

LGBTQ Awareness

Adrian Fann

Pronouns: He/Him



PRIDE
INCLUSION
PROGRAMS

Living and working on Gadigal Land

Bring your **whole self** to work

**pridein
diversity**

00:30 [Microphone icon] [Video icon] [Volume icon] [Mute icon] [Unmute icon] [Share icon] [Close icon] [Zoom icon] [S47F(1)] [Participant: +5] [Participant: PA] [Participant: GG] [Participant: GC] [Participant: EL] [Participant: CF] [Participant: BC] [Participant: OR] [Participant: S]



LGBTI Inclusion

Delivery Method : Self Paced Learning :

LGBTI Inclusion (POR00471)

Last Updated: 18 January 2018

This course is undergoing updates to align with the new Workplace Inclusion and Diversity Strategy 2019-23.

[Click More Information](#) for course details and instructions.

Purpose: To support DHS staff with training in understanding of sexual orientation, gender identity and intersex status in the workplace and some of the unique challenges faced by the lesbian, gay, bisexual and transgender community in order to create and/or sustain an inclusive culture that values diversity, respects difference and works collectively towards a discrimination free work environment.

On completion of this course participants will gain an increased understanding of:

- know why LGBTI is an important component of workplace diversity and inclusion in the department
- know the framework which provides protections against discrimination on the grounds of sexual orientation, gender identity and intersex status in federal law including the amendments to the Sex Discrimination Act 1984 and the Australian Government Guidelines on the Recognition of Sex and Gender and the Public Service Act 1999

[← Back](#) | [↑ Training Home](#)

[Course Catalog](#) > [People Interactions](#) > [CUSTOMER AWARENESS](#) > [LGBTI Inclusion](#)

Self Paced Learning



General Data

Course Duration: The average completion time for this course is 60 Minutes (minimum 45 Minutes, maximum 90 Minutes).

Language: English

Fee: Free of Charge

Booking Summary

Status: Not Booked

Description

General description

LGBTI Inclusion (POR00471)

Last Updated: 18 January 2018

This course is undergoing updates to align with the new Workplace Inclusion and Diversity Strategy 2019-23.

Click *More Information* for course details and instructions.

Purpose: To support DHS staff with training in understanding of sexual orientation, gender identity and intersex status in the workplace and some of the unique challenges faced by the lesbian,

File SS15.2 Promoting our support for gender inclusive workplaces

We promote support for TGD staff to use the facilities they are comfortable with. Below are redacted examples of this messaging throughout 2021.

2. News Hub article, where we promote staff dressing in their choice of business attire and accessing facilities they feel comfortable using.

Why we can't rest on our gold laurels

Thursday, 1 July 2021

The Australian Workplace Equality Index (AWEI) is the benchmark for LGBTI+ inclusion in Australian workplaces. Last month Services 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 Rainbow Roundtables22 has been working with the Inclusion and Diversity team and SES LGBTI+ Ally, Jen Rufati to make agency-wide improvements that helped us take home the gold.



Jen Rufati with the 2021 AWEI Gold Employer trophy

'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.

'MX' 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 Rufati, our Senior Executive LGBTI+ Ally, is proud of the work done to improve inclusion for our LGBTI+ staff.

'In addition to the web changes, we've developed the new Supporting gender diversity and affirmation guide to help our LGBTI+ staff feel safe, supported and respected in the workplace.

'We want all staff to feel safe to bring their whole selves to work. We hope the guide brings us one step closer to bridging

1. Extract from the Supporting gender diversity and affirmation guide.



Inclusion and awareness

There are many ways to create a supportive workplace culture for gender diverse people.

Wardrobe and facilities

People who are affirming their gender in the workplace may choose different clothing, hair and makeup styles from what they have worn previously. It might not align to what's considered traditional to the gender binary. It is important to respect these choices.

The agency supports TGD (including non-binary) staff in wearing business clothes that suit their gender identity. All staff can order garments from the whole range of the corporate wardrobe.

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.

Preventing discrimination

Preventing discrimination is essential in creating a safe inclusive workplace. Treating people less favourably because of their gender identity is against the law.

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.

The [Conduct and Behaviour Policy](#) and the [Managing Complaints Policy](#) have more information.



