From: s22
To: AWEI
Cc: 47F s22 47E(d) s22
Subject: RE: AWEI Foundation Submission Results - IP Australia [SEC=OFFICIAL]
Date: Friday, 21 November 2025 2:06:55 PM
Attachments: image002.png
image003.png
image004.png

OFFICIAL

Hello 47F ACON team,

Thank you for the incredibly valuable feedback from our original foundation submission, and for the support over the last few months.

We have addressed several of the deficiencies in our previous submission and have prepared an updated foundation resubmission.

I have updated our DropBox (IP Australia AWEI DropBox Folder) to include evidence updates for the following:

- Question 3
- Question 10
- Question 14
- Question 17
- Question 18
- Question 21

I have included a summary of updates, including any additional information you may need here IP Australia AWEI 2025 Official Resubmission – the table in this document also indicates the relevant piece of updated evidence (as per the label) for that question.

I understand the format of the document is not aligned with the original submission document, so I hope this is okay.

Please let me know if any of the links do not work, or if you require any additional information.

Thank you again and have an amazing weekend!

s22

Co-Chair – IP PRIDE Steering Committee
IP Australia
P TM D PBR
s22
Visit us at https://www.ipaustralia.gov.au/

Please consider the environment before printing this email

OFFICIAL

From: AWEI <AWEI@acon.org.au>
Sent: Friday, 15 August 2025 8:43 AM

To: s22
47E(d)
47E(d) s22
Cc: 47F
Subject: AWEI Foundation Submission Results - IP Australia
Importance: High

Hello,

Thank you again for submitting your **AWEI Foundation Submission**.

We regret to inform you that at this time, you have not obtained Bronze Tier Status.

However, you still have the chance to achieve this!

Please use the attached **Review Card** for information and feedback regarding where you have not obtained full points and why this may be. This provides feedback and information to guide you in the areas where pertinent items that may have been missing from your supporting evidence and/or responses.

Upon re-submitting your **AWEI Foundation:** please be sure to include any additional items within your supporting evidence, where required.

Once you have made these amendments, you may resubmit at any time during this submission cycle:

- by fast-tracking these results between now and 1 December; or
- during the annual marking period by Monday, 23 February 2026 (with results announced at the annual LGBTQ+ Inclusion Awards in May).

If you are a Pride in Diversity member, you may also speak with your Relationship Manager for support in providing the required criteria in effort to obtain Bronze Tier.

Alternatively, *if you are not a Pride in Diversity member*, you may access this support from our consultants on fee-for-service basis.

Be sure you are signed up to the AWEI Mailing List, to receive information regarding any updates or continued advice regarding your Submission or data analysis regarding the Submission, AWEI Employee Survey, events and more!

Should you have any outstanding questions or require more support, please contact:

- 47F awei@acon.org.au or reply to this email
- are a Pride in Diversity member

On behalf of **Pride in Diversity**, thank you for your continued commitment to Australian LGBTQ+ inclusion, equality and equity; and for participating in this important benchmarking Index.

Kind Regards,

47F **, ACON's Pride Inclusion Programs**
Pride in Diversity | Pride in Sport | Pride in Health + Wellbeing

My pronouns: 47F

I work from home on Dharug land, Monday through Thursday.



ACON acknowledges and pays respect to the Traditional Owners of all the lands on which we work.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which it is addressed. If you are not the named addressee you should not disseminate, distribute or copy this email. Please notify the sender immediately by email if you have received this email by mistake and delete this email from your system. Please note any views or opinions expressed in this email are solely those of the author and do not necessarily represent those of ACON. Email transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message which arise as a result of email transmission.

FOI 26/13687 Document 2

PRIDE IN DIVERSITY'S AUSTRALIAN WORKPLACE EQUALITY INDEX

FOUNDATION SUBMISSION

APPLICATION FOR BRONZE TIER STATUS (2023- 2026)

AUSTRALIAN WORKPLACE EQUALITY INDEX

EMPLOYER / ORGANISATION DETAILS	
Organisation Name:	IP Australia Please check this carefully, as Pride in Diversity will not take any responsibility for organisation names if different to the above. In all circumstances, we will revert to the name entered here for any publications, announcements, trophies.
Contact Person for the Index: **Please provide full contact details.** • **This is the person we should contact if we have any questions.** • **Results will be emailed to this person**	Name: s22 Position Title: s22 Postal address s22 Phone number: s22 Email: s22

DISCLOSURE RECOGNITION	
Please select the tier recognition point (at a minimum) at which you are happy to be publicly identified regarding participation and achievement within the AWEI.	We list employers annually that reach each of the employer recognition tiers within the AWEI, unless you choose to be anonymous. Some employers choose only to be identified should they reach a certain recognition tier. **Select the recognition tier at which you would like to be publicly identified:** ☒ We are happy to be identified as a participating organisation this year, even if we have not achieved tier recognition ☐ Only identify us when we first reach **Bronze Tier** or higher ☐ Only identify us if we reach **Silver Tier** or higher (based on Advanced Submission score) ☐ Only identify us if we reach **Gold Tier** or higher (based on Advanced Submission score) ☐ *We are participating **anonymously** and do not want to be identified*

PERMISSION FOR USE OF CONTENT	
We often like to profile images and video of people/events over the assessed year within the opening video of our awards event. Please advise if you give permission for us to use relevant visual images provided within your submission for this purpose.	Please confirm: ☐ Yes, you may use anything ☐ Yes, you may use anything – but please advise us first ☒ Yes, but please ask us for permission first ☐ No, please do not use any of our visuals

AUSTRALIAN WORKPLACE EQUALITY INDEX

NEGATIVE PRESS / COMPLAINTS DISCLOSURE

☐ **We have received negative press that could impact our reputation as an LGBTQ+ inclusive employer within the assessed year.**
In relation to the above (maintaining required confidentiality), please outline your course of action or response internally or externally to this negative press:
Click or tap here to enter text.

☐ **Formal complaints have been lodged against us for LGBTQ+ discrimination, bullying or harassment (Fair Work Ombudsman, Human Rights Commission, Sex Discrimination Act) within the assessed year; OR**
☐ **A complaint has won an LGBTQ+-related case against us within the assessed year.**
In relation to the above (maintaining required confidentiality), please outline your course of action or response/outcomes of any formal complaints lodged:
Click or tap here to enter text.

We understand that up to 25 points ***may be*** deducted from our score if we have received a significant amount of negative press regarding an anti-LGBTQ+ incident where our organisation was responsible and insufficient action was taken to rectify this; or we were found *at fault* for a lodged complaint regarding LGBTQ+ individuals and this was not acted on.

ACCURACY STATEMENT

☒ We confirm that at the time of submission, details provided for all questions identified within the three submission documents are true and accurate. We understand that should any claims be found to be false; points and rankings will be adjusted accordingly.

☒ We understand that for questions where evidence is not required, there may be random audits or requests for information. If required, we are willing to supply these to validate our responses.

Name of person signing off accuracy:	s22
Position within organisation:	
Contact Email:	
Contact Phone:	

pridein diversity

AN IMPORTANT NOTE

Welcome to the fifth iteration

of the AUSTRALIAN WORKPLACE EQUALITY INDEX...

The **Australian Workplace Equality Index (AWEI)** follows a 3-yearly cycle of local index review and international benchmarking. Upon review, new criteria are set with the intention of advancing LGBTQ+ workplace inclusion practice within Australia and aligning it with any new work being done internationally to ensure that Australian organisations continue to meet global standards of best practice. Within each new iteration, there is an expectation that entry points into the respective tiers will change, and overall scores decrease. This is a pattern we see with the release of every new iteration. It is important that the expectations of submitting organisations take this into account when aiming for a particular tier within a new iteration. It is important to note that the journey to maintain leading practice is not a 6-month journey; it's a 3-year journey.

It is also important to note that for the fifth iteration, the methodology of determining recognition for **Bronze**, **Silver** and **Gold** tier entry levels has changed. Entry points to each of these tiers in previous iterations have been determined by ranking the scores of all participating organisations and calculating the top consecutive percentages. This meant that, as practices improved or shifted, the entry points would change from year to year.

Starting with the 5th iteration of the AWEI, we will be introducing fixed entry points for each of the tiers making it easier to estimate, realistically, where your tier recognition may fall.

To achieve **Bronze Tier Status** within the **AWEI Foundation Submission**, participating organisations must obtain 80% of allocated points. For Standard Employers (501 or more employees), this is 64 points out of 80 points.

We wish you all the best with your submission.

SUBMISSION DETAILS

The AWEI Foundation Submission

is for Bronze Tier Status 2023 – 2026.

SUBMITTING YOUR INDEX:

Soft copies are to be sent via large file transfer systems to: **awei@acon.org.au**

- Note: Pride in Diversity will not accept attachments sent via email.
- We will contact you should we have any difficulty accessing or downloading your files.

Hard copies and USBs are also acceptable and can be sent to: *Pride in Diversity, 414 Elizabeth Street, Surry Hills NSW 2010*

This application can be completed and submitted between Monday, 6 January 2025 – Monday, 24 February 2025.

Pride in Diversity member organisations can fast-track their Foundation Submission at any time between 1 June 2024 and 1 December 2024.

Non-member organisations may submit within any AWEI submission period (January – February, annually). Should non-members require fast-track marking, this is available on a fee-for-service basis. **Please contact our office for more details**.

IMPORTANT: *Pride in Diversity will not accept submissions that do not use this document in its original format.*

- Portions of this document have been locked for security purposes.
- Any AWEI submissions made on altered documents, or in any other format will not be marked.

Please select: ☒ ***We accept these terms and conditions; and understand that changing this document or submitting in another format will result in our submission not being assessed.***

PROVIDING EVIDENCE

Please read each question carefully and provide only the evidence requested.

- If evidence is contained within a broader document or policy, please extract only the detail requested.
- If inadequate or incomplete evidence is provided for any question, full points will not be obtained.

Regarding tick boxes, text responses and and files:

- Please ensure you select the appropriate the tick-box when tick-boxes are presented within the question.
- Pride in Diversity will not assess responses if tick boxes have not been selected (these are critical to how your responses will be assessed).
- Pride in Diversity will not be responsible for non-assesment of questions where there is conflict between evidence provided and tick-box selected.
- Where evidence is by way of written responses, please use the text box provided. These will auto-expand to accommodate your written responses.
- Where evidence is contained within a file, it is essential that you note the filename that applies to that question within the Evidence column. Your filename should also indicate the question number, e.g. 'Q7 File Name.' No responsibility will be taken for missing evidence where incorrect filenames have been recorded, or when filenames have not been identified within the Evidence column.

ABOUT THE FOUNDATION SUBMISSION – WORKING TOWARDS BRONZE RECOGNITION

The Foundation Submission focuses on the following areas:

- **HR Policies & Diversity Practice** – this is to ensure that all policies are clearly inclusive of LGBTQ+ people
- **LGBTQ+ Bullying, Harassment & Support** – to assist in reducing heightened levels of targeted bullying & harassment that LGBTQ+ people face
- **Inclusion of Trans and Gender Diverse Employees** – an area that typically does not have the same level of awareness and/or support but one that is becoming critical for employers as more people openly identify with a diverse gender at work
- **Strategic Focus & Accountability –** to show that you have targeted initiatives or plans in place to support LGBTQ+ inclusion on an ongoing basis
- **LGBTQ+ Employee Network**; and **LGBTQ+ Training, Awareness & Professional Development** – two areas that contribute significantly to an LGBTQ+ inclusive culture

REGARDING INTERNATIONAL POLICIES AND WORK

It is important to realise that the AWEI measures policy and practice here within Australia. Globally, policies, law and terminology can differ. International activity will not have the same impact on inclusion locally that local activity will have. It is therefore important to understand the following:

International Policies – need to have relevance within Australia

Where international policies are given as evidence for the Australian Index; it is important to note that laws, terminology, protected attributes under discrimination acts and entitlements can differ and impact an employee's perception of what may or may not be applicable locally. As such, no points will be given for simply referencing an international policy (unless written here in Australia in which case you would need to clearly state this) unless there are accompanying statements or addendums that relate specifically to the Australian context, differences in language, benefits and/or law (where applicable). These addendums can form part of the policy or be articulated on the intranet page where policies can be found. Typical areas impacted would include family leave benefits, staff entitlements, discrimination statements, protected attributes under discrimination law and health or leave benefits for those affirming their gender.

Work completed internationally – but not here

You will not be able to gain points for any work completed in international offices UNLESS your local team has been involved in the development of that work. You can gain points in the additional work section of the index for any LGBTQ+ inclusion work that you have contributed to overseas. Exceptions will be made for any work completed overseas that you have actively shown, utilised, promoted internally in Australia to promote your organisation's global inclusion efforts PROVIDING that this has been built into an event, a learning activity, a discussion point within a training, etc. Simply referencing overseas work without any localisation or activity around that work here in Australia will not attract points.

HR Policies & Diversity Practice

1. Updated Terminology	2 points
We confirm that we have updated our language and terminology across relevant policy documentation, intranet pages and external web pages. *Please select all that apply:* *☒ all instances of the words 'sexual preference' or 'lifestyle choice' have now been changed to 'sexual orientation' or 'diverse sexuality'* *☒ all instances of the words 'gender transition' or 'transition' have now been changed to 'gender affirmation' or 'affirmation'*	**1 point** if all instances of the words 'sexual preference' or 'lifestyle choice' have now been changed to 'sexual orientation' or 'diverse sexuality' **1 point** if all instances of the words 'gender transition' or 'transition' have now been changed to 'gender affirmation' or 'affirmation'
Why this question? While much work has been done on the inclusion of LGBTQ+ employees within policies, there is still a significant legacy of websites, intranet pages and diversity references that use what can be considered outdated or negative language. This can send a message that the organisation is not up to date with correct terminology. Further, it can generate negative reactions within the very demographic we are seeking to be inclusive of. **Providing Evidence:** Select all tick boxes that reflect the work you have completed. Your honesty and transparency is appreciated.	
No evidence required. Please note random audits may take place for questions for which we do not require evidence.	

OFFICIAL: Sensitive

2. LGBTQ+ Inclusivity within Policies and Benefits	2 points
On our policy intranet pages or upfront within our policy documentation, we have made it explicitly clear that all policies are inclusive of LGBTQ+ employees and their families (where families are included within policies/benefits). *Please provide the statement that makes it explicitly clear that all policies are inclusive of LGBTQ+ employees and their families.*	**2 points** if the statement provided is explicitly inclusive There are no partial points for this question.

Why this question? We know that people can read themselves out of policies.

In previous indices, we asked for evidence of inclusivity statements within every policy. Australian law changes now make it illegal to discriminate against LGBTQ+ employees (albeit currently some religious exemptions). However, the need to clearly articulate the LGBTQ+ inclusivity of your policies here in Australia is still necessary for the following reasons:

- Employees may be unsure of how religious freedoms interact with discrimination law in workplace settings
- Not all employees will be up to speed with discrimination law when it comes to family benefits and workplace policies and therefore may not know if all policies apply
- Some policies are written internationally and implemented globally where laws are different, so a localisation of benefits or clarification of these will be necessary for your Australian employees

Note re: evolution of language:

Stating that your policies are inclusive of same-sex families can appear to be limiting your inclusivity to sexual orientation and does not overtly cover all groups within LGBTQ+ communities (e.g., trans and gender diverse people). Stating that your family leave policies are inclusive of LGBTQ+ family units, would remove any ambiguity.

Providing Evidence: The entire policy does not need to be provided, only the explicitly clear statement that all policies are inclusive of LGBTQ+ employees and their families (where families are included within policies/benefits).

Answer: See OneDrive - Question 2 Evidence Screenshot Question 2 Evidence

OFFICIAL: Sensitive

3. New Parent Leave Inclusive of LGBTQ+ Families	3 points
We clearly communicate that our New Parent Leave (or equivalent) is inclusive for employees who bring children into their family via arrangements such as surrogacy, adoption and foster/guardianship. *Please provide a copy of the exact wording of your policy regarding these areas.*	**1 point** if surrogacy is included **1 point** if adoption is included **1 point** if foster/guardianship is included
Why this question? There are many ways that children come into LGBTQ+ families; for some this may be limited to surrogacy, adoption or foster/guardianship arrangements. In each of these scenarios, there will be leave required during the initial stages of caring for a new member of the family. This question helps to build awareness of different family dynamics and seeks to proactively include LGBTQ+ families and some of the less traditional ways in which their children may be brought into the family unit. **Providing Evidence:** Please provide clear, unambiguous evidence for any of the parental leave options you have: • Surrogacy leave available • Adoption leave available • Foster/guardianship leave available	
Answer: See OneDrive - Question 3 Evidence Folder Question 3 Evidence	*File name/s as evidence for this question:* *File 1:* IP Australia Enterprise Agreement 2024.pdf *File 2:* Parental Leave - IP Australia Enterprise Agreement 2024.png *File 3:* Click or tap here to enter text.

4. International Travel Advice for Employees	3 points
We have international travel advice available to our LGBTQ+ employees or employees with LGBTQ+ dependents should they be required to travel for work (e.g., cultural context, safety, LGBTQ+ matters in other jurisdictions). *Please provide a copy of travel advice available.*	**3 points** for international travel advice available to our LGBTQ+ employees Note: Points will not be allocated for a brief mention of LGBTQ+ inclusivity without any meaningful information that would inform an employee as to their safety or acceptance within a given location.
Why this question? Given the number of organisations that may require international travel for work or work-related purposes (e.g., international conferences) it is essential to provide travel advice for LGBTQ+ employees when travelling overseas; particularly within the Asia Pacific Region or other countries where laws are hostile towards those of diverse sexualities and/or genders. LGBTQ+ employees can put themselves at risk if being requested to attend conferences, visit, or work in certain countries. It is considered good practice for HR or relocation teams to have this information on hand and available to all employees. **Providing Evidence:** To gain points for this question, you will need to provide a copy of any LGBTQ+-related travel advice that you currently have. This information may be developed internally or provided by an external resource but must be available to all employees.	
Answer: See OneDrive - Question 4 Evidence Folder Question 4 Evidence. Link is to www.smartraveller.gov.au It is not common for staff to travel internationally for work at IP Australia. However, the attached advice (see evidence) is available.	*File name/s as evidence for this question:* *File 1:* Question 4 Evidence.png *File 2:* Smart Traveller.pdf

5. LGBTQ+ Inclusive Domestic & Family Violence Policy	4 points
Our Domestic and Family Violence Policy or resources clearly: **a) acknowledges and identifies unique challenges faced by LGBTQ+ people in domestic and family violence situations; AND**	**2 points** if (a) the DFV Policy acknowledges and identifies unique challenges faced by LGBTQ+ people in domestic and family violence situations

b) identifies specialist LGBTQ+ avenues of support to assist HR Managers and employees impacted by LGBTQ+ domestic and family violence *For full points, please provide evidence for BOTH a) and b).*	**2 points** if (b) the DFV Policy or relevant intranet pages identifies specialist LGBTQ+ avenues of support to assist HR Managers and employees dealing with LGBTQ+ domestic and family violence
Why this question? Domestic and Family Violence (DFV) is a significant problem within Australia, and laws are now being introduced for DFV to be addressed within workplace policy and practice. Many people assume DFV only happens in non-LGBTQ+ relationships, and a significant number of DFV policies make only a passing reference to the inclusion of LGBTQ+ people but do not mention the unique challenges faced by LGBTQ+ people in these situations. The fact that support avenues for LGBTQ+ are incredibly limited is also significant. This part of the index seeks to close that gap. **Providing Evidence:** To obtain points for this question, you will need to provide evidence for both (a) and (b) above. This information can either be referenced FULLY within your policy or it can be externally referenced on the page that holds your DFV policy documentation. Linking to other LGBTQ+ related DFV resources alongside your policy documentation will also be accepted.	
Answer: See OneDrive - Question 5 Evidence Folder Question 5 Evidence which includes a screenshot of the relevant section which outlines the Guiding Principles and how F&DV affects different communities (Including LGBTIQ+); and the entire HR Guidance Material Document.	*File name/s as evidence for this question:* *File 1:* Question 5 Evidence.png *File 2:* HR13 (GM02) Guidance Material F and DV Leave.pdf

LGBTQ+ Bullying, Harassment & Support

6. Resources on LGBTQ+ Inclusive and Negative Language	6 points

OFFICIAL: Sensitive

We actively promote the availability of resource/s to all staff that provide clear guidelines on what is both inclusive language and negatively perceived language regarding LGBTQ+ populations. *Please provide:* *a) a copy of the resource provided to staff; and* *b) details of how staff learn about the existence of this resource*	**2 points** if the resource provides clear guidelines on inclusive language **2 points** if the resource provides clear guidelines on negative language **2 points** for a means by which staff can easily learn about the existence this resource
Why this question? Language in this area can be quite complex and public commentary, articles, ads, brochures, blogs, etc. can inadvertently be negative to some, harmful, offensive, inappropriate and/or discriminatory. A targeted communications guide is designed to assist anyone within your organisation who might be referencing LGBTQ+ populations. It will enable them to understand which words are offensive or negatively perceived, while equipping them with inclusive alternatives. **Providing Evidence:** To obtain points for this question, you will need to provide evidence for both (a) and (b) above. Third party resources will suffice, providing they address the criteria.	
Answer: See OneDrive - Question 6 Evidence Folder Question 6 Evidence Staff access this information via: - the IP PRIDE Network on SharePoint (D&I) - LGBTQA+ Intranet Page on SharePoint, - "From the Executive (FTE)" Blog/newsletter sent to all staff, - Panel Discussion Events - Staff Induction in LXP	*File name/s as evidence for this question:* *File 1:* Question 6 Evidence Screenshot.png

7. LGBTQ+-related Grievance Officers	**4 points**

OFFICIAL: Sensitive

Our organisation has a trained grievance officer (or someone equivalent, trained in addressing and/or processing organisational grievances) who is: **a) clearly communicated as a contact for LGBTQ+-related grievances; AND who is** **b) clearly identified as someone who has been trained in LGBTQ+ inclusion and awareness** *For full points, please provide evidence for BOTH a) and b).*	**2 points** if (a) the grievance officer is clearly communicated as a contact for LGBTQ+-related grievances **2 points** if (b) the grievance officer is clearly identified as someone who has been trained in LGBTQ+ inclusion and awareness Note: Points will not be allocated for generic statements that all Grievance Officers are trained/inclusive.

Why this question? This question does NOT refer to LGBTQ+ Network leads (unless they are also HR people with grievance process responsibilities). This question refers to the people or person that **formal bullying/harassment complaints** are referred to.

In previous training of organisational grievance officers (or equivalent), we have come across people who have requested to withdraw from LGBTQ+ awareness as it conflicts with their personal values or beliefs. In one instance, a grievance officer asked not to be made available for LGBTQ+ people stating a conflict of interest.

Too many LGBTQ+ people have experienced a lack of understanding in terms of the challenges LGBTQ+ employees face. This may be a deliberate or unconscious dismissal of LGBTQ+-related harassment ("just having a bit of fun," "just don't be out at work," "don't talk about your personal life at work").

Having an authorised grievance officer (or equivalent) who is fully trained in LGBTQ+ inclusion and an ally, may be the difference between someone reporting harmful behaviour or not.

Broad sweeping statements such as "all of our counsellors or HR people are inclusive" does not portray the same level of confidence.

Providing Evidence: There are two parts to this question.

- The first is that you must have at least one grievance officer that is identified as a contact for LGBTQ+ related grievances.
- The second is that this person must be trained. This must be articulated on relevant contact pages or within grievance documentation.

Answer: See OneDrive Question 7 Evidence Folder Question 7 Evidence. IP Australia has 2 LGBTQA+ Grievance Officers who have completed the LGBTQIA+ Grievance Officer Training, and are within the HR Umbrella. Attached files include the DRIVE (D&I) Newsletter which highlights both Grievance Officers and	*File name/s as evidence for this question:* *File 1:* DRIVE Newsletter (PRIDE).pdf

the role definition, in addition to screenshots of both the IP Pride Network Page, and the LGBTQA+ D&I Page which also highlights our Grievance officers	*File 2:* Question 7 Evidence IP Pride Network Page.png Question 7 Evidence LGBTQA+ Page.png

8. Behavioural Examples of What Constitutes Bullying/Harassment	**4 points**
Our organisation has documentation that is easily located within our bullying and harassment policy/guidelines that provide clear behavioural examples of what constitutes LGBTQ+-related bullying/harassment. *For full points, please provide behavioural examples given within your bullying/harassment documentation that identifies:* *a) behaviour that constitutes bullying/harassment regarding employees of diverse sexual orientation; and* *b) behaviour that constitutes bullying/harassment regarding employees of diverse gender*	**2 points** for (a) clear behavioural examples that constitutes bullying/harassment regarding employees of diverse sexual orientation **2 points** for (b) clear behavioural examples that constitutes bullying/harassment regarding employees of diverse gender

Why this question? Having very specific behavioural examples of what constitutes bullying/harassment of LGBTQ+ people:

- allows employers to utilise this to show how such behaviour contravenes your code of conduct
- allows managers to point to such behaviour when counter claims such as "it was only meant as a joke" or "that was just a bit of fun" are given
- gives LGBTQ+ employees and their allies 'permission' to call out that behaviour

This is particularly relevant regarding the constant innuendo, jokes, unwelcome commentary that LGBTQ+ people frequently face, and have clearly identified as a cause of workplace stress and harassment within the AWEI Employee Surveys.

Providing Evidence: Specific examples might include, but are not limited to:

- Constant innuendo or suggestive language pertaining to orientation or gender identity

• Unwarranted personal questions regarding one's personal life, orientation, or gender identity, regardless of whether this is meant to ridicule or intimidate • Sexual innuendo, specifically targeting orientation or gender identity • Targeted stereotyping • Unwelcome assumptions or commentary on one's perceived orientation or gender identity • Displaying inappropriate materials designed to humiliate or intimidate colleagues based on orientation or gender identity If your ability to detail examples for multiple diverse demographics is limited, consider using a consolidation statement such as "ongoing jokes, innuendo or commentary regarding one's sexual orientation or gender identity."	
Answer: See OneDrive - Question 8 Evidence Folder Question 8 Evidence including our Workplace Bullying and harassment intranet page & HR Policy and Guidance material on Appropriate workplace behaviours.	*File name/s as evidence for this question:* *File 1:* Question 8 Evidence Screenshot.png *File 2:* Question 8 Evidence

INCLUSION OF TRANS AND GENDER DIVERSE EMPLOYEES

9. Gender Affirmation Policy and Process Documentation	4 points
We have a documented gender affirmation policy/process to support: **a) employee(s) wishing to affirm their gender in the workplace** **b) manager(s) and/or HR contact(s) supporting those who wish to affirm their gender** **c) peers/colleagues of those who wish to affirm their gender** *For full points, please provide evidence for each of the areas above.*	**2 points** for a documented gender affirmation policy/process to (a) support the employee(s) wishing to affirm their gender in the workplace **1 additional point** for (b) documentation or processes to support manager(s) and/or HR contact(s) supporting those who wish to affirm their gender **1 point** for (c) documentation or processes to support peers/colleagues of those who wish to affirm their gender Note: You will not lose points for referring to a 'Transitioning Policy,' however we do ask that you

	endeavour to change wording to 'Gender Affirmation Policy' going forward, to reflect best practice.
Why this question? We are currently seeing an unprecedented number of people affirm their gender in the workplace. Having a clearly articulated policy and process to support the employee, their manager and team during this time is critical. **Providing Evidence:** To gain full points for this question, you will need to provide evidence for (a), (b) and (c).	
Answer: See OneDrive - Question 9 Evidence Folder Question 9 Evidence which includes: - Guidance Material - Supporting Gender Identity Affirmation - Guidance Template - Communication Templates - Guidance Template - Gender Identity Affirmation Checklist	*File name/s as evidence for this question:* *File 1:* Question 9 Evidence *File 2:* Click or tap here to enter text.

10. Dress Codes	**4 points**
Our employees can easily locate an explicit statement that supports trans and gender diverse people dressing according to their affirmed gender at work, alongside a contact point for employees who have specific questions regarding this. **Note: For full points, this statement must be outside of gender affirmation documentation.** *Please provide:* *a) evidence of an explicit statement supporting trans and gender diverse employees to dress according to their gender at work, located outside of gender affirmation documentation; and* *b) an easily locatable contact point should employees have any questions specific to this*	**1 point** for (a) if the statement is only located within gender affirmation policy documentation and is explicitly supporting trans and gender diverse employees **1 additional point** for (b) an easily locatable contact point OR **3 points** for (a) if the statement is accessible by all employees, outside of gender affirmation documentation, and is explicitly supporting trans and gender diverse employees **1 additional point** for (b) an easily locatable contact point

	Note: Points will be based on the inclusivity of the statement and how easily it can be located by all employees, not just those wishing to affirm their gender at work.
Why this question? Gendered language within dress code documentation or "dress for the day" style communications can be fraught with problems for those affirming their gender, those who are trans, gender diverse, or non-binary, and those whose gender expressions don't conform to societal 'norms.' The 2021 AWEI Employee Survey showed that 44% of all trans and gender diverse employees found dress codes to be one of the top 3 barriers in employment. It is important even for those organisations without formal dress codes, that there be an overt statement to support employees dressing according to their affirmed gender. **Providing Evidence:** To obtain points for this question, you will need to provide evidence of both (a) and (b). ***If you do have uniforms***, and these are supplied by an external supplier; a short paragraph on the intranet page where the uniform link is embedded can outline your support for trans and gender diverse employees. This needs to include the contact details of someone they can call should they have any questions.	
Answer: See OneDrive Question 10 Evidence Folder Question 10 Evidence. This statement is located on the Diversity & Inclusion landing page (where the Diversity & Inclusion team would be the contacts should staff have any questions), as well as in the Induction modules on LXP.	

11. Non-Binary Gender Options for Employees	**4 points**
We currently include non-binary options when collecting employee gender information within internal forms and/or IT systems.	**Full points may be obtained in either option:** **OPTION 1: Re: Non-Binary Gender Options:** • **2 points** for the inclusion of options other than male/female on forms

For full points, please provide one example of gender inclusive options used on forms and/or within IT systems.	• **Additional 2 points** where gender information collected is inclusive of non-binary people and free of any language that may be negatively perceived **OPTION 2: Removal of gendered information:** • **4 points** if you have removed gendered information on the majority of forms and can provide an example of this Note: Intersex relates to sex characteristics, not gender. Terms such as 'Indeterminate,' 'Undisclosed,' 'Unspecified' are commonly used for intersex characteristics and non-binary gender options. As this question speaks to gender, these terms will not obtain points.

Why this question? This advanced question is on par with international practice and refers to how we collect information about the sex or gender of our employees on internal forms/documentation or systems. Where your organisation collects gender information from employees, non-binary options should be included for trans and gender diverse employees.

Typical **FORMS** would include but are not limited to those associated with:

- employment applications
- policy forms
- travel, accommodation, petrol expenses
- catering and meal allowances
- misc. internal forms

Typical **IT SYSTEMS** might include but are not limited to those associated with:

- HR processes and payroll
- internal employee profiles

Providing Evidence:

- **<u>If you do collect</u>** gender options or gendered information within forms or IT systems, provide one example
- **<u>If you do not collect or have removed</u>** gender options or gendered information on your forms, please provide one example where this would have previously been captured as proof that you do not and/or no longer collect such information.

OFFICIAL: Sensitive

Note: We are not asking for a full audit of where you may collect gendered information across your forms and/or IT systems.

Answer: See OneDrive - Question 11 Evidence Folder Question 11 Evidence. Included is a screenshot from Aurion ESS (HR/Payroll/Timekeeper), where each employee is provided with options (under the Equity and Diversity section) including gender inclusive options.	*File name/s as evidence for this question:* *File 1:* Question 11 Evidence *File 2:* Click or tap here to enter text.

STRATEGIC FOCUS & ACCOUNTABILITY

12. External LGBTQ+ Expertise	**3 points**
We have access to external LGBTQ+ inclusion support/expertise that we have called upon throughout the assessed year. *Please select:* ☒ *We are Pride in Diversity members* ☐ *We are not Pride in Diversity members but have accessed:* Click or tap here to enter text.	**3 points** for Pride in Diversity members OR **2 points** for non-Pride in Diversity members who have accessed this support throughout the year Note: An additional point is given for Pride in Diversity members, as we will be able to ascertain the degree of engagement.
Why this question? While internal resources and subject matter expertise groups are valuable; they are sometimes limited by the scope and extent of work within the current organisation or previous roles. This question looks at the utilisation of LGBTQ+ inclusion expertise/support across the year outside of your employee base.	

Providing Evidence: If you were a Pride in Diversity member within the assessed year, please just select this option. No further evidence required. For non-members, please provide evidence of one instance of utilising external LGBTQ+ inclusion Support/Expertise throughout the assessed year.
No evidence required. Please note random audits may take place for questions for which we do not require evidence.

13. LGBTQ+ Inclusion Strategy	**3 points**
We have an organisational strategy or Diversity & Inclusion (D&I) action plan to progress LGBTQ+ inclusion within this organisation. *Please provide a copy of the LGBTQ+ component of this strategy.*	**3 points** if there is an LGBTQ+ component of this strategy or an action plan There are no partial points to this question.
Why this question? An LGBTQ+ inclusion strategy or action plan ensures that there are endorsed accountabilities in this area of inclusion and allows employees and executives to track progress. **Providing Evidence:** Please provide the component of your strategy or D&I action plan that specifically relates to progressing LGBTQ+ inclusion.	
Answer: See OneDrive - Question 13 Evidence Folder Question 13 Evidence which includes a copy of IP Australia's D&I Strategy 2023-2026 and the annual presentation given to the IP Australia Pride Champion. Additionally, this folder contains the Gender Equity Action plan, inclusive of non-binary individuals. The Strategy includes: - Our Vision (Page 3, including explicit statement of our partnership with Pride in Diversity) - How we will measure success (Page 17) - Definitions (Appendix A) - The Inclusion Maturity Matrix (Appendix B) The LGBTQA+ Champion Presentation is developed each year from the results of the APS Employee Census and Diversity Council Australia Inclusive Employer Index Survey. The results are broken down by diversity stream to monitor and track the sentiment of each cohort. This presentation is an	

example of how IP Australia tracks progress and keeps the Executive informed in regards to LGBTQA+ employees. In addition to our newly developed Gender Equity Action Plan.

14. External LGBTQ+ Workplace Inclusion Promotion	3 points
We have detailed information on our Australian LGBTQ+ inclusion focus or work on our external facing website. *Please provide the URL of an external webpage that specifically promotes your LGBTQ+ inclusion work.* *Note: Points will not be given if we are unable to access this externally.*	**3 points** if the URL to the external webpage specifically promotes your Australian LGBTQ+ inclusion work There are no partial points for this question. Points will not be allocated if we are unable to access the information from the direct URL provided.
Why this question? When considering a role within an organisation, potential employees will often browse the employer's website. For LGBTQ+ people there will often be a specific interest in your work on diversity and, what you do within the LGBTQ+ inclusion space. Information contained on your website may inform their decision to proceed with an application; or at the very least, influence what they can expect in terms of inclusivity. Having Australian-based content is important, to reassure a potential candidate that the culture here will be inclusive. **Providing Evidence:** You will need to provide the URL that takes us directly to the page that promotes any diversity and inclusion work, referencing LGBTQ+ inclusion. This promotion must be over and above a single statement or very brief mention of LGBTQ+ inclusion being a pillar of your diversity work. Points will not be allocated if we are unable to access the information from the direct URL provided.	
Answer: Please see Why Work With Us | IP Australia, and OneDrive - Question 14 Evidence Folder Question 14 Evidence	

15. HR/Diversity Professional Accountabilities	8 points

The following people within our organisation have documented accountabilities for LGBTQ+ inclusion: **Please select all that apply:** ☒ **an HR/Diversity professional** ☒ **an Executive Sponsor** ☒ **a Network Leader/s** ☒ **an internally communicated LGBTQ+ Advisory service that provides subject expertise to the organisation** **Note: These accountabilities are over and above general diversity statements and must show at least one clearly articulated accountability in relation to the role or group.** *Please provide at least one of the LGBTQ+-related accountabilities for each of the items selected above.*	For roles with documented accountabilities for LGBTQ+ inclusion: **2 points** for an HR/Diversity professional **2 points** for an Executive Sponsor **2 points** for a Network Leader **2 points** for an internally communicated LGBTQ+ Advisory service (formal or informal) with a mandate to support the organisation

Why this question? There are many instances when a focus on LGBTQ+ inclusion shifts with a change of staff. Formally building KPI's into roles that contribute to LGBTQ+ inclusion ensures a commitment to making the work accountable and in focus.

Accountabilities may be documented within a job description, an objectives statement, or plan of work.

Providing Evidence: HR/Diversity professionals AND Executive Sponsors with accountabilities ensure clarity and continuity of work in this area.

The network leader needs accountabilities to inform the work of the network and to ensure that their work is recognised and aligned to organisational objectives and values.

The advisory function may sit within Network Leadership teams or D&I counsels. However, the function of proactively provided advice back to the organisation must be clearly documented as a deliverable and not generically implied.

Note: This is not about a list of tasks to achieved, it is about the expectation and accountability within the role/group.	
Answer: See OneDrive - Question 15 Evidence Folder Question 15 Evidence. - HR/Diversity Professional: s22 - Executive Sponsor: s22 - Network Leaders: s22 - LGBTQ+ Advisory service: IP Pride Network and the HR D&I Team regularly liase with one another to ensure various deliverables, comms, action plans, resources and training are supported.	*File name/s as evidence for this question:* *File 1:* IP Pride Terms of Reference.pdf *File 2:* IP Australia Pride Network Statement of Purpose.pdf *File 3:* Question 15 Evidence Screenshot.png *File 4:* Question 15 Evidence Screenshot 2.png

LGBTQ+ EMPLOYEE NETWORK

16. LGBTQ+ Employee Network	**4 points**
Our organisation has either: ☒ **an established LGBTQ+ employee network with a clearly documented charter/purpose or remit; OR** ☐ **made progress towards the launch or establishment of an LGBTQ+ employee network** *Please select one option above and provide evidence to support your response.*	**4 points** for an established LGBTQ+ employee network with a clearly documented charter/purpose or remit OR **2 points** for those who are in the process of establishing a network and have documented evidence to support this
Why this question? Not all employers have established LGBTQ+ Employee Networks or Resource Groups (names will vary). However, the value of these groups contribute significantly to a sense of inclusion, offering a safe space for LGBTQ+ people and allies to connect; and contribute to the work of the organisation in driving LGBTQ+ inclusion.	

Networks that contribute to the organisation not only gain credibility within the organisation but can also accomplish a significant amount of work over and above Diversity resources. **Providing Evidence:** If you have a network, please provide a copy of the network's articulated charter/purpose. If you are in the process of establishing a network, please provide an outline and evidence of any progress made within the assessed year.	
Answer: See OneDrive - Question 16 Evidence Folder Question 16 Evidence which includes: - IP Australia Pride Network Statement of Purpose - IP Pride Terms of Reference - Screenshot of Pride Network Page	*File name/s as evidence for this question:* *File 1:* IP Australia Pride Network Statement of Purpose.pdf *File 2:* Question 16 Evidence Screenshot - IP Pride Network Page.png

17. Orientation/On-boarding	**3 points**
Our network has a process to actively introduce itself to new employees. *Please outline this process.*	**1 point** if the network is introduced by others as an overall part of the diversity component within the induction process **Additional 2 points if the network itself is** actively involved in introducing itself to new employees
Why this question? When a new employee first joins the organisation, they are engaged and looking for what the organisation has to offer. This is a critical time to introduce your new employees to the culture and any employee groups that you have. Involvement of the network in the onboarding process, whether it be by means of distributing welcome/network cards with an invitation to connect, speaking at new employee orientation on the network or establishing a welcome event periodically for interested new employees, allows people to opportunity to: • find out about the network • experience a sense of inclusion from the start	

OFFICIAL: Sensitive

- experience a proactive welcome and/or invitation to be a part of a network

This will equally be of interest to allies, families, friends, and colleagues of LGBTQ+ people.

Providing Evidence: Outline any of the ways in which your network actively introduces itself to new employees.

For full points, this must be over and above documentation or slides covered by others within the induction process.

Answer: See OneDrive - Question 17 Evidence Folder Question 17 Evidence.
- Employees undergo Induction/training via LXP (screenshots provided), where they are exposed to all D&I Networks, including how to contact and how to join (document provided).
- For example, the August 2024 Patent Trainee Intake was invited to a session to "Meet the D&I Networks", including the Pride Network. Representatives from each network introduce their respective networks, including various projects/initiatives they're involved with, how they support employees at IP Australia, the resources available, and how to join.

18. Ally/Champion Reference Guides	**3 points**
Our employees can easily locate Ally/Champion Reference Guides that detail how to be an effective ally and/or active champion for LGBTQ+ inclusion within the workplace. *Please provide:* *a) any Ally/Champion Guides outlining how to be an Active Ally/Champion for LGBTQ+ inclusion; and* *b) details of how employees find out about the existence of these guides*	**2 points** for (a) any Ally / Champion Reference Guides available **1 additional point** if employees can easily find out about the existence of this guide

Why this question? In the 2022 AWEI employee survey, only 31% of the 37,408 respondents considered themselves to be active allies.

When the 67% of respondents who were 'passive supporters' were asked what would influence them to become an active ally, 43% responded "more information on how to be an active ally", and 25% responded "more information on WHY active allies are so important"

Providing Evidence: To obtain points for this question, you will need to provide evidence for both (a) and (b) above. The guide can be an online resource or a hard copy distribution. Regardless of the type of guide, please ensure that you provide an outline of the content covered and how it is distributed or in the case of an online resource, how people find out that it exists.	
Answer: See OneDrive - Question 18 Evidence Folder Question 18 Evidence which includes: - HR Guidance Material - Inclusion Networks (Found in D&I Sharepoint Page, and IP Pride Network Page) - HR Guidance Material Diversity and Inclusion FAQs - IP Pride Network Page Screenshot	*File name/s as evidence for this question:* *File 1:* HR01(GM01) HR Guidance Material - Inclusion Networks.pdf *File 2:* Question 18 Evidence Screenshot - LGBTQ+ D&I Page.png

19. Confidential Contacts	**3 points**
Our organisation clearly identifies LGBTQ+ people or allies who can be contacted for a CONFIDENTIAL and informal (non-HR), LGBTQ+-related discussion. *Please provide a screenshot of where employees are identified as go-to people for LGBTQ+ non-HR related discussions, clearly indicating that CONFIDENTIALITY is assured.* *Note: This must not be a generic mailbox as it does not evoke the same level of confidentiality; and there may be employee concerns as to who has visibility of this. By identifying individuals, employees know exactly to whom they are speaking.*	**3 points** for clearly identified LGBTQ+ people or allies who can be contacted for a confidential and informal discussion regarding being an LGBTQ+ employee within the organisation (non-HR related) There are no partial points to this question. Note: This is over and above any HR or grievance contacts and confidentiality must be assured. If the contact is not clearly communicated as CONFIDENTIAL, or generic mailboxes are used, full points will not be awarded.
Why this question? There are times when a person may want to have a confidential conversation with an LGBTQ+ person or experienced ally about the possibility of coming out within their team, or to ask a question regarding the network. They may want to discuss something about their work experience. The ability to call someone confidentially outside of HR allows those conversations to take place. As this is not about formal reporting, the designated contact points here do need to understand where the boundaries are and when they need to refer on.	

Providing Evidence: Please provide the evidence requested.

For full points, the word CONFIDENTIAL must appear and there needs to be contact details available (other than a generic mailbox).

If you are unable to use the term CONFIDENTIAL for non-official contacts, you will need to ensure that the language you use communicates that the conversation would be private, safe, supportive. ***If the contact would not clearly be understood as CONFIDENTIAL, points will not be awarded.***

Please provide a screenshot of where this information is made available.

Answer: See OneDrive - Question 19 Evidence Folder Question 19 Evidence	*File name/s as evidence for this question:* *File 1:* Question 19 Evidence - Confidential Contacts on D&I Page.png *File 2:* Question 19 Evidence - Confidential Contacts on Network Page.png

20. Internal LGBTQ+ Social Media Stream	**2 points**
We have a dedicated internal-facing LGBTQ+ social media stream to engage employees with our LGBTQ+ inclusion work and provide a safe place for LGBTQ+ employees and allies to interact. (This may include but is not limited to internal Facebook pages/groups, SharePoint, Slack, Teams, etc.) *Please provide details of your dedicated internal-facing LGBTQ+ social media stream.*	**2 points** for a dedicated internal-facing LGBTQ+ social media stream There are no partial points for this question. Note: Points will not be given for public facing social media streams, as this is about internal employee reach.

Why this question? Internal LGBTQ+ social media streams or forums provide a valuable mechanism for the sharing LGBTQ+ relevant information. In addition, it provides a dedicated and safe place for LGBTQ+ people and allies to interact while providing an active and engaged audience for the promotion of your LGBTQ+ inclusion work.

All of the above send visible messages of inclusion to your LGBTQ+ population and beyond.

Providing Evidence: Please provide evidence of any **internal** LGBTQ+ social media streams your organisation uses for safe and interactive discussions and/or updates on your LGBTQ+ inclusion work. General social streams with only occasional references to your LGBTQ+ inclusion work will not suffice for this question.	
Answer: See OneDrive - Question 20 Evideince Folder Question 20 Evidence.	*File name/s as evidence for this question:* *File 1:* Question 20 Evidence Screenshot - IP Pride Network Viva Engage Page.png *File 2:* Question 20 Evideince Screenshot - How to Join.pdf

TRAINING, AWARENESS & PROFESSIONAL DEVELOPMENT

21. LGBTQ+ Inclusion Training Availability	**8 points**
We have made LGBTQ+ Awareness/Inclusion/Ally training available to all employees. *Please outline the following:* *a) the training sessions available* *b) communications promoting the training as available to all employees* *c) any actions taken, or plans written to increase an uptake of training for all employees*	**3 points** (a) for and outline training sessions available **3 points** (b) for communications promoting the training as available to all employees **2 points** (c) for any actions to increase uptake of training for all employees
Why this question? LGBTQ+ inclusion is such a critical measure of an organisation's inclusive culture; and training is one of the key areas that can really impact, not only an understanding of *why* inclusion is important, but in understanding some of the challenges faced by our diverse employees.	

The difficulty with most diversity training is that it usually only gets attended by the people who are interested – and quite often, they are not the people you are targeting. By having LGBTQ+ inclusion or ally training available and actively promoting and seeking to increase participation in the training, we are ensuring that we obtain maximum participation outside of mandating attendance. **Providing Evidence:** To obtain points for this question, you must outline (a), (b), and (c).	
Answer: See OneDrive - Question 21 Evidence Folder Question 21 Evidence, which includes: - Screenshots of the training available (LXP). - Screenshot of example FTE which promotes allyship training and the like.	*File name/s as evidence for this question:* *File 1:* Question 21 Evidence Screenshot - LXP LGBTQA+ and Workplace Inclusion.png *File 2:* Question 21 Evidence Screenshot - LXP LinkedIn Learning Understanding and Supporting LGBTQ+ Employees.jpg *File 3:* Question 21 Evidence Screenshot - Resources and Training Available .png *File 4:* Question 21 Evidence Screenshot - Example Message from the Executive.jpg

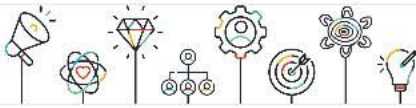


2025 Submission Scorecard - Review - I

Item	Updates	Notes from original submission	Dropbox Evidence Label
Question 3	Parental leave policy (HRP06) and Parental Leave Procedure (P06.03) have been updated to include Surrogacy Arrangements	Scored 2/3 points in original submission.	Question 3 Evidence Update
Question 10:	Dress code guidance has been updated to include a direct HR/D&I contact.	Scored 3/4 points in original submission	Question 10 Evidence Update
Question 14	Updated to include external LGBTQIA+ promotion and inclusion. External website Why work with us | IP Australia "Inclusive culture" has been updated to ensure promotion is over and above a single statement of a very brief mention of LGBTQ+ inclusion being a pillar of your diversity work and highlights our Pride Champion and PRIDE Network.	Scored 0/3 points in original submission	Question 14 Evidence Update
Question 17	Updates to Onboarding process. This is presented during the staff on-boarding process, which allows for staff to opt-in to certain D&I Networks. If a staff member opts-in to join the IP PRIDE Network, they are added to the IP PRIDE Mailing List, the IP PRIDE Network Chat and Viva Engage Page. They are also contacted by a member of the IP Pride Steering Committee to welcome them. Additionally, for a new intake, the IP PRIDE network chair organises an opt-in intro session to meet the chairs/co-chairs of each D&I Network.	Scored 1/3 points in original submission	Question 17 Evidence Update

Question 18	Updates to intranet page resources include Ally Guides. Members of the IP PRIDE Network are provided with regular updates in the IP PRIDE Network chat, including the existence of resources and materials such as Allyship Guides. Similarly, said resources are also referred to in communication from the executive (FTE) in addition to being regularly highlighted by the Chair when network meetings are held, and on the Viva Engage Page	Scored 0/3 points in original submission	Question 18 Evidence Update Question 18 Evidence Update 2 Question 18 Evidence Update 3
Question 21	Updated LXP to include IP PRIDE Hub (PRIDE community for social engagement) and additional LGBTQ+-related L&D resources. As above Members of the IP PRIDE Network have been provided with an update of the available training and resources of the IP Pride Hub in the Network chat, it is also published on our IP Network Page for ease of accessing. To support continued awareness of these training and resources to continue increasing uptake, this has a spotlight in the D&I newsletter, quarterly communications via the executive (FTE) will continue, in addition to Induction for new starters and within the opt-in intro session to meet the chairs/co-chairs of each D&I Network. LXP administrators have access to intake numbers and provide through as chairs/co-chairs request to support with promotional campaigns.	Scored 3/8 points in original submission	Question 21 Evidence Update Question 21 Evidence Update 2 Question 21 Evidence Update 3 Question 21 Evidence Update 4 Question 21 Evidence Update 5

Diversity and inclusion



FOI 26/13687
Document 4

LGBTQA+

Published 05/06/2025

s22

We are committed to fostering a safe and inclusive culture for all staff. We want IP Australia to be a place where all LGBTQA+ people feel welcome, respected, valued and empowered to bring their whole selves to work.

We all have a role in ensuring that our workplace is safe and welcoming place for our LGBTQA+ colleagues to work.

You can take action by:

- Joining the Pride Network (all staff are welcome to join).
- Completing training (see our resources below).
- Acknowledging dates of significance.
- Displaying and promoting inclusive behaviour.

s22 LGBTQA+ Champion

Our Champion

s22 our Champion:

- is a visible role model and advocate for LGBTQA+ people
- supports the implementation of relevant APS strategies and initiatives in our workplace
- participates on the LGBTQA+ Network.

Properties

Related content

See all

Title
Diversity and Inclusion
Indigenous
Disability
Culturally and Linguistically Diverse
LGBTQA+
Indigenous Voice to Parliament - informa...
Gender
Mental Health

Resources and links

- Equality in the workplace - Pride in diversity
- IP Pride steering committee terms of reference
- IP Pride Network
- Employee assistance program (EAP)
- LXP - LBGTIQ & Workplace Inclusion

Our policies

Don't read yourself out of any of IP Australia's policies. They are written for everyone and are written to be all encompassing regardless of your gender, disability, cultural background, sexuality or religion.

All employees including trans, gender diverse and non-binary are supported to dress in a manner that best reflects their gender identity.

Our leave policy includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.

Our network

It's easy to get involved in LGBTQA+ initiatives! Join IP PRIDE.

You can also join us as we celebrate IDAHOBIT Day and Pride Month each June.

We want all staff to feel empowered to be their authentic selves and are proud members of Pride in Diversity.

Contact us

M 47E(d)

Australian Government
IP Australia

FOI 26/13687
Document 5

IP Australia Enterprise Agreement 2024



DECISION

Fair Work Act 2009
s.185 - Application for approval of a single-enterprise agreement

IP Australia
(AG2024/482)

IP AUSTRALIA ENTERPRISE AGREEMENT 2024

Commonwealth employment

COMMISSIONER PLATT ADELAIDE, 19 MARCH 2024

Application for approval of the IP Australia Enterprise Agreement 2024

[1] An application has been made for approval of an enterprise agreement known as the *IP Australia Enterprise Agreement 2024* (the Agreement) pursuant to s.185 of the *Fair Work Act 2009* (the Act) by IP Australia (the Applicant). The agreement is a single enterprise agreement.

[2] The matter was allocated to my Chambers on 4 March 2024.

[3] On 6 March 2024, I conducted a telephone conference with the parties to seek clarification about aspects of the Agreement and invited the Applicant to address these matters including through the provision of an undertaking.

[4] The Agreement contains a number of changes which when considered in isolation, are less advantageous than the Award. These include the expansion of the spread of hours and penalty rates. I note that the Agreement also confers benefits of universal application including paid leave between Christmas and New Year and increased Superannuation Contributions. I have not considered additional benefits which were conditional in their application and/or difficult to quantify in monetary terms. I find that the universal improvements offset the disadvantage referred to.

