

INCLUSION AND DIVERSITY TEAM

2021



# Inclusive bathrooms

2021 Research report and evidence



Australian Government



Services  
Australia



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## Introduction

- The Workplace Inclusion and Diversity Strategy 2019-23 guides our work to create positive, safe, inclusive workplaces for people of all gender expressions and to prevent discrimination.
- Providing bathrooms which people can use safely and with dignity is important for staff wellbeing and inclusion.
- When there are only gendered facilities available some staff may need to use a bathroom that doesn't align with their gender identity.
- The LGBTI+ survey tell us that some staff experience negative reactions when using the gendered facilities of their choice or the all gender accessible bathrooms.
- Negative experiences may cause people to feel anxious and fearful and may lead to staff trying to avoid using the bathrooms.
- These behaviours can cause harm and feelings of not being valued.
- Having greater choice in bathroom facilities can have physical and mental health benefits.

## LGBTI+ survey of 5,000 staff in February 21

- **29% TGD (67) said others not aware of their gender identity**
- **41% TGD (100) said the availability of gender neutral facilities did not meet their expectations**
- **22% (51) TGD said they could not use the toilets of their choice without opposition**
- **41% (96) TGD said they felt safe addressing issues related to their gender identity with their manager**
- **77% (3,703) of all staff support all gender bathroom options in their workplaces**

■ *I would just prefer bathrooms to have more single stalls and privacy in general regardless. I hate open floor bathroom plans, big gaps under doors, etc (re personal privacy) more than who else uses it with me. (LGBTI+ Survey 2021)*



## The current state

The National Construction Code (NCC) governs the number and type of bathrooms required in buildings.

The NCC does not require All Gender bathrooms for most buildings.

The Department of Finance requires Commonwealth agencies to have appropriate regard for the NCC.

Most office buildings that are built and available for lease do not have all gender facilities.

Services Australia cannot require properties to have facilities above those required by the NCC.

Services Australia leases more than 400 offices with non-negotiable restrictions which prohibit changes to signage to convert gendered facilities into all gender facilities. Most sites have accessible All Gender bathrooms.

Services Australia advises prospective and new staff about our policies on the inclusive use of bathrooms

## Discussion



Services Australia leases buildings that do not have all gender facilities. Signage cannot be updated to create all gender facilities.



Staff are advised they can choose which bathrooms to use and encouraged to respect the choices people make about the bathrooms they use.



The LGBTI+ survey tells us that some staff experience negative reactions when using the bathrooms of their choice.



These experiences can have a negative impact on staff.



## Where to from here

**Publish stronger messaging about inclusive facilities**

New, clearer content about inclusive bathrooms published on intranet in Nov 21

**Promote**

New intranet content promoted on Yammer during Transgender Awareness Week in Nov 21

**Advocate**

Participated in discussions with Property and business lines about providing inclusive facilities

# Evidence

## Inclusive bathrooms

Providing bathrooms which people can use safely and with dignity contributes to staff wellbeing and inclusion. It's important to respect the choices that transgender and gender diverse staff make about which bathrooms to use. Gendered facilities mean that non-binary people may have to make decisions that don't reflect their sense of themselves.

**LGBTI+ Hub on Services Australia intranet**

**Gendered bathrooms mean that non-binary people must make decisions that don't reflect their sense of themselves. It's important to respect the choice TGD staff make about the bathrooms they use.**

Not respecting TGD people's choices may also be considered discriminatory behaviour. Examples of this include:

- the bathrooms people use
- the clothes people wear
- the names and pronouns people use.

**'Supporting gender diversity and affirmation guide' on the LGBTI+ Intranet Hub**

Here are some ideas to make a positive workplace for people of all gender expressions:

- use people's preferred name and pronouns and share yours in the Corporate Directory or your email signature block (he, she, they)
- practise using gender neutral language
- be patient with those questioning their gender identity
- don't worry about what bathrooms people use

**'How to be an ally transgender and gender diverse staff' information sheet on the LGBTI+ Intranet Hub**

Staff of all gender identities know they are welcome in our workplaces through visible signs of support, including:

- policies to ensure transgender and gender diverse staff have fair access to leave for themselves and their families
- access to surrogacy leave for staff who become parents using legal surrogacy
- choice to wear business clothes that express gender identity
- choice to use the building facilities staff are comfortable with

Services Australia website [Employment support for LGBTI+ staff - Services Australia](#)

We can all help to create workplaces that welcome gender diverse people. You can:

- read the [How to be an ally to transgender and gender diverse staff information sheet](#)
- display the [LGBTI+ Ally poster](#)
- share your pronouns in your [signature](#) and use others [correct pronouns](#)
- support the [bathroom choices](#) people make
- learn about [inclusive behaviour in the workplace](#).



# Evidence

## Email trail to show all gender facilities being suggested for future accommodation.

Subject: Accommodation-[SEC=OFFICIAL]

Hi, s22

s22 mentioned there was some discussion about what facilities we might want in the new building.

I hope you don't mind me raising this with you but there are a couple of things I'd like to mention.

To help create inclusive workplaces, it would be helpful to have:

- carers' room/s
- reflection room/s
- all-gender bathrooms.

The all-gender bathrooms would be in addition to gendered bathrooms. I understand the ATO is moving to 1 all-gender bathroom per floor. Also the language used to describe these facilities is important. The term all-gender is preferred to unisex.

I'm happy to chat if you'd like.

Warm regards,

s22 Assistant Director (she/her)

Phone [redacted]

Sent: Thursday, 16 December 2021 9:07 AM

To: [redacted] s22 [redacted] s22

Subject: RE: Accommodation-[SEC=OFFICIAL]

Hi s22

Thanks for the update and I would be glad to provide this as inputs for the working group.

Thank you

s22 Service Manager  
Site Manager for [redacted] Brisbane  
Phone [redacted]

Brisbane Child Support Smart Centre  
Child Support, Indigenous and Tailored Services Division





File Meeting Insert Format Text Review Tell me what you want to do...

Save & Delete Close Forward Appointment Scheduling Assistant Join Teams Meeting Meeting Notes Accept Tentative Decline Propose New Time Respond Show As: Busy Reminder: 15 minutes Recurrence Time Zones Categorize Private High Importance Low Importance

Accepted on 22/06/2021 9:29 AM.  
This meeting has been adjusted to reflect your current time zone. It was initially created in the following time zone: (UTC+10:00) Brisbane.

Organizer: [Redacted] s22

Subject: Services Australia - AWEI Debrief [SEC=UNOFFICIAL]

Location: Microsoft Teams Meeting

Start time: Fri 9/07/2021 11:00 AM  All day event

End time: Fri 9/07/2021 11:45 AM

Attached: 2021 AWEI Scorecard - Services Australia.pdf 174 KB

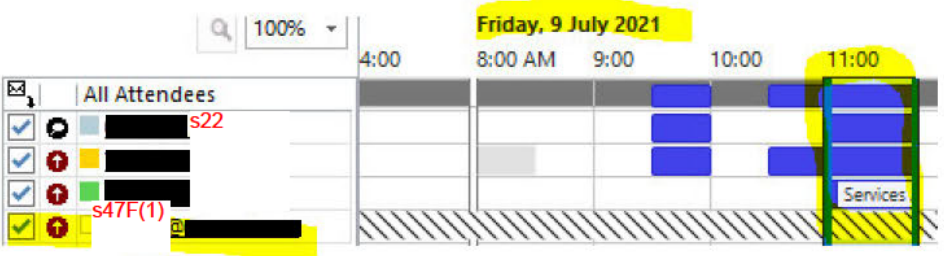
Hello, This time is have a chat about our AWEI Scorecard results. Kind regards, s22

### Microsoft Teams meeting

Join on your computer or mobile app  
[Click here to join the meeting](#)

Or call in (audio only)  
+61 2 6188 4856,946 [Redacted] 903# Australia, Canberra  
Phone Conference ID: 946 [Redacted] 903#  
[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)



The agency's Workplace Inclusion and Diversity Strategy 2019-23, is featured on the agency's website, demonstrating our commitment to providing a positive work environment where our diversity is celebrated, and inclusion is a focus for everyone. [Workplace Inclusion and Diversity](#)

Below left is an extract from page 7 of the Workplace Inclusion and Diversity Strategy 2019-23.

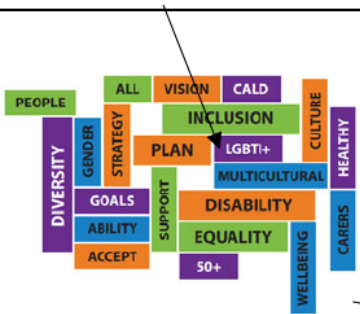
Below right shows an excerpt from page 11 of the Workplace Inclusion and Diversity Strategy 2019-23. Both page excerpts show LGBTI+ is a dedicated focus in the agency's inclusion journey.

**Our inclusion journey**

We are proud of what we have achieved so far. We have delivered innovative programs, services and initiatives that have allowed us to work better together. These programs have increased awareness within the department of the value of inclusion and diversity and provide positive employment experiences for staff. We have also shared our programs with other APS agencies so they can advance their own inclusion journeys.

**Our vision—every story counts**

This strategy reflects our vision to foster a workplace culture where our people feel respected, included, supported, valued and empowered. We will be a place that recognises that every story counts.



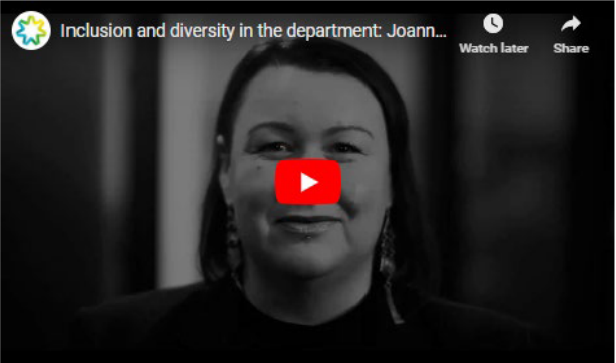
**Our focus**

Our focus is to create a workplace where people feel included. We want the same opportunities to be available for staff of all backgrounds and life experiences. We want all of our staff to achieve, succeed and be at their best.

