



# Building **Trans** Inclusive Workplaces

November 2024



## Acknowledgement to country

We respectfully acknowledge the Traditional Custodians of the lands on which we live, learn and work. We pay our respects to Elders past and present, including all Rainbow Elders. We acknowledge that sovereignty was never ceded.

Created by artist Wayde Clarke, known as Alejandro Lauren, a Wiradjuri and Birpai man and member of the LGBTQIA+ community, the artwork of the Inclusion Flag is comprised of journey lines and meeting places which symbolise the inclusion of everyone and the importance of recognition.







A message from

## Pip Dexter

**She/Her**

Chief People & Purpose Officer

"I'm committed to the wellbeing and empowerment of all our people. Our focus on transgender inclusion reflects our dedication to removing barriers, and creating a safe, inclusive, and respectful environment.

When workplaces truly embrace inclusion, they foster a culture where everyone can bring their whole selves to work. This is key to driving innovation and fuelling growth. Let's continue leading with purpose, breaking down barriers, and creating communities where everyone can thrive."



A message from

## Abs Osseiran

**He/Him**

Partner and StandOUT Network Sponsor

"Everyone, no matter their gender identity, deserves dignity, respect, and equality.

Transgender individuals face unique challenges and discrimination, and it's our responsibility to foster a safe, inclusive environment where they can be their true selves, both at Deloitte and beyond.

By advocating for transgender inclusion, we support our colleagues and strengthen our LGBTQIA+ community."

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# Context, vision and journey



A message from

# Tina McCreery

**She/Her**

Chief Human Resources Officer

“At Deloitte, diversity isn’t just a checkbox – it’s about celebrating the unique perspectives each person brings. By championing transgender inclusion, we’re doing what’s right and making our organisation stronger and more innovative.

Let’s work together to create a workplace where everyone, at Deloitte and beyond, can contribute, feel valued, and thrive.”



# Trans and gender diverse people all over the world experience significant barriers

Around the world, we're seeing positive shifts as more countries recognise and protect transgender (trans) rights, with new laws aimed at preventing discrimination and hate crimes. However, progress is uneven, and in many regions, significant challenges and barriers remain. Transphobia still casts a shadow worldwide, making it tough for many to access healthcare, education, jobs, and be accepted in their communities.

In Australia, trans and gender diverse individuals are nearly 11 times more likely to attempt suicide compared to the general population. Globally, one in five trans people have experienced homelessness at some point in their lives. From a workplace context, people with a trans experience are 67% less likely to be out, 22% less likely to be engaged, and 13% less likely to report feeling safe at work, compared to those with a diverse sexual orientation.

## A NOTE ON INTERSECTIONALITY

We recognise that no inclusion initiative occurs in isolation. Multiple aspects of identity (for example age, care-giving status, race and cultural background, disability status, neurodiversity, sexual orientation, and gender identity) come together or 'intersect' to form each person's identity, and therefore, their experience of inclusion or marginalisation at work. These intersections can add complexity to the barriers to inclusion people face in the workforce. Deloitte is striving to further recognise the intersectionality of our workforce, our clients and our partners, and place an intersectional lens over all of our decision-making processes. If we want our people to bring their whole selves to work, we must recognise that people have diverse identities, and their gender identity is only one facet of their identity.

References: "A systematic review of the mental health of transgender people in Australia," published in the International Journal of Transgenderism (2018). "Transgender Europe's TMM Project" and "National Center for Transgender Equality's U.S. Transgender Survey" (2016).

# Workplaces play a crucial role in fostering inclusion for trans and gender diverse people

By creating policies, practices and a supportive culture, companies can help dismantle barriers and promote equity. Not just within their organisations, but in the way they collaborate and engage with other businesses and society more broadly. It's the responsibility of workplaces to ensure that everyone, regardless of their gender identity, feels valued, respected and celebrated.

The Australian Workplace Equality Index (AWEI) national employee survey results show that employees who feel accepted and are able to be open about their gender identity report better mental wellbeing, engagement, and performance.

AWEI data shows that:

- **7 in 10 (72%) trans employees** who are open to everyone at work feel a sense of belonging in their organisation, compared to 5 in 10 (46%) who are not open at all.
- **7 in 10 (71%) trans employees** who are open at work feel mentally well, compared to 6 in 10 (56%) who are not open.
- Trans employees who are open at work are **100% more likely** to feel like they can be themselves.
- **6 in 10 (59%) trans employees** say their performance is positively impacted by being open at work.
- **2 in 3 (67%) trans employees** say they are more inclined to stay with their organisation because they are open at work.

