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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.

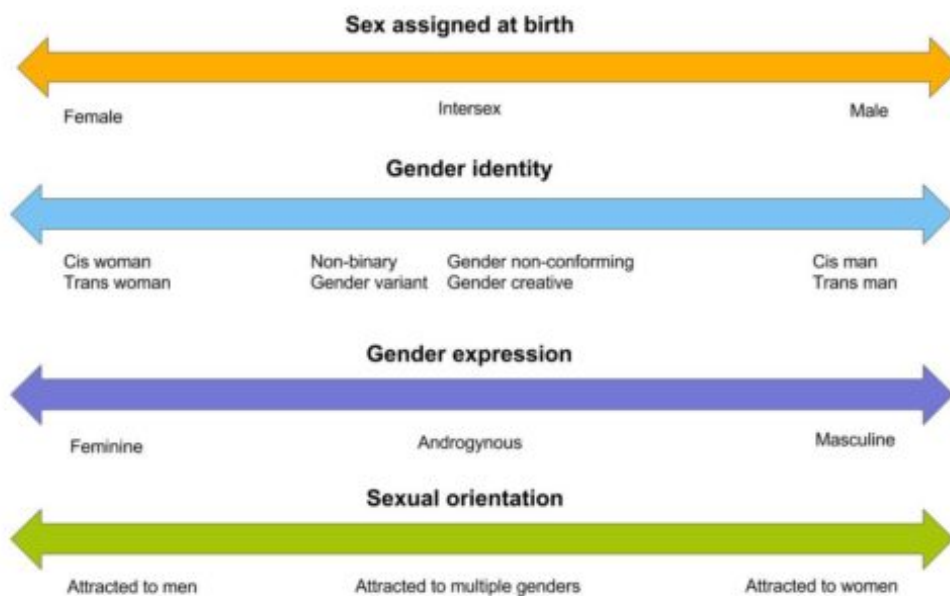


Figure 1: Understanding the gender spectrum¹

¹Life@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.

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OFFICIAL**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)

OFFICIAL**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 [online 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) [REDACTED].

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

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- 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) [REDACTED] 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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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 Privacy Notice 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?***

YES / NO

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.

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• **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?

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- **Other relevant matters**

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

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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 Privacy Notice 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			<p>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:</p> <ul style="list-style-type: none"> ✓ discuss any support requirements with their manager ✓ complete <i>Attachment A – Gender Affirmation Questionnaire for Managers</i> with their manager. <p>The manager and/or support team should ensure the staff member is:</p> <ul style="list-style-type: none"> ✓ 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			<p>The staff member affirming their gender may choose to make leave arrangements during their process of gender affirmation.</p> <p>Considerations may include:</p> <ul style="list-style-type: none"> ✓ 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			<p>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).</p> <p>Considerations may include:</p> <ul style="list-style-type: none"> ✓ 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			<p>Managers are encouraged to organise training sessions for their section, in consultation with the staff member affirming their gender.</p> <p>These may include, but are not limited to:</p> <ul style="list-style-type: none"> ✓ 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			<p>Individuals are legally entitled to use bathrooms, change rooms and other gender specific facilities that reflect the individual's affirmed gender identity.</p>
Dress and uniform appearance			<p>Where departmental guidelines have gender specific considerations:</p> <ul style="list-style-type: none"> ✓ 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			<p>The staff member may choose to nominate a date when they will present to others as their affirmed gender identity.</p> <p>Considerations for this may include:</p> <ul style="list-style-type: none"> ✓ 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			
<i>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.</i>			
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)			<ul style="list-style-type: none"> ✓ 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)			<ul style="list-style-type: none"> ✓ 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.

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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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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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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, anticipate 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

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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 provide 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

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- 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 initiatives 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

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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.

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