We will continue to focus on improving the representation and employment experiences of staff in our key diversity groups. This includes a continued focus on those:

- who identify as Aboriginal and/or Torres Strait Islander
- from a CALD background
- with disability
- who are over 50 (mature age)
- who are LGBTI+
- who have caring responsibilities.

Below is a screenshot of the video on the agency's website discusses the importance of diversity and inclusion from an LGBTI+ staff member's perspective. [Watch on YouTube](#).



[Transcript](#) | [Watch on YouTube](#)

To the right is an extract from the LGBTI+ Action Plan, 2021.



AWEI No	Criteria	Actions	Responsibility	Report
AS19	Work to increase network engagement in regional offices.	Develop and implement an approach to increasing network engagement in regional offices	Inclusion and Diversity Team October 2021	Draft regional plan developed, distributed to RFR, National Coming Out Day email to managers from Jen
AS20	Network reporting	Prepare and distribute a report on the Rainbow Roundtable plan	Inclusion and Diversity Team July 2021	Developed and tabled at RFR
AS21, AS22	Days of visibility Visibility in the workplace	Promote LGBTI+ Days of significance <b>NAIDOC week</b> • Publish story on Yammer. <b>Non-Binary Day</b> • Feature a TGD staff member in a story. Promote 'Supporting gender diversity and affirmation' guide and 'How to be an ally to TGD staff' information sheet. <b>Wear it Purple</b>	Inclusion and Diversity Team Corporate Communications Team As required	Completed: NAIDOC Week Non-Binary Day Wear it Purple Intersex Awareness Day Lesbian Visibility Day

Below is an extract from the Inclusion and Diversity Action Plan 2021, which details LGBTI+ specific actions focused on during 2021, including

- establishing an agency Diversity Calendar to provide a unified approach to celebrating diversity events of significance across the agency (shown left)
- establishing an inclusion campaign to promote what inclusive behaviour looks like, and the practices and behaviours staff can actively role model in the workplace
- promoting the diversity that exists in the agency, by sharing the stories and experiences of staff through days of significance.



**Culture**—Our goal is to promote the value that diversity brings to the workplace.

Action	Timing
1. Establish an inclusion campaign to promote what inclusive behaviour looks like and the practices and behaviours staff and managers can actively role model in the workplace.	Q1
2. Establish a series of masterclass sessions to improve awareness of diversity, and communicate the importance of culturally safe and inclusive workplaces.	Q3
3. Establish an agency Diversity Calendar to provide a unified approach to celebrating diversity events of significance across the agency.	Q1



**Connection**—Our goal is to recognise individuality, authenticity and belonging.

Action	Timing
12. Increase our membership of the agency mental health network to create an improved awareness of psychosocial safety practices, as well as other practices and behaviours to better support mental health.	Q4
13. Establish an agency wide awareness program to highlight the importance of a mentally healthy workplace, and the programs, services, and initiatives available to support workplace inclusion.	Q3
14. Promote the diversity that exists in the agency by sharing the stories and experiences of our staff through events of significance.	Q4

Below is an extract from the 2021 Diversity Calendar that lists IDAHOBIT.









**Celebrating Diversity**

The Diversity Calendar identifies the diversity and inclusion events of significance that will be nationally recognised and promoted across the agency for the year ahead.

Acknowledging and celebrating these days of significance supports the goals of our [Workplace Inclusion and Diversity Strategy 2019-23](#) and helps create more inclusive workplaces.

We encourage you to get involved and support these diversity days and events in your workplace.

Diversity Calendar 2021	
<b>8 March</b>	<a href="#">International Women's Day</a>
	International Women's Day is celebrated globally each year, recognising the social, economic, cultural and political achievements of women. The day also marks a call to action for accelerating gender parity.
<b>19 March</b>	<a href="#">National Day of Action against Bullying and Violence</a>
	National Day of Action against Bullying and Violence is held annually and is an important day to mark Australian school communities standing together against bullying and violence.
<b>15-21 March</b>	<a href="#">Harmony Week/International Day for Elimination of Racial Discrimination</a>
	In 2019, Harmony Day was renamed Harmony Week to recognise diversity and inclusion activities that take place during the entire week. Harmony Week will include 21 March, which is the United Nations International Day for the Elimination of Racial Discrimination.
<b>2 April</b>	<a href="#">World Autism Awareness Day</a>
	World Autism Awareness Day is an internationally recognised day on 2 April every year, encouraging Member States of the United Nations to take measures to raise awareness about people with autistic spectrum disorders including autism and Asperger syndrome throughout the world.
<b>17 May</b>	<a href="#">International Day Against Homophobia, Biphobia, Interphobia and Transphobia</a>
	International Day Against Homophobia, Biphobia, Interphobia & Transphobia (IDAHOBIT) marks the day the World Health Organisation removed homosexuality from the Classification of Diseases. It celebrates LGBTI+ people globally and raises awareness for the work still needed.
<b>20 May</b>	<a href="#">Global Accessibility Awareness Day</a>
	The purpose of Global Accessibility Awareness Day is to get people talking, thinking and learning about digital (e.g. web, software and mobile) access and inclusion platforms and people with different disabilities.

## AS3 LGBTQ Advisory Group

### Screenshot of the LGBTQ+ Social Work Community of Practice resource page

Social Work Services Delivery Hubs 5W5 South 5W5 National Team 5W5 Business Support Strategy and Service Design Performance and Analysis Professional Service Delivery Operations Program's Coordination and Practice Resources

Welcome to the LGBTQ+ Social Work Community of Practice Sharepoint!

This page is managed by the LGBTQ+ Social Work Community of Practice. Please contact us with any questions, queries or suggestions. You can use the buttons below to navigate to resources that will support your professional practice with LGBTQ+ people, services and communities.

- News and Updates
- LGBTQ+ Service Commitments
- Practice Resources
- Policies and Feedback
- Referrals & Services
- Supervision Resources
- SW Community of Practice & Ally Network Information

#### Practice Bytes

**Social Work Priority Groups.** Supporting your work with LGBTQ+ people during times of vulnerability.

<p>Risk of suicide or mental distress</p> 	<p>Young people without support</p> 	<p>Family and domestic violence</p> 	<p>Disaster response and recovery</p> 
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**Intersecting Identities.** Exploring specific issues for LGBTQ+ people, groups and communities.

<p>Aboriginal &amp; Torres Strait Islander People</p> 	<p>Cultural and Linguistic Diversity</p> 	<p>Disability and Neurodiversity</p> 	<p>Rural and Remote Communities</p> 
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Faith, Religion and Spirituality

Health and Ageing

Parents and Families

<p><b>LGBTQ+</b> Early Stages and Separation</p> 	<p>Coming soon.</p>	<p>Coming soon.</p>
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## Screenshots of the LGBTQ+ Social Work Community of Practice being promoted to staff, including a link to their resources and the LGBTQ+ Social Work Community of Practice promoting LGBTQ+ inclusion.

Aug 25 1 share • Seen by 120

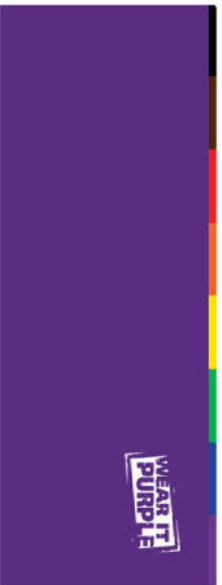
**WEAR IT PURPLE DAY 2021 FRIDAY 27th AUGUST 2021**

What's happening around us today and why is this important?  
75% of LGBTQ+ youth in Australia will be bullied because of their identity, 80% will experience it at school. Because of this, LGBTQ+ youth are up to 12x more likely to experience depression and up to 5x more likely to experience anxiety.  
Wear it Purple Day is about showing LGBTQ+ young people that they have the right to be proud of who they are. The 2021 theme, 'Start the Conversation...Keep it Going', highlights the importance of every conversation including the use of pronouns, language and storytelling, in empowering LGBTQ+ young people.

**What can you do?**

- Check out our LGBTQ+ SW Community of Practice Sharepoint page for useful resources and to get to know the agency's LGBTQ+ SW reps
- [Social Work Services Delivery Hubs - Practice Resources \(dept/local\)](#)
- Use the zoom background attached in this post to show your support and awareness [#WIPD](#)

see less



Aug 24 1 share • Seen by 115

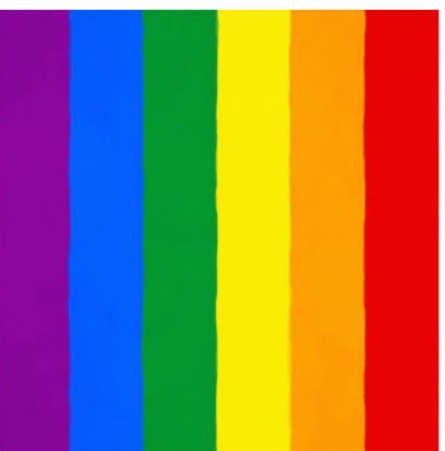
The LGBTQ+ Social Work Community of Practice wants to highlight the Australian Workplace Equality Index survey that is being promoted in the agency. Please see the details below and encourage participation in your sites and teams.

Have your say - complete the LGBTI+ workplace inclusion survey!

All staff, regardless of how you identify, are invited to have your say about LGBTI+ workplace inclusion.  
The survey by commences Monday 22 February and closes Friday, 5 March.