[5] Two matters of concern remained, with respect to Part Time employees and Overtime and secondly Higher Duties.

[6] The Applicant has submitted an undertaking in the required form dated 15 March 2024, a copy of which is attached to this Agreement. The undertaking deals with the following topics:

- A Part-time minimum engagement has been inserted, consistent with the *Australian Public Service Enterprise Award 2015.*

- The requirement to prescribe the agreed part time hours of working including the start and finish times so as to determine when overtime is payable has been inserted, consistent with the *Australian Public Service Enterprise Award 2015.*

- For BOOT issues relating to Higher Duties, the Applicant has implemented a reconciliation process in line with *Shop, Distributive and Allied Association v Beechworth Bakery Employee Co Pty Ltd T/A Beechworth Bakery*.[i]

[7] A copy of the undertaking has been provided to the bargaining representatives and I have sought their views in accordance with s.190(4) of the Act. The bargaining representatives did not express any view on the undertaking.

[8] The undertaking appears to meet the requirements of s.190(3) of the Act and I have accepted it. As a result, the undertakings are taken to be a term of the Agreement.

[9] The Community and Public Sector Union, being a bargaining representative for the Agreement, has given notice under s.183 of the Act that it wants the Agreement to cover it. In accordance with s.201(2) of the Act I note that the Agreement covers this organisation.

[10] I am satisfied that each of the requirements of ss.186, 187, 188 and 190 of the Act as are relevant to this application for approval have been met.

[11] The Agreement is approved and, in accordance with s.54 of the Act, will operate from 7 days after the date of approval of the Agreement. The nominal expiry date is 28 February 2027.



COMMISSIONER

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[i] [2017] FWCFB 1664.

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IP Australia

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Applicant:
IP Australia

AG2024/482 – Application for the approval of the IP Australia Enterprise Agreement 2024

Section 185 – Application for Approval of a single enterprise agreement

Undertaking – Part-Time Hours and Higher Duties Provisions

I, Doug Pereira, General Manager Finance and People Services Group and Chief Financial Officer for IP Australia, give the following undertaking with respect to the IP Australia Enterprise Agreement 2024 ('the Agreement'):

1. I have the authority given to me by IP Australia to provide this undertaking in relation to the application before the Fair Work Commission.

2. Undertake the following –

   Part-Time:

   For the purposes of clauses 129 of the Agreement, the part-time work agreement setting out an employee's agreed part time hours will be issued before the part-time arrangement commences and will include:

   a. the ordinary hours the employee will work each week; and

   b. the pattern of hours to be worked, including starting and finishing times for employees other than shift workers, on each or any day of the week, within the bandwidth. The pattern of hours will provide for no less than three hours per day, or an alternative period agreed.

   Higher Duties:

   If, during a four-week settlement period, an APS employee temporarily occupies a role acting at a higher classification level for which they are not entitled to receive higher duties allowance, IP Australia will:

a. at the end of that settlement period, conduct a reconciliation between the amount the employee would have been entitled to be paid under the Australian Public Service Enterprise Award 2015 (APS Award) and the amount they are entitled to under the Agreement for that period; and

b. if there is any shortfall between the amount the employee is entitled to be paid under the Agreement and the amount that would have been paid to the employee under the APS Award, pay the employee the amount of that shortfall plus $5.00 in the next pay period.

3. This undertaking is provided on the basis of the issues raised by the Fair Work Commission in our meeting held on Wednesday 6 March 2024.



Doug Pereira FCPA
General Manager Finance and People Services Group
Chief Financial Officer
IP Australia

15 March 2024

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Formal acceptance of agreement and signatures

This Agreement is made under section 172 of the *Fair Work Act 2009*.

Employer

Signed for, and on behalf of, the Commonwealth by the Director General, IP Australia

Signed: _____

Full Name: Michael Schwager
Address: 47 Bowes Street, Phillip ACT 2606

Bargaining representatives

Signed for, and on behalf of, the Community and Public Sector Union (CPSU)

Signed: _____

Full Name: John Ryall
Position: National Organiser, CPSU
Address: 1/54-58 Foveaux Street, Surry Hills NSW 2010

Signed: _____

Full Name: Clarissa Barbosa
Position: Employee Representative
Address: 47 Bowes Street, Phillip ACT 2606

Signed: _____

Full Name: Nicole Peterson
Position: Employee Representative
Address: 47 Bowes Street, Phillip ACT 2606

Signed: _____

Full Name: Michael Constance
Position: Employee Representative
Address: 47 Bowes Street, Phillip ACT 2606

Signed: _____

Full Name: Belinda Saunders
Position: Employee Representative
Address: 47 Bowes Street, Phillip ACT 2606

Signed: _____

Full Name: Mladen Mitic
Position: Employee Representative
Address: 47 Bowes Street, Phillip ACT 2606

Part 1 – Operation of the Agreement

Agreement Title

1. This agreement is made under section 172 of the *Fair Work Act 2009* and shall be known as the **IP Australia Enterprise Agreement 2024**.

Parties to the agreement

2. This Agreement covers:

   2.1. the Director General of IP Australia, for and on behalf of the Commonwealth of Australia as the employer;

   2.2. all employees in IP Australia employed under the *Public Service Act 1999* other than:

      2.2.1. Senior Executive Service employees or equivalent;

   2.3. subject to notice being given in accordance with section 183 of the *Fair Work Act 2009*, and the following employee organisation which was a bargaining representative for this Agreement:

      2.3.1. Community and Public Sector Union (CPSU).

Operation of the agreement

3. This Agreement will commence operation seven days after approval by the Fair Work Commission.

4. This agreement will nominally expire on 28 February 2027.

Delegations

5. The Director General may delegate to or authorise any person to perform any or all of the Director General's powers or functions under this agreement, including the power of delegation, and may do so subject to conditions.

National Employment Standards precedence

6. The terms of this Agreement are intended to apply in a manner that does not derogate from the National Employment Standards (NES). The NES will continue to apply to the extent that any term of this Agreement is detrimental to an employee of IP Australia in any respect when compared with the NES.

Closed comprehensive agreement

7. This Agreement states the terms and conditions of employment of the employees covered by this Agreement, other than terms and conditions applying under relevant Commonwealth laws.

8. This Agreement will be supported by policies and guidelines, as implemented and varied from time to time.

9. Policies and guidelines are not incorporated into and do not form part of this Agreement. To the extent that there is any inconsistency between policies and guidelines and the terms of this Agreement, the terms of this Agreement will prevail.

Individual Flexibility Arrangements

10. IP Australia and an employee covered by this Agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the Agreement if:

    10.1. the arrangement deals with one or more of the following matters:

        10.1.1. arrangements about when work is performed;

        10.1.2. overtime rates;

        10.1.3. penalty rates;

        10.1.4. allowances;

        10.1.5. remuneration;

        10.1.6. leave and leave loading and;

    10.2. the arrangement meets the genuine needs of IP Australia and the employee in relation to one or more of the matters mentioned in clause 10.1; and

    10.3. the arrangement is genuinely agreed to by IP Australia and the employee.

11. IP Australia must ensure that the terms of the individual flexibility arrangement:

    11.1. are about permitted matters under section 172 of the *Fair Work Act 2009*,

    11.2. are not unlawful terms under section 194 of the *Fair Work Act 2009*, and

    11.3. result in the employee being better off overall than the employee would be if no arrangement was made.

12. IP Australia must ensure that the individual flexibility arrangement:

    12.1. is in writing;

    12.2. includes the names of IP Australia and the employee;

    12.3. is signed by IP Australia and the employee and, if the employee is under 18 years of age, signed by a parent or guardian of the employee; and

    12.4. includes details of:

        12.4.1. the terms of the enterprise agreement that will be varied by the arrangement;

        12.4.2. how the arrangement will vary the effect of the terms;

        12.4.3. how the employee will be better off overall in relation to the terms and conditions of their employment as a result of the arrangement, and

    12.5. states the day on which the arrangement commences.

13. IP Australia must give the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.

14. IP Australia or the employee may terminate the individual flexibility arrangement:

    14.1. by giving no more than 28 days written notice to the other party to the arrangement; or

    14.2. if IP Australia and employee agree in writing – at any time.

15. IP Australia and the employee are to review the individual flexibility arrangement at least every 12 months.

Part 2 - Remuneration

Salary Increase

16. Salary rates will be as set out in Attachment A and Attachment B to this agreement.

17. The base salary rates in Attachment A and Attachment B include the following increases:

    17.1. **4.0 per cent** from the first full pay period on or after commencement 1 March 2024 (the 14 March 2024);

    17.2. **3.8 per cent** from the first full pay period on or after 1 March 2025 (the 13 March 2025); and

    17.3. **3.4 per cent** from the first full pay period on or after 1 March 2026 (the 12 March 2026).

18. In recognition of a common alignment date of the first full pay period on or after 1 March each year, the payments in Attachment A and Attachment B were calculated based on base salary rates as at 31 August 2023.

Payment of Salary

19. Employees will be paid fortnightly in arrears by electronic funds transfer into a financial institution account of the employee's choice, based on their annual salary using the following formula:

$$Fortnightly\ salary = \frac{annual\ salary\ \times 12}{313}$$

Note: This formula is designed to achieve a consistent fortnightly pay rate without significant variability year-to-year. It reflects that the calendar year is not neatly divisible into 26 fortnightly periods. There are 313 fortnightly pay cycles within a 12-year period.

20. Remuneration and other benefits for part-time employees are calculated on a pro rata basis, apart from allowances for which a reimbursement is made for the actual costs incurred.

Salary setting

21. Where an employee is engaged, moves to or is promoted in IP Australia, the employee's salary will be paid at the minimum of the salary range of the relevant classification, unless the Director General determines a higher salary within the relevant salary range under these provisions.

22. The Director General may determine the payment of salary at a higher value within the relevant salary range of the relevant classification and the date of effect at any time.

23. In determining a salary under these provisions, the Director General will have regard to a range of factors including the employee's experience, qualification and skills.

24. Where an employee commences ongoing employment in IP Australia immediately following a period of non-ongoing employment in IP Australia for a specified term or task, the Director General will determine the payment of the employee's salary within the relevant salary range of the relevant classification which recognises the employee's prior service as a non-ongoing employee in IP Australia.

25. Where an employee commences ongoing employment in IP Australia immediately following a period of casual employment in IP Australia, the Director General will determine the payment of salary within the relevant salary range of the relevant classification which recognises the employee's prior service as a casual employee in IP Australia.

26. Where an APS employee moves to IP Australia at level from another APS agency, and their salary is above the maximum of the salary range for their classification, the Director General will maintain the employee's salary at that level, until it is absorbed into the salary range for that classification.

27. Where the Director General determines that an employee's salary has been incorrectly set, the Director General may determine the correct salary and the date of effect.

Incremental advancement

28. Salary advancement to the next available pay point will occur on 1 September each year, within the salary range applicable to the employee's substantive classification and in accordance with IP Australia's policy.

29. For the employee to be eligible for salary advancement in accordance with clause 28, they must:

    29.1. have not received a rating of unsatisfactory (or equivalent) in the relevant performance management cycle; and

    29.2. have performed a minimum of 6 months of eligible service at IP Australia at or above their substantive classification. If an employee has less than 6 months of eligible service, the Director General may determine a higher salary under clause 22.

30. Where an employee's performance has been assessed as unsatisfactory and the employee does not receive salary advancement under clause 28, they may be granted salary advancement following a sustained period of satisfactory performance. A sustained period will generally be considered to be a minimum of 6 continuous months or as determined by the Director General. Salary adjustments under this clause will not be retrospective.

31. Eligible service for salary progression will include:

    31.1. periods of paid leave and unpaid parental leave;

    31.2. periods of unpaid leave that count as service; and

    31.3. service while employed on a non-ongoing basis.

32. During a period of unpaid parental leave employees will be eligible to advance a maximum of one increment, regardless of the length of unpaid parental leave.

33. Employees who have been performing duties at a higher classification and meet the above requirements will be eligible for a salary progression at both their actual and substantial classifications.

34. Progression at a higher level, as per clause 33, will be retained for future periods of higher duties.

35. Casual employees will not usually be eligible for incremental advancement.

Transitional arrangements

36. Employees due for incremental advancement between the date of commencement of this agreement and 1 September 2024 will:

    36.1. receive a one-off payment equivalent to the salary advancement for the period of their current increment to 1 September 2024, and

    36.2. have their pay point adjusted on 1 September 2024.

Superannuation

37. IP Australia will make compulsory employer contributions as required by the applicable legislation and fund requirements.

38. Employer superannuation contributions will be paid on behalf of employees during periods of paid leave that count as service.

39. IP Australia will provide an employer contribution of 15.4% of the employee's Fortnightly Contribution Salary (FCS) for employees in the Public Sector Superannuation Accumulation Plan (PSSap) and employees in other accumulation superannuation funds.

40. Employer contributions will be made for all employees covered by this agreement.

41. Employer contributions will not be reduced by any other contributions made through salary sacrifice arrangements.

42. IP Australia will make employer superannuation contributions to any eligible superannuation fund, provided that it accepts payment by fortnightly electronic funds transfer (EFT) using a file generated by the IP Australia's payroll system.

Payment during unpaid parental leave

43. Employer contributions will be paid on periods of unpaid parental leave in accordance with the requirements of the PSSap fund where the employee is a member of the PSSap, and up to a maximum of 52 weeks where the employee is a member of an accumulation fund other than PSSap.

Overpayments

44. An overpayment occurs if IP Australia provides an employee with an amount of money to which the employee was not entitled (including but not limited to salary, entitlements, allowances, travel payment and/or other amount payable under this agreement).

45. Where the Director General considers that an overpayment has occurred, the Director General will provide the employee with notice in writing. The notice will provide details of the overpayment.

46. If an employee disagrees that there has been an overpayment including the amount of the overpayment, they will advise the Director General in writing within 28 calendar days of receiving the notice. In this event, no further action will be taken until the employee's response has been reviewed.

47. If after considering the employee's response (if any), the Director General confirms that an overpayment has occurred, the overpayment will be treated as a debt to the Commonwealth that must be repaid to the agency in full by the employee.

48. The Director General and the employee will discuss a suitable recovery arrangement. A recovery arrangement will take into account the nature and amount of the debt, the employee's financial circumstances and any potential hardship to the employee. The arrangement will be documented in writing.

49. The Director General and employee may agree to make a deduction from final monies where there is an outstanding overpayment upon cessation of employment.

50. Interest will not be charged on overpayments.

51. Nothing in clauses 44 to 50 prevents:

    51.1. IP Australia from pursuing recovery of the debt in accordance with an Accountable Authority Instruction issued under the *Public Governance, Performance and Accountability Act 2013*;

    51.2. IP Australia from pursuing recovery of the debt through other available legal avenues; or

    51.3. the employee or IP Australia from seeking approval to waive the debt under the *Public Governance, Performance and Accountability Act 2013*.

Supported Wage System

52. An employee can get a percentage of the relevant pay rate in line with their assessed capacity to do the work if they:

    52.1. have a disability;

    52.2. meet the criteria for a Disability Support Pension; and

    52.3. are unable to perform duties to the capacity required.

53. Specific conditions relating to the supported wage system are detailed in Attachment D.

Part 3 - Allowances

Adjustment of Allowances

54. Except as specified in this Agreement allowance rates subject to update during the life of this Agreement will be adjusted as indicated in Attachment C.

55. Further information is contained in IP Australia's policy.

Higher Duties

56. Where a role needs to be filled for 2 or more working weeks, higher duties allowance will be paid to any employee temporarily occupying the role acting at a classification level higher than their substantive classification level.

57. Higher duties allowance will be equal to the difference between the employees' current salary and the salary that would be payable if they were promoted to the higher classification, or a higher amount determined by the Director General.

58. Where an employee is found to be eligible for salary progression at their acting classification level they will receive an appropriate increase in the rate of higher duties allowance. The employee's salary level will be retained for all future periods of acting regardless of elapsed time.

59. Where an employee is assigned only part of the higher duties, the Director General will determine the amount of allowance payable.

60. Higher duties allowance will be payable while an employee is acting at a higher classification as part of a job-sharing arrangement where the duration of the arrangement is at least 2 working weeks.

61. The Director General may shorten the qualifying period for higher duties allowance on a case-by-case basis.

Workplace Responsibility Allowance

62. A workplace responsibility allowance (WRA) will be paid where an employee who is appointed by the agency or elected by eligible peers to one of the following roles:

    62.1. First Aid Officer

    62.2. Health and Safety Representative

    62.3. Emergency Warden

    62.4. Harassment Contact Officer

    62.5. Mental Health First Aid Officer

63. An employee is not to receive more than one WRA unless approved by the Director General due to operational requirements.

64. Full allowance is payable regardless of flexible work and part-time arrangements.

65. An employee's physical availability to undertake the role will be considered by agencies when appointing and reappointing employees to these roles. This is noting that not all workplace responsibility roles will necessarily require a physical presence in the workplace for the role to be successfully undertaken, such as Harassment Contact Officers, Mental First Aid Officers and Health and Safety Representatives depending on work group arrangements.

66. Casual employees who are eligible to receive a workplace responsibility allowance will be paid the full amount (noting the minimum rate), as varied from time to time provided they engage in work during any given pay cycle, irrespective of the frequency and duration of the work undertaken.

67. WRA will be paid fortnightly at the rate specified in Attachment C.

EL2 additional responsibility

68. EL2 employees whose duties involve supervision of one or more other EL2 employees may receive a skills and tasks allowance via an Individual Flexibility Arrangement (IFA).

69. Further information is contained in IP Australia's policy.

Community language allowance

70. A community language allowance will be paid where the Director General determines that an employee is regularly required to use their ability to communicate in Braille or a language other than English (including First Nations languages and AUSLAN) in the course of their work, and the employee meets the required level of competency set by the Director General.

71. This allowance will also be paid to a Patent Examiner or Senior Patent Examiner who has been directed in writing by the Commissioner of Patents to translate disclosures from other languages as required by IP Australia in its capacity as an International Searching Authority.

    71.1. The allowance is not payable beyond three months if a Patent Examiner or Senior Patent Examiner temporarily moves into a position not involving patent examination unless the Commissioner of Patents determines that it continues.

72. An employee who has adequate language skills, as determined by an individual or body approved by the Director General for simple communication will be eligible to receive rate 1 specified in Attachment C.

73. An employee who is certified by the National Accreditation Authority for Translators and Interpreters (NAATI) as a Translator or Interpreter at any level; or is assessed to be at the equivalent level by an individual or body approved by the Director General will be eligible to receive rate 2 specified in Attachment C.

74. The allowance is calculated annually and paid fortnightly at the rates specified in Attachment C.

75. The full allowance is payable regardless of flexible work and part-time arrangements.

76. The allowance is payable during periods of paid leave.

77. The allowance counts as salary for superannuation purposes and for calculating retirement and redundancy entitlements.

78. Further information is contained in IP Australia's policy.

Healthy lifestyle reimbursement

79. The healthy lifestyle reimbursement as outlined in Attachment C will be an annual payment to encourage employees to participate in healthy lifestyle activities. The payment is available to:

    79.1. ongoing employees;

    79.2. non-ongoing employees with a contract of 12 months or more

80. Payment is payable once in each financial year and is for expenses incurred in that year.

81. Payment is made on production of receipts for healthy lifestyle expenses.

82. Further information is contained in IP Australia's policy.

Glasses reimbursement

83. An employee whose job involves significant screen-based work may be eligible for reimbursement of the reasonable cost of a pair of glasses.

84. The reasonable cost for the purposes of this Agreement is outlined in Attachment C.

85. Further information is contained in IP Australia's policy.

Loss and damage of personal effects

86. The Director General may approve reimbursement to an employee for loss or damage to clothing or personal effects which occurred in the course of the employee's work.

87. Further information is contained in IP Australia's policy.

Salary packaging

88. All employees covered by this Agreement can access IP Australia's Salary Packaging Scheme.

89. The employee's pre-sacrifice salary will be their salary for the purposes of this Agreement.

90. Further information is contained in IP Australia's policy.

Family assistance

91. IP Australia will provide vacation childcare subsidy for accredited providers at the rate specified in Attachment C.

92. To be eligible for this subsidy:

    92.1. the employee must be at work on the day for which they are claiming the subsidy except where the employee is on approved personal/carer's leave; and

    92.2. the child attended; or

    92.3. the child was enrolled on the day but could not attend due to illness or injury and the employee had to provide care.

93. For the purposes of this clause, a child is considered primary school age from the January of the year they commence kindergarten until the date they would ordinarily commence high school.

94. In recognition of dependant care responsibilities, the Director General may authorise the reimbursement of costs incurred arising from additional family care arrangements made necessary in exceptional circumstances.

95. Further information is contained in IP Australia's policy.

Part 4 – Classifications and broadbands

Work Level Standards

96. The Australian Public Service (APS) Work Level Standards continue to operate and describe the work at each of the classification levels in this Agreement, consistent with the *Public Service Classification Rules 2000*, made in accordance with section 23 of the *Public Service Act 1999*.

Classifications and broadbands

97. Classifications and associated salary ranges are set out in Attachment A.

98. This agreement provides for incremental advancement in accordance with clauses 28-33 for the below classifications:

    98.1. General APS classification

    98.2. Examiner of Patents (including Plant Breeder's Rights) classification

99. Further information on incremental advancement is contained in IP Australia's Policy.

100. Broadbands and associated salary ranges are set out in Attachment B.

101. Broadbands are designed to provide advancement across classifications where IP Australia has identified a job of duties within a span of work value.

102. This agreement provides for broadband advancement within:

    102.1. Trainee broadband

    102.2. Graduate broadband

    102.3. Examiner of Trade Marks broadband

    102.4. Examiner of Designs broadband

103. The Director General may advance an employee to the higher classification in a broadband subject to:

    103.1. the requirement to demonstrate role-related capabilities at the higher level;

    103.2. the availability of work at the higher level; and

    103.3. the performance of the employee being satisfactory.

104. Where the above-mentioned requirements have been met, advancement through a broadband should not be unreasonably withheld.

105. The Director General may, through consultation, amend, revoke, or create broadbands during the operation of this agreement.

106. Further information on classifications and broadbands is contained in IP Australia's Policy.

Part 5 – Working hours and arrangements

Employment Types

107. **Ongoing employee** is an employee engaged under section 22(2)(a) of the *Public Service Act 1999*.

108. **Non-ongoing employee** is an employee engaged under section 22(2)(b) of the *Public Service Act 1999* for a specified term or for the duration of a specified task, and consistent with the *Fair Work Act 2009*.

109. **Casual employee (irregular or intermittent)** means an employee engaged under section 22(2)(c) of the *Public Service Act 1999* who:

    109.1. is a casual employee as defined by the *Fair Work Act 2009*; and

    109.2. works on an irregular or intermittent basis.

110. **Full-time employee** is an employee whose ordinary hours are in accordance with clause 126 of this Agreement.

111. **Part-time employee** is an employee whose ordinary hours are less than the standard hours specified at clause 126 of this Agreement.

Job security, Casual and Non-Ongoing Employment

Commitment to ongoing employment and rebuilding APS capacity

112. The APS is a career-based public service. In its engagement decisions, IP Australia recognises that the usual basis for engagement is an ongoing APS employee.

Reporting

113. Where a consultative committee is in place, IP Australia will report to the IP Australia consultative committee on an annual basis, or more frequently if agreed, on the number, duration, classification and location of non-ongoing and casual employees engaged by IP Australia.

Casual employees

114. A casual employee is defined at clause 109.

115. A decision to expand the use of casual employees is subject to the consultation obligations set out in Part 10 of this agreement.

116. IP Australia will regularly review the working arrangements of casuals to assess if they are genuinely performing irregular or intermittent duties, and report de-identified outcomes to the consultative committee, where one is in place.

117. Remuneration for casual employees shall be on an hourly basis. A casual employee shall receive a 25 per cent loading on the base hourly rate of their classification as set out in this Agreement.

118. The casual loading is paid in lieu of payment for public holidays not worked, notice of termination of employment, redundancy benefits and all paid leave entitlements, other than leave required by legislation including long service leave in accordance with the *Long Service Leave (Commonwealth Employees) Act 1976* and leave for family and domestic violence support.

119. A casual employee shall be engaged for a minimum of 3 hours per engagement or shall be paid for a minimum of 3 hours at the appropriate casual rate.

120. A casual employee who is eligible for a workplace responsibility allowance will be paid the full amount.

Non-ongoing employees (specified term or task)

121. A non-ongoing employee is defined at clause 108

122. Non-ongoing employees will generally have the same terms and conditions of employment as ongoing employees under this agreement's terms, except:

    122.1. Personal/carer's leave accrual at clause 252

    122.2. the redundancy provisions at clauses 463 to 503 subject to clause 123.

123. If the non-ongoing employee's contract is not permitted by s333E of the *Fair Work Act 2009*, then the redundancy provisions at clauses 463 to 503, will apply.

124. If the redundancy provisions apply to an employee under clause 123, IP Australia must adhere to the consultation requirements at clause 418.

Pathways to permanency

125. IP Australia and the APS will comply with the casual conversion provision of the *Fair Work Act 2009*. In addition, IP Australia recognises that a proactive approach, including regularly reviewing casual and non-ongoing arrangements, is both a fair and efficient approach to supporting ongoing employment as the usual form of employment.

Working hours

126. The ordinary hours of work for full-time employees are 36 hours and 45 minutes per week, to be generally worked as 7 hours and 21 minutes each day, Monday to Friday.

127. The standard working day is 8:30 am to 12:30 pm and 1:30 pm to 4:51 pm Monday to Friday.

128. An employee may only work a maximum of 10 ordinary hours per day.

129. For part-time employees, ordinary hours of work are the hours of work approved in their part-time work agreement and will provide for no less than 3 hours per day.

Bandwidth

130. The bandwidth during which employees may work their ordinary hours will be 12 hours in length, Monday to Friday, usually 7:00am to 7:00pm.

Altering span of hours

131. An employee may request to work an alternative regular span of hours (bandwidth hours). If approved by the Director General, hours worked on this basis will be treated as regular working hours and will not attract overtime payments. IP Australia will not request or require that any employee alter their regular span of hours (bandwidth hours) under these provisions.

Meal breaks

132. Employees must not work for more than 5 consecutive hours without a break of at least 30 minutes.

Recording Working Hours

133. Employees are required to record the times they commence and finish work (including breaks) each day. Employees on either Flextime or EL1 TOIL arrangements are required to use IP Australia's designated timesheet.

134. Part-time employees are required to record their hours based on their agreed part-time working arrangement.

Advising of Absence

135. Where an employee is unable to attend work (e.g. they are unwell) they are to advise their manager of their absence as soon as practicable to do so, preferably before they would normally commence work.

Unauthorised Absences

136. Where an employee is absent from duty and the absence is not authorised by IP Australia, all pay and other benefits provided under this Agreement will cease to be available until the employee resumes duty or is granted leave.

137. All periods of unauthorised absence do not count for service and affect leave accrual and the eligibility date for pay point advancement.

Out of hours duty

138. This provision recognises employees who are required to engage with international stakeholders, as part of their ordinary duty.

139. Where an employee is required by the Director General to undertake their ordinary duty outside of bandwidth hours ('unsocial hours'), they will be entitled to time off in lieu (TOIL) at the applicable penalty rates.

140. Where the employee has an approved agreement for varied bandwidth hours, they will only be eligible to TOIL at the applicable rates in Table 5.1 which are outside of their agreed bandwidth hours.

141. In circumstances where the employee has worked 7 hours and 21 minutes prior to undertaking the required duty this is considered extra duty and must be managed in accordance with clauses 168-187.

142. TOIL will accrue in accordance with Table 5.1.

Table 5.1 TOIL rates for Out of hours duty

Period of required duty	TOIL rate
Duty commenced and concluded between 7.00pm and 7.00am Monday to Saturday	Time and a half for the first three (3) hours Double time after the first three (3) hours
Duty worked on a Sunday	Double time
Duty worked on a Public Holiday	Double time and a half (for duty outside standard hours); or Time and a half for duty within standard hours (as employees would already be paid single time for the public holiday).

Rest relief after out of hours duty

143. Where an employee has been required to undertake out of hours duty, they must take an eight-hour break before recommencing duty. They will be credited as having worked whatever time falls within the standard hours occurring during the employee's absence.

Flextime

144. Flextime is available to all employees at APS 1 to APS 6 classification.

145. Employees may carry over a maximum flex credit equivalent to their normal weekly hours from the end of each accounting period to the next. That is:

    145.1. full time employee the maximum carry over will be 36.75 hours.

    145.2. part-time employees can carry over a maximum equivalent to half their approved fortnightly hours.

146. Maximum debit that can be carried over is 10 hours.

147. The settlement period is four weeks, commencing on alternate paydays.

148. The amount by which the maximum flex debit at the end of the accounting period is exceeded should be treated as leave without pay or annual leave and appropriate salary action taken.

149. An employee can request to utilise annual leave credits to reduce a flex debit.

150. Employees may take no more than 5 days, based on their ordinary hours, of flex leave (either consecutive or individual days) per settlement period.

151. Employees must obtain prior approval before taking flex leave. Approval of flex leave is subject to operational requirements of the work area and, where possible, the employee's personal needs should be considered.

152. Employees are encouraged to use flex leave to cover part day absences.

153. The Director General may remove an employee's access to flextime arrangements:

    153.1. where there is insufficient work; or

    153.2. due to operational requirements; or

    153.3. where an employee does not adhere to the flextime requirements; or

    153.4. where an employee's attendance is unsatisfactory.

154. After discussion with the employee, the Director General will provide a written explanation of the reasons for their decision.

155. Access to flextime will be restored when the Director General is satisfied the employee's attendance is satisfactory and misuse of flextime arrangements is unlikely to reoccur.

Executive Level working arrangements

156. Executive level (EL) employees are sometimes required to work reasonable additional hours. Consistent with the NES, employees may refuse to work unreasonable additional hours.

157. EL employees seeking to access time off in lieu (TOIL) are required to keep records of their working hours using a method determined by IP Australia.

158. A manager is to grant TOIL in recognition of reasonable additional hours worked. TOIL granted to employees can be taken as whole or part days.

159. The working arrangements for an EL employee should be agreed through discussion between the manager and the EL employee. The discussion should include consideration of the work requirements that will safely get the job done and reasonably allow the employee to balance their work and personal life.

160. An EL employee's working arrangements and actual hours worked should be discussed on at least a quarterly basis between the EL employee and their manager.

161. The pattern of hours is to be flexible enough to accommodate short term peaks and troughs in workload and include expected reasonable additional hours. The agreed pattern of hours is to be recorded.

162. Requests from EL employees to access flexible time off which are consistent with their agreed working arrangements are to be supported, subject to operational requirements.

163. EL1 employees are entitled to be compensated with time off on an hour for hour basis for additional hours worked within their regular span of hours, that is, for time worked in excess of 7 hours and 21 minutes per day.

164. EL1 employees will have access to TOIL arrangements for additional hours worked within the bandwidth of 7.00am to 7.00pm Monday to Friday except for overtime approved in accordance with clause 169.

165. EL1 employees may carry over a maximum TOIL balance of equivalent to their normal weekly hours from the end of each accounting period to the next. That is:

    165.1. full time employee the maximum carry over will be 36.75 hours.

    165.2. part-time employees can carry over a maximum equivalent to half their approved fortnightly hours.

166. TOIL in excess of 36.75 hours at the end of a settlement period will not be carried over nor can the balance be in debit.

Overtime

167. Employees undertaking Field Examination or official domestic travel are excluded from overtime provisions in clauses 168 to 187, however, can access:

    167.1. Field Examination – extra duty in the field as per clauses 408 to 414

    167.2. Official travel – additional hours are to be recorded as TOIL on an hour for hour basis. Further information is contained in IP Australia's policy.

168. Overtime is payable where an employee at or below the APS 6 classification is required by the Director General to work additional hours:

    168.1. outside of the employee's approved ordinary hours (in excess of 7 hours and 21 minutes per work day for full-time employees and for part-time employees it is the hours in excess of their approved work arrangement); or

    168.2. outside of the employee's approved bandwidth hours; or

    168.3. in excess of 36 hours and 45 minutes in a week for a casual employee. The casual loading set out in clause 118 is not paid for overtime.

    For the purposes of clauses 168.1 and 168.2 ordinary hours may comprise of duty, flextime or TOIL.

169. Executive level 1 and 2 employees are not eligible for overtime payments except in exceptional circumstances as determined by the Director General.

170. The Director General may require an employee to work a reasonable amount of overtime each year. However, with reasonable cause an employee may decline to work outside standard hours on a particular day.

171. Overtime is only to be worked at the prior direction of the Director General or, if the circumstances do not permit prior direction, subsequent approval in writing by the Director General will be required before payment is made.

172. The Director General may approve the reimbursement of reasonable expenses incurred by an employee because of a requirement to work overtime. To be eligible for reimbursement, the Director General's approval must be obtained in advance.

173. Employees working overtime who have a flex debit on the day the overtime is worked will not be eligible for overtime payment until the flex debit has been reduced to 10 hours. Such debits are to be reduced by the period of overtime worked with the reduction being calculated at the applicable overtime rate.

Overtime payment rates

174. The penalty rates for overtime performed are outlined in table 5.2.

Table 5.2 Overtime rates

Day overtime performed	Conditions	Rate
Monday to Saturday	First three hours worked	Time and a half (x1.5)
	After first three hours	Double time (x2)
Sunday	All hours worked	Double time (x2)
Public holiday^	Within standard hours*	Time and a half (x1.5)
	Outside standard hours	Double time (x2)

Note:
^ as outlined at clause 222
* the employee would already be paid single time for the public holiday.

175. Where an employee works approved overtime, the employee may opt to take time off in lieu of payment for any overtime worked. The time off in lieu will be calculated at the rates prescribed in clause 174.

176. If overtime is worked over midnight and a higher rate of overtime applies on one of the days, the overtime payment will be calculated at the higher rate.

177. Where more than one attendance is involved in a day, only one minimum overtime payment will be payable.

Emergency duty

178. This clause only applies to employees in classifications at the APS 1 to APS 6 level. Where an employee is called on duty to respond to an emergency at a time when they would not normally have been on duty and has been given no notice of such a call prior to ceasing ordinary duty, they will be paid for the emergency duty at one and half times their regular rate of pay.

179. The period for which this emergency payment will be made will include time necessarily spent travelling to and from an IP Australia workplace. The minimum payment under this clause will be 3 hours.

Recall to duty

180. Where a period of overtime is not continuous with ordinary duty (e.g. where an employee is called back to duty for overtime after the end of ordinary duty for the day), the minimum overtime payment is 4 hours at the relevant overtime rate.

181. Minimum payment for employees who perform additional hours when on restriction duty (on-call) is 3 hours.

Overtime meal allowance

182. An employee who is required to undertake extra duty which is not continuous with their ordinary approved hours, and the overtime commences prior to the start of an overtime meal period, and ends at or after the end of an overtime meal period will be eligible for an overtime meal allowance in accordance with Attachment C.

183. An employee who performs overtime at home is not eligible for a meal allowance.

184. Where overtime commences immediately following an employee's working ordinary hours, the ordinary hours may be counted in the five hours referred to in clause 132.

185. Meal periods are:

    185.1. 7:00 am to 8:00 am;

    185.2. 12 noon to 2:00 pm;

    185.3. 6:00 pm to 7:00 pm; and

    185.4. midnight to 1:00 am

Rest relief after overtime

186. Where there is less than 8 hours, plus reasonable travel time, between the cessation of overtime and the commencement of the standard hours on the employee's next day of business, they will be entitled to be absent from work until the 8 hours plus reasonable travel time has elapsed. They will be credited as having worked whatever time falls within the standard hours occurring during the employee's absence.

187. If an employee is required to resume or continue work on the direction of the Director General, without having had 8 consecutive hours plus reasonable traveling time off duty, the employee will be paid at double ordinary time rates (for time worked) until the employee has had 8 consecutive hours, plus reasonable travel time between finishing overtime and recommencing duty.

Restriction duty (on-call)

188. Where the Director General requires an Employee to remain contactable and available to perform extra duty outside the Employee's standard hours of duty the Employee will be paid a restriction allowance.

189. Restriction allowance is payable whether or not the restricted employee is required to perform duty outside their standard hours of duty;

    189.1. is paid up to the maximum of the salary rate of the APS level 6 classification, unless otherwise determined by the Director General ;

    189.2. will be paid at the rate of:

        189.2.1. 10% of the employee's hourly rate of salary for each hour restricted Monday to Sunday;

        189.2.2. 15% of the employee's hourly rate of salary for each hour restricted on public holidays as outlined in clause 222.

    189.3. The employee's salary will include higher duties allowance and any other salary related allowances;

    189.4. is not paid during any periods of overtime or emergency duty; and

    189.5. will not be paid if the employee is not contactable.

190. An alternative rate of restriction allowance may be determined by the Director General having regard to the circumstances of the restriction situation.

191. Where a restricted employee is required to perform duty, they will be paid overtime subject to:

    191.1. a 1 hour minimum payment when work is performed without the necessity to travel to the workplace; or

    191.2. a 3 hour minimum payment including travel time if work is required to be performed at the workplace.

Flexible Working Arrangements

Commitment to flexible work

192. IP Australia, employees, and their unions recognise:

    192.1. the importance of an appropriate balance between employees' personal and working lives, and the role flexible working arrangements can play in helping to achieve this balance

    192.2. access to flexible work can support strategies to improve diversity in employment and leadership in the APS

    192.3. access to flexible work supports APS capability, and can assist in attracting and retaining the employees needed to deliver for the Australian community, including employees located at a wider range of locations

    192.4. that flexibility applies to all roles in IP Australia, and different types of flexible working arrangements may be suitable for different types of roles or circumstances; and

    192.5. requests for flexible working arrangements are to be considered on a case-by-case basis, with a bias towards approving requests.

193. IP Australia is committed to engaging with employees and their union to build a culture that supports flexible working arrangements across IP Australia at all levels. This may include developing and implementing strategies through an IP Australia consultative committee.

194. Flexible working arrangements include, but are not limited to, changes in hours of work, changes in patterns of work and changes in location of work. Further information is contained in IP Australia's Policy

Requesting formal flexible working arrangements

195. The following provisions do not diminish an employee's entitlements under the NES.

196. An employee may make a request for a formal flexible working arrangement.

197. The request must:

    197.1. be in writing

    197.2. set out details of the change sought (including the type of arrangement sought and the proposed period the arrangement will operate for); and

    197.3. set out the reasons for the change, noting the reasons for the change may relate to the circumstances set out at section 65(1A) of the *Fair Work Act 2009*.

198. The Director General must provide a written response to a request within 21 days of receiving the request.

199. The response must:

    199.1. state that the Director General approves the request and provide the relevant detail in 200; or

199.2. if following discussion between IP Australia and the employee, IP Australia and the employee agree to a change to the employee's working arrangements that differs from that set out in the request – set out the agreed change; or

199.3. state that the Director General refuses the request and include the following matters:

199.3.1. details of the reasons for the refusal; and

199.3.2. set out IP Australia's particular business grounds for refusing the request, explain how those grounds apply to the request; and

199.3.3. either:

199.3.3.1. set out the changes (other than the requested change) in the employee's working arrangements that would accommodate, to any extent, the employee's circumstances outlined in the request and that IP Australia would be willing to make; or

199.3.3.2. state there are no such changes; and

199.3.4. state that a decision to refuse the request, or failure to provide a written response within 21 days is subject to the dispute settlement procedures of this Agreement, and if the employee is an eligible employee under the *Fair Work Act 2009*, the dispute resolution procedures outlined in Section 65B and 65C of the *Fair Work Act 2009*.

200. Where the Director General approves the request this will form an arrangement between IP Australia and the employee. Each arrangement must be in writing and set out:

200.1. any security and work health and safety requirements;

200.2. a review date (subject to clause 204); and

200.3. the cost of establishment (if any).

201. The Director General may refuse to approve the request only if:

201.1. IP Australia has discussed the request with the employee; and

201.2. IP Australia has genuinely tried to reach an agreement with the employee about making changes to the employee's working arrangements to accommodate the employees' circumstances (subject to any reasonable business grounds for refusal); and

201.3. IP Australia and the employee have not reached such an agreement; and

201.4. IP Australia has had regard to the consequences of the refusal for the employee; and

201.5. the refusal is on reasonable business grounds.

202. Reasonable business grounds include, but are not limited to:

    202.1. the new working arrangements requested would be too costly for IP Australia

    202.2. there is no capacity to change the working arrangements of other employees to accommodate the new working arrangements requested

    202.3. it would be impractical to change the working arrangements of other employees, or recruit new employees, to accommodate the new working arrangements requested

    202.4. the new working arrangements requested would be likely to result in a significant loss in efficiency or productivity

    202.5. the new working arrangements requested would be likely to have a significant negative impact on customer service

    202.6. it would not be possible to accommodate the working arrangements without significant changes to security requirements, or where work health and safety risks cannot be mitigated.

203. For First Nations employees, IP Australia must consider connection to country and cultural obligations in responding to requests for altering the location of work.

204. Approved flexible working arrangements will be reviewed by IP Australia and the employee after 12 months, or a shorter period, if agreed by the employee. This is to ensure the effectiveness of the arrangement.

Varying, pausing or terminating flexible working arrangements

205. An employee may request to vary an approved flexible working arrangement in accordance with clause 197. An employee may request to pause or terminate an approved flexible working arrangement.

206. The Director General may vary, pause or terminate an approved flexible working arrangement on reasonable business grounds, subject to clause 208.

207. IP Australia must provide reasonable notice if varying, pausing or terminating a flexible working arrangement without the agreement of the employee, having regard to the circumstances of the employee. Exceptions to this requirement are urgent and critical operational circumstances or an employee's demonstrated and repeated failure to comply with the agreed arrangements.

208. Prior to the Director General varying, pausing or terminating the arrangement under clause 206 IP Australia must have:

    208.1. discussed with the employee their intention to vary, pause or terminate the arrangement with the employee; and

    208.2. genuinely tried to reach an agreement with the employee about making changes to the employee's working arrangements to accommodate the employees' circumstances (subject to any reasonable business grounds for alteration)

    208.3. had regard to the consequences of the variation, pause or termination for the employee;

208.4. ensured the variation, pause or termination is on reasonable business grounds; and

208.5. informed the employee in writing of the variation, pause or termination to the approved flexible working arrangement, including details set out in clause 199.3.

Working from home

209. IP Australia will not impose caps on groups of employees on the time that may be approved to work from home or remotely, with each request to be considered on its merits.

210. IP Australia may provide equipment necessary for, or reimbursement for all or part of the costs associated with, establishing a working at home arrangement.

211. An employee working at home is covered by the same employment conditions as an employee working at an office site under this Agreement.

212. IP Australia will provide employees with guidance on working from home safely.

213. Employees will not be required by IP Australia to work from home, unless it is lawful and reasonable to do so. This may include where circumstances prevent attendance at an office during a pandemic or natural disaster. In these situations, IP Australia will consider the circumstances of employees and options to achieve work outcomes safely.

Ad-Hoc arrangements

214. Employees may request ad hoc flexible working arrangements. Ad hoc arrangements are generally one-off or short-term arrangements for circumstances that are not ongoing.

215. Employees should, where practicable, make the request in writing and provide as much notice as possible.

216. Requests for ad-hoc arrangements are not subject to the request and approval processes detailed in clauses 195 to 204.

217. IP Australia should consider ad-hoc requests on a case-by-case basis, with a bias to approving ad-hoc requests, having regard to the employee's circumstances and reasonable business grounds.

218. Where a regular pattern of requests for ad-hoc arrangements from an employee emerges, IP Australia should consider whether it is appropriate to seek to formalise the arrangement with the employee.

Part-time work

219. Employees engaged on a:

219.1. full-time basis will not be compelled to convert to part-time employment.

219.2. part-time basis will not be compelled to convert to full-time employment.

Annual closedown

220. The Director General will declare that the IP Australia Offices will not be open for business from for the period 25 December to 1 January (inclusive) each year. Employees will not be required to perform normal duties on these days and for days not declared as public holidays will be granted paid leave without deduction from leave credits.

221. An employee who is directed to work on a day when the offices are closed has the option of an overtime payment at time and a half or time off in lieu at time and a half. Time off in lieu is to be taken within four weeks or at an alternative time convenient to the employee and agreed with the Director General.

Public Holiday

222. Employees are entitled to the following holidays each year as observed at their normal work location in accordance with the *Fair Work Act 2009*:

    222.1. 1 January (New Year's Day)

    222.2. 26 January (Australia Day)

    222.3. Good Friday and the following Monday

    222.4. 25 April (Anzac Day)

    222.5. the King's birthday holiday (on the day on which it is celebrated in a State or Territory or a region of a State or Territory)

    222.6. 25 December (Christmas Day)

    222.7. 26 December (Boxing Day)

    222.8. any other day, or part day, declared or prescribed by or under a law of a State or Territory to be observed generally within the State or Territory, or a region of the State or Territory, as a public holiday, other than a day or part day, or a kind of day or part day, that is excluded by the *Fair Work Regulations 2009* from counting as a public holiday.

223. If a public holiday falls on a Saturday or Sunday, and if under a State or Territory law, a day or part day is substituted for one of the public holidays listed above, then the substituted day or part day is the public holiday.

224. The Director General and an employee may agree on the substitution of a day or part day that would otherwise be a public holiday, having regard to operational requirements.

225. The Director General and an employee may agree to substitute a cultural or religious day of significance to the employee for any day that is a prescribed holiday. If the employee cannot work on the prescribed holiday, the employee will be required to work make-up time at times to be agreed. This substitution does not impact or reduce an employee's entitlement to First Nations Ceremonial Leave or Cultural Leave.

226. Where an employee substitutes a public holiday for another day, they will not be paid penalty rates for working their normal hours on the public holiday.

227. Where a public holiday falls during a period when an employee is absent on leave (other than annual leave, paid personal/carer's leave or defence service sick leave) there is no entitlement to receive payment as a public holiday. Payment for that day will be in accordance with the entitlement for that form of leave (e.g. If on long service leave on half pay, payment is at half pay).

228. If under a law of a State or Territory every Sunday is declared or prescribed by or under that law to be a public holiday, there is no entitlement to receive payment as a public holiday if the employee would have worked, or does perform work, on that day. In these circumstances, payment will only be made at the public holiday rate if the employee performs work on that day, and the Sunday would otherwise be a public holiday under clause 222.1 to 222.8.

229. An employee, who is absent on a day or part day that is a public holiday in their normal work location, is entitled to be paid for the part or full day absence as if that day or part day was not a public holiday, except where that person would not normally have worked on that day.

230. Where a full-time employee, including but not limited to employees on compressed hours, has a regular planned day off which would fall on a public holiday, the Director General may allow the employee to change their planned day off so that it does not fall on a public holiday. If it is not possible to change their planned day off, the employee will be credited an equivalent amount of time to their regular hours for the day in flex credits or EL TOIL in recognition of the planned day off.

Part 6 – Leave

231. All references to leave entitlements apply to full-time employees. Leave entitlements for part-time employees will be a pro rata amount based on their part-time hours as outlined in their part-time agreement, except for Family and Domestic Violence leave.

Annual Leave

232. An employee, other than a casual employee, is entitled to 4 weeks (20 days) of paid annual leave for each year of service.

233. Annual leave accrues daily according to the employee's ordinary hours of work and is credited fortnightly. Annual leave does not accrue during periods of leave that do not count as service, including unauthorised absences.

234. Annual leave accumulates from year to year.

235. Annual leave counts as service for all purposes.

236. Annual leave may be taken at any time, subject to operational requirements and the Director General's approval. The Director General will not unreasonably refuse to agree to a request by the employee to take annual leave.

Annual leave at half pay

237. Annual leave may be granted at half pay on the basis that deductions from leave credits will be half of the duration of the leave.

238. An employee may not be granted annual leave at half pay where they have an excess annual leave balance, unless approved by the Director General.

Excess annual leave

239. An annual leave balance is in excess if an employee has a balance of 11 weeks or more.

240. Where an employee has an excess annual leave balance, IP Australia and the employee will seek to reach agreement on a plan to reduce the employee's leave balance to below the excess balance.

241. Where a plan to reduce the employee's leave balance cannot be agreed, the Director General may direct the employee to reduce the employee's leave balance to below the excess leave balance.

242. The Director General may approve for an employee to accrue excess leave.

Cash out of annual leave

243. An employee may request in writing to cash out an amount of annual leave. The Director General may approve requests to cash out an amount of annual leave provided:

    243.1. The employee has taken a minimum of 2 weeks (pro-rata for part time employees) annual or long service leave during the 12 months preceding the request;

    243.2. cashing out does not result in the employee's remaining entitlement to annual leave being less than 4 weeks; and

    243.3. the employee and Director General agree in writing to cash out the amount of annual leave on each separate occasion.

244. The employee must be paid the amount that would have been payable to the employee had the employee taken the leave at the time the cash out agreement is made.

Cancellation of leave or Recall to Duty from Annual Leave

245. Where an employee's annual leave is cancelled by IP Australia without reasonable notice or an employee is recalled to duty from annual leave, the employee will be entitled to be reimbursed reasonable travel costs and incidental expenses not otherwise recoverable from insurance or other sources.

246. The employee will be re-credited the period of unused leave equivalent to the days or part days they have been recalled to duty.

Purchased Leave

247. Purchased leave, of up to 8 weeks per year, is available to:

    247.1. all ongoing employees; and

    247.2. non-ongoing employees with a contract for a period greater than 12 months.

248. Unless approved otherwise by the Director General, an employee with excess leave, as defined in clause 239 will not be able to access purchased leave.

249. Purchased leave must be taken at full-pay for a period of one or more days and counts for service for all purposes.

Personal/carer's leave

250. Employees (excluding those receiving a casual loading) will accrue the equivalent of 20 days personal/carer's leave for each full year of service. Employees may apply to use their personal/carer's leave as it accrues.

251. Ongoing employees will be credited 20 days of personal/carer's leave upon commencement with the APS. Progressive accrual will commence 12 months from commencement and will accrue daily and be credited at least fortnightly.

252. Non-ongoing employees will be credited personal/carer's commensurate to the length of their contract upon commencement. After the initial contract or 12 months (whichever is shorter) or they have an existing entitlement, leave will accrue daily and be credited at least fortnightly.

253. Casuals may be absent without pay when unable to work due to illness or injury. Casuals are also entitled to access, on each occasion, 2 days unpaid carers leave.

254. Personal/carer's leave may be used for periods of one day or less. Employees may elect to take personal/carer's leave at half pay, in which case existing leave credits will be deducted by half of the duration of the leave taken.

255. Employees may take personal/carer's leave:

255.1. due to personal illness/injury;

255.2. to attend appointments with a registered health practitioner;

255.3. to manage a chronic condition; and/or

255.4. to provide care or support for a member of their family or household or other person for whom they have caring responsibilities for, because:

255.4.1. of a personal illness or injury affecting the other person, including when they are in hospital;

255.4.2. of an unexpected emergency affecting the other person.

256. Carer has the same meaning as the *Carer Recognition Act 2010* and is an individual who provides personal care, support and assistance to another individual who needs it because that other individual:

256.1.1. has a disability; or

256.1.2. has a medical condition (including a terminal or chronic illness); or

256.1.3. has a mental illness; or

256.1.4. is frail and aged; and/or

256.1.5. is a child, not limited to a child of the employee.

257. Personal/carer's leave will not be debited where an employee is medically unfit for duty on a public holiday on which the employee would have otherwise been absent.

258. Personal/carer's leave cannot be converted to salary and cashed out upon termination of employment.

259. Transitional arrangements will be provided to employees who have commenced in the proceeding 12-month period of the commencement of this agreement.

Evidence

260. Employees may be granted personal/carer's leave with pay (subject to available credits) without production of supporting evidence for absences of no more than 3 consecutive days.

261. If the number of days without supporting evidence exceeds 10 days in the previous 12 months, the employee may be requested to provide evidence for any further absences. The Director General must inform the employee in advance of any requirement for supporting evidence for further absences.

262. The following evidence can be provided to support a period of absence because of personal illness or injury or for caring responsibilities:

    262.1. Medical certificate from a registered health practitioner or provider;

    262.2. Statutory declaration

    262.3. Other form of evidence as determined by the Director General.

263. The Director General may determine other forms of evidence employees can use.

264. An Employee with a chronic condition or who is a Carer of an individual with a chronic condition may provide a certificate from a registered health practitioner to cover absences for a 12-month period.

265. Further information is contained in IP Australia's policy.

Portability of leave

266. Where an employee moves into IP Australia from another APS agency where they were an ongoing employee, the employee's unused accrued annual leave and personal/carer's leave will be transferred, provided there is no break in continuity of service.

267. Where an employee is engaged in IP Australia immediately following a period of ongoing employment in the Parliamentary Service or the ACT Government Service, the employee's unused accrued annual leave and personal/carer's leave will be recognised unless the employee received payment in lieu of those entitlements on cessation of employment.

268. Where an employee is engaged as an ongoing employee in IP Australia, and immediately prior to the engagement the person was employed as a non-ongoing APS employee (whether in IP Australia or another agency), at the employee's request, any unused accrued annual leave (excluding accrued leave paid out on separation) and personal/carer's leave will be recognised.

