

Posted in All Company - Group

s22 [redacted] s22
Mon at 3:20 PM

Thank you to everyone who participated in Wear It Purple Day activities last week, it was great to see all of the photos and messages of support throughout the day.

It's important that we keep the conversation going, so that our **LGBTI+** colleagues and customers feel respected, supported and valued in our workplace.

It's never been more important to stand up, and be an active **ally**. You can:

- * learn the correct **terminology**, and practise using inclusive language
- * share your pronouns in your signature block
- * put up the **LGBTI+ ally poster** at your workstation
- * call out negative behaviours in the workplace
- * make diversity and inclusion topics a standing agenda item in your team meetings.

Visit the **LGBTI+ resources** page to discover information to understand how you can play a part in **LGBTI+ inclusion**.

#bethechange, #inclusionstartswithi, #WIPD2021, #everystorycounts

#starttheconversationkeepitgoing

see less



1 reply • Last reply Tue at 9:31 AM

[View Full Conversation](#) ->

Posted in All Company - Group

[redacted] s22
Mar 31

Today's **Transgender Day of Visibility**, and I want to take the opportunity to reinforce our support for our transgender and gender diverse staff.

We want everyone to feel comfortable to express their gender identity, to be themselves at work as well as having a positive gender affirming journey, if they choose, without fear or harassment.

I want you to know we're committed to providing a work environment that values inclusion and diversity and which supports everyone to reach their full potent... see more

s 22



Showing 1 of 3 replies • Last reply Apr 27

FT [redacted] s22

Apply for a job, and check out the title options you've now got!

Just in time for Transgender Day of Visibility today, Recruitment have updated the agency's application form, to include Mx as a title option.

With these two letters, we show the transgender and gender diverse community how serious we are about their employment experiences. The addition enables non-binary people to select a title that better reflects their gender identity.

Check out the **LGBTI+ Hub** for more information about supporting **LGBTI+** staff, including the [How to be a good ally to transgender and gender diverse staff resource](#).



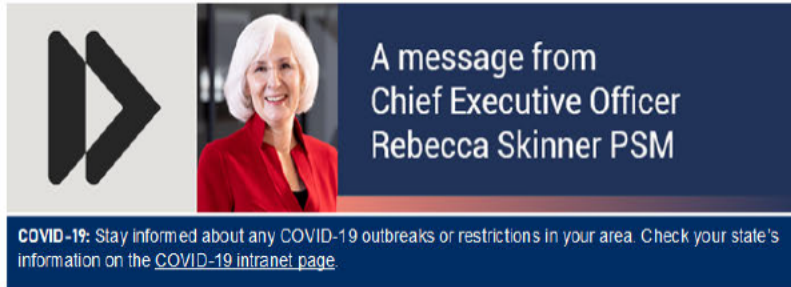
Rebecca Skinner

0

CEO Update: Monday 5 July 2021 [SEC=OFFICIAL]

5/07/2021

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Colleagues,

Today is the start of NAIDOC Week.

The theme for this year is 'Heal Country!', which calls on all of us to recognise, protect and maintain all aspects of Aboriginal and Torres Strait Islander culture and heritage.

We should be proud of the contribution we make as an agency towards this healing. We consistently deliver culturally sensitive, respectful and high quality services, and our [Reconciliation Action Plan](#) and [Indigenous Servicing Strategy](#) keep us on track.

As individuals, one of the simplest things we can do is an [Acknowledgement of Country](#). Anyone can do an Acknowledgement of Country, which recognises you are on traditional land.

This is a little different to a Welcome to Country, which is the ritual or formal ceremony performed by an Elder or Traditional Owner of the land you're being welcomed to.

I look forward to seeing how you celebrate this week and I hope you'll [register](#) for our NAIDOC Awards ceremony, when I'll be presenting awards along with our new Indigenous Champions – General Managers Michael Nelson and Suzanne Aitken. Our existing Indigenous Champions, Michelle Lees and Lauren Callinan, will also be presenting awards.

Pride in Diversity LGBTI+ staff survey results

You may recall earlier in the year I encouraged you all to complete the Pride in Diversity LGBTI+ survey, which collects information about how LGBTI+ staff experience inclusion in the workplace.

I'm pleased to say almost 5,000 of you completed this survey, which is the highest participation rate in recent years. The survey found 90% of people feel safe and included in their immediate team. However, for sexually and gender diverse staff, 73% said their experience of inclusion met their expectations. This shows there is still some work for us to do to support our LGBTI+ colleagues.

I'd like to thank our [SES LGBTI+ Ally Jen Rufati](#) and [Rainbow Roundtable members and co-chair s22](#) or their continued advice which helps us shape our LGBTI+ policies for inclusion. I also encourage you all to be an LGBTI+ ally.

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


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 [REDACTED]. You can contact them to suggest agenda items or for a confidential, safe and supportive conversation.**

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

Related Links

▶ [LGBTI+ Hub](#)

Content details

▶ **Business Owner**
Inclusion and Diversity

▶ **Date Published**
1 July 2021

▶ **Feedback**
[Email the owner of this page](#)

LGBTI+ Staff and manager support

Related Links

- ▶ [LGBTI+ Hub](#)

Content details

- ▶ **Business Owner**
Inclusion and Diversity
- ▶ **Date Published**
11 June 2021
- ▶ **Feedback**
Email the owner of this page

On this page

- [Creating an LGBTI+ inclusive workplace](#)
- [Coming out at work](#)
- [Do I have to come out at work?](#)
- [How to support intersex staff](#)
- [How to support non-binary staff](#)
- [Gender identity affirmation](#)
- [Recording gender in ESSentials](#)
- [Inclusive EAP](#)
- [Leave entitlements for same-sex couples](#)
- [Workplace bullying and sexual harassment](#)
- [Corporate wardrobe](#)
- [Training](#)

Creating an LGBTI+ inclusive workplace

Everyone has a responsibility for creating inclusive workplaces. We can all demonstrate this by:

- treating everyone with respect and dignity
- seeking advice if you're not sure about what to say
- avoiding outing people—people may be selective about who they come out to
- being open about supporting LGBTI+ inclusion
- participating in LGBTI+ inclusion events.

As outlined in the [Sex Discrimination Act 1984](#), it's illegal to discriminate against a person because of their sexual orientation, gender identity, intersex status and relationship status. All staff must ensure their behaviour complies with these legal requirements and aligns with our values.