When looking at trans LGBTQIA+ employees in comparison to cisgender\* LGBTQIA+ employees, AWEI reports that:

- **13% fewer trans employees** feel mentally well.
- **18% fewer trans employees** feel they can be themselves.
- **14% fewer trans employees** feel productive.

References: Pride in Diversity (2024). Australian Workplace Equality Index (AWEI) National Benchmarking Publication. ACON's Pride Inclusion Programs.

\*A person whose gender identity corresponds with the sex registered for them at birth



# Our vision is to help create inclusive and supportive workplaces for trans and gender diverse people everywhere

## Our Platinum Project

Deloitte Australia has been awarded Platinum Employer status by the Australian Workplace Equality Index (AWEI) for our commitment to LGBTQIA+ inclusion. As a Platinum Employer, we've embarked on a two-year Platinum Project focusing on enhancing the experiences of trans employees, including those who are binary, non-binary, gender diverse, or questioning.

Through this project, we have set out to:

- Listen to and understand the experiences of trans and gender-diverse people in organisations across Australia.
- Improve the employee journey for trans and gender-diverse individuals at Deloitte.
- Share insights with other organisations to enhance trans inclusion.
- Help create more inclusive and supportive workplaces everywhere.

We've also brought together trans individuals and DEI professionals from different organisations to build a community focused on advancing trans inclusion. We hope this network will keep growing and connecting even after the project ends.

## How to use this guidance

We're excited to share our findings from the AWEI Platinum Project to help organisations worldwide advance trans inclusion, by implementing real change to systems, processes, policies, and ways of working.

Developed with input from Deloitte employees, Australian organisations, and Pride in Diversity, this guidance draws on our own experiences in implementing a trans inclusion action plan.

Think of this document as a living resource that evolves with our commitment to inclusion. We've focused on creating guidance for organisations to consider – you can find these in the [Moments that matter checklists](#) and [Deep dives](#).

We hope it helps your journey, but keep in mind that our insights may vary based on your context.

When creating policies, remember that trans employees have diverse needs and experiences. Effective policies should reflect this diversity and provide a range of options rather than a one-size-fits-all solution.

# The recommendations in this report have been developed through listening and consultation

## Our Platinum Project

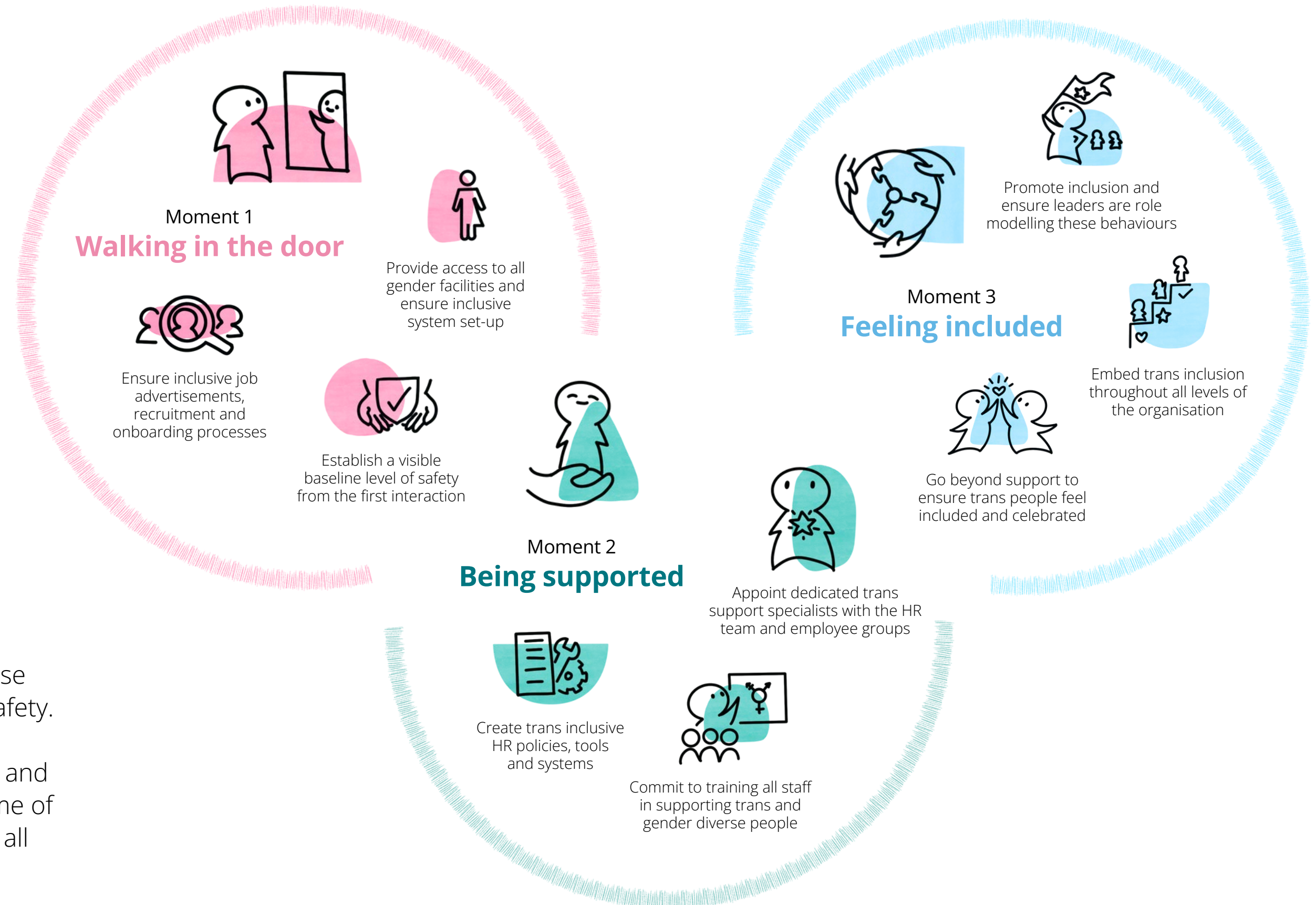
The AWEI Platinum Project has been a catalyst for exploring our current practices and identifying the best ways to support trans inclusion.