"Preventing discrimination is essential in creating a safe inclusive workplace"



4. Extract from the How to be an ally to transgender and gender diverse staff information sheet.

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.

147 69 2 002

3. Yammer post where we promoted staff accessing facilities they feel comfortable using.

Posted in Inclusion and Diversity - Group

 s22

Nov 15 • Edited • @1

3 shares • Seen by 387

Transgender Awareness Week

Transgender Awareness Week (13 to 20 November) is a week to celebrate and raise the visibility of transgender and non-binary people. By sharing their stories, we learn more about the experiences of the gender diverse community. Most importantly, we can think about how our own actions create welcoming, respectful and inclusive workplaces.

s47F(1)

- 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](#).

Your IPA

On this page

- [About your IPA](#)
- [Developing your IPA](#)
- [Reviewing your IPA](#)
- [Resources](#)

About your IPA

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



- + What is an IPA?
- + When do IPAs need to be in place?
- + How are IPAs stored?
- + Do graduates require an IPA?

Developing your IPA

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

- + How do I develop my IPA?
- + Recording an IPA in ESSENTIALS
- + Regular performance conversations

Reviewing your IPA

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

- + When to review your IPA
- + Formal performance reviews
- + Assessing performance

Resources

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

– IPA resources

- [IPA template \[DOCX\]](#)
- [Annual Review guide \[PDF\]](#)
- [Capability Framework](#)
- [Annual Review poster \[PDF\]](#)
- [Annual review preparation and resources \[PPTX\]](#)
- [Developing an IPA guide \[PDF\]](#)

More information

Performance Management

New

- ▶ [IPA template \[DOCX\]](#)
- ▶ [Sample IPA template \[PDF\]](#)

Support

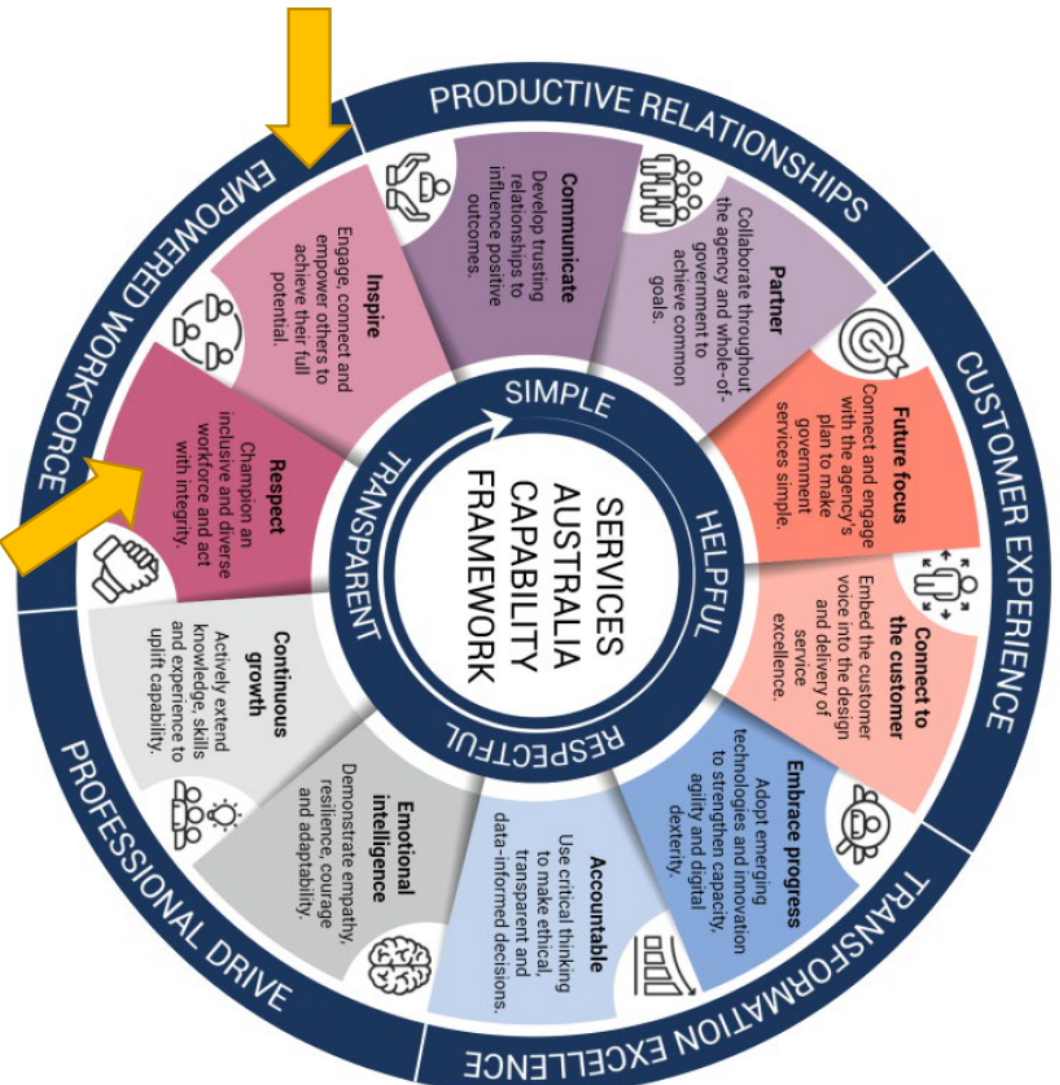
- ▶ [HR Support](#)
- ▶ [MelissHR](#)
- ▶ [People Advisory Centre](#)
- ▶ [SES unit](#)