Workplace bullying and sexual harassment

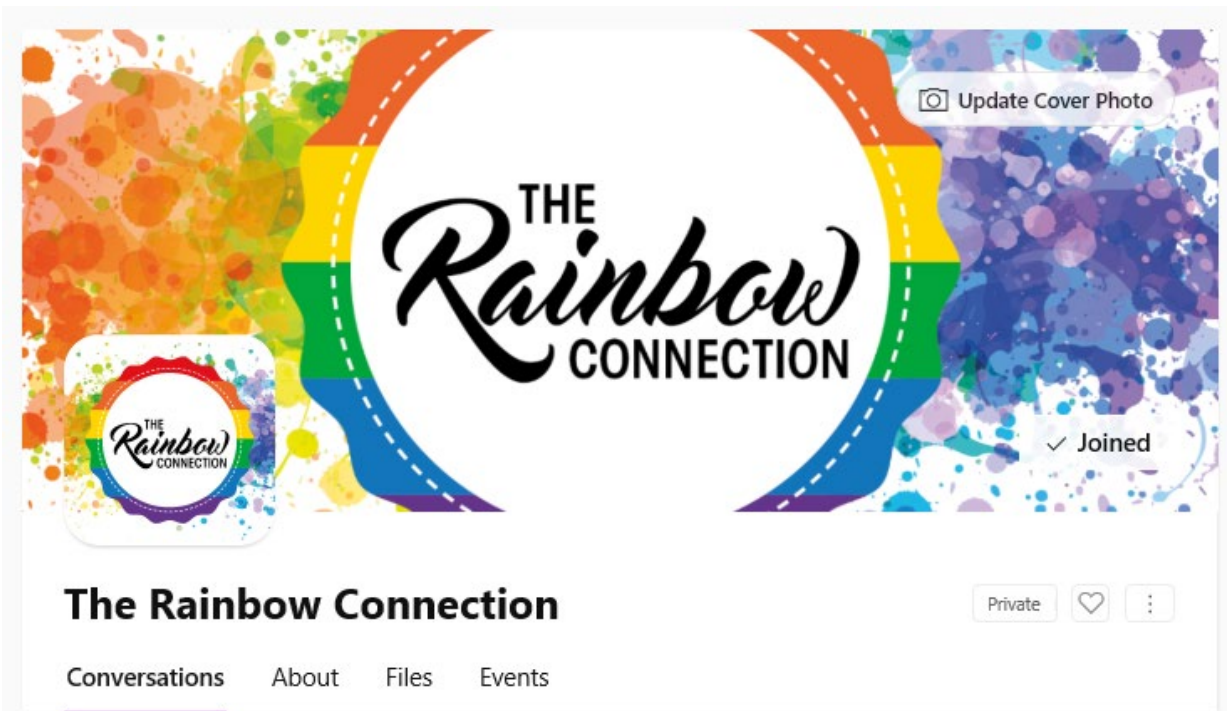
Workplace bullying and sexual harassment are not acceptable in our workplace. If you are experiencing these behaviours you should address these behaviours as soon as possible. If you don't feel comfortable to address it yourself, or if this has failed to resolve the issue, you can make a report verbally or in writing to;

- your manager or another senior manager, and/or
- [HR Support](#).

For confidential support and information about resolving incidents of workplace bullying or sexual harassment you can contact a [Harassment Contact Officer](#) (HCO) or s22 [REDACTED]

Go to the [Workplace Bullying and Sexual Harassment](#) page and the [Workplace bullying and LGBTI+ staff](#) [PDF] information sheet for more information.

AS27- Staff network on Yammer, the Rainbow Connection



The screenshot shows the Yammer group page for 'The Rainbow Connection'. The cover photo features a large rainbow-colored graphic with the text 'THE Rainbow CONNECTION' in a stylized font. A smaller version of the logo is in the bottom left corner. In the top right of the cover photo, there is an 'Update Cover Photo' button. In the bottom right, there is a 'Joined' button with a checkmark. Below the cover photo, the group name 'The Rainbow Connection' is displayed in a bold font. To the right of the name are three buttons: 'Private', a heart icon, and a three-dot menu icon. Below the name, there are four tabs: 'Conversations', 'About', 'Files', and 'Events'. The 'Conversations' tab is currently selected and underlined.

The Rainbow Connection

← Back

The Rainbow Connection Info

[Edit](#)

The Rainbow Connection Network is for all LGBTI+ staff and allies to share ideas, engage and inform us on initiatives and strategies relevant to LGBTI+ people.

The network provides:

- a safe, virtual environment for LGBTI+ staff and allies to connect, express their views and experiences, exchange information and provide feedback on current initiatives
- information on events of significance celebrated or acknowledged in the LGBTI+ community including [IDAHOBIT](#), [Wear it Purple Day](#), [Intersex awareness Day](#) and [Transgender Awareness Week](#)
- access to updates on initiatives and programs relating to LGBTI+ people
- a consultative forum to provide input to, and help shape, policies, procedures and strategic direction in relation to the recruitment, retention, support and development of LGBTI+ staff.

We ask that members please note the following guidelines:

- all discussions in this network must be treated confidentially
- this network will provide information about support available within and outside of the agency.

More information is available on the [LGBTI+ Hub](#) intranet page.

Posts shared to 'All Company' Yammer group

Posted in All Company - Group

s22 [redacted] s22

Seen by 3,638

Oct 8

Celebrate everything inclusive and positive for International Lesbian Day with s22 [redacted] heart-warming story.

s47F(1)

There are many ways to show you support your LGBTI+ colleagues, you can:

- display the [LGBTI+ Ally poster](#)
- share your [pronouns](#) in your signature block
- read more about [LGBTI+ inclusion](#).

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

Posted in All Company - Group

s22 [redacted] s22

Aug 30

Thank you to everyone who participated in Wear It Purple Day activities last week, it was great to see all of the photos and messages of support throughout the day.

It's important that we keep the conversation going, so that our LGBTI+ colleagues and customers feel respected, supported and valued in our workplace.

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[#bethechange](#), [#inclusionstartswithi](#), [#WIPD2021](#), [#everystorycounts](#)

[#starttheconversationkeepitgoing](#)

see less



Posted in All Company - Group

s22 [redacted] s22

May 14

Wear rainbow colours on Monday 17 May to show we're an LGBTI+ inclusive workplace.

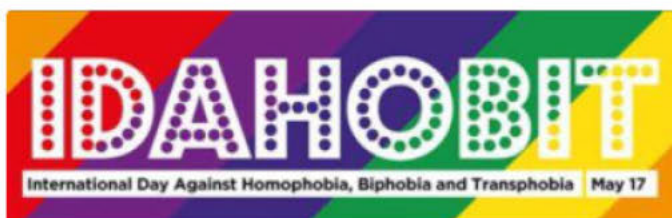
IDAHOBIT stands for International Day Against Homophobia, Biphobia, Interphobia & Transphobia. It's a day we can all stand up for and celebrate LGBTI+ people globally, and raise awareness for the work still needed to end discrimination.

There is [information](#) about the specific ways LGBTI+ people may experience workplace bullying and sexual harassment and how to prevent it.

To show your support, [download the poster](#) and display it on your desk and use an [IDAHOBIT Teams background](#).

Remember to share your photos of any celebrations on Yammer. Be sure to use the [#IDAHOBIT2021](#) [#LGBTI+](#) hashtags so we can see all your great efforts.

[#IDAHOBIT2021](#) [#LGBTI+](#)



[View Full Conversation](#) →

Posts within Rainbow Connection group

s22 Jan 27
Seen by 288

Hubby and I have just finished watching "It's a sin"; I recommend it.

The series follows three 18-year-olds who move to London in 1981 and have their lives turned upside down by the AIDS crisis. It explores HIV/AIDS in the United Kingdom, spanning a decade until 1991.



Like Comment Share s22 43 others

s22 Wed at 7:52 AM Edited
Seen by 137

Today I remember my friend **s47F** and all the others we have lost. Always remembered with love. Gone way too soon.



s22 Oct 7
Seen by 170

While looking for something else I stumbled across Coming out Day on the 11th October each year. I had never heard of this day before & although it seems to be a more US event i think its a great idea.

[National Coming Out Day - Wikipedia](#)

Like Comment Share s22 and 7 others

Show 1 previous comment

PM **s22** Oct 11
s47F(1)

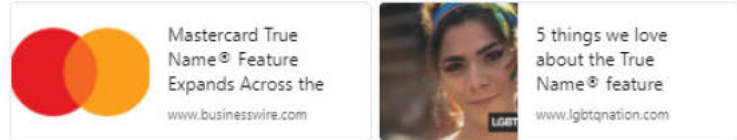
s22 Jul 14
Seen by 190

Using the best practice model,

What can we learn from the True Name initiative by Mastercard

<https://www.businesswire.com/news/home/20210609005225/en/Mas...>

<https://www.lgbtqnation.com/2021/06/5-things-love-true-name-...>



Love Comment Share You and 15 others

s22 Aug 3
Seen by 151

Hello everyone, how are preparations for wear it purple day coming along? Even though we are not in lockdown at the moment in Adelaide the majority of us in 55 currie st are working from home still & will be for a while it looks like. So i am trying to come up with ways to celebrate wear it purple day virtually. Does anyone have an ideas they might like to share that we could consider using?