# Moments that matter

# The three moments that matter



Through our interviews and consultation, we identified **three moments that matter**.

These moments are key to creating a safe and inclusive experience for trans and gender diverse people, and an environment of psychological safety.

We know that all trans experiences are unique, and individuals are intersectional, but these are some of the small steps organisations can take to make all employees feel safe and included.



Moments that matter

## **Matilda Mills** (she/they)

Senior Consultant – Enabling Areas, Deloitte Australia

Starting a new job is challenging for anyone, from learning new systems to navigating policies and finding your place. For those of us with a trans experience, it can be even more overwhelming.

Every new space makes me consider safety, who will be an ally, and how to navigate my new environment while seeking inclusion.

These 'moments that matter' are about the little things organisations can do to show support for trans people—from ensuring respect from day one, to providing equal access and not placing the burden of training others solely on us. We want to be visible.

No organisation will get it perfect on the first try—I still get misgendered occasionally—but showing genuine effort is crucial. Supporting trans people means supporting everyone and making our workplaces better for all.








Moment 1

# Walking in the door





The moment that trans and gender diverse employees **walk in the door** plays a key role in the experience they have at work.

It's important to establish a baseline level of safety from the first interaction with an employee. Entering the organisation for the first time should feel inclusive to trans and gender diverse people.

**We've created a checklist for organisations to use** through recruitment and onboarding, including considerations for workplace facilities and systems once they join.



## Walking in the door

### **Nico Keeghan** (he/they)

Engineer – Technology & Transformation, Deloitte Australia

Starting my first full-time job, I was both eager and nervous. The emails about an event for incoming Grads should have excited me, but they filled me with uncertainty and dread because they used my legal name, which I didn't use. I worried whether the organisation would support me and if my new colleagues would respect my chosen name.

Fortunately, the recruiters were great—they always used my chosen name, which made me feel seen. Being able to choose my title was a small but meaningful gesture. I was relieved that my building pass and email reflected my chosen name.

However, my legal name still appeared in some places. Each time I received an email, logged into a system, or waited for my name to be called, I felt anxious about which name would be used. It was frustrating to see the wrong name in system communications and certificates. Thankfully, everyone I met quickly switched to using my chosen name.

The uncertainty was the toughest part. Among the many challenges of starting a new job, feeling welcomed for who we are is crucial.







Moment 2

# Being supported



We know how important it is for trans and gender diverse employees to **feel supported** throughout their time at an organisation.

Fostering a supportive environment begins with delivering effective training, providing accessible policies and appointing dedicated support specialists. Organisations should also consider the support needs of trans and gender diverse people when working externally with clients, vendors or customers. **We've created a checklist of considerations for organisations to use.**



Being supported

## Char Hunter (they/them)

Analyst – Technology & Transformation, Deloitte Australia

I remember being thrilled to start my career, working with great people and making a difference. I felt a strong sense of belonging—until the first time I was misgendered.