**What do I need to do?**

- Complete the survey by Friday 5 March and help us shape LGBT+ workplace inclusion, no matter how you identify
- Encourage your staff to have their say by completing the survey
- Show your support for LGBTI+ workplace inclusion by becoming an ally
- Display the ally poster on your desk or in the office to show you're an advocate for LGBTI+ inclusion
- Where can I get more information?
  - For information on how we support LGBTI+ workplace inclusion, visit the [LGBTI+ Hub](#) intranet page.
  - Visit news hub to read [s22](#) full story



## Everyday progress podcast episode, where two members of the LGBTQ+ Social Work Community of Practice promoted the work being done to support LGBTQ+ customers.

### Everyday progress podcast series

Episode 12: A safe and inclusive space [s22](#)

[Dan and Renae](#) are both Services Australia social workers. Their personal backgrounds and lived experience guide them to help LGBTQ customers feel supported, respected, and safe.

Everyday progress is an internal podcast about how we're helping Australian's progress with their lives.

It's a podcast for staff by staff. We're talking to people about the pockets of progress that happen every day across our agency.

Everyday progress features your voices and your stories. It's an opportunity to let others know what's going on in your area, link your work to our master plan and hear examples of teams putting it into practice.

- Episode length: 29 minutes
- Posted on 19/5/21
- [s22](#) and [s22](#) graciously shared their personal stories with us. We are truly grateful for their openness and candour. They talked about:
- Their roles as social workers and providing support to customers in crisis. [s4TF\(1\)](#)
  - Their commitment to make Services Australia an inclusive environment for members of the LGBTQ community.
  - The importance of lending your power to those who can't advocate for themselves.
  - The significance of linking customers in with community services and groups.
  - The LGBTQ+ social work community of practice.
  - How the master plan has given a solid framework for communicating the importance of their work.
  - Why allies are important and ways they can help make an inclusive culture.
  - What progress means to them.

## AS4 LGBTI+ Inclusion Reporting

### Services Australia Annual Report 2020-21

Extract of page 173- External Award recognition

#### STAFF ENGAGEMENT AND RECOGNITION

In 2020–21, the agency's peak staff consultative forum, the National Consultative Committee, met in November 2020 and April 2021 to discuss matters of strategic significance including new technologies and systems, workplace health and safety and workplace flexibility. Consultation with staff also occurs within business areas and at the local level across the agency.

#### EXTERNAL AWARDS RECEIVED BY SERVICES AUSTRALIA DURING 2020–21

In 2020–21, the following public sector and private sector industry association awards programs recognised individuals and teams from Services Australia:

- Institute of Public Administration Australia Innovation Awards – Citizen-centred Innovation: Finalist – Medicare Online Account Redevelopment
- Institute of Public Administration Australia Innovation Awards – Citizen-centred Innovation: Judges Award Winners – JobSeeker Streamlined Claim
- Australian LGBTQ Inclusion Award status of Gold Employer – based on the agency's results in the Australian Workforce Equality Index, which provides a national benchmark on workplace inclusion
- National Emergency Medal – Cyclone Debbie – Sustained Service: [s 22](#)
- iTnews Benchmark Awards – Best Federal Government Project: Winner – Service Improvements to myGov
- iTnews Benchmark Awards – Best Federal Government Project: Finalist – myGov Enhancement (joint nomination with the Digital Transformation Agency)
- Digital Transformation Agency – Australian Government Digital Awards: Gold Winner – Outstanding digital product or service – Aged Care Provider Portal

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Extract of pages 181 +182 – LGBTI+ diversity and inclusion work

#### OTHER DIVERSITY INITIATIVES

Other initiatives to promote workplace diversity in 2020–21 included:

- participating in the 2020 Australian Workplace Equality Index (AWEI), where Services Australia achieved Gold Employer status
- attracting almost 5,000 responses to the AWEI staff survey
- updating our parental leave policy so that it applies to staff who are sexuality and gender diverse and their families
- improving the recruitment process for transgender and gender diverse staff by adding the non-binary title Mx in the recruitment form and adding new content to address the common concerns of transgender and diverse job applicants
- implementing a forum to connect the LGBTI+ Senior Executive Ally with LGBTI+ staff
- updating the Supporting gender diversity and affirmation guide in consultation with transgender and diverse staff

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#### PART 9 ■ OUR PEOPLE

- conducting bulk recruitment for executive level positions. Using affirmative measures provisions under sections 26 and 27 of the APS Commissioner's Directions 2016, the positions were open only to people with disability and Aboriginal and Torres Strait Islander people
- introducing an Inclusive Behaviour Model for all staff and managers, and hosting 5 diversity networks to share information and to support Indigenous staff, staff with disability, mature age staff, staff with CALD backgrounds, and LGBTI+ staff.

PREMIUM

Careers

News

Editors' Picks

Portfolios

Events

Resource library

Site Search



By Shannon Jenkins  
Thursday, June 10, 2021



Text size:  
A A A

HOME JURISDICTION FEDERAL

## Services Australia supporting LGBT+ staff to 'bring their whole self to work'

### Upcoming Events

- 07 Jun** Managing regulation, enforcement and compliance
- 27 Apr** Towards Strategic Leadership
- 22 Jun** Managing Government Risk in the Public Sector
- 22 Jun** Writing and editing complex content
- 28 Apr** STAR Awards

[View Calendar >](#)

### Partner Content



Services Australia's Jen Rufati accepted the award on the agency's behalf. Image supplied.

Services Australia has been recognised for its sustained efforts to create an inclusive workplace, but general manager Jen Rufati says there is more work to be done.

The agency was recently awarded 'Gold' tier status at the [Australian LGBTQ Inclusion Awards](#) in Sydney, recognising it as an inclusive employer.

The awards are based on the results of the Australian Workplace Equality Index (AWEI) and the Health and Wellbeing Equality Index (HWEI) — evidence-based benchmarking tools that annually assess workplaces' LGBTQ+ inclusion initiatives.

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### Jobs

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10 days ago

"So we're constantly looking to evolve what we do, how we get better, and learn from other agencies, departments, and the private sector, to make sure we continue to improve."

The agency's diversity and inclusion team is currently looking at domestic violence within LGBT+ relationships, and how Services Australia's 'strong social worker network' can support members of the community who are experiencing domestic violence.

Around 2% of Services Australia's staff identify as LGBT+. To ensure employees feel connected, included, and able to 'bring their whole self to work', the agency has established a 'rainbow round table' and a 'rainbow connection' through its internal social media platforms.





Below is a screenshot of the agency's 2021 profile on the Gradconnect [LGBT website](#) where we promoted agency's first LGBT+ inclusive employer. The page also linked to a video, where an LGBT+ staff member talked about the agency being a supportive workplace for LGBT+ people.

The screenshot shows the Australian Government Services Australia website. The top navigation bar includes links for Home, Jobs, Calendar, Jobs Guide, Blog, Login, and Register. The main content area is divided into two columns. The left column, titled 'Employer Navigation', lists various professional pathways such as Data Analytics, Finance, and Human Resources. The right column, titled 'LGBT Support', features a video player with the title 'LGBT Support' and a description: 'We aim to create a workplace that is safe and inclusive of all people regardless of their sexual orientation, gender identity or interests/status. We aim to foster a workplace environment and culture where all employees can feel free to be themselves. We want our employees to be able to increase without the need to self-edit their conversations and without fear of bias, labels or negative behaviour. Joanne's story shows our commitment to inclusion and diversity has allowed her to feel a sense of community and...'. Below the video player is a section titled 'Inclusion and diversity in the department: Joanne's story' with a 'Watch later' button and a 'Share' icon. The video player interface shows a progress bar at 0:41 / 1:58 and a 'YouTube' logo.

AS7

Redacted screenshot of the 2021 National Coming Out Day post, where **s47f(1)**, an out senior executive in the organisation commented on the post from our Senior Executive LGBTI+ Ally.

**Jennifer** **Jennifer** Yesterday at 10:57 AM 2 shares • Seen by BB

### National Coming Out Day

Today is National Coming Out Day. This day aims to celebrate the LGBTI+ community and create a positive space where people can feel free to be themselves if they wish.

This is a good time for us to think about how comfortable people feel in our workplaces. In the Pride in Diversity survey conducted in February, only 39% of our LGBTI+ respondents said they were completely out at work.

We know that having an inclusive culture helps people to feel safe at work. As your Senior Executive LGBTI+ Ally, I invite you to join me in showing your support for workplaces where everyone is respected and can thrive. You can:

- display the LGBTI+ Ally poster
- share your pronouns in your signature block
- join our LGBTI+ staff network, the Rainbow Connection
- learn more about LGBTI+ inclusion.

[#inclusionstartswithi](#) [#therainbowconnection](#)

[see less](#)



The logo for 'THE RAINBOW CONNECTION' features the text in a stylized font inside a circular emblem with a rainbow border and a white dashed outline. The background is decorated with colorful paint splatters in shades of orange, yellow, green, blue, and purple.

Like Comment Share 22 and 21 others

**s47f** Yesterday at 5:14 PM 2

Thanks for sharing Jen. Today is a great reminder of the steps everyone can take to help people feel comfortable being themselves at work. **s47f(1)**

I do things like including my pronouns in my signature block – it's a simple action that lets others know they are supported.

# Initial meeting scheduled with AGD on 23 March 2021

Organizer: [REDACTED] S47F(1)

Sent: Thu 10/04/2021 9:59 AM

Subject: Request for Meeting: AGD Gender Affirmation Policy [SEC=OFFICIAL:Sensitive]

Location	Start time	End time	Recurrence
VNR	Thu 10/04/2021 10:00 AM	10:30 AM	<input type="checkbox"/> All day event
	Thu 10/04/2021 10:30 AM		

Action items

+ Get more apps

Sent: Tuesday, 23 March 2021 9:57 AM

To: [REDACTED] S22 <[REDACTED]@ntscsaustalia.gov.au>

Cc: [REDACTED] S22 <[REDACTED]@ntscsaustalia.gov.au>

Subject: RE: Request for Meeting: AGD Gender Affirmation Policy [SEC=OFFICIAL:Sensitive]

Dear S22 and S22

**OFFICIAL - Sensitive**

Thank you very much for your quick response. The AGS-wide meeting was really fantastic. I hope we can all collaborate further.

