



# STAFF Gender Affirmation Guideline

For staff affirming their gender  
and the people who support  
them

The Guideline is for staff at any stage in their gender affirmation at UNSW, and for managers, HR professionals, colleagues, allies and friends who provide support and guidance.

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## Acknowledgement of Country

UNSW would like to acknowledge the Bedegal (Kensington campus), Gadigal (City and Art & Design Campuses) and Ngunnawal people (Australian Defence Force Academy in Canberra) who are the traditional custodians of the lands where each campus of UNSW is located.

UNSW pays respect to ancestors and Elders, past and present, and pays tribute to and honours the lives of Sistergirls, Brotherboys and Aboriginal and Torres Strait Islander transgender and gender diverse people.

In some Aboriginal and Torres Strait Islander communities, Sistergirls and Brotherboys refer to transgender and gender diverse people. Sistergirls are considered people who were reported male at birth but have a feminine spirit, including taking on traditional cultural feminine practices; where brotherboys were reported female at birth but have a masculine spirit.<sup>1</sup> Sistergirls and Brotherboys can be anywhere on the gender spectrum from a feminine gay man or masculine woman, to a non-binary person, to a trans woman or trans man.

It is important to note that in broader Aboriginal and Torres Strait Islander communities, the terms Sistagirl and Brothaboy are used as terms of endearment, for women and men respectively, with no reference to gender diversity.<sup>2</sup>

The acceptance of Sistergirls, Brotherboys and Aboriginal and Torres Strait Islander transgender and gender diverse people is part of the UNSW commitment to a culture which accepts and values diverse identities.

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<sup>1</sup> Australian Institute of Family Studies, [LGBTIQA+ communities Glossary of common terms](#), Child Family Community Australia, 2019

<sup>2</sup> TransHub, [Trans Mob](#)

## Message from leadership

The release of this Guideline indicates UNSW's support for staff affirming their gender across all our campuses.

I encourage staff who are affirming their gender to use this Guideline in your journey at UNSW, and to know that you are valued members of our community.

For all other staff, I also encourage you to consider how important and influential your role is in contributing to our diverse and inclusive culture, through supporting colleagues and students of diverse genders, sexes and sexualities (LGBTQIA+), during times of gender affirmation and at all times.

UNSW is committed to providing an environment where all people are respected, welcomed, and valued; where there is fairness and equality of opportunity, an acceptance of diverse identities and fundamental respect for each other and our differences.

Our greatest asset as an educational institution and community is our people. By building diverse and inclusive campuses, we all benefit from rich and challenging discussions, the sharing of perspectives and learning more about ourselves and others across the full range of life experiences.

By understanding our diversity and elevating our words into positive behaviours and action, we can all achieve our full potential.

***Associate Professor Bruce Watson***

***Deputy Vice-Chancellor, Equity Diversity & Inclusion (Acting)***

## 1. Aim of this Guideline

The Guideline is for UNSW staff who:

- are at any stage of gender affirmation, i.e., they have affirmed, they are currently or are thinking of affirming their gender
- have managerial/supervisory responsibility for a staff member who is affirming their gender
- work within staff-facing support service areas of the University
- are colleagues, allies and friends wanting to support the well-being of a staff member affirming their gender.

This Guideline is a resource to support a person-centred approach to gender affirmation. As each person's process is different it is imperative that the person affirming their gender drives their own process, including how, when and to whom they wish to share any personal information.

UNSW values the wisdom and collegiality of university equity practitioners across Australia, and the expertise of ACON in this area. We acknowledge the following in the development of the UNSW Guideline:

- [RMIT University's Gender Affirmation Guide](#)
- [TransHub Gender Affirmation Policy and Guidelines Template](#)
- [UNSW Faculty of Science's Classroom Inclusivity Guidelines](#)
- [Griffith University Guidelines](#)

This Guideline underpins UNSW's commitment to the [Equity Diversity & Inclusion Policy](#), which is further underpinned by the vision for Theme 1, Strategic Priority C: Social Impact in [UNSW's 2025 Strategy](#): to be recognised as international exemplar in equity, diversity and inclusion.

## 2. About gender affirmation

Trans and gender diverse people identify their gender(s) as different to the one that was reported for them at birth. Gender affirmation is the process a person takes to live and behave as a member of another gender other than their gender or sex assigned at birth. Some trans and gender diverse people may use the terms 'gender transition' or 'transitioning' or 'gender confirmation' but **gender affirmation** is the recommended language at this time and is the term used in this Guideline.

The word 'affirmation' means asserting something as valid or confirmed. The term 'transition' can actually be considered offensive, since it means changing from one state or condition to another, when someone who is trans or gender diverse does not feel they are changing at all but being true to who they really are.

UNSW recognises that people experience gender affirmation in different ways. For example, individuals may choose to affirm their gender socially but not medically; or change their name and pronouns but not their outward appearance (outlined in section 3 below). Each decision is valid, and the individual should do what feels right for them and have their choice respected.

For staff affirming their gender, having their gender identity recognised at work is an integral part of living as their affirmed gender.

## 3. Basics and Aspects of gender affirmation

There are many ways a person can affirm gender within and outside of the workplace. What gender affirmation looks like for each trans and gender diverse person is unique and based on what is personally affirming, what feels safe to do, and what is accessible and available.

To better understand the forms that gender affirmation may take, TransHub has developed a [Gender Affirmation 101](#) to understand the basics, as well as three different processes someone may experience: Social Affirmation, Medical Affirmation and Legal Affirmation.

### **Social affirmation**

Socially affirming one's gender can be done individually, without involving anyone else, and can change over time. It can include using a chosen name and pronouns, coming out, wearing new clothing, or modifying body shape, cutting, or shaving hair, playing around with voice pitch, tone, and inflection, and more. Social affirmation also includes playing sport, going to work, and participating in life authentically and truthfully. Read more on TransHub about [social affirmation](#).

### **Medical affirmation**

Describes forms of affirmation done with the help of doctors or health professionals, including: taking some form of hormones such as estrogen, testosterone, or progesterone, or puberty blockers or having affirmative surgeries, such as chest surgery, genital surgery, facial surgeries, or more. Read more on TransHub about [medical affirmation](#).

## Legal affirmation

Describes updating your name or gender marker on official and government forms of ID, at work and school, or refers to your rights and protections in various settings and being affirmed while working within government systems like the police, prison, and immigration. Read more on TransHub about [legal affirmation](#).

## 4. Respectful behaviours at UNSW

All staff at UNSW are required to behave in accordance with [UNSW's Values in Action](#) and the [UNSW Code of Conduct](#). As an inclusive university with Gold Employer Status for LGBTQIA+ Inclusion from ACON Pride in Diversity's [Australian Workplace Equality Index \(AWEI\)](#), we expect staff to be accepting and supportive of those who are affirming their gender at UNSW. Diversity in the workplace offers the opportunity to work with and learn from others who are different to ourselves, with diversity of identities, backgrounds, experiences, and perspectives.

## 5. Correct terminology and language

People in trans and gender diverse communities may describe themselves using one (or more) of a wide variety of terms. It is respectful to always use the term the individual uses or mirror their language. If you are unsure, politely ask the person.

The words and language we use every day are powerful and can be damaging. Gender identity and sexuality are diverse and unique and the language and terms we use to describe gender are constantly evolving, as more people embrace gender identities that fall outside the traditional male-female binary.

In this Guideline, the term *trans and gender diverse* is used as an umbrella term for those whose gender is different to the gender reported for them at birth. This includes all people of diverse gender experiences, including those who are non-binary, genderqueer, or gender fluid, or any number of other unique and expansive ways people who are not exclusively a man or a woman describe their gender.

UNSW acknowledges that language is dynamic and evolving and it is difficult to arrive at a consensus on the definitions for various terms. To be informed about terminology that is consistently and most broadly agreed upon, it is important to refer to respected sources such as the TransHub [language and terminology guide](#).

