrases

Use (correct)	Do not use (incorrect)
A	
a year	per annum
about	concerning, in relation to, regarding, approximately
act of grace	Act of Grace
adult with disability	people with a disability staff with a disability person with a disability disabled person
affect	impact on
after	subsequently
afterwards, then	thereafter
although, despite	despite the fact that
among	amongst
apply	make an application
ask	request
at 30 June 2015	as at 30 June 2015, as of 30 June 2015
Australian Government	Commonwealth Government, Federal Government
Australian Government and state and territory governments	Australian and state and territory governments
aware of, know	cognisant of
B	
because	as a consequence of, in the light of, in view of, the reason is because
before	prior to
begin, start	commence
bona fide	bona fide

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Use (correct)	Do not use (incorrect)
C	
child with disability	children with a disability child with a disability disabled child
complain	make a complaint
consider	give consideration to
create, set up, form	establish
D	
decide	reach a decision
despite, although	despite the fact that
detainees (used only for people in detention)	clients (all people the Department services except those in detention)
documents	documentation
E	
effect, affected by	impact
email	e-mail, Email, eMail
expect, think	envisage
extra, more	additional
F	
family members	members of your family, members of family unit
fax	facsimile
fill in a form	fill out a form
find out	ascertain
focused	focussed
for	on behalf of
foreign national (excluding the use of **unlawful non-citizen** which has basis in legislation)	non-citizen

Use (correct)	Do not use (incorrect)
for example	e.g.
G	
get, have, receive, receiving	in receipt of
H	
have, get, receive, receiving	in receipt of
hearing impaired	deaf
help	provide assistance with
I	
if	whether, not
if not	if this is not the case
if so	if this is the case
if when	in the event of, in the event that
in line with	in accordance with
in September	during the month of September
in Australia	onshore, inside Australia
J	
judgement	judgment (used in the legal profession)
K	
know, aware of	cognisant of
L	
later	at a later date
letter	correspondence
live	reside, settle
login	logon, log-on, log-in
local government	Local Government

Use (correct)	Do not use (incorrect)
lodge an application	make an application
M	
in Manus	on Manus Island
migrant	immigrant
more, extra	additional
more information	further information
more than	over
most	majority
must	will need to, will have to
N	
na (in tables and data) not applicable (in sentences) not available (in sentences)	NA, N/A
in Nauru	on Nauru
need or must	require
note that, remember that	it should be noted that
now	at this point in time
O	
on	upon
online	on the web, on the internet
organise	organize
outside Australia	out of Australia, offshore
P	
partner	wife, husband
pay	disburse
people	persons

Use (correct)	Do not use (incorrect)
people with disability	people with a disability staff with a disability person with a disability disabled person
permanent residence	permanent residency
permanent resident	Australian permanent resident holder of a permanent visa
person with paraplegia	paraplegic man handicapped crippled
phone	contact, call
post	mail
R	
reason for decision	basis for decision
receive receiving	in receipt of
regarding	with reference to, with regard to, with respect to
regional processing centre (RPC)	offshore processing centre (OPC)
regional processing countries	RPCs
residence	residency
respond to	provide a response to
re-use, reusing	reuse, re-using
S	
send	dispatch
so	consequently
some, many, several	a number of
staff with disability	people with a disability staff with a disability person with a disability

Use (correct)	Do not use (incorrect)
	disabled person
start, begin	commence
state and territory, and local governments	State and Territory and Local Governments
stop	discontinue
T	
that is	i.e.
that is why, the reason why	that is the reason why
the reason is, because	the reason is because
their	his/her
then, afterwards	thereafter
they	he/she
think, expect	envisage
to	in order to
total	aggregate
through	via
U	
under	pursuant to
unlawful non-citizen	illegal immigrant
until	until such time as
use	utilise, usage
user-centred design	user centred design
you should declare	it is requested that you declare
V	
valid	legally made
vision impaired	blind

Use (correct)	Do not use (incorrect)
W	
at the weekend	on the weekend
whether	whether or not
while	whilst

Appendix D: Departmental and ABF classifications

Departmental classification structure	ABF classification structure	ABF nomenclature
Graduate	Graduate Trainee	Border Force Trainee Graduate Trainee
APS1	APS1	Assistant Border Force Officer
APS2	APS2	Assistant Border Force Officer
APS3	APS3	Border Force Officer
APS4	APS4	Leading Border Force Officer
APS5	APS5	Senior Border Force Officer
APS6	APS6	Border Force Supervisor
Assistant Director EL1	EL1	Border Force Inspector
Director EL2	EL2	Border Force Superintendent
Assistant Secretary SES1	SES1	Commander
First Assistant Secretary SES2	SES2	Assistant Commissioner
Deputy Secretary SES3	SES3	Deputy Commissioner
Secretary	Commissioner Comptroller-General of Customs	**ABF Commissioner**

Benestar

29 Nov 2017

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

Same-sex marriage, marriage equality, civil marriage and gay marriage. Four names for something involving the rights of non-heterosexual couples to legally marry, but so much politics, controversy and ideological discussions.

Confused yet? Well fear not, as we're going to explore who it affects, who it doesn't and why it matters.

Myth busting Marriage Equality – What does it really entail?

Marriage is about the commitment shared between two biologically-unrelated and consenting adults, who love each other and want a secure future together legally, as partners. Marriage equality reaffirms this strong societal value, by ensuring that gay and lesbian couples are afforded the same legal rights and privileges as their heterosexual peers, both when it comes to issues before the law and in the eyes of the general public. From hospital visits and medical consent through to other issues such as joint property ownership, birth certificates and next-of-kin responsibilities, marriage plays a key part in ensuring that the lives of committed couples remain stable, regardless of whether it's in times of happiness or ill-health.