269. Where an employee is engaged as a non-ongoing APS employee, and immediately prior to the engagement the person was employed as a non-ongoing APS employee (whether in IP Australia or another agency) at the employee's request, any unused accrued annual leave (excluding accrued leave paid out on termination of employment) and personal/carer's leave will be recognised.

270. Where an employee is engaged as an ongoing employee in IP Australia, and immediately prior to the engagement the person was employed by a Commonwealth employer (other than in the Parliamentary Services which are covered in clause 267, IP Australia will recognise any unused accrued personal/carer's leave at the employee's request. The Director General will advise the employee of their ability to make this request.

271. Where an employee is engaged as an ongoing employee in IP Australia, and immediately prior to the engagement the person was employed by a State or Territory Government, the Director General may recognise any unused accrued personal/carer's leave, provided there is not a break in continuity of service.

272. For the purposes of clauses 266 to 271 an employee with a break in service of less than 2 months is considered to have continuity of service.

Leave without pay

273. Periods of leave without pay for periods longer than 12 months will be considered in exceptional circumstances.

274. Leave without pay does not count as service for any purpose except as provided for elsewhere in this Agreement or under the *Long Service Leave (Commonwealth Employees) Act 1976*, the *Superannuation Act 1976*, the *Superannuation Act 1990* or the *Superannuation Act 2005*.

275. Further information is contained in IP Australia's Policy.

Re-crediting of leave

276. Where an employee is on:

276.1. annual leave;

276.2. purchased leave;

276.3. defence reservist leave;

276.4. First Nations Ceremonial leave;

276.5. cultural leave; or

276.6. long service leave; and

becomes eligible for, under legislation or this agreement:

276.7. personal/carer's leave;

276.8. compassionate or bereavement leave;

276.9. jury duty;

276.10. emergency services leave;

276.11. leave to attend to family and domestic violence circumstances; or

276.12. parental leave, premature birth leave, stillbirth leave or pregnancy loss;

the affected period of leave will be re-credited.

277. When an employee is on personal/carer's leave and becomes eligible for parental leave, premature birth leave, stillbirth leave or pregnancy loss leave, the affected period of leave will be re-credited.

278. Re-crediting is subject to appropriate evidence of eligibility for the substituted leave.

Long service leave

279. An employee is eligible for long service leave in accordance with the *Long Service Leave (Commonwealth Employees) Act 1976*.

280. The minimum period for which long service leave will be granted is 7 calendar days (whether taken at full or half pay). Long service leave cannot be broken with other periods of leave, except as otherwise provided by legislation or as provided for in the re-crediting of leave clause 276 of this Agreement.

Miscellaneous leave

281. IP Australia may provide employees with miscellaneous leave on paid or unpaid basis. These requests will be made by the employee and will be assessed on a case-by-case basis by the Director General.

282. The Director General may approved miscellaneous leave for a casual experiencing family and domestic violence or due to Government directive.

283. Further information is contained in IP Australia's policy.

Cultural leave

284. The Director General may grant up to 3 days of paid leave per annum for the purpose of attending significant religious or cultural obligations associated with the employees' particular faith or culture.

285. The Director General may approve additional leave for cultural purposes as miscellaneous leave, with or without pay.

286. Cultural leave can be taken as part days.

287. For the avoidance of doubt, this leave does not cover cultural purposes or obligations which are eligible for paid leave under First Nations Ceremonial leave (clauses 288 and 291).

First Nations Ceremonial leave

288. First Nations employees may access 5 days paid leave per year to fulfil cultural or ceremonial obligations or participate in NAIDOC weeks activities. Employees can accrue and use this leave over a 2 year period.

289. The Director General may approve additional leave for cultural or ceremonial purposes as miscellaneous leave, with or without pay.

290. First Nations ceremonial leave can be taken as part days.

291. First Nations ceremonial leave is in addition to Compassionate and Bereavement Leave.

Parental leave

Definitions

292. **Primary caregiver** - is a pregnant employee with an entitlement under the ML Act, or an employee other than a casual employee who has primary care responsibility for a child who is born to them or who is adopted or in long-term foster care as per clause 306.

293. **Secondary caregiver** - is an employee, other than a pregnant employee or a casual employee, who has secondary care responsibility for a child who is born to them, or for a child who is adopted or in long-term foster care as per clause 306.

294. **ML Act** refers to the *Maternity Leave (Commonwealth Employees) Act 1973* as amended from time to time and any successor legislation.

Parental leave

295. An employee who is a **primary caregiver** or **secondary caregiver** is entitled to parental leave up until 24 months from the date of the child's birth or placement (**parental leave period**). For the avoidance of doubt, this is inclusive of all legislated leave entitlements. The parental leave period does not extend non-ongoing employment where the employment period remaining is less than 24 months.

296. An employee is only eligible for parental leave with pay as either a primary caregiver or a secondary caregiver for the particular parental leave period, and cannot switch roles for the purpose of accessing additional paid leave.

297. For the pregnant employee, the parental leave period starts on commencement of maternity leave as per ML Act requirements and ceases 24 months from the date of birth. Medical certification requirements for the pregnant employee will be as required by the ML Act.

298. Conditions in this agreement will continue to apply in circumstances where successor legislation to the ML Act does not provide parental leave conditions included in this agreement.

Payment during parental leave

299. An employee is entitled to parental leave with pay as per clauses 301 and 302 below within the parental leave period. Any further parental leave during the parental leave period is without pay. Unused paid parental leave remaining at the end of the employee's parental leave period will lapse. An employee may choose to use their accrued paid leave entitlements in accordance with usage and eligibility requirements in this agreement during the parental leave period that would otherwise be without pay.

300. Employees newly engaged or who have moved to IP Australia from another APS agency are eligible for the paid parental leave in clauses 301 and 302 where such paid leave had not already been provided by another APS or Commonwealth employer in the 24 months since the child's date of birth or placement. If the paid leave used by the employee with the previous Commonwealth or APS employer is less than the limits specified in clauses 301 and 302, the balance is available to the employee.

301. An employee who is a **primary caregiver** is entitled to parental leave with pay during the parental leave period to a maximum of 18 weeks as provided in Table 6.1 below.

Table 6.1: Primary caregivers – circumstances for paid parental leave

Paid leave entitlement under the ML Act	Additional parental leave with pay under this agreement
12 weeks' paid maternity leave, including any reduced paid maternity leave period due to ML Act qualifying period rules	Paid leave to bring the total period of paid parental leave to 18 weeks
No ML Act eligibility or coverage	18 weeks

302. An employee who is a **secondary caregiver** is entitled to parental leave with pay during the parental leave period as provided in Table 6.2 below.

Table 6.2: Secondary caregivers – circumstances for paid parental leave

Period which coincides with the parental leave period for the secondary caregiver	Parental Leave with pay under this agreement
Date of commencement of this agreement to 28 February 2025	8 weeks, or top up to 8 weeks where a lesser period of parental leave has already been provided
1 March 2025 to 28 February 2026	11 weeks, or top up to 11 weeks where a lesser period of parental leave has already been provided
1 March 2026 to 27 February 2027	14 weeks, or top up to 14 weeks where a lesser period of parental leave has already been provided
On and from 28 February 2027	18 weeks, or top up to 18 weeks where a lesser period of parental leave has already been provided

303. **Flexibility.** Parental Leave with pay, whether provided as maternity leave under the ML Act or under this agreement, can be accessed flexibly during the parental leave period and does not have to be taken in a single block. For the avoidance of doubt, parental leave can be used to replicate a part time work arrangement, and can be taken concurrently with another parent in relation to the same child.

304. **Rate of payment** during paid parental leave is the same as for an absence on personal/carer's leave and based on the employee's weekly hours at the time of the absence.

305. **Half-pay option**. The payment of any paid parental leave may be spread over a maximum period of 36 weeks at the rate of, no less than, half the normal rate of salary. All paid parental leave counts as service for all purposes, where permitted by legislation.

Adoption and long-term foster care

306. An employee who is a **primary** or **secondary** caregiver is entitled to parental leave in accordance with this agreement for adoption or long-term foster care, provided that the child:

    306.1. is under 16 as at the day (or expected day) of placement;

    306.2. has not lived continuously with the employee for a period of 6 months or more as at the day (or expected day) of placement; and

    306.3. is not (otherwise than because of the adoption) a child of the employee or the employee's spouse or de facto partner.

307. Documentary evidence of approval for adoption or enduring parental responsibilities under formal fostering arrangements must be submitted when applying for parental leave for adoption or long-term foster carer purposes.

Stillbirth

308. Parents of a stillborn child remain eligible for parental leave, except for paid leave for the secondary caregiver which is two weeks.

309. A stillborn child is a child:

    309.1. who weighs at least 400g at delivery or whose period of gestation was 20 weeks or more; and

    309.2. who has not breathed since delivery; and

    309.3. whose heart has not beaten since delivery.

Pregnancy loss leave

310. A pregnant employee who experiences, or an employee whose partner experiences, pregnancy loss is entitled to one weeks' paid leave. Pregnancy loss is a miscarriage or other loss of pregnancy that occurs between 12- and 20-weeks' gestation that is not a stillbirth.

311. Pregnancy loss leave is in addition to entitlements to compassionate leave for miscarriage provided under the *Fair Work Act 2009* and this agreement.

Premature birth leave

312. In circumstances of a live birth before 37 weeks' gestation a pregnant employee, or an employee whose partner has given birth prematurely, is entitled to paid premature birth leave from the date of the child's birth up to just before 37 weeks' gestation. Parental leave with pay is then available from what would have been 37 weeks' gestation in accordance with Parental leave in this agreement, noting the parental leave period commences on the child's date of birth.

313. Employees eligible for paid leave under the ML Act are required under legislation to use their paid maternity leave first. In this circumstance, the employee may postpone their paid premature birth leave otherwise payable under clause 312 until after the legislated paid maternity leave is used.

Compassionate leave

314. Employees will be eligible for three days paid compassionate leave on each occasion when:

    314.1. a member of their family (including a member of their household) or someone they have a close personal relationship with contracts, develops or sustains a life-threatening illness or injury; or

    314.2. the employee or their partner has a miscarriage.

315. An employee may be asked to provide evidence to support their absences on compassionate leave.

316. Compassionate leave for an occasion may be taken as 3 consecutive days or in separate periods totalling three 3 days. This can include part days.

317. For casual employees, compassionate leave is unpaid.

Bereavement leave

318. Employees will be eligible for 3 days paid bereavement leave on each occasion when:

    318.1. a member of their family (including a member of their household) or someone they had a close personal relationship with dies; or

    318.2. a child is stillborn, where the child was a member of their family (including a member of their household).

319. An employee may be asked to provide evidence to support their absences on bereavement leave.

320. Bereavement leave for an occasion may be taken as 3 consecutive days or in separate periods totalling 3 days. This can include part days.

321. For casual employees, bereavement leave is unpaid.

Emergency response leave

322. In line with section 108 of the *Fair Work Act 2009*, an employee who engages in an eligible community service activity can get emergency response leave to volunteer for emergency management duties for:

    322.1. time engaged in the activity

    322.2. reasonable travelling time

    322.3. reasonable recovery time.

323. Full-time and part-time employees will be able to access 20 working days of paid Emergency Response Leave at their full rate of pay per year if required. The Director General may provide additional Emergency Response Leave with pay.

    323.1. For the purposes of this clause, full rate of pay is to be as if the employee was at work.

324. Paid leave may be refused where the employee's role is essential to IP Australia's response to the emergency.

325. An employee must provide evidence that the organisation requests their services. Employees can provide evidence before or as soon as practical after their emergency service activity.

326. The Director General may approve reasonable paid or unpaid leave for ceremonial duties and training.

327. Emergency Response Leave, with or without pay, will count as service.

Jury duty leave

328. Employees who are required by a court to attend either for jury selection, or to act as a juror, will be released from duty for the required period, without the need to apply for leave.

329. Full and part-time employees will be released from duty on full pay. Payment for casuals will be as per the relevant state legislation.

    329.1. For the purposes of this clause, full rate of pay is to be as if the employee was at work.

330. The employee is required to inform their manager before they are released from duty and provide evidence of the need to attend.

331. If the employee receives a payment from the court for attendance (which are not expense related such as allowances and reimbursements), they must repay that amount to IP Australia for the period of absence. This will be administered in accordance with the overpayments clause.

Defence Reservist leave

332. The Director General will give an employee leave with or without pay to undertake:

    332.1. Australian Defence Force (ADF) Reserve continuous and full-time service (CFTS); and

    332.2. Australian Defence Cadet Force obligations.

333. An employee who is a Defence Reservist can take leave with pay for:

    333.1. Up to 4 weeks (20 days) in each financial year (pro-rata for part-time employees); and

    333.2. an extra 2 weeks (10 days) paid leave to facilitate participation in additional ADF Reserve service (pro-rata for part-time employees).

334. Leave can be built up and taken over 2 consecutive years. This includes the extra 2 weeks in the first year of service.

335. An employee who is an Australian Defence Force Cadet officer or instructor can get paid leave up to 3 weeks in each financial year to perform their duties. Australian Defence Force Cadets means:

    335.1. Australian Navy Cadets;

    335.2. Australian Army Cadets; and

    335.3. Australian Air Force Cadets.

336. In addition to the entitlement at clause 333, paid leave may be granted to an employee to attend an interview or medical examination in connection with the enlistment of the employee in a Reserve Force of the Defence Force.

337. Paid Defence Reservist leave counts for service.

338. Unpaid Defence Reservist leave for 6 months or less counts as service for all purposes. This includes periods of CFTS.

339. Unpaid leave taken over 6 months counts as service, except for annual leave.

340. An employee will not need to pay their tax free ADF Reserve salary to IP Australia for any reason.

Defence services sick leave

341. An employee is eligible for Defence Service Sick Leave credits when the Department of Veterans Affairs (DVA) has certified that an employee's medical condition is as a result of either:

    341.1. war-like service

    341.2. non-war like service.

342. An eligible employee can get 2 types of credits:

    342.1. an initial credit of 9 weeks (45 days) defence service sick leave (pro-rata for part-time employees) will apply as at the following dates, whichever is later:

        342.1.1. they start employment with the APS; or

        342.1.2. DVA certifies the condition; and

    342.2. an annual credit of 3 weeks (15 days) Defence Service Sick Leave (pro-rata for part-time employees).

343. An employee can use their Defence Service Sick Leave when a recognised medical practitioner provides a certificate that says they were away due to their DVA certified medical condition.

344. Unused annual credits can be built up to 9 weeks.

345. An employee cannot use annual credits until the initial credit is exhausted.

346. Defence Service Sick Leave is paid and counts as service for all purposes.

Leave to attend proceedings

347. An employee giving evidence before a Court, Tribunal or Royal Commission on behalf of the Commonwealth or a Commonwealth party in the course of their duties, will be considered on duty.

348. An employee who is not covered under clause 347, and is required to give evidence to, appear before or attend to instruct a representative at a Court, Tribunal or Royal Commission in relation to their duties will be released from duty without loss of pay. This includes in proceedings relating to a dispute between the employee and IP Australia.

349. An employee may otherwise be granted paid or unpaid leave by the Director General if required to give evidence to a Court, Tribunal or Royal Commission for any other reason. Where approval for unpaid leave is given, the employee may elect to use accrued annual leave, flex leave or time off in lieu.

350. The Director General may refuse to release an employee from duty having regard to business requirements and whether the employee's attendance is necessary for the Court, Tribunal or Royal Commission hearing.

Part 7 – Employee support and workplace culture

Blood donation

351. An employee can take reasonable time away from duty during their ordinary work hours to donate blood, plasma or platelets. It includes reasonable travel time and IP Australia will consider employees on duty.

352. The employee must inform their manager in advance of when they will be away from work before donating blood, plasma or platelets.

Vaccinations

353. IP Australia will offer annual influenza vaccinations at no cost to all employees.

354. Where IP Australia requires an employee performing a role to be vaccinated for a particular condition, this vaccination will be offered at no expense to the employee.

Employee Assistance Program

355. Employees, their partners, and their dependants/children will have access to a confidential, professional counselling service to assist employees to manage personal and work issues. This service will be provided at no cost to employees by IP Australia and will be accessible on paid time.

Respect at Work

Principles

356. IP Australia values a safe, respectful and inclusive workplace free from physical and psychological harm, harassment, discrimination and bullying. IP Australia recognises that preventing sexual harassment, sex discrimination, sex-based harassment and victimisation in the workplace is a priority.

357. IP Australia recognises that approaches to prevent sexual harassment, sex discrimination, sex-based harassment and victimisation in the workplace should be holistic and consistent with the Australian Human Rights Commission's guidance including the *Good Practice Indicators Framework for Preventing and Responding to Workplace Sexual Harassment.*

Consultation

358. IP Australia will consult with employees and their union in developing, reviewing and evaluating approaches to prevent sexual harassment, sex discrimination, sex-based harassment and victimisation in the workplace.

Family and domestic violence support

359. IP Australia will provide support for employees affected by family and domestic violence, depending on the employees' circumstances.

360. IP Australia recognises that a holistic approach should be taken to support the employee, appropriate for the employee's individual circumstances.

361. Family and domestic violence support provisions, including paid leave, are available to all employees covered by this Agreement.

362. An employee experiencing family and domestic violence is able to access paid miscellaneous leave. Reasons an employee experiencing family and domestic violence may access this leave include, but are not limited to:

    362.1. illness or injury affecting the employee resulting from family and domestic violence

    362.2. providing care or support to a family member (including a household member) who is also experiencing family and domestic violence, and is ill or injured as a result of family and domestic violence

    362.3. providing care or support to a family member (including a household member) who is also experiencing family and domestic violence, and is affected by an unexpected emergency as a result of family and domestic violence

    362.4. making arrangements for the employee's safety, or the safety of a close relative

    362.5. accessing alternative accommodation

    362.6. accessing police services

    362.7. attending court hearings

    362.8. attending counselling; or

    362.9. attending appointments with medical, financial or legal professionals.

363. This entitlement exists in addition to an employee's existing leave entitlements and may be taken as consecutive days, single days or part days and will count for service for all purposes.

364. Given the emergency context in which leave may need to be accessed, employees can proceed to take the leave and seek approval at a later date, as soon as practicable.

365. These provisions do not reduce an employee's entitlement to family and domestic violence leave under the National Employment Standards (NES).

366. Paid miscellaneous leave available under this clause is paid for ongoing and non-ongoing employees at their full rate as if they were at work.

367. Paid leave for casual employees under this clause is paid at their full pay rate for the hours they were rostered to work in the period they took leave.

368. Evidence may be requested to support IP Australia in approving leave. In most cases, this will not be required. Where it is required, this will be discussed with the employee and a statutory declaration is the only form of evidence IP Australia will require, unless the employee chooses to provide another form of evidence.

369. An employee may also choose to provide other forms of evidence, including a medical certificate, or document issued by the police service, a court, a doctor, district nurse, a Family Violence Support Service or lawyer.

370. IP Australia will take all reasonable measures to treat information relating to domestic and family violence confidentially. IP Australia will adopt a 'needs to know' approach regarding communication of an employee's experience of family domestic violence, subject to steps IP Australia may need to take to ensure the safety of the employee, other employees or persons, or mandatory reporting requirements.

371. Where IP Australia needs to disclose confidential information for purposes identified in sub-clause 370, where it is possible IP Australia will seek the employee's consent and take practical steps to minimise any associated safety risks for the employee and/or privacy breaches.

372. IP Australia will not store or include information on the employee's payslip in relation to the employee's experience of family domestic violence; any leave accessed for the purposes of family domestic violence; or support(s) provided by the employer, unless otherwise required by legislation.

373. Other available support may include, but is not limited to, flexible working arrangements, additional access to EAP, changes to their span of hours or pattern of hours and/or shift patterns and/or location of work where reasonably practicable.

374. IP Australia will acknowledge and take into account an employee's experience of family and domestic violence if an employee's attendance or performance at work is affected.

375. Further information about leave and other support available to employees affected by family and domestic violence is contained in IP Australia's policy.

Integrity in the Australia Public Service

376. IP Australia understands that procedural fairness is essential in building and maintaining trust with APS employees, and that it requires fair and impartial processes for employees affected by APS-wide or IP Australia decisions.

377. Employees are to give advice that is frank, honest, timely and based on the best available evidence. This includes scientific and engineering advice based on evidence-based facts guided by the best available science and data. Employees will not be disadvantaged or discriminated against because they have given advice in accordance with their expertise or professional qualifications and in accordance with the APS Code of Conduct in the *Public Service Act 1999*.

378. Employees can, during their ordinary work hours, take time to:

    378.1. access an APS-wide ethics advisory service or another similar service provided by a professional association such as a law society or in the agency

    378.2. attend IP Australia mandated training about integrity.

First Nations Cultural Competency Training

379. The Director General will take reasonable steps to ensure all substantive, ongoing Executive Level 2 employees employed at the commencement of this agreement or any new substantive, ongoing Executive Level 2 employees who commence within the first 6 months of this agreement will complete relevant First Nations cultural competency training within 12 months of the commencement of the agreement.

380. Any new substantive, ongoing Executive Level 2 who commences after 6 months of the commencement of this agreement will be required to complete a relevant First Nations cultural competency training course within 6 months of their engagement or promotion.

Lactation and Breastfeeding support

381. Reasonable paid time during work hours will be provided for lactation breaks for breastfeeding, expressing milk and other associated activities.

382. IP Australia will provide access to appropriate facilities for the purpose of breastfeeding or expressing milk, subject to clause 383. In considering whether a space is appropriate, IP Australia should consider whether:

    382.1. there is access to refrigeration;

    382.2. the space is lockable; and

    382.3. there are facilities needed for pumping, such as appropriate seating.

383. Where it is not practicable for IP Australia to have a designated space, a flexible approach will be taken so that the employee can access the support required.

384. IP Australia will facilitate discussions between individual employees and their managers about accommodating the employee's lactation needs and practical arrangements to meet these needs.

385. The manager and employee shall discuss any flexible work arrangements that may be needed to support lactation. This may include consideration of arrangements such as working from home and/or remote working or varying work hours on an ad hoc or regular basis. Wherever possible, requests by an employee will be accommodated, noting these needs may change over time.

386. Further information is contained in IP Australia's policy.

Disaster Support

387. Where an official disaster or emergency is declared and this prevents an employee from reasonably attending work, or where it impacts their household or home, the Director General will consider flexible working arrangements to assist the employee to perform their work.

388. Where flexible working arrangements are not appropriate, the Director General may grant paid miscellaneous leave to an employee with regard to the scale and nature of the emergency. This leave counts as service and may be approved retrospectively.

389. In considering what period of leave is appropriate, the Director General will take into account the safety of the employee, their family (including their household) and advice from local, State and Commonwealth authorities.

Part 8 - Performance and development

Performance management

391. All employees are to participate in IP Australia's performance management process except for:

    391.1. examiner trainees;

    391.2. those on irregular or intermittent contracts; and

    391.3. non-ongoing employees on contracts of less than three months.

392. The scheme aims to provide each employee with regular opportunities to discuss with their manager performance expectations and the extent to which expectations have been met. It also enables employees to discuss with their manager their development needs for both their current responsibilities and broader career development.

393. Employees are expected, as a minimum, to maintain a satisfactory standard of performance consistent with their performance agreement. Where a manager believes that an employee's work performance is unsatisfactory the manager will work with the employee to address the causes of the unsatisfactory performance. Where the employee's performance does not improve to a satisfactory level the manager may initiate a formal underperformance management process.

394. The formal underperformance process is designed to:

    394.1. restore the employee's performance to a satisfactory standard in a timely way

    394.2. have regard to the individual circumstances of the employee, including any health issues

    394.3. ensure natural justice and procedural fairness

    394.4. respond to any learning and development needs where appropriate and

    394.5. ensure performance expectations, measures and standards are clearly defined.

395. Further information is contained in IP Australia's policy.

Workloads

396. IP Australia recognises the importance of employees balancing their work and personal life. While it is acknowledged that at times it may be necessary for some extra hours being worked by some employees, this should be regarded as the exception rather than the rule.

397. When determining workloads for an employee or group of employees, IP Australia will consider the need for employees to strike a balance between their work and personal life.

398. Where an employee or group of employees raise that they have experienced significant workload pressures over a prolonged period of time, IP Australia and employee/s together must review the employee's workloads and priorities and determine appropriate strategies to manage the impact on the employee or group of employees.

Study assistance

399. IP Australia is committed to supporting the development of a high-performance culture and equip employees with professional skills and knowledge.

400. IP Australia may provide employees with financial assistance and leave to undertake approved study.

401. Applications for study assistance must be:

    401.1. able to demonstrate a benefit to both the employee and IP Australia;

    401.2. made in advance prior to the study commencing;

    401.3. limited to one study period at a time, rather than the entire course of study;

    401.4. negotiated between the applicant, the supervisor/manager, and the delegate; and

    401.5. granted on a discretionary basis by the delegate.

402. Further information is contained in IP Australia's policy.

Part 9 – Travel and location-based conditions

Relocation assistance

403. Where an existing employee is required to relocate at the request of IP Australia (such as a promotion), the employee will be provided with financial relocation assistance. Employees who relocate on a temporary basis to take up higher duties are entitled to removal expenses if they relocate for a period of 13 weeks or more.

404. Where an employee is required to relocate on engagement with IP Australia, the employee will be provided with financial relocation assistance.

405. Reasonable expenses associated with the relocation include:

    405.1. the cost of transport of the employee, dependants and partner by the most economical means;

    405.2. removal expenses, namely the reimbursement of reasonable incurred costs of the removal of furniture and household effects of the employee, dependants and partner;

    405.3. the reimbursement of the cost of the insurance premium based on a reasonable replacement value for the furniture and household effects; and

    405.4. the reasonably incurred expenses in kennelling and transport of pets, up to the amount specified in the APS Award.

406. Additional relocation assistance may be considered at the Director General's discretion.

407. Further information is contained in IP Australia's policy.

Field Examination

408. This provision only applies to employees performing Plant Breeder's Rights examinations in the field.

Extra Duty worked in the field

409. Extra duty worked in the field is where an employee performs field examination beyond 7 hours 21 minutes per day, or during hours outside of the bandwidth hours specified at clause 130.

410. Where an employee works additional hours they will:

    410.1. Accrue time off in lieu at a rate of 1:1.6

    410.2. Not have access to overtime provisions

    410.3. Be required to use the accrued hours at an agreed time within three months of accruing the time off in lieu.

411. The employee can opt to have the accrued hours paid out at any time. If the time is not used within the three month it will be paid out.

412. The payment will be based on the employee's normal hourly rate.

413. Employees working in the field will not be eligible to accumulate flex credits or TOIL.

414. Further information is contained in IP Australia's policy.

Part 10 - Consultation, representation and dispute resolution

Consultation

Principles

415. Genuine and effective consultation with employees and the relevant union(s), taking into account the diverse needs of employees, fosters a positive and inclusive workplace, enabling the views of employees to be considered.

416. IP Australia recognises:

    416.1. the importance of inclusive and respectful consultative arrangements;

    416.2. employees and the relevant union(s) should have a genuine opportunity to influence decisions;

    416.3. the nature and extent of consultation will vary depending on the proposed change and the likely impact on employees. Consultation on agency policies may occur over at least 2 weeks, whereas a major change is likely to require a more extensive consultation process;

    416.4. consultation with employees and relevant unions(s) on workplace matters that significantly affect or materially impact them is sound management practice; and

    416.5. the benefits of employee and union involvement and the right of employees to be represented by their union.

417. Genuine and effective consultation involves:

    417.1. providing employees and the relevant union(s) with a genuine opportunity to influence the decision prior to a decision being made;

    417.2. providing all relevant information to employees and the relevant union(s) in a timely manner to support consideration of the issues;

    417.3. considering feedback from employees and the relevant union(s) in the decision-making process; and

    417.4. advising employees and the relevant union(s) of the outcome of the process, including how their feedback was considered in the decision-making process.

When consultation is required

418. Consultation is required in relation to:

    418.1. changes to work practices which materially alter how an employee carries out their work;

    418.2. changes to or the introduction of policies or guidelines relevant to workplace matters (unless the changes are minor or procedural);

    418.3. major change that is likely to have a significant effect on employees;

    418.4. implementation of decisions that significantly affect employees;

    418.5. changes to employees' regular roster or ordinary hours of work (subject to any other relevant provisions in this agreement); and

    418.6. other workplace matters that are likely to significantly or materially impact employees.

419. IP Australia, employees and the relevant union(s) recognise that consultation prior to a decision may not be practicable where a decision is made by Government or is required due to matters beyond the reasonable control of IP Australia. In these circumstances, consultation regarding the implementation of the decision will occur as early as is reasonably practicable.

Provisions for consultation on major change and introduction of a change to regular roster or ordinary hours of work of employees

420. This clause applies if IP Australia proposes to introduce a:

    420.1. major change to production, program, organisation, structure or technology in relation to its enterprise that is likely to have a significant effect on the employees; or

    420.2. change to the regular roster or ordinary hours of work of employees.

Representation

421. Employees may appoint a representative for the purposes of the procedures in this clause. A representative for the purpose of this clause may be a union representative.

422. IP Australia must recognise the representative if:

    422.1. a relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and

    422.2. the employee or employees advise the employer of the identity of the representative.

Major change

423. In this clause, a major change is **likely to have a significant effect on employees** if it results in, for example:

423.1. the termination of the employment of employees; or

423.2. major change to the composition, operation or size of the employer's workforce or to the skills required of employees; or

423.3. the elimination or diminution of job opportunities (including opportunities for promotion or tenure); or

423.4. the alteration of hours of work; or

423.5. the need to retrain employees; or

423.6. the need to relocate employees to another workplace; or

423.7. the restructuring of jobs.

424. The following additional consultation requirements in clause 425 to 431 apply to a proposal to introduce a major change referred to in clause 418.3.

425. Consultation with employees and the relevant union(s)/or recognised representatives will occur prior to a decision being made, subject to clause 419.

426. Where practicable, an IP Australia change manager or a primary point of contact will be appointed and their details provided to employees and the relevant union(s) and/or their recognised representatives.

427. IP Australia must notify employees and relevant union(s) and/or recognised representatives of the proposal to introduce the major change as soon as practicable.

428. As soon as practicable after proposing the change, or notifying of the change in circumstances described at clause 419, IP Australia must:

428.1. discuss with affected employees and relevant union(s) and/or other recognised representatives:

428.1.1. the proposed change;

428.1.1.1. the effect the proposed change is likely to have on the employees; and

428.1.1.2. proposed measures to avert or mitigate the adverse effect of the proposed change on the employees; and

428.1.2. for the purposes of the discussion – provide, in writing, to employees and the relevant union(s) and/or other recognised representatives:

428.1.2.1. all relevant information about the proposed change, including the nature of the change proposed; and

428.1.2.2. information about the expected effects of the proposed change on the employees; and

428.1.2.3. any other matters likely to affect the employees.

429. IP Australia must give prompt and genuine consideration to matters raised about the major change by employees and the relevant union(s) and/or other recognised representatives.

430. However, IP Australia is not required to disclose confidential or commercially sensitive information to employees and the relevant union(s) and/or other recognised representatives.

431. If a term in this Agreement provides for a major change to production, program, organisation, structure or technology in relation to the enterprise of IP Australia, the requirements set out in clauses 425 and 429 are taken not to apply.

Change to regular roster or ordinary hours of work

432. The following additional consultation requirements in clauses 433 to 436 apply to a proposal to introduce a change referred to in clause 418.5.

433. IP Australia must notify affected employees and the relevant union(s) and/or other recognised representatives of the proposed change.

434. As soon as practicable after proposing to introduce the change, IP Australia must:

434.1. discuss with employees and the relevant union(s)and /or other recognised representatives:

434.1.1. the proposed introduction of the change; and

434.2. for the purposes of the discussion – provide to the employees and relevant union(s) and/or other recognised representatives:

434.2.1. all relevant information about the proposed change, including the nature of the proposed change; and

434.2.2. information about what the employer reasonably believes will be the effects of the proposed change on the employees; and

434.2.3. information about any other matters that the employer reasonably believes are likely to affect the employees; and

434.3. invite employees and the relevant union(s) and/or other recognised representatives to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities). However, IP Australia is not required to disclose confidential or commercially sensitive information to the relevant employees the relevant union(s) and/or other recognised representatives.

435. IP Australia must give prompt and genuine consideration to matters raised about the proposed change by the employees and the relevant union(s) and/or other recognised representatives.

IP Australia Consultative Committee

436. The Director General may establish an IP Australia consultative committee to discuss relevant workplace matters.

437. IP Australia consultative committees will operate subject to an agreed terms of reference and structure for the term of the agreement. Representation on the committee will be in accordance with the terms of reference.

Interaction with emergency management activities

438. Nothing in this term restricts or limits the ability of a designated emergency management body to undertake activities provided at section 195A(1) of the *Fair Work Act 2009.*

APS Consultative Committee

439. The Director General will support the operation of the APS Consultative Committee to the extent possible. This includes providing information requested by the Australian Public Service to support the operation of the APS consultative committee, subject to legislative requirements.

Dispute resolution

440. If a dispute relates to:

    440.1. a matter arising under the Agreement; or

    440.2. the NES;

    this term sets out procedures to settle the dispute.

441. An employee or union who is covered by this Agreement may initiate and/or be a party to a dispute under this term.

442. An employee who is a party to the dispute may appoint a representative for the purposes of the procedures in this term. Representatives will be recognised and dealt with in good faith.

443. Parties to the dispute must attempt to resolve the dispute at the workplace level, by discussion between the employee or employees and relevant managers. Parties to the dispute will notify higher level managers to assist in the resolution of the dispute. Parties will give genuine consideration to proposals to resolve the dispute.

444. If a dispute about a matter arising under this Agreement is unable to be resolved at the workplace level, and all appropriate steps under clause 443 have been taken, a party to the dispute may refer the dispute to the Fair Work Commission.

445. The Fair Work Commission may deal with the dispute in 2 stages:

445.1. the Fair Work Commission will first attempt to resolve the dispute as it considers appropriate, including by mediation, conciliation, expressing an opinion or making a recommendation; and

445.2. if the Fair Work Commission is unable to resolve the dispute at the first stage, the Fair Work Commission may then:

445.2.1. arbitrate the dispute; and

445.2.2. make a determination that is binding on the parties.

Note: If the Fair Work Commission arbitrates the dispute, it may also use the powers that are available to it under the Fair Work Act 2009. A decision that the Fair Work Commission makes when arbitrating a dispute is a decision for the purpose of Division-3 of Part 5.1 of the Fair Work Act 2009. Therefore, an appeal may be made against the decision.

446. While the parties are attempting to resolve the dispute using the procedures in this term:

446.1. an employee must continue to perform their work as they would normally in accordance with established custom and practice at IP Australia that existed immediately prior to the dispute arising unless they have a reasonable concern about an imminent risk to their health or safety; and

446.2. subject to 446.1, an employee must comply with a direction given by the Director General to perform other available work at the same workplace, or at another workplace, unless:

446.2.1. the work is not safe; or

446.2.2. applicable work health and safety legislation would not permit the work to be performed; or

446.2.3. the work is not appropriate for the employee to perform; or

446.2.4. there are other reasonable grounds for the employee to refuse to comply with the direction.

447. The parties to the dispute agree to be bound by a decision made by the Fair Work Commission in accordance with this term.

448. Any disputes arising under the IP Australia Enterprise Agreement 2017 or the National Employment Standards that were formally notified under clause 109 of the IP Australia Enterprise Agreement 2017 before the commencement of this Agreement and remain unresolved at the date of commencement of this Agreement, will be progressed under the dispute resolution procedures in this Agreement.

Leave of absence to attend proceedings

449. Where the provisions of 440 to 444 have been complied with, and to assist in the resolution of the matter, the employee, and/or the union delegate or other employee representative referred to in 441, or employee required to provide evidence, will be granted paid time to attend dispute resolution processes and proceedings in the Fair Work Commission arising from referral of the matter in 444.

Delegates' rights

450. Union delegates play an important and legitimate role in the workplace. This includes representing their members and supporting employee access to union officials and providing employee views to IP Australia.

451. The role of union delegates is to be respected and supported.

452. IP Australia and union delegates will work together respectfully and collaboratively.

Supporting the role of union delegates

453. IP Australia respects the role of union delegates to:

    453.1. provide information, consult with and seek feedback from employees in the workplace on workplace matters;

    453.2. consult with other delegates and union officials, and get advice and assistance from union officials;

    453.3. represent the interests of members to the employer and industrial tribunals; and

    453.4. represent members at relevant union forums, consultative committees or bargaining.

454. IP Australia and union delegates recognise that undertaking the role of a union delegate is not the primary purpose of an employee's engagement, and must work with and not unreasonably impact their regular duties. Honorary officials may request additional time and facilities from time to time.

455. Union delegates will be provided with reasonable paid time during their normal working hours to perform their union delegate role. The paid time provided should not result in disruption to critical services or operational requirements.

456. To support the role of union delegates, IP Australia will, subject to legislative and operational requirements, including privacy and security requirements:

    456.1. provide union delegates with reasonable access to IP Australia facilities and resources, including for paid or unpaid meetings between employees and their unions and to communicate with union officials;

    456.2. advise union delegates and other union officials of IP Australia facilities and resources available for their use, which may include telephone, photocopying, internet, and email;

456.3. allow reasonable official union communication appropriate to IP Australia from union delegates with employees, including through email, intranet pages and notice boards. This may include providing a link to a union website for employees to access union information. Any assistance in facilitating email communications does not include IP Australia vetoing reasonable communications.

456.4. provide access to new employees as part of induction; and

456.5. provide reasonable access to union delegates to attend appropriate paid time training in workplace relations matters, during normal working hours.

457. Where APS employees are elected as officials of a trade union or professional association, they are not required to seek permission from the workplace or IP Australia before speaking publicly in that capacity, subject to the APS Code of Conduct and legislative requirements.

Part 11 – Separation and retention

Resignation

458. An employee may resign from their employment by giving the Director General at least 14 calendar days' notice.

459. At the instigation of the Director General the resignation may take effect at an earlier date within the notice period. In such cases, the employee will receive paid compensation in lieu of the notice period which is not worked.

460. The Director General has the discretion to agree to a shorter period of notice or waive the requirement to give notice.

Payment on death of an employee

461. When an employee dies, or the Director General has directed that an employee is presumed to have died on a particular date, subject to any legal requirements, the Director General must authorise payments to the partner, dependants or legal representative of the former employee, the amount to which the former employee would have been entitled had they ceased employment through resignation or retirement, or where legislation provides specifically for amounts calculated based on the death of the employee, those amounts. If payment has not been made within a year of the former employee's death, it should be made to their legal representative.

Payments on separation from the APS

462. On separation from the APS an employee's payment in lieu of any remaining annual leave entitlement will be calculated using the employee's final rate of salary and allowances considered as salary for all purposes as at the date of exit. Refer to Attachment C.

Managing excess employees

463. The following redeployment, retirement and redundancy (RRR) provisions will apply to excess and potentially excess employees of IP Australia. These provisions do not apply to:

    463.1. non-ongoing employees; or

    463.2. ongoing employees who are on probation.

464. An excess employee situation will exist where:

    464.1. there are a greater number of employees at a particular level than is necessary for the efficient and economical operations of IP Australia; or

    464.2. the services of an employee cannot be used effectively because of technological or other changes in the work methods of IP Australia or structural or other changes in the nature, extent or organisation of the functions of IP Australia; or

    464.3. the duties usually performed by an employee are to be performed at another locality and the employee is not willing to perform the duties at that locality and the Director General has determined that the excess employee provisions of this agreement apply to the employee.

465. Where such a situation has been identified, the Director General will establish which employees are potentially excess.

466. At the time of the offer of voluntary termination or as soon as possible thereafter but, in any event, no later than one month after the offer, employees(s) will be provided with Career Transition Assistance which will include:

    466.1. advice on the re-assignment and redundancy process;

    466.2. a point of contact for individual queries;

    466.3. assistance with identifying re-assignment opportunities; and

    466.4. training/redeployment assistance.

Excess Employee consultation

467. IP Australia will inform an employee if they are likely to become excess and hold discussions with the employee which will include:

    467.1. the reasons they are likely to become excess;

    467.2. redeployment options available, including possible referral to a relevant placement agency; and

    467.3. voluntary and involuntary redundancy options.

468. If requested by the employee, an employee representative will be involved in these discussions.

469. The Director General may call for expressions of interest from employees who wish to be offered voluntary redundancy in lieu of those who do not wish to accept such an offer.

Voluntary Redundancy

470. The Director General may make an offer of voluntary redundancy to the employees who are potentially excess to IP Australia's requirements:

    470.1. after the discussions referred to in clause 467 have been held; or

    470.2. if the employee or, where they choose, their representative has declined to discuss the matter, at least 14 calendar days after the advice, in clause 467 that the employee is likely to become excess.

471. At the time of receiving the offer, the employee will be reimbursed for obtaining financial advice in accordance with Attachment C and provided with the following information:

    471.1. the amount of severance pay, pay in lieu of notice and leave credits;

    471.2. the amount of their accumulated superannuation contributions and their options concerning superannuation for CSS and PSSdb members only; and

    471.3. the taxation rules applying to the various payments.

472. An employee may be formally declared excess at the time the offer of voluntary redundancy is made or at the end of the election period referred to in clause 473.

473. From the date of the receipt of the above offer of voluntary redundancy, the employee will have one month in which to accept the offer. If the employee fails to respond within the one month period, they will be taken to have declined the offer.

474. Where the offer of voluntary redundancy is accepted, the Director General may, with the consent of the employee, give notice of termination of their employment under section 29 of the *Public Service Act 1999* before the end of the one month period. In such cases, salary and other pro rata benefits in lieu of the election period will be paid.

475. Only one offer of voluntary redundancy will be made to an excess employee in each exercise; that is, if they are redeployed in one exercise, they are no longer excess. They may become excess in a new position.

Period of Notice

476. Where an employee agrees to voluntary redundancy, the Director General can approve the individual's termination of employment under section 29 of the *Public Service Act 1999* and upon approval, will give the required Notice of Retirement. The period of notice will be 4 weeks (or 5 weeks if the employee is over 45 years of age with at least 5 years of continuous service).

477. Where an employee's employment is terminated at the beginning of, or within, the notice period, the employee will receive payment in lieu of notice for the unexpired portion of the notice period.

Severance Benefit

478. An employee who accepts an offer of voluntary redundancy and whose employment is terminated by the Director General under section 29 of the *Public Service Act 1999* on the grounds that they are excess to requirements is entitled to be paid:

    478.1. a sum equal to 2 week's salary for each completed year of service, subject to any minimum amount the employee is entitled to under the National Employment Standards; and

    478.2. a pro rata payment for completed months of service since the last completed year of service.

479. The minimum sum payable is 4 weeks' salary and the maximum sum payable is 48 weeks' salary.

480. The severance benefit will be calculated to take account of any period where the employee has worked part-time hours during their period.

Period of Service for Severance Pay Purposes

481. Period of service for severance pay purposes means:

481.1. service in IP Australia;

481.2. Government service as defined in section 10 of the *Long Service Leave (Commonwealth Employees) Act 1976*;

481.3. service with the Commonwealth (other than service with a Joint Commonwealth-State body corporate in which the Commonwealth has a controlling interest) that is recognised for long service leave purposes;

481.4. service with the Australian Defence Forces;

481.5. service in another organisation where an employee was transferred from the APS to that organisation with a transfer of function, or an employee engaged by that organisation to work within a function, is appointed as a result of the transfer of that function to the APS and such service is recognised for long service leave purposes.

482. For earlier periods of service to count, there must be no breaks between the periods of service, except where the break in service is less than one month and occurs where an offer of employment (or notification of intention to offer employment) with the new employer was made and accepted by the employee before ceasing employment with the preceding employer.

483. Any period of service which ceased by way of:

483.1. redundancy;

483.2. retirement on the grounds of invalidity;

483.3. inefficiency or loss of essential qualifications;

483.4. forfeiture of office;

483.5. dismissal;

483.6. termination of probationary period for reasons of unsatisfactory service; or

483.7. voluntary retirement at or above the minimum retiring age (for superannuation purposes) applicable to the employee, or with the payment of a redundancy benefit or similar payment, or with an employer-financed retirement benefit does not count as service for severance pay purposes.

484. In calculating the period of service, periods of leave without pay will be taken into consideration and may not count as service.

Rate of Payment for Severance Purposes

485. For the purpose of calculating payment of a severance benefit, salary will include:

    485.1. the employee's salary at the date of termination;

    485.2. any higher duties allowance where the employee has been in receipt of the allowance for a continuous period of at least 12 months immediately preceding the date of termination; and

    485.3. allowances in the nature of salary which are paid during periods of annual leave and on a regular basis, excluding allowances which are a reimbursement for expenses incurred, or a payment for disabilities associated with the performance of duty.

Accelerated Separation

486. IP Australia may offer an accelerated separation option to employees who have been identified as eligible to be made an offer of voluntary redundancy. This option provides employees whose employment is terminated under section 29 of the *Public Service Act 2009* within 14 days of receiving an offer of voluntary redundancy an amount of four weeks' salary (or 5 weeks salary for an employee over 45 years of age with at least 5 years continuous service) as payment in lieu of notice, as provided in clause 476.

487. Where an employee elects not to accept an offer of this option, the normal separation provisions apply.

Retention Periods

488. If an excess employee does not accept voluntary redundancy, the Director General shall not involuntarily terminate the employee's employment under section 29 of the *Public Service Act 2009* until either of the following retention periods has elapsed, the duration of which will be reduced by an amount equivalent to the National Employment Standards redundancy entitlement:

    488.1. 13 months where an employee has completed 20 or more years of service or is over 45 years of age; or

    488.2. 7 months for other employees.

489. The retention period will commence on the day on which an employee is notified in writing that they are excess.

490. If an employee is entitled to a redundancy payment in accordance with the National Employment Standards, the relevant period as set out in clause 488 above is reduced by the number of weeks redundancy pay that the employee will be entitled to under the National Employment Standards on termination, as at the expiration of the retention period (as adjusted by this clause).

491. During the retention period, IP Australia:

    491.1. Will continue to take reasonable steps to find alternative employment for the employee including referral to a relevant placement agency.

    491.2. Will consider an excess employee in isolation from and not in competition with other applicants for an advertised vacancy within IP Australia to which an excess employee seeks transfer.

    491.3. May, with 4 weeks' notice, transfer the excess employee to a lower level vacancy. Where an excess employee is reduced in classification before the end of the retention period, the employee will receive income maintenance to maintain their salary at the previous higher level for the balance of the retention period. The amount of income maintenance to be paid will be calculated in accordance with clause 485 for the remainder of the period that the excess employee would have occupied the higher position during the retention period.

492. During the retention period, the employee:

    492.1. will take reasonable steps to find alternative employment; and

    492.2. actively participate in learning and development activities, trial placements or other arrangements to assist in obtaining a permanent placement.

493. The employee may request assistance in meeting reasonable travel and incidental expenses incurred in seeking alternative employment. The Director General may approve such a request.

494. Where it is necessary as a result of transfer or reduction in classification for an excess employee to move the employee's household to a new locality, the employee may be entitled to reasonable expenses in accordance with IP Australia relocation provisions (clause 403 to 407) where these are not met by the prospective employer.

495. The retention periods under clause 488 will be extended by any periods of paid certificated leave for personal illness or injury taken during the original retention period. Any leave taken for these purposes during the period beyond the original retention period will not have any effect on extending the retention period. If considered appropriate a medical appointment will be made with a registered medical practitioner nominated by IP Australia and the excess employee will attend.

496. The specified periods of notice will be, as far as practicable, concurrent with the retention periods.

Involuntary Termination

497. The Director General may not involuntarily terminate an excess employee's employment under section 29 of the *Public Service Act 1999* until the end of the retention period.

498. Where the Director General believes that there is insufficient productive work for an excess employee during the retention period, the Director General may, with the agreement of the excess employee, terminate the employee's employment under section 29 of the *Public Service Act 1999* and pay the balance of the retention period as a lump sum. Any such payment will be reduced by an amount equivalent to the employee's entitlement to redundancy pay under the National Employment Standards:

    498.1. the balance of the retention period as shortened by the National Employment Standards. This payment will be taken to include the payment in lieu of notice of termination of employment; and

    498.2. an amount of redundancy pay as per the National Employment Standards.

499. An excess employee will not be terminated involuntarily if the employee has not been invited to accept an offer of voluntary redundancy or has elected to be retired but the Director General has refused to approve the retirement.

500. An excess employee will not be terminated involuntarily without being given 4 weeks' notice (or 5 weeks for an employee over 45 with at least 5 years of continuous service) of termination.

501. Excess employees will be informed of IP Australia's review mechanisms as action is taken.

502. Where an excess employee's employment is terminated, the only right of review against termination of employment shall be in accordance with the:

    502.1. *Fair Work Act 2009*;

    502.2. Other Commonwealth laws; and

    502.3. Common law.

503. Termination or the decision to terminate an employee cannot be reviewed under the dispute resolution procedures of this Agreement.

Attachment A – Classification structure and salary ranges

General classifications

Table A.1 General salary levels

Classification	Salary levels	As at 31 August 2023	From the later of commencement of the agreement or 14 March 2024	From 13 March 2025	From 12 March 2026
APS 1	1	$50,512	$52,532	$54,529	$57,497
	2	$52,353	$54,447	$56,516	$58,438
	3	$54,192	$56,360	$58,502	$60,491
	4	$56,036	$58,277	$60,492	$62,549
APS 2	1	$58,094	$60,418	$62,714	$64,846
	2	$59,934	$62,331	$64,700	$66,900
	3	$61,770	$64,241	$66,682	$68,949
	4	$63,609	$66,153	$68,667	$71,002
APS 3	1	$65,308	$67,920	$70,501	$72,898
	2	$67,163	$69,850	$72,504	$74,969
	3	$69,016	$71,777	$74,505	$77,038
	4	$70,873	$73,708	$76,509	$79,110
APS 4	1	$72,669	$75,576	$78,448	$81,115
	2	$74,700	$77,688	$80,640	$83,382
	3	$76,731	$79,800	$82,832	$85,648
	4	$78,765	$81,916	$85,029	$87,920
APS 5	1	$80,916	$84,153	$87,351	$90,321
	2	$82,848	$86,162	$89,436	$92,477
	3	$84,778	$88,169	$91,520	$94,631
	4	$86,713	$90,182	$93,609	$96,829
APS 6	1	$88,368	$91,903	$95,395	$99,734
	2	$92,375	$96,070	$99,721	$103,112
	3	$96,377	$100,232	$104,041	$107,578
	4	$100,383	$104,398	$108,365	$112,049
Executive Level 1	1	$110,917	$115,354	$119,737	$123,808
	2	$115,558	$120,180	$124,747	$128,988
	3	$120,195	$125,003	$129,753	$134,165
	4	$124,837	$129,830	$134,764	$139,346
Executive Level 2	1	$135,875	$141,310	$146,680	$151,667
	2	$143,378	$149,113	$154,779	$160,041
	3	$150,884	$156,919	$162,882	$168,420
	4	$158,395	$164,731	$170,991	$176,805

Examiner of Patents (including Plant Breeder Rights)

Table A.2 Examiner of Patents salary levels

Classification	Salary levels	As at 31 August 2023	From the later of commencement of agreement or 14 March 2024	From 13 March 2025	From 12 March 2026
Examiner of Patents	1	$89,807	$93,399	$96,948	$100,244
	2	$92,222	$95,911	$99,556	$102,941
	3	$97,188	$101,076	$104,917	$108,484
	4	$102,154	$106,240	$110,277	$114,026
	5	$106,834	$111,107	$115,329	$119,250
	6	$111,518	$115,979	$120,386	$124,479
	7^	$117,193	$121,881	$126,512	$130,813

Note: Additional requirements may apply to progress to salary level 7. Further information is contained in the IP Australia policy.