<b>Term</b>	<b>Definition</b>
Gender affirmation (also known as Gender transition)	The personal process or processes a trans or gender diverse person determines is right for them to live as their defined gender and so that society recognises this. Gender affirmation may involve social, medical, and/or legal steps that affirm a person's gender. Affirming gender does not mean 'changing gender', 'having a sex change' or 'becoming a man or a woman', and transition is not the same as being trans. A trans or gender diverse person who has not medically or legally affirmed their gender is no less the man, woman, or non-binary person they have always been.
Trans and gender diverse	This is an inclusive umbrella term that describe people whose gender is different to what was reported for them at birth. This term is used throughout this Guideline.  Trans and gender diverse people may position 'being trans' as a history or experience, rather than an identity, and consider their gender identity as simply being women, men, or a non-binary identity. Some people connect strongly with their trans experience, whereas others do not. Processes of gender affirmation may or may not be part of a trans or gender diverse person's life.
Binary	Something that is binary consists of two things or can refer to one of a pair of things. When talking about genders, binary genders are men and women, and non-binary genders are any genders that are not just men or women or are not men or women at all, or somewhere in between.
Non-binary	This is an umbrella term for any number of gender identities that sit within, outside of, across or between the spectrum of the male and female binary. A non-binary person might identify as gender fluid, genderqueer, agender, trans masculine, trans feminine, bigender etc.
Deadname	A term used by some trans people to describe the name they were given and known by prior to affirming their gender and/or coming out.
Misgendering	Referring to someone by words or language that is not affirming for them, such as using a former name or pronoun, or making assumptions about their appearance.
Gender dysphoria (experience)	The experience of distress or unease from being misgendered or not treated as the gender someone is.
Dysphoria	The distress or unease sometimes experienced from being misgendered and/or when someone's gender and body personally do not feel connected or congruent. Many trans and gender diverse people do not experience gender dysphoria at all, and if they do, may cease with access to gender affirming healthcare and/or peer support. With or without the presence of gender dysphoria, being trans and/or gender diverse is not a mental illness. Gender dysphoria does not equal being trans or gender diverse.



## 5.1. Inclusive language

Language is a powerful tool for building inclusion (or building exclusion) in the workplace. Inclusive language is not about being 'politically correct' – it is about being accurate and acknowledging the dignity of other human beings and respecting difference.

### Tips on gender inclusive language

- **Use gender neutral terms and phrases**
  - e.g. use “humankind, scientist, best person for the job” instead of “mankind, female scientist, best man for the job”.
- **Ask what terms people use**
  - e.g., avoid asking what terms people prefer (“what pronouns do you prefer?") Having a preference can sound as if it's a choice and most people do not feel as if they have a choice
- **Avoid asking intrusive questions**
  - e.g., avoid asking about body parts, medical history, relationship history and sexual activity
- **Don't assume titles or pronouns (unless already known)**
  - e.g., avoid using titles or pronouns on the phone or email, such as using ‘Miss’ or ‘Mr’, unless explicitly used in correspondence previously. Use their name instead.
- **Avoid gendered stereotypes**
  - e.g., avoid “men are better providers for their families” or “you’re dressed like a man today”, or “women aren’t as good at maths” or “she did really well, for a woman”.
- **Avoid using only heteronormative examples.**
  - e.g., don't use “husbands”, “wives”, “boyfriends” and “girlfriends” when referring to both heterosexual and same sex relationships; refer to multi-gender relationships and/or use gender neutral terminology like “partner/s” or “spouse/s”.

Find out more about inclusive language:

- UNSW's [inclusive language guide](#) (in the Writing Style Guide), located on the [Brand Hub](#).
- Diversity Council Australia (DCA) Guide: [#WordsatWork: Building Inclusion Through the Power of Language](#).

## 5.2. Names

Most people are given a name when they are born, and use it, or a variation of it for life, without ever needing to legally change it. Changing and experimenting with shortened versions of names, or nicknames or adopting different names altogether is considered common and normal.

As part of gender affirmation, some trans and gender diverse people may use a new name that they feel aligns with their gender. They may try out new names to see what feels right for them and/or change names to see which ‘fits’.

Some trans and gender diverse people feel uncomfortable or upset by their old name and may refer to it as their ‘deadname’. For some people, a deadname may have significant negative impact and being called by the deadname can actively contribute to gender dysphoria. Australian government-funded service [Health Direct](#) defines gender dysphoria as the discomfort a person feels with how their body is perceived and how they are assumed a gender by other people.

Gender dysphoria may occur when a person feels their biological or physical sex does not match their sense of their own gender. This feeling, that there is a mismatch, can trigger a range of responses. Some people experience serious distress, anxiety, and emotional pain, which can affect their mental health. Others experience only low-level distress — or none at all. For this reason, gender dysphoria is no longer considered a mental illness.

When friends, family, colleagues, or organisations use a name that no longer corresponds with a trans or gender diverse person’s view of who they are, the effect can be damaging to their health and well-being. It is a sign of respect to make every effort to use each person’s chosen name.

Using correct names is an important and validating part of gender affirmation and is ultimately a sign of respect.

### **5.3. Pronouns**

Pronouns are used to refer to people when we are not using their name. Using the correct pronoun shows respect. In the English language pronouns often indicate gender. For many trans and gender diverse people, using the correct pronouns is an important and validating part of their gender affirmation.

A person who is exploring or affirming their gender may take some time to figure out what's true for them and may change their pronouns along the way.

Some trans and gender diverse people may use gender-neutral pronouns, rather than binary male-female pronouns. The most used pronouns are listed below. This list is not exhaustive.

#### **Gendered pronouns include:**

- he/him/his
- she/her/hers

#### **Gender neutral pronouns include:**

- they/them/theirs

**Some people use neo-pronouns, an alternatives to ‘they/them/theirs’, such as:**

- xe/xem/xyr
- ze/hir/hirs
- ey/em/eir

This [Minus18 video](#) explains the importance of pronouns. Minus18 is an Australian NGO championing LGBTQIA+ youth.

## Tips for Names and Pronouns

### Role model the use of pronouns

Irrespective of whether there are trans or gender diverse people present in your environment, use and display your name and pronouns, for example:

- When introducing yourself in a meeting or class
- On your desk / plaque
- On the corner of a whiteboard when presenting
- On your email signature
- On Zoom or Teams and other digital platforms

### Appropriately and Respectfully Ask for Pronouns

Never assume which pronouns someone uses. The easiest way to ask someone about their pronouns is to share your own. By opening the conversation with your pronouns, you are normalising the act of sharing of pronouns in public spaces and interactions. Example: *“Hello, my name is Charlie and I use ‘she, her, hers’ pronouns. What pronouns do you use? OR How would you like me to refer to you?”* (again, do not use ‘preferred’: *“What are your preferred pronouns?”*)

### Be careful not to “OUT” or single out trans & gender diverse staff

If a staff member shares their gender identity with you, do not share it with others unless you have their expressed permission. Also, do not single out people who look or seem like they would use gender neutral pronouns.

### Own your mistakes

Acknowledge when you have made a mistake about someone’s pronoun and correct yourself. Unlearning gender socialisation takes time, and you are bound to make mistakes. Model the behaviour you expect. Example: *“Oh she’s a great friend. I’m sorry, I meant they are a great friend. They always send me funny videos to cheer me up.”*

### Call out misgendering

Honouring staff names and pronouns includes making sure that other people also use the correct names and pronouns. If someone else misgenders a staff member, politely provide a correction whether the person is present or not. Example: *“Someone says, “Oh she’s a great friend.” Your response can be, “You’re right, they are a great friend. Also, just so you know and for next time, Sam uses ‘they/them/theirs’ pronouns.”*

## 5.4. Mistakes and Misgendering

For people supporting staff who are gender affirming it can be a challenge to consistently use the correct names and pronouns at first and slip ups will likely occur. It is important when this happens to apologise quickly and sincerely, not dwell on or make excuses about the mistake, and instead pick up from where you left off with the correct language, and work to ensure it does not happen again.

If you are unsure of someone's pronouns or name, mirror their language or simply ask them what name or pronouns they use.

Unintentional mistakes may be made from time to time however the intentional and persistent refusal to respect an individual's gender identity (also known as 'misgendering') is not in line with the [UNSW Code of Conduct](#) or [UNSW Values in Action](#) and is discriminatory.

[UNSW's complaint mechanisms](#) may be invoked to address an individual's concerns.