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At this time, over a billion people live in parts of the world where both heterosexual couples and their contemporaries from the Lesbian, Gay, Bisexual, Transgender & Intersex (LGBTI) communities are legally able to marry a single partner of their choice. From Denmark through to France, the United Kingdom, New Zealand, Ireland, the United States, Canada, Germany, Mexico, Brazil, Argentina, Chile, The Netherlands, Spain, Sweden, Norway and South Africa amongst others, the campaign for equal rights has strengthened the institution of marriage over the course of the past two decades, as more couples have sought to find solace in the emotional, social, legal and financial security that the ability to partake in a civilly-sanctioned marriage can offer.

Furthermore, marriage equality doesn't impede on the religious freedom of the general community more broadly, as it only elevates the rights of LGBTI couples to the point where they are equal to those of their heterosexual contemporaries. This particular concern has sparked considerable debate within Australia in particular recently, due to claims that it would impede the freedom of speech of conservatives, while forcing both religious institutions, individuals and business owners to respect individuals, who live lives counter to their faith. In response legal protections have been proposed which explicitly protect the rights of these individuals, while allowing the institution of marriage to embrace a prominent demographic within wider society.

Marriage Equality can also help previously civil-sanctioned marriages stay valid, as a result of some countries, including Australia, requiring that Transgender people with gender dysphoria to legally divorce their loving spouses before some crucial legal documents, such as birth certificates can be amended. Consequentially such couples can be subjected to considerable financial and legal trauma, purely just for being themselves.

How negative commentary about LGBTI rights affects mental health outcomes

More often than not, people from the LGBTI community experience greater levels of anxiety and depression than the general population, as a result of factors such as internalised homophobia and transphobia, previous encounters with prejudice and abuse, expectations of rejection and feeling the need at times to conceal parts of their identity. Consequentially, this can result in serious disruptions to their social lives, relationships, coping mechanisms, productivity and income earning potential, which in turn influences the level of hostility and stress within their everyday social environments.

Whether it be misinformation about marriage equality or the misgendering of transgender and intersex people, purposeful or otherwise, the language that people utilise can seriously influence the psychological wellbeing of those around them, with multiple studies highlighting that negative social interactions are a key factor behind seriously detrimental mental health outcomes for LGBTI people. Consequentially, organisations such as beyondblue, ACON, Rainbow Youth (NZ), Ara Taoihi (NZ), LGBTIjobs.com.au, The Equality Campaign, University of Auckland (NZ) and the Black Dog Institute amongst others have been producing support material for LGBTI people to mitigate such situations when they arise.

But why is the right to marry an issue in the workplace?

Marriage Equality allows LGBTI employees to bring their full selves into the workplace, rather than having to stress over how their colleagues may react to their marital status, sexual orientation or gender identity, not to mention how it may influence their career progression.

One common situation encountered by many employees is what answers to give when their colleagues ask socially about the state of their private lives. Do they tell the truth and risk being ostracised by people that they work with, or do they play it safe and tell a "little white lie", which just increases their long term stress and anxiety? By providing reassurance that their relationships are as legally and socially valid as anyone else's, studies have shown that LGBTI employees are able to dedicate themselves more to their individual workplaces, while finding a more productive work/life balance for themselves.

With some of the largest financial institutions in Australiasia predicting that over $500 million will be injected into the Australian economy within the first year of marriage equality being legislated there (based on overseas experiences) as a result of an uptick in spending by LGBTI couples and their families, there's also an economic incentive for both businesses and nations alike to support marriage equality.

Who says that true love doesn't pay?

So how can our workplace help our LGBTI colleagues?

As more and more studies have proven that the embracement of diversity prompts improvements in workplace productivity, a lot of companies ranging from local small businesses through to global multinationals have been exploring how they can assist their current and potential employees to reach their full potential. Ranging from prayer rooms and parenting facilities, through to diversity and mindfulness training days, these endeavours are just some of many steps taken to ensure that employees feel valued and respected.

By engaging in best practice protocols when it comes to both mental health and diversity, workplaces can also make the coming out process a lot easier and less stressful for their same sex attracted and transgender staff. For assistance in these areas, feel free to contact both us and the specialised organisations in both Australia and New Zealand that we've referenced throughout this article.

If you'd like confidential coaching and support on how to manage remote teams, please contact Benestar by calling

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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'.

Gender, on the other hand, isn't what our body identifies us as but rather how we identify ourselves. 'Gender' is an extremely broad term that can be perceived in many different ways. Those who identify as the sex they were born are 'cis-gender', whereas those who identify themselves as the opposite sex are 'transgender'. We can also identify as 'genderfluid' or 'genderqueer' which means we don't identify with any distinct single social gender. Gender diversity isn't a modern concept either, it can be traced back throughout human history and occurs naturally in the animal kingdom. Questioning our gender or not identifying with our biological sex may be considered uncommon but as society becomes increasingly aware of the gender spectrum, more and more of us are feeling comfortable enough to explore our identities.

Traditionally we've been told that 'normal' relationships are between a man and a woman, but the growing rate of people identifying as non-heterosexual all over the world tells us that that's simply not the case. Our sexuality is completely separate to our sex and gender, it refers to who we're attracted to and isn't in any way dictated by who we identify as. For many of us, sexuality isn't as simple as being gay or straight. We can also be attracted to both genders (bisexual), no genders (asexual) or we can simply be attracted to people regardless of gender altogether (pansexual).

Challenges we may face

Studies show that our place on the sexuality spectrum can have a significant effect on our susceptibility to mental illness. Research by Beyondblue states that homosexual and bisexual people are twice as likely to experience anxiety disorders and three times as likely to experience depression and substance abuse than those who identify as straight. This is especially the case for transgender youth.