Attachment B – IP Australia broadbands

Table B.1 Trainee broadband salary levels

Classification	Salary levels	As at 31 August 2023	From the later of commencement of the agreement or 14 March 2024	From 13 March 2025	From 12 March 2026
Trainee	APS2.1	$58,094	$60,418	$62,714	$64,846
	APS2.2	$59,934	$62,331	$64,700	$66,900
	APS2.3	$61,770	$64,241	$66,682	$68,949
	APS2.4	$63,609	$66,153	$68,667	$71,002
	APS3.1	$65,308	$67,920	$70,501	$72,898
	APS3.2	$67,163	$69,850	$72,504	$74,969
	APS3.3	$69,016	$71,777	$74,505	$77,038
	APS3.4	$70,873	$73,708	$76,509	$79,110
	APS4.1	$72,669	$75,576	$78,448	$81,115
	APS4.2	$74,700	$77,688	$80,640	$83,382
	APS4.3	$76,731	$79,800	$82,832	$85,648
	APS4.4	$78,765	$81,916	$85,028	$87,920

Table B.2 Graduate broadband salary levels

Classification	Salary levels	As at 31 August 2023	From the later of commencement of the agreement or 14 March 2024	From 13 March 2025	From 12 March 2026
Graduate	APS3.1	$65,308	$67,920	$70,501	$72,898
	APS3.2	$67,163	$69,850	$72,504	$74,969
	APS3.3	$69,016	$71,777	$74,505	$77,038
	APS3.4	$70,873	$73,708	$76,509	$79,110
	APS4.1	$72,669	$75,576	$78,448	$81,115
	APS4.2	$74,700	$77,688	$80,640	$83,382
	APS4.3	$76,731	$79,800	$82,832	$85,648
	APS4.4	$78,765	$81,916	$85,029	$87,920
	APS5.1	$80,916	$84,153	$87,351	$90,321
	APS5.2	$82,848	$86,162	$89,436	$92,477
	APS5.3	$84,778	$88,169	$91,519	$94,631
	APS5.4	$86,713	$90,182	$93,609	$96,829

Table B.3 Examiner of Trade Marks broadband salary levels

Classification	Salary levels^	31 August 2023	From 14 March 2024	13 March 2025	12 March 2026
Examiner of Trade Marks broadband	TM1 (4.2)	$74,700	$77,688	$80,640	$83,382
	TM2 (4.3)	$76,731	$79,800	$82,833	$85,649
	TM3 (4.4)	$78,765	$81,916	$85,028	$87,919
	TM4 (5.1)	$80,916	$84,153	$87,350	$90,320
	TM5 (5.2)	$82,848	$86,162	$89,436	$92,477
	TM6 (5.3)	$84,778	$88,169	$91,520	$94,631
	TM7 (5.4)	$86,713	$90,182	$93,608	$96,829
	TM8 (6.1)	$88,368	$91,903	$95,395	$99,734
	TM9 (6.2)	$92,375	$96,070	$99,721	$103,111
	TM10 (6.3)	$96,377	$100,232	$104,041	$107,578
	TM11 (6.4)	$100,383	$104,398	$108,365	$112,050
Discretionary	TM12	$104,707	$108,895	$113,033	$116,876

Note: ^requirements to progress through the broadband are outlined in the IP Australia policy.

Table B.4 Examiner of Designs broadband salary levels

Classification	Salary levels^	31 August 2023	From 14 March 2024	13 March 2025	12 March 2026
Examiner of Designs broadband	D1 (4.2)	$74,700	$77,688	$80,640	$83,382
	D2 (4.3)	$76,731	$79,800	$82,833	$85,649
	D3 (4.4)	$78,765	$81,916	$85,028	$87,919
	D4 (5.1)	$80,916	$84,153	$87,350	$90,320
	D5 (5.2)	$82,848	$86,162	$89,436	$92,477
	D6 (5.3)	$84,778	$88,169	$91,520	$94,631
	D7 (5.4)	$86,713	$90,182	$93,608	$96,829
	D8 (6.1)	$88,368	$91,903	$95,395	$99,734
	D9 (6.2)	$92,375	$96,070	$99,721	$103,111
	D10 (6.3)	$96,377	$100,232	$104,041	$107,578
	D11 (6.4)	$100,383	$104,398	$108,365	$112,050
Discretionary	D12	$104,707	$108,895	$113,033	$116,876

Note: ^requirements to progress through the broadband are outlined in the IP Australia policy.

Attachment C – Allowances

Allowance type	Basis of payment	Count as salary for overtime and penalty rates	Count as salary for superannuation purposes	Paid during periods of leave	Salary for payment of entitlements on separation	Amount	Adjustment method
First Aid Officer	Fortnightly	No	Yes	Yes - up to 3 months and in accordance with Long Service Leave provisions	Yes	$30.51	13 Mar 2025 - $31.67 12 Mar 2026 – $32.75
Emergency Warden	Fortnightly	No	Yes	Yes - up to 3 months and in accordance with Long Service Leave provisions	Yes	$30.51	13 Mar 2025 - $31.67 12 Mar 2026 – $32.75
Harassment Contact Officer	Fortnightly	No	Yes	Yes - up to 3 months and in accordance with Long Service Leave provisions	Yes	$30.51	13 Mar 2025 - $31.67 12 Mar 2026 – $32.75
Health and Safety Representative	Fortnightly	No	Yes	Yes - up to 3 months and in accordance with Long Service Leave provisions	Yes	$30.51	13 Mar 2025 - $31.67 12 Mar 2026 – $32.75
Deputy Health and Safety Representative	Fortnightly	No	Yes	Yes - up to 3 months and in accordance with Long Service Leave provisions	Yes	$30.51	13 Mar 2025 - $31.67 12 Mar 2026 – $32.75
Mental Health First Aid Officer	Fortnightly	No	Yes	Yes - up to 3 months and in accordance with Long Service Leave provisions	Yes	$30.51	13 Mar 2025 - $31.67 12 Mar 2026 – $32.75
Community language allowance – Rate 1	Annually	No	Yes	Yes	Yes	$1435	13 Mar 2025 - $1490 12 Mar 2026 – $1541
Community language allowance – Rate 2	Annually	No	Yes	Yes	Yes	$2870	13 Mar 2025 - $2979 12 Mar 2026 – $3080
Meal Allowance	Per occurrence	No	No	No	N/A	$33.32	Annually – CPI*
On Call Allowance	per occurrence	No	No	N/A	N/A	$63.67	Annually – CPI*
Healthy lifestyle (access to Canberra office)	Once per FY	No	No	N/A	No	$185	Annually – CPI*
Healthy lifestyle (no access to Canberra office)	Once per FY	No	No	N/A	No	$246	Annually – CPI*
Vacation care subsidy	Each day	No	No	N/A	N/A	$31.98	Annually – CPI*
Glasses reimbursement	Once per 2 years	No	No	N/A	N/A	$313.88	Annually – CPI*
Financial advice (clause 471)	Per occurrence	No	No	N/A	N/A	$553.18	Annually – CPI*

*Will be adjust annually by CPI for the life of this agreement.

Attachment D – Supported Wage System

Purpose

D1. This schedule defines the conditions which will apply to employees who because of the effects of a disability are eligible for a supported wage under the terms of this agreement.

Definitions

D2. In this schedule:

- **Approved assessor** means a person accredited by the management unit established by the Commonwealth under the supported wage system to perform assessments of an individual's productive capacity within the supported wage system.
- **Assessment instrument** means the tool provided for under the supported wage system that records the assessment of the productive capacity of the person to be employed under the supported wage system.
- **Disability Support Pension** means the Commonwealth Government pension scheme to provide income security for persons with a disability as provided under the *Social Security Act 1991 (Cth)*, as amended from time to time, or any successor to that scheme
- **Relevant minimum wage** means the minimum wage prescribed in this agreement for the class of work for which an employee is engaged.
- **Supported Wage System (SWS)** means the Commonwealth Government system to promote employment for people who cannot work at full agreement wages because of a disability, as documented in the Supported Wage System Handbook. The Handbook is available from the JobAccess website (www.jobaccess.gov.au).
- **SWS wage assessment agreement** means the document in the form required by the Department of Social Services that records the employee's productive capacity and agreed wage rate.

Eligibility criteria

D3. Employees covered by this schedule will be those who are unable to perform the range of duties to the competence level required within the class for which the employee is engaged under this agreement, because of the effects of a disability on their productive capacity and who meet the impairment criteria for receipt of a disability support pension.

D4. The schedule does not apply to any existing employee who has a claim against the employer which is subject to the provisions of workers compensation legislation or any provision of this agreement relating to the rehabilitation of employees who are injured in the course of their employment.

Supported wage rates

D5. Employee to whom this clause applies shall be paid the applicable percentage of the relevant minimum wage according to the following schedule:

Table C1 Application percentage of relevant minimum wage paid to applicable employees

Assessed capacity	Percentage of agreement rate
10 per cent	10
20 per cent	20
30 per cent	30
40 per cent	40
50 per cent	50
60 per cent	60
70 per cent	70
80 per cent	80
90 per cent	90

D6. Provided that the minimum amount payable to an employees to whom the SWS applies is not less than the amount prescribed in the National Minimum Wage Order.

Note: The minimum amount payable is reviewed every year in July.

D7. Where an employee's assessed capacity is 10%, they must receive a high degree of assistance and support.

Assessment of capacity

D8. For the purposes of establishing the percentage of the relevant minimum wage, the productive capacity of the employee will be assessed in accordance with the Supported Wage System by an approved assessor, having consulted the employer and the employee, and if the employee so desires, a union which the employee is eligible to join.

D9. Assessment made under this schedule must be documented in a SWS wage assessment agreement, and retained by the employer as a time and wages record in accordance with the Act.

Lodgement of Support Wage System (SWS) wage assessment agreement

D10. All SWS wage assessment agreements under the conditions of this schedule, including the appropriate percentage of the relevant minimum wage to be paid to the employee, must be lodged by the employer with the Fair Work Commission.

D11. All SWS wage assessment agreements must be agreed and signed by the employee and employer parties to the assessment. Where a union which has an interest in the agreement is not a party to the assessment, the assessment will be referred by the Fair Work Commission to the union by certified mail and the agreement will take effect unless an objection is notified to the Fair Work Commission within 10 working days.

Review of assessment

D12. The assessment of the applicable percentage should be subject to annual review or more frequent review on the basis of a reasonable request for such a review. The process of review must be in accordance with the procedures for assessing capacity under the support wage system.

Other terms and conditions of employment

D13. Where an assessment has been made, the applicable percentage will apply to the relevant wage rate only. Employees covered by the provisions of the schedule will be entitled to the same terms and conditions of employment as all other workers covered by this agreement paid on a pro rata basis.

Workplace adjustment

D14. An employer wishing to employ a person under the provisions of this schedule must take reasonable steps to make changes in the workplace to enhance the employee's capacity to do the job. Changes may involve redesign of job duties, working time arrangements and work organisation in consultation with other workers in the area.

Trial period

D15. In order for an adequate assessment of the employee's capacity to be made, an employer may employ a person under the provisions of this schedule for a Trial Period not exceeding 12 weeks, except that in some cases additional work adjustment time (not exceeding four weeks) may be needed.

D16. During that Trial Period the assessment of capacity will be undertaken and the percentage of the relevant minimum wage for a continuing employment relationship will be determined.

D17. The minimum amount payable to the employee during the Trial Period must be no less than the current weekly rate, as determined by the Fair Work Commission.

D18. Work trials should include induction or training as appropriate to the job being trialled.

D19. Where the employer and employee wish to establish a continuing employment relationship following the completion of the Trial Period, a further contract of employment will be entered into based on the outcome of assessment under clauses D8 and D9.

Attachment E - Interpretations and Definitions

The following definitions apply to this Agreement:

E1. **Agreement** means the IP Australia Enterprise Agreement 2023.

E2. **APS** means the Australian Public Service.

E3. **APS agency** means an agency whose employees are employed under the Public Service Act 1999, including an agency as defined in section 7 of the *Public Service Act 1999* whose employees are employed under that Act.

E4. **APS consultative committee** means the committee established by the APS Commissioner to consider matters pertaining to the (APS) employment relationship and of interest to the APS as a whole.

E5. **Bandwidth** means the span of hours during which an employee can perform ordinary hours.

E6. **Broadband** refers to the allocation of more than one approved classification by the Director General to a group of duties involving work value applying to more than one classification under sub-rule 9(4) of the Public Service Classification Rules 2000. A broadband encompasses the full range of work value of the classifications contained within it.

E7. **Cadet APS** means an employee allocated the classification of Cadet APS in accordance with the Classification Rules. Cadets undertake a Cadetship with IP Australia involving a combination of full-time tertiary study and work placement throughout the duration of their studies.

E8. **Cadet Force** for the purposes of this agreement 'Cadet Force' means the Australian Navy Cadets, Australian Army Cadets or the Australia Air Force Cadets.

E9. **Casual employee** (irregular or intermittent) means an employee engaged under section 22(2)(c) of the *Public Service Act 1999* who:

   a. is a casual employee as defined by the *Fair Work Act 2009*; and

   b. works on an irregular or intermittent basis.

E10. **Child** means a biological child, adopted child, foster child, step child, or ward.

E11. **Classification or classification level** means the approved classifications as set out in rule 5 of the Public Service Classification Rules 2000.

E12. **Commissioner of Patents** refers the person who holds the position and exercises the statutory powers of the Commissioner of Patents as per section 207 of the *Patents Act 1990*.

E13. **De facto partner** means a person who, regardless of gender, is living in a common household with the employee in a bone fide, domestic, interdependent partnership, although not legally married to the employee.

E14. **Delegate** means someone to whom a power or authority has been delegated.

E15. **Dependent** means the Employee's spouse or de facto partner, a child, parent or aged relative of the Employee or the Employee's spouse or de facto partner, who ordinarily lives with the Employee and who is substantially dependent on the Employee. Dependant also includes a Child of the employee who does not ordinarily live with the Employee but for whom the Employee provides substantial financial support.

E16. **Director General** is the Director General of IP Australia or the Director General's delegate.

E17. **EDFA** means Extra Duty in the Field Allowance.

E18. **Employee** means an employee of Commonwealth engaged under section 22(2) of the *Public Service Act 1999* who is covered by this Agreement (whether full time, part time or casual, ongoing or non-ongoing).

E19. **Employee representative** means a person (whether an employee or not) elected or chosen by an employee, or elected or chosen by a group of employees in a workplace, to represent the individual and/or collective views of those employees in relation to a matter under this Agreement.

E20. **Excess employee** means an employee declared to be excess in accordance with Part 11 of this Agreement.

E21. **Executive Level (EL)** employee means Executive Level 1 and Executive Level 2 employees.

E22. **Fair Work Act** or **FW Act** means the *Fair Work Act 2009* as amended from time to time.

E23. **Family** means a:

- spouse, former spouse, de facto partner or former de facto partner of the employee;
- child, parent, grandparent, grandchild, or sibling of the employee;
- child, parent, grandparent, grandchild, or sibling of a spouse, former spouse, de facto partner or former de facto partner of the employee;
- member of the employee's household; or
- person with whom the employee has a relationship of traditional kinship where there is a relationship or obligation, under customs and traditions of the community or group to which the employee belongs.

E24. **Family and Domestic Violence** has the same meaning as in Section 106B(2) of the *Fair Work Act 2009.*

E25. **Field Examination** is the performance of duties, away from the employee's ordinary work location, often in rural or remote areas of Australia. This primarily involves Plant Breeder's Rights Examiners who are required to undertake examination work in a location other than their usual place of work.

E26. **Field Area** means the area in which field work is to be undertaken.

E27. **Flexible** working arrangements is an employment arrangement which allows employees freedom in choosing when, where, and how they work.

E28. **Flextime** is a system of flexible working arrangements which enables an employee and the Director General to vary working hours, patterns and arrangements (subject to operational requirements) to average working hours of 36 hours and 45 minutes, or regular agreed part-time hours, per week for the settlement period.

E29. **Foster care** means an arrangement whereby an employee, as primary carer, assumes long term responsibility for a child:

- arising from the placement of the child by a `fostering' arrangement or Parentage Order by a person / organisation with statutory responsibility for the placement of the child;
- where the child is, or will be, under 16 years of age as at the day of placement, or the expected day of placement, of the child;
- where the placement of the child:
  - is for a period longer than six months; and
  - in circumstances where it is not expected that the child will return to their family;

    and
  - the child is not (otherwise than because of the fostering) a child of the employee or the employee's spouse or de facto partner.

E30. **Full time employee** means an employee employed to work an average of 36 hours and 45 minutes per week in accordance with this agreement.

E31. **FW Act** means the Fair Work Act 2009 as amended from time to time.

E32. **FWC** means the Fair Work Commission.

E33. **Irregular or intermittent (casual) employee** is an employee engaged under section 22(2)(c) of the *Public Service Act 1999* who:

- is a casual employee as defined by the *Fair Work Act 2009*; and
- works on an irregular or intermittent basis.

E34. **Long Service Leave Act** means the *Long Service Leave (Commonwealth Employees) Act 1976* as amended from time to time.

E35. **Manager** means an employee's direct manager who is usually the person to whom an employee reports to on a day-to-day basis for work related matters, and may include a person referred to as a supervisor.

E36. **Maternity Leave Act** or **ML Act** means *the Maternity Leave (Commonwealth Employees) Act 1973* and any successor legislation.

E37. **National Employment Standards (NES)** means those minimum terms and conditions that apply to all national system employees, as outlined in Part 2-2 of the *Fair Work Act 2009*.

E38. **Non-ongoing employee** has the same meaning as in the *Public Service Act 1999*.

E39. **Official travel** means travel that an employee is requested to undertake on behalf of IP Australia.

E40. **Ongoing employee** has the same meaning as in the Public Service Act 1999.

E41. **Ordinary hours**, duty or work means an employee's usual hours worked in accordance with the Agreement and does not include additional hours.

E42. **Out of hours duty** is when an employee is required by the Director General to work all or part of their ordinary hours of duty outside of the employees agreed bandwidth hours (i.e., for international obligations).

E43. **Parliamentary service** means employment under the Parliamentary Service Act 1999.

E44. **Parliamentary Services Act** means the *Parliamentary Service Act 1999* as amended from time to time.

E45. **Partner** means a spouse, former spouse, de facto or de facto partner.

E46. **Placement of a child** means the earlier of the following days:

- the day on which the employee first takes long term care of the child; or
- the day on which the employee starts any travel that is reasonably necessary to take custody of the child.

E47. **Primary caregiver** for the purposes of the parental leave clause means a pregnant employee with an entitlement under the ML Act, or an employee other than a casual employee who has primary care responsibility for a child who is born to them or who is adopted or in long-term foster care as per the clauses on adoption and long-term foster care in this agreement.

E48. **Public Service Act** or **PS Act** means the *Public Service Act 1999* as amended from time to time.

E49. **Public Service Classification Rules** means the *Public Service Classification Rules 2000* as amended from time to time.

E50. **Relevant employee** means an affected employee.

E51. **Secondary caregiver** for the purposes of the parental leave clause means an employee, other than a pregnant employee or casual employee, who has secondary care responsibility for a child who is born to them, or for a child who is adopted or in long-term foster care as per the clauses on adoption and long-term foster care in this agreement.

E52. **Settlement period** means a four-week period beginning on a pay day Thursday for the purposes of determining flextime debit or credit carryover.

E53. **Usual work location** means the approved location of work, where an employee is required to perform their duty. This is agreed on commencement or through a formal agreement as outlined in IP Australia's Policy.

E54. **Working day** is Monday to Friday and excludes public holidays and the annual closedown.

Parental leave

Definitions

292. Primary caregiver - is a pregnant employee with an entitlement under the ML Act, or an employee other than a casual employee who has primary care responsibility for a child who is born to them or who is adopted or in long-term foster care as per clause 306.

293. Secondary caregiver - is an employee, other than a pregnant employee or a casual employee, who has secondary care responsibility for a child who is born to them, or for a child who is adopted or in long-term foster care as per clause 306.

294. ML Act refers to the *Maternity Leave (Commonwealth Employees) Act 1973* as amended from time to time and any successor legislation.

Parental leave

295. An employee who is a primary caregiver or secondary caregiver is entitled to parental leave up until 24 months from the date of the child's birth or placement (parental leave period). For the avoidance of doubt, this is inclusive of all legislated leave entitlements. The parental leave period does not extend non-ongoing employment where the employment period remaining is less than 24 months.

296. An employee is only eligible for parental leave with pay as either a primary caregiver or a secondary caregiver for the particular parental leave period, and cannot switch roles for the purpose of accessing additional paid leave.

297. For the pregnant employee, the parental leave period starts on commencement of maternity leave as per ML Act requirements and ceases 24 months from the date of birth. Medical certification requirements for the pregnant employee will be as required by the ML Act.

298. Conditions in this agreement will continue to apply in circumstances where successor legislation to the ML Act does not provide parental leave conditions included in this agreement.

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11. Surrogacy arrangements

11.1. Surrogacy arrangements involve the surrogate parent who is pregnant and acting as a surrogate and gives birth to a child, and the intended parents.

11.2. A pregnant employee is entitled to paid parental leave consistent with primary caregivers' provisions.

11.3. An employee who is adopting a child as the result of a domestic surrogacy arrangement will be required to provide evidence of approval of adoption or a parentage order before they can access parental leave as a primary or secondary caregiver. Other forms of leave

available to the employee, including annual, long service or unpaid miscellaneous leave, can be taken until a parentage order is provided. Once the parentage order is provided, leave taken for the purpose of caring for the child during the relevant parental leave period can be re-credited and re-entered as parental leave, to the maximum amount applicable.

11.4. Specific arrangements should be discussed with Human Resources.

s22

We all have a role in ensuring that our workplace is safe and welcoming place for our LGBTQA+ colleagues to work.

You can take action by:

- Joining the Pride Network (all staff are welcome to join).
- Completing training (see our resources below).
- Acknowledging dates of significance.
- Displaying and promoting inclusive behaviour.

s22 - LGBTQA+ Champion



Our Champion

s22 our Champion:

- is a visible role model and advocate for LGBTQA+ people
- supports the implementation of relevant APS strategies and initiatives in our workplace
- participates on the LGBTQA+ Network.

Our policies

Don't read yourself out of any of IP Australia's policies. They are written for everyone and are written to be all encompassing regardless of your gender, disability, cultural background, sexuality or religion.

All employees including trans, gender diverse and non-binary are supported to dress in a manner that best reflects their gender identity.

Our leave policy includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.

Our network

It's easy to get involved in LGBTQA+ initiatives! Join IP PRIDE.

You can also join us as we celebrate IDAHOBIT Day and Pride Month each June.

We want all staff to feel empowered to be their authentic selves and are proud members of Pride in Diversity.

Bullying, harassment and support

s22 and s22 (Workplace Contact Officer) from IP Australia are specifically LGBTQA+ trained to help deal with bullying and harassment. Head to the Workplace Bullying and Harassment page for more information.

Jaydene Tucker and Deeane Boyd from PeopleSense have considerable understanding of the challenges faced by LGBTQA+ individuals. If you would like further information or support, please contact them via our Employee Assistance Program.

Resources

- Complete the LGBTQA+ and Workplace Inclusion course on LXP.
- Watch the LGBTQIA+ training video on how to create an inclusive workplace.
- Download the LGBTQA+ PowerPoint presentation on how to be an inclusive ally.
- Watch Breaking the Silence — Pride Inclusion IDAHOBIT Panel video.

Related content

See all

Title
Diversity and Inclusion
Indigenous
Disability
Culturally and Linguistically Diverse
LGBTQA+
Indigenous Voice to Parliament - informati...
Gender
Mental Health

Resources and links

- Equality in the workplace - Pride in diversity
- IP Pride steering committee terms of reference
- IP Pride Network
- Employee assistance program (EAP)
- LXP - LBGTIQ & Workplace Inclusion

Contact us

M 47E(d)

For HR and People related matters

A AskHR

Advice for LGBTQIA+ travellers

Last Updated: Thursday, 02/05/2024



All travellers face risks overseas. Risks can be higher for lesbian, gay, bisexual, transgender, queer, intersex and asexual (LGBTQIA+) people in some destinations. It's your responsibility to get the facts first and take steps to reduce your risks.

This page is for LGBTQIA+ Australians planning to travel overseas. If you're overseas and need help, see our advice on what to do when things go wrong.

Before you go

Choose a destination where you'll feel safe and comfortable being who you are. Think carefully about whether you're comfortable visiting a destination where you may face discrimination or harassment.

- Read the travel advice for the destinations you plan to visit. Subscribe for updates.
- Understand the laws and customs of where you're going. Stay within the law, even if you strongly disagree with it.
- Understand the overlapping risks you could face.
- Know how to reduce your risk. Be prepared for any issues you might face.
- Leave a detailed itinerary with someone at home. Plan to keep in regular contact.

Be aware of the local laws and customs

You're subject to all local laws and penalties in your destination. Some may appear harsh by Australian standards. Behaviour that's legal in Australia could be illegal in more conservative destinations.

Watch for laws that

- criminalise same-sex activities and relationships
- criminalise people based on their sexual orientation or gender identity.

Be aware that authorities may apply local laws inconsistently. Some destinations may use laws related to "vagrancy", "public nuisance", or "public morals" to criminalise LGBTQIA+ people. Authorities may actively or passively discriminate against LGBTQIA+ people. Laws may also differ between regions in the same country.

Punishment for breaking the law can be severe. You could be fined, arrested, jailed or sentenced to corporal punishment. In a small number of countries, you could be given the death penalty. The Australian Government is limited on how and when it can help if you're arrested or jailed overseas. See the Consular Services Charter.

Same-sex relationships

Same-sex relationships and activities are illegal in some destinations. In others, they may be legal but attract severe discrimination.

Some prohibit same-sex relationships and activities between men but stay silent on women.

You may not have access to certain services and rights as a couple. For example, healthcare institutions may not recognise your relationship status. They may deny you visitation or even legal rights, such as next-of-kin rights. Your hotel bookings could also be refused when you arrive.

Trans, non-binary or intersex travellers

Local laws are often silent on trans or intersex people. However, destinations that criminalise same sex relations may use the same laws to outlaw gender identities.

Some countries or regions have laws targeting "cross-dressing" or people who dress or "pose" as a person of another gender.

You may have trouble at international borders if the name and photo in your passport are different from how you present. Update your passport with your current name, photo and gender identity, if possible, before you travel.

Non-binary and intersex people aren't recognised in some destinations. You could face entry restrictions if you have a passport with an 'X' gender marker. You may still be asked to provide binary sex information even if your passport has an 'X' gender marker. Contact the nearest embassy, high commission or consulate of your destination before you arrive at the border to confirm if authorities will accept passports with 'X' gender markers.

Violence and discrimination toward LGBTQIA+ travellers

If people in your destination consider your behaviour offensive, you could find yourself in trouble. In conservative destinations, people could target you for being LGBTQIA+. You could be assaulted. You could also be the victim of verbal abuse or discrimination.

Authorities may ignore crimes targeting LGBTQIA+ people. In some cases, authorities may themselves discriminate. They could fine, deport or extort you. Reporting a crime against you could even get you arrested or jailed.

Overlapping risks

Different aspects of your identity can expose you to overlapping forms of discrimination and increase the risks you might face. This is sometimes referred to as intersectionality. Aspects of your identity can include your:

- colour
- race
- ethnicity
- religion
- nationality
- age
- gender
- sex
- sexual orientation
- ability
- mental health.

Read this advice along with our advice about colour, race or religion, women, disability, age and mental health to understand the different risks you may face.

How to reduce the risks

- Research the laws where you're going. Understand what the local law says you can and can't do while there. Follow the local laws even if you disagree with them. The Human Dignity Trust provides information on countries that criminalise LGBTQIA+ people. Human Rights Watch also have a guide on global anti-LGBTQIA+ laws.
- Know what the legal protections are for LGBTQIA+ people in your destinations. Be aware that some protections may not be followed or enforced.
- Learn about the local social and cultural attitudes towards LGBTQIA+ people. Research guidebooks and online forums that cover issues for LGBTQIA+ travellers in detail before you travel.
- Consider avoiding public displays of affection. Even a small gesture could incite discrimination or violence.
- Consider your clothing in the context of the culture you are visiting. You may need to dress more conservatively. Our country-specific travel advisories will usually note where conservative dress standards apply.

Be social safely

Find out about the safest places for social activities, including partying. Speak to other LGBTQIA+ travellers before you go.

Be wary of new friendships, especially those you make online or through dating apps. Criminals sometimes target LGBTQIA+ people to exploit or harm them, knowing it may be difficult for you to report the crime.

In destinations where LGBTQIA+ people are persecuted, authorities may monitor LGBTQIA+-themed websites and apps. They may create fake online profiles to entrap LGBTQIA+ people.

Consider your cyber security before leaving Australia, including your social media content. Be mindful of any public-facing online content that could disclose your sexuality or gender identity. This content may affect your safety or have legal implications in your destination.

Read more

- Learn how to stay safe and take care of your health. See our general advice before you go.
- What you need to do if getting married overseas.
- What to do if you're sexually assaulted overseas.
- Understand how and when consular services can help.

See also

- Learn about sexual orientation laws and the Trans Legal Mapping Report (ILGA)

- See the map of countries that criminalise LGBTI people (Human Dignity Trust)
- See Global Anti-LGBTQ+ Laws (Human Rights Watch)
- Read about travel and your sexual orientation, gender identity, gender expression and sex characteristics (Government of Canada)
- See safety and health advice for LGBTI travellers (UK Government)

Related content

Who you are: Advice for different types of travellers

In many countries age, gender and sexual preferences can pose challenges. Understanding the culture and laws in your destination will help things go smoothly.

View details ›

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Australian Government
IP Australia

Human Resource Guidance Material – Family and Domestic Violence Leave

This document provides guidance on applying the Human Resource Policy - Leave (the Policy).

ARE YOU IN IMMEDIATE DANGER?

If you are feeling unsafe in the workplace right now, **contact** Discovery House Security Guard Post on 283 2703 (business hours) or the Duty Officer on 0414 512 513 **or call 000**.

Scope

All ongoing, non-ongoing, casuals and Senior Executive Service (SES) employees are covered by the provisions of this guidance material.

Contractors or secondees not covered by these provisions may have appropriate supports considered and agreed under the terms of the relevant employment instrument.

Guiding Principles

Anyone can be affected by family and domestic violence, but care should be taken to understand how family and domestic violence can affect people from different backgrounds including Culturally and Linguistically Diverse (CALD), Indigenous, and LGBTIQ+ communities, or people living with a disability.

All employees reporting or disclosing family and domestic violence will be treated with respect and offered support. Employee needs will be considered on an individual basis.

Employees may sometimes experience situations of violence or abuse in their personal life which may affect their safety, attendance or performance at work.

IP Australia:

- is committed to supporting employees affected by family and domestic violence. A sensitive and holistic approach to supporting employees allows them to continue to participate in the workplace during a difficult time
- recognises the impact that family and domestic violence can have on the lives of those who experience it, including their capacity to work and their financial security
- is committed to supporting employees who experience family and domestic violence and providing a workplace environment that promotes flexibility in times of need

Employees who are experiencing, or who are at risk of experiencing, family and domestic violence are encouraged to seek support from the workplace and wider support services.

This guide is for managers and colleagues to support employees affected by family and domestic violence. Support is available within and outside the workplace for individuals, their managers, and their colleagues.

The *Fair Work Act 2009* defines family and domestic violence as:

> violent, threatening or other abusive behaviour by a close relative of an employee, a member of the employee's household, or a current or former intimate partner of an employee that seeks to coerce or control the employee and that causes them harm or to be fearful.

This can include, but is not limited to:

- Physical violence
- Sexual assault or other sexually abusive behaviour
- Emotional or psychological abuse
- Verbal abuse
- Spiritual or cultural abuse
- Economic or financial abuse

A close relative of the employee is a person who:

- is a member of the employee's immediate family; or
- is related to the employee according to Aboriginal or Torres Strait Islander Kinship rules.

Confidentiality

Information about a family and domestic violence situation will be handled in strict secrecy and on an absolute need to know basis only. Suitable protections will be put in place to protect an employee's safety and privacy.

Employees and managers must maintain appropriate confidentiality regarding personal information. Discussions with managers in the line of reporting or with Human Resources (HR) will be on a strictly need-to-know basis.

Where paid or unpaid leave is accessed for family and domestic violence purposes this will not be recorded on an employee's pay slip, in accordance with the Fair Work Act 2009.

Any sharing of employee circumstances will only occur with employee consent, unless in very rare circumstance for duty of care or where required by law. Discussion and communications in the workplace should not include personal information without obtaining prior consent from the employee. However, the Australian Privacy Principles permit the use and disclosure of personal information in certain circumstances including lessening or preventing a serious threat to life, health or safety, or taking appropriate action in relation to suspected unlawful activity or serious misconduct.

Role and responsibilities

Employees

Employees who need to access the support available within the workplace can contact any of the following people:

- their immediate manager;
- a more senior manager; or
- Human Resources – People Support or AskHR

Employees can also seek assistance from an external service. A list of services, including 24-hour support services, and their contact details can be found at the end of this document.

Colleagues

> **Important!**
>
> It is important to remember that even in a situation where a colleague is confiding in you – you are not a trained professional and you can seek help elsewhere. It is OK if you don't feel like you can help.

Employees experiencing family and domestic violence may choose to disclose their situation to a trusted colleague. Where such information is disclosed, the colleague should provide support to the employee by:

- listening without judgement and respecting their decisions
- maintaining appropriate confidentiality
- encouraging them to seek help from a domestic and family violence support organisation
- referring them to this policy, 1800RESPECT, the Employee Assistance Program, or any of the external support services listed at the end of this document.

Where the colleague is concerned about the employee's health and safety, they should speak to People Support.

Employees who have had information disclosed to them are encouraged to seek support for themselves within or outside the workplace. Such supports may include IP Australia's Peer Support Network, EAP services, and case management, and employees are encouraged to contact People Support to discuss their circumstances.

> **Advice on referral to support services**
>
> While in some instances referral to EAP services for employees affected by family and domestic violence may be appropriate, it is recommended that employees are referred to dedicated family and domestic violence services, such as 1800RESPECT, in the first instance. This is recommended due to some differences in training for EAP counsellors.
>
> Managers are encouraged to contact EAP services for manager support – the EAP is equipped for this and should be able to provide suitable support.

Managers

Managers are responsible for ensuring employees are aware of this guide, and providing support, consistent with this policy, to employees affected by family and domestic violence. They may also be required to coordinate support with Human Resources (HR) for an employee experiencing domestic and family violence.

Managers can access relevant training upon request to ensure they feel confident dealing with disclosures and handling confidential information related to family and domestic violence. Managers interested in undergoing training should contact HR or their manager.

Where a manager is concerned about the wellbeing of an employee, they should discuss their concerns with the employee, encouraging them to use the assistance available if needed, and/or consult with HR.

Managers should consider their obligations under Work Health and Safety (WHS) legislation. Where appropriate, managers should discuss their obligations with HR, having regard to balance confidentiality with the safety of affected employees.

Managers should fully facilitate support for an employee where practicable.

Supporting employees affected by family and domestic violence may be emotionally challenging. If a manager needs support because of an employee disclosing family and domestic violence to them, they can also contact the Employee Assistance Program or one of the external support services listed at the end of this document.

Human Resources (HR)

HR is responsible for providing advice to employees and managers about this policy. They can also provide information on the enterprise agreement and any other relevant policies and procedures.

Employees affected by family and domestic violence can seek assistance from HR for coordinating workplace support. This may include:

- developing a safety plan with the employee
- coordinating personal security through the Agency Security Advisor or ICT assistance
- advising and liaising with the employee's line manager, if consent has been provided.

Employees can also seek this assistance from a colleague they trust.

Support

Employees experiencing family and domestic violence may require a range of support. Managers, or HR if more appropriate, will discuss available supports with employees, which may include:

- flexible working arrangements—under the National Employment Standards in the Fair Work Act 2009, an employee experiencing violence from a member of the employee's family has a right to request flexible working arrangements. These requests can only be refused on

reasonable business grounds, refer the *Human Resource Policy – Flexible Working Arrangements*. Such requests could include:
    - a change of hours to allow the employee to meet family, health and wellbeing, medical or legal commitments
    - changes to work location
    - relocation or reassignment to suitable alternative employment where this is able to be identified
- secure parking and other security measures where possible and as required
- change of phone number and email address to limit unwanted contact, or screening or blocking calls and emails
- Loan mobile phones, to provide safe, secure communications free from harassment
- Salary advancement to cover emergency expenses. Emergency Financial Assistance may also be available through Services Australia
- Access to the carer's room at Discovery House, should employees need to attend work with children. Details are available on the Intranet and the room (SG 52) can be booked through Outlook
- Access to work from an alternative remote location, when the carers room is not available, for Melbourne IP Office based employees, and remote working employees
- contact with police or other support services on the employee's behalf where appropriate
- flexibility in performance management— family and domestic violence should be acknowledged as a potential mitigating factor if performance has been affected. Managers should:
    - continue to have regular, sensitive conversations with the employee about the job requirements, performance expectations, and development opportunities of that performance cycle; and/or
    - with assistance from HR, offer to develop strategies for work to be managed and performance assessed having regard to the employee's circumstances
- referral to external support services
- access to leave entitlements in accordance with the EA; and/or
- any other measures or changes to normal arrangements that are considered appropriate by the agency.

Leave

For ongoing, non-ongoing and casual employees, leave is provided in accordance with the IP Australia Enterprise Agreement 2017 (the EA).

The EA contains leave entitlements designed to assist employees and allow them flexibility to deal with personal crises, such as being affected by family and domestic violence. For further information refer to the Human Resource Policy – Leave and associated guidance material.

IP Australia is committed to supporting employees experiencing family and domestic violence. A flexible and supportive approach will be taken to management of leave for employees affected by family and domestic violence.

Employees affected by family and domestic violence may be granted access to leave in line with the IP Australia Enterprise Agreement.

Employees who are affected by family or domestic violence may be granted leave for reasons including:

- attending health and wellbeing, medical or counselling appointments
- moving into emergency accommodation and seeking more permanent safe housing
- attending court hearings
- attending police appointments
- accessing legal advice
- organising alternative care or educational arrangements for their children
- reasonable recovery periods.

Personal/carer's leave entitlements can be used:

- for illness or injury affecting the employee resulting from family and domestic violence;
- to provide care or support to a family or household member who is ill or injured as a result of family and domestic; or
- to provide care or support to a family or household member who is affected by an unexpected emergency as a result of domestic or family violence.

Under amendments to the National Employment Standards in the Fair Work Act 2009 (and effective 1 February 2023), employees affected by family and domestic violence are eligible for 10 days' paid family and domestic violence leave per year. This is available, in full, to full-time, part-time and casual employees and is facilitated through leave provisions. IP Australia does not cap the amount of paid leave available to an employee affected by family and domestic violence.

Paid leave for family and domestic violence leave purposes that is provided from 1 February 2023 will be paid at the full rate of pay. 'Full rate of pay' is defined in Section 18 of the Fair Work Act 2009.

Employees may be given flexibility in work hours and may be allowed to make up time where leave cannot be used.

IP Australia is aware of privacy issues and sensitivities around evidence requirements for matters related to family and domestic violence. Where evidence is required, the delegate will discuss this with the employee and IP Australia will ensure this information is stored securely.

Recording Absences

Agencies will prioritise the safety of employees when recording absences related to family and domestic violence.

All records are to be kept securely and confidentially according to IP Australia's privacy and records management policies.

Perpetrators of Family and Domestic Violence

IP Australia understands that the workplace may include not only employees who are victims of, or affected by, family and domestic violence, but also perpetrators—and that this must also be handled appropriately and sensitively.

Employee perpetrators of family and domestic violence seeking support or assistance from IP Australia will be managed on a case-by-case basis.

An employee suspected of perpetrating violence may also be referred to the relevant support services.

Family and domestic violence is a criminal offence and is subject to the relevant state or territory laws. The police should be notified of any incidents of family and domestic violence that occur in the workplace.

The APS Code of Conduct applies to all APS employees. Agencies will need to consider if the conduct of alleged perpetrators (who are APS employees) may also be a breach of the Code of Conduct.

Where a court order is in place, such as an apprehended violence order, IP Australia will ensure the conditions of the order are followed.

Further assistance

For any queries regarding the operation of this guidance material please contact HR via AskHR.

The support provided should consider the identity dimensions of employees including gender, Aboriginal and Torres Strait Islander heritage, age, cultural and linguistic background, disability and sexuality. This is important to recognise as family and domestic violence situations may be compounded by these factors. An example of specific support would include interpreters and culturally sensitive services.

If you or someone you know is experiencing family and domestic violence, or you simply want to find out more, the external services and resources outlined at **Appendix A – Support and Information sources** are available to provide information and assistance. Please note this is not an exhaustive list.

Appendix A – Support and Information Services

Support service	Description
1800RESPECT, the National Sexual Assault, Family and Domestic Violence Counselling Service 24/7 Phone: 1800 737 732 Website: www.1800RESPECT.org.au	1800RESPECT is a confidential and interactive online and telephone counselling service, available 24 hours a day, 7 days a week. The service provides support to people who are experiencing or at risk of sexual assault and/or FDIPV, as well as those who have experienced this in the past. It also provides support to the family and friends of people subjected to violence.
ACT: Domestic Violence Crisis Centre 24/7 Phone: 02 6280 0900 Website: www.dvcs.org.au	Domestic Violence Crisis Service (DVCS) began providing services in the Canberra Community in 1988. DVCS is a not-for-profit specialist domestic and family violence service providing crisis and long term support services to help break the cycle of violence.
Victoria: Safe steps 24/7 Phone: 1300 015 188 Website: https://www.safesteps.org.au/	Providing specialist support services for anyone in Victoria who is experiencing or afraid of family violence.
NSW: NSW Domestic Violence 24/7 Phone: 1800 737 732 Website: Family, domestic and sexual violence	Provides support and dedicated services to NSW residents experiencing or afraid of family violence.
Queensland: Domestic and Family Violence support services DVConnect Womensline (24/7): 1800 811 811 DV Connect Mensline (9am to midnight): 1800 600 636 Website: Domestic and family violence support	Provides support and dedicated services to Queensland residents experiencing or afraid of family violence.
SA: Women's Safety Services SA 24/7 Domestic Violence Crises line: 1800 800 098 Website: https://womenssafetyservices.com.au/	Women's Safety Services SA (WSSSA) supports women and their children who are experiencing domestic and family violence. WSSSA is committed to helping people find safety and support during and after experiencing abuse.
WA: Centre for Women's Safety and Wellbeing Women's domestic violence hotline: 1800 007 339 Website: https://cwsw.org.au	Provides a link to available services within WA to support women and children experiencing or at risk of domestic and family violence. In Western Australia there are also a range of men's programs and support services for men who use violence. For more information on these programs please visit the Stopping Family Violence website.
Northern Territory: A range of support service are provided go to https://nt.gov.au/law/crime/domestic-family-and-sexual-violence/get-help-for-	Range of services are provided by area.

Support service	Description
domestic-family-and-sexual-violence	
Tasmania: Safe at Home 24/7 Response and Referral line: 1800 633 937 Website: https://www.safeathome.tas.gov.au	Safe at Home is Tasmania's integrated criminal justice response to family violence and is underpinned by the Family Violence Act (2004). It involves a range of services working together to address the risk and safety needs of victims and children and hold perpetrators accountable.
IP Australia's Employee Assistance Program – PeopleSense Phone: 1300 307 912 Email: reception@peoplesense.com.au Online enquiry: online enquiry Website: http://www.peoplesense.com.au/	Employees and their immediate family members can access this counselling service for up to six sessions per year. Family members includes de-facto partners or spouses, dependent children under 25 years, siblings and parents. We encourage you to speak up if you have a problem at work that is causing concern, or if you have a problem at home that is affecting your work.
Beyond Blue 24/7 Phone: 1300 224 636 Website: www.beyondblue.org.au	Beyond Blue is focused on supporting people affected by anxiety, depression and suicide.
Family Violence Law Help Website: www.familyviolencelaw.gov.au	An Australian Government website providing information about domestic and family violence and the law in Australia.
Kids Help Line 24/7 Phone: 1800 551 800 Website: www.kidshelp.com.au	Counsellors are available to talk to children confidentially about any issue that is affecting or worrying them. Email or web counselling is also available from the Kids Help Line website.
Lifeline 24/7 Phone: 131 114 Website: www.lifeline.org.au	Information on domestic abuse and family violence and 24 hour crisis support and suicide prevention services.
MensLine 24/7 Phone: 1300 789 978 Website: www.mensline.org.au	MensLine offers support to men with family and relationship concerns, including those who experience FDIPV. The service can also assist men who have used violence not to reoffend.
Every Man Phone: 02 6230 6999 Monday - Friday Website: https://www.everyman.org.au/ (ACT only)	Supporting men who are at risk of homelessness, living with mental health issues like depression or anxiety, living with disabilities, men who are perpetrators or survivors of violence, men who are ex-prisoners, socially isolated, or having relationship or parenting difficulties.
QLIFE Phone: 1800 184 527 Website: www.qlife.org.au	QLife Is Australia's first nationally-oriented counselling and referral service for LGBTIQ+ people.
LGBTIQ Domestic Violence Interagency (Another Closet) 24/7 Phone: 1800 65 64 63	LGBTIQ Domestic Violence Interagency (formally the Same Sex Domestic Violence Interagency) was formed in April 2001 in Sydney, Australia, as the result of a number of non-Government and

Support service	Description
Website: http://ssdv.acon.org.au/	Government agencies coming together with the aim of creating a collaborative response to the issues surrounding same sex domestic violence.
Relationships Australia Phone: 1300 364 277 Website: www.relationships.org.au	Relationships Australia is a leading provider of relationship support services for individuals, families and communities to achieve positive and respectful relationships.
No to Violence Phone: 1300 766 491 Website: https://ntv.org.au/	No To Violence are a support service who work with men who use family and domestic violence, and the sector that supports them to change abusive behaviour.

Information resources

Resource	Description
Our Watch Website: www.ourwatch.org.au	Our Watch is a national leader in the primary prevention of violence against women and their children in Australia. Working to embed gender equality and prevent violence where Australians live, learn, work and socialise.
Services Australia Family and Domestic Violence services Website: Family and domestic violence	Supporting people affected by family and domestic violence by providing information, resources and referrals. They also hold the Fourth Action Plan of the National Plan to Reduce Violence against Women and their Children 2010-2022.
Department of Social Services Family Safety Pack Website: Family Safety Pack	Supporting people coming to Australia. It includes information on Australia's laws regarding domestic and family violence, sexual assault and forced marriage, and a woman's right to be safe. The pack also includes a low literacy storyboard.
ReachOut Website: https://au.reachout.com/articles/domestic-violence-support	Online mental health service for young people and their parents in Australia
Australian Public Service Commission Website: www.apsc.gov.au	Responsible for Realising the benefits for all: Australian Public Service Gender Equality Strategy 2021-26 and the APS Domestic and Family Violence Policy Framework.. APSC also houses the Public Sector Interim Workplace Arrangements 2022.
Australian Indigenous HealthInfoNet Website: https://healthinfonet.ecu.edu.au/	Australian Indigenous HealthInfoNet has provided support to those working in the Aboriginal and Torres Strait Islander health sector by making research and other knowledge readily accessible. In this way, we contribute to closing the gap in health between Aboriginal and Torres Strait Islander people and other Australians.
Australian Human Rights Commission	The Australian Human Rights Commission is an

Resource	Description
Phone: 1300 656 419 or 02 9284 9888 Website: www.humanrights.gov.au	independent statutory organisation, established by an act of Federal Parliament. They investigate complaints about discrimination and human rights breaches.
Fair Work Ombudsman Website: www.fairwork.gov.au	The Fair Work Ombudsman provides education, assistance, and advice on compliance with the Fair Work Act 2009, related legislation, awards and registered agreements.
Office for Women Website: www.pmc.gov.au/office-women	The Office for Women works across Government to deliver policies and programmes to advance gender equality and improve the lives of Australian women.
Workplace Gender Equality Agency Website: www.wgea.gov.au	The Workplace Gender Equality Agency is an Australian Government statutory agency created by the Workplace Gender Equality Act 2012. The Agency is charged with promoting and improving gender equality in Australian workplaces.
National Disability Insurance Scheme (NDIS) Website: https://www.ndis.gov.au/	Supporting a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

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A LANGUAGE GUIDE: TRANS AND GENDER DIVERSE INCLUSION

Trans and gender diverse communities are disproportionately affected by prejudice-motivated discrimination and violence.

The health and wellbeing outcomes of people with trans and gender diverse experience are directly related to transphobic stigma, prejudice, discrimination and abuse, including when incorrect language is used, often unknowingly.

The guide explains key terms and offers examples of language that can help us build safer, more inclusive environments for trans and gender diverse communities.

TRANS AND GENDER DIVERSE: These are umbrella terms that describe people who identify their gender as different to what was assigned to them at birth. Some trans people position 'being trans' as a history or experience, rather than an identity, and consider their gender identity as simply being female, male or a non-binary identity. Some connect strongly with their trans experience. The processes of transition may or may not be part of a trans or gender diverse person's life.

Terms such as 'cross dresser' and 'transvestite' aren't typically used by trans and gender diverse people to describe their gender experience.

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, trans masculine, trans feminine, agender, bigender etc.

TRANSITION/GENDER AFFIRMING: The personal process or processes a trans or gender diverse person determines is right for them in order to live as their defined gender identity and so that society recognises this. Transition may involve social, medical/surgical and/or legal steps that affirm a person's gender.

CISGENDER: A term used to describe people who identify their gender as the same as what was assigned to them at birth (male or female). 'Cis' is a Latin term meaning 'on the same side as'.

GENDER EXPERIENCES: Trans, transgender, gender diverse, cis and cisgender are all experiences of gender and are distinct from male, female and non-binary gender identities.

AFAB/DFAB: Assigned female at birth/Designated female at birth

AMAB/DMAB: Assigned male at birth/Designated male at birth

GENDER DYSPHORIA: The distress or unease sometimes experienced from being misgendered and/or when someone's gender identity and body personally don't feel connected or congruent.

Gender dysphoria does not = being trans or gender diverse, many trans and gender diverse people do not experience gender dysphoria and if they do, it may cease with access to gender affirming healthcare (if medical transition is desired). The trans and gender diverse experience is not a mental illness.

LEGAL SEX: The marker or classification recorded when a child's birth is registered. In NSW, this is either M or F. This marker can be amended to either M, F or X.

SEX CHARACTERISTICS: Physical parts of the body that are related to body development/regulation and reproductive systems. Primary sex characteristics are gonads, chromosomes, genitals and hormones. Secondary sex characteristics emerge at puberty and can include the development of breast tissue, voice pitch, facial and pubic hair etc.

'Sex characteristics' is more accurate than 'biological sex', 'biologically male' or 'biologically female'. Body parts do not have genders.

CISGENDERISM/CISSEXISM: A view that the trans experience doesn't exist or is something to be pathologised. That gender identity is determined at birth and is fixed based on sex characteristics (or 'biology') and that only binary (male and female) identities are valid and real.

www.acon.org.au
20 November 2017

A LANGUAGE GUIDE: TRANS AND GENDER DIVERSE INCLUSION

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YAY	NAY
"LGBTI people when compared to the general population" Trans and gender diverse people have any sexual orientation including heterosexual, queer, lesbian, gay, bisexual, pansexual, asexual etc.	"LGBTI people when compared with their heterosexual peers"
Trans and gender diverse, transgender, trans person	Trans*, transgendered, transgenderism, tranny, pre-op/post-op, sex & gender diverse. 'Transgender' is an adjective, not a noun or verb. It shouldn't be used on its own, e.g. 'a trans' or 'the transgender'
Transitioning, affirming gender	Transing, transgendering, trans'd
Men, women and non-binary people	Men, women and trans
Gender-affirming healthcare, transition-related healthcare	Gender reassignment, sex change, sex reassignment
Gay and bi men (cis and trans)	Gay, bi and trans men
Man, man with a trans experience, trans man	Transman (as in tallman instead of tall man)
Sex characteristics include chromosomes, hormones, gonads and genitals. Body parts don't have genders.	Biological sex is male, female or intersex, biologically male, biologically female
Ask: "What is your pronoun?"	"What is your preferred pronoun?"
Woman, woman with a trans experience, trans woman	Transwoman (as in tallwoman instead of tall woman)
Think: "Would I ask a cisgender person this?"	"Have you had the surgery?" / "Tell me more about your genitals?" / "What is your real name?"

www.acon.org.au
20 November 2017

Australian Government
IP Australia

P TM D PBR

How to join...

Network	To join, send an e-mail to:	Viva Engage Network Page
Culturally and Linguistically Diverse Network (CALD)	47E(d) 47E(d)	CALD IPA Viva Engage - CALD IPA
Gender Equity Network (GEN)	47E(d) 47E(d)	IP Gender Network Viva Engage - IP Gender Network
Learning Equity and Accessibility Partnership Network (LEAP)	47E(d) 47E(d)	LEAP Network Viva Engage - LEAP Network
Mindful Minds Network (MM)	47E(d) 47E(d)	Mindful Minds Network Viva Engage - Mindful Minds
PRIDE Network (PRIDE)	47E(d) 47E(d))	IP PRIDE Network Viva Engage - IP Pride Network

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LGBTIQA+ Inclusive Language Guide

VICTORIA
State Government



To receive this document in another format email **the equality team <equality@dffh.vic.gov.au>**

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Introduction

Who is this guide for?

This guide is for public sector employees. Use it to ensure you use inclusive language for LGBTIQA+ people.

The guide aims to support public sector entities and their employees. We all have a responsibility to make Victoria a safer, fairer and more inclusive place for everyone.

Language is very powerful. It can be discriminatory, harmful and limiting. It can also provide people with the ability to describe their identities and experiences. We should always be mindful how we communicate with other people.

Language is always evolving

This inclusive language guide is not intended to be exhaustive or definitive. Definitions and meanings change over time as language evolves and as our understanding of who we are evolves. Meaning also varies across languages other than English and there are not always direct translations.

While this guide focuses on LGBTIQA+ inclusive language, it is important to remember that many different aspects can make up a person's identity and experiences. This can include race, religion, gender identity, sexual orientation or sexuality, income or social status, age, ability or disability, or migration status.

A list of resources is available at the end of this guide with more extensive information about other types of inclusive language.

What does the term 'LGBTIQA+' mean?