Like Comment Share You and 2 others

Show 1 previous comment

s22 **s22** Aug 5

have you considered running a virtual quiz with your team? Prepare some questions, host a MSTEams meeting, and educate your colleagues with some interesting LGBTI+ facts, while having fun! Also a great opportunity to get some screenshots of everyone's purple attire, and WIP backgrounds, that you can share on Yammer. #WIPD2021



Like Comment Share 12

s22 reply to **s22** Aug 5
I like that idea a lot **s22** thanks!

Like Comment Share

s22 **s22** Sep 21
Seen by 198

Wow, some surprising but welcome bi and trans representation in a thank you email from Sydney Zone leaders **s22** today!!

Was not expecting it but little things like this REALLY make me feel good



Love Comment Share You and 19 others

Posts within Rainbow Connection group continued.

s22 [redacted] s22
 Nov 15
 Seen by 186

s47F(1)



Like Comment Share
 [thumbs up] [heart] s22 and 23 others

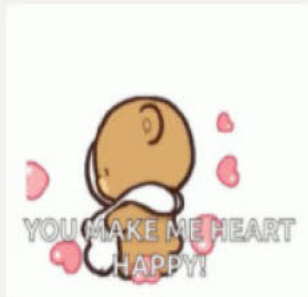
Show 4 previous comments

s22 [redacted] s22 Nov 22
 I remember when I was young and we would go out. In the 80's. It was common to have bricks chucked at us and or the club windows. Happened nearly every weekend. The thing is that we never let it stop mus and here we are now with gay flags and the rainbow circle. Happy days.

Like Comment Share

[heart] [thumbs up] 3

s22 [redacted] s22 Nov 25
 Seeing this made my heart so so happy!! I'm so proud of our little home



s22 [redacted] s22
 Nov 18 • Edited

Seen by 187

This is the most important day of the year to me due to the effect its had on me and the people closest to me. And am very happy our smart center excepted my suggestion and images. I have been spending a lot of time on radio and running around during this week to explain legal rights and spread awareness and the fact its reaching somewhere like the service center where the knowledge wouldn't normally reach is fantastic to see and bodes well for the future. (I am aware the date is wrong I swear I clarified :P)

s22

s2 [redacted] s22
 Aug 20
 Seen by 209

Queer and a Scifi Nerd?
 Super happy to see so many queer books on this list.

I know I yell about them about but
 A Memory Called Empire
 Gideon the Ninth (So glad it didn't get disposed into YA)
 are wonderful and crazy.

How to Lose a Time War is just heartbreaking and just... gorgeous

<https://www.npr.org/2021/08/18/1027159166/best-books-science...>



We Asked, You Answered: Your 50 Favorite Sci-Fi And Fantasy Books Of The Past Decade

Earlier in the summer, we asked you to vote for your favorite science fiction and fantasy reads of the past decade — so here are 50 fabulous reads, curated by our expert judges and you, the readers.

www.npr.org

Like Comment Share

[thumbs up] [heart] s22 and 9 others

TRANS GENDER DAY OF REMEMBRANCE NOV 20

Friday November the 20th is **Transgender Day of Remembrance**, and the conclusion of **Trans Awareness Week**. **Trans Day of Remembrance (TDOR)** is an annual observance on November 20 that honors the memory of the trans lives lost to acts of transphobia and discrimination.

"It's important to bring to attention a day important to my community, and one that requires more awareness, which is **Transgender Day of Remembrance**. For this day I wish to bring attention and also donations to the only LGBTIQ legal service in Australia to better help support the victims of these events. If you wish to show your support the colours of the trans community **blue, pink, white** and also the colour **black** in mourning are all recommended" - **Scarlet Bechtold, Service Officer**

If you would like to donate to **LGBT Legal Services Inc**, you can do so **here**

Read recently updated statistics:

TRANS MURDER MONITORING
 277 trans and gender diverse people were deliberately murdered in the past year

- 56% of trans women murdered by partner or ex-partner
- 56% of trans people murdered by partner or ex-partner
- 56% of trans people murdered by partner or ex-partner
- 42% of trans people murdered by partner or ex-partner

TRANS AWARENESS WEEK 2021
 NOVEMBER 15-21, 2021

Posted on Yammer in Rainbow Connection group 6/09/2021

Home Feed

Inbox 20+

Communities

Favorites

- ♥ The Rainbow Connection...
- ♥ Canberra Buy, Swap & Sell ...
- ♥ CALD Employee Network - ...
- ♥ Mature Age Network - ... 1
- ♥ Microsoft Teams - Gro... 20+

My communities

- 🔗 All Company - Group 20-
- 🔗 Inclusion and Diversity ... 1
- 🔗 Smart Centres Operati... 14
- 🔗 Dog Lovers - Group 20+
- 🔗 Social Work Services & ... 9
- 🔗 Child Support, Indigeno... 7
- 🔗 Health and Wellbeing ... 20+
- 🔗 Smart Centres North - ... 4
- 🔗 Innovate Services Austr... 17
- 🔗 Empower Hour - Group 4

[View All](#)


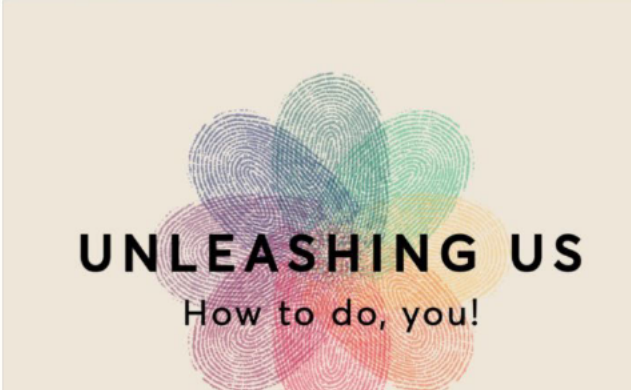
s22 [redacted] **s22**
Just now

Do you know what your Top Values are? Are you living intentionally? Do you want help to discover your purpose?

Matt Cooksey, is an LGBTIQ Leadership coach, who has spent the last 10 years guiding LGBTI+ people to create more purposeful life. Matt is offering a free 3 part series to help people to look within, and discover their compass (passions, talents and values) to guide you both now, and into the future.

If this sounds like something you'd be interested in, why not [enroll now](#).

For those who like podcasts, Matt Cooksey also has a podcast series '**Unleashing us**'. You can listen to the episodes by [accessing here](#), or by searching on Spotify, Apple and Google podcasts.
Read more about Matt Cooksey by visiting [his website](#).

Posted on Yammer in Rainbow Connection group 24/04/21


All Conversations ▾

s22 [redacted] **s22**
17m ago • Edited Seen by 2

Recruitment and Career Advancement for Trans and Gender Diverse People - Brought to you by Pride in Diversity's Sapphire Initiative.

31 March is Transgender Day of Visibility, and Pride in Diversity's [Sapphire Initiative](#) is pleased to be handing the stage over to trans and gender diverse leaders and allies on with an **'after work'** online event.