The risks are even higher for those of us struggling with gender identity issues. According to a recent study by the Telethon Kids Institute, half of young transgender people are expected to attempt suicide due to avoidable societal factors, such as bullying, physical abuse, discrimination and   social   rejection, Poor mental health among LGBTQI+ people therefore has a lot to do with how other people perceive us and how they choose to treat our differences. This means that the burden of mental health may well be entirely preventable if our communities institute measures to combat homophobia and discrimination. Sometimes, however, improving our environment can be outside of our control so it's really important that we make use of the many resources available that can help treat any suffering we may be experiencing.

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Ways we can feel better

What can make things harder for those of us who suffer from gender or sexuality-related anxiety or depression are barriers that prevent us from accessing the support and services we need to feel better. These include low self esteem, lack of social connected-ness, isolation, limited funds, geographical isolation and the fear of discrimination.

It's important for us to realise though that seeking support and helpful resources is the first step to feeling better. Places you can look for help include from family, friends, community groups, websites, social media, literature, and healthcare professionals. Different types of depression and anxiety disorders require different types of treatment (such as medical or psychological therapies, you can read about them here), which means visiting a GP or a health professional can help identify how you're feeling and what you can do to feel better.

Ways we can help ourselves include managing stress through slow-breathing and relaxation techniques; keeping active through regular exercise; steering clear of any substances that could exacerbate our suffering, such as alcohol; establishing daily routines that keep us busy and occupied; and speaking to someone we know and trust so we don't feel alone.

We can also help others who are suffering around us by creating an environment where they feel comfortable to discuss their issues, providing them with helpful resources, helping them make an appointment with a healthcare professional and always making them feel supported and valued.

Each one of us is different for a variety of reasons and learning to love ourselves for who we are can sometimes require a helping hand. If you or someone you know is having trouble coming to terms and feeling comfortable with their identity, contact My Coach to chat to a supportive professional today.

Australian Government

Department of Home Affairs

Gender Affirmation in the Workplace – Factsheet

Understanding Gender Identity Affirmation

Gender Identity is an innate identity or sense of self that people are born with - a deeply felt sense of their gender. For people who identify as Transgender, or gender diverse, their gender identity or gender expression is different from the gender binary (male or female) or sex assigned to them at birth. People may identify across a broad spectrum, both within and outside of, the traditional definitions of the gender binary (male or female).

For some people, their gender identity and/or gender expression corresponds to the sex they are assigned at birth – this is called cisgender. Cisgender people affirm and express their gender every day and may not even realise they are doing so, such as through their behaviour, mannerisms, or the way they dress.

The process of affirming gender identity refers to a person adopting a way of life or body that matches their sense of gender identity. In simpler terms, this is someone changing how they look to reflect how they feel. Many individuals in the transgender community prefer the term gender affirmation, as 'transition' suggests that someone is changing gender, when they are only choosing to present in the gender that they know themselves to be.

This distinction between sex and gender identity is central to understanding gender affirmation.
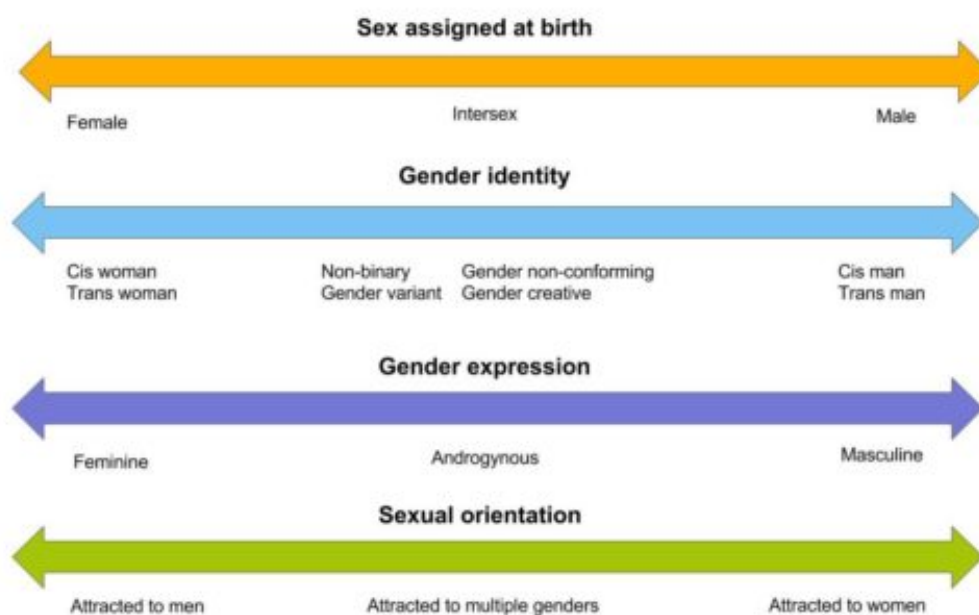

Figure 1: Understanding the gender spectrum[1]

[1]Life@Mozilla 2020, Understanding the Gender Spectrum, digital image, accessed 2 July 2020, https://blog.mozilla.org/careers/mozilla-workplace-transition-policy-guidelines/>.

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- **Sex** refers to the biological and physiological characteristics such as chromosomes, hormones, reproductive organs and secondary sexual characteristics.

- **Gender identity** refers to a person's deeply held internal sense of themselves.

- **Gender expression** refers to the way a person expresses their gender identity – for example, through their name, appearance and mannerisms.

- **Transgender** is an umbrella term that refers to a person whose gender identity is different from the physical sex assigned to them at birth.