See *Reporting and Addressing Harmful & Disrespectful Behaviour* in [Section 7, Recommendation 5 for Staff Affirming Their Gender](#) and [Section 8, Responsibility 8 for Managers](#)

## 6. Legal rights

### 6.1. Protections

A person has the right to live and behave according to their gender identity, gender expression, or intersex status, including being addressed by the name and pronoun that corresponds to their identity. These rights are protected under Federal and State anti-discrimination legislation which applies to the UNSW community:

- [Sex Discrimination Amendment \(Sexual Orientation, Gender Identity and Intersex Status\) Bill 2013](#) to the [Sex Discrimination Act 1984 \(Cth\)](#)
- [Anti-Discrimination Act 1977 \(NSW\)](#)
- [Standard for Sex, Gender, Variations of Sex Characteristics and Sexual Orientation Variables \(Australian Bureau of Statistics\)](#)
- [Recognition of Sex and Gender \(Australian Government Guidelines\)](#)
- [Fair Work Act 2009 \(Cth\)](#)

#### Under Law:

- Staff may request to have their University employment record amended to reflect a change in name, title, or gender.
- Staff who request a change to their name, title or gender on UNSW's systems will be recognised by their indicated name and pronouns and will be treated with the same courtesy as shown to others.

- Mistakes using the incorrect pronoun or name may be made from time to time, however the intentional and persistent refusal to respect an individual's name or gender identity (also known as 'deadnaming' and 'misgendering') may constitute bullying or harassment or both. These behaviours are not in line with the [UNSW Code of Conduct](#), [UNSW's Values](#) and [UNSW's complaint mechanisms](#) may be invoked to address an individual's concerns.
- It is against the law to punish, harass or treat someone unfairly because they have made a complaint, helped someone else make a complaint or have provided evidence or information for a complaint. This is known as victimisation. Victimisation can be raised as a complaint under [UNSW's complaint mechanisms](#).

## 6.2. Privacy & Confidentiality, including university records

A person undertaking gender affirmation has a legal right to privacy.

### Under Law:

- Staff are not obliged to provide reasons why a requested record change is needed or be asked to disclose private information relating to their gender affirmation.<sup>3</sup>
- UNSW may require proof of identity to verify/confirm the person's change of identity for legal name changes, however evidence of gender affirmation surgery, medical or treatment information is not required
- Information shared by the person affirming their gender is to be treated as confidential. Only with permission may information be shared with others in conversation or in communications. If information needs to be shared, the staff member is to be asked for consent and it will be identified in their Gender Affirmation Plan (see [14.1 Gender Affirmation Plan Template](#))

## 6.3. Use of campus facilities

Under the [Sex Discrimination Amendment \(Sexual Orientation, Gender Identity and Intersex Status\) Bill 2013](#), to The Sex Discrimination Act 1984, staff have the right to access campus facilities and participate in gender-based activities according to their gender identity or intersex status. Facilities include gyms, changerooms, showers, toilets or any other campus spaces that are gendered.

It is inappropriate to assume that a trans or gender diverse person should use a different facility because of what they look like. Referring or expecting trans or gender diverse people to use designated accessible toilets is inappropriate.

All people must be safe and comfortable at university including being able to use the toilets. This means that people who identify as men must be allowed to use the men's facilities and people who identify as women must be allowed to use the women's facilities. Everyone can use unisex, accessible and gender- neutral toilets.

Whilst accessible toilets are available to everyone, they are not a substitute for trans and gender diverse people. Trans and gender diverse people who do not have a disability do not want to use toilets prioritised for people with disability. This can cause unnecessary attention or questioning and may even perpetuate the myth that being trans or gender diverse is a disability.

To restrict any person from using the toilets that best affirms their gender may be unlawful. Requiring a person who is transgender to use a toilet that does not align with their gender identity may constitute unlawful discrimination. This includes people who have not legally affirmed their gender or engaged in any surgical intervention.

[All Gender toilets](#) have been implemented at the UNSW Sydney and Paddington campuses, and will continue to be implemented at new building sites where possible.

<sup>3</sup> *Sex Discrimination Act 1984* (Cth) s 27 Requests for Information

## 7. For Staff affirming their gender

UNSW understands that every individual's gender affirmation journey is different. It is important that each staff member drives the process. This includes being responsible for seeking assistance and support, and determining what, when and with whom you share personal information.

This Guideline will help you understand the supports, processes, and procedures to ensure a positive and streamlined experience.

Gender affirmation is likely to involve employment related issues and obligations. Understanding this early in the process will assist with your discussions with your manager and relevant [HR Business Partner](#) team member. Refer to the [Checklist](#) and consider the [Gender Affirmation Plan Template](#).

### Recommendation 1: Seek support from your manager

Staff who have affirmed their gender, are undergoing or wish to begin gender affirmation are encouraged to speak with their line manager.

It is ideal for your immediate line manager to be your primary contact through the gender affirmation process. Your manager may not have supported a person affirming their gender before and is likely to be learning for the first time. UNSW understands that conversations may be a challenging and resources have been developed to help with this such as [Email Communications Templates](#) (link to template) in section [14. Appendix](#) which can assist in initiating the conversation. You may like to refer to this Guideline in your communication.

Consider bringing a friend, colleague, [Access, Equity and Inclusion](#) staff member or [Human Resources Business Partner](#) team member along to the initial meeting with your manager for support.

As early as you feel comfortable, share any necessary information to ensure you are supported during your gender affirmation. This provides an opportunity for your manager to ask questions about how they can best support you in the workplace.

Your manager may need some time to read through this Guideline and to seek information to better understand gender affirmation and your needs and concerns. Managers can seek advice through Access, Equity and Inclusion, Human Resources Business Partnering Team, and professional services like Pride in Diversity. These services and other resources are found in sections [11. On-Campus Support](#) and [12. External Support & Resources](#).

## **Recommendation 2: Seek support from others**

UNSW acknowledges that you may wish to pursue your gender affirmation process independently of your line manager and may approach other staff for support. Staff who can provide support include:

### **Human Resources Business Partnering (HRBP) Team**

Each Division and Faculty has a dedicated HRBP team who can assist and/or accompany you during initial conversations with your manager and/or speak to your manager on your behalf. To find out who your dedicated HRBP team members are, see the [Human Resources Hub](#) (staff-only intranet). Your HRBP team can also assist with record updates, your staff ID card and planned leave, including UNSW's [Gender Transition Leave](#). This leave is outlined in both the [Academic Enterprise Agreement](#) and [Professional Staff Enterprise Agreement](#).

### **ally@UNSW Network**

An ally@UNSW is someone (staff or student) who is informed about, is sensitive toward and understanding of people of diverse genders, sexes, and sexualities and is available for a confidential discussion if need be. [Contact an ally@UNSW](#) in your Faculty or Division. Note: Some Allies may not necessarily have experience with gender affirmation but are still willing to help.

### **A Trusted Colleague**

You may identify a trusted colleague who agrees to guide you through your Gender Affirmation Planning, and connect you with the UNSW supports mentioned above, and/or accompany you to meetings with your manager.

### **UNSW's Employee Assistance Program (EAP)**

UNSW's Employee Assistance Program (EAP) is a confidential and free counselling service for all UNSW staff and their immediate family members. The service maintains complete confidentiality and privacy and does not share any identifying data with UNSW. [Find out more about the EAP](#).

### Recommendation 3: Develop a Gender Affirmation Plan

Staff affirming their gender are encouraged to develop a [Gender Affirmation Plan](#) (link to template). This plan sets out clearly the actions agreed upon by yourself and your manager and includes any obligations to be met by your manager on behalf of the University. In the absence of a plan, your managers may be unsure of your expectations and what assistance you require, and important administrative timelines may be missed.

The development of a Gender Affirmation Plan may be done individually or in consultation with your manager or a trusted support person. As well as ensuring you have the emotional support needed, there are many factors to consider when affirming gender in the workplace including:

- administrative matters including change of name, title, gender, email address and UNSW staff identity card; noting that if you would like to change your given name in UNSW systems, evidence of legal name changes is required
- communications/information to be shared with colleagues, clients and other relevant people
- if you would like Access, Equity and Inclusion to provide a gender affirmation awareness session for your colleagues or work team, and the timing of this session
- changes to work arrangements (flexible working)
- leave entitlements (gender transition leave)
- supports available to the staff member for personal and work-related matters
- timeframes for legal document changes and/or any hormones/medical treatment/procedures can affect work.

Once a Gender Affirmation Plan has been developed, and with your consent, the manager will liaise with the Diversity and Inclusion Team and Human Resources Business Partnering Team to arrange implementation of the agreed actions.

Submitting a Gender Affirmation Plan to Human Resources is not required. If developing a Gender Affirmation Plan is too formal for you, or not considered useful, it is still helpful for you to inform the University of any required amendments to employment records resulting from gender affirmation.