I will set up a calendar invite and send through a Teams link ☺

To assist with the discussion, I attach for your reference some draft documents PRIDE in AGD has prepared, including:

- Wednesday 31 March 2:30 PM – 3:15 PM
- Wednesday 31 March 4:30 PM – 5:00 PM
- Thursday 1 April – any time after 2:30 PM

If the times above are not to your liking, please feel free to propose a different time in the next couple of weeks.

I will set up a calendar invite and send through a Teams link ☺

To assist with the discussion, I attach for your reference some draft documents PRIDE in AGD has prepared, including:

- Gender Affirmation Policy, and
- Guidance for the employee affirming gender, managers, and colleagues.

Please treat these draft documents confidentially as they remain early working drafts and have not yet been approved by AGD.

I look forward to our discussion.

S47F(1)

He/Him

Workplace Compliance Section | Employee Entitlement Safeguards and Policy Division  
Australian Attorney-General's Department | Barton ACT 2600

[www.ag.gov.au](http://www.ag.gov.au)

S47F(1)

## Followup email with AGD on 17/06/2021

[REDACTED] S22 | [REDACTED] S47F(1)

[REDACTED] S22

RE Our updated Gender affirmation guide [SEC=OFFICIAL]



supporting-gender-diversity-and-affirmation-guide.pdf

1 MB

S47F(1)

Hi

I hope you're well. You might remember chatting to S22 and I in March about the draft policy you were working on. We mentioned we were updating our gender affirmation guide.

We've now completed the updates, so wanted to share the enhance version with you. Hope the work you're doing to develop a Gender Affirmation Policy for AGD is progressing well ☺

Please don't hesitate to reach out, if we can help.

Regards

S22 Senior Diversity Officer

S22

Inclusion and Diversity | Leadership and Diversity  
PEOPLE DIVISION



S22

I acknowledge the Traditional Custodians of the land on which I live and work, and their continuing connection to land, water and community. I pay my respects to Elders, past, present and emerging of all Aboriginal and Torres Strait Islander nations.

Accepted on 13/10/2021 2:40 PM.  
This meeting has been adjusted to reflect your current time zone. It was initially created in the following time zone: (UTC+10:00) Canberra, Melbourne, Sydney.



Organizer  s47E(d)

Subject **LGBTIQ+ Staff and Allies Network Meeting [SEC=OFFICIAL]**

Location **WebEx**

Start time **Wed 3/11/2021**   All day event

End time **Wed 3/11/2021**

Attached  03 Nov 2021 - Agenda - LGBTIQ+ Network Meeting.DOCX 191 KB  Check in ahead of Home Affairs LGBTIQ+ Network Meeting 3 Nov [SEC=OFFICIAL] Outlook item

**OFFICIAL**

Greetings-to-all-our-LGBTIQ+·Staff-and-Allies-Network-members,¶  
 ¶  
 We-hope-you-can-attend-our-final-Network-meeting-for-2021-to-hear-about-the-key-priorities-in-our-space!·¶  
 ¶  
 We-also-look-forward-to-welcoming-a-representative-from-the-Services-Australia-Inclusion-and-Diversity-team-to-discuss-their-successes-with-the-Australian-Workplace-Equality-Index-(AWEI)-and-achievement-of-Gold-Tier-status  
 ¶  
 Please-find-the-agenda-attached.·¶  
 ¶  
 WebEx-meeting-details-are-available-below.·¶  
 ¶  
 Please-advise-if-you-have-any-required-accessibility-considerations-to-support-your-attendance-at-this-meeting.¶  
 ¶  
 Note:-we-have-recently-updated-our-LGBTIQ+·Staff-and-Allies-network-membership-list-to-include-all-online-subscribed-Rainbow-JAM-members.-Please-advise-if-you-wish-to-be-removed-from-this-membership-mailing-list.¶  
 ¶  
 Kind-regards,¶  
 ¶  
 [REDACTED] (she/her)¶  
 ¶  
 LGBTIQ+·Lead¶  
 Culture,·Diversity-and-Inclusion·|-People-Services-Branch¶  
 People-and-Culture-Division·|-Chief-Operating-Officer-Group¶  
 Department-of-Home-Affairs¶  
 Intranet:-visit-MvHR¶  
 s47F(1)  
 E:·s47E(d)  
 -

To  s22

 Follow up. Start by Friday, 12 November 2021. Due by Friday, 12 November 2021.  
You replied to this message on 15/11/2021 7:32 AM.

---

Hi s22

I just wanted to say thank you again for coming to our network meeting to share your journey with the AWEI.

The network found it really valuable, and myself especially, to hear your experiences. Really appreciate you taking the time to do so.

Hope you're well, and have a lovely weekend.

Kind regards,

 s47F(1)

LGBTIQ+ Lead

Culture, Diversity and Inclusion | People Services Branch

People and Culture Division | Chief Operating Officer Group

Department of Home Affairs

Intranet: visit [MyHR](#)

s47F(1)

s47E(d)

Organizer  [REDACTED]@ndis.gov.au >

Subject **Gender affirmation - Support and resources [SEC=OFFICIAL]**

Location **Microsoft Teams Meeting**

Start time	Fri 19/11/2021	9:30 AM	▼	<input type="checkbox"/> All day
End time	Fri 19/11/2021	10:00 AM	▼	

Action Items

Hi <sup>S22</sup> [REDACTED]  
As-discussed, [REDACTED]  
Thanks [REDACTED]

---

Microsoft Teams meeting [REDACTED]

**Join on your computer or mobile app [REDACTED]**  
[Click here to join the meeting \[REDACTED\]](#)

**Or call in (audio only) [REDACTED]**  
[+61-2-8318-0090,825725628#Australia,Sydney \[REDACTED\]](#)  
**Phone Conference ID: 825-725-628# [REDACTED]**  
[Find a local number \[REDACTED\]](#) | [Reset PIN \[REDACTED\]](#)  
[Learn More \[REDACTED\]](#) | [Meeting options \[REDACTED\]](#)

[REDACTED] <sup>S47F(1)</sup>  
**Assistant-Director---HR-Business-Partnering---National-Delivery [REDACTED]**  
**Workforce-and-Capability-Branch [REDACTED]**  
**People-and-Culture-Division [REDACTED]**  
**National-Disability-Insurance-Agency [REDACTED]**  
**T-1800-800-110 <sup>S47F(1)</sup>**  
**[www.ndis.gov.au](http://www.ndis.gov.au) [REDACTED]**

Wed 17/11/2021 11:25 AM  
[REDACTED] <sup>S22</sup>  
Gender affirmation [SEC=OFFICIAL]  
To: [REDACTED] <sup>S47F(1)</sup> [REDACTED]@ndis.gov.au'

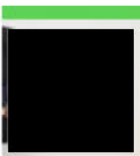
 supporting-gender-affirmation.pdf  
1 MB

Hi [REDACTED]  
I've received your email about gender affirmation.

Here's a copy of our Supporting gender diversity and affirmation guide. It includes information about how to change a name in Essentials, the evidence requirements and timelines.

Fri 19/11/2021 10:21 AM

s22



Gender affirmation [SEC=OFFICIAL]

To  [redacted] @ndis.gov.au?  [redacted] @ndis.gov.au?  [redacted] @ndis.gov.au?

 ACON Draft template - Gender Affirmation Policy and Guidelines.pdf  
223 KB

Hi All,

Good to talk to you this morning.

Here is the ACON resource I mentioned.

I hope it all goes well and happy to chat any time.

Kind regards,

s22

s22

[redacted] Assistant Director s22

s22

Inclusion and Diversity/Leadership and Diversity  
People



Follow us on [facebook.com/ServicesAustralia](https://facebook.com/ServicesAustralia)  
Follow [@ServicesGovAU](https://twitter.com/ServicesGovAU) on Twitter

## The Rainbow Connection (LGBTI+ Staff Network) and Rainbow Roundtable

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### Related Links

▶ [LGBTI+ Hub](#)

### Content details

---

▶ **Business Owner**  
Inclusion and Diversity

▶ **Date Published**  
1 July 2021

▶ **Feedback**  
Email the owner of this page


We aim to create workplaces which are safe and inclusive for people of all sexual orientations, gender identities and bodily variations as outlined in the agency's Workplace Inclusion and Diversity Strategy 2019-23:

The Rainbow Connection, which is for LGBTI+ staff and their allies, supports this strategy.


The Rainbow Connection enables members share their ideas, engage and contribute to initiatives and strategies relevant to LGBTI+ people.

The network is hosted in a closed Yammer group. To become a member, you can apply on Yammer or email the [Inclusion and Diversity team](#). The Secretariat in the Inclusion and Diversity team maintains the Network's confidential membership list and won't disclose members' names without consent. Any emails to network members will be addressed by blind copy (bcc), to ensure confidentiality.

The network is a confidential forum where you can:

- connect, express your views, share ideas and experiences
- access updates on LGBTI+ initiatives and programs
- help shape policies, procedures and strategy LGBTI+ inclusion
- network with internal and external LGBTI+ professionals through our membership with [Pride in Diversity](#) .

### The Rainbow Roundtable

The Rainbow Roundtable connects members of the Rainbow Connection with the Senior Executive LGBTI+ Ally and the Inclusion and Diversity Team. The Roundtable has regular meetings to better understand our workplace culture and involve staff in the development of inclusion initiatives. The Co-chair of the Roundtable is [S22](#) . You can contact them to suggest agenda items or for a confidential, safe and supportive conversation.