- **Cisgender** is an umbrella term that refers to a person whose gender identity and/or gender expression corresponds to the physical sex assigned to them at birth.

- **Gender transition** or **gender affirmation** refers to the process a person goes through when they affirm a gender identity that is different from the sex and gender assigned to them at birth.

There are many ways to undertake gender identity affirmation, and individuals may transition in different ways. This may involve changing their name, registered sex, pronouns, clothing and other characteristics related to gender expression. Transition can also involve medical procedures, such as hormonal treatment and surgeries, however for a variety of reasons, not all Trans people choose to undergo medical transition.

The decision to transition is a personal one and every transgender person's experience will be different. The best way to support transgender people is to let them lead their process of gender affirmation, which may include a need for others to respect their choice of name and pronouns, and reinforce their right to affirm their gender.

Some staff may not understand the importance of using the affirming staff member's preferred name and pronouns. It is important to understand that it can be deeply distressing and invalidating for the person who has affirmed their gender to be referred to by their 'dead' name or birth name, whether used intentionally or not. If this occurs in front of someone who doesn't already know the Trans person, it can 'out' them, indicating that they are transgender to others. This can leave them vulnerable to discrimination and harassment, something that happens to a large percentage of people within the transgender community.

The affirming staff member's explicit consent needs to be central to any decision or action involved in workplace related processes concerning their transition, and their privacy needs to be respected at each step.

Read more: Transgender Tip Sheet, A Gender Agenda and the Gender Centre.

In addition to this factsheet, staff and managers are also encouraged to read:

- *Attachment A: Gender Affirmation Questionnaire for Managers (TRIM ADD2020/6256625)*

- *Attachment B: Gender Identity Affirmation Plan (TRIM ADD/6256658)*

- *Attachment C: Team Communication Email Template (TRIM ADD2020/6256684)*

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1. Planning for gender affirmation

Gender affirmation is a process with many parts that are personal and unique to the individual.

As part of this process, staff may choose to inform trusted persons at the workplace of their intention to affirm their gender. However, there is no legal requirement for staff to inform their manager, or anyone else at their place of work of their intention to affirm their gender.

Identifying a key support team may assist the affirming staff member to feel safe, supported, valued and included. Should staff choose to disclose their intention, assistance may be sought from the following people/areas to create a Gender Identity Affirmation Plan:

- the staff member's manager
- the Diversity and Inclusion Section
- identified LGBTIQ+ Peer Support Officer Network members

2. Taking leave for gender affirmation

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.

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.

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.

Read more: Pay, Leave and Conditions, Department of Home Affairs Workplace Determination 2019.

3. Updating workplace records

Updating easySAP

The Department uses a centralised HR database (easySAP) to manage the personal information of staff within the organisation. easySAP offers M (Male), F (Female), or X (Indeterminate) where sex and/or gender information is collected and also gender-neutral titles such as Mx or 'blank'.

To update the listed name and/or gender in their easySAP profile, staff are required to request the change by contacting Support Connect with one of the below supporting documents:

- a statement from a registered medical practitioner or a registered psychologist that specifies their gender
- a valid Australian Government travel document, such as a valid passport, which specifies their gender
- a document from a state or territory Registrar of Births, Deaths and Marriages recognising a change of sex and/or gender will also be seen as sufficient evidence

It is recommended that staff finalise their legal name change prior to updating their personal details in easySAP. Non-matching identity documents may significantly delay some processes, including lodgement of payment summaries and tax returns with the Australian Taxation Office.

Updating email address

When a staff member's information is updated in easySAP, their email address will be automatically updated to reflect any changes to their name.

Please note that some staff have reported seeing legacy traces of their former email and name within Outlook. Although uncommon, there is still a possibility this may occur.

Updating TRIM HPE Records Manager

When a staff member's information is updated in easySAP, these changes will automatically filter through to their TRIM user profile. There may be a delay of 12-48 hours for the changes to display in TRIM.

Please note there is a known issue with TRIM and the easySAP 'sync' tool, which may not support a broader range of gender affirmed identities. It is anticipated future upgrades to TRIM may introduce functionality for non-binary titles more fully aligned with SAP.

Updating phone display

All staff in the Department are issued with a desk phone that displays their name on their phone, and on any phone that they call within the network. The CISCO Phone Display can be updated through the Connected Services Portal. Staff should submit a service request for 'Changes to Cisco Profile and Logon ID'.

Read more: Accessing ICT systems, services and equipment.

Updating QBT Traveller profile

Some staff use a QBT Traveller profile to book travel for themselves and others. If staff have an existing QBT Traveller profile that requires updating, staff should login to the QBT portal and update the information on their profile.

Read more: QBT intranet page.

Obtaining an updated security pass

Security relies on the information provided in easySAP, therefore the staff member affirming will need to update their easySAP profile before obtaining a new security pass.

After a staff member's information has been updated in easySAP, the staff member can liaise with Security to confirm updated easySAP details, and to arrange collection of a new access/security pass. When doing so, staff are required to produce a form of government issued photo ID (e.g. driver's license, passport) that reflects their new name and/or gender.

Contact: s. 47E(d) .

Updating a departmental sponsored official passport

Staff travelling for official government business must use an official passport if they are travelling internationally or to Australian offshore territories, including Christmas and Norfolk Islands on official business. Official passports are issued by the Australian Passport Office within the Department of Foreign Affairs and Trade (DFAT).

If the affirming staff member has an existing sponsored official passport and is required to amend the details of their sponsored passport, the Official Passports team can provide instructions on making any changes.

Long-term postings require a diplomatic passport. Staff can contact the Overseas Relocations team for instructions.