The Victorian Government uses the acronym LGBTIQA+ (Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer and Asexual). This is an inclusive umbrella abbreviation of diverse sexualities, genders and sex characteristics.

Everyone has a sex, gender and sexuality, which relate to our bodies, identities and how we express ourselves.

Communities included within this commonly used umbrella term have distinct experiences and needs, and different histories of identity and organisation. In Australia, the term has arisen in recognition of common experiences of legal and social marginalisation on the basis of dominant social norms around sex, gender and sexuality.[1]

The plus sign indicates that there are many different terms used to describe identity, which are not all covered by the letters LGBTIQA.

Why are we adding the 'A'?

The A is for Asexual. This refers to a person who may experience partial or no sexual attraction but may or may not experience romantic attraction towards others. Asexual people can be of any gender or sexual orientation.

The Victorian Government is adopting the reference to asexual people, making its standard acronym LGBTIQA+. This addition responds to feedback from communities. It also ensures that the language we use remains inclusive and representative.

Some communities include other terms such as Aromantic and Agender can in the A. Our new acronym does not specifically call out these terms. We capture them within the +. The term 'ace' is often used as an umbrella term for these identities.

1 Rainbow Health Victoria, 2020, 'Research Matters: What does LGBTIQ mean?', available at: https://rainbowhealthaustralia.org.au/media/pages/research resources/research matters what does lgbtiq mean/4107366852 1654154418/research matters what does lgbtiq mean.pdf

Why can't I see the term I'm looking for?

Definitions and meanings of sexuality and gender continue to change over time. This guidance does not provide an exhaustive list of definitions. Each of the terms in this guide may be written or spoken about in different ways.

If you are unsure about specific terminology, ask the people and communities you are supporting. This ensures that language reflects their needs and identities. You can also consult the list of resources at the end of the guide for more information.

What is inclusive language?

Inclusive language is when we use words in ways that show our respect for people of all different backgrounds.

Inclusive language is free from words, phrases or tones that reflect prejudiced, stereotyped or discriminatory views of particular people or groups. It does not deliberately or inadvertently exclude people.

Inclusive language is about welcoming all people to take part in and contribute to our workplaces, schools, communities and services.

LGBTIQA+ inclusive language is a way of acknowledging and respecting the natural diversity of sex, gender and sexuality.

LGBTIQA+ inclusive language can come in three forms:

- **verbal** (e.g. through spoken language)
- **written** (e.g. through surveys or intake forms)
- **visual** (e.g. through the display of LGBTIQA+ flags)

Why is inclusive language important?

How others describe us has an enormous impact on our health and wellbeing. A lack of inclusive communication contributes to discrimination that can prevent LGBTIQA+ people from accessing help.[2]

Using inclusive language can help to build trust between the Government and LGBTIQA+ communities. It also helps to address the discrimination that LGBTIQA+ people may face.

When we use inclusive language, it encourages the wider Victorian community to use it too.

Our workplaces should also reflect the Victorian Public Sector Values and Code of Conduct. These include demonstrating respect and promoting human rights.[3] *Pride in Our future: Victoria's LGBTIQA+ strategy 2022-32* notes that government policies, programs and services should be safe, inclusive and accessible for all Victorians.[4]

2 Brooks et al. 2018; Smith, Jones & Ward, 2014, cited in: Australian Institute of Family Studies, February 2022, https://aifs.gov.au/resources/practice guides/inclusive communication lgbtiq clients

3 Victorian Public Sector Commission, https://vpsc.vic.gov.au/ethics behaviours culture/public sector values/

4 Pride in Our future: Victoria's LGBTIQA+ strategy 2022 32, https://www.vic.gov.au/pride our future victorias lgbtiq strategy 2022 32.

Key terms

Gender

Gender is part of a person's personal and social identity. It refers to a way a person feels and sees themselves. It can be about differences in identity, expression and experience as a woman, man or gender diverse person.

Gender diverse

Gender diverse is an umbrella term for a range of diffetrent genders. There are many terms gender diverse people may use to describe themselves. Language in this area is dynamic and always changing, particularly among young people. Some examples include genderfluid, genderqueer, gender non-conforming, agender, bi-gender and non-binary.

Non-binary

Non-binary is a term for people whose gender sits outside of the spectrum of man or woman or male and female. A person who is non-binary might feel like they have a mix of genders, or like they have no gender at all.

A person might identify solely as non-binary or relate to non-binary as an umbrella term. They might consider themselves as genderfluid, genderqueer, trans masculine, trans feminine, agender or bigender.

Trans or Transgender

Transgender refers to someone whose gender does not exclusively align with their sex recorded at birth. Not all trans people will use this term to describe themselves.

Cis or cisgender (pronounced 'sis')

Cisgender refers to a person whose gender is the same as their sex recorded at birth. Not all cisgender people will be aware of this term or use it to describe themselves.

Sistergirl and Brotherboy

Sistergirl and Brotherboy are terms used in Aboriginal and Torres Strait Islander communities to describe transgender people. Using these terms can validate and strengthen their gender identities and relationships. Sistergirls and Brotherboys might be non-binary, female or male.

Sistergirl describes gender diverse people that have a female spirit and take on female roles within the community, including looking after children and family. Brotherboy describes gender diverse people that have a male spirit and take on male roles within the community.

Other Aboriginal and Torres Strait Islander peoples may also use these words. – For example, lesbian and heterosexual Aboriginal and Torres Strait Islander women may refer to themselves as 'sistagirls', 'sistas' or 'tiddas', which has the meaning of the word 'sisters'. Gay Aboriginal men may also refer to themselves as sistas.

In broader Aboriginal and Torres Strait Islander communities, the terms 'sistagirl' and 'brothaboy' are used as terms of endearment for women and men with no reference to gender diversity.

It is important to note that not all First Nations people who are transgender use these terms.

Sex

Sex refers to a person's biological sex characteristics. This includes their sex chromosomes, hormones and reproductive organs.

Sex recorded at birth

Data collection often refers to sex recorded at birth. This is based upon a person's sex characteristics and reproductive organs observed at, or soon after, birth.

Variations of sex characteristics

Some people are born with a variation to physical or biological sex characteristics including chromosomes, hormones or anatomy. These are often called intersex variations. There are many different intersex variations that can be identified prenatally, at birth, puberty or adulthood.

People with intersex variations use a range of different terminology to name their bodies and experiences. Some use the term 'intersex', which

is signified by the 'I' in LGBTIQA+ communities. Others do not connect to the term 'intersex' or with the acronym LGBTIQA+.

People with variations of sex characteristics are usually assigned male or female at birth or infancy, just like everyone else. Intersex people can have any gender identity or sexuality.

You can read more about the diversity and health needs of the intersex population at (i) Am Equal. It outlines the future directions for Victoria's Intersex community. You can also learn more at the Intersex Human Rights Australia website.[5]

Endosex

Endosex refers to people whose sex characteristics meet medical and social norms for typically 'male' or 'female' bodies. Not all endosex people will be aware of this term or use it to describe themselves.

Sexuality or sexual orientation

Sexuality or sexual orientation describe a person's intimate, romantic and/or sexual attractions to others. It can include sexual identity (how a person thinks of their sexuality and the terms they identify with).

It can also include attraction (romantic or sexual interest in another person) and behaviour or relationships.

These attractions may be towards someone of the same gender or sex, another gender, all genders, no gender or a combination.

There are many different terms used to sexuality. Some people may choose to describe their sexuality in terms of feelings, behaviours or experiences such as 'same sex' or 'gender attracted'. Others may choose to use no term at all. Sexuality may be fluid for some people and change over time. For others it can be the same throughout their life.

Asexual

Asexual refers to a person who does not experience sexual attraction but may or may not experience romantic attraction towards others. Asexual people can be any gender or sexual orientation.

Lesbian

Lesbian refers to a woman (cis or trans) or gender diverse person who is romantically and/or sexually attracted to women.

Gay

A gay person is romantically and/or sexually attracted to people of the same sex and/or gender as themselves. This term is often used to describe men who are attracted to other men, but some women and gender diverse people may describe themselves as gay.

Bisexual

A bisexual person is romantically and/or sexually attracted to people of their own gender and other genders. The term ‹bi+› or multi-gender attracted (MGA) are sometimes used to describe communities of people who are attracted to multiple genders.

Pansexual

A pansexual person is romantically and/or sexually attracted to people of all genders and regardless of gender.

Queer

Queer is often used as an umbrella term for diverse genders or sexualities. Some people use queer to describe their own gender or sexuality, as an identity that does not correspond to heterosexual norms. For some people, especially older people, 'queer' has negative connotations, because in the past it was used as a discriminatory term.

Questioning

Questioning refers to people who are exploring or questioning their gender or sexual orientation. People may not wish to have one of the other labels applied to them yet, for a variety of reasons. It is important these people feel welcome and included in LGBTIQA+ communities.

5 Victorian Government, (i) Am Equal, 2023, https://www.health.vic.gov.au/publications/i am equal; Intersex Human Rights Australia, https://ihra.org.au/

Heterosexual

Heterosexual is another word for 'straight'. It generally refers to men who are attracted to women, or women who are attracted to men.

Rainbow Families

Rainbow families are families where LGBTIQA+ people are parents, co-parents and carers. This includes soon-to-be parents, donors and surrogates.

Rainbow families come in all different shapes and sizes. They can be sole parents or carers and can live across one or many homes. They can also be of diverse sex, gender, ability, race, culture, and spirituality.

Intersectionality

Intersectionality describes how a person's attributes and circumstances combine to shape their life. This can include their privilege and experiences of discrimination or disadvantage.

Intersectionality helps us to better understand inequality. It highlights how different forms of inequality can combine and compound each other. This can include inequality related to sexuality, gender, age, class, or race.

Taking an intersectional approach to policy analysis means that government services better account for the specific and varied needs of the community. It supports more effective services that respond to interconnected and overlapping forms of discrimination and inequality for the whole community.

Take the example of employment discrimination experienced in the trans community. Traditional policy approaches would tend to make generalised observations about trans people. These observations often fail to account for the significant diversity within the community. An intersectional approach would look at differences in employment discrimination that are experienced by different kinds of trans people – such as trans people of colour, trans people with a disability, and trans people of different genders.

Taking an intersectional approach in Australia requires a recognition of the ongoing impacts of colonisation. Non-Aboriginal people have benefitted from the colonisation and dispossession of Aboriginal and Torres Strait people, and Australia's laws, policies, systems and structures have and continue to omit Aboriginal people, resulting in and entrenching systemic racism. Despite this, Aboriginal and Torres Strait Islander people, families and communities remain strong and resilient.



Top five principles

1. Move beyond assumptions

Assuming that everyone is heterosexual or cisgender can have negative impacts on the lives of LGBTIQA+ people. It is good practice to avoid making assumptions about people based on their appearance or stereotypes.

Accept and respect how people define their gender and sexuality. Ask them how they wish to be addressed. If you are speaking on behalf of a group, consult widely to ensure language is reflective of the whole group.

2. Acknowledge diversity

LGBTIQA+ people are diverse. LGBTIQA+ communities are not homogenous.

We should always use language with care and consideration and an awareness of the diversity within and between groups and people. For example, acknowledging diversity means referring to 'LGBTIQA+ communities' rather than just one community.

When using inclusive language, it is important to consider the intersections of a person's identity. These are different aspects that make up someone's identity and experiences, such as race, religion, gender, sexual orientation, income or social status, age, ability or migration status.

3. Respect privacy

We all have a right to privacy. Everyone has the right to choose what information they want to disclose. Someone may or may not want to inform others of personal information relating to their gender and/or sexuality. It may be illegal to force someone to share this information. You should not share or discuss anyone's personal information without their explicit consent.

Allow yourself to be led by how someone talks about themselves, their family and their relationships. Ask or be guided by them about who to share this information with.



4. Share your pronouns

Pronouns are the words we use instead of someone's name when we talk about them, such as she/her, he/him, they/them. Some people use more than one pronoun, such as she/they or he/they. Using someone's correct pronouns is an essential part of showing respect and inclusion. Normalising the sharing of pronouns can make a big difference to the inclusion of trans and gender diverse people. Sharing your pronouns can signal to your colleagues and others that you are someone who understands and will also respect their pronouns. You can do this by wearing a pronoun badge, introducing yourself with your pronoun/s, or adding your pronoun/s to your email signature.

Like all words people use to describe their identity, pronouns can look different for everyone and can change over time. If you are unsure about someone's pronouns, use the gender-neutral terms 'they' and 'them' or the person's name until you have a chance to confirm with them privately. Some people do not use pronouns but prefer the use of their name instead.

Sharing pronouns is optional. While some people are comfortable sharing theirs, others may not be, and it is important that no one feels pressured. Furthermore, some people's pronouns may be context specific. For example, someone might not use their pronouns in a particular environment or around particular people because they do not feel safe or comfortable to do so.

5. Learn from mistakes

It's okay to make mistakes. People may worry that they will offend someone or be embarrassed if they use the wrong term, name or pronoun, particularly for trans and gender diverse people.

It's important to try to use respectful language but some mistakes are understandable, particularly when you are learning. If you make a mistake:

- acknowledge the mistake and move on – use their correct gender, pronouns, or name at the next opportunity.
- don't dwell on it, this may make someone feel more uncomfortable.
- try to avoid making the same mistake again – repeated mistakes indicate a lack of respect and can be very distressing. If it continues, it could constitute bullying or discrimination.



Data collection interim advice

Work is underway to improve LGBTIQA+ data collection

As part of Priority Area 3 in Pride in our future: Victoria's LGBTIQA+ strategy 2022-32, we will aim to:

- introduce LGBTIQA+ data standards across the Victorian Government
- develop guidance materials on how to collect, analyse and report on data by government and government-funded services.

The Victorian Public Sector Commission (VPSC) is working on a project to improve and standardise how, and for what purpose, VPS departments collect personal demographic data from their employees.

The focus of this work is to define a set of consistent whole-of-VPS collection standards and indicators that government uses in its workforce data standards reporting.

The standards will be underpinned by clear and consistent approaches to why data is collected, what it is used for and how it is shared. They will not be applicable when collecting data from the public via government services – it is only for government workers.

Good practice advice is also offered under standard five of Rainbow Tick. Rainbow Tick is a quality framework developed by Rainbow Health Australia that helps health and human services organisations show that they are safe, inclusive and affirming services and employers for LGBTIQ communities.[6]

What to do if you're making changes to your systems

If you are planning to make any changes to your systems, we recommend you email the Equality Unit for updated timelines on the VPSC's work.

See External References below for links to resources on data collection available in other jurisdictions.



6 Rainbow Health Australia, Rainbow Tick: a framework for LGBTIQ cultural safety, available at: https://rainbowhealthaustralia.org.au/rainbow tick.

Victorian Government Resources

Pride in our future: Victoria's LGBTIQA+ strategy 2022–32

https://www.vic.gov.au/pride-our-future-victorias-lgbtiq-strategy-2022-32

In 2022, the Victorian Government released Victoria's first whole-of-government LGBTIQA+ strategy, Pride in Our future: Victoria's LGBTIQA+ strategy 2022-32. It provides the vision and plan to create equality and inclusion for Victoria's diverse LGBTIQA+ communities within all aspects of government work over the next decade.

Departmental Pride Networks

Many departments in the VPS have a Pride Network or group that advocates for their LGBTIQA+ employees. Contact your HR department to find out if your organisation has one.

Equality Unit, Department of Families, Fairness and Housing (DFFH)

If you have any questions, you can contact the Equality Unit in DFFH at **equality@dffh.vic.gov.au**. You can also contact the Commissioner for LGBTIQA+ Communities at **lgbtiqcommissioner@dffh.vic.gov.au**

Inclusive Victorian health service data collection

Guidance developed by the Department of Health provides information on changes to the 2024-25 Victorian health service data reporting requirements.

https://www.health.vic.gov.au/publications/inclusive-collection-and-reporting-of-sex-and-gender-data

Gender affirmation in Victorian public sector workplaces

https://vpsc.vic.gov.au/workforce-capability-leadership-and-management/gender-affirmation

The Victorian Public Sector Commission (VPSC) has released the Gender affirmation in Victorian public sector workplaces guidance for VPS managers who are supporting employees to affirm their gender.

Inclusive language for managers

https://vpsc.vic.gov.au/toolkits/wellbeing/activities-tools/why-inclusive-language-matters-as-a-manager/

The VPSC has published information on diverse inclusive language for managers, covering the diversity of inclusive language that managers can use with their work teams.

External References

Inclusive language guides

There are a range of other inclusive language guidance, published by different organisations, publicly available.

Amnesty International Inclusive Language and Events Guide
https://www.amnesty.org.au/wp-content/uploads/2023/05/Inclusive-Language-Guide-_May-2023-1.pdf

Australian Institute of Family Studies Inclusive Communication with LGBTIQ+ Clients
https://aifs.gov.au/resources/practice-guides/inclusive-communication-lgbtiq-clients

Australian Institute of Family Studies Glossary of common terms
https://aifs.gov.au/sites/default/files/publication-documents/22-02_rs_lgbtiqa_glossary_of_common_terms_0.pdf

Diversity Council Words at Work
https://www.dca.org.au/sites/default/files/dca_wordsatwork_overall_guide_0.pdf

Intersex Human Rights Australia Inclusion Guide
https://ihra.org.au/wp-content/uploads/key/Intersex-inclusion.pdf

Oxfam Inclusive Language Guide
https://oxfamilibrary.openrepository.com/bitstream/handle/10546/621487/gd-inclusive-language-guide-130323-en.pdf;jsessionid=D1E95C0502A9970466A99F432E52AA85?sequence=4

The Equality Project LGBTIQA+ Inclusive Language Guide for the Workplace
https://www.theequalityproject.org.au/blog/lgbtiqa-inclusive-language-guide

TransHub - Language
https://www.transhub.org.au/language

Rainbow Health Australia, Research Matters
https://rainbowhealthaustralia.org.au/media/pages/research-resources/research-matters-what-does-lgbtiq-mean/4107366852-1654154418/research-matters-what-does-lgbtiq-mean.pdf

Data Standards Guidelines

A number of data standard guidelines are available online.

ABS Standard for Sex, Gender, Variations of Sex Characteristics and Sexual Orientation Variables
https://www.abs.gov.au/statistics/standards/standard-sex-gender-variations-sex-characteristics-and-sexual-orientation-variables/latest-release

Canberra LGBTIQ Community Consortium Guide to LGBTIQ-inclusive Data Collection
https://genderrights.org.au/wp-content/uploads/2020/03/LGBTIQ-Inclusive-Data-Collection-a-Guide.pdf

Government of South Australia Data Collection and Gender Guidelines
https://dhs.sa.gov.au/__data/assets/pdf_file/0020/105653/Data-Collection-and-Gender-Guideline-Data-Collection-and-Working-with-the-LGBTIQA-Community-2021.pdf

Victorian Family Violence Data Collection Framework Data Standards
https://www.vic.gov.au/victorian-family-violence-data-collection-framework/data-collection-standards-lesbian-gay-bisexual

A guide to using your pronouns at work

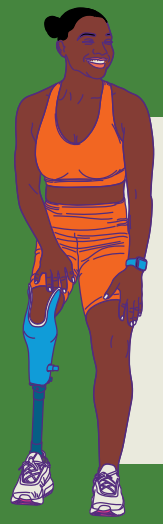
https://www.idahobit.org.au/allyship/a-guide-to-using-pronouns-at-work

Minus18 has published a **helpful guide** explaining how to use pronouns to encourage an inclusive workplace.

(i) Am Equal: Future directions for Victoria's Intersex community
https://www.health.vic.gov.au/publications/i-am-equal

Released in 2021, *(i) Am Equal: Future directions for Victoria's Intersex community* outlines the government's commitment to the development of an intersex protection system.

FOI 26/13687 Document 14







INCLUSIVE LANGUAGE GUIDE





OXFAM

© Oxfam International March 2023.
This guide was developed by Harley Wishart in collaboration with a huge number of people from across the Oxfam confederation, and we would like to acknowledge the collective contributions that built this body of work. We would also like to acknowledge the work of the many activists, grassroots organizations, educators, academics and thinkers, particularly those from the global majority, who have been leading much of the work that has informed the creation of this guide. In particular we would like to recognize those from marginalized communities, including Black, Indigenous and People of Colour, LGBTQIA+ people, people with disabilities, and the working class and labour movements, who have been at the forefront of driving political and social change, including in how we think about language. This guide is dedicated to you in solidarity and love.

For further information on the issues raised in this paper, please email policyandpractice@oxfam.org.uk

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THE POWER OF LANGUAGE



At Oxfam it is important that the language we use reflects our values and work. Language has the power to reinforce or deconstruct systems of power that maintain poverty, inequality and suffering. Choices in language can empower us to reframe issues, rewrite tired stories, challenge problematic ideas and build a radically better future based on a survivor-centred, intersectional, anti-racist and feminist vision of equality.

OXFAM

BEFORE YOU START

Oxfam's aim is to prevent and relieve poverty and suffering and to promote human rights, equality and diversity. We cannot end poverty unless we take a truly inclusive approach to tackling the root causes, the systems and structures, that keep people in poverty. An intersectional approach to understanding how people differently experience discrimination and inequality is vital to meeting our mandate. A critical look at the language we use and whether it reinforces or disrupts our analysis of how poverty takes hold is an important part of the work we do.

THE ROLE OF LANGUAGE IN TACKLING POVERTY

We must recognize the power that we hold as Oxfam with humility, and ensure that when we speak or write about our work, the words that we use are a reflection of the equal world that we are working in solidarity with others to create. This means being self-aware in the way that we talk about intersectional power issues related to gender, race, sexuality, inequality and disability, and communicating about people of different identities or groups that may experience discrimination.

At the very least, we must ensure that our language does not imply concepts that are patronizing or reinforce stereotypes about the people we work with. At best, we can use language to actively challenge structures that marginalize people or groups in order to support them to exercise their rights.

When working with groups that have experienced discrimination, we should always be advised by them on how they wish to be referred to. We also have to communicate in a way that engages with the audiences we aim to reach, to create together a shared vision that centres equality, inclusion and accountability in our work to end poverty.

The language guide is divided into thematic sections, though many of the issues discussed intersect and some terms may be relevant to several categories. The guide is based on a set of Feminist Principles for Language Use, which you can find below. It gives examples of how you can put these principles into practice in your writing and in day-to-day conversation. It also includes phrases and concepts which we may not use much at the moment in our work and writing but which are important to understand in order to recognize and challenge intersecting power issues in our work.

It is also important to consider these principles in relation to sourcing and selection of images. See Oxfam's Guidelines.

LIMITATIONS

While we hope this resource will be useful to people working in the sector, and beyond, we acknowledge that it has limitations. Firstly, we recognize that there are many radical and grassroots organizations and activists in the global majority that have been leading work on racial justice and decolonization for a long time. Oxfam is learning from these movements, and is in a process of recognition of the colonial history and behaviours of the 'international development' sector, with a view to working towards meaningful decolonization of our work, and a shifting of power from the global minority to the majority.

We are also working towards embracing an intersectional feminist and anti-racist approach to gender justice that addresses the erasure of the voices and stories of women, racialized groups, people with disabilities, LGBTQIA+ people and others. In this we are led by the work of specialist organizations and activists, whom we do not intend to replace or take space from, but seek support and share platforms and power with in solidarity.

We further recognize that this guide has its origin in English, the language of a colonizing nation. We acknowledge the Anglo-supremacy of the sector as part of its coloniality. This guide aims to support people who have to work and communicate in the English language as part of this colonial legacy. However, we recognize that the dominance of English is one of the key issues that must be addressed in order to decolonise our ways of working and shift power.

We have tried to make the guide accessible, but recognize that there are places where the language conveys complex ideas or is quite technical, which may alienate some readers.

While it was produced in collaboration with dozens of people across our global confederation, its production in a global minority country means that there is likely to be implicit bias. There are no doubt issues, words or phrases that should have been included and have been missed. We humbly accept that this will never be a comprehensive document, and while we have extensively researched and consulted with relevant groups and individuals in its production, we will never be able to represent everybody, and this guidance will never really be 'complete'.

Please consider it a work in progress, and a contribution at a particular moment in time to the work of decolonization and efforts to foster diversity and inclusion in the sector. As such, we commit to regularly reviewing and updating the guide as we continue to learn and understand more, and to reflect the ongoing evolution of the work of social justice movements. If you have any feedback or suggestions, please email policyandpractice@oxfam.org.uk.

HOW TO USE THE GUIDE

Entries include the definitions of words or phrases. Below this, the ? symbol indicates why we would use that word or phrase in our work. Where applicable, the X symbol identifies words or phrases we should be avoiding.

You can either browse by issue, using the linked contents listed earlier in this document, or use the ‘search’ function to look for a specific word or phrase.

Please note that this is just a guideline for things to think about in your choice of language and is not intended as a prescriptive document. Always be guided by what is most appropriate in your context and the advice of the people you are writing about or a policy specialist in your thematic area. As language develops over time, the guide will necessarily be updated to reflect changes in society and justice movements.

TRIGGER WARNING

Please note that since this guide includes words and phrases that should be avoided, you may come across some that you consider discriminatory or that have been used historically to oppress certain people or groups. These may cause distress to people who have experienced discrimination on the basis of their identity. Given the nature of this guide, we understand that many of the issues it discusses are personal and emotive for many people. While naming oppressions is necessary to deconstruct them, we recognize that this can take a toll on those directly affected. Please take care in the reading of the guide and prioritize your wellbeing.

A NOTE ON DISCOMFORT

Social change by its very nature is disruptive. The comfort of the status quo must be disrupted in order to dismantle oppressive structures and create pathways to equality. As you read this guide, you may experience discomfort. For example, many people don't personally associate with the concept of having privilege, nor recognize the relative advantages they may be afforded in society compared to others, particularly if they have themselves struggled or feel they have fully earned that privilege. This alternative view of privilege can be challenging to process, but is necessary to understand how power works within and beyond our work.

Further, the guide directly addresses issues of racism and colonialism that have been part of 'international development' since its inception. For people who have dedicated their life to social change, it can be distressing to acknowledge that our approach to this work may have reinforced power structures that are at odds with our values.

However, we must face these challenges and embrace discomfort to move forward and change the way that we work for the better. There is a distinction between being uncomfortable and being unsafe; inequality in power is at the heart of this difference. Only by naming, understanding and tackling the root causes of inequality and poverty that are endemic in our culture can we create genuine change and work towards real equality.

FEMINIST PRINCIPLES FOR LANGUAGE USE

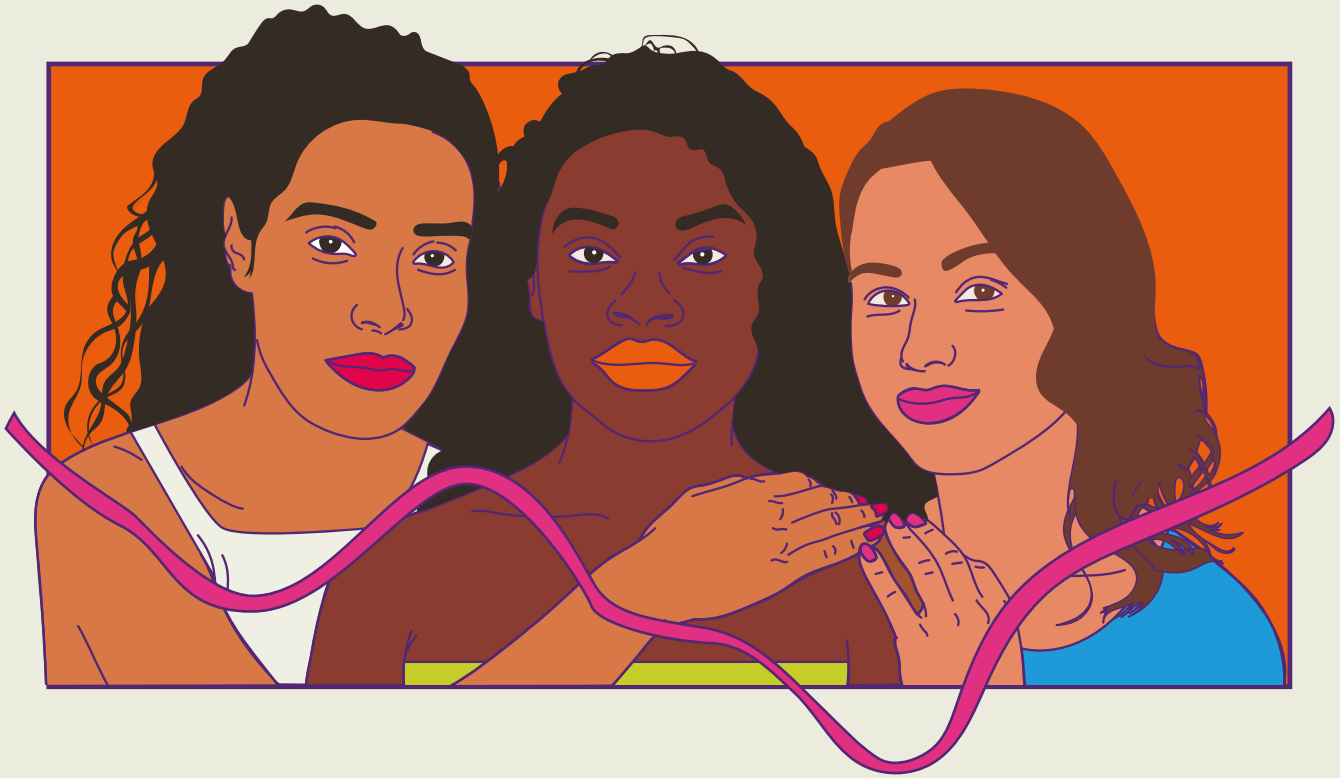


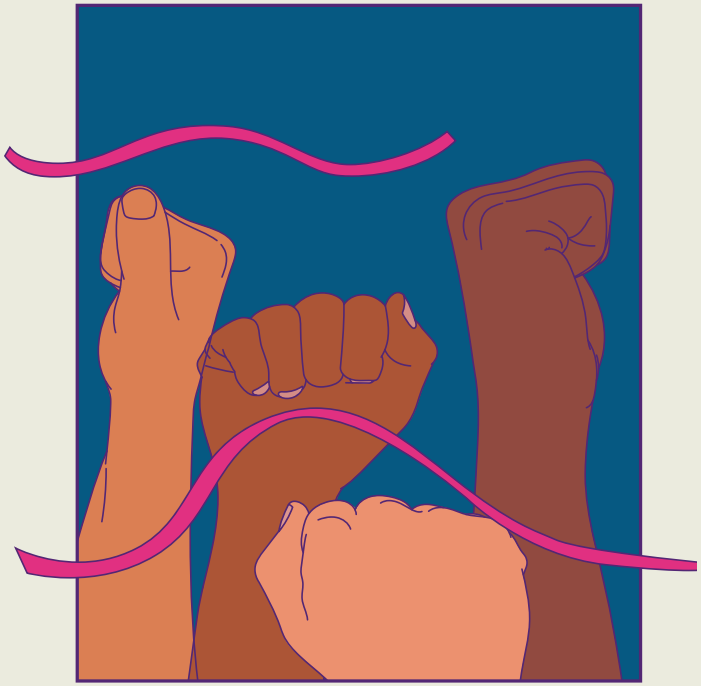
These principles and language guidelines are designed to prompt thought when using language. They are not set rules and should not be viewed as restrictions. They are intended to complement existing messaging frameworks and positionings. We recognize that language is context- and audience-specific, and shifts between time and place; we would encourage you to think about what works best for your purpose.

We also encourage you to use your judgement in applying the principles. We hope these principles and language guidelines will help you to choose words which align with your values and with feminist principles which we are committed to upholding, whatever the context.

DIVERSITY

We will be specific in our language. We won't make sweeping statements which categorize people or communities according to characteristics defined by others; instead, we will be led by how the people in question prefer to be referred to.





POWER SHARING

We will use language to challenge and shift perceptions. We won't use language that reinforces the norms or power structures that drive poverty and suffering which we are trying to disrupt.

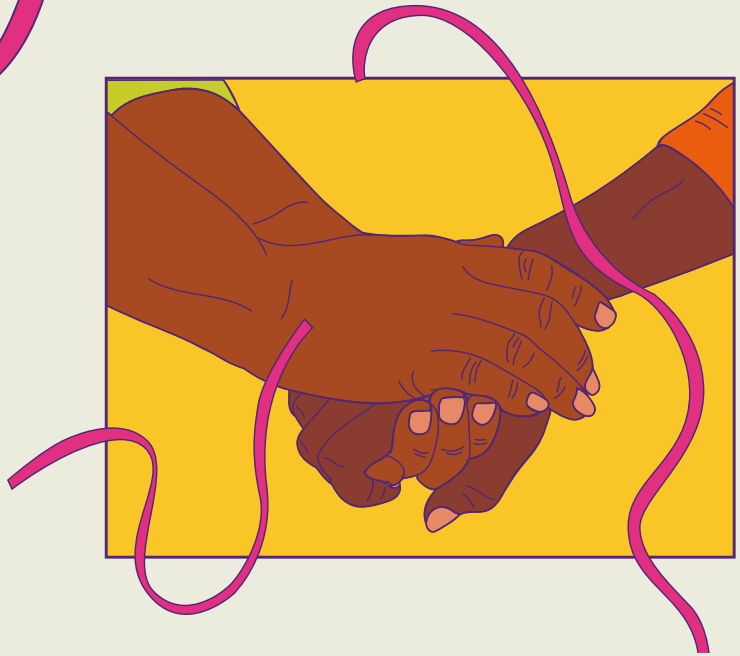


NOTHING ABOUT US WITHOUT US

We will be informed by how people wish to be referred to, taking our lead from communities themselves or organizations which represent them, recognizing that they may not describe themselves in homogenous ways.

SAFETY

We will take care to ensure that our language does not put people at risk or cause harm, and always supports the safety of people and communities affected by discrimination.



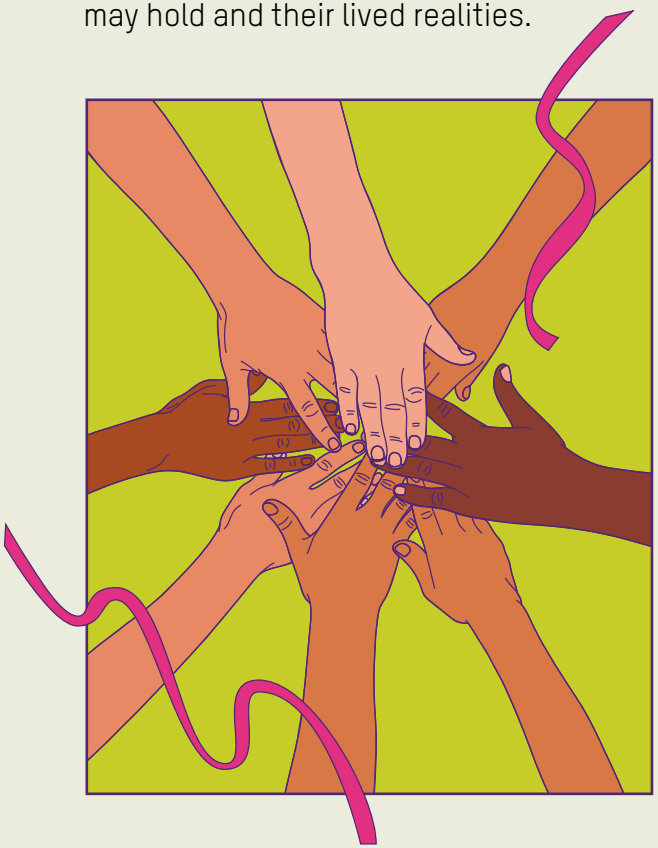


CARE & SOLIDARITY

We will use straightforward language, finding simple alternatives which adhere to these principles where possible and which are easy to translate. We will avoid jargon that obscures or alienates. Where we use phrasing that is less well understood, we will include an explanation.

INCLUSION AND BELONGING

We will be inclusive through our use of language, ever mindful of those we risk excluding through our words and phrases, explicitly or implicitly. We will speak clearly and sensitively when discussing language with others, even if we disagree, recognizing the diversity of personal meanings of language people may hold and their lived realities.





PERSONAL IS POLITICAL

We will be courageous and clear in naming structural oppressions and who is affected by them, even when these make us uncomfortable and are unpopular in public discourse. We recognize that challenging economic inequality, patriarchy, sexism, racism and colonialism, and promoting feminism and racial justice, are vital to ending poverty.

QUESTIONS TO ASK YOURSELF

Who am I including, and who am I excluding through the use of this language?

Am I inadvertently ignoring or erasing individuals or groups who experience discrimination by not understanding the impacts of my language?

Am I reinforcing the norms that I wish to disrupt through this language, or challenging those norms and assumptions?

Am I over-generalizing and making assumptions about what my audience will and won't understand?

Am I striving to instil a sense of belonging through my communications, or inadvertently isolating individuals or groups by not understanding the impacts of my language?

Am I making conscious choices about the language I use and applying feminist and anti-racist principles, or am I falling into old habits?

DISABILITY, PHYSICAL & MENTAL HEALTH



Oxfam's work to support people living in poverty must integrate an informed understanding of the way that people with disabilities, or other physical or mental health issues, are disproportionately affected by inequality.

One in six people in low-income countries live with a disability, including in many of the countries in which Oxfam works. People with disabilities are more likely to live in poverty and to experience other forms of discrimination and violence than non-disabled people. They are more likely to have difficulty accessing education and employment when institutions are not set up to support their needs. In humanitarian emergencies, people with disabilities are also disproportionately affected and face greater barriers in accessing humanitarian assistance, protection and support.

Oxfam is working to improve inclusion in our work, including by designing programmes that anticipate the needs of people with disabilities, and to increase accountability in our reporting mechanisms.[1] We are also committed to ensuring equality in our workplace. This section includes words and phrases informed by people with disabilities and the specialist organizations that support them. We hope that it provides useful guidance on how to write about disability in a way that is positive and accurate, and centres the dignity and inclusion of those we are writing about.



✓ ABLEISM

Discrimination in favour of non-disabled people. 'The practices and dominant attitudes in society that exclude, devalue and limit the potential of people with disabilities.'[2]

WHY

'An ableist society is one that treats non-disabled individuals as the standard of 'normal living', which results in public and private places and services, education and social work that are built to serve only non-disabled people, thereby creating barriers for people with disabilities.'[3]

Not having a disability is not generally acknowledged as a privilege but is frequently assumed to be a norm. The people we work with include people with disabilities who will be differently and disproportionately affected by the issues we work on. We must work to understand and support the needs of all people, and actively respond to address the needs of people with disabilities.

✓ IS AFFECTED BY

To describe a person affected by a particular disability without defining them by their health issue.

WHY

The phrase 'is affected by' does not define a person by a health issue and avoids negative connotations.

WE AVOID

is afflicted with, suffers from, is a victim of

✓ MOBILITY IMPAIRED, PERSON WITH A MOBILITY/PHYSICAL IMPAIRMENT

To describe a person affected by a particular disability without defining them by their particular health issue.

WHY

Not all people with mobility issues use wheelchairs. The preferred phrases are technically accurate and avoid negative connotations.

WE AVOID

wheelchair-bound, crippled

✓ NON-DISABLED

A person who does not have a disability.

? WHY

Non-disabled is a factual and neutral term. ‘Normal’ or ‘healthy’ implies that people with disabilities are abnormal or unhealthy. ‘Able bodied’ implies people with disabilities are not able to do things.

✗ WE AVOID

normal, healthy, able-bodied

✓ PEOPLE LIVING WITH HIV, PEOPLE LIVING WITH AIDS, PERSON LIVING WITH A CHRONIC HEALTH CONDITION

To describe a person living with a particular health condition.

? WHY

The preferred phrases do not define a person by a health issue and avoid negative connotations that imply that a person living with a health condition has no, or limited, quality of life.

✗ WE AVOID

AIDS victim, MS sufferer

✓ PEOPLE OVER/UNDER X, ELDERLY PEOPLE, OLDER PEOPLE, ELDERS, YOUNG PEOPLE

To describe people of a particular age group.

? WHY

Write about older people in a way that affords respect and dignity, and avoid phrases which are homogenizing or patronising. The same goes for writing about young people.

✗ WE AVOID

the elderly, seniors, youth

✓ PEOPLE WHO HAVE PARTICULAR REQUIREMENTS, PEOPLE WHO REQUIRE SPECIFIC ACCOMMODATIONS

People who may have requirements to support them with a disability.

WHY

Many people consider the term 'special needs' offensive because of the social stigma associated with this phrase.[4] Use more neutral terms.

WE AVOID

people who have special needs

✓ PEOPLE WITH A DISABILITY/DISABILITIES

To describe a person affected by a particular disability/disabilities, without defining them by their particular health issue.

WHY

'People with a disability/disabilities' is more respectful as a term as it places the emphasis on the individual, as opposed to defining that person by their disability or using the acronym 'PWD' (people/person(s) with disabilities), which is the language used in the UN Convention on the Rights of Persons with Disabilities (UNCRPD). It is important to respect how individual people with disabilities prefer to be referred to. If you are unsure what term to use, ask. Depending on the place/community/person, 'people who are disabled' and 'people who are differently-abled' are also acceptable terms. If in doubt, check with disability organizations in the area/country/region that you are working in.

WE AVOID

the disabled, disabled people, the handicapped

✓ PEOPLE WITH HEARING IMPAIRMENT, HARD OF HEARING PERSON, DEAF PERSON

To describe a person affected by hearing loss, recognizing that there are different degrees of impairment.

WHY

The word 'deaf' describes anyone who has a severe hearing problem. Sometimes 'Deaf' is capitalized to refer to people who have been deaf their whole lives, and who use sign language as a first language. The Deaf community is strong and has a culture and sense of identity.[5]

WE AVOID

Deaf/deaf

✓ PEOPLE LIVING WITH MENTAL HEALTH ISSUES

E.G. PEOPLE LIVING WITH OBSESSIVE-COMPULSIVE DISORDER (OCD), BIPOLAR DISORDER, ANOREXIA NERVOSA

To describe a person affected by clinically defined mental health issues, and to avoid conflating day-to-day behaviours with diagnosed illnesses.

? WHY

We should be respectful and sensitive when using language around mental health, and avoid words and phrases that imply or exacerbate stigmatization of people living with mental health issues. By describing people as 'living with' an illness we avoid defining them solely by their health issues. Where possible, we should be specific in naming disorders.

✗ WE AVOID

mental, mental patient, psychotic, OCD, manic depressive

✓ PEOPLE WITH VISUAL IMPAIRMENT, VISUALLY IMPAIRED PERSON, BLIND PERSON, BLIND PEOPLE

To describe a person affected by sight loss, recognizing that there are different degrees of impairment. 'Blind person' refers to someone with total sight loss.

? WHY

Use descriptions that do not define a person by a health issue and avoid negative connotations and homogenization of all people living with visual impairment.

✗ WE AVOID

the blind

✓ PERSON WHO IS NEURODIVERGENT/ NEUROATYPICAL

To describe somebody whose brain and cognition functions differently from what is considered 'typical'.

? WHY

This term recognizes that brains do not all function in the same way. It includes people who autistic, those with ADHD, and people with dyslexia. It avoids negative stereotypes and can be used to highlight the different strengths neurodiversity offers.[6]

✓ PERSON WITH SHORT STATURE, PERSON WITH RESTRICTED GROWTH

To describe a person with short stature or dwarfism

? WHY

The preferred terms are considered to be respectful.

✓ IN SOLIDARITY WITH

Being in unity with a common cause

? WHY

Acting ‘in solidarity with’ is an alternative to ‘standing with’, which avoids potentially alienating people who are unable to stand. It is a more inclusive phrase to demonstrate a common cause or interest.

✗ WE AVOID

standing with

✓ TOOK THEIR OWN LIFE, ENDED THEIR OWN LIFE, DEATH BY SUICIDE, COMPLETED SUICIDE, ATTEMPTED SUICIDE

To describe a situation where a person ends their own life.

? WHY

The phrase ‘committed suicide’ derives from this act historically being criminalized and therefore implies wrongdoing.

✗ WE AVOID

committed suicide,
unsuccessful suicide

GENDER JUSTICE, SEXUAL DIVERSITY & WOMEN'S RIGHTS



Oxfam's commitment to gender justice is at the heart of our work to overcome inequality. Gender justice is understood as full equality between women and men (including trans men and women) as well as non-binary people.

Gender justice is crucial to achieving our mandate to end poverty, since women form the majority of those living in poverty with fewer resources and less power and influence compared to men. Women also experience discrimination that prevents them from exercising their human rights, including gender-based violence and lack of access to basic necessities such as adequate healthcare, education, or dignified and fairly paid work. Transgender people are affected by many of the same systemic issues and are also more likely to live in poverty, though their experiences of discrimination and inequality can be different. For this reason, we include people of all genders in our commitment to gender justice, because equality isn't equality if it's not for everyone.

Our approach to gender justice is also centred in intersectional feminism; it takes into account the way that different social and political identities can create different experiences of gendered oppression, for example, race, faith, class, disability, sexuality, trans status, age etc. Intersectionality is a concept born from Black feminist theory[7] and, as such, any intersectional analysis must centre race and gender in its understanding of power. This section provides guidance on how to talk about gender-based inequality issues, and is grouped into the following sub-sections: Gender Norms and Inequality, LGBTQIA+ Rights and Inclusion, Sexual and Reproductive Health Rights, and Sexual Violence.



1 GENDER NORMS AND INEQUALITY

Gender norms are the culturally held ideals and expectations of behaviour and the different roles of men and women in society. Gender norms are important to our understanding of inequality because in every country in the world, they lead to the devaluing of women; whether through women's disproportionate responsibility for unpaid care work, unequal access to education, being paid less for the same work as men, forced marriage or many other issues.

These norms can also be harmful to men, creating unrealistic ideals of masculinity that can lead to conflict and violence, and sometimes preventing them from being more involved as fathers, for example. The norms also erase the existence of non-binary and gender-fluid people, as well as people of other genders as differently expressed in the different contexts and cultures in which we work. Oxfam works with partners to support the people we work with in striving towards a more gender-equal world in which all people can exercise their rights. This section covers some key terminology around gender norms.

✓ ANDROCENTRISM

'Androcentrism is the practice, conscious or otherwise, of placing a masculine point of view at the centre of one's world view, culture and history, thereby culturally marginalizing femininity.'[8]

? WHY

We take an actively feminist approach that is inclusive of all genders. Avoiding androcentric narratives is a vital part of this. This word is not in common usage, so if you introduce it in your writing it is advisable to define it at first use.



✓ CARE WORKLOAD, HEAVY AND UNEQUAL CARE WORK

Work – usually unpaid – to 'care' for members of a family or otherwise support people and communities, e.g. cleaning, making food, looking after relatives etc.

✗ WE AVOID

care burden, the burden of care

? WHY

The term 'burden' undermines the value and importance of care work and implies that it only needs to be reduced and minimized, when in fact we want more and better-quality care. We value the contribution of unpaid and paid care work to society and the economy. Feminist economists use the term 'care workload' – talking about a heavy or difficult care workload better expresses the impact of care on women's lives without the connotations of 'burden'.

✓ CLIMATE GENDER JUSTICE

An understanding of how the climate crisis affects women differently to men.

? WHY

Climate gender justice[9] recognizes how gender and climate intersect, while shifting the narrative from women as vulnerable and victims of the climate crisis to agents capable of contributing to solutions. It recognizes that women have a crucial role to play in climate solutions, mitigation and adaptation because of their lived experiences and knowledge. Climate gender justice creates space for women's equal and full participation at all decision-making tables, at all levels, from development to implementation to evaluation. There cannot be climate justice without gender justice.

✓ DIGNIFIED WORK

Work that enables workers to be respected as human beings, not treated as a means of production, and that rejects the commodification of work.

? WHY

The International Labour Organization (ILO) defines decent work as 'productive work for women and men in conditions of freedom, equity, security and human dignity'.[10] The term decent work should ideally only be used when referring to the ILO's decent work agenda; otherwise, use 'dignified work'.

✗ WE AVOID

decent work



✓ DOMESTIC WORKERS

A person who works in the home of another.

? WHY

'Domestic servant' reinforces the norm that this underpaid care work is not dignified work and domestic workers are servants rather than workers with rights.

✗ WE AVOID

domestic servant

✓ FORCED MARRIAGE

When a person is made to marry against their will, including marriage below the age of consent.

? WHY

Forced marriage is a violation of human rights and an important issue in our gender justice work. Do not use the term 'child marriage' as it is never legitimate for a child to marry. Marriage below the age of consent is always forced marriage.

✗ WE AVOID

child marriage, early marriage

✓ GENDER

Gender can be understood as the social and cultural construction of norms and behaviours attributed to people differently on the basis of their sex assigned at birth.

Gender can also be understood as an identity. A person's innate sense of their own gender may or may not correspond to the sex they were assigned at birth, for example, trans men and women and non-binary people, and people of other genders as differently expressed in the different contexts and cultures in which we work.

? WHY

It is important to be specific in your writing about whether you are referring to gender or sex, and to understand the difference between these terms. If you are unsure which should be used, seek advice from a gender specialist.



✓ GENDER JUSTICE IN CLIMATE RESILIENCE

An understanding of how integrating gender justice is crucial to climate resilience.

? WHY

Gender-based inequality is one of the main barriers to achieving resilience for communities or societies. Gender inequality limits the way women and girls, men and boys, and people of different genders are able to respond to and manage change. Gender justice plays a central role in achieving resilient development – especially in climate resilience. Climate resilience centred on gender justice integrates a gender dimension and gender analysis to approaches and solutions. This helps to achieve resilient development and reflect the differing gendered inequalities.[11,12]

✓ HUMAN BEINGS, HUMANKIND

All humans as a species.

? WHY

'Mankind' has an inherent association with maleness.

✕ WE AVOID

mankind

✓ INSTRUMENTALISM

Undertaking an activity for a practical purpose or end goal, rather than for its own intrinsic value.

? WHY

As an example, framing work towards women's economic justice through the lens that it will lead to wider economic growth is often presented to the private sector as the 'business case' for undertaking it. However, this risks undermining women's agency and the social justice approach. It is better to frame women's economic justice and sustainable business practices as mutually supportive, rather than that they will definitively lead to business profitability or that this is the primary goal.



✓ MISOGYNY

The hatred of and prejudice against women.

? WHY

Prejudice against women has been assumed as a cultural norm on a global scale throughout history but often not been recognized. In our work on women's rights we seek to end misogyny and fight for gender justice and equality for all.

✓ PAID LABOUR, PAID LABOUR FORCE

Members of an organization or country who are paid to work, considered collectively.

? WHY

Talking about the 'labour force', particularly with regards to 'getting women into the labour force', implies that paid work is the only work with value. Care work is generally unpaid but adds huge value to society and the economy. It is better to differentiate between paid work and unpaid work. Care workers are still part of the labour force. However, it is also important to recognize that there is an implied assumption that the paid labour force refers to the formal sector, ignoring the informal sector where the majority of workers are women.

✗ WE AVOID

labour force

✓ PARTNER/SPOUSE, (CULTURALLY APPROPRIATE TERM WITH THE SAME MEANING)/ HUSBAND AND WIFE, IF APPROPRIATE

A significant partnership relationship.

? WHY

Unless it is necessary to specify a gendered term that implies marriage in a traditional sense, it may be preferrable to use a more neutral term such as 'partner' which is inclusive of all significant relationships.



✓ PATRIARCHY

Patriarchal systems are built around male privilege and dominant masculinities that perpetuate sexist and hierarchical power relationships. They legitimize the discrimination against and exclusion of women and gender non-conforming people through harmful social norms, policies and institutions.

? WHY

'Challenging patriarchal systems effectively means fighting poverty and injustice by dismantling intersecting systems of oppression and exploitation such as colonialism, racism, xenophobia, and homo- and transphobia, that further marginalize those who are already vulnerable'[13] (Oxfam Global Strategic Framework 2020-30).

✓ PEOPLE

Human beings considered collectively. If you are using the term 'people', please make it clear who you are referring to, to be as inclusive as possible.

? WHY

'People' is a neutral term that does not refer to women, men or non-binary people specifically, and is therefore inclusive of all human identities. We often use the phrase 'people we work with', since we work with people of all genders.

However, it has been found that in the context of a world based on patriarchal systems, 'people' is often misunderstood as only referring to men. See the 'women, men, girls, boys' note for more advice. If you are going to use the phrase 'people' in your writing, please make it clear early in the paper that you are referring to people of all genders, unless this is not the case. If you are writing about specific groups of people, e.g. participants in a women's rights project, it obviously may be more appropriate to use 'women' or more specific gendered terms. Use what works in your context.

✓ SEXISM

Prejudice, stereotyping or discrimination, typically against women, on the basis of sex.

? WHY

Sexism is a form of prejudice that means that women and girls disproportionately experience the injustice of poverty and are less able to exercise their rights. It also affects the rights and experiences of men. Challenging sexism is therefore fundamental to Oxfam's work.



✓ SEX WORKER, SEX WORK, WOMEN/PEOPLE WHO SELL SEX (OR SEXUAL SERVICES), MEN/PEOPLE WHO BUY SEX

A person who works in the sex industry, e.g. receives money or goods in exchange for sexual services.