The [Rainbow Connection and Rainbow Roundtable Charter \[DOCK\]](#) provides more information.



# The Rainbow Connection and Rainbow Roundtable Charter

The **Rainbow Connection** is a staff network for LGBTI+ staff and their allies.

The **Rainbow Roundtable** provides a regular connection of the Senior Executive LGBTI+ Ally with a group of Rainbow Connection members.

## Rainbow Connection

### Purpose

The Rainbow Connection contributes to an inclusive workplace for LGBTI+ people. Connection is a key theme in the agency's *Workplace Inclusion and Diversity Strategy 2019-23*.

### Objectives

The key objectives of the Rainbow Connection are to:

- enable LGBTI+ staff and their allies to connect and provide peer and professional support to each other
- provide a two way channel for LGBTI+ staff and their allies to contribute to agency inclusion initiatives
- support initiatives to raise the visibility of LGBTI+ inclusion in the agency and create an inclusive culture.

### Operation

The Rainbow Connection is hosted on a private Yammer group.

### Structure

The Rainbow Connection is open to all LGBTI+ staff and LGBTI+ allies.

## The Rainbow Roundtable

### Purpose

The Rainbow Roundtable (Roundtable) connects the Senior Executive LGBTI+ Ally with members of the Rainbow Connection and the Leadership and Diversity Branch. The Roundtable provides two way communication to:

- understand the workplace culture, the experiences of staff and the impact of inclusion initiatives
- inform the development of initiatives which are aligned to the agencies' Inclusion and Diversity strategy and action plan
- develop a yearly plan of activities which is aligned to the Inclusion and Diversity Strategy and which will increase the inclusion of staff of diverse sexual orientations, gender identities and intersex variations
- implement the plan of activities and report on progress each year.

**Structure**

The Rainbow Roundtable consists of the Senior Executive LGBTI+ Ally, nominated members of the Rainbow Connection and members of the Leadership and Diversity Branch. There will be up to 15 Rainbow Connection members nominated to participate in the Roundtable. Divisions will nominate the members. The membership will be refreshed as required. The Rainbow Roundtable will appoint a chair and co-chair. These roles will be rotated at regular intervals.

**Roles and responsibilities**

Role	Who	Responsibility	Role rotated?
Champion	Senior Executive LGBTI+ Ally	Schedule meetings (at least once per quarter) Distribute agenda Lead discussion	No
Chair	Nominated member	Call for agenda items Prepare agenda Send agenda to Champion for distribution Promote the Rainbow Roundtable and help drive LGBTI+ inclusion	Yes
Co-chair	Nominated member	Assist chair Fill in for chair in case of absence or unavailability to attend Roundtable meetings Promote the Rainbow Roundtable and help drive LGBTI+ inclusion	Yes
Secretariat	Inclusion and Diversity team	Take and distribute minutes	No

**Rainbow Roundtable Action Plan**

A Rainbow Roundtable Action Plan will be developed with action items identified through Roundtable meetings.

All Roundtable members are responsible for contributing to, and actioning items in the annual Rainbow Roundtable Action Plan. Members can take on tasks or assist with action items identified in the Action Plan. Members will be asked to provide updates on action items they are assigned at each meeting.

Members should discuss their participation in the Rainbow Roundtable with their manager, including any work they are responsible for as part of the Action Plan.

The Senior Executive LGBTI+ Ally will provide an annual report on the Rainbow Roundtable Action plan to all Diversity Champions.

## **Sustainability**

As part of its commitment to inclusion and diversity, the Inclusion and Diversity Team will maintain and promote the Rainbow Connection and Rainbow Roundtable. This will be achieved by:

- promoting the Rainbow Connection to staff
- maintaining the Yammer group
- ensuring regular meetings the Roundtable
- regularly reviewing the arrangements in line with the [Workplace Inclusion and Diversity Strategy 2019-23](#) and [Australian Workplace Equality Index](#).

# LGBTI+ Rainbow Roundtable Action Plan 2021

July 2021



Australian Government



Services  
Australia

[servicesaustralia.gov.au](https://servicesaustralia.gov.au)

## Rainbow Roundtable Action Plan and Report

The table below details the 2021 Rainbow Roundtable Action plan, with a report against each action item.

AWEI No	Criteria	Actions	Responsibility	Report
AS3	Identify and address areas of LGBTI+ inclusion that need improvement.	Consult members of the LGBTI+ Rainbow Roundtable (RR) on LGBTI+ initiatives including customer IT systems.  Conduct an Innovation Challenge  Promote the Rainbow Connection and Roundtable on Yammer	LGBTI+ Rainbow Roundtable Inclusion and Diversity Team  <i>October 2021</i>	The RR raised a number of concerns about the experiences of our LGBTI+ customers. It was agreed to conduct an Innovation Challenge to generate ideas on how this experience could be improved. The Challenge was held from 13-29 October. The Senior LGBTI+ Ally sponsored the challenge and it was widely promoted using Yammer and emails. It generated 60 ideas, 2,862 votes, 212 comments and 1,089 subscribers. The ideas are being reviewed by SMEs. Some have been identified for immediate implementation.
AS10	Ensure the Rainbow Connection and Roundtable has a leadership structure with clear roles and responsibilities.	Fill vacancies  Call for nominations for Rainbow Roundtable Chair and Co-Chair positions	Inclusion and Diversity Team  LGBTI+ Roundtable  <i>August 2021</i>	The 2 vacancies have been filled and a new RR Chair and Co-chair have been appointed.
AS13	Recognise of the role and work of the LGBTI+ Network	Once the Rainbow Connection Chair and Co-Chair are nominated, encourage them to include the role in their IPAs.	Inclusion and Diversity Team  LGBTI+ Roundtable	Met with new Chair and Co-Chair and encouraged them to include their roles in their IPAs.

AWEI No	Criteria	Actions	Responsibility	Report
	leads as part of their duties.		<i>October 2021</i>	
<b>AS16</b>	Raise the visibility of LGBTI+ women.	Review the 2020 'Raising the visibility of LGBTI+ women' action plan  Develop and implement the 2021 'Raising the visibility of LGBTI+ women' action plan	Inclusion and Diversity Team LGBTI+ Roundtable  <i>August 2021</i>	The Raising the visibility of LGBTI+ women' report and action plan has been updated and implemented. A report on the implementation of the plan is provided at criteria AS16.
<b>AS19</b>	Enhance LGBTI+ inclusion in regional and remote locations	Develop a plan to increase network engagement and LGBTI+ inclusion in regional and remote offices.	Inclusion and Diversity Team LGBTI+ Roundtable  <i>October 2021</i>	An action plan to increase LGBTI+ inclusion in the regions has been developed and implemented. The plan focused on providing targeted information to managers, including those in regional offices, to help them promote an LGBTI+ inclusive culture.
<b>AS20</b>	Report on the achievements of the Rainbow Roundtable	Monitor and report on progress against the 2021 Services Australia LGBTI+ Action Plan, the 2021 Rainbow Roundtable Action plan and the achievement of AWEI criteria.	Inclusion and Diversity Team LGBTI+ Roundtable  <i>December 2021</i>	A report on our progress in achieving the AWEI criteria was delivered to the Rainbow Roundtable meeting on 9 November. The meeting discussed opportunities to address the incomplete actions. The report on the 2021 LGBTI+ Action Plan was sent to all SES on 2 <sup>nd</sup> December.

AWEI No	Criteria	Actions	Responsibility	Report
AS39	Raise community awareness of the Agency's support for LGBTI+ inclusion.	Identify opportunities to participate in LGBTI+ community events.	Inclusion and Diversity LGBTI+ Roundtable <i>December 2021</i>	Investigated participating in Coastal Twist and Brisbane Fair Day and CBR Spring Out Day without success.
AS40	Support the LGBTI+ community through pro-bono support.	Identify opportunities to provide pro bono support to LGBTI+ community organisations.	Inclusion and Diversity LGBTI+ Roundtable <i>December 2021</i>	No opportunities have been identified.
AS41	Support LGBTI+ charities through fund raising.	Encourage Rainbow Connection members to raise funds for LGBTI+ charities.	Inclusion and Diversity Team LGBTI+ Roundtable <i>December 2021</i>	Funds (\$367.57) raised for Minus 18. Minus 18 added to Workplace Giving program.

**servicesaustralia.gov.au**





AS12 Orientation /On-boarding new starters

1. New to the agency intranet page content

# New to the agency

Hello and welcome!

If you've just joined Services Australia, we are excited to have you on board!

## First day

On your first day, you and your manager need to discuss:

- access to the building
- setting you up in the system
- setting up your desk
- security and safety
- what's is expected of you at work

We run a [mandatory induction program](#) for all APS, casual and contractor staff. You're not expected to finish all the modules on your first day. Your manager will work with you to settle you in.

[+ show all](#) [- hide all](#)

- + [Building access](#)
- + [Personal details and recording attendance](#)
- [Engaging with inclusion and diversity](#)

We want you to feel respected and safe to be yourself at work. The [Workplace Inclusion and Diversity Hub](#) is a great place to find initiatives to help you feel included, supported and able to bring your whole self to work.

### Staff diversity networks

Our networks can help you connect with others to share ideas, support each other and find out what's happening in areas that interest you.

- [National Indigenous Employees Network](#)
- [Employee Network on Disability](#)
- [Employee Network on Cultural and Linguistic Diversity](#)
- [Mature Age staff](#)
- [The Rainbow Connection \(LGBTI+ Staff Network\)](#)

Visit the [Staff Networks](#) page for information and links to these networks.

#### Diversity and affirmation

We support you to wear business clothes that express your gender identity. Read the [Supporting gender diversity and affirmation guide](#) (PDF) about this and other gender affirming advice.

#### Sharing your diversity information

We encourage you to enter your diversity details in [Essentials](#). This is confidential and we keep private what you tell us. The information helps us understand and support our staff better, and build an inclusive workplace culture. Use the [Updating Diversity Information via Essentials](#) (PDF) task card to updates your details.