A panel discussion will provide you with the opportunity to learn about the experiences of trans and gender diverse job seekers, and hear from recruitment experts on why the current system is broken and how it disadvantages TGD folks, giving attendees an opportunity to **Learn what you can do to make a real difference**.
[Click here to register for the event](#)



Posted on Yammer 17 June 2021

s22 [REDACTED] s22

1h ago

Seen by 12

**Advanced warning for folks near Bendigo and Shepparton!!
Out For Australia is thrilled to announce that they're going regional VIC!**

Generously supported by a grant from the Victorian government, Out For Australia is delivering a series of career-focused workshops for LGBTQIA+ people based in regional Victoria. Each workshop is delivered in partnership with local LGBTQIA+ community groups, combining local connections and lived experience with OFA's career and mentoring expertise.

Two workshops have been confirmed so far in Bendigo and Shepparton, each focusing on providing regionally relevant responses to different challenges that come with bringing your authentic LGBTQIA+ self to work.

Click on the links below to read about each session, and register.

Bendigo Out for Success Sunday 18 July 11:00am-4:00pm

Shepparton: Out For Building Your Brand (forward to personal device, [links to their Facebook page](#)) (date TBC)

Please note OFA are monitoring COVID-19 restrictions in Victoria and will alter workshop dates or delivery method as required. All attendees will be notified of any changes.

see less



Like Comment Share

Be the first to like this

Posted on Yammer 22 June 2021

Posted in The Rainbow Connection - Group

s22 [REDACTED] s22

Jun 22

Seen by 186

Join Australia's largest LGBTQIA+ Mentoring Program –Out for Australia (OFA)

There are so many benefits of having a mentor, which include broadening your organisational perspective, helping you think through career decisions, identifying developmental objectives, building your professional network, and providing tangible opportunities through sponsorship.

If you're facing uncertainty about your career path, or are feeling anxious about how you'll fit in within a new work environment, then good news, OFA has the largest LGBTQIA+ mentoring program in Australia, and it's free to join! Sign up to their [mentor program here](#).

Don't stop reading!!

OFA are also looking for people who are passionate about playing an active role in the personal and professional development of aspiring LGBTQIA+ professionals. If this sounds like you, then why not considering volunteering at OFA. They have several opportunities available. You can read more about the different roles by visiting their

[volunteer page](#)

see less

**Out For
AUSTRALIA**



The agency's 2021 LGBTI+ Training Plan supports our broader aim to create a workplace environment and culture inclusive of all sexual orientations, gender identities and expressions and intersex variations.

IND00052 Services Australia Mandatory Induction Program | All new staff

Our Induction program sets our cultural tone. Learn about our agency, our people, our values and what makes our workplaces diverse and inclusive. This course promotes our LGBTI+ Staff Network, the Rainbow Connection and the LGBTI+ intranet hub.

POR00471 LGBTI+ Inclusion | All staff

Find out why LGBTI+ inclusion is an important part of workplace inclusion and diversity and how you can contribute to an LGBTI+ inclusive workplace culture.

POR00546 Gender Guidelines: Overview | All staff | Mandatory

The Government's Guidelines on the Recognition of Sex and Gender support the *Sex Discrimination Act 1984* and guide the collection of gender information. This self-paced eLearning module introduces the Guidelines in the context of respectful and professional interaction with colleagues in the workplace.

POR00547 Gender Guidelines: Supporting our customers | Service Officers

Learn how to apply the Gender Guidelines when working with customers. Available as a self-paced activity or team based discussion.

POR00613 Gender Guidelines: Comprehensive | Social Workers

A more comprehensive look at gender diversity to strengthen service delivery practice and better support the individual needs of our gender diverse customers.

LGBTI+ Awareness Training | Tailored to specific business needs

This is facilitated training delivered to meet specific business needs.

LGBTI+ Hub and Learning Library | All staff

These intranet sites contain curated information and resources on LGBTI+ inclusion and general inclusion and diversity topics.

Pride in Practice Conference

For those needing more in depth knowledge, stay up to date by attending the only national conference dedicated to advancing LGBTI+ inclusion in Australian workplaces.

On this page






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

Content details

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Inclusion and Diversity
- [Date Published](#)
29 September 2021
- [Feedback](#)
Email the owner of this page

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](#) [DOCX] 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](#) 
- [Employer's Guide to Intersex Inclusion](#) [PDF]
- POR00471 LGBTI+ Inclusion eLearning course.
- [Employee assistance program \(EAP\)](#)
- LGBTI+ counselling service, [QLife](#) 
- [LGBTI+ network](#) or Yammer 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]
- [Words at Work](#) [PDF]
- [Welcome from the Rainbow Connection](#) email.





Australian Government
Services Australia

LGBTI+ Learning – Creating LGBTI+ inclusive workplaces report

December 2021



LGBTI+ Training Plan Report 2021

The agency's 2021 LGBTI+ Training Plan supports our broader aim to create a workplace environment and culture inclusive of all sexual orientations, gender identities and expressions and intersex variations.

We provide a range of flexible learning options to develop the capability of staff and managers in creating LGBTI+ inclusive workplaces.

Course title and audience	Overview of training	Participation numbers 2021
IND00052 Services Australia Mandatory Induction Program All new staff	Our Induction program sets our cultural tone. Learn about our agency, our people, our values and what makes our workplaces diverse and inclusive. This course promotes our LGBTI+ Staff Network, the Rainbow Connection and the LGBTI+ intranet hub.	6,790*
POR00471 LGBTI+ Inclusion All staff	Find out why LGBTI+ inclusion is an important part of workplace inclusion and diversity and how you can contribute to an LGBTI+ inclusive workplace culture.	554*
POR00546 Gender Guidelines: Overview All staff Mandatory	The Government's Guidelines on the Recognition of Sex and Gender support the <i>Sex Discrimination Act 1984</i> and guide the collection of gender information. This self-paced eLearning module introduces the Guidelines in the context of respectful and professional interaction with colleagues in the workplace.	741*
POR00547 Gender Guidelines: Supporting our customers Service Officers	Learn how to apply the Gender Guidelines when working with customers. Available as a self-paced activity or team based discussion.	396*
LGBTI+ Awareness Training Tailored to specific business needs	This is facilitated training delivered to meet specific business needs.	15 attendees
LGBTI+ Hub and Learning Library All staff	These intranet sites contain curated information and resources on LGBTI+ inclusion and general inclusion and diversity topics.	LGBTI+ Hub:3,877 Learning Library:1,351 (Unique page views between 1January – 7 December 2021)
Pride in Practice Conference	For those needing more in depth knowledge, stay up to date by attending the only national conference dedicated to advancing LGBTI+ inclusion in Australian workplaces.	2

*between 1 January- 31 November 2021

servicesaustralia.gov.au

AS32 2021 Pride in Practice Conference ticket

From: ACON <mblom@acon.org.au>
 Sent: Wednesday, 19 August 2020 2:37 PM
 To: [REDACTED] s22 [REDACTED] s22
 Subject: Pride in Practice Conference: Ticket Order Confirmation

Hi s22

Thank you for booking tickets to the Pride in Practice Online Conference on 30th of November to 2nd of December 2020. Attached below is your payment invoice:



PRIDE
INCLUSION
PROGRAMS



Services Australia

s22 [REDACTED]

[REDACTED] s22 [REDACTED]

s22 [REDACTED]

s22 [REDACTED] s22 [REDACTED]

[REDACTED]

REF-1597811791

Issued - 2020-08-19

Due - 14 Days after the Issued Date

Tax Invoice

ITEMS				QTY	TOTAL
Member: Full Conference Package (Early Bird)				1	\$ 819.5
TOTAL AMOUNT (Incl. 10% GST)					\$ 819.5



Dawn Hough,
Director, Inclusion Programs
Pride in Diversity

s47F(1)

Dear Dawn,

As the Senior Executive LGBTI+ Ally for Services Australia (the agency), I'm pleased to share some of the work we've done this year to strengthen our culture of LGBTI+ inclusiveness. This statement is provided to support the Services Australia submission into the 2022 Australian Workplace Equality Index.