Contact: s. 47E(d)

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Updating a Security Clearance

Staff are required to report changes in personal circumstances as soon as reasonably practicable after a change occurs, preferably via the portal. The reporting of updated personal details for a staff member's gender affirmation is about establishing or confirming a person's identity. The same would be expected for anyone changing their name or other personal particulars, for the purposes of their Employment Suitability Clearance (ESC) and the Australian Government Security Vetting Agency (AGSVA) security clearance.

Staff will be required to attach supporting documentation of any changes to their personal information (e.g. name, address, gender, etc.) when submitting the form via the online portal. Staff affirming their gender will likely hold two sets of identity documentation that may reflect a change of name and/or a change of gender. A mixed set of identity documents is acceptable when provided together with a change of name certificate.

Note: Once staff have submitted their ESC Declarable Circumstances form, they are not required to contact the AGSVA. The ESC team will forward all relevant updates to AGSVA to update a staff member's security clearance.

Read more: Reporting Declarable Circumstances.

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) .

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.

5. Experiencing and reporting unacceptable behaviour

The Department is committed to creating a positive, respectful and courteous workplace that upholds the Australian Public Service (APS) Code of Conduct, Values and Employment Principles. Staff must not engage in inappropriate workplace behaviour, being behaviour that may be discriminatory, harassing, bullying or victimising towards any colleagues, clients, contractors or other individuals in connection with their employment.

Support and reporting options:

- staff member's manager
- Staff Support Services

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- Employee Assistance Program

- ABF SpeakSafe

- Harassment contact officers (HCOs)

- the Privacy and Information Disclosure Section – if staff wish to raise concerns that their personal information is being handled in a way that is not consistent with the Department's obligations in the *Privacy Act 1988*

- the Workplace Behaviour team, within the People and Culture Division – for advice and formal complaints

Read more: Workplace Behaviour Instruction and Guideline and Procedures for Managing Workplace Behaviour,

Contact: s. 47E(d)

6. Additional support within the Department

Diversity and Inclusion Section

The Department has a dedicated Diversity and Inclusion Section who work to progress diversity and inclusion initiatives in the workplace. The section has staff dedicated to support staff who identify as LGBTIQ+ and can provide information about Peer Support Networks, Peer Support Officers (PSOs), and additional internal and external support resources.

Read more: Diversity and Inclusion page on MyHR.

Contact: s. 47E(d) .

Peer Networks

Rainbow Jam and the LGBTIQ+ Staff and Allies Network

Rainbow Jam is an online forum for the LGBTIQ+ Staff and Allies Network, and is open to all staff across the Department. The network aims to connect LGBTIQ+ staff and allies through professional and social networking opportunities, and increase visibility across the workforce. Members are not expected to, or do not need to, identify within the LGBTIQ+ context to get involved.

To access the network:

- email your interest to s. 47E(d) to join the network mailing list, and

- join the Rainbow Jam page online by following the below steps:

  1. Login to **OurPeople**

  2. Under My Info, select **SAP Jam**

  3. Under Groups, select View **All Groups**

  4. Select **Browse Groups**

  5. Locate Rainbow Jam and select **Join Group**

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 seek support from peers or colleagues. Any matters 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

Read more: Peer Support Program, and WHS contacts page (contains a list of PSOs).

Employee Assistance Program (EAP)

The EAP is a program dedicated to ensuring the health and wellbeing of the Department's staff and their immediate families. Benestar provides professional, confidential counselling and support services for staff including:

- general health and wellbeing assistance

- stress management

- support for harassment and bullying issues in the workplace

- domestic and family violence assistance.

Contact: s. 22(1)(a)(ii) *outside Australia), available 24/7.*

Read more: Employee Assistance Program and Benestar.

Download: Benestar app.

7. Additional support: outside the Department

In addition to departmental support, the below external resources are available nationally:

- QLife

- REACHOUT.com

- Pride in Diversity

- Beyond Blue

- Headspace

- Lifeline

8. External Consultation

For the consultation and input provided during the preparation of this document, we thank:

- Jenni Atkinson from Tranz Australia

- the Department of Innovation, Industry, Science and Research

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Department of Home Affairs

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Gender Affirmation in the Workplace – Factsheet

Attachment A – Questionnaire for Managers

The decision to transition is a personal one and every transgender person's experience will be different. The best way to support transgender people is to allow them lead their process of gender affirmation, which may include a need for others to respect their choice of name and pronouns, and reinforce their right to affirm their gender. Their explicit consent needs to be central to any decision or action involved in workplace related processes concerning their transition, and their privacy and agency needs to be respected at each step.

Before completing this questionnaire:

1) *Managers should ask the staff member whether they want to develop a gender affirmation plan, and if they would like a support person to attend any discussions.*

2) *Managers should provide staff members with the Department's <u>Privacy Notice</u> prior to collecting any information on this questionnaire. Ensure that the staff member is clearly informed about how the information in this questionnaire will be used, and that it is optional to complete this questionnaire.*

The following questions can help staff and managers create a plan to support transgender and gender diverse employees who are affirming their gender identity in the workplace, and to help prevent discrimination from occurring. It covers key points relating to gender affirmation such as name changes, use of toilets and gendered facilities, and communicating with other staff. This form can be customised by adding or removing topics or skipping questions that are not relevant to the specific situation.

- *Does the staff member want a support person to be involved in discussions about their gender affirmation plan? E.g. LGBTIQ+ Staff and Allies Network representative, Diversity and Inclusion Section member, Peer Support Officer or a close co-worker?*

<div align="center">YES / NO</div>

If yes, who will this be?

_____
_____
_____
_____

- ***When will the staff member commence gender affirmation? What will change? How can colleagues support these changes?***
  [The staff member only needs to disclose information they feel comfortable with and which might be necessary to ensure they are supported at work during their gender affirmation.]