#### Reflection rooms

Some of our locations have reflection rooms. You can use these spaces for prayer, meditation or private reflection. For a list of sites with reflection rooms, check the [Tools and resources](#) page.

Search HR... 

 Ask MelissHR -

### HR hubs

- ▶ [HR Policy](#)
- ▶ [People Analytics](#)
- ▶ [Careers !\[\]\(b972d9710cfc7cd7a8205167459269d8\_img.jpg\)](#)
- ▶ [Expressions of interest !\[\]\(ecafc98bbf23c214d35f765c77759a73\_img.jpg\)](#)
- ▶ [Health and Safety](#)
- ▶ [Inclusion and Diversity](#)
- ▶ [Learning](#)
- ▶ [People Advisory Centre](#)

### HR tools

- ▶ [HR Service Offer](#)
- ▶ [Acendre !\[\]\(4fa9d78dd0176fb0bcd98cce689c3346\_img.jpg\)](#)
- ▶ [Enterprise Agreement](#)
- ▶ [Essentials](#)
- ▶ [QBT !\[\]\(e3c874100a2886e3b213d58167c8595f\_img.jpg\) \(to book travel\)](#)

### Content details

- ▶ [Business Owner](#)  
DigitalHR
- ▶ [Date Published](#)  
17 September 2021
- ▶ [Feedback](#)  
Email the owner of this page

## 2. Screenshot of the May 2021 Graduate newsletter

### Updates and Information



You might recall at the orientation panel event in February, <sup>s22</sup> ██████ mentioned the Rainbow Connection, and wanted to share with you a bit more about the Rainbow Connection, and some of the agency's LGBTI+ initiatives.

Hosted on Yammer, the Rainbow Connection network provides a safe space is LGBTI+ staff and allies to engage and network with like-minded staff from all over Australia. It's also a place where you can find out what's going on in the LGBTI+ space and contribute to the agency's LGBTI+ initiatives.

You can request to join the Rainbow Connection on [Yammer](#) or by sending an email to <sup>s47E(d)</sup>

The agency aims for everyone to feel included, valued and respected and able to be themselves at work. Our [Workplace Inclusion and Diversity Strategy 2019-23](#) describes the many benefits of having inclusive workplaces. It also talks about specific focus areas, such as LGBTI+ inclusion.

To help people feel confident that they can be themselves at work, our HR policies are explicitly inclusive of LGBTI+ people and their families.

There's a range of resources available on the [LGBTI+ hub](#) to guide staff and managers in creating workplaces that are inclusive for people of all sexual orientations, gender expressions and identities and intersex statuses. For example, we can all use gender neutral language, try not to make assumptions about people's sexual orientation or gender identity, display the [LGBTI+ Ally poster](#) in our workplaces and not worry about what bathrooms people use. You can also share your own pronouns in your signature block.

To measure our progress in LGBTI+ inclusion, we also participate in the [Australian Workplace Equality Index](#), the national benchmark for LGBTI+ workplace inclusion.

The Rainbow Connection would like to extend a warm welcome to our 2021 LGBTI+ graduates and allies, and encourage you to join our network.

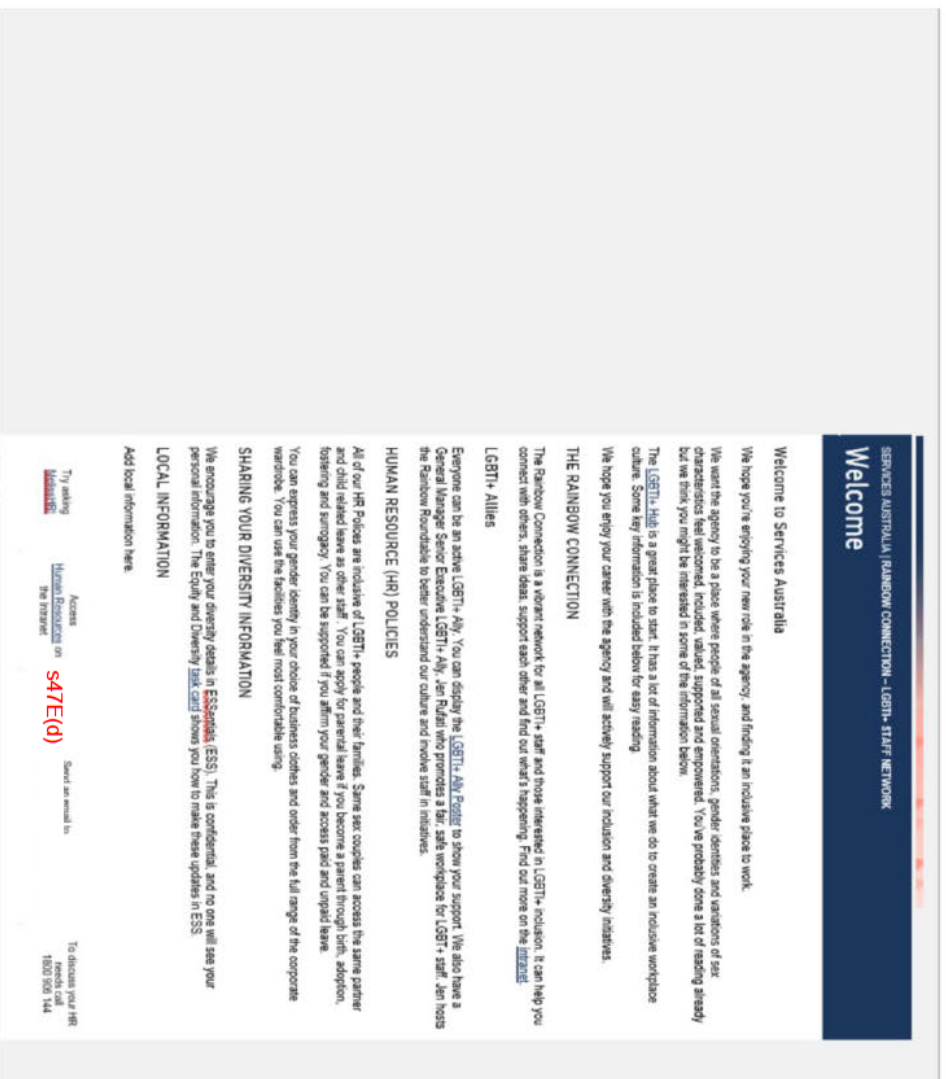
3 | Page

### 3. Excerpt from Rainbow Roundtable meeting held on 7 July 2021, where developing the email template was agreed to.

Develop a template about the networks and other support initiatives for local distribution.	A draft template is attached. Once finalised it can be saved on the intranet as an email which Rainbow Connection members can complete and send to new staff.
---	---

#### 4. Rainbow Connection-welcome email template, and location on intranet page

Subject \_\_\_\_\_  
Do you know about \_\_\_\_\_



### LGBTI+ Resources and products

Related links

[LGBTI+ Hub](#)

#### Content details

**Business Owner**  
Inclusion and Diversity  
**Date Published**  
29 September 2021  
**Feedback**  
Email the owner of this page

#### On this page

- [Resources](#)
- [Product](#)
- [Videos](#)
- [Our People](#)
- [Calendar](#)
- [Corporate Memberships](#)
- [Additional links](#)

### Resources

Below are some great resources that can help managers and staff understand how they can play a part in LGBTI+ inclusion.

- [Employers' guide to Intersex Inclusion](#) (PDF)
- [A manager's guide to LGBTI workplace inclusion](#) (PDF)
- [Dealing with stress and anxiety during COVID-19](#) (PDF)
- [Supporting gender diversity and affirmation](#) (PDF) guide
- [Supporting gender diversity and affirmation \(DOCK\) guide](#)
- [Engaging allies for change: How to engage LGBTI allies for cultural change](#) (PDF)
- [Let's talk gender: a closer look at gender diversity within the workplace](#) (PDF)
- [Guide to being a straight ally](#) [☞](#)
- [Intersex Human Rights Australia](#) [☞](#)
- [Intersex for allies](#) [☞](#)
- [Employee's Guide to Intersex Inclusion](#) (PDF)
- [POR00471 LGBTI+ Inclusion eLearning course](#)
- [Employee assistance program \(EAP\)](#)
- [LGBTI+ counselling service, QLife](#) [☞](#)
- [LGBTI+ networks or Yarners group](#)
- [Family and domestic violence fact sheet](#) (PDF)
- [My pronouns](#) [☞](#)
- [How to be an ally to transgender and gender diverse staff](#) (PDF)
- [LGBTI+ Training Plan](#) (PPTX)
- [Weeks at Work](#) (PDF)
- [Welcome from the Rainbow Connection email.](#)

5. Redacted screenshot of a 'welcome email' that had been sent out by a Rainbow Connection member

From: [REDACTED] s22 <[REDACTED]@servicesaustralia.gov.au>  
Sent: Tuesday, 7 December 2021 12:21 PM  
To: [REDACTED] s47E(d) <[REDACTED]@servicesaustralia.gov.au>  
Cc: [REDACTED] s22 <[REDACTED]@servicesaustralia.gov.au>  
Subject: Welcome from the Rainbow Connection [SEC=OFFICIAL]

[REDACTED] s47E(d)

[REDACTED] s47E(d)

SERVICES AUSTRALIA | RAINBOW CONNECTION – LGBTI+ STAFF NETWORK  
**Welcome**

**Welcome to Services Australia**

We hope you're enjoying your new role in the agency, and finding it an inclusive place to work.

We want the agency to be a place where people of all sexual orientations, gender identities and variations of sex characteristics feel welcomed, included, valued, supported and empowered. You've probably done a lot of reading already but we think you might be interested in some of the information below.