At first, I kept quiet, not wanting to cause trouble as the new person, even though it was just one person. But as months went by, things got worse. My silence led to my team's complacency, and misgendering became acceptable. I felt isolated and invisible.

Finally, I turned to my Coach for help. She was fantastic but had never worked with a transgender individual before. I shared my experiences with her, and she was committed to addressing the issue, even though she wasn't sure how. She spent an afternoon researching and consulting with others who had similar experiences.

With newfound knowledge, my Coach and I developed a plan. Once implemented, the misgendering stopped, and my Project Manager even asked how the team could further support me. To me, true support means knowing my team and Coach are allies. That's the moment that mattered.







## Building Trans Inclusive Workplace



Organisations, leaders and teams have a role to play in helping trans and gender diverse employees **feel included** across all experiences and interactions.

It's important to ensure that trans and gender diverse employees are not just supported in the workplace but that they truly feel included and celebrated. **We've created a checklist of considerations for organisations to use.**

Feeling included

## **Violet Minehan** (she/her)

Graduate – Technology & Transformation, Deloitte Australia

My biggest fear when starting my first corporate job was not feeling included by my team and organisation. I was excited to be seen as a capable professional but worried that they would only see me as different. All I wanted was to feel included.

Fortunately, my fears were put to rest when my team welcomed me with open arms. I felt recognised first and foremost as a professional, while still being acknowledged for my identity.

I didn't have to explain what being transgender meant or what support I needed because they already understood.

When an organisation makes an effort to support trans and gender diverse people by using positive imagery, inclusive language, and celebrating significant days, I know they'll support me and my identity personally.

When organisations visibly advocate for trans and gender diverse individuals, I trust they'll stand by me when it matters most.



# Implementing inclusive practices



# Implementing inclusive practices

For workplaces, your trans inclusive journey should centre on the lived experience of your trans and gender diverse employees. The right people need to be involved to create systematic and continuous improvement.

When implementing inclusive practices, consider the following:

## Design with lived experience at the centre

- ☐ Listen to the lived experience of trans and gender diverse employees and ensure these are incorporated into inclusive initiatives.
- ☐ Consult with trans and gender diverse employees thoughtfully in initiative planning. It's important that they are involved, while being mindful not to overburden them and respecting their right to privacy.
- ☐ In all interactions, ensure you're creating a psychologically safe environment by demonstrating empathy, being transparent, building trust, and empowering them.

## Involve the right people

- ☐ Secure sponsorship and support from key leaders early on and keep them informed and engaged throughout the process.
- ☐ Allocate responsibility and ownership of actions to the right people in the right roles, typically across the HR function.
- ☐ Engage with experts from external organisations for advice, existing materials and feedback.

## Create systematic and continuous improvement

- ☐ Embed trans inclusion into organisational systems and policies, and ensure that everyday processes inherently support trans inclusion.
- ☐ Implement thoughtfully, and create lasting impact through consistency and education.
- ☐ Regularly review and assess the effectiveness of your inclusion efforts through surveys, feedback sessions, and performance metrics, and continuously improve where required.
- ☐ Stay updated on best practices and legal requirements related to trans rights and inclusion.

# Appendix 1:

# Moments that matter checklists



# Moment 1 checklist: Walking in the door

Moments that matter

1

2

3

## Recruitment is inclusive of trans and gender diverse people

- ☐ Job advertisements include an equity and inclusion statement.
- ☐ The employee's chosen name, not legal name, is used in all communications. If there is a requirement to use an employee's legal name – the reason is explicitly defined.
- ☐ Gender neutral options for gender and title are available, and only collected if required.
- ☐ Candidates are asked for pronouns during the recruitment process and all involved are aware of the individual's pronouns.
- ☐ A specific point of contact for trans and gender diverse employees is available through the recruitment process.
- ☐ Recruitment teams are trained to understand the common barriers that trans and gender diverse people face in applying for jobs.
- ☐ Training is provided for hiring managers involved in the recruitment process.
- ☐ There is the option to disclose or not disclose trans identity available at all stages.

## Onboarding is safe and affirming for trans and gender diverse people

- ☐ The employee's chosen name is used in new starter communications and shared with managers prior to commencement.
- ☐ External vendors involved in onboarding are inclusive of trans identities (e.g. background checks, automated onboarding communications).
- ☐ Induction guides include information about available facilities and where to find them.
- ☐ New starters are provided with information about LGBTQIA+ employee resource groups and diversity, equity and inclusion initiatives.
- ☐ Trans identity is not disclosed without the explicit consent of the individual.