  _____
  _____
  _____
  _____
  _____
  _____

- ***Name and Pronouns***
  Will the staff member be changing their name? If so, what will this name be? When should others start using it?

  _____
  _____
  _____

  What pronoun/s would the staff member like others to use? E.g. he/she/they?

  _____
  _____
  _____

  *What name or pronouns should **not** be used?*
  _____
  _____
  _____

  What is the impact of not using the preferred name or pronouns?
  _____
  _____
  _____
  _____

  Please note it is important to understand that it can be deeply distressing and invalidating for the person who has affirmed their gender to be referred to by their 'dead' name or birth name, whether used intentionally or not. If this occurs in front of someone who doesn't already know the Trans person, it can "out" them, indicating that they are transgender to others. This can leave them vulnerable to discrimination and harassment, something that happens to a large percentage of people within the transgender community.

- **Advising other staff**

  Will other staff members be advised about the gender affirmation? How will this occur? When will this occur?

  _____
  _____
  _____
  _____

  What questions or topics of discussion about the staff member's gender affirmation are acceptable/unacceptable? Which aspects of the gender affirmation can be discussed directly with the staff member? Which aspects should be discussed with someone else, e.g. Diversity & Inclusion, PSO for PRIDE, LGBTIQ+ Network representative?

  _____
  _____
  _____
  _____

  What educational resources will be made available to staff who have questions about gender affirmation? When should this information be provided?

  _____
  _____
  _____
  _____

  Some staff may not understand the importance of using the affirming staff member's preferred name and pronouns, or may worry that if they slip up with the wrong name or pronoun, their honest mistake will be misjudged as bullying or harassment. Reassure staff that there will only be formal consequences if they repeatedly and/or deliberately misgender the person.

  Please note additional communication topics are covered in 'Attachment B – Gender Identity Affirmation Plan'.

- **Use of toilets and facilities**

  When will the staff member commence using toilets and facilities that reflect their affirmed gender?

  _____
  _____
  _____
  _____

  How will other staff be advised of the protections around staff using toilets and facilities that reflect their affirmed gender?

  _____
  _____
  _____
  _____

- ***Other relevant matters***
  [Include any other relevant information about the staff member's gender affirmation here.]

  _____
  _____
  _____
  _____
  _____
  _____
  _____
  _____

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Gender Affirmation in the Workplace – Factsheet

Attachment B – Gender Identity Affirmation Plan

The decision to transition is a personal one and every transgender person's experience will be different. The best way to support transgender people is to allow them lead their process of gender affirmation, which may include a need for others to respect their choice of name and pronouns, and reinforce their right to affirm their gender. *Their explicit consent needs to be central to any decision or action involved in workplace related processes concerning their transition, and their privacy and agency needs to be respected at each step.*

Before completing this plan:

1) *Managers should ask the staff member whether they want to develop a gender affirmation plan, and if they would like a support person to attend any discussions.*

2) *Managers should provide staff members with the Department's <u>Privacy Notice</u> prior to collecting any information on this questionnaire. Ensure that the staff member is clearly informed about how the information in this plan will be used, and that it is optional to complete this plan.*

The following timeline can help staff and managers create a plan to support transgender and gender diverse employees who are affirming their gender identity in the workplace. Note: not all fields in this document will be required depending on the staff member's individual circumstances.

Gender Identity Affirmation Plan	
Staff member's affirmed name, title and pronouns:	
Contact details:	
Manager name:	
Manager's contact details:	
Date staff member will present in affirmed gender:	
Diversity and Inclusion Section point of contact (if required):	
Other members of support team (if required):	
Employee Assistance Program number (if required):	
Name of training provider (if required):	
Contact details of training provider (if required):	

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Gender Identity Affirmation Timeline

It is important to note that the various activities outlined below do not necessarily need to take place in the order presented here. For example, legal name change in easySAP may occur before gender markers are changed, depending on the wishes of the staff member affirming their gender. The staff member affirming their gender identity should consider this.

Action	Who?	When?	What do do/who to contact?
Manager and Support Team			
Initial meeting between staff member and manager or support team			Noting there is <u>no legal obligation to share information about identifying as LGBTIQ+</u>, the staff member affirming their gender may choose whether to: ✓ discuss any support requirements with their manager ✓ complete *Attachment A – Gender Affirmation Questionnaire for Managers* with their manager. The manager and/or support team should ensure the staff member is: ✓ supported to undertake their gender affirmation with dignity and without harassment or discrimination ✓ provided with EAP contact number ✓ advised about the staff networks, Peer Support Officers (PSOs) for PRIDE, and Harassment Contact Officers (HCOs).
Draft Plan			This plan should be developed to reflect the needs of the staff member. Not all aspects of this template may need to be completed, and timings can be changed at any stage.
Support team meetings			Schedule support team meeting dates when required.
Leave and Workplace Arrangements			
Leave Arrangements			The staff member affirming their gender may choose to make leave arrangements during their process of gender affirmation. Considerations may include: ✓ any foreseeable impacts on the job role or performance expectations while affirming their gender (e.g. potential impacts of Hormone Replacement Therapy (HRT) or medical treatments) ✓ whether leave, home based work, flexible working arrangements, or a combination of these may be appropriate ✓ whether a return to work plan may be appropriate, in the case of extended leave.
Workplace Adjustment			If a workplace adjustment is required, staff member should liaise with their manager and Health Services Division to implement.