? WHY

In rights-based campaigns run by people who work in the sex industry they describe themselves as 'sex workers' and their work as 'sex work'. These terms are descriptive and afford respect and dignity to those who engage in this work, and avoid the negative or discriminatory implications of other phrases. These phrases are preferred as part of the movement to respect the rights of people who engage in sex work.

✗ WE AVOID

prostitute, prostitution, use of prostitutes, use of sex workers

✓ SOCIAL NORMS, SOCIAL BELIEFS, COLLECTIVE BELIEFS

Social norms are collective beliefs about typical and appropriate behaviour that are held by a group of people and often enforced by social sanctions/rewards. An example is the belief that care work is women's work and that women have a duty to provide it.

? WHY

It is important that when we are referring to collective belief systems we do not confuse them with personal attitudes or actual behaviours. If you are writing about attitudes or behaviours that are rooted in social norms, it is best to be clear about this and acknowledge the historical and cultural context.

✗ WE AVOID

attitudes, behaviours

✓ SPOKESPERSON

A person speaking on behalf of an organization or community.

? WHY

A spokesperson could be of any gender. We should avoid language that implies that men are the default human.

✗ WE AVOID

spokesman



✓ WOMEN AND GIRLS LIVING IN POVERTY

Women and girls whose economic situation means that they are experiencing poverty.

? WHY

Talking about 'poor women/girls' is patronizing and implies that being poor is an inherent characteristic of who they are, rather than the situation that they are in. It also implies that women and girls who live in poverty are a homogenous group and primarily characterized by their economic situation.

✗ WE AVOID

poor women and girls

✓ WOMEN, MEN, GIRLS, BOYS

? WHY

'Women and children' reaffirms the patriarchal view that women are as helpless as children, neglecting women's actual and potential roles. It wrongly suggests that men are not in need of protection and that women have no agency or capacity to act. Use phrases that do not categorize women and children in the same group, and (depending on the context) be specific about who you are talking about. Where appropriate, acknowledge that men are or can be victims as well (particularly of indiscriminate violence in situations of war). Please see also the note on inclusion of gender non-binary people in the 'people' section.

✗ WE AVOID

women and children, ladies

✓ WOMEN'S ECONOMIC JUSTICE

This term recognizes that the right of women to participate in, and benefit from, the economy is a core concept of justice. Governments, the private sector, civil society and individuals therefore have a responsibility to address the structural barriers which deny women economic justice.

? WHY

The term 'women's economic empowerment' risks putting the onus on women to change themselves in order to fit into the existing economic system, even though it inherently discriminates against them.

✗ WE AVOID

women's economic empowerment/ WEE



✓ WORKERS

? **WHY**

An association with maleness is inherent in ‘workmen’.

✕ **WE AVOID**

workmen

✓ WORKFORCE, HUMAN EFFORT

? **WHY**

An association with maleness is inherent in ‘manpower’.

✕ **WE AVOID**

manpower



2 LGBTQIA+ RIGHTS AND INCLUSION

According to our Sexual Diversity and Gender Identity (SDGI) Rights Policy, Oxfam affirms the rights of LGBTQIA+ people and understands issues affecting lesbian, gay, bisexual, transgender, non-binary, queer, intersex and asexual people as important to our work towards equality. Globally, LGBTQIA+ people are more likely to live in poverty, experience homelessness and be discriminated against in a way that prevents them from exercising basic human rights such as access to healthcare, education, employment and housing. LGBTQIA+ people are also more likely to experience sexual violence[14] as well as hate crime on the basis of their identity.

While gender and sexuality are different things, because ideas around gender and sexuality are so entwined in societies and cultures, homophobia, biphobia and transphobia can be understood as forms of gender-based violence.[15] Integration of LGBTQIA+ rights is therefore essential to an intersectional understanding of gender justice. This section covers key definitions of LGTBQIA+ identities and rights issues, with guidance on how to write about this topic that is informed by LGBTQIA+ people and specialist organizations.

✓ ASEXUAL, ACE

Asexual is an umbrella term used to describe people who exist within the asexual spectrum. An asexual person is a person of any gender or sexual orientation who does not experience sexual attraction.[16] Ace is an abbreviation of 'asexual' that some people use to describe themselves.

? WHY

Awareness of asexuality has previously been low, but asexual people are gaining more recognition within LGBTQIA+ movements. When advocating for equality, inclusion and human rights, we should include everyone that falls within the LGBTQIA+ spectrum and recognize the different needs, identities and discriminations faced by different people.



AFAB, AMAB

Acronyms meaning 'assigned female/male at birth'.

WHY

No one, whether cisgender or transgender, gets to choose what sex they're assigned at birth. This term is preferred to 'biological male/female', 'male/female bodied', 'natal male/female', and 'born male/female', which are inaccurate and do not respect the identity of transgender people.

WE AVOID

biological male/female, male/female bodied', 'natal male/female' and born male/female

BIPHOBIA

Biphobia is aversion toward bisexuality and toward bisexual people as a social group or as individuals by monosexual people, i.e. heterosexual, gay and lesbian people. It can take the form of denial that bisexuality is a genuine sexual orientation, negative stereotypes about people who are bisexual, or social exclusion. Bisexual people also experience higher levels of sexual violence compared to straight, gay and lesbian people.[17]

WHY

Bisexual erasure is part of heteronormative culture (that assumes that all people are heterosexual) but is also commonly experienced in work on LGBTQIA+ rights. When advocating for equality, inclusion and human rights, we should include everyone that falls within the LGBTQIA+ spectrum and recognize the different needs, identities and discriminations faced by different people.

CISGENDER, CIS

A person whose sense of gender identity correlates with the sex that they were assigned at birth.

WHY

Previously there was no recognition that concurrence of sex and gender roles is anything other than the 'norm'. 'Cis' or 'cisgender' is a term to describe people whose gender identity matches their sex. If used, this term should be framed in the context of power. As this is a relatively new word which is less known by many people, it may be useful to include a box or footnote to explain what it means and why it is being used. It is good to think about inclusion when talking about gender, and understand that we are not all the same and experience discrimination differently. If there is no language to describe a person whose gender identity matches their sex, then this is assumed to be 'normal', the implications of which contribute to the 'othering' and marginalization of transgender people. For this reason, recognizing this definition is an act of solidarity with trans people, who experience extreme and often violent discrimination around the world.

✓ CIS-NORMATIVE, CIS-NORMATIVITY

The practices and institutions that legitimize and privilege those who are comfortable in the gender associated with the sex assigned to them at birth.

? WHY

Previously there was no recognition that concurrence of sex and gender identity can be considered a privilege. This norm disadvantages and marginalizes people whose gender identity and expression do not meet social expectations. We need to respect the realities of all people and be aware of forms of structural discrimination, including against trans people.

✓ DEADNAMING

Calling someone by their birth name after they have changed their name. This term is generally associated with trans people who have changed their name as part of their transition.

? WHY

It is important to respect the right to self-determination of transgender people, and to refer to people by the name that they have chosen. While deadnaming is often accidental, it is sometimes done deliberately to cause harm and stress to transgender people. At Oxfam, we consider the rights of transgender people to be human rights, including the right to self-determination.

✗ WE AVOID

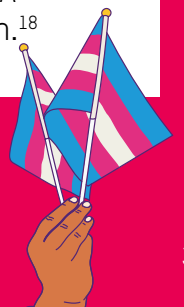
The name by which someone may have been known at birth or in an earlier part of their life but no longer wish to use or be associated with.

✓ GAY, LESBIAN, HOMOSEXUAL

Someone who experiences romantic and/or sexual attraction to people of the same sex or gender.

? WHY

'Gay' is colloquial and can refer to homosexual men and women, though many women prefer to identify with the term 'lesbian'. Some non-binary people also identify as homosexual. Homosexual is a more technical term. We should be mindful of avoiding a heteronormative approach to our work and remember to take into consideration the way that homosexual and bisexual people can experience the issues we work on in different ways to heterosexual people, and may experience additional hardship as a result of discrimination on the basis of their sexuality. Oxfam has a Sexual Diversity and Gender Identity (SDGI) Rights Policy, which prohibits discrimination against LGBTQIA+ people within our organization.[18]



✓ GENDER NON-CONFORMING PEOPLE (GNC)

People who do not conform to the social norms associated with the gender that correlates with their biological sex.

? WHY

Labelling people as 'minorities' cements their position as an 'other' within a power structure and implies vulnerability. The description 'gender non-conforming' places the emphasis on the system rather than the individual and is more inclusive of a broader range of expressions of non-conformity with gendered social norms. This term can be considered vague, however, and if you are referring to trans people in a way that is intended to be inclusive, it may be better to be more specific.

✗ WE AVOID

gender minorities

✓ HETERONORMATIVE, HETERONORMATIVITY

Cultural and social practices which support the notion that heterosexuality is the only legitimate sexual orientation. These terms refer to the positioning of heterosexuality as the only way of being 'normal' and as a source of social reward.

? WHY

Previously there was no terminology to reflect that non-heterosexual orientations existed or that global systems are based on the assumption of heterosexuality.

In order to achieve real equality, we must fight discrimination in all its forms. If we do not actively include people who experience discrimination, they will necessarily be left out and left behind. To be truly inclusive, we must acknowledge power structures including heteronormativity, which is highly connected to patriarchal norms and gendered expectations. This term may not be familiar to many people so if you are using it in your writing it could be advisable to define it in the first instance.

✓ HOMOPHOBIA

The fear or hatred of people who are attracted to people of the same gender.

? WHY

Homophobia is a form of discrimination and is fundamentally at odds with work towards creating a more equal world. We must be aware of and explicitly consider how homophobic discrimination may intersect with our work and how it affects those we support.



✓ INTERSEX

A term used to describe a person who may have the biological attributes of both sexes or whose biological attributes do not fit with societal assumptions about what constitutes male or female. Intersex people may identify as male, female or non-binary.[19]

? WHY

Awareness of intersex people is low, even though intersex people are thought to make up 1.7% of the global population.[20] When making statements about sex, we should be aware of making binary assumptions about biological attributes.

✓ LGBTQIA+

An acronym that indicates the spectrum of lesbian, gay, bisexual, transgender, queer, intersex, asexual + other people whose identities are not heterosexual and cisgender.

? WHY

There are various versions of this acronym that include different letters to represent different groups. It is important to note that some people consider the + (to indicate others not explicitly covered in this acronym) to be insufficient. There are differing views, depending on context. In general, the 'Q' for queer indicates those who consider themselves 'gender queer' or 'sexually queer', although you may prefer to use different acronyms depending on your context. For example, it may be appropriate/necessary to include '2S', meaning 'two-spirit', in North America, where this term has historically been used in Indigenous culture. If in doubt, refer to those with specialist knowledge in your context.

Please note that we never use the acronym without the 'T' for transgender, since this has connotations of anti-trans movements that seek to erase transgender people from the LGBTQIA+ community. As a trans-inclusive organization, this is against our values of equality, inclusion and solidarity.

✗ WE AVOID

LGBT, LGBTQIX, homosexuality, gay and lesbian (if used alone to refer to the whole LGBTQIA+ community).



✓ NON-BINARY, NON-BINARY PEOPLE (SOMETIMES SHORTENED TO 'NB' OR 'ENBY')

Non-binary refers to a spectrum of gender identities that are not exclusively masculine or exclusively feminine, i.e. identities that are outside the gender binary.

? WHY

'Non-binary' is an umbrella term for people who do not identify within a gender binary, i.e. are not a woman or a man. It includes, but is not limited to, people who are genderqueer, agender, bigender, gender-fluid etc. 'For example, some people have a gender that includes elements of being a man or a woman, or a gender that is different than either male or female. Some people don't identify with any gender'[21] (agender). Some people experience gender in a fluid way that can change over time (gender-fluid). It is better to use this umbrella term than 'gender minority', as being considered part of a minority can be very 'othering' and reinforces the idea that some humans are not the norm, rather than being less common.

Non-binary people are included in the umbrella term 'trans', since they do not identify with the gender assigned to them at birth. However, some non-binary people do not consider themselves transgender. We therefore favour use of 'trans and non-binary people' in our writing. This also affords greater visibility to non-binary people, who are often erased. It is also important to be aware that binary gender and sex terms are still important descriptors in anti-sexism work.

✓ PANSEXUAL

A pansexual person is one whose romantic and/or sexual attraction towards others is not limited by sex or gender. Pansexuality and bisexuality are not quite the same; a bisexual person experiences attraction to people of two or more genders. The term pansexual has evolved and gained popularity within the queer community because it is more explicitly inclusive of trans and gender non-conforming people.

? WHY

It is important that we don't conflate pansexuality with bisexuality, and include both in equality forms etc., respect people's identification of their sexuality in the way that feels right to them.



✓ PARENT, PARENTHOOD

To describe the role in raising children without directly ascribing gendered roles. If trans parents have a preferred specified gender role, such as 'mother' or 'father', this should be respected. If unsure, it is more inclusive to use 'parent'.

? WHY

In patriarchal culture, social norms around gender result in designated roles for parents that reflect expectations of that gender. Some transgender and non-binary people may identify with these roles. However, some may prefer to use other names to designate parenthood. The important principle here is to be inclusive in the broader sense by describing people as 'parents', but if individual parents have a preference for a role name, to respect their choice.

✗ WE AVOID

'mother' or 'father' (avoid assuming the adoption of gendered roles by transgender parents)

✓ PASSING

If someone is regarded, at a glance, to be a cisgender man or cisgender woman. It is also sometimes used to describe homosexual, bisexual or pansexual people who are assumed to be heterosexual on the basis of social assumptions relating to gender norms.

Cisgender refers to someone whose gender identity matches the sex they were assigned at birth. This might include physical gender cues (hair or clothing) and/or behaviour which is historically or culturally associated with a particular gender.

? WHY

Whether an LGBTQIA+ person 'passes' as heterosexual and/or cisgender in a society in which LGBTQIA+ people experience discrimination can have an impact on their experiences. For example, someone who can 'pass' as cisgender or heterosexual may be less likely to be subjected to harassment or abuse. The term is often used in queer communities and cultures.

✓ PRONOUN

A pronoun is a word we use in place of a 'proper noun', e.g. someone's name. Often pronouns are words we use to refer to people's gender in conversation - for example, 'he' or 'she'. Some people may prefer others to refer to them in gender neutral language and use pronouns such as they/their and ze/zir.

? WHY

In the context of LGBTQIA+ inclusion, it can be supportive to make declaration of pronouns part of standard practice, for example, by using them in email signatures, in introductions and in meetings. By doing so we can avoid making assumptions about a person's gender without having asked, and do not put the onus on people who use pronouns that are different to what might have been assumed to correct us, as this can cause an uncomfortable situation and contribute to feelings of gender dysphoria.

✗ WE AVOID

assuming it is correct to describe someone as 'he' or 'she' based on their name or physical appearance

✓ QUEER

Although historically a discriminatory term, this word is now being used as an umbrella term for people who are not heterosexual and/or cisgender.

? WHY

Despite previously being used as an insult, 'queer' is a term increasingly used by those wanting to reject specific labels of romantic orientation, sexual orientation and/or gender identity. It can also be a way of rejecting the perceived norms of the LGBTQIA+ community. Although some LGBTQIA+ people view the word as a slur, it was reclaimed in the late 1980s by the queer community who have embraced it.[22] Some people use it because they want to denote their membership of the community but might not want to reveal personal information, e.g. in a work setting. For some, it is useful shorthand if they have more than one queer identity, i.e. are bisexual and non-binary. For others, it allows for fluidity without definition, or might refer to non-conventional lifestyle or family choices.[23] People may also make reference to 'queer culture'– i.e. films, books, genres produced by the LGBTQIA+ community, or talk about 'queer theory', which refers to a genre of academic and political study that challenges or subverts cis/heteronormativity.

It is important to be aware that for some, particularly older members of the LGBTQIA+ community, the term 'queer' can still have negative personal connotations or be triggering. Sensitivity to this and a commitment to referring to people in the terms they wish to be referred to is a fundamentally important principle.

✓ SEXUAL DIVERSITY, GENDER IDENTITY AND EXPRESSION (SDGIE)

SDGIE is used to talk about work in support of the rights of LGBTQIA+ people, rather than about LGBTQIA+ people themselves.

? WHY

We firmly believe that everyone has a right to realize their potential, and to have the opportunity to live free of poverty in a secure and more equitable world. Our sexualities and gender identities are positive, core parts of being human and experiencing wellbeing and fulfilment. And yet, when diversity of sexuality and gender identity are rendered invisible or become the basis of discrimination, the rights to decisions over bodies, sexualities, identities and intimate consensual relations of one's own choosing are violated. Further, poverty and gender inequalities can be compounded, and interventions can be inappropriate or fail to reach LGBTQIA+ people altogether, resulting in more marginalization of LGBTQIA+ individuals.

For more information, see Oxfam's Sexual Diversity and Gender Identity Rights policy.[24]



✓ SEXUAL ORIENTATION AND GENDER IDENTITY (SOGI)

SOGI is used to talk about work in support of LGBTQIA+ people and their rights.

? WHY

Everyone has a sexual orientation and gender identity (SOGI), whether they identify as lesbian, gay, bisexual, transgender, queer, two-spirit, heterosexual or cisgender. However, the term SOGI (or SDGI - sexual diversity and gender identity) is most frequently used in describing work with people that identify as LGBTQIA+. In some contexts, particularly in places where homosexuality and/or trans identities are criminalized, it is safer to use this term than LGBTQIA+ to refer to work to support LGBTQIA+ people. If you are not sure which is most appropriate, seek advice from a specialist in your context.

✓ THEY/THEM

Pronouns that do not specify gender.

? WHY

They/them pronouns are used by many (but not all) non-binary people, including people we work with, and it is important to respect people's identity and choice of pronouns by using the correct ones when known. Other non-binary pronouns exist (neopronouns) though they are less commonly used, e.g. 'ze', 'sie' and 'co'.

Unless it is necessary to refer to a person's gender or sex (i.e. it is relevant in the context) or the person you are referring to has expressed a preference, you could use the gender neutral they/them. While preference for these pronouns will take getting used to for some, this language is inclusive of people who do not identify with gendered pronouns while being non-offensive to people who do identify with gendered pronouns on the whole. Using he and she is still fine when that is what is preferred. It is good practice when conducting interviews to ask people how they prefer to be referred to.

✓ TRANS MAN, TRANSGENDER MAN

A transgender person who identifies as a man (or whose gender identity is of a man) and was assigned female at birth.

? WHY

See 'transgender'.

It is important to respect the gender identity of transgender people.

Sometimes trans people experience confusion or deliberate misattribution of their gender in the way that they are referred to – for example, someone who is AFAB and a trans man (assigned female at birth but identifies as a man) may be incorrectly referred to as a trans woman, due to assumptions made about their sex assigned at birth. In a society that upholds the human rights to equality, freedom of expression, privacy and self-determination, we must respect how people wish to be referred to.



✓ TRANS-INCLUSION

A trans-inclusive approach to gender justice is one that actively includes transgender people, recognizing that there are many ways that people experience discrimination under patriarchy. While gender justice typically focuses primarily on discrimination against (cisgender) women in a system in which (cisgender) men have more power and resources, a trans-inclusive approach will also take into account the way that transgender people can be affected in similar and different ways by the same system. Transgender is an umbrella term for all people who do not identify with the gender that is typically correlated to their sex assigned at birth; it includes trans women, trans men and non-binary people, in all their diversity and as differently expressed in the different contexts and cultures in which we work. A trans-inclusive approach should not just recognize that transgender people exist, but actively work to understand and address the ways that trans people are differently prevented from exercising their human rights, such as access to work, housing and healthcare.

? WHY

Our commitment to gender justice includes all people that are adversely affected by patriarchal discrimination, norms and structures, in line with our feminist principles, 'feminism is for everyone' and 'championing diversity'. We take an intersectional feminist approach, which means that when we think about gender injustice we take into consideration the way that different intersecting forms of discrimination contribute to different experiences under patriarchy, e.g. a Black woman's experience of sexism may be different to that of a white woman because that experience may intersect with racism, and a trans woman's experience of sexism may be different to that of a cisgender woman, since she may also experience transphobia. A Black trans woman may experience intersecting discrimination on the basis of race, gender and trans identity, and is therefore more likely to live in poverty as a result. Oxfam understands that different forms of discrimination are related, and as such our approach to work on inequality takes into account all forms of discrimination that contribute to the root causes of poverty and suffering.

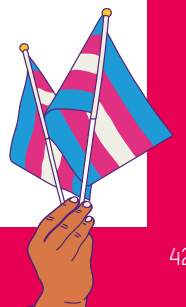
If you are writing about gender justice and want to do so in a way that includes trans people, you could do so by including a short statement in the opening of your document that states that 'when we talk about women and men, we include trans women and trans men. We also include non-binary people and people of other genders as differently expressed in the different countries and cultures in which we work.' This statement could be amended to fit the specific context, e.g. referring to Hijra in India or Muxes in Mexico.

Alternatively, if you are writing about women and girls specifically, you could write 'women (including trans women)'.

Non-binary people are included in the trans umbrella, though not all non-binary people identify as transgender. We therefore recommend using 'trans and non-binary people' to talk about people who are not cisgender. This can also be useful for visibility, since non-binary people are frequently erased from trans narratives.

Ideally a trans-inclusive approach will identify the ways that trans people are specifically impacted by discrimination. However, if you are writing about a project which did not take these different impacts into account, you could acknowledge this in your paper as a possible limitation.

It is important to consider the fact that in many countries and contexts transgender people are criminalized and as such, the priority consideration should always be the safety of trans people themselves. Similarly, if there are trans activist organizations in the area in which you work, it is best to be led by how they wish to be referred to in line with our feminist principle, 'nothing about us without us'.



✓ TRANS WOMAN, TRANSGENDER WOMAN

A transgender person who identifies as a woman (or whose gender identity is of a woman) and was assigned male at birth.

? WHY

See ‘transgender’.

It is important to respect the gender identity of transgender people. Sometimes trans people experience confusion or deliberate misattribution of their gender in the way that they are referred to – for example, someone who is AMAB and a trans woman (assigned male at birth but identifies as a woman) may be incorrectly referred to as a trans man, due to assumptions made about their sex assigned at birth. In a society that upholds the human rights to equality, freedom of expression, privacy and self-determination, we must respect how people wish to be referred to.

✓ TRANS, TRANSGENDER, TRANSGENDER PEOPLE

People whose gender identity differs from their sex assigned at birth.

? WHY

Gender identity is how we see ourselves – our internal and personalized perception of our own gender. This may differ from the sex we were assigned at birth or how society might label us. An intersectional and inclusive feminist approach to our work demands that we be aware of and explicitly consider the way that aspects of our work might differently affect the rights and realities of transgender people. We favour ‘trans’ or ‘transgender’ over ‘transgendered’ since the latter implies that it is something that is done to people. While ‘transsexual’ has been used historically, and some people still identify with the term, many people consider it a slur so we should favour ‘trans’ where possible.

✗ WE AVOID

transgendered, transsexual

✓ TRANSPHOBIA

The fear or hatred of people who are transgender.

? WHY

Transphobia is a form of discrimination and is fundamentally at odds with work towards creating a more equal world. We must be aware of and explicitly consider how transphobic discrimination may intersect with our work and how it affects those we support. At Oxfam, our commitment to gender justice includes trans people.



✓ WOMXN

The term ‘womxn’ is sometimes used to indicate that trans women are included in your definition of women. It is more commonly used in some countries than others.

? WHY

Whilst the majority of the time we use the spelling ‘women’, in some contexts it may be appropriate to use ‘womxn’, which can be seen as a mark of inclusion and solidarity. However, some trans people object to the phrase on the basis that trans women are women and the use of ‘womxn’ might suggest otherwise. Think about what works in your context and consult with the relevant specialists if you are unsure. An alternative option might be to make a statement at the beginning of your work stating that when you talk about ‘women’ you include trans people, or if not, that this might be a limitation of the work.



3 SEXUAL & REPRODUCTIVE HEALTH RIGHTS

Sexual and reproductive health rights (SRHR) include the right to bodily autonomy, as well as to good-quality essential healthcare such as treatment for sexually transmitted infections (STIs), access to contraceptives, safe and legal abortion, menstrual healthcare, and maternal care and support for pregnant people. Because of global gender inequality, many people we work with – the majority of them women, though also LGBTQIA+ people – face barriers in achieving their sexual and reproductive health rights. This section includes terminology related to sexual and reproductive health rights (SRHR).

✓ ANTI-ABORTION, ANTI-CHOICE

A person who does not believe in the right to safe, legal abortion.

? WHY

The term 'pro-life' is emotive and misleading. Anti-abortion is accurate and avoids negative connotations that cause discrimination against people that need or choose to have abortions.

✕ WE AVOID

pro-life



✓ BREASTFEEDING PEOPLE, PEOPLE WHO BREASTFEED

People who feed their baby with milk from their breasts.

? WHY

Not all people who breastfeed identify as women, e.g. non-binary parents

✓ MENSTRUAL PRODUCTS, PERIOD PRODUCTS

Products such as pads, tampons, cups and special underwear, used by people who menstruate to collect blood during their period.

? WHY

The phrase 'sanitary products' implies that periods are in themselves unclean. This reinforces the stigma around menstruation and female reproductive biology. This matters because around the world people have been discriminated against because of the fact that they menstruate, and a large part of the reasoning is that this makes women 'unclean'. The phrase 'menstrual products' describes exactly the same items and is universally understood, but does not carry these negative connotations. It is factually accurate and neutral. 'Feminine hygiene' further assumes that menstruation is innately feminine and does not include people who menstruate who do not identify with femininity, i.e. non-binary people and trans men.

✗ WE AVOID

sanitary products, feminine hygiene

✓ PEOPLE WHO MENSTRUATE, WOMEN, GIRLS, TRANS MEN AND NON-BINARY PEOPLE WHO MENSTRUATE

All people who experience menstrual bleeding.

? WHY

In our work around menstruation, we should remember that while many of the negative social ideas around menstruation have a misogynist basis, menstruation is also experienced by people who do not identify as a woman or a girl. If it is appropriate in the context in which you work, this could be explicitly acknowledged and addressed.



✓ PRO-CHOICE

People who are pro-choice are in favour of the right of pregnant people to decide whether to continue the pregnancy or to have an abortion. Pro-choice campaigners advocate for the right to safe, legal abortion.

? WHY

Personal bodily autonomy is a human right. Being able to exercise the right to make personal choices on sexual and reproductive health is a crucial aspect of gender justice work.

✓ PREGNANT WOMEN, PEOPLE WHO BECOME PREGNANT

A person who is pregnant.

? WHY

Using the term 'expectant mothers' rather than 'pregnant women' reinforces gender stereotypes and assumes that the woman in question wants to continue the pregnancy/ will carry the pregnancy to term. 'Pregnant women' is a more neutral, less loaded term. To be more inclusive of gender non-binary, trans men, or gender non-conforming people, the term 'pregnant people' or 'people who can become pregnant' can also be used.

✗ WE AVOID

expectant mothers

✓ SEXUAL AND REPRODUCTIVE (SRH) SERVICES

Sexual and reproductive services can include provision of contraceptives, abortion, sexual health checks, treatment for sexually transmitted infections (STIs), and other forms of support which can include mental as well as physical.

? WHY

Provision of sexual and reproductive health services is crucial to work towards gender justice.



✓ SEXUAL AND REPRODUCTIVE HEALTH RIGHTS (SRHR)

'Sexual and reproductive health rights' refers to the rights of everyone, regardless of age, ethnicity, sexual orientation, HIV status or other aspects of identity, to make informed choices regarding their own sexuality and reproduction.

It includes the right to make informed choices about whether or when to have children; the right to access a full range of affordable and informed family planning services, including safe abortion; and the right to accurate information and services to prevent and treat sexually transmitted infections (STIs), including HIV and AIDS, and sexual health information and education.

? WHY

Sexual and reproductive health rights are not limited to contraception and conceiving, but where this is relevant it may be better to use 'life planning' rather than 'family planning' since 'family planning' makes assumptions around parenthood as a default. When writing and talking about sexual and reproductive health rights, we should consider the different needs of all people, including LGBTQIA+ people, and the barriers that different people might face in achieving their sexual and reproductive health rights.



4 SEXUAL VIOLENCE

Sexual violence is one of the most prevalent forms of violence against women, reportedly experienced by one in three women globally.[25] Sexual violence can also be experienced by men. LGBTQIA+ people are more likely to experience sexual violence than heterosexual and cisgender people.[26] Eliminating sexual violence, as well as other forms of gender-based violence, is therefore a vital part of our policy and programme work on gender justice. At Oxfam, we are also committed to zero tolerance of sexual harassment, exploitation and abuse in our organization, as detailed in our Policy on Protection from Sexual Abuse and Harassment.[27] This section provides guidance on how to write about sexual violence.

✓ RAPE

Unlawful sexual intercourse or any other sexual penetration of another person, with or without force, by a sex organ, other body part or foreign object, without the consent of the victim.

? WHY

Sexual and gender-based violence are a major focus in gender justice work.



✓ SAFEGUARDING

Refers to measures to protect people, and particularly those at risk, from abuse or harm.

? WHY

In Oxfam, safeguarding refers to a set of procedures, measures and practices to ensure that we uphold our commitment to prevent, respond to and protect individuals from harm committed by staff and relevant personnel. We focus on sexual exploitation, sexual abuse and sexual harassment (SEAH), and child abuse.[28]

✓ SEX TRAFFICKING

People trafficked, usually across borders, for the purpose of being forced to sell sex.

? WHY

Sex trafficking is a form of human rights abuse and modern slavery.

✓ SEXUAL VIOLENCE, VIOLENCE AGAINST WOMEN AND GIRLS, GENDER-BASED VIOLENCE

Acts of physical and/or sexual violence against women and girls on the basis of their gender.

? WHY

It may be better to avoid using VAWG where possible because reducing the problem to an acronym can be considered to be trivializing a serious and traumatic issue. However, many organizations who work on violence against women and girls do use it.

✗ WE AVOID

VAWG

✓ SURVIVAL SEX

Survival sex is when a person undertakes sex work because of extreme need; for example, if they would otherwise be homeless, be unable to pay for food, medicine etc.

? WHY

Where we are working on or writing about sensitive issues such as sex work, we should always be aware of the context and where necessary make distinctions where sex work is undertaken as a result of extreme vulnerability and poverty.



✓ SURVIVOR OF RAPE

ⓘ Someone who has experienced rape.

? WHY

'Survivor of rape' gives agency to people who have experienced rape and avoids disempowering them by labelling them as victims. It also emphasizes the fact that experience of rape is something people have to live with thereafter.

✕ WE AVOID

victim, victim of rape



MIGRATION AND REFUGEE RIGHTS



Oxfam works to support people who have been displaced globally, whether due to conflict, climate change or other factors.

Around the world, we strive to support displaced people with their immediate basic needs for clean water, shelter, food and work, and also to advocate for their long-term wellbeing, both in their own nations and in the countries which host them. We also engage with allies and all levels of government to focus on peace and find sustainable solutions to the climate crisis, and to the conflict and violence that ruin so many lives.

We push for wealthy countries to be more responsive to the phenomenon of migration and do their fair share by responding to the needs of refugees and welcoming them for resettlement. And we advocate for public policies that will protect the rights of displaced families as they strive to rebuild their lives and guarantee their children a better future – in their countries of origin or the ones in which they settle.[29]

There are many technical nuances to language used around migration that convey important meaning in terms of legal status. The language used in relation to migrants and refugees in public discourse can be a contributing factor to negative attitudes towards people migrating, and can serve to obscure the root causes of those fleeing conflict or climate change, or migrating for economic purposes. It is important that the language we use to talk about migration is technically accurate, and centres the humanity and dignity of the people we are writing about. This section provides guidance on how to write about migration, refugees and displacement.



✓ ASYLUM SEEKER, PERSON/PEOPLE SEEKING ASYLUM

A person seeking international protection but whose claim to refugee status has not yet been accepted. Not all asylum seekers will be recognized as refugees, but every recognized refugee was initially an asylum seeker. Even if an asylum seeker's refugee status is not granted, they might still be entitled to complementary protection under the principle of non-refoulement (see below).

? WHY

In some cases it might be necessary to make clear the difference between 'migrants', 'refugees' and 'asylum seekers', while acknowledging that everyone needs to have their rights respected, regardless of their migratory status (see 'mixed migration' below). Try to be as clear as possible and to use the correct terms when writing or speaking about people seeking asylum. Also remember that, potentially, any person crossing an international border could be an asylum seeker. That is why it is key to respect the principle of non-refoulement and provide legal assistance for those who might need it at the border.

✗ WE AVOID

illegal immigrant

✓ DISPLACED PERSON/ PEOPLE, PERSON/PEOPLE FORCED TO FLEE

A person who has fled their home due to persecution, armed conflict, violence, natural disasters and/or famine.

? WHY

The acute lack of access to basic and economic services or educational opportunities may also be considered a cause of forced displacement.

✓ FORCED DISPLACEMENT

The involuntary movement of a person or people away from their home or home region as the result of persecution, conflict, natural disaster or any other reason that seriously threatens their safety. The acute shortage of basic and economic services or educational opportunities may also be considered a cause of forced displacement.

✓ INTERNALLY DISPLACED PERSON

The UN Guiding Principles on Internal Displacement define internally displaced persons as 'persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border.'[30]

✓ IMMIGRANT

A person who moves from one place to another permanently, with a view to gaining residence there.

? WHY

When writing about migration, try to be clear on whether you are talking about migrants/immigrants or migration/immigration. Try to avoid language that might reinforce negative cultural connotations.

✓ IRREGULAR MIGRANT/ MIGRATION, UNDOCUMENTED MIGRANT/MIGRATION

There is no universally accepted definition of irregular migration. The International Organization for Migration (IOM) defines it as 'movement that takes place outside the regulatory norms of the sending, transit and receiving country'.[31]

? WHY

People are not illegal. Crossing an international border without the legal status for it is an administrative fault. Avoid language which reinforces the concept of migration and refugees as a problem or implies criminal activity. It is preferable to refer to people as simply 'people', e.g. people seeking asylum, people seeking refuge, people migrating to Europe, people in need of protection, people seeking to rebuild their lives.

✗ WE AVOID

illegal migrant/migration

✓ MIGRANT

'A person who moves away from their place of residence to another, whether this is within their own country or across borders.'[32] This may be, but is not necessarily, for improved work conditions or due to other concerns.

? WHY

It's not up to us to decide why people are migrating. In some cases it might be necessary to make clear the difference between 'migrants' and 'refugees', while acknowledging that everyone needs to have their rights respected, regardless of their migratory status (see 'mixed migration' below). Language used around migrants should be mindful of some of the negative cultural connotations. It is best to give as much situational context as possible, e.g. when discussing migrant workers.

✗ WE AVOID

economic migrant, expat, transit migrant

✓ MIGRATION

Migration refers to the movement of a person or an expression of mobility. Often used in reference to a nearing or crossing of human-made borders, migration is simply a movement of a person, be it temporary or permanent. Migration is a natural phenomenon and never a crisis.

? WHY

In some cases, people may use the term 'migration' to describe movement made by choice, distinguished from forced displacement. The complex and varied causes that lie behind a decision to migrate suggest that it is perhaps best viewed as a 'continuum' ranging from forced to voluntary movement. Between these two extremes, there are varying degrees of free choice or coercion involved in migrants' movement to another city, country or continent.

✗ WE AVOID

migration crisis/surge/spike

✓ MIGRATION AS A COMPLEX PHENOMENON

Migration is a natural and complex phenomenon to be managed for the good of all.

? WHY

Migration is not a challenge/crisis/problem. It is not a threat that needs to be stopped. There are many reasons why people flee their homelands, including conflict, persecution, climate change, scarce resources, extreme poverty and inequality, and often a mixture of circumstances.

✗ WE AVOID

migration crisis, refugee crisis, migration challenge, migration problem

✓ MIXED MIGRATION

The term describes the reality of movements of people with varying protection profiles, reasons and needs – including refugees, asylum seekers and other migrants, as well as those who are in an irregular situation (also see 'irregular migrant/ migration, undocumented migrant/ migration' above) trafficked persons, unaccompanied and separated children – moving along the same routes, using the same transport or means of travel, often in large numbers.

? WHY

It is important to talk about mixed migration because it addresses the reality of current global movements, regardless of destination and transcending the usual stagnant categories (refugees, migrants) to address a changing and complex reality in which the fundamental rights of all persons in these contexts must prevail.

✓ NON-REFOULEMENT

Non-refoulement is the international law principle by which a State can under no circumstances return anyone under their jurisdiction or in their territory to a country where they might be at risk of persecution, human rights violations or death.

? WHY

Non-refoulement is an important principle in our work to support refugees and people seeking asylum.

✓ PUSHBACKS

The special rapporteur on the human rights of migrants at the United Nations Office of the High Commissioner for Human Rights defines pushbacks as 'various measures taken by States... which result in migrants, including asylum seekers, being summarily forced back, without an individual assessment of their human rights protection needs, to the country, or territory, or sea...from where they attempted to cross or crossed an international border', which may lead to a violation of the principle of non-refoulement.[33]

? WHY

It's important to always say 'alleged' or 'reported' pushback unless the allegation has been proven.

✓ PEOPLE AFFECTED BY DISPLACEMENT, PEOPLE IN CONTEXTS OF DISPLACEMENT

When we speak of people in contexts of displacement, we refer to all of those whose lives are impacted in one way or another by global displacement. This includes people who are forcibly displaced as well as their host communities, those who choose to move seeking a better life, and those who remain.

? WHY

These are very comprehensive terms that encompass not only those people on the move but also their communities of origin and their host communities in the places of transit and destination.

✓ PEOPLE SEEKING... (SAFETY, SECURITY, PROTECTION, ASYLUM, REFUGE, TO REBUILD THEIR LIVES ETC.)

People who have left their home for a variety of reasons.

? WHY

Strictly speaking, a person can never be illegal. Only actions can be illegal. It is better to emphasize that people are people, in complicated circumstances, and to avoid language with negative connotations that can be dehumanizing.

✗ WE AVOID

illegal migrants

✓ UNACCOMPANIED MINOR, UNACCOMPANIED CHILD/CHILDREN, LONE CHILDREN

'An unaccompanied child is a person who is under the age of 18, unless, under the law applicable to the child, 'majority', i.e. the age at which a person is capable of being responsible for their acts, is attained earlier, and who is 'separated from both parents and is not being cared for by an adult who by law or custom has responsibility to do so'.[34]

? WHY

Children who arrive alone seeking asylum/international protection are entitled to certain and different rights than adult asylum seekers or children seeking asylum with their families. The basic guiding principle in any child care and protection action is the principle of the 'best interests of the child'. Effective protection and assistance should be delivered to unaccompanied children in a systematic, comprehensive and integrated manner.

✓ REFUGEE

A person who has fled war, violence, conflict or persecution and has crossed an international border. Many international legal documents, especially the 1951 Refugee Convention and subsequent protocols, define a refugee as 'someone who is unable or unwilling to return to their country of origin owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion'.[35]

? WHY

Sometimes it is important to point out that someone has received protective status, such as refugee status, in their country of refuge. Strictly speaking, a person can never be illegal. Only actions can be illegal.

✗ WE AVOID

illegal migrants

✓ STATELESS PERSON

A person who is not considered as a national by any State under the operation of its law. People who meet this definition are of concern to the United Nations High Commissioner for Refugees (UNHCR) under its mandate.

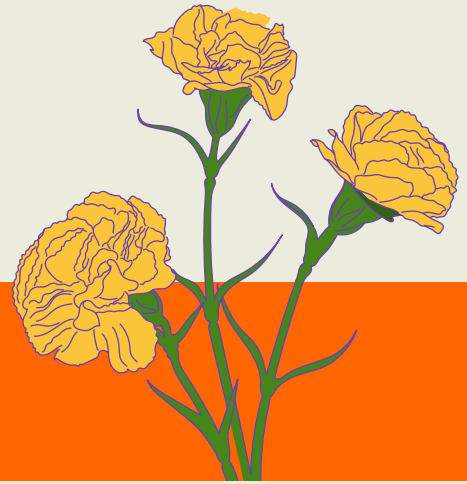
RACE, POWER AND DECOLONIZATION



Oxfam recognizes that we cannot end poverty and inequality unless we tackle the unequal power structures and systems that keep people oppressed.

The power imbalances we see today between countries and communities are rooted in the legacy of colonialism, which continues to have a profound impact on inequality and global racial injustice. Black, Indigenous and People of Colour are less likely to hold power, whether economically, politically or socially, than white people. Racism makes it harder for people to earn a living, feed their children and put a roof over their heads. Countries in the global majority (usually referred to as the 'Global South'), are still more often exploited in the international flows of finance and are most acutely affected by the climate crisis, by conflict and by fragility.

The Black Lives Matter movement and decolonial activists have forced the 'international development' sector to recognize the reality of racism and colonialism within our work, including in our approaches, practices and how we communicate about what we do. Applying a racial justice lens to our analysis of poverty and inequality helps us better understand the systems we seek to change; it also helps us eliminate colonial legacies and racist ideas that privilege 'whiteness' in our ways of working. Historically, the language that has been used in the 'international development' sector to talk about the people we work to support has conveyed ideas that reinforce the very systems we are trying to disrupt, and has often been based on inaccurate and discriminatory perceptions that reinforce 'white saviourism'. In this section we share words and phrases that address the racism, power imbalances and colonialism that are each intrinsically related to the poverty and inequality we see in the world, and suggest alternatives which name forms of oppression, shifting the lens to centre the reality of people in the global majority. Definitions in this section may be updated in line with the development of the Racial Justice Framework.



✓ ACCOUNTABILITY TO DONORS, ACCOUNTABILITY TO THE PEOPLE WE WORK WITH

ℹ ‘Accountability to donors’ describes the relationship with donors in which we demonstrate how we have used their funds responsibly. ‘Accountability to the people we work with’ describes our relationship with and responsibility to the people our programmes seek to support.

? WHY

The use of words like upwards and downwards implies a hierarchical dynamic between donors and people supported by projects.

✗ WE AVOID

upstream/upwards accountability, downwards accountability

✓ ALLY, ALLIES, ALLYSHIP

ℹ ‘Allyship’ refers to the support given by people with more systemic power (‘allies’) to people and communities that experience systemic oppression, with the aim of dismantling those systems of oppression in pursuit of justice, equality and human rights. For example, a white person may be an ally to People of Colour, or a heterosexual person may be an ally to the LGBTQIA+ community. Allyship requires humility, active work and an ongoing process of listening, learning and using the privilege afforded through systemic power structures to work in solidarity and challenge inequality and oppression in a meaningful way.

? WHY

It makes it less difficult for people who experience systemic oppression to dismantle the structures that enforce it if they have the support of people from the ‘in group’ — who have access to systemic power — working to deconstruct this from within. It is also not just for those who are most affected by discrimination to have to undertake social justice work. In working for a world of equality, inclusion and accountability, we must be self-aware and committed to learning about oppressions we are less familiar with to make sure we are able to support all of the people we work with and that no one is left behind.

✓ ANTI-BLACKNESS, ANTI-BLACK RACISM

The Movement for Black Lives defines anti-Blackness as racism towards Black people specifically, 'which voids Blackness of value while systematically marginalizing Black people and their issues.'[37] This can take the form of overt racism and it also refers to the 'covert structural and systemic racism that predetermines the socioeconomic disadvantage that Black people experience.'[38] Racial Equity Tools also describes how this may be discrimination in policies, institutions or ideologies, and can affect access to work, equal healthcare, education and other basic human rights.[39] See also 'institutional racism' and 'racist policies'.

? WHY

Anti-Black racism is at the heart of global inequality. Understanding colonial history and how the legacy of this endures in the 21st century is key to tackling the root causes of inequality and poverty. In working for a just and equal world, we must take an intersectional feminist approach that centres the deconstruction of anti-Blackness in our anti-racist practice.

✓ ANTI-RACISM

Anti-racism is more than being non-racist. Anti-racism recognizes that racism has systemic and structural elements, and actively takes steps to combat them. This work often requires changing systems, policies and practices and taking positive measures to correct for the disadvantages inflicted by racism. In essence, it is a practice that is used to disrupt racism.

? WHY

People often assume that not making extreme racist statements or not being affiliated with white supremacist groups is synonymous with not being racist. Anti-racism takes an intentional approach to tackling racism, as opposed to just being 'not racist'. It involves work to dismantle racist systems and structures as well as disrupting the racist ideas we might hold as individuals.[36]

✓ ANTISEMITIC, ANTISEMITISM

Prejudiced belief or behaviours towards people of Jewish faith. This can take the form of promoting negative stereotypes, social exclusion or violence.

? WHY

Antisemitism has a long global history, an extreme example being the Holocaust. We work with people of many faiths in our work for equality and have a zero-tolerance approach to discrimination against any individual or group on the basis of faith.

✓ BIRACIAL, MULTIRACIAL

A person identified as having parents or generational lineage of differing races.

? WHY

Avoid 'mixed race' if possible as it aligns with a narrative of a 'pure race'. However, if someone chooses to identify themselves in this way it should be respected.

✗ WE AVOID

mixed race

✓ BLACK, BLACK PERSON

A person who is of African or African Caribbean heritage. Black can be both an identity and can also be used politically or as an organizing or solidarity identity drawing together people of different racialized identities in a common struggle.

? WHY

Black should be capitalized. Previously, other ethnic identities have been recognized with capital letters, e.g. Indigenous, Asian-American, but 'Black' has not been, even though it is an identity in its own right.

✗ WE AVOID

black

✓ BLACK, INDIGENOUS AND PEOPLE OF COLOUR (BIPOC)

BIPOC* stands for Black, Indigenous and People of Colour. We use this term to recognize the international scope of Oxfam's work, and how Indigenous communities worldwide are affected by racism and legacies of colonialism.[40]

? WHY

When referring to the UK only, we say 'Black and People of Colour' or 'BPOC'. In other contexts, the term 'racialized peoples' is used, as well as 'Black and brown people' to avoid de-personalizing the issue entirely through persistent use of one single term or acronym.

✓ CAPITALISM

An economic and political system in which a country's trade and industry are controlled by private owners for profit, rather than by the State.

? WHY

Naming the economic system under which decisions are made is important in order to create space to challenge it. In Oxfam's work on inequality, it is sometimes necessary to challenge elements of the capitalist system – for example, in our work with the private sector to ensure that human rights are upheld in private businesses.

✓ CASTE, CASTEISM

'Caste' refers to the hereditary class system of Hindu society, based on the idea of ritual purity. This system exists in India and Nepal. 'Casteism' refers to prejudice or discrimination on the basis of caste. The caste system is unlike the class system because there is no vertical/upward mobility. It's also related to different roles and professions in society, with Brahmins at the top (priests/scholars) and Dalits/formerly the 'Untouchables' (street cleaners etc.) at the bottom, often considered to be outside the caste system. It wasn't until the British colonization of India that the caste system became so entrenched, divisive and so closely tied to colourism. The British Raj deliberately gave more rights and access to Brahmins in shaping colonial policy as part of a 'divide and conquer' tactic.

? WHY

We work against inequality in all forms; discrimination on the basis of social or cultural identity is at odds with respect for all humans as equal in rights.

✓ CAPACITY SHARING, BUILDING RELATIONSHIPS, TRUE PARTNERSHIPS, MAKING CONNECTIONS, LEARNING FROM EACH OTHER, WORKING TOGETHER TOWARDS, RESPONDING TO TRAINING REQUESTS, PEER-TO-PEER KNOWLEDGE SHARING

These terms acknowledge that Oxfam and other NGOs should 'share' capacities, not 'build' the capacity of others. They are also more specific about the nature of the relationship between the organization and the people we work with. They demonstrate greater awareness of how language is at times used in a way that conveys power and privilege or to reproduce and reinforce discrimination and exclusion.

WHY

This shift in thinking and language is fundamental to truly addressing systems of power. It's about working together to end poverty, as opposed to taking a top-down approach.

WE AVOID

capacity building

✓ CLAIMING POWER, HOLDING OTHERS ACCOUNTABLE, SUPPORTING PEOPLE, EXPOSING AND REMOVING STRUCTURAL BARRIERS TO PEOPLE EXERCISING THEIR POWER

These terms refer to expansion of the capabilities and conditions of people to participate in, negotiate with, influence, control and/or hold accountable the people and institutions that affect their lives. This supports an individual's or group's ability to make transformative life choices in a context where this was previously denied.

WHY

People we work with already have power in and of themselves. This is not something that can be given to them by others.

WE AVOID

empowerment

✓ COLOURISM

Prejudice or discrimination against people with darker skin tones. This discrimination can come from people of the same ethnic group or from those with more racial privilege, including white people. See also ‘anti-Blackness’ and ‘colonialism’, as colourism is an expression of anti-Blackness and part of the colonial legacy.

? WHY

Colourism is completely at odds with work towards equality and we must have a zero-tolerance approach to discrimination on the basis of identity.

✓ COLONIALISM

Colonialism is the domination of one country by another through violence – to gain political control, occupy the land with settlers and exploit it economically. Many people may feel this no longer exists. But the domination over different countries’ cultures, languages, religions and economies still remains.[41]

See also ‘white supremacy’ and ‘racism’.

? WHY

Naming the historical and current system of global power is important in order to create space to challenge it. Ongoing and legacy colonialism impact power relations in most of the world today. For example, white supremacy as a philosophy was developed largely to justify European colonial exploitation, including enslaving African peoples, extracting resources from much of Asia and Latin America, and enshrining cultural norms of whiteness as desirable both in colonizing and colonizer nations.[42]

✓ COLONIALITY

Refers to the imbalance of power resulting from colonialism. It still infiltrates societies worldwide and is underpinned by the racial hierarchies imposed by colonialism.

? WHY

In our work against poverty and inequality we must recognize the impact of colonial legacies on global power imbalances today.

✓ DECOLONIZATION

Decolonization is the act of achieving independence from colonialism and undoing the harm caused. In the context of 'international development', it's an ongoing process of shifting decolonial power back to Black, Indigenous and People of Colour, who are calling for agency over their political and economic structures – as well as their culture, society, education, language and voice.[43]

? WHY

Decolonization goes beyond the process of undoing more obvious forms of power and dominion of one country and/or actor over another. In the context of Oxfam, it means undertaking a radical, intentional questioning and unpacking of our history and coloniality in our ways of working, including policy and practice. This disruption also has to take place within the wider international development and humanitarian sector. Decolonization requires us to reset the terms of debate around aid and development and the 'white gaze' which informs it. The end goal is a sector which no longer isolates, compartmentalizes or marginalizes the knowledge, experiences and practices of Black, Indigenous and People of Colour, but is jointly and structurally owned by all who are connected to dismantling poverty and inequality.[44]

✓ ENVIRONMENTAL RACISM

'Environmental racism' has been defined as 'the way in which minority group neighbourhoods (populated primarily by People of Colour and members of marginalized or low socioeconomic groups) are burdened with a disproportionate number of hazards, including toxic waste facilities, garbage dumps and other sources of environmental pollution and foul odours that lower the quality of life.'[45]

? WHY

Naming the specific form of racism which accompanies environmental policies and practices which by design or by default negatively affect certain communities is an important step towards combatting the problem.

✓ ENVIRONMENTAL VIOLENCE

There are various ways this concept can be understood, including:
'...unsustainable use and extraction of natural resources';[46]
'...the direct damage to the environment by humans, but also the violent response from the natural world as a result of human degradation of the environment and the violence humans do to one another because of their effects on the climate';[47]
Resource extraction on Indigenous land without free, prior and informed consent.[48]

? WHY

An intersectional approach to understanding climate justice is one that takes into account and provides active steps to address the ways in which the negative impacts of climate change are disproportionately experienced by people in the global majority, and Black, Indigenous and People of Colour in the global minority. It must also address the ways in which Indigenous peoples and communities have experienced capitalist extraction and exploitation of resources on lands to which they have cultural and historical rights.

✓ ETHNICITY

A social construct that divides people into smaller social groups based on characteristics such as shared sense of group membership, values, behavioural patterns, language, political and economic interests, history and ancestral geographical base.

Examples of different ethnic groups are: Cape Verdean, Haitian, African American (Black); Chinese, Korean, Vietnamese (Asian); Cherokee, Mohawk, Navaho (Native American); Cuban, Mexican, Puerto Rican (Latino); Polish, Irish, Swedish (White).[49]

? WHY

Be conscious in your writing of the difference between ethnicity and race. Both are social constructs used to categorize people. Race relates more to physical characteristics, whereas ethnicity relates more to social and cultural factors. As ever, try to be as specific as possible, avoid homogenization or stereotypes, and represent different ethnic groups in the way they wish to be represented.

✓ FIRST NATIONS, FIRST NATIONS PEOPLE, INUIT, MÉTIS (CANADA)

These terms refer to the three main groups of Indigenous peoples in what is now known as Canada. These groups are highly diverse and come from hundreds of distinctive and sovereign nations with different languages, cultural norms and practices.[50]

? WHY

Other terms previously used were colonial, homogenizing and offensive. Note that 'Aboriginal' is used in the Australian context but is not acceptable in Canada. The most respectful approach is to be as specific as possible in your writing about which group or nation you are talking about.