Statement to support Executive Leadership and Engagement AS Criteria 33

Following our very pleasing results in the 2021 Australian Workplace Equality Index, I worked with the agency's Inclusion and Diversity Team to formulate a new LGBTI+ Action plan (the Plan). I was very keen to build on our performance results and go beyond the criteria to focus on activities that were specific to our organisation.

The Plan sets out practical actions to create more inclusive workplaces for LGBTI+ employees and customers. It reflects feedback and an analysis of our AWEI results, the associated staff survey, as well as the results from the 2021 APSC Employee Census. Importantly, it complements our organisation's *Workplace Inclusion and Diversity Strategy 2019-23* across our four focus areas which includes *culture, capability, creativity and connection*. These actions were purposefully developed with a strategic lens to ensure all of our sites across the country are places where people feel supported, respected and safe bringing their authentic whole selves to work.

I was also immensely proud to continue hosting the Rainbow Roundtable (Roundtable) in 2021. The Roundtable is our agency's consultative forum which meets every 6 weeks and connects members of our staff network (the Rainbow Connection), with me and the Inclusion and Diversity team. Together, the Roundtable developed its own action plan for 2021 which included a specific focus on improving the experiences of our LGBTI+ customers. This became a sub-plan of the overarching Services Australia LGBTI+ Action Plan 2021. We regularly reviewed the progress of our work towards the achievement of our plans.

In October, I sponsored an all of agency 'Innovation Challenge'. The challenge, which was open to all employees for a two-week period served to address the concerns about the experience of LGBTI+ customers. The challenge was developed using the agency's dedicated innovation platform. The platform provides participants with a structured way to generate ideas to improve the customer experience. 60 ideas were generated. Each idea is being reviewed by business area subject matter experts across the agency. Several ideas have been approved for implementation while others are still being considered.

In mid-October, I was pleased to present a range of information to all managers, including those in regional offices, to reinforce the importance of creating safe and inclusive workplaces for LGBTI+ staff. The information was sent on National Coming Out Day to

address the AWEI survey finding that people who work in remote or regional organisations were less likely to be out at work.

On 2 December 2021, I provided a summary report of the progress made by the Roundtable to all my Senior Executive Service (SES) peers. This included my fellow Senior Executive Diversity Champions. The report highlighted the range of work undertaken during the year, as well as the importance of individual activities. This has afforded greater visibility of the barriers and opportunities to improve LGBTI+ workplace inclusion, and in doing so created additional Allies who are able to shape cultural change at a local level.

A copy of the report is provided as evidence in File AS34.

Kind Regards,

Jen Rufati

s47F(1)

General Manager, Compliance Assurance and Debt Operations
Senior Executive LGBTI+ Ally

2021 Report on LGBTI+ Action Plan



Australian Government



Services
Australia

The logo for 'THE Rainbow CONNECTION' is centered on the right side of the page. It features a circular emblem with a scalloped, wavy border. The border is filled with horizontal stripes of the rainbow colors: red, orange, yellow, green, blue, and purple. Inside the circle, the text 'THE Rainbow CONNECTION' is written. 'THE' is in a small, black, sans-serif font. 'Rainbow' is in a large, black, cursive script font. 'CONNECTION' is in a black, sans-serif font, all caps. The background of the page is white with colorful paint splatters in shades of green, yellow, blue, and purple.



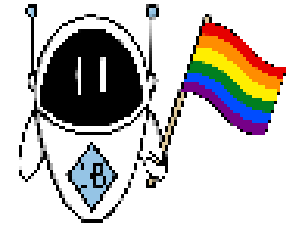
Work undertaken during 2021

[Supporting gender diversity and gender affirmation guide.](#) Rainbow Connection members contributed to the new guide which has an increased emphasis on non-binary gender expressions.

[website.](#)

[Inclusive Behaviour Model intranet site.](#)

New Initiatives



[The Mandarin.](#)



Annual work

Annual work

Is there anything that you feel your organisation does particularly well in regard to inclusion initiatives for people of diverse sexuality and/or gender?

- *'I really like that staff include their preferred pronouns in their email tags.'*
- *'having a senior executive as an ally.'*
- *'the online community on Yammer is excellent.'*
- *'News stories about people from diverse backgrounds promotes a more inclusive workplace. Reading about personal journeys helps me to understand more about the people i work with. Lots of literature is available and training packages are available but the personal touch is far better and helps me relate more.'* (2021 LGBTI+ Survey)



Thu 2/12/2021 7:49 PM

Jennifer

For information: 2021 LGBTI+ Action Plan Report [SEC=OFFICIAL]

To s47E(d)

Cc [REDACTED] GM, CADD

You forwarded this message on 3/12/2021 7:19 AM.

2021 LGBTI+ Action plan_Report_V1.01.pptx
4 MB

Hi all,

This year we have continued to mature our work to create safe, inclusive workplaces for people of all gender expressions, sexual orientations and intersex variations. Our Diversity and Inclusion team do a fantastic job ensuring that we just get these things right, and my thanks goes out to s22 and their teams for pulling actions plans like this together.

We used our results in the 2020 Australian Workplace Equality Index and the LGBTI+ Survey to develop an ambitious plan to further expand and embed our practice. I'm pleased to provide the attached report on our achievements this year. The success in this work relies on the collaboration of people from all parts of our organisation and I would like to thank you all for your continued support.

As the agency's current LGBTI+ Executive Ally, I'm particularly pleased with the work we have done this year to modernise the [Supporting gender diversity and gender affirmation](#) guide. The product has been much improved thanks to the input of members of the LGBTI+ staff network, the Rainbow Connection, we also added the non-binary title option, Mx, to our recruitment forms. Whilst this might seem like a small thing, it speaks volumes to our staff.

Next year we'll continue to focus on our growing a culture where staff can feel safe to be themselves at work and able to focus on delivering targeted services to the Australian community.

Regards,

Jen

[REDACTED] General Manager

COMPLIANCE ASSURANCE AND DEBT OPERATIONS

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Senior Executive LGBTI+ Ally

File AS34

Excerpt from Senior Executive Ally email, sharing with her colleagues information about the role leadership has in driving LGBTI+ inclusion, and ways they can help create a more LGBTI+ inclusive workplace

From: Rufati, Jennifer
 Sent: Thursday, 7 October 2021 2:15 PM
 To: S47E(d)
 Subject: National Coming Out Day - 11 October [SEC=OFFICIAL]

National Coming Out Day – 11 October

A message from Jen [REDACTED] Senior Executive LGBTI+ Ally

Colleagues,

We know that not all of our LGBTI+ staff feel comfortable being out in the workplace. Knowing managers and colleagues are supportive, and focused on making their office a safe workplace, is a great step in the right direction.

Making a difference in this area starts with awareness. It would be appreciated if you show you are an active ally, who supports LGBTI+ inclusion, by cascading the information below to your SES and EL2's. Research shows that supportive managers are a catalyst in driving LGBTI+ inclusion.



Thanks,
 Jen

Why is this important?

National Coming Out Day is an opportunity to think about creating workplaces where people can be open about their sexual orientation, gender identity and intersex status, if they wish. People feel better and are more productive when they feel safe to be themselves. The benefits flow on to the whole organisation. Staff in highly LGBTI+ inclusive workplaces are at least twice as likely to achieve, innovate and deliver excellent customer service as those in non-inclusive workplaces.