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Action	Who?	When?	What do do/who to contact?
Communication			
Communication strategies			Staff member and manager/support staff may wish to discuss how to communicate their affirmation with the section (including what information is <u>not</u> to be communicated). Considerations may include: ✓ who in the team needs to know ✓ what information will be included (e.g. name, preferred pronouns, educational resources, support services, relevant policies) ✓ timing of communications throughout the process ✓ method of communication (e.g. section morning tea, email, section meeting etc.) ✓ appropriate topics or questions to ask ✓ how any concerns or issues will be managed.
Training			Managers are encouraged to organise training sessions for their section, in consultation with the staff member affirming their gender. These may include, but are not limited to: ✓ departmental <u>LGBTIQ+ Awareness Training</u> ✓ Pride in Diversity <u>LGBTIQ+ Inclusion Walking in rainbow shoes</u> eLearning module ✓ advice and support from the Diversity and Inclusion Section ✓ training delivered by external organisations.
Use of gendered facilities			Individuals are legally entitled to use bathrooms, change rooms and other gender specific facilities that reflect the individual's affirmed gender identity.
Dress and uniform appearance			Where departmental guidelines have gender specific considerations: ✓ staff are entitled to dress in the standard of their affirmed gender identity ✓ ABF officers can email the <u>ABF Uniform Capability</u> team for confidential support in ordering various components of the uniform.
When staff member presents in their affirmed gender			The staff member may choose to nominate a date when they will present to others as their affirmed gender identity. Considerations for this may include: ✓ date (noting this can be changed at any time) ✓ how to manage the introduction process e.g. by email, informal team meeting, morning tea ✓ A courtesy reminder to others about using their preferred name and pronouns.

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Action	Who?	When?	What do do/who to contact?
Updating workplace profiles and systems			
It is recommended staff finalise their legal name change prior to updating their personal details in SAP. Non-matching identity documents may significantly delay some processes, including lodgement of payment summaries and tax returns with the Australian Taxation Office.			
Update legal name and/or gender in easySAP			✓ Request through Support Connect.
Update departmental email address			✓ Occurs automatically after easySAP name has been updated.
Update TRIM profile			✓ Occurs automatically after easySAP name and gender details have been updated (12-24hr delay).
Update departmental phone display			✓ Complete the "Changes to Cisco Profile and Logon ID" change request in the Connected Services Portal.
Organise new security pass			✓ Email Security to confirm updated easySAP details, and to arrange collection of a new access/security pass.
Update official or diplomatic passport (if required)			✓ For Official Passports: email the Official Passports team for instructions on making changes. ✓ For Diplomatic Passports: email the Overseas Relocations team.
Update Security Clearance (ESC & AGSVA)			✓ Report changes (with supporting documentation) via the Declarable Circumstances form using the online portal.
Update external vendor accounts (if required)			✓ Arranging travel: QBT Traveller profile. ✓ Ordering stationary or supplies: COS profile . ✓ Others accounts as required for specific roles and/or business areas.
Update local documents			✓ Update local team/section/branch documents, such as spreadsheets, rosters, and team contact lists.

Gender Affirmation in the Workplace – Factsheet

(Attachment B: Gender Identity Affirmation Plan)

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Gender Affirmation in the Workplace – Factsheet

Attachment C – Team Communication Template

We acknowledge that every gender affirmation will be different, and that not all people who affirm their gender will identify as male or female. Below are **examples** of team emails which advise team members that a colleague is affirming their gender. These examples are intended to be tailored to the individual situation.

Before any communication is sent, the staff member affirming their gender MUST be consulted with. Their explicit consent needs to be central to any decision or action involved in workplace related processes concerning their affirmation, and their privacy and agency needs to be respected at each step.

Example 1:

Dear [insert name]

The Department of Home Affairs is committed to creating an inclusive and safe workplace for all staff including LGBTIQ+ staff and their allies. Supporting staff to affirm their gender identity is a practical way to demonstrate our commitment to diversity and inclusion.

These words are particularly significant to one of our team and we are pleased to support [him/her/them] through this process. This is a long term process, but the most visible aspect of the affirmation will be when [John] returns to work, after a period of leave, on [date] as [Jane Smith]. From this date forward [John] will be known as [Jane] and will be referred to using the pronouns 'she' and 'her'.

I encourage you all to educate yourself about gender identity affirmation and gender identity issues more broadly. The LGBTIQ+ MyHR intranet page contains useful information and links, including a Managers Guide and an Inclusive Language Guide. In an effort to demonstrate our support, everyone is expected to register for 'LGBTIQ+ Awareness Training' via ourPeople, and complete the Pride in Diversity LGBTIQ+ Inclusion Walking in Rainbow Shoes eLearning module.

***[Optional paragraph – include this if you arrange a formal training session*: To help us learn more about gender identity affirmation, an awareness session, delivered by an external facilitator with expertise in this area, will be held on [insert date]. I encourage you to attend this valuable learning opportunity.]**

I hope that you will join me in welcoming [Jane] to our workplace at a special afternoon tea [time] and [date].

Please contact the Diversity and Inclusion Section if you have any further questions.

Regards,

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Example 2:

Dear [insert name]

The Department of Home Affairs is committed to creating an inclusive and safe workplace for all staff including LGBTIQ+ staff and their allies. Supporting staff to affirm their gender identity is a practical way to demonstrate our commitment to diversity and inclusion.

These words are particularly significant to one of our team and we are pleased to support [him/her/them] through this process. This is a long term process, but the most visible aspect of the transition will be when [Jane] returns to work, after a period of leave, on [date] as [John Smith]. From this date forward [Jane] will be known as [John] and will be referred to using the pronouns 'he' and 'him'.