Popular

- ▶ [Annual review guide \[PDF\]](#)
- ▶ [Developing an IPA guide \[PDF\]](#)
- ▶ [IPA behaviours discussion guide \[PDF\]](#)
- ▶ [IPA status explained \[PDF\]](#)
- ▶ [Mid-cycle review guide \[PDF\]](#)

Content details

- ▶ [Business Owner Organisational Development](#)
- ▶ [Date Published 19 November 2021](#)
- ▶ [Feedback](#)
- ▶ [Email the owner of this page](#)



Services Australia Capability Framework EL 2 profile

Consistently present complex information in a simple, helpful way that inspires the audience.

Listen, clarify, anticipate and adapt communication to achieve mutual understanding.

Negotiate persuasively, anticipate and prepare, encourage debate and facilitate agreement.

Partner

Facilitate collaboration across agency and community.

Engage with stakeholders to pursue positive outcomes and shared solutions.

Inspire dynamic agile teams that drive continuous enhancements.

Proactively anticipate needs of partners.

Productive relationships

Empowered workforce

Respect

Be professional and inspire helpful and courteous behaviour.

Lead and transform workplace inclusion and diversity.

Champion a workplace environment that respects health and wellbeing.

Forge a high psychosocial safety climate.

Inspire

Drive a workforce that celebrates success, values and acknowledges others.

Identify and implement talent management strategies.

Inspire individuals and team to achieve their full potential.

Inspire others with own commitment, energy and drive to achieve outcomes.

Professional drive

Emotional intelligence

Inspire an emotionally mature culture.

Inspire a workforce that takes on challenges with a forward focus.

Champion a workforce that is caring and courageous.

Foster leadership that grows positivity and flexibility.

Continuous growth

Inspire a culture underpinned by curiosity and a growth mindset.

Critically self-assess and seek feedback to improve own performance.

Identify and commit to development opportunities for self and others.

Foster implementation of succession strategies.

Drive a workforce that values professional growth and mobility.

Customer experience

Future focus

Inspire others connection to the master plan that helps us to deliver on our vision.

Build connection to strategic outlook and direction.

Translate the division priorities into operational goals.

Drive a culture of strategic focus to implement agency priorities.

Connect to customer

Build commitment to the customer experience.

Drive a customer-centric culture that increase benefits for the customer.

Inspire flexible, quality modern customer service.

Transformational excellence

Embrace progress

Lead the uptake of digital technologies to meet strategic outcomes and improve productivity.

Drive a culture of innovation and continuous improvement.

Inspire and support leaders to drive a change culture.

Support leaders to adopt emerging trends and modern ways of working.

Accountable

Foster a data literate culture.

Champion a culture of strong leaders with legal, ethical, evidence-based decision-making.

Influence workforce to bring the customer voice into decision-making.

Drive and support a positive risk culture.

Apply nous to anticipate issues and inform decisions from broader environment.