The LGBTI+ Hub is a great place to start. It has a lot of information about what we do to create an inclusive workplace culture. Some key information is included below for easy reading.

We hope you enjoy your career with the agency and will actively support our inclusion and diversity initiatives.

**THE RAINBOW CONNECTION**

The Rainbow Connection is a vibrant network for all LGBTI+ staff and those interested in LGBTI+ inclusion. It can help you connect with others, share ideas, support each other and find out what's happening. Find out more on the [intranet](#).

**LGBTI+ ALLIES**

Everyone can be an active LGBTI+ Ally. You can display the LGBTI+ Ally Poster to show your support. We also have a General Manager Senior Executive LGBTI+ Ally, Jen [REDACTED] who promotes a fair, safe workplace for LGBTI+ staff. Jen hosts the Rainbow Roundtable to better understand our culture and involve staff in initiatives.

**HUMAN RESOURCE (HR) POLICIES**

All of our HR Policies are inclusive of LGBTI+ people and their families. Same sex couples can access the same partner and child related leave as other staff. You can apply for parental leave if you become a parent through birth, adoption, fostering and surrogacy. You can be supported if you affirm your gender and access paid and unpaid leave.

You can express your gender identity in your choice of business clothes and order from the full range of the corporate wardrobe. You can use the facilities you feel most comfortable using.

**SHARING YOUR DIVERSITY INFORMATION**

We encourage you to enter your diversity details in ESSentials (ESS). This is confidential, and no one will see your personal information. The Equity and Diversity [Risk card](#) shows you how to make these updates in ESS.

**LOCAL INFORMATION**

Here at 140 creek street you can join the ARTTPride network by contacting us at: [REDACTED] s47E(d)

Both community members and allies are always welcome! ☺

Try asking  
[REDACTED] s22  
[REDACTED] s47E(d)

Access  
Human Resources on  
the Intranet

Send an email to

To discuss your HR  
needs call  
1800 905 144

s22 [REDACTED]  
SME capability/Project Officer  
ARTTPride team/Support  
and Automation Projects  
ENHANCED WORK DIVISION  
SERVICES AUSTRALIA  
servicesaustralia.gov.au

## The Rainbow Connection Sustainability Plan

### Considerations

1. Services Australia (the agency) recognises the value of enabling staff to connect with one another and contribute to inclusion and diversity activities and strategies. This value is embedded in our strategic commitments. Connection is a key focus area in our *Workplace Inclusion and Diversity Strategy 2019-23* (Strategy). A key measure of our success is having healthy vibrant staff networks which continue to grow. The *Inclusion and Diversity Action Plan 2019-20* commits to establishing diversity roundtable forums connecting staff with Senior Diversity Champions.
2. All new staff are advised about the existence of the LGBTI+ staff network, the Rainbow Connection, in the mandatory induction program. The Rainbow Connection is also promoted in agency wide communications such as those for days of significance. The Senior Executive LGBTI+ Ally regularly promotes the Rainbow Connection.
3. As the agency is large, with more than 30,000 staff in over 400 locations nationwide, digital platforms such as Yammer, Microsoft Teams and the agency's digital news and messaging services are used to promote network, their activities and provide the opportunity for staff to be actively involved. This also ensures that staff who work flexibly and in regional locations can be involved.
4. The Inclusion and Diversity Team play a leading role in maintaining the Rainbow Connection by:
  - posting items of interest on Yammer
  - asking for feedback
  - conducting polls
  - responding to posts.
5. The Rainbow Roundtable which is made up of the members of the Rainbow Connection, the Senior Executive LGBTI+ Ally and Human Resources also plays an important role in maintaining the Rainbow Connection by linking the network with the Senior Executive and Human Resources.

# Rainbow Connection and Rainbow Roundtable Sustainability Plan

## Introduction

Services Australia (the agency's) [Inclusion and Diversity Strategy 2019-23](#) and [Action plan for 2019-20](#) maintains a commitment to maintaining staff network groups and to establishing Roundtable forums to connect the networks with senior leaders. The agency recognises that staff networks and Roundtable forums are a valuable resource, providing staff with the means to connect and support each other. They also provide valuable information about the experiences of staff in our workplace and facilitate their input to our inclusion initiatives.

## The Rainbow Connection

To ensure the Rainbow Connection continues to be a vibrant, interactive employee resource group:

- all new staff will be made aware of, and encouraged to join, the network
- the Rainbow Connection will be promoted regularly in corporate communications. The purpose and value of the network will be communicated regularly
- the Rainbow Connection will be hosted on Yammer and other digital platforms such as Microsoft Teams
- the Rainbow Connection will be maintained by the Inclusion and Diversity Team who will approve members, regularly post items of interest, request feedback, conduct polls and respond to posts from members
- network members will be encouraged to raise topics for discussion, in a confidential, safe and respectful manner.

## The Rainbow Roundtable

To ensure the Rainbow Roundtable continues to connect the Rainbow Connection with the Senior Executive and the Leadership and Diversity Branch:

- Meetings of the Rainbow Roundtable will be scheduled regularly by the **Senior Executive LGBTI+ Ally**
- The Rainbow Roundtable Chair and Co-Chair will promote the role of the Roundtable
- The Rainbow Roundtable Chair and Co-Chair will call for agenda items from Rainbow Connection members, and work with Inclusion and Diversity Team to promote days of significance to agency staff
- The Chair and Co-Chairs can operate individually in the absence of the other
- The Rainbow Roundtable will develop an annual action plan, implement the actions and prepare a report against the plan
- The Inclusion and Diversity Team will record the minutes of the meetings
- The membership of Roundtable will be refreshed **as needed** by seeking nominations from the General Managers
- The roles of Chair and Co-Chair will be rotated among the members of the Roundtable.

# news hub

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## Why we can't rest on our gold laurels

Thursday, 1 July 2021

The Australian Workplace Equality Index (AWEI) is the benchmark for LGBT+ inclusion in Australian workplaces. Last month Service Australia was named a 'Gold Employer' at the 2021 Australian LGBTQ Inclusion Awards, stepping up from our previous Bronze Tier Employer Status.

**S47F(1)** and co-chair of the **S22** **S47F(1)** has been working with the Inclusion and Diversity team and SES LGBT+ Ally, Jen Ruffati to make agency-wide improvements that helped us take home the gold.

Myself and a number of staff across the agency provided feedback on the recruitment process for transgender and gender diverse staff. **S22** said:

Their feedback led to a major update to our website to include information about how transgender and gender diverse staff are supported in the agency.

This includes clear information about staff dressing in their choice of business clothes and accessing the facilities they feel comfortable using. **S22** said it was encouraging to see peer and managerial support in the process, now backed by policies and awareness.

Our website now also clearly outlines that same sex couples can access the same partner and child and parental leave as other staff.

'AM' has also been added as a title option in our recruitment forms, and we also highlight that leave may be available to staff who are affirming their gender. **S22** said:

Jen Ruffati, our Senior Executive LGBT+ Ally, is proud of the work done to improve inclusion for our LGBT+ staff. 'In addition to the web changes, we've developed the new Supporting gender diversity and affirmation guide to help our LGBT+ staff feel safe, supported and respected in the workplace. **S22**

We hope the guide brings us one step closer to bridging the gap between the unknown and understanding and acceptance.' Jen said.

**S22** **S47F(1)**  
**S47F(1)**  
**S47F(1)**

**S22** also explained that we continue to look for ways to support our LGBT+ staff by participating every year in the AWEI's LGBT+ Workplace Inclusion Staff Survey.

'With over 4,600 staff participating in the survey it was the best response rate we've had. We gained valuable insight into areas we're doing well in and areas we need to improve on,' Jen said.

Results from the survey show 84% of staff understand and support the work we do for LGBT+ staff inclusion. And 81% agree that LGBT+ inclusion has a positive influence on organisational culture.

**S22** ■ in the chats with the 2021 AWEI Gold Employer trophy

However, what struck me is that we still have work to do to support our LGBT+ staff. Of the staff who participated in the survey, 99% said they feel safe and included in their immediate team. But for socially and gender diverse staff, 73% said their experience of inclusion met their expectations. It clearly shows us there is more we can do to help our LGBT+ staff feel included at work. Jen said.

### How to be an ally to transgender and gender diverse staff

- o Use people's preferred name and pronoun (he, she, they)
- o Include your preferred pronouns in your signature blocks
- o Practise using gender neutral language
- o Know your own limits as an ally - don't be afraid to admit when you don't know something
- o Call out inappropriate behaviour, comments or jokes targeting LGBT+ people.
- o Display the ally poster on your desk or office to show your support for an LGBT+ staff member.

### More information

Read the [How to be an ally to transgender and gender diverse staff factsheet](#).  
 Visit the [LGBT+ Hub](#) or the [Workplace Inclusion and Diversity Strategy](#) [Intranet page](#).  
 Read more about Jane's story in [Becoming S22](#) at work. In case you don't know - MX is the gender neutral honorific, like Mr, Mrs.

[Our Service](#) [Our People](#)



Jen Ruffati with the 2021 AWEI Gold Employer Trophy



# How to be an ally to transgender and gender diverse staff

## Allies are people who actively support LGBTI+ rights and inclusion. Allies advocate for LGBTI+ inclusion in the workplace.

Allies can make a big difference to transgender and gender diverse (TGD) people in the workplace. Research shows that having social support can significantly improve the health and wellbeing of TGD people. They can change the way transgender and gender diverse people feel about coming to work and help build an inclusive workplace culture.

## How can you be an ally?

Allies model inclusive behaviour and demonstrate acceptance of LGBTI+ staff, whether or not they are out at work. Anyone can choose to become an LGBTI+ ally and help foster an inclusive environment.