### Recommendation 4: Know the relevant Employment Policies and Processes

#### Leaves of absence

Staff are entitled to access 5 days gender transition leave. This leave is in addition to annual and personal leave entitlements. For more information, refer to the Enterprise Agreements Clause 45 ([Professional](#)) and Clause 38 ([Academic](#)).

#### Flexible working arrangements

UNSW recognises the need for staff to be able to balance and integrate their work and other life responsibilities by providing a range of options on how, where, and when to work. Professional and Academic staff can request flexible work. The type of flexibility, such as working from home and reduced hours, can differ depending on individual needs and job roles.



For more information refer to the [Flexible Work Policy](#) and [Toolkit](#).

### Updating university records

It is the responsibility of all staff members to update their personal records at UNSW. Keep in mind that it may take up 5 business days for some record changes to take effect. Please consider this timeframe when requesting any changes.

Records of previous name or gender will be maintained where required by law or by UNSW's record keeping policies. If the University is unable to make the required change to any record held it will notify the Staff Member of additional actions required.

Updates	Process and things to know
<p><b>Preferred name (informal name) in your UNSW record</b></p> <p>Evidence or ID verification is <u>NOT</u> required.</p>	<p><b>You can immediately change your preferred name in myUNSW.</b> (We acknowledge that 'Chosen name' is more appropriate, however 'Preferred' is the language currently used in UNSW systems)</p> <p><a href="#">Log on to myUNSW</a> &gt; My Staff Profile &gt; My Profile &gt; Name Change &gt; Edit Preferred Name.</p> <p>Within 48 hours, your display name will update in Outlook and other Office365 apps (e.g., Teams, log in to staff account). You must log out of all apps and log back in for the change to take effect.</p> <p>To update the email address alias itself, refer to Email Address section below.</p> <p><b>Notes:</b> <i>This change will not result in any change to your primary name (formal name) in your existing University record. You must contact IT to update your email address (see 'email address' section below).</i></p>
<p><b>Primary name (formal/legal name) in your UNSW record</b></p> <p>Evidence <u>IS</u> required.</p>	<p><b>Changing your legal name on UNSW records is a formal process.</b></p> <p>In order to change your primary (formal) name in your staff record, you must first change your legal name with the <a href="#">NSW Registry of Births, Deaths &amp; Marriages</a> or <a href="#">ACT Access Canberra</a>.</p> <p>If you need support with changing your legal name, contact Inner City Legal Centre. Details are listed in <a href="#">Section 12</a> of this Guideline.</p> <p>Once you have received your certificate, submit it via <a href="#">myUNSW</a>. Logon &gt; My Staff Profile &gt; My Profile &gt; Name Change &gt; Edit Primary Name &gt; Attach documents.</p> <p><b>Note:</b> <i>Documentary evidence of legal name change from the NSW Registry of Births, Deaths &amp; Marriages or ACT Access Canberra can include:</i></p> <ul style="list-style-type: none"> <li>• <i>Change of Name Certificate</i></li> <li>• <i>Updated birth certificate</i></li> </ul>
<p><b>Moodle display name</b></p> <p>Evidence or ID verification is <u>NOT</u> required</p>	<p><b>You can immediately change your display name in Moodle.</b></p> <p>To update your display name on the Moodle e-learning system, <a href="#">log into Moodle</a> &gt; on the dashboard, click your name &gt; Profile &gt; Edit Profile &gt; Change First Name</p> <p><b>Note:</b> <i>Verification of identity is <b>not</b> required, nor is any rationale for the change. This change will not result in any change to your primary name in the existing University record</i></p>

<p><b>Gender marker in your UNSW record</b></p> <p>Evidence or ID verification is <u>NOT</u> required.</p>	<p>Contact your <a href="#">Faculty / Division Human Resources Business Partnering team</a> to request a gender marker change.</p> <p>Currently, the three gender markers in UNSW systems are Male / Female / Unknown (Indeterminate/Intersex/Unspecified).</p> <p><b>Note:</b> <i>The Division of Equity Diversity and Inclusion acknowledge that the three gender markers do not accurately and appropriately capture gender diversity and work is underway to improve our data collection systems.</i></p>
<p><b>Title in your UNSW record</b></p> <p>Evidence is <u>NOT</u> required for social title changes unless changing to a legally recognised title, e.g. Dr.</p>	<p>Contact your <a href="#">Faculty / Division Human Resources Business Partnering Team</a> to request a title change.</p> <p>The gender inclusive title option <b>Mx</b> is available, or you may choose to request that your title is <b>blank</b>.</p> <p>You may wish to request this when changing your gender marker.</p> <p><b>Note:</b> <i>For social title changes, verification of identity is <b>not</b> required, nor is any rationale for the change. For legal title changes, e.g., Dr, verification is required.</i></p>
<p><b>Email address</b></p>	<p>After the preferred email address has been changed in myUNSW, <b>contact UNSW IT</b> on 9385 1333 or <a href="mailto:ITServiceCentre@unsw.edu.au">ITServiceCentre@unsw.edu.au</a> to request the email address alias is updated accordingly.</p> <p>You may wish to ask IT about updating your computer log in details at the same time.</p> <p><b>Note:</b> <i>Preferred name must first be changed via myUNSW</i></p>
<p><b>Pronouns on MS Teams</b></p>	<p><b>You can add pronouns to your display name on MS Teams by following the steps below:</b></p> <ul style="list-style-type: none"> <li>• Select your profile picture in the upper right corner of Teams, then select your name/email address on your profile card.</li> <li>• On your profile card, select <b>+ Pronouns</b> or the pronouns listed below your name.</li> <li>• To add or change your pronouns, select from the examples (only available in English), or enter your own. To delete, remove your pronouns.</li> <li>• Select <b>Save</b> to update your profile. Select <b>Cancel</b> if you don't want to save your changes. Changes are updated and reflected on your profile card immediately after you select <b>Save</b>.</li> <li>• Select <b>Got it</b> to exit the confirmation dialog.</li> </ul>
<p><b>Pronouns on Zoom</b></p>	<p><b>You can add your pronouns on Zoom in two ways:</b></p> <ul style="list-style-type: none"> <li>• If you have a Zoom license, click your initials in the top right &gt; Settings &gt; Profile &gt; Edit your profile &gt; Pronouns</li> <li>• If are in a meeting, click 'Participants' &gt; Hover over your name, click the three dots '...' &gt; 'Rename' or 'Share My Pronouns'. Your pronouns will appear next to your display name in your participant video or thumbnail and next to your display name in the 'Participants' list.</li> </ul> <p><a href="#">More information about sharing pronouns.</a></p>
<p><b>Log Ins – for computer and/or additional systems</b></p>	<p><b>Contact UNSW IT</b> (details above). You may wish to do this at the same time you update your email address.</p>
<p><b>Email distribution/ mailing lists</b></p>	<p>Contact the relevant person who manages the distribution list, if known; otherwise, contact UNSW IT (details above).</p>

<b>ID card</b>	Once you change your preferred name or primary name via myUNSW, <b>contact Estate Management</b> for a new ID card. Estate Management administers all ID cards. Their service counter is located on Level 2, Mathews Building (F23). Ph. 9385 5111 or <a href="mailto:estate@unsw.edu.au">estate@unsw.edu.au</a> . <b>Note:</b> Preferred name change is via myUNSW
<b>Name on Research Project Financial System (Academic Staff)</b>	If you are an <b>academic staff member</b> with access to finances for your research projects, you will need to contact your <a href="#">Faculty/Divisional Finance Services Team</a> and request your name be updated in 'NSF'
<b>Changing your name on desk / office door</b>	<b>Contact Estate Management</b> (details above) and ask to speak to your Faculty / Divisions Client Facilities Manager.
<b>Requesting new business cards</b>	<b>Ask your manager</b> to place a new order through your faculty/divisional administration or operations team
<b>Updating the online UNSW Staff Directory</b>	Once your preferred name and/or legal name and email is updated, this will automatically update the online UNSW Staff Directory on the HR Hub within 48 hours.
<b>Updating web pages that show name/contact details</b>	The team who manages your faculty/divisional website is likely your External Relations Business Partner. Alternatively, you can submit a website update request through <a href="#">DEX requests portal</a> .
<b>Voicemail</b>	You can update your voicemail: dial 58222 from your handset > enter security code (default = 1234) > dial 3 > dial 4   <a href="#">More information</a>
<b>Organisational charts / phone lists</b>	Contact the administrator in your faculty or division.
<b>Qualifications</b>	If you are also a student, or have UNSW qualifications and want to change your records, contact Student Central on 9385 8500 or submit an <a href="#">online enquiry</a> .
<b>Superannuation / insurances policies</b>	Contact your relevant insurance / superannuation provider. UniSuper is the industry fund for the tertiary sector. If you are with UniSuper, you can contact UNSW's <a href="#">on-campus UniSuper consultant</a> .