✗ WE AVOID

Indians, Eskimo, Aboriginal

GLOBAL MAJORITY, GLOBAL MINORITY

'Global majority' refers to most of the population of the world that live in what is often referred to as 'developing countries' or 'the Global South' (see right). 'Global minority' refers to the smaller population of the world that live in wealthier nations, often described as 'the West' or 'the Global North'.[51]

WHY

The terms 'global majority and 'global minority' shift our understanding of global power and culture away from the idea that everything centres on, or is led by, wealthier and white-majority nations that historically were colonizers. It recentres Black, Indigenous and People of Colour (BIPOC) as the majority, moving away from the minoritization experienced in white supremacist and colonial history and culture. Since these phrases are not in common use at this point in time, if you choose to use them in your communications instead of 'Global South' it may be a good idea to define them at first use so readers understand what you are referring to. See also 'MAPA', below.

WE AVOID

the West

GLOBAL SOUTH, GLOBAL NORTH

'Global South' and 'Global North' help us to discern majority BIPOC countries from rich, mainly white countries that colonized them. They're imperfect terms due to geography (e.g. Australia is in the Global South), and how they overlook the differences in contexts and cultures. Sometimes we say 'global majority' to reflect the proportion of the world who are BIPOC (see left).

WE AVOID

third world, first world, developing countries, developed countries

✓ HIGH/MIDDLE/LOW-INCOME COUNTRY

ⓘ Classifications of countries on the basis of income (GDP).

? WHY

Talking about high/middle/low-income countries recognizes that the economic status of a country is situational rather than definitive. 'Third' vs. 'first' world implies that wealthier countries are better than poorer ones and erases the colonial history that led to the economic inequality of today. While 'third world' came to be understood to mean countries which experience widespread poverty, the term was also born from a post-war context that is now irrelevant.

It has largely been replaced with 'developing countries'. However, this term implies that wealthier countries are 'developed' and achieving full potential and that 'developing' countries are striving towards the example they are setting. It does not recognize the inequality and poverty that exist within wealthier countries, or the fact that wealth is based on unequal systems that make it difficult for other countries to 'develop'. Further, it does not take a multi-dimensional approach to measuring poverty, and does not measure the impact of inadequate business and labour rights regulation, or the sustainability of technological developments, e.g. the impact of industry on climate change, driving crises that push people further into poverty. We recognize that defining countries by income is also an inaccurate and problematic way to categorize poverty within countries, since GDP does not reflect national inequalities or wellbeing. However, sometimes in the context of writing about wealth it is the more accurate term. Another option might be 'global majority' and 'global minority' – see above.

✗ WE AVOID

developed country, developing country, underdeveloped countries, third world

✓ HOMELESS PEOPLE, HOMELESS PERSON, PEOPLE EXPERIENCING HOMELESSNESS

Not having stable, safe and adequate housing, nor the means and ability to obtain it.[52]

? WHY

Avoid discussing people experiencing homelessness as a homogenous group, and make sure that you write about them in a sensitive and respectful way. Being homeless is a situation, not a defining characteristic of a person.

✗ WE AVOID

the homeless

✓ INDIGENOUS PEOPLES

The term is used when referring to a variety of Indigenous peoples. However, you should be as accurate as possible about the context you are in to avoid homogenization of Indigenous peoples with different cultural, geographical and social histories and practices. Where you can, name specific groups in the way that they wish to be referred to. Please note that 'Indigenous' should be capitalized.

? WHY

While it must be stated that there is no generic term that captures the diverse identities, cultures and backgrounds of Indigenous peoples around the world, it was Indigenous peoples themselves who chose this term at the United Nations level to best describe the original peoples of a territory. Note that 'Aboriginal' is used in the Australian context but is not acceptable in Canada.

✗ WE AVOID

Aboriginal

✓ INFORMAL ECONOMY

Informal work refers to work where there is no established agreement or contract between the employer and the employed. This means that workers often do not have access to basic working rights or the benefits given to workers in a formal system.

? WHY

'Informal economy' avoids negative connotations and is a clear and accurate description.

✗ WE AVOID

black market

✓ INFORMAL SETTLEMENTS, INFORMAL HOUSING, PEOPLE WHO LIVE IN INFORMAL SETTLEMENTS

Informal settlements are areas where people live and have constructed forms of housing but have no legal rights to the land. These areas usually are not connected to basic infrastructure or services such as water, waste management and electricity, and do not conform with building and safety regulations. They may emerge because of lack of affordable housing, economic vulnerability, low-paid work, increases in population, and migration from rural to urban areas for work.

? WHY

The phrases 'slum' and 'shanty town' have negative connotations and portray a homogenizing stereotype that does not necessarily accurately describe the contexts in which people live in informal settlements. The term 'informal settlement' is more neutral but accurately conveys the lack of legal status and facilities of informal settlements. The term 'slum dweller' might also be considered to be dehumanizing. However, it is important to note that many communities living in informal settlements advocating for their rights do use this phrase, such as the organization Slum Dwellers International. Always consider what is most appropriate in the context you are writing about, what is preferred by people living in informal settlements, and any sensitivities in translation.

✕ WE AVOID

slum, slum dwellers, shanty town

✓ INTERNATIONAL NON-GOVERNMENTAL ORGANIZATIONS (INGOS), CIVIL SOCIETY

? WHY

'International development' is the most widely understood descriptor of the sector that Oxfam works in; it is widely used and recognized internationally. However, it should be acknowledged that this phrasing is problematic and reminiscent of its colonial roots. 'Development' implies that wealthier countries are 'developed' and achieving full potential and that 'developing' countries are striving towards the example they are setting. It does not recognize the inequality and poverty that exist within wealthier countries or the fact that wealth is based on colonial histories (rooted in slavery, land grabs, natural resource extraction), or the fact that wealth is based on unequal systems that make it difficult for other countries to 'develop'. It also does not measure the impact of inadequate business and labour rights regulation, or the sustainability of technological developments, e.g. the impact of industry on climate change, driving crises that push people further into poverty. 'Aid' also implies an unequal power relationship and one which is purely altruistic and does no harm, which is not always borne out by the evidence. We recognize that not using these phrases requires a substantial shift and the use of terms that may not be recognized more widely in the sector or in international affairs more generally. We will continue to look for suitable alternatives.

✗ WE AVOID

international development sector, international aid sector

✓ INSTITUTIONAL RACISM

ⓘ Institutional racism refers to the way that institutional policies and practices disadvantage different racial groups. This creates privilege for white people and discriminates against Black, Indigenous and People of Colour.

? WHY

Institutional racism is endemic in global power systems, and inevitably therefore also affects our ways of working. In taking an anti-racist approach to our work on equality we must be brave in challenging and dismantling systems of discrimination, and also have humility in looking at our own practices and seeking ways to overcome the institutional racism in the history of our sector.

✓ INTERSECTIONALITY

Intersectionality recognizes how various parts of our identity – like race, sex, gender, sexuality, class and ability – overlap to create unique experiences of oppression and privilege. The term was created to reflect how Black women face both racism and sexism. Nowadays, it's applied more widely to other aspects of identity, and it's vital that we start but do not stop with race.[53]

? WHY

Previously the intersection and overlap between different forms and systems of oppression was not recognized or explicitly addressed.

All forms of discrimination are the result of intersecting power structures. If we do not acknowledge this in our writing we are in danger of missing the bigger picture or presenting a biased version of reality. We must think intersectionally and centre anti-racism in our understanding of inequality in order to be able to support all of the people we work with and make sure that no one is left behind.

✓ ISLAMOPHOBIA

Discrimination or prejudice towards people of Muslim faith. This can take the form of promoting negative stereotypes, social exclusion or violence.

? WHY

Islamophobia has a long global history but has become particularly prominent in Europe and the US in recent decades. We work with people of many faiths in our work for equality and have a zero tolerance approach to discrimination against any individual or group on the basis of faith.

✓ KYRIARCHY

An elaboration of 'patriarchy' coined by Elisabeth Schüssler Fiorenza that takes an intersectional approach; this means it takes into account the complex system of multiple and intersecting hierarchies and power structures, e.g. race, gender, class, sexual identity, being non-disabled etc.[54]

? WHY

For our work on equality to be effective, we must be aware that inequality does not happen in a vacuum but that different forms of inequality and discrimination are caused by multiple intersecting systems of power. An intersectional approach tackles the kyriarchy as a whole. This term is not commonly used so if you choose to refer to it in your writing, please define it at first use.

✓ MICROAGGRESSION

'A statement, action or incident regarded as an instance of indirect, subtle or unintentional discrimination against a member or members of a marginalized group such as racialized groups or members of the LGBTQIA+ community.'[55]

? WHY

People who experience privilege, e.g. the racial privilege that white people experience, may perpetuate harm to people from racialized groups through their words and actions, such as appropriation of Black culture, or touching hair, for example. These may be experienced as 'microaggressions'. While this term is commonly used, it has been suggested that it would be better replaced by the term 'aggressions' to avoid minimization of the day-to-day racism that people from racialized groups experience within white supremacist culture.

✓ MINORITY ETHNIC PERSON, MINORITIZED ETHNIC PERSON, MARGINALIZED ETHNIC PERSON

A person from an ethnic group that is a minority in a particular context.

? WHY

'Minority ethnic' places the emphasis on that ethnicity being a minority or having less power in a particular context, rather than the ethnicity itself being a minority.

✗ WE AVOID

ethnic minority

✓ MOST AFFECTED PEOPLE AND AREAS (MAPA)

The term 'most affected people or areas', often abbreviated to 'MAPA', takes account of the social aspects of humanitarian crises. For example, the climate crisis does not affect everyone equally. The term 'most affected people and areas' makes those people more visible.

? WHY

When we talk about work towards a common goal, we have to include MAPA and those affected more than others; for example, climate activism must centre the voices of those who are most severely impacted by climate change.

✓ NAME THE SPECIFIC COUNTRIES OR REGIONS, MOST AFFECTED PEOPLE AND AREAS (MAPA)

Talk about specific locations – avoid generalizations or homogenization of the very different countries, contexts and cultures in which we work.

? WHY

The phrases 'Global South' and 'Global North' are technically inaccurate, since they are generally used to distinguish countries based on wealth inequalities where the differences do not fall on hemispheric lines. They can also be homogenizing. 'Most affected people and areas' specifies those people who are specifically affected by poverty, inequality or humanitarian crisis, for example, in a given context. It also shifts the emphasis to a situation of vulnerability being contextual, rather than inherent to the people affected by it.

✓ NAME THE SPECIFIC COUNTRY, LANGUAGE, ETHNIC GROUP OR NATIONALITY

? WHY

'Local staff', for example, is confusing. Local to where? Anyone can be local, depending on the context. It is better to talk about specific implications rather than conflating the varied countries and contexts we work in, in ways that can be homogenizing. You could use the phrase 'national staff' if the staff are native to the country they are working in.

✗ WE AVOID

local language, local people, local population, local knowledge, local staff

✓ NAME THE SPECIFIC OFFICE LOCATION

? WHY

'Headquarters' implies a power dynamic that prioritizes one office over another. In the context in which we work the implication is very colonial, reinforcing hierarchical power issues and a top-down approach.

✗ WE AVOID

headquarters

✓ NATURAL SHOCKS, NATURAL HAZARDS, HUMAN DISASTERS

? WHY

The first two terms recognize that hazards often occur naturally, while the third indicates that the scale of disaster following a hazardous situation is often dependent on human responses.

✗ WE AVOID

natural disasters

✓ NEOLIBERALISM

Neoliberalism is a modified form of liberalism tending to favour free-market capitalism[57]

? WHY

Naming the economic system under which decisions are made is important in order to create space to challenge it.

✓ OTHERING

ⓘ 'The process by which social exclusion occurs, where a dominant group claims normative status and everyone outside of that group is defined in relation to the dominant group. 'Othering' is also described as what happens when a person, group or category is treated as an object by another group. This objectification allows dominant actors to rationalize or justify the subordination of individuals and groups of people based on arbitrarily defined characteristics'.[56]

? WHY

It is vital to address the othering of groups of individuals if we are to work for true equality. We must 'leave no one behind'.

✓ PEOPLE EXPERIENCING POVERTY, PEOPLE LIVING WITH/IN POVERTY, PEOPLE LIVING IN EXTREME POVERTY

People who currently live in a situation of economic poverty that might affect them in different ways. The key is that poverty is a situation they are experiencing and not an inherent characteristic of that person or community of people.

? WHY

Avoid phrases like 'poor people', which define people by their experience of poverty. Poverty is a circumstance and not a definition of a passive actor.

✗ WE AVOID

poor people, the poor, poorest people

✓ PEOPLE OF COLOUR, PERSON OF COLOUR/ COLOR (POC), BLACK, INDIGENOUS AND PEOPLE OF COLOUR (BIPOC)

'People of Colour' has become a preferred term over time as previously used phrases are now understood to be outdated. See also Racialized Groups, Black, Indigenous and People of Colour (BIPOC)', above.

? WHY

While 'People of Colour' is commonly used, it has been critiqued as being problematic as it is 'othering' to anyone who is not white. This term reinforces the idea of whiteness as standard and at the same time homogenizes all other ethnic groups.[58] However, in some ways, it has been used to create solidarity among racialized people and groups who are or have previously been minorities in campaigns against racism. See also 'people with BAME backgrounds' and 'racialized groups'.

✗ WE AVOID

BAME, BME, mixed race, coloured

✓ PEOPLE WITH BAME BACKGROUNDS, BAME COMMUNITY

BAME stands for Black, Asian and Minority Ethnic. This term is commonly used in the UK, particularly in governmental records, to describe people from racialized groups.

? WHY

BAME is not commonly understood outside of the UK and has been critiqued as being othering. It is listed here to provide an explanation of the term for those not familiar with it, but Black, Indigenous and People of Colour is preferred. If used, it should always reference people first.

✗ WE AVOID

BAME, BME

✓ PEOPLE WE WORK WITH, PROGRAMME PARTICIPANTS, SERVICE USERS

People, groups or other organizations who participate in our projects or that we support in our work in a variety of ways.

? WHY

The people we work with are not passive beneficiaries: they receive support to realize their rights to food, shelter, water, asylum, political participation etc. but are agents of their own development. Choose the most appropriate alternative term based on the context and to best reflect the preferences of the people we work with. In situations where people are directly receiving services or goods, we might use the term 'service users', as is used by health and social care providers. Where we are actively engaging with people in our programmes, we might describe the people we work with as programme participants.

✗ WE AVOID

beneficiaries, recipients

✓ PRIVILEGE

'An unearned advantage that is available to some people because of their social status, such as being male, white, of a certain nationality, heterosexual, cisgender, non-disabled or wealthy. Privilege confers benefits with respect to access to resources, social rewards and the power to shape the norms and values of society. This should be something that all people have in a just society. People with privilege become the norm against which others are defined, hence those with privilege are considered 'individuals', while those without are defined by their socially constructed categories such as race, nationality or gender.'[59] When privilege is hoarded, for example, with an unnecessary level of resources being more likely to be owned by one group over another, it reproduces unequal systems.[60]

? WHY

Until we acknowledge privilege and the way in which forms of or lack of privilege intersect, we will not be effective in addressing or eliminating inequality. Privilege was previously only associated with people who have economic wealth and not understood as a multifarious thing and that we might be privileged in one sense but not in another (see also 'kyriarchy').

RACE

A social construct produced by the dominant group in society to exert power over different groups.[61]

WHY

It is important to acknowledge that 'race is a social construct that artificially divides people into distinct groups based on characteristics such as physical appearance (particularly colour), ancestral heritage, cultural affiliation, cultural history, ethnic classification, and the social, economic and political needs of a society at a given period of time.'[64] Racial categories subsume ethnic groups. Our work on equality will not be effective unless we directly address racism and racial injustice and the colonial legacies of global inequality.

RACIAL EQUITY

This includes elimination of policies, practices, attitudes and cultural messages that reinforce or fail to eliminate racial inequality and white supremacy.[62]

WHY

'Racial equity is the condition that would be achieved if one's racial identity no longer predicted, in a statistical sense, economic, health, educational and other outcomes.'[63] When we use the term, we are thinking about racial equity as one part of racial justice, and thus we also include work to address root causes of inequities, not just their manifestation. See also 'racial justice'.

RACIAL JUSTICE

Racial justice is the systematic fair treatment of people of all races, with equitable opportunities and outcomes for all. It goes beyond 'anti-racism' – it isn't just the absence of discrimination and inequities, but also the presence of deliberate systems that radically redistribute racial power.[65]

WHY

Centring racial justice is essential to work to tackle poverty and inequality.

✓ RACIALIZED GROUPS

Used to refer to all groups that do not enjoy the privileges of white people as a result of the socially constructed process of racialization. A racialized social system is 'one where economic, political, social and ideological levels are partially structured by the placement of people in categories or racial groups'.[66]

? WHY

Some societies are highly racialized. In others, stratification does not flow along racial lines, but along ethnicity within the same racial context, as in many African and Asian countries, or along caste-based lines, in countries where the caste system is the premier systemic oppression.[68] Specificity is important when speaking about racialized groups. However, the term has limitations; it does not make specific mention of other racial identities or of ethnicity, these being encompassed under 'historically marginalized and oppressed communities'.

We will not be effective in targeting poverty and inequality without addressing the issues caused by the oppression of racialized groups.

✓ RACISM

Racism is a power construct and a form of discrimination that is particularly complex and difficult to prove due to the evolving nature of prejudiced attitudes and discriminatory behaviour in global minority countries. It manifests itself overtly and covertly, with structural racism occurring through subtle and subversive forms of differential treatment. See also 'institutional racism' and 'structural racism'.[67]

? WHY

Our work on equality must centre anti-racism and the experiences of Black, Indigenous and People of Colour, taking an intersectional approach to targeting poverty and inequality.

✓ RACIST POLICY

'A racist policy is any measure that produces or sustains racial inequity between or among racial groups.' Policies are 'written and unwritten laws, rules, procedures, processes, regulations and guidelines that govern people. There is no such thing as a non-racist or race-neutral policy.' Every policy in every institution in every community in every nation is producing or sustaining either racial inequity or equity between racial groups. Racist policies are also expressed through other terms such as 'structural racism' or 'systemic racism'. 'Racism itself is institutional, structural and systemic.'[69]

? WHY

In our work towards equality we have to be able to engage with policies that cause systemic discrimination and socioeconomic disadvantage.

✓ REPARATIONS

ⓘ ‘Reparations serve to acknowledge the legal obligation of a State, individual(s) or group to repair the consequences of violations — either because it/they directly committed them or failed to prevent them. Reparations also express to survivors and society more generally that the State is committed to addressing the root causes of past violations and ensuring they do not happen again.’[70]

? WHY

‘Today’s historic inequality between rich countries and the majority of nations – and between people of racial and ethnic marginalized groups within countries and within the global population – stems significantly from the brutal era of the slave trade, and from colonialism. In purely economic terms, Britain is estimated to have extracted nearly $45 trillion from India between 1765 and 1938.[71] As the UN High Commissioner for Human Rights Michelle Bachelet noted, addressing a debate organized by the African Group of States, there is a need to ‘make amends for centuries of violence and discrimination, including through formal apologies, truth-telling processes, and reparations in various forms.’[72] President Biden has provided his administration’s support to studying reparations for Black Americans.[73] Rich governments should work with bodies such as the UN Human Rights Office to explore their duty to provide reparations to survivors of racism.’[74]

✓ PEOPLE FACING SOCIAL EXCLUSION, POLITICAL EXCLUSION, ECONOMIC EXCLUSION, WOMEN/MEN WHO ARE IN A VULNERABLE POSITION BECAUSE OF, WOMEN/MEN MADE VULNERABLE BY

ⓘ Talking about people as ‘vulnerable’ implies that this is inherent to them. Talking about the social exclusion of people conveys that the problem is within the system rather than the individuals who are discriminated against within that system.

? WHY

People are not vulnerable as such; they are in a vulnerable position. The vulnerability that they are experiencing is situational and does not define them. Vulnerability is the degree to which a group or individual is unable to anticipate, cope with, resist or recover from the impacts of natural or human disasters.

✗ WE AVOID

vulnerable people, vulnerable women, vulnerable men

✓ SMALLHOLDER, SMALLHOLDER FARMER, AGRICULTURAL LABOURER, SUBSISTENCE FARMER

Someone who works in agriculture and has a low income.

? WHY

Avoid the word 'peasant' or synonyms with negative and dated connotations.

✗ WE AVOID

peasant

✓ SOCIAL JUSTICE MOVEMENTS, INTERNATIONAL SOCIAL JUSTICE MOVEMENTS, NON-GOVERNMENT ORGANIZATIONS (NGOS), INTERNATIONAL NON-GOVERNMENT ORGANIZATIONS (INGOS), CIVIL SOCIETY ORGANIZATIONS (CSOS)

International humanitarian efforts to reduce poverty and suffering through technological and social development to improve health, education, income and wellbeing.

? WHY

The term 'aid' cements an ideology whereby an agent with resources, i.e. money, power, expertise (such as governments, institutions or NGOs) gives support to people, communities or countries deemed to be 'at risk', on a charitable basis. While this might provide valuable support in crisis situations, an ideology based on aid reinforces top-down solutions to situations which are often caused by longer-term situational factors as well as the colonial histories of many of the contexts that Oxfam works in. We should be led by the needs of the people we work with and consider how best we can support people in those contexts to achieve their rights.

✗ WE AVOID

aid sector

✓ STRUCTURAL RACISM

A system in which public policies, institutional practices, cultural representations and other norms work in various, often reinforcing ways to perpetuate racial group inequity. Structural racism identifies dimensions of our history and culture that have allowed privileges associated with 'whiteness' and disadvantages associated with 'colour' to endure and evolve over time. Structural racism is not something that a few people or institutions choose to practice. Rather, it is a feature of the social, economic and political systems in which we all exist.[75]

? WHY

'Structural racism is the most profound and pervasive form of racism – all other forms of racism emerge from structural racism.'[76] We must address the policies, practices, norms and behaviours which perpetuate inequality and poverty, including structural racism. See also 'institutional racism'.

✓ SUPPORTING/PROVIDING A PLATFORM FOR, LISTENING TO, HEARING, LEARNING FROM, AMPLIFYING/ELEVATING THE VOICES OF

Using our privilege and power to provide a platform for and to listen to the people we work with.

? WHY

People we work with already have a voice – this is not something that is given by us. However, we can use the power that we do have to elevate the voices of others at a global scale.

✗ WE AVOID

giving a voice to, giving voice to, helping

✓ VISIT TO *SPECIFIED LOCATION*, BUSINESS TRIP

Talk about specific locations.

? WHY

In Oxfam's context, the phrase 'field trip' was previously used to describe visits to lower-income countries, whereas a trip to New York, for example, would not be considered a 'field visit'. By using this kind of language we reinforce colonial attitudes that are contrary to the values and aims of our organization.

✗ WE AVOID

field visit/field trip/mission

✓ WHITE PERSON, WHITE PEOPLE

Someone who considers themselves to be white or is racialized as white. Being seen as white is also a racialized experience, whether through feeling like a member of the racial group or being racialized in that way by others. Some people may be racialized as white without considering themselves white, and people of various ethnic groups may be racialized as non-white even if they do not hold a particular named racial identity.[77]

? WHY

'White people' is a racial classification that refers to skin colour, and generally, but not always, to people of European origin.

✗ WE AVOID

Caucasian

✓ WHITENESS

Whiteness is both a colour and a culture that opens doors for white people and excludes Black, Indigenous and People of Colour. The privileges are provided by the colour of one's skin and this privilege is a legacy of colonialism and the transatlantic slave trade. It affects our power, how society accepts us, and our access to things like jobs, education and political voice.[78]

? WHY

Acknowledging whiteness and its meaning for our work is a first step to addressing its effects on those not racialized as white and its role in perpetuating inequality and poverty.

✓ WHITE FEMINISM

White feminism prioritizes the issues of abled, white, cisgender, heterosexual, Western/Anglo women. It actively ignores the issues of disabled, Black/brown, trans, queer women – failing to address intersecting forms of oppression such as racism, islamophobia, and transphobia.

WHITE GAZE

The 'white gaze' assumes that the person reading or viewing something is white and holds white culture as the standard for everything. Assuming our audiences are white means we cater for these views in our communications and we overlook other experiences, norms and cultures.[79]

WHY

The white gaze has long been a manifestation of colonial practices in the 'international development' sector, where power and resources are often held in global minority countries and communications are produced from the perspective of the white gaze. Part of our work to decolonize the 'international development' sector must involve moving away from the white gaze and deconstructing racist biases to ensure that we do not cause harm to the people that we work with, and go further to be actively anti-racist in our communications.

WHITE PRIVILEGE

Refers to the unquestioned and unearned set of advantages, entitlements, benefits and choices bestowed on people solely because they are white.[80]

WHY

Our work on equality will not be effective if we do not work to understand social and structural inequalities, such as white privilege, and have the humility to examine ourselves as an organization where power has historically been held in global minority countries.

WHITE SAVIOURISM

White saviourism defines how people want to 'fix' perceived problems in nations mainly populated by Black, Indigenous and People of Colour (BIPOC). It wrongly paints BIPOC as poor, helpless and needy. It puts power in the hands of white people, and assumes they have all the knowledge, experience and tools. At Oxfam, we recognize its harm and commit to moving from saviourism to solidarity.[81]

WHY

A white saviour approach to social justice work is one that is colonial by default, and may cause problems rather than solving them. We must be able to reflect in a self-critical way on the nature of our approach to our work, and make sure that we are led by the people we work with and portray them in the way that they wish to be portrayed, rather than reinforcing power structures or negative stereotypes. This is relevant both to our direct work with people and how we communicate about what we do, including our use of language and imagery.

✓ WHITE SUPREMACY

White supremacy refers to the deep-seated and, at times, subconscious belief that white people are superior to Black, Indigenous and People of Colour. It exists worldwide and is more than the behaviour of individuals. Instead, it is a system of exploitation and oppression that we're all part of, including white and lighter-skinned people.[82]

? WHY

Previously white supremacy was not generally recognized as an issue, and was only associated with far-right ideology rather than being understood as a structural system that affects us all. We will be unable to be truly effective in our work on inequality unless we address white supremacy.

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s22

We are committed to fostering a safe and inclusive culture for all staff. We want IP Australia to be a place where all LGBTQA+ people feel welcome, respected, valued and empowered to bring their whole selves to work.

We all have a role in ensuring that our workplace is safe and welcoming place for our LGBTQA+ colleagues to work.

You can take action by:

- Joining the Pride Network (all staff are welcome to join).
- Completing training (see our resources below).
- Acknowledging dates of significance.
- Displaying and promoting inclusive behaviour.

s22 - LGBTQA+ Champion

Our Champion

s22 , our Champion:

- is a visible role model and advocate for LGBTQA+ people
- supports the implementation of relevant APS strategies and initiatives in our workplace
- participates on the LGBTQA+ Network.

Our policies

Don't read yourself out of any of IP Australia's policies. They are written for everyone and are written to be all encompassing regardless of your gender, disability, cultural background, sexuality or religion.

All employees including trans, gender diverse and non-binary are supported to dress in a manner that best reflects their gender identity.

Our leave policy includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.

Our network

It's easy to get involved in LGBTQA+ initiatives! Join IP PRIDE.

You can also join us as we celebrate IDAHOBIT Day and Pride Month each June.

We want all staff to feel empowered to be their authentic selves and are proud members of Pride in Diversity.

Bullying, harassment and support

s22 and s22 (Workplace Contact Officer) from IP Australia are specifically LGBTQA+ trained to help deal with bullying and harassment. Head to the Workplace Bullying and Harassment page for more information.

Jaydene Tucker and Deeane Boyd from PeopleSense have considerable understanding of the challenges faced by LGBTQA+ individuals. If you would like further information or support, please contact them via our Employee Assistance Program.

Resources

- Complete the LGBTQA+ and Workplace Inclusion course on LXP.

Properties

Related content

See all

Title
Diversity and Inclusion
Indigenous
Disability
Culturally and Linguistically Diverse
LGBTQA+
Indigenous Voice to Parliament - informati...
Gender
Mental Health

Resources and links

- Equality in the workplace - Pride in diversity
- IP Pride steering committee terms of reference
- IP Pride Network
- Employee assistance program (EAP)
- LXP - LBGTIQ & Workplace Inclusion

Contact us

M 47E(d)

For HR and People related matters

A AskHR

s22

Welcome to the DRIVE newsletter

We're thrilled to share the latest edition of the DRIVE Network Newsletter, hosted by the IP PRIDE Network!

In this issue

- IEN
- GEN
- CALD Network
- LEAP Network
- Mindful Minds Network
- PRIDE Network
- ICYMI

What have we been up to?

Welcoming our new Champion!

With the recent change in Champions across the D&I Network, s22 is now the new IP PRIDE Champion!

We welcome s22 with open arms and are very excited to work with him. s22 people-focussed mentality and commitment to diversity and inclusion are just a couple of the reasons why we are so excited.

Sadly, that means s22 s no longer our Champion (on paper), however remains an active ally and absolute champion in this space. Without all of s22 support, input and insights, there's no doubt that IP PRIDE would be in a very different position s22 thank you so much for all that you've done for the Network and community – we will miss you and know that you will do amazing work wherever you are!

Census Summary

Census data goes hand-in-hand with being able to implement various changes across our agency. If we can identify areas of improvement via data, it provides us with an opportunity to collaborate and strategise so that

we can provide an inclusive working environment where everyone feels that they belong. With that being said, lets dive into some of the results of the IP Australia Census 2024:

- 75% of respondents feel a sense of belonging at IPA, a testament to our nurturing work environment, and our commitment to creating an inclusive working environment for everyone.
- 74% have witnessed positive changes within IP Australia, signaling our commitment to continuous improvement and growth. Shout out to our amazing D&I team who is at the forefront of creating this change, and to all the Networks and people involved – we thank you! You can check out the D&I Strategy here: Diversity and Inclusion Strategy 2023-2026
- 47% of our colleagues juggle their professional duties with carer responsibilities, showcasing the diversity of our workforce, and the incredible balancing act that our own peers are constantly engaged in.
- And proudly, 10% of respondents identify as LGBTIQA+, adding to the rich tapestry of our organisation!

We know that survey fatigue is a real thing. However, when it comes to surveys that capture our diverse communities, that's where we need to push to have our voices heard. Without the data, we won't be able to identify where change/action is needed.
Thanks for your participation!

All-Gender Bathroom

In our journey towards inclusivity, the All-Gender Bathroom trial has been a success. Following its favorable reception on the Ground floor, we've extended this initiative to North Level 2 and North Level 4 (see FTE here: Expanding our trial of all-gender bathrooms (sharepoint.com)). The posters you've spotted are part of our feedback mechanism—don't hesitate to scan the QR code and share your thoughts. Your input is invaluable, and we encourage you to reach out either to IP PRIDE at 47E(d) or anonymously via AskHR.

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IDAHOBIT Bake Sale

Feels like it was just yesterday that we held our IDAHOBIT Bake Sale in support of Black Rainbow. The IDAHOBIT Bake Sale was a delightful success, raising over **$1000** for Black Rainbow

This achievement was made possible by the generosity of those who baked (and baked HARD), savored, and donated. A heartfelt thank you to each one of you for your support and engagement – without you, these events are not possible.



IDAHOBIT Bake Sale 2024

s22



s22

IDAHOBIT Bake Sale 2024

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PRIDE Month

Dungeons & Dragons

Pride Month, we held weekly exhibition sessions of Dungeons & Dragons for people to get a taste of this incredible hobby. These sessions, and D&D in general, served as a gateway for people to explore characters, genders and their personal expressions.

We were lucky enough to have the help of the incredible s22 , who was the Dungeon Master for each of the sessions.

s22

PRIDE Month DnD Session

s22

PRIDE Month DnD Session

Thank you, s22 and thank you to the Executive and staff who helped to organise, participated in, or promoted these sessions. They were *so* fun and are definitely something we will consider doing again in the future.

Here are some pics from each session. A HUGE thank you to s22 for taking these fabulous photos. If you want to see all of the pics taken, check out our Viva Engage page here: IP PRIDE Viva Engage . Big thanks to s22 , s22 s22 ; and s22 for participating in these session!

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47F

AWEI

IP PRIDE is diligently working on our AWEI Foundation Submission. Collaborating closely with D&I, we're gathering robust evidence to put in our submission so that we can achieve our inaugural Bronze-tier status. This has been a long time in the making and will mark a significant milestone in our journey towards providing an inclusive workplace where everyone feels a sense of belonging.
Together, we're forging a workplace that celebrates diversity, champions equity, and cultivates an environment where everyone can thrive. Thank you for being an integral part of this journey!

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Carers Blog -s22

From the Census data, we know that 47E(d) of respondents balance their professional duties with carer responsibilities. Being a carer is no small feat, and would have profound implications on someone's psychological, physical and emotional well-being.s22

s22

s22

s22

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What's happening now?

Wear it Purple Day

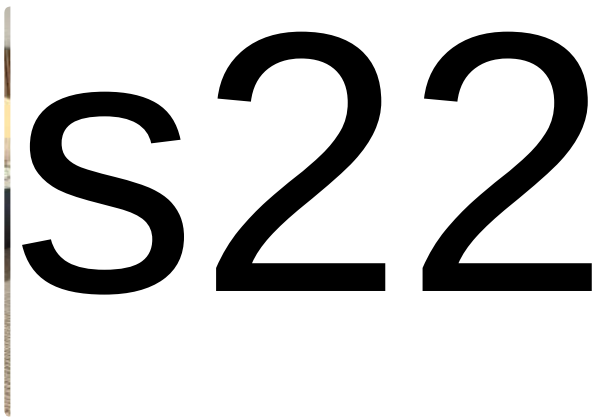
Wear it Purple was founded in response to stories of LGBTQIA+ teenagers experiencing bullying and harassment due to the lack of acceptance of their sexuality or gender identity. This day is celebrated annually, and is a way to show young LGBTQIA+ people worldwide that they have supporters who care about them, and the right to be loved and accepted for who they are.
We celebrated this day by getting our fur-babies involved in the action, and encouraged staff to post pictures of their pets wearing it purple on our Viva Engage page (IP PRIDE Viva Engage) – so many adorable fur-babies!

We also hosted a Wear it Purple-themed Happy Hour, where people could get a cheeky discount on the featured purple beverage if they were wearing purple!

MIPO had a delicious array of cupcakes, and a Wear it Purple-themed pop-up nail salon – so cool!



Cupcakes and pop-up nail salon at MIPO.



Wear it Purple Happy Hour featuring AUG24 patent trainee intake

The Department of Health and Aged Care's Health Pride Network was also kind enough to invite us to their Wear it Purple photoshoot. This included Woden-based APS Agency staff and was heartening to see staff across all levels of our agencies support this event. To see the photo, scroll up to the beginning of the newsletter!

Thank you to everyone who joined in on the day – engaging in the various events might not seem like much, but it creates awareness and starts important conversations.

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What's happening next?

International Men's Day

November 19 each year is International Men's Day and this year, GEN, Pride and the Mindful Minds Network are teaming up to bring you a number of events, as well as supporting Movember.

The showcase event will be a panel with our Male Exec members, talking about their journeys and highlighting the importance of seeking help if you are struggling physically or emotionally. Men are statistically less likely to seek help than women, which has had a huge impact on their overall wellbeing.

Watch this space for more information about events and activities (and maybe a themed Happy Hour in conjunction with our amazing Social Club!)

ICYMI

LGBTQIA+ Grievance Officers

Throughout our process of gathering evidence for IP Australia's AWEI Foundation Submission, we have identified several areas of opportunity for our agency. One key area has been the training of LGBTQIA+ Grievance Officers. Grievance Officers provide an avenue for individuals to confidently disclose any difficulties that arise, and to provide them with the necessary support and resources they may require.

The difference between a Grievance Officer and a P2P, or WCO, is that Grievance Officers fall under the HR umbrella. Grievance Officers have completed the LGBTQIA+ Grievance Officer Training and understand the unique nuances and experience of LGBTQIA+ employees.
Our Grievance Officers are there for you to support you in your time of need, and we are so grateful that these individuals volunteered their time to complete the training and assist us in creating a more inclusive work environment.

Our IP Australia Grievance Officers are:

s22

Confidential Contacts

Different to our LGBTQIA+ Grievance Officers, we also have Confidential Contacts. This role is a non-HR, informal contact, for people to use when they just want to have a chat to someone in confidence. Our Confidential Contacts are s22 and s22

If you require HR intervention, we recommend going to our Grievance Officers.

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Around the Networks

LEAP

Upcoming Events:

The LEAP network are busy preparing to support STEPTEMBER , for the month of September you can move 10,000 steps a day to fundraise for the Cerebral Palsy Alliance (CPA). IP Australia will be entering a team with more details to be circulated in due course. You can also register as an individual on the Steptember website.
As part of our acknowledgement of both Steptember and Mental Health month, there will be a joint event hosted by the LEAP and Mindful Minds network: A walk around the gardens of Parliament House with our Mental Health Champion, s22 – stay tuned for more details.
On the 10th of October, the LEAP and Mindful Minds network will be organising a craft session for Carers Week – more information to be circulated in due course.

Access and Inclusion Plan:

There are some updates of the progress of actions in the Plan:

- Inclusive language training delivered to Agency wide communications staff.
- An inclusive language guide is under development.
- Inclusive Events guide has been published.
- Study bank is being reviewed to provide additional support (extra time) for people with disability.
- Recruitment – best practice for inclusion and onboarding .
- Completed a review of disability confidence training for IPA managers – refresher training is planned for later in the year. There are plans to update the e-learning modules available in LXP.

The *Access and Inclusion Plan 2023-2026* and its actions is available on the Intranet.

Technology update:

The wonderful s22 from PEG has created this fabulous Sharepoint page detailing some great updates and workarounds to make our platforms and systems more accessible: Accessibility and our Platforms/Tools.

Thank you Ali for this fabulous resource.

GEN

Hello all from the GEN!

There is movement at the station around the GEN steering committee.

s22 and we are delighted to welcome s22 s22 Manager Customer Experience Group as our new Champion, hitting the ground running!

Sadly, s22 is also saying goodbye, but we will be joined by s22 Director Public Education in the Customer Experience Group as our new GEN Co-Chair!

We are also welcoming new members s22 from Patents, MECH2, I s22 from Trade Marks and s22 from Patents CHEM1 to the steering committee - Welcome folks, it's awesome to have you on board!

Upcoming GEN Happenings:

- Plans are afoot for some events co-presented with the Mindful Minds Network and Pride for November- International Men's Day on the 19th and Movember allow us to bring the focus onto Men's health, so watch this space for more details about some great things we have planned.

- Also think about joining us for Movember- we are always looking for Mo-Folks to sprout incredible 'staches (real or fake) or join in with the fundraising efforts. More details will be forthcoming.
- We have set up an all-Network chat to allow us to funnel information directly to the Network so if you are interested, it's an opt-in situation. Send your interest to 47E(d) and we'll whack you on the list.
- Finally, we are starting to get our thinking caps on for International Women's Day and associated events for next March- it's never too early to start planning! If you have any ideas for something you would like to see, send them through to the inbox for consideration.
- The report is out for the Gender Equity Focus groups and debrief sessions will be happening with the working group, Champions and Co-Chairs to work out the next steps.

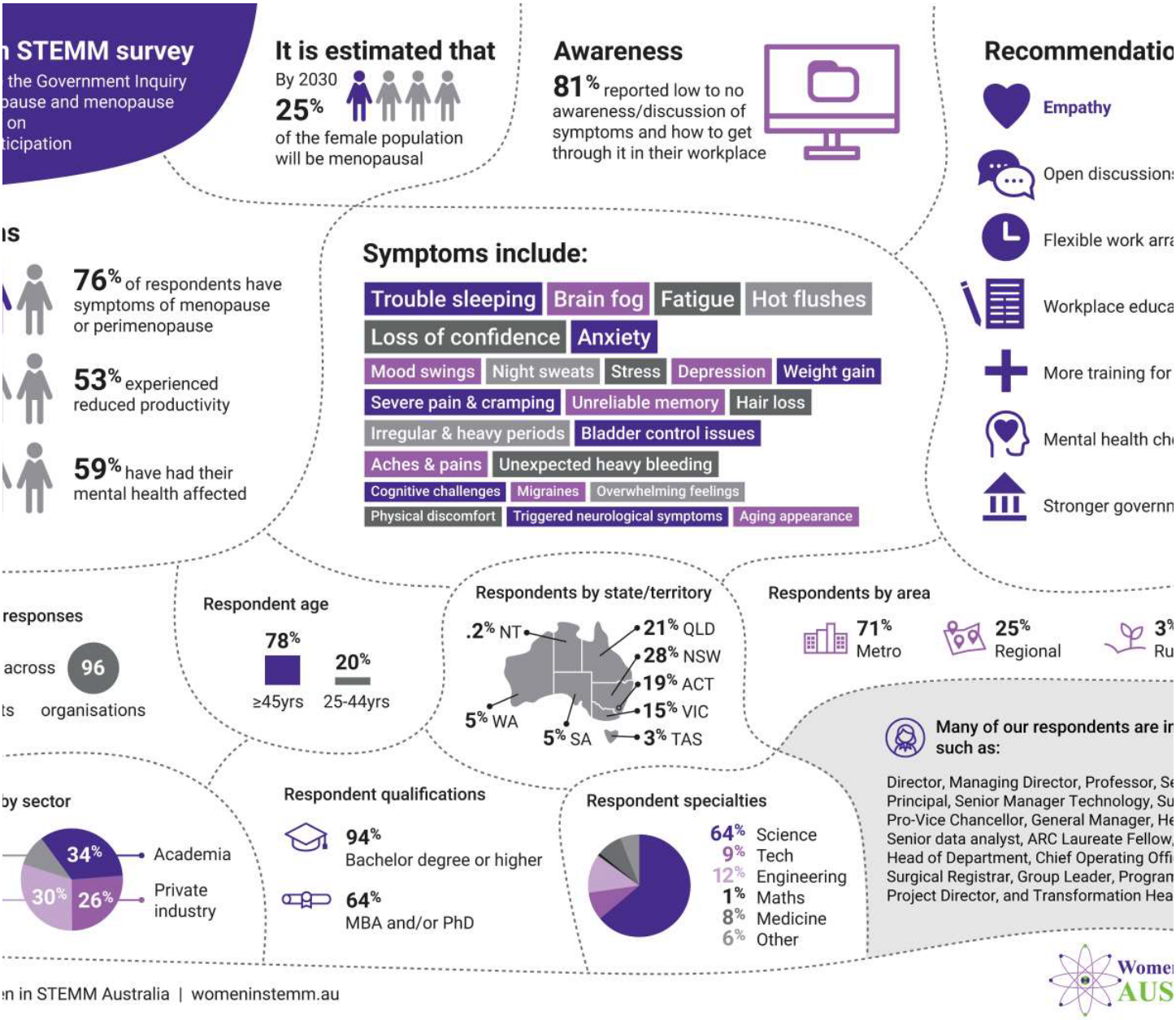
If you would like to join GEN, whip us an e-mail 47E(d) and we will pop you on the Network list- remember this is a GENDER Equity Network- we are representing all genders, so if you're interested, please come along- we are always looking for a diversity of ideas, experiences and opinions.

For Your Interest:

Awareness of perimenopause and menopause symptoms and treatment and the significant health impacts for women associated with the decrease/loss of hormones is frighteningly low.

In March this year, Women in STEMM Australia prepared a submission to the Federal Government Inquiry on issues related to menopause and perimenopause.

The Inquiry has Public Hearings scheduled with a report due out on 10 September and the below infographic summarises the submission.



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CALD

CALD Network had their first meeting for the financial year at the end of August.

The network members discussed the calendar of events for the FY as well as IP Australia specific action plans in light of the CALD Employment Strategy.

You can follow CALD Network activities at Viva Engage - CALD IPA to keep up-to-date with what we are up to as a Network!



Collage from CALD-IP PRIDE Harmony Day Event

Mindful Minds

Upcoming Events
The Mindful Minds Committee have organised an R U OK? Day event with a special guest speaker David Westgate from the Black Dog Institute. Join us on Tuesday 10 September and David will chat with us about improve metal health literacy, reducing stigma and promoting help-seeking in the workplace. Pop the event in your calendars!

We are also preparing for Mental Health month in October and have a range of great activities planned. Watch this space! 👀

As part of our acknowledgement of STEPtember and Mental Health month, there will be a joint event hosted by the LEAP and Mindful Minds network: *Walk around the gardens of Parliament House* with our Mental Health Champion, s22 Join s22 and the Network for the walk on Wednesday 25 September.

On the 10 October, the LEAP and Mindful Minds network will be organising a craft session for Carers Week – more information to be circulated in due course.

IEN

IEN currently has no updates to provide in this newsletter. But watch this space in the next issue of the DRIVE Newsletter. Thanks all!

Thank you and next edition

A huge thanks to all of our wonderful networks for your contributions to this issue of the DRIVE Newsletter.

Keep an eye out for the next issue due in October, led by the fabulous Mindful Minds Network!

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Published 6/13/2025

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IP Pride is a network for members of the IP Australia LGBTQA+ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Asexual, +) community and their allies. Through events, education, engagement and representation, the members of the IP Pride Network and the IP Pride Steering Committee aim to increase visibility, understanding and support for the IP Australia LGBTQA+ community.

Become a member

Becoming a member is easy! Simply send us an email. There are no prerequisites and no limits on the number of members — so there's always a place for you.

About us

The IP Pride Network aims to educate and build support amongst the wider IP Australia workforce for the LGBTQA+ community within IP Australia. Through the organisation of events and educational opportunities, we hope to create a workplace where diversity is celebrated and inclusiveness is part of our daily operation.

IP Pride is run by a Steering Committee comprised of members of the LGBTQA+ community and visible allies, and operates under our Terms of Reference.

Our aim is to provide guidance and mentoring to the members of the IP Australia LGBTQA+ community, and to ensure that the agency's support of this community is visible and ongoing. Through our ongoing supportive, social and educational activities, we hope to ensure that everyone at IP Australia feels safe to live their truth, and to be the best version of themselves they can be.

IP Australia Pride Network Statement of Purpose

IP Pride Network Steering Committee

Co-Chairs: s22

Secretariat: s22

Communications: s22

Members: s22

LGBTQA+ Champion: s22

LGBTQA+ Contacts

LGBTQA+ Grievance Officers:

Throughout our process of gathering evidence for IP Australia's AWEI Foundation Submission, we have identified several areas of opportunity for our agency. One key area has been the training of LGBTQA+ Grievance Officers. Grievance Officers provide an avenue for individuals to confidently disclose any difficulties that arise, and to provide them with the necessary support and resources they may require.

The difference between a Grievance Officer and a P2P, or WCO, is that Grievance Officers fall under the HR umbrella. Grievance Officers have completed the LGBTQA+ Grievance Officer Training and understand the unique nuances and experience of LGBTQA+ employees. Our Grievance Officers are there for you to support you in your time of need, and we are so grateful that these individuals volunteered their time to complete the training and assist us in creating a more inclusive work environment.

Our IP Australia Grievance Officers are:

1.
2. s22

Confidential Contacts

Topics

Community and Networks

Related content

See all

Title
News, events and community
Social Club
The Grapevine - June 2025 - cold
Gender Equity Network
IP Pride Network
Remote Worker Teams Chats
Services
Committee information

Resources and links

IP Pride Network Steering Committee Terms of...

Contact us

M 47E(d)

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s22

colleagues to work.

You can take action by:

- Joining the Pride Network (all staff are welcome to join).
- Completing training (see our resources below).
- Acknowledging dates of significance.
- Displaying and promoting inclusive behaviour.

s22 LGBTQA+ Champion

Our Champion

s22 our Champion:

- is a visible role model and advocate for LGBTQA+ people
- supports the implementation of relevant APS strategies and initiatives in our workplace
- participates on the LGBTQA+ Network.

ALLY

ır policies

n't read yourself out of any of IP Australia's policies. They are written for everyone and are written to be all encompassing regardless of your der, disability, cultural background, sexuality or religion.

employees including trans, gender diverse and non-binary are supported to dress in a manner that best reflects their gender identity.

leave policy includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.

ır network

easy to get involved in LGBTQA+ initiatives! Join IP PRIDE.

can also join us as we celebrate IDAHOBIT Day and Pride Month each June.

want all staff to feel empowered to be their authentic selves and are proud members of Pride in Diversity.

llying, harassment and support

s22 Workplace Contact Officer) from IP Australia are specifically LGBTQA+ trained to help deal with bullying and assment. Head to the Workplace Bullying and Harassment page for more information.

s22 have considerable understanding of the challenges faced by LGBTQA+ individuals. If you uld like further information or support, please contact them via our Employee Assistance Program.

BTQA+ Contacts

TQA+ Grievance Officers:

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s22

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Confidential Contacts are

s22

Title
Diversity and Inclusion
Indigenous
Disability
Culturally and Linguistically Diverse
LGBTQA+
Indigenous Voice to Parliament - in
Gender
Mental Health

Resources and links

- Equality in the workplace - Pride in diversi
- IP Pride steering committee terms of refe
- IP Pride Network
- Employee assistance program (EAP)
- LXP - LBGTIQ & Workplace Inclusion

Contact us

M 47E(d)

For HR and People related matte

A AskHR

Australian Government
IP Australia

HR08(GM01) – Appropriate Workplace Behaviours Guide

This document provides guidance on applying the Appropriate Workplace Behaviours Policy (the Policy). It should be read in conjunction with the Policy and other Appropriate Workplace Behaviours related guidance material.

Scope

These guidelines apply to all IP Australia employees including contractors.

Guiding Principles

The requirements for acceptable behaviour in the workplace are guided by legislation, APS Values and the APS Code of Conduct, and administrative policy.

Ensuring our professional behaviour meets the required standards of appropriateness, assists in ensuring all employees can feel safe and respected at work, and that employees may bring their true selves to work.

Appropriate Workplace Behaviour

Appropriate behaviours are those that are fair and reasonable, and are mutually acceptable to individuals and groups within the workplace. Behaviours that show respect for the rights, productivity and wellbeing of IP Australia employees and customers would be considered appropriate workplace behaviours.

Reasonable management action undertaken in an appropriate manner, such as justified performance management, managers decisions regarding leave, learning opportunities or other employment conditions, would also be considered appropriate workplace behaviour.

IP Australia facilitates Appropriate Workplace Behaviours by supporting staff and supervisors through the Achieve Program.

Inappropriate Workplace Behaviour

Inappropriate workplace behaviours are unwelcome and unreasonable behaviours that have a negative impact on the rights, productivity and/or wellbeing of employees or IP Australia customers. Inappropriate workplace behaviours may not meet the threshold to be characterized as bullying, harassment, discrimination or victimization, and may still be unprofessional or undesirable workplace behaviours that IP Australia does not tolerate.

Inappropriate workplace behaviours may create a psychologically unsafe place of work. It is the responsibility of all employees to protect the safety of themselves and others at work by striving to ensure all employees are treated fairly and reasonably, and with respect and courtesy.

IP Australia has a positive duty to all employees to be proactive and is committed to addressing disadvantage, discrimination and ensuring appropriate workplace behaviours at all times.

IP Australia has a zero tolerance for inappropriate behavior which would constitute bullying, harassment, discrimination or victimization. For further clarity or what constitutes this behaviour please refer to Attachment A.

Manager's guidance note:

Managers contribute to creating a psychologically safe place of work, and discouraging inappropriate workplace behaviours by:

- *Modelling appropriate workplace behaviours*
- *Supporting diversity and inclusion*
- *Creating a trusted environment where employees feel safe to call out inappropriate workplace behaviours when they are observed*

If an employee raises concerns about inappropriate behaviour and you are not sure what action you should take, you should:

- *Refer to the Complaints and Reviews Policy and guidance*
- *Seek support from your manager*
- *Seek support from HR*

If an employee raises a concern about inappropriate workplace behaviour, you should also take steps to ensure their wellbeing and psychological safety, such as:

- *Asking them how they coping*
- *Encouraging them to come to you or a trusted support person if they become distressed by the behaviour*
- *Offering EAP support*

Employees and managers must think critically about whether inappropriate behaviour may be considered in relation to the connection of their work when working flexibly. Considerations may include:

- *Whether the behaviour occurs on an IP Australia work device, or through an IP Australia supported technology system such as Outlook, MS Teams or on Slido.*
- *Whether the behaviour occurs in connection with your role at IP Australia, including as a direct manager, team member or enabling service provider.*
- *Whether the behaviour occurs in connection with your employment at IP Australia, including at a conference, off-site event, work social or sporting event, or on social media.*

Reporting Inappropriate Workplace Behaviour

Should you witness or be subject to any inappropriate behaviour in the workplace it is your responsibility as an employee to report it. There are a number of avenues for employees to get support if this occurs. HR should be your initial point of contact however, managers and supervisors, workplace contact officers, and senior executives are there to support employees

Where an employee feels that they have been exposed to inappropriate workplace behaviour, they should refer to the Complaints and Reviews Policy and guidance material regarding their options to address such behaviours.

The obligations and responsibilities of each party are outlined in Attachment B.