Here are some ideas to make a positive workplace for people of all gender expressions:

- use people's preferred name and pronouns and share yours in the Corporate Directory or your email signature block (he, she, they)
- practise using gender neutral language
- be patient with those questioning their gender identity
- don't worry about what bathrooms people use
- try not to make assumptions about a person's gender or sexual orientation based on their appearance
- accept people who choose different combinations of clothing and makeup from what you might be used to
- don't assume that gender diverse people only want to talk about gender diversity
- don't assume you can tell if someone is gender diverse
- be careful about confidentiality, disclosure and outing people
- listen to gender diverse people and learn about the issues their community face
- know your own limits as an ally—don't be afraid to admit when you don't know something
- call out inappropriate behaviour, comments or jokes targeting LGBTI+ people.

## What do we mean by Gender Diverse?

Transgender and non-binary are expressions of gender diversity.

- A transgender person identifies with a gender other than the one they were assigned at birth.
- The terms male-to-female and female-to-male refer to individuals who are undergoing or have undergone a process of gender affirmation.
- Non-binary is an umbrella term for people who don't feel male or female.

For more information on how to become an ally, visit the [LGBTI+ Hub](#).



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**Raising the visibility of LGBTI+ women –  
Research and Action Plan  
2021**

## Introduction

Last year Services Australia examined the visibility of LGBTI+ women, and those perceived to be women, in our agency.

The project examined research from PwC, Pride in Diversity and Diversity Council of Australia and the data in the 2020 LGBTI+ staff survey.

The research by PwC and Pride in Diversity examined why LGBTI+ women were less visible in the workplace. The key reasons identified were:

- an organisation's micro culture
- the dual impact of gender and sexuality
- the strength and narrowness of the stereotypes of LGBTI+ women
- a lack of role models.

It highlighted that 'A sense of belonging and connection is missing for same-sex attracted women in the workplace. The slow and cumulative effect of day-to-day comments and unconscious bias impacts their confidence and willingness to be authentic.'<sup>1</sup>

The agency data showed that LGBTI+ women were less likely to be out at work than LGBTI+ men and gender diverse staff. We developed and implemented an action plan which aimed to:

- raise the visibility of LGBTI+ women
- enhance the perceived safety and culture of the agency
- provide a workplace where women felt comfortable to be themselves.

A report on the action plan is in Appendix 1.

The 2021 LGBTI+ staff survey provides a comparison with the earlier data and a measure of the success of the plan.

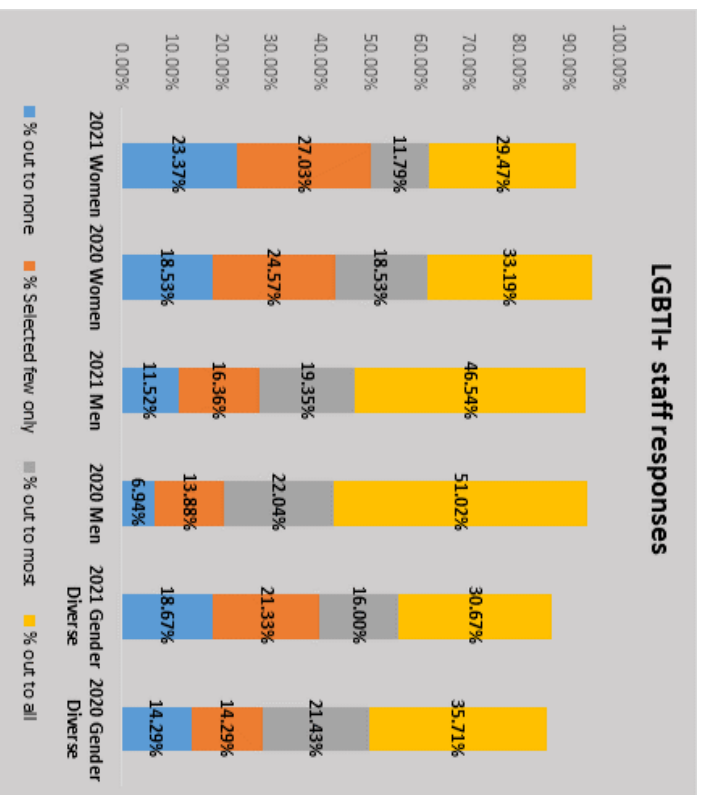
### 2021 LGBTI+ staff survey

In 2021, almost 5,000 staff completed the AWEI survey. The results show that the % of LGBTI+ women who were out to:

- **no one** at work increased from 19% to 23%
- **a selected few only** increased from 25% to 27%
- **most** declined from 19% to 12%
- **everyone** declined from 33% to 29%.

The trend is similar to that for LGBTI+ men (47%) and gender diverse staff (31%) but the % of LGBTI+ women who are not out to everyone is lower than both of these at (30%).

<sup>1</sup> PwC and Pride in Diversity (Marks, K., McCarthy, S., Matthewson, T., Mullan, L., Jovic, M.) Where are all the women?, PwC Australia, 2018



Of the women of diverse sexuality or gender who responded to the survey:

- 34% agreed there were visible out role models, 40% disagreed
- 31% agreed that there were senior out role models, 46% disagreed
- 73% agreed that having out role models was important
- 55% agreed that the LGBTI+ staff network feels inclusive of women of diverse sexuality and gender, while 32% neither agree nor disagree
- 34% agree there are women of a similar and the same identity as me in the LGBTI+ staff network while 34% neither agree nor disagree.

## New Research

The 2021 *inclusive approach to parenting*<sup>2</sup> research report examines the experiences of LGBTI+ families. The research found 'an everyday bias in our workplaces towards employees navigating the intersection of sexual identity, parenthood and career.'

The report makes recommendations to address the 5 key themes which emerged from the study:

### 1. Ensure policies containing explicit statements of inclusion

Not everyone may know if the Parental leave policy applies to people of diverse sexuality and gender identity or if it's inclusive of all family types and forms of parenting such as surrogacy.

### 2. Educate allies

LGBTI+ parents experience 'everyday bias through inappropriate questions from their peers about things like the conception. They may not be seen as real parents.'

<sup>2</sup>Trau, R and Gilbert, P. (2020) Workforce Engagement and Career Planning for Parents: An Expanded Pilot in the Victorian Public Sector. Prepared for The Office for Women and Grace Papers by Macquarie University

**3. Showcase LGBTI+ role models**

Role models are critical in helping LGBTI+ women build a sense of belonging and vision for the future

**4. Ensure staff network groups foster belonging**

The sense of belonging that's lacking for LGBTI+ women, can be fostered by an active and engaged employee network.

**5. Promote public displays of inclusion from leaders**

Messaging from leaders is essential to creating psychological safety.

**What this means for us**

In the 2021 LGBTI+ survey, sexually and gender diverse women reported being less comfortable to be themselves at work in the last year, than they were in the previous year.

Recent research reveals similar themes as previous research in the experiences of LGBTI+ women in the workplaces. Opportunities to address these themes are to promote:

- sexuality and gender diverse role models
- the LGBTI+ staff network, the Rainbow Connection as a place for LGBTI+ women to connect
- the inclusivity of our parenting polices
- senior leadership support
- stories about rainbow families.

## 2021 Action Plan

Goals	Strategy	Actions
<p>Influence culture and address stereotypes</p>	<p>Show clear leadership through consistent and explicit messaging and behaviour to enhance macro culture. Empower allies to influence the culture. Educate people about the importance of positive and inclusive language.</p>	<p><b>Develop communication tactics for days of significance which include:</b></p> <ul style="list-style-type: none"> <li>• leadership support for a culture where same-sex attracted women can thrive</li> <li>• a range (cultural background, age, parents, level) of LGBTI+ women telling their stories to address the narrow stereotypes</li> <li>• Information about positive, inclusive language</li> <li>• encouragement of all staff to be allies of LGBTI+ women</li> <li>• stories about rainbow families</li> <li>• the inclusivity of our parenting policies.</li> </ul> <p><b>Opportunities include:</b></p> <ul style="list-style-type: none"> <li>• International Women's Day, 8 March</li> <li>• Lesbian Visibility Day, 26 April</li> <li>• World Breastfeeding Week, 1-6 August</li> <li>• International Lesbian Day, 8 October.</li> </ul> <p><b>Promote:</b></p> <ul style="list-style-type: none"> <li>• the Rainbow Connection and its purpose</li> <li>• PID Sapphire initiatives and Facebook group</li> <li>• Out for Australia</li> <li>• Relevant websites such as <a href="#">Grace Papers</a> and <a href="#">Raising Families</a></li> <li>• <a href="#">Breastfeeding the adopted child</a> fact sheet during Breastfeeding Awareness Week</li> </ul>
<p>Support sexuality and gender diverse and intersex women to overcome barriers due to the dual effects of gender and sexuality.</p>	<p>Create safe spaces for sexuality and gender diverse and intersex women and learn from each other.</p>	<p><b>Promote:</b></p> <ul style="list-style-type: none"> <li>• the Rainbow Connection and its purpose</li> <li>• PID Sapphire initiatives and Facebook group</li> <li>• Out for Australia</li> <li>• Relevant websites such as <a href="#">Grace Papers</a> and <a href="#">Raising Families</a></li> <li>• <a href="#">Breastfeeding the adopted child</a> fact sheet during Breastfeeding Awareness Week</li> </ul>

<b>Goals</b>	<b>Strategy</b>	<b>Actions</b>
Support LGBTI+ women through role models.	Empower sexuality and gender diverse and intersex women to define how they want to be known.	Publish stories of LGBTI+ women including those with other diversity dimensions. Continue to feature LGBTI+ women in the Inclusion and Diversity Strategy 2019-23.
Create belonging through LGBTI+ networks.	Clearly articulate and reinforce the purpose of the network.	Promote the Rainbow Connection and its purpose.

## Appendix 1



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GBTI+\_Women\_Repr

# Report on 2021 Raising the Visibility of LGBTI+ Women Action Plan



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Services Australia - Report on  
Raising the 2021 Visibility of  
Woman Action Plan