## Recommendation 5: Know how to report harmful and disrespectful behaviour

UNSW encourages reporting of behaviour that is harmful and disrespectful so it can be addressed to ensure UNSW is a safe and respectful workplace for everyone.

Breaches of the [Equity Diversity & Inclusion Policy](#) (specifically Principles 2.3, 2.4 and 2.5) may result in disciplinary action under the [UNSW Code of Conduct](#).

### Emergencies

If you are on campus, call [UNSW Security Rapid Response](#) on **9385 6666** as your first contact point for any incident or emergency on campus 24 hours a day, 7 days a week. Security will contact emergency services and can direct them to your location on campus.

**At any time in any place in Australia, if you or others feel at risk, or consider the situation to be an emergency, call the Police or an ambulance on 000.**

There are also Help Points strategically placed around campus which directly connect to the Security Rapid Response control room. Find the [Help Points](#) on this map.

You can also download the StaySafe@UNSW app to your smart phone for direct access to:

- Emergency contacts
- Request a safety escort
- Track the night security bus
- Use the Friends Walk feature

### **How to make a complaint**

Staff may submit complaints for themselves or for/on behalf anyone they know that are feeling unsafe or unsure of what to do about threatening or unwanted behaviour. All complaints can be made through the [UNSW Staff Complaints Portal](#). For more information, refer to the [Staff Complaints Procedure](#).

If you would like assistance with making a complaint or would like to discuss your complaint, you can contact your Human Resources Business Partnering Team for a confidential discussion. If you are unsure who the best contact is, the [Human Resources Hub](#) (staff-only intranet) provides a directory of dedicated faculty and division Human Resources contacts. Otherwise, contact Human Resources reception at [hr@unsw.edu.au](mailto:hr@unsw.edu.au) or 02 9385 2711 between 8:30am to 4:30pm. *Note: Human Resources is not an emergency service.*

### **External complaints**

All staff have the right to lodge complaints externally if dissatisfied with the outcome of the UNSW complaints process. External complaints can be lodged with any of the following agencies:

- [NSW Ombudsman](#)
- [NSW Anti-Discrimination Board](#)
- [ACT Human Rights Commission](#)
- [Australian Human Rights Commission](#)
- [Independent Commission Against Corruption](#)
- [NSW Police Force Information and Privacy Commission](#)

### **Reporting Gendered Violence sexual misconduct**

The [UNSW Gendered Violence Portal](#) allows anyone to report an incident of sexual assault or harassment, whether they are directly affected, are witness to an incident or they are support person.

Reports can be made anonymously. [Anyone can report gendered violence here.](#)

## 8. For Managers supporting staff affirming their gender

### Responsibility 1: Provide support to staff members affirming their gender

As a manager, you may be asked to provide support and guidance to a staff member affirming their gender in the workplace. Everyone has a different level of knowledge and confidence about gender affirmation and how to best assist staff through the process. To learn more, refer to [12. External Support & Resources](#).

If a staff member comes to you seeking guidance and/or support:

- Take them seriously, allowing them the time and space to have a serious conversation with you.
- Be calm and supportive, knowing that the staff member will be sensitive to your first reaction/response.
- Be honest, open, and respectful, remembering that the staff member is also likely to be feeling vulnerable and uncertain about how their gender affirmation will impact on their work and their relationship with you as their manager.
- Listen closely and carefully, checking in with them as they explain and discuss their needs.
- Allow the staff member to drive the process. They are the expert of their own experience and are to be included in every decision made and every action taken related to their gender affirmation. It is essential that no assumptions are made.
- Be mindful that some staff may not feel comfortable approaching someone in a management or leadership position and may ask to bring a support person or seek alternative channels for support before coming to you.

### Responsibility 2: Seek advice from Access, Equity and Inclusion and HR throughout the process

As a manager, you can receive advice from [Access, Equity and Inclusion](#) and your HR Business Partnering Team (find your designated HR contact on the [HR Hub](#)) to assist you to better understand the process and guide you.

Ensure you are familiar with this Guideline, your legal responsibilities and the areas within a [Gender Affirmation Plan](#) (see [Responsibility 4](#) below) which may need to be addressed.

### Responsibility 3: Know the relevant UNSW Employment Policies and Processes

#### Leaves of absence

Staff are entitled to access 5 days [Gender Transition Leave](#) in addition to annual and personal leave. See [Enterprise Agreements](#) Clause 45 (Professional) and Clause 38 (Academic).

## Flexible working arrangements

UNSW recognises the need for staff to be able to balance and integrate their work and other life responsibilities by providing a range of options on how, where, and when to work. Professional and academic staff can request flexible work.

The type of flexibility, such as working from home and reduced hours, can differ depending on individual needs and job roles. For more information refer to the [Flexible Work Policy](#) and [Toolkit](#).

## Updating University records

As a manager, you may be asked about the process for updating or changing university records. It is the responsibility of all staff members to update their personal records at UNSW and be responsible for requesting any changes of name, title, and gender within University records.

Changes may take up to 5 business days to become effective. Managers should be aware of any impact of the time delay on gender affirmation and communications planning and consider this timeframe when supporting staff to request changes. Managers can contact their HRBP team or Access, Equity and Inclusion if you are unsure on any of the processes in the table below.

Updates	Process and things to know
<p><i>Preferred name</i> (informal name) in UNSW record</p> <p><b>Evidence or ID verification is <u>NOT</u> required.</b></p>	<p><b>The staff member</b> can immediately change their preferred name in myUNSW.</p> <p><b>Encourage the staff member to:</b> <a href="#">Log on to myUNSW</a> &gt; My Staff Profile &gt; My Profile &gt; Name Change &gt; Edit Preferred Name.</p> <p>Within 48 hours, your display name will update in Outlook and other Office365 apps (e.g., Teams). You must log out of all apps and log back in for the change to take effect.</p> <p>To update the email address alias itself, refer to <i>Email Address</i> below.</p> <p><b>Note for manager:</b> <i>This change in preferred name will not result in any change to primary name (formal name) in your existing University record. You must contact IT to update your email address (see 'email address' section below).</i></p>
<p><i>Primary name</i> (formal name) in UNSW record</p> <p><b>Evidence <u>is</u> required.</b></p>	<p><b>This is a formal process initiated by the staff member.</b></p> <p>In order to change a legal record in the UNSW staff record, <b>the staff member</b> has to first change their legal name with the <a href="#">NSW Registry of Births, Deaths &amp; Marriages</a> or <a href="#">ACT Access Canberra</a>.</p> <p>Once they have received their certificate, they must submit it via <a href="#">myUNSW</a>. Logon &gt; My Staff Profile &gt; My Profile &gt; Name Change &gt; Edit Primary Name &gt; Attach documents.</p> <p><b>Note for manager:</b> <i>This step requires formal evidence. Documentary evidence of legal name change from the NSW Registry of Births, Deaths &amp; Marriages or ACT Access Canberra can include:</i></p> <ul style="list-style-type: none"> <li>• <i>Change of Name Certificate</i></li> <li>• <i>Updated birth certificate</i></li> </ul>