An inclusive culture with strong leadership support for LGBTI+ inclusion are the most important factors in enabling people to feel safe to be themselves. Read the [DCA Out at Work infographic](#).

Because culture makes people feel safe, the percentage of staff who are out to everyone is a strong indicator of how inclusive our culture is. Each year the agency takes part in an LGBTI+ Survey. Our results in the 2021 survey showed that the percentage of staff who are out to everyone went down from 43% last year to 39% this year. LGBTI+ women (39%) and LGBTI+ people in the regions (23%) are less likely to be out.



How do you create a more LGBTI+ inclusive workplace?

Let people know you support an LGBTI+ inclusive culture by:

- displaying the [LGBTI+ Ally poster](#)
- sharing your [pronouns](#) in your signature block
- supporting [IDAHOBIT](#), [Wear It Purple Day](#) and local events
- learning the [language](#) and using it [inclusively](#)
- knowing the unique ways LGBTI+ people may experience [workplace bullying](#) and [responding swiftly](#) to any negative behaviours
- learn about [LGBTI+ inclusion](#)
- learning about [HR policy provisions](#) for those [affirming their gender](#)
- supporting LGBTI+ staff who are working from home.

Screenshot of SES from Customer Processing Services division discussing some of the difficulties faced by the LGBTI+ community, and why it's so important to be inclusive and respectful of LGBTI+ people in the workplace.

s47F(1)

and four to five times more likely to experience anxiety. It's rather frightening and it's very sad.

Chief Operating Officer email to all SES colleagues to encourage staff participation in the Workplace inclusion LGBTI+ staff survey

From: [REDACTED] Annette [REDACTED]
Sent: Friday, 19 February 2021 8:29 AM
To: s47E(d) [REDACTED] s47E(d) [REDACTED]
Cc: s47E(d) [REDACTED] Michael [REDACTED]
Subject: Australian Workplace Equality Index LGBTI+ workplace inclusion staff survey – 22 February-5 March 2021 [SEC=OFFICIAL]
Importance: High

Colleagues
Australian Workplace Equality Index LGBTI+ workplace inclusion staff survey – 22 February-5 March 2021

Each year the agency participates in the Australian Workplace Equality Index (AWEI) as a way to assess and benchmark our work in LGBTI+ inclusion across private, public and not-for-profit sectors. The AWEI is administered by Pride in Diversity, a not-for-profit organisation that assists employers with LGBTI+ workplace inclusion.

Our participation will include a staff survey. The survey provides all staff with an opportunity to have their say on LGBTI+ workplace inclusion, irrespective of how they identify. The survey is confidential and takes about 5-10 minutes to complete.

The survey will open on **Monday 22 February**, and will be promoted through a range of communication activities up until the closing date of **Friday 5 March**. Last year 1,542 staff completed the survey and with your help in encouraging participation, we hope to increase the number this year.

If you have questions about the survey, my contact is Amie [REDACTED] A/g National Manager Leadership and Diversity on [REDACTED]

Regards
Annette [REDACTED]
Chief Operating Officer
CORPORATE ENABLING
Phone [REDACTED]

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s47F(1)

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

COVID-19: Stay informed about any COVID-19 outbreaks or restrictions in your area. Check your state's information on the [COVID-19 intranet page](#).

IDAHOBIT CEO update Monday 17 May 2021, recognising IDAHOBIT, and reminding everyone that there's still work to be done to end discrimination against LGBTI+ people. Sent as all staff email and also appeared as a news hub article

News

[Go to news hub](#)

CEO Update: Monday 17 May 2021

Fostering a supportive, accepting and respectful workplace



IDAHOBIT

All of us have a role to play in fostering a supportive, accepting and 'respectful' workplace. While we have come a long way, [as s22 \[redacted\] says on news hub](#), there is still work to be done. According to last year's APS Census 5 per cent of our workforce identify as LGBTI+ and some reported feeling discrimination at work.

In the spirit of International Day Against Homophobia, Biphobia, Interphobia and Transphobia (IDAHOBIT) today, I encourage you to reflect and take action to support your LGBTI+ colleagues today and every day. There are [plenty of resources on the intranet](#) to help show your solidarity. Together, let's create a workplace where all staff feel safe to be themselves.

The CEO's end of year video received on Thursday 16 December 2021, reflected on the agency's achievements in 2021, including being named a Gold Tier employer in the Australian LGBTQ Inclusion Awards.

News

[Go to news hub](#)

See you in '22!

Thank you for all your hard work this year



Excerpt from CEO Video transcript

We were named a 'Gold' employer at the 2021 Australian LGBTQ Inclusion Awards, a step up from our previous 'Bronze' title. ¶



Services
Australia

LGBTI+ Employee Data Analysis

August 2021



Purpose

This analysis aims to provide insight into changes to the number of LGBTI+ employees, in comparison to other diversity demographics.

Staff have been able to self-identify as LGBTI+ in the agency's HR system since July 2019, which has allowed us to monitor LGBTI+ representation alongside of other diversity groups.

The data is collected on an ongoing basis and a report is provided each month.

Key Observations

When reviewing the 12 month period between July 2020 to July 2021, staff who self-identified as LGBTI+ in the agency's HR system showed the greatest % increase compared to other Diversity Groups represented.

Staff who identify as LGBTI+ are still the smallest self-identifying diversity group.

Change Equity & Diversity

Change Details | Review Details | Completed

Janelle Graham

Whilst it is not compulsory to provide, information collected from this screen is used to develop strategies to support our employees and provide the Agency's employment equity staffing pro

Date from * 03.09.2013

Indigenous Heritage * Non-Indigenous

Principal Disability * No disability

Additional Disabilities

First Language Spoken * English only

Main Non-English Language Spoken

Mothers First Language * English only

Fathers First Language * English only

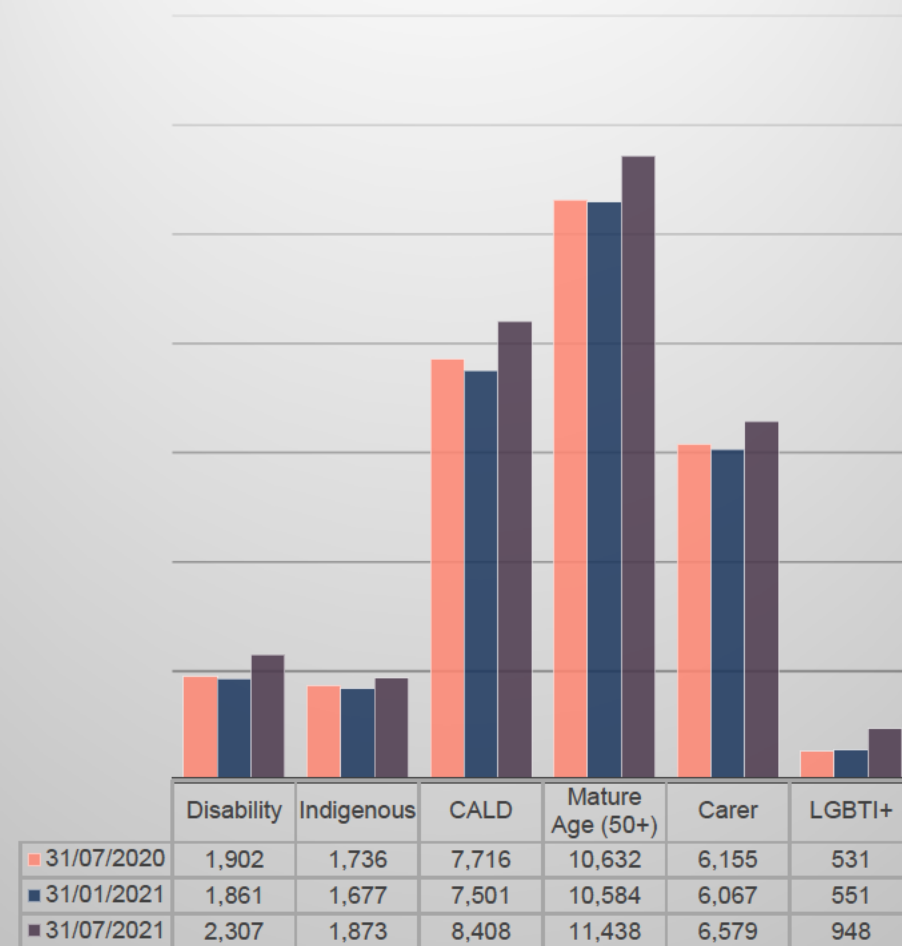
Country of Birth * Australia

Care/Responsibility Comments Not applicable

Do you identify as Lesbian, Gay, Bisexual, Transgender and/or Intersex (LGBTI+)? No