## Work facilities are accessible and inclusive of trans and gender diverse people

- ☐ All gender bathrooms are available in addition to accessible bathrooms.
- ☐ All gender end-of-trip facilities are available.
- ☐ If gender neutral facilities are not yet available, as a temporary measure, add gender neutral signage to any existing accessible bathroom.

## Systems are inclusive and affirming of trans and gender diverse people

- ☐ The employee's chosen name is used in all instances, except when their legal name is required by local, state or federal regulations.
- ☐ Gender neutral title options are embedded in all systems and all system touchpoints are considered.
- ☐ An option to disclose pronouns is available on communication systems, including name badges where relevant.
- ☐ Third-party systems (e.g. travel, recognition and reward, charity) use the employee's chosen name and title.

# Moment 2 checklist: Being supported

Moments that matter

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2

3

## Support for trans and gender diverse people is accessible and meaningful

- ☐ A gender affirmation policy is implemented, along with supporting guidelines and training.
- ☐ Gender affirmation leave is available and can be taken at any time, for any reason.
- ☐ A financial allowance is allocated for people undergoing gender affirmation to be used at the individual's discretion.
- ☐ The organisation's Employee Assistance Program (EAP) has trained LGBTQIA+ support contact(s).
- ☐ There is consideration of extended or unplanned leave and career gaps to recognise intersectional challenges of trans experiences.
- ☐ Peer-led trans and gender diverse support groups are established.
- ☐ Dress codes (and uniforms, where applicable) are inclusive of trans identities and diverse gender expressions.

## Managers and Coaches have tools to support trans and gender diverse people in their team

- ☐ Trans inclusion training, allyship training and resources are available for people managers to support trans and gender diverse team members across all stages of the employee lifecycle.
- ☐ Communication channels are set up for managers of trans and gender diverse employees to share knowledge.

## Support exists for parents and carers of trans and gender diverse people

- ☐ Support networks and materials are provided for parents, carers and partners of trans and gender diverse people.
- ☐ Carers leave policies include supporting trans people (e.g. affirmation surgery recovery, appointments).

## HR teams have the knowledge and expertise to support trans and gender diverse employees

- ☐ HR teams are trained to support trans and gender diverse people.
- ☐ HR teams have an understanding of the organisation's gender affirmation policy.

## Working with external clients, vendors and customers is safe for trans and gender diverse people

- ☐ Guidance is in place to support trans and gender diverse employees in external facing roles, including disclosure guidelines and escalation pathways.
- ☐ The availability of all gender facilities is considered for employees working off-site.
- ☐ Guidance is available for conducting conversations with external organisations to ensure working environments are safe for trans and gender diverse employees.



# Moment 3 checklist: Feeling included

Moments that matter

1

2

3

## Trans and gender diverse people feel included and celebrated

- ☐ Trans and gender diverse people are considered in diversity measures, e.g. gender pay gap reporting.
- ☐ Trans people are visible in leadership roles.
- ☐ Trans days of significance and personal milestones are recognised and celebrated.

## Leaders demonstrate their support for trans and gender diverse people

- ☐ Leaders display their pronouns in email signatures and on systems.
- ☐ Senior leaders promote the importance of trans and gender diverse inclusion through communications and use of inclusive language.

## LGBTQIA+ employee network is explicitly inclusive of trans and gender diverse people

- ☐ LGBTQIA+ employee resource group materials use the progress pride flag and explicitly celebrate trans and gender diverse people.
- ☐ Trans and gender diverse leaders are included in LGBTQIA+ employee resource groups and empowered to drive change locally.

## Trans inclusion is visible inside the organisation

- ☐ A trans day of significance is recognised (e.g. Trans Day of Visibility) as a flagship day of significance.
- ☐ Visibility of trans and gender diverse people is improved through storytelling and listening sessions to understand challenges and break down stereotypes.
- ☐ Trans inclusion is promoted through broader employee resource group channels to gain greater visibility.
- ☐ Language and style guides for the organisation are gender neutral.

## Trans inclusion is visible outside the organisation


- ☐ There are visible signs that the organisation is trans inclusive through the company website, office buildings or stores.
- ☐ Marketing teams are briefed to include trans and gender diverse people in campaigns.
- ☐ Support is demonstrated through advocacy or sponsorship of organisations and charities supporting trans and gender diverse people, and targeted activation at events.

## Teams are inclusive of trans and gender diverse people

- ☐ Pronouns are included in introductions as standard in all meetings, even when no trans or gender diverse people are present.
- ☐ Language used in verbal and written communications throughout the organisation is inclusive, e.g. all genders.
- ☐ Attending or accessing trans and gender diverse awareness training is encouraged and supported.