I encourage you all to educate yourself about gender identity affirmation and gender identity issues more broadly. The LGBTIQ+ MyHR intranet page contains useful information and links, including a Managers Guide and an Inclusive Language Guide. In an effort to demonstrate our support, everyone is expected to register for 'LGBTIQ+ Awareness Training' via ourPeople, and complete the Pride in Diversity LGBTIQ+ Inclusion Walking in Rainbow Shoes eLearning module.

[Optional paragraph – include this if you arrange a formal training session: To help us learn more about gender identity affirmation, an awareness session, delivered by an external facilitator with expertise in this area, will be held on [insert date]. I encourage you to attend this valuable learning opportunity.**]**

I hope that you will join me in welcoming [John] to our workplace at a special afternoon tea [time] and [date].

Please contact the Diversity and Inclusion Section if you have any further questions.

Regards,

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Australian Government
Department of Home Affairs

HD PDA 2020/2021 for s. 22(1)(a)(ii)

HD Performance Expectations

Performance Expectations
1.1 Independence, Decision Making and Accountability

In Progress

Goal Details

Start Date   01/09/2020   End Date   31/08/2021

Measures of Success

Measures of Success

Description | Work under limited supervision to provide support, advice and guidance to team members, broader staff and LGBTIQ+ network.

Description | Continue to develop confidence in leadership - e.g. driving meetings, leading key initiatives. but also with staff management and pushing back where required.

Description | Ensure knowledge of, and compliance with legislative, financial and administrative frameworks, policies and procedures. Use good judgement and knowledge to make decisions, informed by delegations, best practice guidelines, and policies and procedures.

Description | Research and analyse information prior to making decisions, particularly for complex issues, or issues that may require escalation, long-term planning or liaising with other areas.

Description | Provide accurate advice, anticpate problems and contribute to management of complex issues, with support from more senior staff if required.

Performance Expectations
1.2 Manage Staff Effectively

In Progress

Goal Details

Start Date   01/09/2020   End Date   31/08/2021

Measures of Success

Measures of Success

Description	Oversee and manage staff, provide guidance and leadership
Description	Contribute to development of team objectives for short-term tasks, and strategic planning for longer term initiatives, include clear timeframes
Description	Communicate clearly and concisely, ensure expectations are understood. Delegate tasks and balance workloads
Description	Seek support from EL1 & EL2 for challenges regarding staff management and performance of team member, nothing their history with underperformance management.
Description	Regular check-ins regarding communication and management style, and areas for improvement. Try different approaches to encourage delivery of work within timeframes and to work level standards.
Description	Where work of team member is not satisfactory or up to work level standards, make notes and align specific examples to work level standards in the ILS to povide guidance and opportunities to improve, should further discussion be required.

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

Goal Details

Start Date   01/09/2020   End Date   31/08/2021

Measures of Success

Measures of Success

Support supervisor and manager to

Description	deliver cohort and overall section tasks, in particular support, promote and implement LGBTIQ+ Action Plan
Description	Monitor group mailbox, manage complex queries and follow-ups
Description	Drive development of key documents and initiaitves to support overall D&I progress throughout the organisation.
Description	Take initiative to commence tasks & work ahead of scheduled deadlines.
Description	Effectively manage own time and meet deadlines. Organise work, set priorities, monitor workflow to achieve work area goals within set timeframes. Prioritise tasks in line with work area goals, objectives and urgency.
Description	Demonstrate flexibility in responding to uncertainty and changing demands in the workplace, lead by example when dealing with change.
Description	Demonstrate good judgment and common sense, think strategically when coordinating time and commitments
Description	Represent D&I in departmental activities and forums; work collaboratively with other business areas to deliver outcomes

Performance Expectations
1.4 Align initiatives with the Section Plan and Future Ready

In Progress

Goal Details

Start Date	01/09/2020	End Date	31/08/2021

Measures of Success

Measures of Success

Description	Demonstrate ongoing commitment to support the LGBTIQ+ cohort through delivery of LGBTIQ+ Action Plan. Continue to drive implementation of initiatives within set timeframes.
Description	Improvement of organisational culture through education and promoting why diversity and inclusion - in particular

LGBTIQ+ inclusion - is good for business.

Description	Continue to engage with staff, network members, Diversity Champions and key stakeholders to drive progress and achieve our goals.
Description	Regularly revisit processes, advice, and myHR content to ensure information, support and advice is current and accurate.

Meeting Brief

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

Diversity Champion Meeting

Key issues

1. 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.

2. 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 s. 22(1)(a)(ii), Inspector ABF Workforce Culture & Behaviour.

3. 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).

4. Staff networks have been established to support the following diversity cohorts:

    *   Staff Advancing Gender Equality (SAGE) Network
    *   LGBTI+ Network
    *   CALD Network

    Secretariat 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.

5. 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.

6. 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

- 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

1. 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.

2. 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.

3. 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.

4. 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.

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Attachments:

A. *Statement of Commitment: Workplace Equality, Diversity and Inclusion*

B. *Gender Equality Action Plan (GEAP) 2017–20*

C. *LGBTI+ Action Plan 2019-22*

Contact Officer:	s. 22(1)(a)(ii)
Position:	Acting Director Diversity and Inclusion, People Services Branch, People and Culture Division, Corporate and Enabling Group
Date:	10 March 2020

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Australian Government

Department of Home Affairs

Statement of Commitment: Workplace Culture, Diversity and Inclusion

We commit to building and valuing a diverse, professional and empowered workforce that authentically represents the community we serve. A workforce that fosters a culture of inclusiveness and embraces the diversity of its people, such as neurodiversity, 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 to contribute their best.

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 by creating an environment where staff feel valued and safe.

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 or those who are neurodivergent.

– 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.

– Promote value-based behaviours by acting with integrity, respecting each other and appreciating the contribution each person makes to our organisation.

– 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 2025.