Cancel Previous Next Finish

Diversity demographics over 12 month period



Staff participated in the Australian Public Service Commission's State of the Service employee in November 2020.

Census results provide the agency with important information about perceptions in relation to managing wellbeing, leadership, job satisfaction, recruitment and retention.

Participants were asked 'Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?' which had a Yes or No response option.

Observations

1,409 out of 26,565 Services Australia respondents self-identified as LGBTI+.

Overall, staff who self-identified as LGBTI+ had a higher engagement result (70%) compared to staff who self-identified as having a disability (68%).

The LGBTI+ engagement result, was slightly lower than the total employee engagement result of 71%.

	Questions	All agency %	Disability %	LGBTI+ %
Say	Overall, I am satisfied with my job	73%	64%	68%
	I am proud to work in my agency	73%	66%	68%
	I would recommend my agency as a good place to work	65%	53%	63%
	I believe strongly in the purpose and objectives of my agency	78%	74%	75%
Stay	I feel a strong personal attachment to my agency	62%	60%	58%
	I feel committed to my agency's goals	81%	76%	78%
	I suggest ideas to improve our way of doing things	80%	78%	79%
Strive	I am happy to go the 'extra mile' at work when required	90%	86%	88%
	I work beyond what is required in my job to help my agency achieve its objectives	81%	76%	78%
	My agency really inspires me to do my best work every day	56%	47%	52%

Key

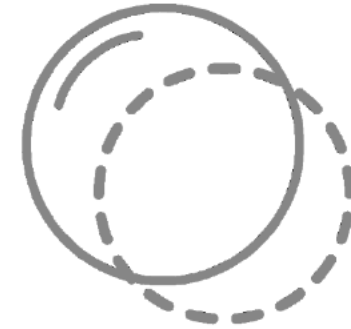
At least 5 percentage points greater than 2020 % Positive score

Up to 4 percentage points greater or less than 2020 % Positive score

At least 5 percentage points less than 2020 % Positive score



Respectful



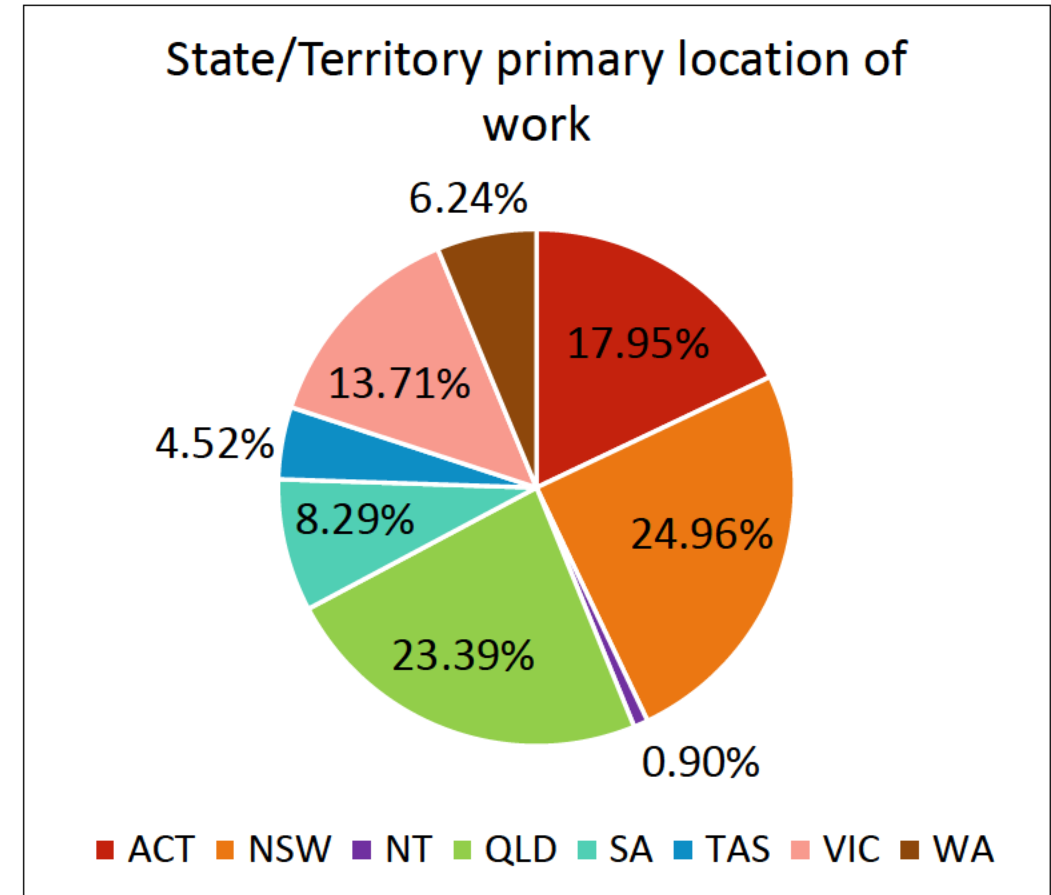
Transparent

LGBTI+ staff survey results 2021

July 2021





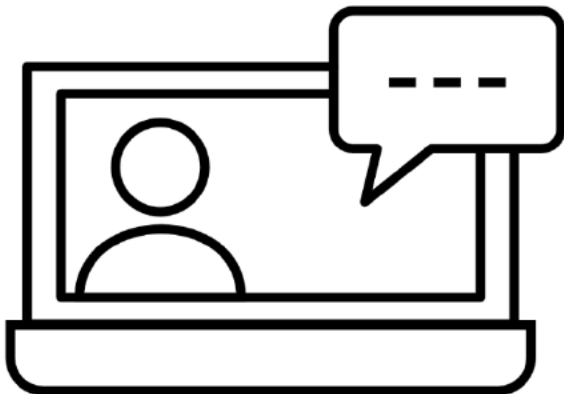


* Data from ESSentials diversity report as at 30/06/2021









- 66% report they have visible signs of inclusion in their workplace
- 75% know where to find more information about inclusion and diversity.

Experience of LGBTI+ employees

66%
Said their expectations were met or exceeded for the overall organisational commitment to LGBTI+ staff

28%	Have witnessed negative behaviours or mild harassment targeting people of diverse sexuality or gender at work. (This is up 8% on the 2020 result)
13%	Have witnessed more serious bullying targeting people of diverse sexuality or gender at work. (This is up 50% on the 2020 result)
63%	Were satisfied with the willingness of managers to address negative behaviours against LGBTI+ staff

73%	Agree their expectations of inclusion within their immediate work area were met.
68%	Feel accepted for who they are.
64%	Feel mentally well at work (19% do not feel mentally well at work).