<p><i>Moodle display name</i></p> <p><b>Evidence or ID verification is <u>NOT</u> required</b></p>	<p><b>The staff member</b> can change their Moodle display name immediately.</p> <p>To update display name on the Moodle e-learning system, <b>the staff member</b> must <a href="#">log into Moodle</a> &gt; on the dashboard, click their name &gt; Profile &gt; Edit Profile &gt; Change First Name</p> <p><b>Note for manager:</b> <i>This change will not result in any change to their given name in the existing University record</i></p>
<p><i>Gender marker in UNSW record</i></p> <p><b>Evidence or ID verification is <u>NOT</u> required.</b></p>	<p><b>The staff member</b> is to contact the designated Faculty / Division Human Resources Business Partnering team to request a gender marker change.</p> <p>A staff member cannot change their own gender marker online on myUNSW. Currently, the three gender markers in UNSW systems are Male / Female / Unknown (Indeterminate/Intersex/Unspecified).</p> <p><b>Note:</b> <i>The Division of Equity Diversity and Inclusion acknowledge that the three gender markers do not accurately and appropriately capture gender diversity and work is underway to improve our data collection systems.</i></p>
<p><i>Title in UNSW record</i></p> <p><b>Evidence is <u>NOT</u> required for social title changes unless changing to a legally recognised title, e.g. Dr.</b></p>	<p><b>The staff member</b> is to contact the designated Faculty / Division Human Resources Business Partnering Team to request title changes.</p> <p>The gender inclusive title option <b>Mx</b> is available, or you may choose to request that your title is <b>blank</b>.</p> <p>You may wish to request this when changing your gender marker.</p> <p><b>Note:</b> <i>For social title changes, verification of identity is <b>not</b> required, nor is any rationale for the change. For legal title changes, e.g., Dr, verification is required.</i></p>
<p><i>Email address</i></p>	<p>To change an email address, <b>the staff member</b> must first change their preferred name via MyUNSW.</p> <p>After the preferred email address has been changed in MyUNSW, the staff member should contact UNSW IT on 9385 1333 or <a href="mailto:ITServiceCentre@unsw.edu.au">ITServiceCentre@unsw.edu.au</a> to request the change to email address alias. The staff member may also ask about updating their computer log in details at the same time.</p>
<p><i>Pronouns on MS Teams</i></p>	<p><b>You can add pronouns to your display name on MS Teams by following the steps below:</b></p> <ul style="list-style-type: none"> <li>• Select your profile picture in the upper right corner of Teams, then select your name/email address on your profile card.</li> <li>• On your profile card, select <b>+ Pronouns</b> or the pronouns listed below your name.</li> <li>• To add or change your pronouns, select from the examples (only available in English), or enter your own. To delete, remove your pronouns.</li> <li>• Select <b>Save</b> to update your profile. Select <b>Cancel</b> if you don't want to save your changes. Changes are updated and reflected on your profile card immediately after you select <b>Save</b>.</li> <li>• Select <b>Got it</b> to exit the confirmation dialog.</li> </ul>
<p><i>Pronouns on Zoom</i></p>	<p><b>You can add your pronouns on Zoom in two ways:</b></p> <ul style="list-style-type: none"> <li>• If you have a Zoom license, click your initials in the top right &gt; Settings &gt; Profile &gt; Edit your profile &gt; Pronouns</li> <li>• If are in a meeting, click 'Participants' &gt; Hover over your name, click the three dots '...' &gt; 'Rename' or 'Share My Pronouns'. Your pronouns will appear next to your display name in your participant video or thumbnail and next to your display name in the 'Participants' list.</li> </ul> <p><a href="#">More information about sharing pronouns.</a></p>



Log Ins – for computer and/or additional systems	<b>The staff member</b> contacts UNSW IT (details above). They may do this at the same time they update their email address.
Email distribution/mailling lists	<b>The staff member</b> contacts the relevant person who manages distribution list, if known; otherwise, contact UNSW IT (details above).
UNSW Staff ID card	Once they change their preferred name via myUNSW, <b>the staff member</b> needs to contact Estate Management for a new ID card. The EM service counter is located on Level 2, Mathews Building (F23). Ph. 9385 5111 or <a href="mailto:estate@unsw.edu.au">estate@unsw.edu.au</a> .
Name on Research Project Financial System (Academic Staff)	If the staff member is an academic with access to finances for research projects, they need to contact their <a href="#">Faculty/Divisional Finance Services Team</a> and request their name be updated in NS Financials.
Changing your name on desk / office door	The staff member contacts Estate Management (details above) faculty / divisions Client Facilities Manager.
Updating the online UNSW Staff Directory	Once the staff member's preferred name and/or legal name and email is updated, this will automatically update the online Staff Directory on the HR Hub (intranet) within 48 hours.
Updating web pages that show name/contact details	Faculty/divisional websites are likely managed through an External Relations (DEx) Business Partner. The staff member can request a website update through the <a href="#">DEx requests portal</a> .
Voicemail	The staff member can update their own voicemail recording. Dial 58222 from the handset > enter security code (default = 1234) > dial 3 > dial <a href="#">More information</a>
Requesting new business cards	MANAGER places order through faculty/divisional administration or operations team
Organisational charts / phone lists	MANAGER organises the update of the work area organisational chart and phone lists.
Qualifications	If the staff member is also a student, or has UNSW qualifications and wants to change their records, the staff member can contact Student Central 9385 8500 or submit an <a href="#">online enquiry</a> .
Superannuation / insurances policies	The staff member can contact their relevant provider. UniSuper has <a href="#">on- campus UniSuper consultants</a> .

#### Responsibility 4: Offer to collaborate on drafting a Gender Affirmation Plan

Managers can encourage and guide their staff to draft a Gender Affirmation Plan. Note that information shared by a person affirming their gender is given in confidence and may only be shared with their permission. Managers should adopt a case-by-case, and person-centred approach and allow the staff member who is affirming their gender to drive the process. A staff member may choose not to have a plan, or not to share their plan. If the staff member prefers to develop the plan independently, offer to review the plan and discuss it with them afterwards. See [Gender Affirmation Plan Template](#).



The following areas are likely to be included in a Gender Affirmation Plan:

- administrative matters including change of name, title, gender, email address and UNSW staff identity card; noting that if the staff member would like to change their given name in UNSW systems, evidence of legal name changes are required
- communications/information to be shared with colleagues, clients and other relevant people
- a gender affirmation awareness session for colleagues or team, and the timing of this session
- changes to work arrangements
- gender affirmation leave entitlements
- supports available to the staff member for personal and work-related matters
- timeframes for changes to legal documents and/or any hormones/medical treatment/procedures which may affect the staff member's working life.

## **Responsibility 5: Discuss Plan with Access, Equity and Inclusion and/or HR Business Partnering Team**

If a plan is drafted, and the staff member gives consent, managers may discuss the implementation of the plan with [Access, Equity and Inclusion](#) and/or with their Human Resources Business Partner (see directory on [HR Hub](#)). If the staff member prefers, this conversation can be in confidence without revealing the details of the staff member.

Access, Equity and Inclusion and HR will work with managers and the staff member through all stages of the gender affirmation process at UNSW. This includes offering confidential support to help guide managers who may find the process new and challenging.

To support the staff member's team, Access, Equity and Inclusion can organise a gender affirmation awareness workshop for the team (and other colleagues where appropriate). This allows a safe space for Q&A, for better understanding gender affirmation and the gender affirmation process, practical tips for respectful behaviour, and a reminder of workplace and legal obligations.

Access, Equity and Inclusion can also recommend educational resources and internal and external community networks and support services that managers might like to explore. All resources are updated regularly on the [EDI website](#).

There may also be opportunity to connect with other managers who have successfully supported staff through the gender affirmation process at UNSW. Specialist advice and guidance can also be sought by managers through UNSW's workplace inclusion partner Pride in Diversity. See [12. External Support & Resources](#).

## Responsibility 6: Communicating gender affirmation

It is important that workplaces are comfortable and welcoming for all staff, especially those who are affirming their gender. Managers have a responsibility to ensure that team members understand, are aware of the situation and know how to appropriately respond. This is especially true for those who work closely with the staff member on a regular basis.

It is recommended that the manager and the staff member who is gender affirming, discuss the preferred method of communicating their gender affirmation, for example, an email to the team outlining the situation, giving staff concrete advice about inclusive language and appropriate behaviour (what to say or not to say) and reminding them of their legislative obligations, the [UNSW Code of Conduct](#) and the [UNSW Values in Action](#).

References to resources, such as news stories on [SBS Pride](#), information on [TransHub](#), and videos like [ABC's You Can't Ask That](#) and [BBC's Free Speech](#) could be included so colleagues can seek more information about gender affirmation, and how best to support the staff member. See section [12. External Support & Resources](#).

Managers can work with the staff member to decide on email content, the recipient list (based on working relationships) and timing. Managers must only send communications with the permission of the staff member affirming their gender. See [Email Communications Templates](#).

In addition to email communication, people may like to set up face-to-face or video team briefings (as a group), or 1:1 briefings, to share the news of their gender affirmation (with or without the staff member present at the briefings). Managers may be asked to organise these briefings on behalf of the staff member.

## Responsibility 7: Be informed – Professional Development for Managers and Teams

A lack of knowledge and awareness of gender affirmation can create general discomfort, tension, and anxiety in a workplace where a staff member is gender affirming.