# Appendix 2: Deep dives





We've detailed a few specific areas that organisations could consider and have included recommendations on ways to implement these, using examples from Deloitte. This includes:

- How to create an inclusive gender affirmation policy.
- How to educate leaders.
- The role of leaders in supporting their trans and gender diverse team members.
- Guidance for international organisations.

# Deep dive 1: Gender affirmation policies

An individual’s gender affirmation journey will be unique to them, and is rarely straightforward. It’s important to offer a suite of options and steer clear of a one size-fits-all approach or policy.

At Deloitte, when we created our gender affirmation policies and guidelines, we ensured the following:

We know that benefits and entitlements provide support and flexibility, helping to remove some of the financial and psychological challenges that can be barriers for some trans and gender diverse people. Which is why our guidance for benefits and entitlements includes:

Our policy and guidelines	Benefits and entitlements
<ul style="list-style-type: none"><li>Are inclusive of everyone whose gender is not the same as, or does not sit comfortably with the sex they were assigned at birth, including (but not limited to) people who are transgender, non-binary and gender non-conforming.</li><li>Acknowledge that every person’s affirmation is different.</li><li>Outline support provided at any stage of an individual’s affirmation journey.</li><li>Include:<ul style="list-style-type: none"><li>Formal processes (contact Talent/HR Rep, leave codes, how to claim allowance).</li><li>A privacy statement.</li><li>The use of facilities in accordance with gender identity.</li><li>The use of chosen name subject to any regulatory or legal restrictions.</li><li>Links to other relevant policies.</li></ul>All support and resources available, e.g. <a href="https://www.transhub.org.au/work">https://www.transhub.org.au/work</a></li><li>Are reviewed annually to ensure they are relevant, inclusive, and compliant with evolving legal standards.</li></ul>	<ul style="list-style-type: none"><li>4 - 8 weeks paid gender affirmation leave, which can be taken as consecutive, single or part days.</li><li>Up to 12 months unpaid leave.</li><li>Gender affirmation allowance that can be used at the discretion of the individual (e.g. for legal costs, medical fees, wardrobe allowance).</li><li>Leave and/or flexible work options for parents, carers and partners of trans and gender diverse people.</li></ul>



# Deep dive 2: Supporting leaders (continued on next page)

Coaches and Managers play a key role in helping trans and gender diverse people feel supported and included, and workplaces play a role in upskilling and educating these leaders.

At Deloitte, we are in the process of implementing the following:

## The role of the organisation in supporting leaders

- ☐ **Comprehensive resources** on trans and gender diverse issues, ensuring these resources are readily available through our internal platforms.
- ☐ **A supportive network** of allies who are Coaches, Mentors or Managers and regular meetings and forums for these allies to share best practices and successful strategies.
- ☐ **Specialised training sessions** for Coaches on trans and gender diverse issues, including topics such as effective communication, understanding their experiences, and providing emotional support.
- ☐ We also recognise that supporting trans and gender diverse individuals can be mentally and emotionally taxing and provide **necessary support through our EAP.**



"I've only had the privilege of coaching one transgender person. We were learning together"

Deloitte Coach



"My passion was always there with this topic, but my lived experience wasn't, and my knowledge was lacking"

Deloitte Coach

# Deep dive 2: The role of leaders (Coaches and Managers)

At Deloitte, we educate and encourage our leaders to consider the following:

## As a leader, what can you do?

- ☐ **Lead by example.** Embed inclusive actions into your working style – introduce yourself with your pronouns, use non-gendered language (e.g. they), and be a proactive ally.
- ☐ **Educate yourself** on trans and gender diverse support before engaging with your trans or gender diverse team members (*if possible*).
- ☐ **Familiarise yourself** with our **gender affirmation and leave policies**.
- ☐ Provide additional assistance around **mental health support**.
- ☐ Recognise and understand the **common issues** trans and gender diverse people may face and how you can use your role as a coach/manager to support and empower them.
- ☐ **Check your assumptions** around gender and strengthen your mental muscles around language.
- ☐ **Educate** your broader teams and leaders in how best to be a proactive, supportive ally.
- ☐ Uphold a **zero-tolerance policy** for any form of discrimination or harassment against trans or gender diverse employees.