Being out at work

74%	Haven't encountered any exclusion based on their sexuality at work.
75%	Believe their sexuality wouldn't have an impact on career progression.
54%	Feel their performance is positively impacted by being out at work. However 36% were undecided.
61%	Feel their overall engagement is positively impacted by being out at work.

Experience of transgender and gender diverse employees

The transgender and gender diverse experience (259 staff)

42%	Have not experienced exclusion based on their gender diversity at work (10% have experienced exclusion).
40%	Feel their gender identity would not have any impact on their career progression (19% disagreed with this).
34%	Feel fully supported by their team in terms of their gender identity (11% didn't feel fully supported).
41%	Would feel comfortable and safe addressing workplace issues related to their gender identity with their manager.

Experience of regional/rural LGBTI+ employees

The regional/rural LGBTI+ employee experience (223 staff)

42%	Feel the organisations diversity initiatives for the inclusion of LGBTI+ employees has been adequately communicated within their site (21% disagreed).
33%	Said their site has held inclusion related activities or events to reinforce this area of diversity and inclusion work (37% said their side had no held activities or events).
29%	Said they are able to easily connect to head office activities for this area of diversity and inclusion work/information (30% said they were not able to easily connect to these head office activities/events).
38%	Said their local management has communicated support for LGBTI+ staff; or work in this area (30% had the opposite experience at their site).

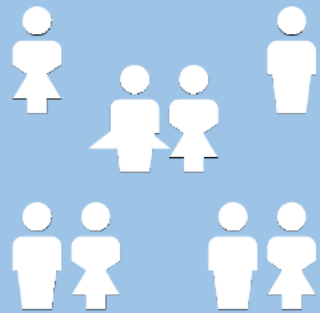
Experiences of LGBTI+ Women in the workplace



Experiences of LGBTI+ women (475 staff)

72%	Having visible out women as role models of the same or similar identity is important to me
27%	There are women of similar, or the same, identity as me who are visible out role models within my workplace
29%	LGBTI+ women said they are out to everyone at work 22% were not out at all
40%	The challenges of a diverse sexuality and/or gender feel greater in terms of career progression than those of being a woman

Multi-faceted diversity in the workplace



LGBTI+ employees who identified with another diversity

53%	Aboriginal and/or Torres Strait Islander
15%	Neuro-diverse
14%	Mature Age
12%	Person with disability
7%	CALD background

Is there anything in particular that you feel needs to be improved in this area?

“More training and better visibility from leadership.”

‘Visibility - people need to know what resources they have/where they can go/who they can talk to for assistance if need be

Education - most people don't know what different sexualities there are, especially asexuality’.

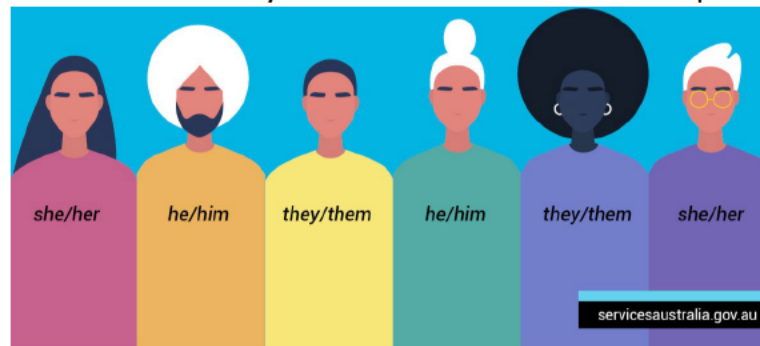
‘More information on what it means to be an active ally’

‘I'd like to see things appearing on a routine and monthly basis.. even small things mean a lot.’

“More focus needs to be placed on promoting inclusion for both staff, and customers, including posters, name badges with pronouns and rainbow pins”

Is there anything that you feel your organisation does particularly well in regard to inclusion initiatives for people of diverse sexuality and/or gender?

‘I really like that staff include their preferred pronouns in their email tags.’



“having a senior executive as an ally.”

“the online community on Yammer is excellent”

“News stories about people from diverse backgrounds promotes a more inclusive workplace. Reading about personal journeys helps me to understand more about the people i work with. Lots of literature is available and training packages are available but the personal touch is far better and helps me relate more”

‘Our organisation is committed to getting it right. We show support of all people, and actively involve ourselves in education, activities and lives of staff, regardless of how they may identify’





From: [REDACTED] On Behalf Of s47E(d)

Sent: Wednesday, 25 August 2021 3:34 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: IDAHOBIT day banking [SEC=OFFICIAL]

Good afternoon All,

I can confirm we have donated \$367.57 to IDAHOBIT! [REDACTED]
(via the [Give Now](#) platform).

This donation was based on cash/coins collected from staff at 140 Creek Street.

- \$65 in notes.
- \$161.70 in coins (attached coin count).
- The donation is broken down as \$356 donation and \$11.57 platform fee (this covers IDAHOBITS admin fees to Give Now).

I transferred the cash to my personal account and made the payment from my credit card today 25/08/2021.

I am awaiting an email invoice which I will forward once I receive it. Below are receipt conformation from the web site and confirmation of payment from my bank.



Wednesday 25 August 2021

Dear [REDACTED] on behalf of SSI Project Services Australia .

Thank you for making a donation to Minus18. Your gift is sincerely appreciated. Please retain this official receipt for taxation purposes as donations over \$2 are tax deductible.

Donations for Minus18 are processed through GiveNow. To view and manage all of your donations, you can log in to your personal MyGiving account by going to www.givenow.com.au.

A full statement of your donations during each financial year will be emailed to you at the start of July, in time for you to complete your tax return.

We thank you sincerely for your \$367.57 donation.

Kind regards,

Minus18

This donation has been processed through GiveNow, an initiative of Our Community Pty Ltd (ABN 24 094 608 705)
Ph: (03) 9320 6848 | Email: service@givenow.com.au

OFFICIAL TAX RECEIPT

\$367.57 to Minus18

Received From: SSI Project Services Australia

Date: 25/08/2021 02:57 PM AEST

Amount of: AUD367.57

Receipt No: GN [REDACTED]

\$367.57 To:

MINUS18 FOUNDATION LTD
ABN 60 829 316 980

81 Rupert St
COLLINGWOOD VIC 3066

Phone: 0423 563 139

**Services Australia**

54,348 followers

20m •

We're thrilled to be recognised by [Diversity Council Australia Ltd](#) as an inclusive employer for 2021-22, as part of the Inclusion@Work Index!

The Inclusion@Work Index is used to track the state of inclusion in the Australian workforce over time and encourages Australians to consider the benefits of an inclusive workplace, including increased performance and wellbeing, satisfaction, and innovation.

As an agency with around 34,000 staff, we understand that inclusive and diverse workplaces are a place where all staff can feel respected, included, supported, valued and empowered. It's one of the many things that make coming to work a respectful and rewarding experience, and we're so proud to create workplaces that are accessible and inclusive for all staff.

In 2020-21, we continued to implement our Workplace Inclusion and Diversity Strategy 2019-2023. The strategy acknowledges the importance of diversity and inclusion in the agency, and renews our commitment to positive employment experiences and outcomes for all staff.

This included updating our parental leave policy, improving recruitment experiences for transgender and gender diverse staff, implementing multicultural awareness training for staff, providing employment opportunities for people with autism and supporting staff to use assistive technology at work.

To find out more about how we're supporting workplace diversity and inclusion, visit our website: <https://lnkd.in/ghWUxcwz>