While everyone is expected to behave in accordance with policies, there also needs to be opportunity for asking questions, clarifying expectations, and receiving accurate and timely information. As noted in *Recommendation 4* above, managers can contact the Access, Equity and Inclusion to organise gender affirmation awareness training for teams through UNSW's partnership with ACON's LGBTQIA+ workplace inclusion partner 'Pride in Diversity'. These sessions can be conducted without the staff member present.

Team members who are in regular contact with the staff member affirming their gender are also encouraged to seek further information. See resources in [12. External Resources & Support](#).

## Responsibility 8: Addressing and reporting harmful & disrespectful behaviour

UNSW encourages reporting of behaviour that is harmful and disrespectful so it can be addressed to ensure UNSW is a safe and respectful workplace for everyone. If expected standards of behaviour are not being shown toward the staff member affirming their gender, managers may address the issue in consultation with the HRBP team and Diversity & Inclusion team. Failing this, staff can act according to [UNSW's complaint mechanisms](#).

If anyone ignores the [Equity, Diversity and Inclusion Policy](#) (specifically Principles 2.3, 2.4 and 2.5), they may be disciplined under the [UNSW Code of Conduct](#).

### Emergencies

If you are on campus, call [UNSW Security Rapid Response](#) on 9385 6666 as your first contact point for any incident or emergency on campus 24 hours a day, 7 days a week. Security will contact emergency services and can direct them to your location on campus.

**At any time in any place in Australia, if you or others feel at risk, or consider the situation to be an emergency, call the Police or an ambulance on 000.**

There are also Help Points strategically placed around campus which directly connect to the Security Rapid Response control room. Find the [Help Points](#) on this map.

You can also download the StaySafe@UNSW app to your smart phone for direct access to:

- Emergency contacts
- Request a safety escort
- Track the night security bus
- Use the Friends Walk feature

### How to make a complaint

If expected standards of behaviour are not being shown toward the staff member, the Manager should address the issue at local level in consultation with the Human Resources Business Partner and Access, Equity and Inclusion. Failing this, managers can act according to the University's complaint mechanisms. Managers will be aware of complaint management processes at UNSW.

Any staff member, including managers, may lodge complaints for themselves or for/on behalf of others. All complaints can be made through the [UNSW Staff Complaints Portal](#). For more information, refer to the [Staff Complaints Procedure](#).

For confidential assistance on making a complaint or to discuss the complaints process, contact your [HR Business Partner](#).

### External complaints

All staff have the right to lodge complaints externally if unsatisfied with the outcome by the UNSW complaints process. External complaints can be lodged with any of the following agencies:

- [NSW Ombudsman](#)

- [NSW Anti-Discrimination Board](#)
- [ACT Human Rights Commission](#)
- [Australian Human Rights Commission](#)
- [Independent Commission Against Corruption](#)
- [NSW Police Force Information and Privacy Commission](#)

### How to report gendered violence

The [UNSW Gendered Violence Portal](#) allows anyone to report an incident of sexual assault or harassment, whether they are directly affected, are witness to an incident or they are support person.

Reports can be made anonymously. [Anyone can report gendered violence here.](#)

Managers are to lodge *all* reports / allegations of gendered violence as soon as they are informed of them, in order to get timely assistance.

Managers should note that breaches of the UNSW [Equity Diversity & Inclusion Policy](#) (specifically Principles 2.3, 2.4 and 2.5) may result in disciplinary action under the [UNSW Code of Conduct](#).

Managers need to be aware that any staff member can also lodge complaints externally if unsatisfied with the outcome from the UNSW complaints process. External complaints can be lodged with any of the following agencies:

- [NSW Ombudsman](#)
- [NSW Anti-Discrimination Board](#)
- [ACT Human Rights Commission](#)
- [Australian Human Rights Commission](#)
- [Independent Commission Against Corruption](#)
- [NSW Police Force Information and Privacy Commission](#)

## 9. For Human Resources Professionals supporting staff affirming their gender

### Responsibility 1: Provide support to the staff member affirming their gender

As a Human Resources professional, you may be asked to provide support and guidance to a staff member affirming their gender in the workplace. In the first instance, listen carefully as you would to any other staff member. If this is new for you, let the staff member know that you will need some time to read through this Guideline, consult colleagues and [Access, Equity and Inclusion](#) to learn the process required.

Be mindful that some staff members affirming their gender may not feel comfortable approaching a manager and may contact you in the first instance, and/or at different times throughout their gender affirmation. Every gender affirmation process should be person-centred, driven by the staff member, and approached on a case-by-case basis.

When approached:

- Be honest, open, and respectful, remembering that the staff member is also likely to be feeling vulnerable and uncertain about how you will respond and how their gender affirmation will affect their workplace experience
- Be sensitive to the situation and listen closely so they can have the space and time to explain and discuss their individual needs
- Include the staff member in every decision made and every action taken and be careful not to make assumptions
- Encourage staff to speak with their manager only when they feel ready. You can offer to accompany them to meetings or offer to speak to their manager, with their permission, on their behalf.

## **Responsibility 2: Work collaboratively with Access, Equity and Inclusion**

It is recommended that HR work closely with [Access, Equity and Inclusion](#) to support the staff member, their manager, colleagues and teams. This will ensure an informed, consistent, and careful approach will be taken. Where a gender affirmation implementation plan is developed, and the staff member gives permission, HR, Access, Equity and Inclusion and Managers can work together to ensure successful outcomes.

## **Responsibility 3: Be informed - Professional Development for HR**

Human Resources Professionals will have different levels of understanding, knowledge and experience working with staff undertaking gender affirmation. [Access, Equity and Inclusion](#) can answer questions on gender affirmation in the workplace, point you towards resources and connect you with HR professionals who have previously assisted staff through gender affirmation.

There may also be the option of a gender affirmation awareness workshop for the HR team. See [12. External Support & Resources](#).

## **Responsibility 4: Assist with updates of university records**

As a Human Resources Professional, you are responsible for assisting staff to update their records (see table below).

<p>Primary name (formal name) in your UNSW record</p> <p>Evidence or ID verification is <b>NOT</b> required.</p>	<p>This is a formal process for staff which can be done via myUNSW. Once the staff member submits the change request, the <b>Faculty / Division Human Resources Business Partnering team</b> are responsible for reviewing legal name documentation and approving it in the UNSW system.</p> <p>In order for staff to change their primary (formal) name in their staff record, they must first change legal name with the <a href="#">NSW Registry of Births, Deaths &amp; Marriages</a> or <a href="#">ACT Access Canberra</a>.</p> <p>Once they have received a certificate, they must submit it via <a href="#">myUNSW</a>. Logon &gt; My Staff Profile &gt; My Profile &gt; Name Change &gt; Edit Primary Name &gt; Attach documents.</p> <p><b>Note:</b> <i>Documentary evidence of legal name change from the NSW Registry of Births, Deaths &amp; Marriages or ACT Access Canberra can include:</i></p> <ul style="list-style-type: none"> <li>• Change of Name Certificate</li> <li>• Updated birth certificate</li> </ul>
<p>Gender marker in UNSW record</p> <p>Evidence or ID verification is <b>NOT</b> required.</p>	<p>The staff member must contact <b>Faculty / Division Human Resources Business Partnering team</b> to request a gender marker change.</p> <p><b>No evidence or verification of identity is required.</b></p> <p>Currently, the three gender markers in UNSW systems are Male / Female / Unknown (Indeterminate/Intersex/Unspecified).</p> <p><b>Note:</b> <i>The Division of Equity Diversity and Inclusion acknowledge that the three gender markers do not accurately and appropriately capture gender diversity and work is underway to improve our data collection systems.</i></p>
<p>Title in UNSW record</p> <p>Evidence is <b>NOT</b> required for social title changes unless changing to a legally recognised title, e.g. Dr.</p>	<p>The staff member must contact <b>Faculty / Division Human Resources Business Partnering team</b> to make a title change.</p> <p>The gender inclusive title option <b>Mx</b> is available, or you may choose to request that your title is <b>blank</b>.</p> <p><b>No evidence or verification of identity required.</b></p> <p>A staff member can request to amend their title in their UNSW record. This can be requested when changing their gender marker.</p> <p><b>Note:</b> <i>For social title changes, verification of identity is <b>not</b> required, nor is any rationale for the change. For legal title changes, e.g., Dr, verification is required.</i></p>

## 10. For colleagues supporting staff affirming their gender

### Recommendation 1: Provide support to staff members affirming their gender

Colleagues can be great source of support for individuals affirming their gender.