## Things to consider in supporting your trans or gender diverse team member

- ☐ Are they being **correctly gendered and named** by the people they work with (both internally and externally)?
- ☐ If not, how can you **address this issue** with the least amount of discomfort from the trans or gender diverse person?
- ☐ Are you comfortable **correcting someone** if they use the wrong pronouns or name?
- ☐ Do they have access to the **appropriate facilities** (i.e all gender bathrooms), in any location they may operate out of?
- ☐ Are there discriminatory or safety factors/concerns that are **impacting their career progression**? I.e. an employee may be offered a promotion that they cannot accept because it is in a location that is not safe, or inclusive of trans or gender diverse people.



# Deep dive 3: Considerations for international organisations

Where organisations have an international presence and employees may be asked to travel overseas, the below are important considerations to help support the wellbeing of trans and gender diverse employees.

## What global organisations can do to protect their trans and gender diverse employees

### Adopt the embassy model

- ☐ Uphold all your global locations and facilities to the same, inclusive standard, regardless of individual country sentiment.

### Strengthen global policies

- ☐ Implement global policies that protect trans and gender diverse employees, including anti-discrimination and anti-harassment policies.

### Risk assessment and planning

- ☐ Conduct country-specific risk assessments for countries where transgender employees might face heightened risk. This includes understanding local laws, societal attitudes, and potential threats.

### Equal career opportunities

- ☐ Ensure trans or gender diverse employees can make career decisions that prioritise their safety and wellbeing.
- ☐ If an employee cannot take an international opportunity due to safety concerns, it should not affect their career progression. They should be provided with equivalent opportunities in a safe environment.

### Support networks and resources

- ☐ Connect networks internationally to provide peer support and advocacy within your organisation.
- ☐ Appoint local champions or advocates who are trained in trans and gender diverse issues and can provide support and guidance.
- ☐ Offer access to confidential counselling services for transgender employees dealing with stress or discrimination.

### Engagement with external stakeholders

- ☐ Educate international clients about the organisation's commitment to trans and gender diverse inclusion and encourage them to adopt similar practices.
- ☐ Ensure your international clients are equipped to support your trans and gender diverse employees when interacting with them.

# Appendix 3: Additional resources



# Understanding gender identity

## What are the basics?

**Gender** refers to a complex and multifaceted social construct that encompasses the roles, behaviours, and expectations that society attributes to individuals based on their sex. It is distinct from biological sex and is shaped by cultural, social, and historical factors.

**Sex** refers to the biological and physical attributes that distinguish males from females. It is typically determined by factors such as reproductive organs, chromosomes, and hormones.

**Neither gender or sex are binary.**

**Intersex** refers to individuals who are born with biological variations in their sexual characteristics, which do not fit typical definitions of male or female. This can include variations in hormones, chromosomes, or reproductive anatomy.

**But what about sexuality?**

**Sexuality** has to do with who a person is or is not attracted to, either sexually or romantically. There are many sexual and romantic orientations including heterosexual, homosexual, pansexual, and asexual/aromantic, to name a few. Someone's sexuality cannot be assumed by their gender or sex.

## Don't assume a person's gender identity

**Gender identity** refers to an individual's sense of where they belong on the gender spectrum, be it man, woman, nonbinary, genderfluid or a combination of these identities.

**Cisgender** is a term used to describe individuals whose gender identity aligns with the sex they were recorded at birth. For example, a person who is assigned female at birth and identifies as a woman would be considered cisgender.

**Transgender or trans** is an umbrella term that encompasses individuals whose gender identity differs from the sex they were assigned at birth. For instance, someone who is assigned male at birth but identifies as a woman would identify as transgender.

**Non-binary** and **gender fluid** are terms used to describe individuals who do not identify exclusively as male or female. With gender as a spectrum, an individual may identify, and represent themselves, in any form outside of the gender 'binary'.

**Gender expression** refers to the way a person outwardly presents their gender identity, through behaviours, clothing, hairstyle, voice, and other forms of personal expression. It may or may not align with society's expectations and is distinct from gender identity.

## What you should know

**Affirmation**, or **affirming** one's gender is the process an individual undertakes to begin living as their authentic gender. This process can involve part or all the below concepts:

- **Social transitioning** – whereby an individual changes the name and pronouns they are referred to in social situations. They may also how they express themselves through their appearance.
- **Medical transitioning** – the process that includes medical intervention to align one's physical characteristics with their gender, including Hormone Replacement Therapy (HRT), surgeries, and vocal therapy.
- **Legal transitioning** – the process to change one's legal name and/or gender marker as recognised by the official governing body.

**Pronouns** are words used to refer to a person or an object. Personal pronouns are the pronouns an individual is referred to with.

Common list of pronouns (non-exhaustive):

Subjective	Objective	Possessive
She	Her	Hers
He	Him	His
They	Them	Theirs

## More terms

**Brotherboy** is a term used within some Aboriginal and Torres Strait Islander communities to describe individuals who have a male spirit and take on male roles within the community.

**Sistergirl** is another term used within some Aboriginal and Torres Strait Islander communities to describe individuals who have a female spirit and take on female roles within the community.

An **Ally** is someone who supports and advocates for individuals who belong to marginalised or underrepresented groups. In the context of gender identity, an ally actively works to challenge discrimination, promote inclusivity, and amplify the voices of gender diverse individuals.

Please note that this is a **non-exhaustive list** of terms related to gender identity.

Resources

<https://www.transhub.org.au/101/sex>  
<https://www.transhub.org.au/101/what-is-trans>  
<https://www.transhub.org.au/101/gender-affirmation>  
<https://www.transhub.org.au/trans-mob>

# About the Australian Workplace Equality Index (AWEI)



A ROADMAP  
AN AUDITING TOOL  
AN ENGAGEMENT SURVEY

**pridein**  
**diversity**

## AWEI

Pride in Diversity's Australian Workplace Equality Index (AWEI) is Australia's definitive national benchmark on LGBTQ+ workplace inclusion, and comprises a roadmap, auditing and benchmarking tool (AWEI Submission), and engagement survey by which national standards of best practice for LGBTQ+ workplace inclusion are set. The AWEI Submission process is used by nearly 200 organisations each year to have their workplace inclusion initiatives assessed, and based on evidence and responses supplied to questions within the submission document, the organisation may be recognised as Bronze Tier, Silver Tier or Gold Tier.

## Platinum Employer recognition

Annual Platinum Tier status is the highest obtainable recognition within the AWEI. It acknowledges the highest levels of performance within the AWEI over a sustained period of time. In order to obtain this prestigious recognition, organisations must be acknowledged as those whose commitment to LGBTQ+ workplace inclusion is for the long-term, by obtaining Gold Tier Status for four out of the last five years of submissions, or by winning Employer of the Year twice within a five-year period. Once an organisation achieves Platinum Employer recognition, they may choose to maintain their Platinum status by continuing the AWEI Submission process indefinitely, or alternating AWEI Submissions with a workplace Platinum Project.

Deloitte is proud to have been recognised as a Platinum Tier employer at the 2022 Australian LGBTQ+ Inclusion Awards.



# Resources

## Organisational resources

Further learning for organisations

Workplace gender affirmation	<a href="#">Transhub workplace gender affirmation policy example</a>
Medical Resources	<a href="#">ACON's Gender Affirming Doctor List</a>
Language guide	<a href="#">ACON's trans and gender diverse language guide</a>
Bathrooms	<a href="#">All gender bathroom resource, including signage</a>
	<a href="#">Inclusive Toilet Interbuild Fact Sheet</a>
Pronoun and terminology guides	<a href="#">ACON Pride Training Pronoun Page</a>
	<a href="#">LGBTQ Terminology Glossary</a>
Gender Edugraphic	<a href="#">ACON Pride Inclusion Project Pronouns Guide</a>
	<a href="#">The Genderbread Person</a>

## Personal resources

Further learning for individuals



- Meet Q – Podcast**  
Recommended by Tilly.  
A unique and real conversation about LGBTQIA+ mental health hosted by experts in the field.
- NB: My Non-Binary Life - Podcast**  
Recommended by Laurie.  
Asking the big questions about gender and identity.
- He/She/They – book by Shuyler Bailar**  
Recommended by Char.  
How we talk about gender and why it matters. A guide to understanding gender, becoming a better trans ally, and making the world a better place.
- Transgender Australia – book by Noah Riseman**  
Recommended by Tilly.  
The first book on Australian trans history exploring the lives and impacts of trans and gender-diverse Australians
- Queering the Air**  
Recommended by Violet. A weekly radio show on 3CR dedicated to amplifying marginalise voices and promoting social change.

## List of support organisations

A non-exhaustive list of organisations that help the trans and gender diverse community

	<b>Pride in Diversity.</b> Australia's first and only national not-for-profit employer support program for all aspects of LGBTQIA+ workplace inclusion.
	<b>TransHub</b> An initiative from ACON, an informational hub of key trans and gender diverse support resources.
	<b>BlaQ Aboriginal Corporation</b> Empowering the Aboriginal and Torres Strait Islander LGBTQ+SB community.
	<b>Trans Pride Australia</b> Trans Pride Australia Inc is a not-for-profit organisation that provides social support for trans and gender diverse people and their loved ones in Australia.
	<b>Transcend</b> A community-led organisation providing family and peer support services, education, resources and advocacy programs

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