Some people affirming their gender may want to confide in someone or have a ‘buddy’ they feel safe with to support them through their gender affirmation. Taking the time to have a conversation, be a sounding board, and having a regular ‘check in’ can be both helpful and reassuring.

You may have varying levels of knowledge and may not be able to answer questions about processes or procedures immediately, however, it is ok to ask for advice or take more time to get better informed.

If you are their first point of contact, refer them to this Guideline and suggest they develop a Gender Affirmation Plan (see [Gender Affirmation Plan Template](#)) as a first step. You can assist with this as far as you and they feel comfortable.

You can also offer to accompany the staff member to meetings and make referrals to resources and services based on their needs.

You do not need to have completed ally@UNSW training to be an effective ally to someone affirming their gender. Being an effective ally means caring about others, valuing difference and human dignity, offering informed support and guidance, using inclusive language, and taking a stand on the use of inclusive and respectful behaviours in the workplace. Allies can be an immensely positive influence and help alleviate stress and anxiety for people affirming their gender.

### Tips for being an active Ally

- **Encourage others to use the correct names and pronouns for staff affirming their gender.**

If someone else misgenders the staff member by using an incorrect name or pronoun, politely correct them (if the staff member is present or not). See further guidance in [Section 5.3 Use of Personal Pronouns](#) and [Section 5.4 Mistakes and Misgendering](#).

- **Be conscious of your own language**

It is okay to make a mistake. If you do, correct yourself and move on, being mindful not to make a big deal out of it. Consider adding your own pronouns to your email signature or next to your name in online digital platforms like Moodle, Zoom and Teams.

- **Be patient, kind and respectful and avoid giving advice or tips**

Someone who is affirming their gender may experiment with different ways of self-expression (such as language, dress, and naming) as they discover what works for them.

- **ATP (Ask the person) or Don't Ask!**

If you are unsure or concerned about an aspect of gender affirmation, do not be afraid to ask the individual, making sure your questions are respectful and relevant. It is inappropriate, for example, to ask about someone's genitalia, surgery, or sex life.

- **Listen with an open mind**

Everyone is the expert on their own lives and one of the most important roles of an Ally is to listen and respect without judgement or criticism.

- **Be informed**

Check out [12. External Support & Resources](#) for current and relevant information. Do not expect the person affirming their gender to take on the extra role of educating you about gender affirmation. Being positioned as the 'expert' on all things trans and gender diverse is an additional burden.

- **Be careful about confidentiality, information sharing, and 'outing'**

What someone tells you is not necessarily something they want everyone to know. Always keep information in confidence, unless you've been given explicit permission to share.



## Recommendation 2: Seek support for yourself

If you are in the immediate team or work closely with the individual affirming their gender, your manager may organise a gender affirmation awareness session for the team to provide an opportunity to ask questions and better understand gender affirmation.

You may also contact your [Human Resources Business Partner](#) and/or [Access, Equity and Inclusion](#) for confidential support. [UNSW's Employee Assistance Program \(EAP\)](#) is a free, confidential counselling service for all UNSW staff.

There are also many services available for general knowledge and enquiries. See sections [11. On-Campus Support](#) and [12. External Support & Resources](#).

### 11. On-campus support

- **Access, Equity and Inclusion** – An LGBTQIA+ subject matter expert can assist with queries on this Guideline, relevant UNSW policy, gender affirmation awareness training, the ally@UNSW Network, resources, and professional services. [Contact Access, Equity and Inclusion](#).
- **ally@UNSW Network** – An ally@UNSW is someone (staff or student) who is informed about, is sensitive toward and understanding of people of diverse genders, sexes, and sexualities and is available for a confidential discussion if need be. [Contact an Ally](#).

Allies do not necessarily have experience with gender affirmation. [Contact Access, Equity and Inclusion](#) for the possibility of speaking with an ally@UNSW who has lived experience of or has supported someone through gender affirmation..

- **Human Resources Business Partnering (BP) Team** - Advice and assistance on all employment- related issues such as leaves of absence, employment records, reporting complaints and handling manager conversations. If you are unsure who the best contact is, the [Human Resources Hub](#) (staff-only intranet) provides a directory of dedicated faculty and division Human Resources contacts. Otherwise, [email Human Resources reception](#) or call 02 9385 2711 between 8:30am to 4:30pm.
- **UNSW's Employee Assistance Program (EAP)** – A free counselling service for all UNSW employees and their families. [Find out more about the EAP](#).
- **UNSW Security** – UNSW Security is available 24 hours a day, 7 days a week and is located at Gate 2, on High Street. You can contact Security at any time on 9385 6000 or in the event of an emergency on 9385 6666. If you are feeling unsafe, they can also provide safety escorts to accompany you anywhere on campus and a night shuttle bus to pick you up. [Find out more about Security Services](#).

### 12. External support & resources

- [QLife](#) - Telephone counselling, information & referral line available 5.30pm to 10.30pm, 7 days a week. Free Call 1800 184 527 or [online chat](#).



- [Twenty10 incorporating GLCS NSW](#) – Sydney based service working across New South Wales, providing a broad range of specialised services for young people 12-25 including housing, mental health, counselling, and social support. For support and intake call: 02 8594 9555.
- [Minus18](#) – Australia’s largest youth led organisation for gay, lesbian, bisexual and trans youth, providing training, resources, and events. Email [info@minus18.org.au](mailto:info@minus18.org.au).
- [The Gender Centre](#) – An NSW based accommodation service and an education, support, training, and referral resource centre to assist people of diverse genders. Call (02) 9519 7599 between 9:00am to 4:30pm Monday to Friday or email [reception@gendercentre.org.au](mailto:reception@gendercentre.org.au).
- [ACON \(AIDS Council of NSW\)](#) – A NSW community health, inclusion, and HIV response organisation for people of diverse sexualities and genders. Free call 1800 063 060 or [email](#)
- [TransHub](#) – ACON's trans and gender diverse information and resource platform, provides a huge range of free resources on social, medical and legal affirmation, as well as health and support resources for people of diverse genders, sexes and sexualities, allies and clinicians.
- [Pride in Diversity](#) – UNSW is a member of this national not-for-profit employer support program for all aspects of LGBTQIA+ workplace inclusion. All UNSW staff can access Pride in Diversity’s member-only publications, e-learning, and events. [Log in here](#) with Username = UNSW | Password = WorkplaceDiversity17. Pride in Diversity host monthly LGBTQIA+ Awareness sessions.
- [Diversity Council Australia \(DCA\)](#) – UNSW is a member of this peak body, leading diversity and inclusion in the workplace providing research, inspiring events and programs, curated resources, and expert advice across all diversity dimensions. All UNSW staff can access Diversity Council Australia member-only publications, e-learning, and events.
  - Create a personal account which can be done here: <https://www.dca.org.au/user/register>.
  - Provide the details requested and select "University of New South Wales" as the organisation.
- [Inner City Legal Clinic](#): offers the *Trans and Gender Diverse Legal Service* for transgender and gender diverse people experiencing legal issues. It is free NSW legal service that operates by appointment-only every second Monday from 2-6pm. Email [iclc@iclc.org.au](mailto:iclc@iclc.org.au) or call 02 9332 1966 to request an appointment.

## 12.1. Agencies for External complaints

- [NSW Ombudsman](#)
- [NSW Anti-Discrimination Board ACT Human Rights Commission](#)
- [Australian Human Rights Commission](#)
- [Independent Commission Against Corruption](#)
- [NSW Police Force Information and Privacy Commission](#)

### 13. Legislation references

- [Sex Discrimination Act 1984](#) (Cth)
- [Sex Discrimination Amendment \(Sexual Orientation, Gender Identity and Intersex Status\) Bill 2013](#)
- [Anti-Discrimination Act 1977](#) (NSW)
- [Standard for Sex, Gender, Variations of Sex Characteristics and Sexual Orientation Variables](#) (Australian Bureau of Statistics)
- [Recognition of Sex and Gender](#) (Australian Government Guidelines)
- [Fair Work Act 2009](#) (Cth)

### 14. Appendix

- 14.1 [Gender Affirmation Plan Template](#)
- 14.2 [Checklist Template](#)
- 14.3 [Email Communications Templates](#)