Related Legislation

The following legislation has provisions concerning appropriate workplace behaviours:

- *Public Service Act 1999*
- *Work Health and Safety Act 2011*
- *Sex Discrimination Act 1984*
- *Disability Discrimination Act 1992*
- *Age Discrimination Act 2004*
- *Racial Discrimination Act 1975*
- *Fair Work Act 2009*
- *Public Interest Disclosure Act 2013*
- *Human Rights and Equal Opportunity Commission Act 1986*
- *Privacy Act 1988*

Contacts

For advice on this guide, please contact AskHR@ipaustralia.gov.au.

Related Documents

- HR Policy – Appropriate Workplace Behaviours
- HR Guidance Material – Frequently Asked Questions – Appropriate Workplace Behaviours
- APS Code of Conduct
- APS Values

Attachment A - Definitions

Harassment

Harassment consists of behaviour that is unwanted and unwelcome, and is likely to offend, humiliate, intimidate or insult another. Harassment does not require intent for the behaviour to be deemed as harassment and can be constituted by a one-off incident.

Examples include, but are not limited to:

- Making and/or circulating offensive or disparaging remarks to or about an employee about their personal characteristics, including gender, race or disability,
- Persistently or destructively criticising or undermining an employee publicly or privately,
- Persistently disrupting someone's work, workstation, equipment or property,
- Teasing or regularly making an employee the victim of pranks,
- Deliberately excluding an employee from workplace activities,
- Giving unwelcome gifts,
- Displaying offensive pictorial or written material on walls, computer screen savers or elsewhere, or circulating it electronically,
- Coercing an employee to resign or transfer,
- Stalking within the workplace, or to and from work, or outside the workplace,
- Derogatory comments or expressions for wearing cultural attires (that are permitted to be worn without breaching the workplace code of conduct), or
- Derogatory comments or expressions towards food from other cultures.

Sexual Harassment

The Respect At Work amendments to the Fair Work Act (Sept 2021), describe sexual harassment as when a person sexually harasses another person if they make an unwelcome sexual advance, make an unwelcome request for sexual favours, or engage in other unwelcome conduct of a sexual nature.

For a person to have sexually harassed someone, it has to be reasonable to expect that in the situation, there's a possibility that their behaviour would offend, humiliate or intimidate the other person. Sexual harassment does not require intent for the behaviour to be deemed as sexual harassment.

Sexual harassment at work is a form of serious misconduct.

Examples include, but are not limited to:

- Sexual or unnecessary physical contact such as slapping, kissing or touching,
- Wolf whistling, staring or leering in a sexual manner,
- Displaying or circulating sexist or sexually explicit material in the workplace including placing material in an employee's workstation or belongings, or on a computer or other device,
- Intrusive questions about an employee's sexual activity,
- Sexually explicit phone calls, written messages, emails or text messages,
- Jokes, comments or insinuations of a sexual nature, or
- Misuse of a position to gain sexual favours from an employee.

Workplace Bullying

The Fair Work Act defines that workplace bullying occurs when:

- An individual or group of individuals repeatedly behaves unreasonably towards a worker or group of employees at work, and
- The behaviour creates a risk to health and safety.

Unreasonable behaviour is behaviour that a reasonable person, in the circumstances, would expect would victimise, humiliate, undermine or threaten another person. Repeated refers to the persistent or ongoing nature of the behaviour or behaviours, not the specific type of behaviour.

Behaviour that occurs online, including on email, group or individual chats on platforms, social media or text messaging.

Examples include, but are not limited to:

- Aggressive or violent behaviour including written, verbal or emotional abuse, threats or actual assault on another person or property,
- Yelling, screaming, swearing or abusive language,
- Physical intimidation, physical assault or threatened physical assault,
- Abusive, belittling or intimidating phone calls, emails, notes or text messages,
- Deliberately excluding, ignoring or 'ganging up' on someone,
- Engaging in initiation rites or practical jokes which have the potential to physically harm, belittle or humiliate,
- Continually criticising someone about minor, irrelevant or insignificant matters,
- Sabotaging someone's work or their ability to do their job by not providing them with vital information, hiding documents or equipment, not passing on messages and not providing appropriate training and/or resources,
- Behaviour or language that frightens, ridicules, humiliates or degrades,
- Abuse of management or supervisory power such as inappropriate or unreasonable punishment or criticism of someone's work or behaviour, or
- Any behaviour or series of behaviours which may constitute any form of discrimination.

Discrimination

Discrimination is the less favourable treatment of one employee or member of the public compared to others because of their:

- Race
- Colour
- Sex
- Sexual orientation
- Age
- Physical or mental disability
- Marital status
- Family or carer's responsibilities
- Pregnancy
- Religion
- Political opinion
- Membership or association (including union membership)

- National extraction or social origin

Direct discrimination happens when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

Indirect discrimination occurs when there is an unreasonable rule or policy that is the same for everyone but has an unfair effect on people who share a particular attribute.

Examples include, but are not limited to:

- Not offering weekend overtime to an employee on the assumption of their family commitments,
- Not properly considering the potential of job applicants because of a personal characteristic,
- Making learning and development opportunities, or flexible working arrangements only available to full-time employees, or
- Limiting higher duties or managerial opportunities based on flexible working arrangements and availability to be in the office.

Victimisation

Victimisation is any unfavourable treatment of a person as a consequence of their having made a complaint, being a party to a complaint or being involved in the investigation of a complaint, or because you believe that they have done so.

Examples include, but are not limited to:

- Where an employee is criticised for raising a valid work health and safety matter,
- Where a person is passed over for overtime or higher duties if they have contributed to an investigation, or
- Where an employee is excluded from work activities because they have made a complaint about harassment in the workplace.

Attachment B – Responsibilities

	Senior Executive	Managers and supervisors	Employees	Human Resources	Workplace Contact Officers
Psychological safety	• Foster and champion psychological safety at work by modelling and reinforcing appropriate workplace behaviour, and acting promptly to address inappropriate workplace behaviour. • Commit to IP Australia's positive obligation in supporting diversity, inclusion and appropriate workplace behaviour. • Promote preventive and responsive mental health supports such as EAP.	• Creating and maintaining psychological safety at work by modelling appropriate workplace behaviour, calling out inappropriate behaviour and creating a trusted environment to support employees to call out inappropriate workplace behaviour. • Ensuring that employees are aware of, and understand their responsibilities under the APS Values and Code of Conduct, and associated policies. • Supporting diversity and inclusion in the workplace.	• Be responsible for their own psychological safety at work and the safety of their fellow employees by demonstrating appropriate workplace behaviours and calling out inappropriate behaviour when witnessed. • Supporting diversity and inclusion in the workplace.	• Manage psychologically safe systems of work to support employees. • Provide advice and support to managers and employees to support psychologically safe systems of work.	• Provide advice and support to managers and employees to support psychologically safe systems of work.

Timeliness	• Intervening early in any instance of inappropriate workplace behaviour.	• Intervening early in any instance of inappropriate workplace behaviour.	• Identify issues of inappropriate workplace behaviour, and take suitable action to resolve in a timely fashion. • Immediately cease any inappropriate behaviour as soon as you become aware of its existence.	• Make timely decisions for action. • Provide timely advice to stakeholders.	• Support a timely response.
Resolution Focus	• Encourage prompt action at a local level to resolve issues before they escalate or are repeated. • Promote resolution strategies that achieve positive outcomes for all parties at the lowest appropriate level of formality. • Implement actions or recommendations arising from outcomes of complaints and review processes.	• Encourage prompt action at a local level to resolve issues before they escalate or are repeated. • Promote resolution strategies that achieve positive outcomes for all parties at the lowest appropriate level of formality. • Implement actions or recommendations arising from outcomes of complaints and review processes.	• Seek and actively engage to achieve a positive outcome for all parties at the lowest appropriate level of formality. • Take actions and adopt recommendations arising from complaints and review processes.	• Provide information to promote resolution. • Determine the most appropriate approach to resolve the issue.	• Support all parties to achieve a positive outcome at the lowest appropriate level of formality.

Escalation	• Where needed by law or policy, escalate an issue for resolution. • Escalate an issue to HR for action.	• Escalate an issue to HR or Senior Executive for action.	• Where needed, and to ensure the safety and wellbeing of themselves and others, escalate an issue to HR or management for action.	• Support escalation of an issue if complex or requested by parties.	• Where systemic issues are identified, escalate to Management and/or Senior Executive.
Consultation	• Consult with HR, HR Directors and relevant stakeholders on the application of the policy.	• Consult with HR, HR Directors and relevant stakeholders on the application of the policy.	• Engage with their manager and other relevant persons such as WCO or HR in resolving an issue.	• Provide advice on policy and processes within IP Australia.	• Maintain transparency with all parties regarding processes and actions.
Reporting					• Provide deidentified Aggregate data to WHS regarding reported issues to enable identification of systemic concerns and promote proactive intervention.
Evaluation	• Evaluate HR data including APS Census results to assess implementation of HR policy and consider workplace changes in response to this evaluation.	• Provide qualitative and quantitative feedback to support evaluation of HR policy and consider workplace changes.		• Evaluation HR data including specific issue and strategic information to inform HR policy and workplace changes.	

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Australian Government
IP Australia

Patents Trade Marks Designs Plant Breeder's Rights

Delivering a world leading IP system

HR08 – HR Policy

Appropriate Workplace Behaviours Policy



Revision History

Date	Changes
02 Jul 2012	HRM references and names of legislation updated.
16 Jun 2014	Review as a result of changes to Public Services Act 1999 and introduction of the Public Interest Disclosure Act 2013.
15 Oct 2014	Format table of contents.
2 Jul 2015	Document reviewed and updated to reflect the HRM restructure to People Management.
11 Apr 2019	Document reviewed and updated to align with the current People and Communications Group structure.
12 Dec 2019	Revision of wording to make this policy more inclusive for gender diverse people or people who identify as LGBTIQ+
December 2021	Policy revised as part of HR Policy Review

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1. Background

1.1 This policy should be read in conjunction with the HR guidance material relating to Appropriate Workplace Behaviours.

1.2 This policy replaces the Harassment, Discrimination and Workplace Bullying Policy and the Harassment, Discrimination and Workplace Bullying Guidelines.

2. Purpose

2.1 The purpose of this policy is to make IP Australia employees aware of what constitutes appropriate workplace behaviour, and their responsibilities in preventing and managing any incidents should they occur.

2.2 The intended outcome of this policy is a workplace that is free from all forms of harassment, discrimination and bullying.

3. Introduction

3.1 IP Australia strives to achieve a healthy and safe workplace by addressing the issue of inappropriate behaviours in the workplace. IP Australia is committed to ensuring that harassment, discrimination and workplace bullying does not occur but, in the event it does, appropriate action is taken quickly.

3.2 IP Australia also commits itself to educating employees as to the nature of appropriate workplace behaviour and the effects of harassment, discrimination and workplace bullying, and to providing the necessary resources to inform them of the contents of this policy.

4. Principles

4.1 This policy is underpinned by the following principles:

a. We are committed to providing safe, supported and respectful workplaces for all employees to prevent illness and injury to staff.
b. We do not accept or tolerate workplace discrimination, harassment and bullying.
c. We value a transparent, fair and accountable system of management and decision-making.
d. We are committed to procedural fairness, ensuring employees are informed of rights, responsibilities and processes.
e. To the extent possible we are committed to maintaining confidentiality of persons who raise complaints about inappropriate workplace behaviour or who are the subject of an investigation relating to their workplace behaviour, having appropriate regard to the action that may need to be taken in response to any complaint. We emphasise and prefer the informal resolution of disputes where appropriate.
f. A person responsible for investigating or making a determination on a complaint will be, and demonstrate, both independence and be unbiased in relation to the matter.

5. Application

5.1 This policy applies to all IP Australia ongoing and non-ongoing (SES and non-SES) employees and contractors.

5.2 This policy covers:

a. Any behaviour or series of behaviours that unfairly or unreasonably offends, humiliates, intimidates, belittles, undermines, scares, excludes, or embarrasses anyone the behaviour is directed at, or anyone who sees or overhears the behaviour,
b. Any behaviour that is deemed as harassment regardless of whether it is intended or not, and
c. Any behaviour or series of behaviours which may constitute any form of discrimination.

5.3 This policy does not cover:

a. Work-related interpersonal conflicts and occasional differences of opinion or disagreement with decisions, in particular, resolving problems with administrative matters which may be more appropriately addressed in accordance with the IP Australia Enterprise Agreement dispute resolution processes,
b. Reasonable and appropriate management action in relation to employee's poor workplace performance or behaviour, and
c. Enforcement of lawful directions issued by IP Australia.

6. Operation of Policy

6.1 Harassment or discrimination on the grounds of race, gender identity or expression, religion, political opinion, membership or association (including union membership), sex including intersex status, pregnancy or potential pregnancy, marital status, physical or mental disability (including injury or illness, whether temporary or permanent), sexual orientation, national extraction or social origin, age, and/or family responsibilities is an offence under various Commonwealth anti-discrimination and workplace legislation.

6.2 IP Australia has a responsibility under the Work Health and Safety Act 2011 (WHS Act) to ensure the health, safety and welfare of employees and others in the workplace. Harassment, discrimination and bullying may result in injury to employees, which may be compensable under the Safety, Rehabilitation and Compensation Act 1988 or State and Territory legislation.

6.3 Employees of IP Australia must not engage in harassing, discriminatory or bullying behaviour towards another worker; or a member of the public with whom they have contact in the course of their employment. IP Australia does not tolerate such behaviour and may take disciplinary action up to and including dismissal against any worker who:

a. Participates in harassing, discriminatory or bullying behaviour in the workplace, or
b. Victimises or retaliates against an employee who has lodged a complaint about harassment, discrimination or workplace bullying.

6.4 Employees who witness or are subject to any inappropriate behaviour in the workplace have a responsibility to report it. For further information on reporting inappropriate workplace behaviour, refer to Appropriate Workplace Behaviours guidance material.

7. Responsibilities

7.1 All employees and contractors:

a. Must comply with the APS Values and Code of Conduct,
b. Are responsible for ensuring that breaches of this policy do not occur, and
c. Are responsible for reporting suspected breaches to an appropriate person.

7.2 Supervisors and managers have a leadership role and are responsible for preventing incidents and taking prompt action when suspected breaches do occur.

8. Breaches

8.1 Engaging in harassing, discriminatory or bullying conduct in the workplace constitutes a breach of this policy and the APS Code of Conduct and may result in disciplinary action up to and including dismissal. This type of Conduct may also constitute offences under criminal law and the agency may refer the matter to the relevant law enforcement agency.

9. Further Information

9.1 Further information can be provided by the HR and IP Australia's Workplace Contact Officers.

10. Definitions

10.1 The following table contains definitions relevant to this policy:

Term	Definition
Bullying	The term used to describe repeated behaviour that could reasonably be considered to be humiliating, intimidating, threatening or demeaning to an individual or a group of individuals.
Discrimination	Discrimination based on race, gender identity or expression, religion, political opinion, membership or association (including union membership), sex including intersex status, pregnancy or potential pregnancy, marital status, physical or mental disability, sexual orientation, national extraction or social origin, age, and/or family responsibilities by employers.
Harassment	Workplace behaviours that include offensive, belittling or threatening behaviour towards an individual or a group of employees. The behaviour is unwelcome, unsolicited, usually unreciprocated, often repeated and includes sexual harassment.

11. Related Resources

11.1 Resources relevant to this policy include:

a. Appropriate Workplace Behaviours guidance material
b. Appropriate Workplace Behaviours templates and forms

Diversity and inclusion

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s22

We are committed to fostering a safe and inclusive culture for all staff. We want IP Australia to be a place where all LGBTQA+ people feel welcome, respected, valued and empowered to bring their whole selves to work.

We all have a role in ensuring that our workplace is safe and welcoming place for our LGBTQA+ colleagues to work.

You can take action by:

- Joining the Pride Network (all staff are welcome to join).
- Completing training (see our resources below).
- Acknowledging dates of significance.
- Displaying and promoting inclusive behaviour.

s22 - LGBTQA+ Champion

Our Champion

s22 our Champion:

- is a visible role model and advocate for LGBTQA+ people
- supports the implementation of relevant APS strategies and initiatives in our workplace
- participates on the LGBTQA+ Network.

Our policies

Don't read yourself out of any of IP Australia's policies. They are written for everyone and are written to be all encompassing regardless of your gender, disability, cultural background, sexuality or religion.

All employees including trans, gender diverse and non-binary are supported to dress in a manner that best reflects their gender identity.

Our leave policy includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.

Our network

It's easy to get involved in LGBTQA+ initiatives! Join IP PRIDE.

You can also join us as we celebrate IDAHOBIT Day and Pride Month each June.

We want all staff to feel empowered to be their authentic selves and are proud members of Pride in Diversity.

Bullying, harassment and support

s22 (Workplace Contact Officer) from IP Australia are specifically LGBTQA+ trained to help deal with bullying and harassment. Head to the Workplace Bullying and Harassment page for more information.

s22 have considerable understanding of the challenges faced by LGBTQA+ individuals. If you would like further information or support, please contact them via our Employee Assistance Program.

Resources

- Complete the LGBTQA+ and Workplace Inclusion course on LXP.
- Watch the LGBTQIA+ training video on how to create an inclusive workplace.
- Download the LGBTQA+ PowerPoint presentation on how to be an inclusive ally.
- Watch Breaking the Silence — Pride Inclusion IDAHOBIT Panel video.
- Understand key terms to build safer, more inclusive environments A Language Guide: Trans and Gender Diverse Inclusion, Oxfam Inclusive Language Guide, and Victorian Government LGBTIQA+ Inclusive Language Guide.
- Visit Transhub, a digital information and resource platform for trans and gender diverse people and their loved ones.
- Risks can be higher for LGBTQIA+ people in some destinations. Here is some advice for LGBTQIA+ Australians planning to travel overseas - Advice for LGBTQIA+ travellers

Properties

Related content

See all

Title
Diversity and Inclusion
Indigenous
Disability
Culturally and Linguistically Diverse
LGBTQA+
Indigenous Voice to Parliament - informati...
Gender
Mental Health

Resources and links

- Equality in the workplace - Pride in diversity
- IP Pride steering committee terms of reference
- IP Pride Network
- Employee assistance program (EAP)
- LXP - LBGTIQ & Workplace Inclusion

Contact us

M 47E(d)

For HR and People related matters

A AskHR

Workplace bullying and harassment

Published 15/07/2025

Bullying and harassment can happen in any workplace and to anyone. Find out what behaviours are considered bullying, harassment, and discrimination and what to do about it if you see it happen.

Everyone plays a role in preventing and managing bullying at work. Workplace bullying has significant negative impacts on those experiencing or witnessing the bullying, as well as their families, the work team, and the organisation.

In addition, ignoring bullying is a serious breach of the *Health and Safety Act*. The agency has a clear legal obligation to eliminate risks associated with workplace bullying as far as is reasonably practicable. Dealing with bullying can be challenging but action needs to be taken before it causes long lasting harm.

Bullying can put someone at risk of anxiety, depression and suicide and can be a serious work health and safety risk.

Reporting bullying or harassment

If you are experiencing what you believe to be work related bullying or harassment and you feel safe and comfortable, you can speak to the person directly.

Where this is not possible, or if you need assistance, you can seek advice from your manager, a Workplace Contact Officer or the People Development, Support & Inclusion team.

In the case of reporting unethical behaviour at work, you can read about the Public Interest Disclosure Scheme (formerly the Australian Public Service Whistleblowing Scheme).

The *Fair Work Act 2009* provides that a worker may apply to the Fair Work Commission for an order to stop bullying at work. Information about how to

make an application for an order to stop bullying is available on the Fair Work Commission's website .

You can recruit a support person for the process—see details on who you can approach and what is involved.

Defining workplace bullying

Workplace bullying is repeated, and unreasonable behaviour directed towards a worker or group of workers, that creates a risk to health and safety.

Bullying can take different forms, from verbal or physical abuse through to online harassment. In some cases, workplace bullying extends beyond the working environment, such as emails or texts sent outside work hours.

It is something that can occur in interactions with managers, subordinates, contractors, customers, colleagues, or anyone else you interact with in the workplace.

Defining workplace harassment

Harassment is any form of behaviour that unfairly or unreasonably offends, humiliates, intimidates, belittles, undermines, scares, excludes, or embarrasses anyone it is directed at.

Intent is not required for behaviour to be deemed as harassment. If someone does not *mean* to offend someone with their behaviour, that does not mean it is *not* harassment.

Examples of workplace bullying and harassment

- abusive, insulting, or offensive language or comments (including belittling, demeaning, or patronising someone, especially in front of others
- unjustified or unreasonable criticism or complaints
- singling someone out and treating them differently from others
- withholding information, supervision, consultation, training, or resources deliberately to prevent someone doing their job
- setting unreasonable timelines or constantly changing deadlines
- spreading misinformation or malicious rumours
- changing work arrangements, such as rosters and leave, to deliberately inconvenience someone
- setting tasks that are unreasonably below or above someone's skill level
- humiliating, shouting at or threatening someone
- excluding someone from taking part in activities that relate to their work
- refusal to acknowledge contributions and achievements
- teasing or playing practical jokes
- refusing annual leave, sick leave, and especially compassionate leave without reasonable grounds
- playing mind games, ganging up or other psychological harassment
- intimidation
- denying a less advantaged employee a reasonable request to access support or work flexibility arrangements (such as denying telework because of an inability to overperform)
- telling, or threatening to tell, others in respect to someone else's sexuality, gender (identity, history, or expression), intersex or HIV status
- applying pressure to act or look a particular way, including what to wear, how to speak, or other ways of conforming to gender stereotypes.

Under the Australian Public Service Code of conduct, everyone must be treated with respect and courtesy, and without harassment.

It is worth noting that reasonable management action carried out in a reasonable way is *not* workplace harassment.

Examples of discrimination

Some forms of harassment may also be discrimination. It is unlawful to treat a person less favourably based on particular protected attributes.

This can include race, colour, gender identity or expression, sex including intersex status, sexual orientation, age, physical or mental disability, marital status, family

or carer's responsibilities, pregnancy, religion, political opinion, national extraction, social origin.

Preventing workplace bullying and harassment

The most effective way to deal with bullying or other unpleasant behaviour at work is to encourage a positive culture in the office, where bullying behaviour is unlikely to thrive. This can be achieved through good people management practices and if necessary, specific workplace bullying strategies.

Note that not all disagreement or workplace conflict counts as bullying - the key is dealing with the situation in a respectful and reasonable manner.

Managers should be aware that workplace bullying is more than just people not getting along. Very often it can be a symptom of an unhappy team culture—something for which you are responsible.

You should also note that while a single incident of unreasonable behaviour is generally not considered bullying it still warrants investigation and a response. A single instance can be dealt with under the APS Code of Conduct or even criminal charges. It could also escalate from being only a one-off problem so it should never be ignored or tolerated.

Working ethically and with integrity protects against discrimination, bullying and harassment—including intimidation, exclusion, pranks—through specific policies and procedures.

Resources

Our Appropriate Workplace Behaviours Policy explains our approach to prevent and manage these behaviours in our workplace.

Our Appropriate Workplace Behaviours Guide supports the above policy and explains the definitions and employee responsibilities in more detail.

Our Complaints and Review Policy provides information about how you can expect your matter to be managed. The procedure explains how to seek advice or

help to manage complaints or grievances in the workplace. We comply with the *Privacy Act 1988* in our handling of any personal or sensitive information collected under this procedure.

- LXP has five e-Learning modules available to increase awareness and understanding of Bullying and Harrassment . These simple modules are a quick way to improve your knowledge of how to create a fair workplace.
- The Anti-Bullying Bench book published by the Fair Work Commission is another useful resource.
- Safe Work Australia's Dealing with Workplace Bullying—A Workers Guide helps staff determine if workplace bullying is occurring and how the matter may be resolved.
- Managers may benefit from this Safe Work Australia publication Bullying in the workplace: A guide to prevention for managers and supervisors.
- For training on diversity and discrimination, you should consider this Fair Work Ombudsman short course .
- Visit Resolving workplace issues and conflict.

Topics

HR and Employment WHS

Related content

See all

Title

	Work health and safety
	Incident and hazard reporting
	First aid
	Workstation assessment and ergonomics
	Workplace bullying and harassment
	Work health and safety management syste...
	Health and safety representatives
	WHS roles and responsibilities

Resources and links

- Appropriate Workplace Behaviours Policy
- Appropriate Workplace Behaviours Guide
- Complaints and Reviews Policy
- FairWork Anti-bullying bench book
- LXP: Bullying and Harrassment
- SafeWork: Preventing Workplace Bullying
- Respect: promoting a culture free from...
- Fair Work Ombudsman: Diversity &...
- Resolving workplace issues and conflict
- Workplace Contact Officer
- Public Interest Disclosure Scheme

Contact us

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HR01(GM02) – Supporting Gender Identity Affirmation

Introduction

Staff who wish to affirm their gender identity should be able to do so in the workplace with dignity and feel supported by those around them.

It is incumbent on all of us to reduce the likelihood of misunderstandings and ensure transgender staff do not experience harassment or discrimination in our workplace.

This guideline provides information on what gender identity affirmation is and the practical steps an employee can follow.

Principles

- IP Australia (the agency) is dedicated to creating an inclusive and safe workplace for all staff. This includes creating an environment that is inclusive of all gender identities and expressions.
- Gender identity affirmation is the process of a person adopting a way of life or body matching their sense of gender identity (refer to understanding gender identity affirmation).
- Staff who undertake gender identity affirmation at work should have a positive experience without harassment or fear.
- Staff at IP Australia can affirm their gender through attire/personal style, use the facilities appropriate for their gender, and have their name and pronouns respected in the workplace.

Process overview

Consideration should be given to the following before commencing the process of gender identity affirmation:

- Staff looking to affirm their gender identity at IP Australia should reach out to HR to get a case manager to help manage the process, contact 47E(d) A plan will be put in place to assist with the procedural aspects of the gender identify affirmation.
- Employee to discuss affirmation with immediate supervisor/manager, and other team members when appropriate.
- To change your name in the ICT system and on your pass, you will be required to provide evidence of a legal name change certificate. Change of preferred name can be used to change name in phonebook/e-mail.
- It is important for transitioning staff to have everything lined up, so all systems changes occur in time for their first day in the office as their authentic self.
- Staff in and around the team have an understanding of gender identity affirmation and the importance of using the correct name and pronouns.
- Presentation as authentic self should be accompanied with ability to use appropriate facilities (bathrooms, change rooms).

Tips to support gender affirmation

- Use the name and pronoun that is requested. If you are not sure, respectfully ask. If you make a mistake correct yourself, apologise and move on.
- Avoid statements such as "when you were a male/female…" as your colleague may have always been that gender, they are simply affirming and expressing it now.
- Treat the person with same level of respect and dignity you would expect for yourself.
- Respect boundaries. Do not ask intrusive or intimate personal questions that you wouldn't ask another person or wouldn't want others to ask of you (for example about their body, relationships, sex-life, or any medical intervention). If you feel it is appropriate to ask a personal question, check first.
- Avoid unsolicited fashion or styling advice. While it may be coming from a good place, it may not be appreciated.
- Do not assume the person would automatically be willing to discuss transgender related issues with you or expect them to be an authority on such topics.
- While existing employees during the transition will be aware of the transition, there is no reason for new employees to know this information. Respect that it is the choice of the transitioned person to disclose this information.
- Understand that the person is entitled to use the bathroom of their affirmed gender.
- Do not condone or participate in gossip, jokes, flippant remarks, or sexual innuendos. Where instances occur, speak up and tell the participants it is inappropriate, and/or raise it with your manager.
- Do not make assumptions about the person's sexual orientation or personal relationships. Gender transitioning is about a person's core sense of their gender, not their sexual identity. The sexuality of transgender people can cover the full human spectrum – they may identify as heterosexual, gay, lesbian, bisexual, pansexual, asexual, fluid, or they may use another term or choose not to label their sexuality.
- When a person has transitioned, appreciate them for who they are.

Harassment free workplace

Transgender staff may be particularly vulnerable to harassment and discrimination. All workers in the agency are responsible for ensuring a safe working environment. Managers have further responsibilities for maintaining a workplace where staff are free from being harassed, bullied and discriminated against, as set out in the Appropriate Workplace Behaviours Policy.

In the early days of transition staff may inadvertently misname or mis-gender, that is, use language that does not match how that person now identifies. If this occurs, they should apologise. Ongoing or deliberate misgendering is not acceptable behaviour. If this occurs it will need to be addressed.

Understanding gender identity affirmation

Gender identity affirmation, or transition, refers to the process of a person adopting a way of life or body matching their sense of gender identity. This distinction between **sex** and **gender identity** is central to understanding gender affirmation.

Sex refers to the biological and physiological characteristics such as chromosomes, hormones, reproductive organs and secondary sexual characteristics.

Gender identity refers to a person's deeply held internal sense of themselves.

Gender expression refers to the way a person expresses their gender identity – for example, through their name, appearance and mannerisms.

Transgender is an umbrella term that that may be used to describe someone whose gender identity does not match their assigned birth gender. Generally, people who identify as transgender prefer the term 'trans person', although a number of different terms are used within different societies and cultural groups. An individual transgender person's preferred terminology should be used if known. Otherwise, 'trans' is generally appropriate.

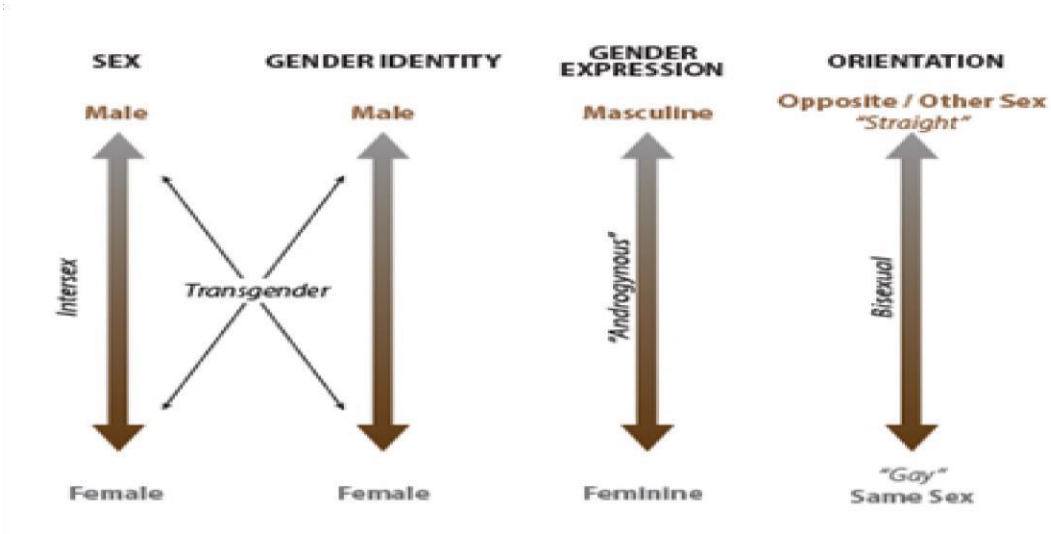
Non-binary is a term that refers to any gender identity that is not exclusively male or female (i.e. identities that are outside the gender binary). For example, non-binary people may use 'they' as their pronoun instead of 'he' or 'she'. This is different to the term 'androgenous', which refers to an outward appearance of indeterminate gender. While some non-binary people may express themselves androgynously, it is a personal choice that is not a requirement of non-binary gender identity.

Cisgender is when a person's biological sex and gender expression are the same. For example, a person is biologically female and also expresses herself as a female.

Gender dysphoria is the distress or unease sometimes experienced from being misgendered and/or when someone's gender identity and body personally do not feel connected or congruent. Gender dysphoria does not equal being trans or gender diverse, many trans and gender diverse people do not experience gender dysphoria and if they do, it may cease with access to gender affirming healthcare (if desired) or through community support. The trans and gender diverse experience is not a mental illness.

Gender transition or **Gender affirmation** refers to the process where a transgender person commences living as a member of another gender. This is sometimes referred to as the person 'affirming' their gender because transitioning means the person starts living in what they identify as their true gender. There are many ways to undertake gender identity affirmation. Most people will change their name and the way they dress. Others may undertake a range of treatments. Individuals may transition in different ways. For example, not all will choose to have sex affirmation surgery for a range of reasons, including availability, cost and desire for surgery. Whether or not a person has undertaken any such treatments is a private matter.

The decision to transition is a very personal one and every transgender person's experience will be different and unique. Detailed information about gender transition is available from A Gender Agenda and the Gender Centre.



Understanding human diversity[1]

Using inclusive language

Language is a powerful tool for building inclusion at work. Generally, a person who identifies with a gender identity other than the one they were assigned at birth may be referred to as a transgender person. Once a transgender person presents in the workplace, in their affirmed gender, it is important that they are referred to using their affirmed name and pronouns.

Gender identity affirmation and the workplace

It is important that staff who undertake gender identity affirmation at work have a positive experience without harassment or fear. This is consistent with the agency's aim to provide an inclusive workplace as set out in the Diversity and Inclusion Strategy 2019-2022, the Appropriate Workplace Behaviours Policy and the Appropriate Workplace Behaviours Guide. The *Sex Discrimination Act 1984* prohibits discrimination on the basis of gender identity. This includes non-binary gender identities. It is also against the law to discriminate against a person of indeterminate sex (an intersex person) who identifies as a particular gender.

Every gender affirmation is unique

Due to the individual nature of the transition process, managers need to demonstrate a willingness to hear and be open to understanding the individual's workplace support needs. A manager needs to have the relevant information to support the staff member in accordance with their needs. However, it is important a manager does not ask for personal information unrelated to workplace support that the staff member may not, and does not need to, disclose.

[1] Hough, D (2015) Let's Talk Gender, Sydney. Pride in Diversity

When talking to the supervisor the staff member may like to consider the following structure:

1. I am meeting with you because I am going to start affirming my gender at work.
2. This means I will (e.g., start using a different name, and my pronouns will be […]).
3. I need your support in this change, and I will also need your help with [changing name on local charts, communicating this change to the team, etc].
4. I will also need help from HR in coordinating changes to internal systems [let supervisor know if you have already reached out to HR, or if you will do so after this meeting].
5. I would like to affirm my gender in the workplace by [outline your ideal scenario. I.e., all changes are made on a set date / certain changes made ASAP].

The manager and the staff member who is affirming their gender identity may consider creating a support team. The support team may include a representative from the IP Pride Network (to provide support with the process), the Diversity and Inclusion Team (to assist with liaising with other corporate areas), or other persons (e.g., other team members and/or support persons) agreed to by the manager and staff member. It is important the staff member and manager both have the support and guidance they need throughout the process.

Developing a plan

It is recommended the staff member and manager or support team develop a Gender Identity Affirmation Plan. The plan will set out a proposed timetable and actions to be taken to assist the staff member during the process. This could include:

- Expected timeframes for gender affirmation
- Proposed leave plans if required
- Who will be in the support team
- How the change will be communicated to relevant staff
- What training will be recommended for, or delivered to, relevant staff
- Details of when the staff member will meet with their team in their affirmed gender, e.g. an agreed first day, first time attending a planning day etc, and any support they require.
- Dates when changes of gender and name etc. will be made in ESS Aurion and other databases[2] , and
- Date when the staff member will present in the workplace in their affirmed gender identity

The plan should be regularly reviewed to incorporate changes. The staff member must be comfortable with the activities in the plan. A Gender Identity Affirmation Checklist of considerations is provided at *HR Guidance Material – Gender Identity Affirmation Checklist – Diversity and Inclusion*.

Staff undertaking gender identity affirmation need to be supported in accordance with their social and health needs. It is important to respond promptly to staff who indicate they are intending to affirm their gender identity at work, so they know they have support in the workplace. Respectful communication is key.

[2] Gender may be changed on production of evidence set out in the Australian Government Guidelines on the Recognition of Sex and Gender.

Letting people know

Communication and planning can assist in reducing the likelihood of misunderstandings and rumours. Communication should start before the staff member presents in the workplace in their affirmed gender identity. The staff member, in discussion with their manager or support team, will decide who needs to be advised and when. This may include:

- The staff member's immediate team
- The staff member's broader team
- Other teams at the site
- The local leadership team, and
- External stakeholders, as required.

The staff member will decide the amount of information to be provided to each group. The privacy of the individual's personal information will need to be balanced with the need for colleagues to understand the change and the expectations of their behaviour. While it is natural for colleagues to be curious, it is important that communications are respectful to the staff member and their privacy. The staff member and manager or support team will decide how the message will be communicated. Options include face-to-face meetings, training sessions and emails.

The manager and staff member may wish to organise a morning tea or similar event to introduce the staff member in their affirmed gender prior to their return to work.

A model email template is available at *HR Forms and Templates – Communication Templates – Diversity and Inclusion*.

Awareness raising and training

Many staff may not be well informed about gender identity affirmation and the particular challenges transgender staff may face in the workplace. It is recommended colleagues be provided access to educational resources and the name of someone they can connect with to ask questions. Consideration may also be given to extending these opportunities to other co-located staff. Please reach out to the Diversity and Inclusion Team for more information.

Other options include:

- LGBTIQ & Workplace Inclusion

A list of resources to assist in enhancing understanding of gender identity affirmation is provided under the Resources heading.

Example of discrimination based on gender identity

- Deliberately using incorrect names or pronouns (such as 'he' instead of 'she' or 'they')
- Invasive, inappropriate questioning about a person's physical characteristics or their sex life (this may also constitute sexual harassment)
- Any form of harassment or bullying, including ridiculing or ignoring someone because of their gender identity
- Denying someone training and promotion opportunities because of their gender identity, and
- Changing the nature of someone's job, such as taking someone off customer service duties, because of their gender identity

Bathrooms and facilities

Transgender staff can use the bathroom and changing facilities of their affirmed gender.

If other staff are uncomfortable, they can choose to use a bathroom in another location. In NO circumstances should a transgender person be asked to use facilities that are not aligned to their gender expression or are non-gendered.

Individual staff can choose to use a non-gendered bathroom if they wish.

Resources

IP Pride Network

The IP Pride Network aims to provide guidance and mentoring to the members of the IP Australia LGBTQA+ community and to ensure support for this community is visible and ongoing. The IP Pride network also aims to educate and build support amongst the wider IP Australia workforce for LGBTQA+ community with IP Australia.

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a confidential coaching, counselling and wellbeing service designed to support APS staff and immediate family members.

A Gender Agenda

A Gender Agenda is an ACT-based organisation which works with the intersex and gender diverse community and are engaged in raising awareness of sex and gender diversity issues.

Gender Diversity Alliance South Australia (GenDASA)

GenDASA is a South Australia-based organisation supporting the gender diverse community.

The Gender Centre

The Gender Centre is a NSW-based organisation offering a wide range of services to people with gender issues, their partners, family members and friends. It is an accommodation service and also acts and education, support, training and referral centre to other organisations and service providers.

OUT NT (Rainbow Territory)

Rainbow Territory is a Northern Territory community group that advocates for the human rights of Northern Territorians who identify as lesbian, gay, bisexual, transgender, intersex and queer. OUT NT is a website to connect the community to information, resources and each other.

Transgender Victoria

Transgender Victoria works with and for, the trans and gender diverse community as well as its allies, to create positive change in areas that impact the human rights of trans and gender diverse people.

Transfolk of Western Australia

Transfolk of Western Australia is a support service of all transgender people and their loved ones. The organisation provides accessible safe spaces where members can expect dynamic peer support.

Working it Out

Working it Out is a Tasmania-based organisation providing services and support to people negotiating their gender, sexuality and or intersex status.

Need help?

Contact the IP Pride Network or the Diversity and Inclusion Team for assistance.

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HR01(GT01) – Communication Templates

1. **Example of an email from a staff member undertaking gender identity affirmation to initiate a discussion with their manager.**

   Hi [insert manager name]

   I would like to talk to you regarding some important information that will require your support and understanding.

   I am [insert non-binary/trans/gender diverse] and want to affirm my gender in the workplace. An important part of this is being able to make changes in the way I present my gender, including being referred to as [insert new name] and using [insert new gender pronouns] pronouns.

   I have read the agency's 'Supporting Gender Identity Affirmation guide' and I would like to meet to discuss this and make a plan to move forward.

   Can you please confirm a suitable time to meet privately to discuss?

   Regards

2. **Example of an email from a staff member undertaking gender identity affirmation to inform colleagues.**

   Hi [insert Team name]

   I want to let you know about something important that has been going on with me. I am [insert non-binary/trans/gender diverse], and I now use [insert new gender pronouns], and my name is [insert new name]. It is important for me to fully live in the way I feel most comfortable so from [insert date] I will be using my new username [insert new user name], email address is [insert new email], and you can find me online with {jabber/teams} under my new name as well.

   Please use my new name and pronouns when talking with me, or just referring to me around the office, etc. I understand it can be a bit of a challenge to use a different name/pronouns for someone, especially when you've known them for a while. This is important and I appreciate your efforts in supporting me. If you are interested in understanding/learning more about [insert non-binary/trans/gender diverse] please find links to information below.

   Thank you for being understanding colleagues, and for your support.

   Regards

3. **Example of an email from a manger advising team members that one of their colleagues is undertaking gender identity affirmation.**

   Dear [insert team name]

   IP Australia is committed to creating an inclusive and safe workplace for all staff, including LGBTIQA+ staff and their allies.

   Supporting staff to affirm their gender identity with dignity is a practical way to demonstrate our commitment to diversity and inclusion.

These words are particularly significant to one of our team and we are pleased to support [insert gender pronouns] through this process. This is a long term process, but the most visible aspect of the transition will be when [name] returns to work, after a period of leave, on [insert date] as [insert new name]. From this date forward [insert previous name] will be known as [insert new name] and will be referred to using the pronouns [insert new gender pronouns].

I encourage you all to find out about gender identity affirmation and gender identity issues more broadly. The IP Pride Network intranet site has details how you connect with the network and how they aim to educate and build support amongst the wider IP Australia workforce for the LGBTIQA+ community within IP Australia.

[Optional paragraph]

To help us learn more about gender identity affirmation, an awareness session, delivered by an internal/ external facilitator with expertise in this area, will be held on [insert date]. I encourage you to attend this valuable opportunity and ask questions you may have.

I hope you will join me in welcoming [insert new name] to our workplace at afternoon tea at [insert time] on [insert date].

Please contact the Diversity and Inclusion Team if you have any further questions.

Regards

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Australian Government
IP Australia

HR01(GT02) – Gender Identity Affirmation Checklist

This checklist aims to provide guidance to the immediate supervisor, Diversity and Inclusion and the individual on the steps required to support the affirmation. When establishing the plan responsibility for each activity should be clearly defined.

Name:

Pronouns:

Date staff member will present in affirmed gender:

Consideration	Who is responsible	Date/ Timeframes	Action required / notes	Completed
General support				
Support team (as required) ○ Manager/s ○ Diversity & Inclusion Officer ○ HR Case Manager ○ IP Pride Network ○ Peer to Peer Support ○ Employee Assistance Program (EAP) (APS only) ○ Other members				
Working conditions - 47E(d) ○ Flexible working arrangements ○ Leave requirements				
Communication strategy ○ Stakeholders *(separate messages tailored depending on working relationship)* ○ Medium and content				
Training requirements ○ eLearning ○ Face-to-face session ○ Additional resources				

Consideration	Who is responsible	Date/ Timeframes	Action required / notes	Completed
System updates (Name, Gender and Title)				
ESS Aurion updates (Contact 47E(d)) ○ Name and/or preferred name ○ Tile/salutation ○ Gender ○ Bank account details				
IT System updates (Contact 47E(d)) ○ User ID ○ Email address ○ Jabber profile ○ Email distribution list/s ○ Staff directory details ○ Voicemail message ○ Protect ○ Achieve ○ Learnhub ○ IP Aquire ○ PAMS ○ Additional systems including privileged access				
Finance updates ○ QBT travel profile (Contact 47E(d)) ○ Credit card details (APS only) (Contact 47E(d) 47E(d)) ○ New contract (contractors only) (Contact 47E(d)) ○ SAP (Contractors only)				
47E(d) ○ Change of name form ○ Provide new birth certificate ○ Access controls ○ ID pass including photo ○ Keys, locks and safe (APS only) ○ Locker details (APS only)				

Consideration	Who is responsible	Date/ Timeframes	Action required / notes	Completed
Additional considerations				
Property updates (Contact 47E(d)) ○ Carpark details (APS only)				
Local updates ○ Project documents ○ Leave spread sheets ○ Contact list ○ Rosters ○ Referrals (if a point of contact) ○ Organisational chart				
Other considerations ○ Facilities				
External considerations ○ Tax File Number and ATO ○ Superannuation ○ Insurances				

Additional support

Refer to the HR guidance material on Supporting Gender Identity Affirmation or contact the Diversity and Inclusion Team.

Inclusive Dress Code Statement



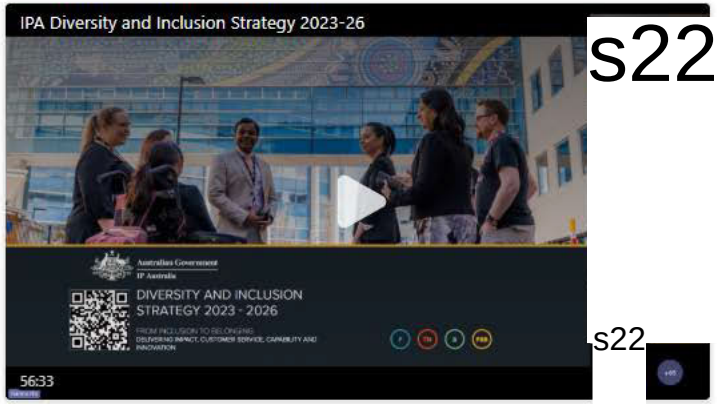
All employees should feel safe to be comfortable in the professional workplace.

This includes individual expression through attire and personal style. We recognise that clothing and appearance serve as an extension of who we are, and we support all employees to present themselves in a manner that best represents their gender identity, cultural backgrounds and/or religions, and offers reasonable accommodations for people with disabilities. Our employees are supported to exercise their own discretion and judgement on how to professionally present themselves in a way that is comfortable, respectful and upholds the good reputation of IP Australia and the APS.

CONTINUE

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- Diversity and Inclusion Strategy 2023-2026



s22

s22

Principles and Practices

We are proud to endorse our first Diversity and Inclusion Policy and supporting Guidance Material to support all employees to feel safe to be their true selves in the workplace, that their contribution is encouraged and valued, and that they are given the opportunity to reach their full potential.

- Guidance Material - Diversity and Inclusion Networks
- Guidance Material - Supporting Gender Identity Affirmation
- Guidance Template - Communication Templates
- Guidance Template - Gender Identity Affirmation Checklist

Our Workplace Diversity Program is a set of meaningful actions that will help us foster an inclusive and dignified culture.

As part of making our employees feel safe to be their true selves, IP Australia has an inclusive dress code that encourages employees to express their individual style while maintaining a professional appearance:

> *All employees should feel safe to be comfortable in the professional workplace. This includes individual expression through attire and personal style. We recognise that clothing and appearance serve as an extension of who we are, and we support all employees to present themselves in a manner that best represents their gender identity, cultural backgrounds and religions, and offers reasonable accommodations for people with disabilities. Our employees are supported to exercise their own discretion and judgement on how to professionally present themselves in a way that is comfortable, respectful and upholds the good reputation of IP Australia and the APS.*

Our previous Diversity and Inclusion Strategy (2019-2022) delivered on the foundation of a workplace culture that values diversity and inclusion.

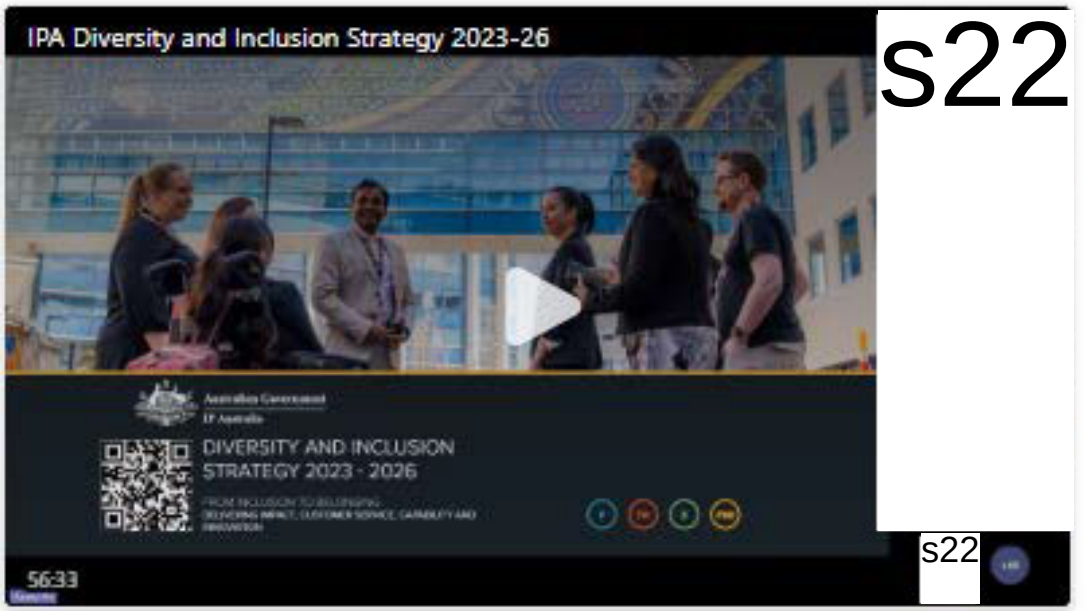
- Diversity and Inclusion Strategy 2019-2022 One Pager
- Diversity and Inclusion Strategy One Page Review 2019-2022
- Launch video from our Champions

Diversity and Inclusion Strategy 2023-2026

Our newly released Diversity and Inclusion Strategy provides a framework for IP Australia to create a workplace culture that strives for a sense of belonging:

- Diversity and Inclusion Strategy 2023-2026

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s22
s22

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If you would like to contact HR about the dress code ple to the Diversity and Inclusion mailbox[47E(d)] s22 Assistant Director of Diversity and Inclusion Team.

Our previous Diversity and Inclusion Strategy (2023-2026) delivered on the foundation of a workplace culture that values diversity and inclusion.

- Launch video from our Champions

Australian Government
IP Australia

Patents Trade Marks Designs Plant Breeder's Rights

Domestic Travel Request

Traveller details

Name of traveller: s22
Section: People Development Support and Inclusion
Res. postcode: s22
Group: FPSG
Dates of travel: 31/07/2025 to 5/08/2025

Mobile: s22
Cost centre: 47E(d)

Estimated cost

Airfares:	Hire vehicle/fuel:	Meals:	Parking:	Part day travel:
$3,688.46	$0.00	$220.00	$200.00	$0.00
Accommodation:	**Ground transport:**	**Incidentals:**	**Vehicle allowance:**	**Tolls:**
$263.64	$200.00	$210.00	$100.00	$0.00

Total estimated travel cost: $4,882.10

Reason for travel: Attend the GARMA festival.

Does this trip include any private travel: No

Is a Cabcharge Digital Pass required for this trip: No

Flight details

I require checked in baggage: ☑

Date:	Fare type:	Class:	Departure City:	Time:	Arrival destination:	Time:
31/07/2025		Economy	Canberra		Nhulunbuy- Gove	
5/08/2025		Economy	Nhulunbuy- Gove		Canberra	10:40

Accommodation

Arrival date:	Check in time:	Departure date:	Check out time:	City:
31/07/2025		1/08/2025		Cairns
4/08/2025		5/08/2025		Cairns

Comments: Travel has been booked.

Hire vehicle

Pick up	Drop off

Date:	Time:	Destination:	Date:	Time:	Destination:

Car type: **Details:**

Optional extras:

User signoff

Signature:	s22 - 2:51 PM 17 Jun 2025	Position Class: **EL1**

Name: s22 Acting: ☐

Position Title: Assistant Director Extension: s22

Section: PDSI Group: FPSG

Travel delegate signoff

Approved under PGPA Act s23 (3) and in accordance with IP Australia's AAIs, Financial Delegations Register and departmental policies.

Signature:	s22 2:57 PM 17 Jun 2025	Position Class: **EL2**

Name: s22 Acting: ☑

Position Title: A/g Director Extension: s22

Section: PDSI Group: FPSG

Travel arranger signoff

Signature:	s22 3:52 PM 17 Jun 2025	Position Class: **APS6**

Name: s22 Acting: ☐

Position Title: AR Team Leader Extension: s22

Section: FPO Group: FPSG

Comments: After amendments are made, p ure to assign your Domestic Travel Request back to your Travel Delegate, and not directly to 47E(d)
Hi s22, as discussed please include $200 for parking, $200 for ground transport and $100 for motor vehicle allowance. Thanks, s22

Pay Advice

IP Australia ABN 38113072755

Australian Government
IP Australia

Name: s22
Employee No:

Entity: IP Australia - Fortnightly
Branch: TOIL Bandwidth s22
Pay point: ACT

Enquiries: 47E(d)

Job title: s22 s22 - 4 Sa s22

Pay period: 05-JUN-2025 to 18-JUN-2025 Banked: 19-JUN-2025

This pay	Multiplier	Rate	Hours/Units	Amount
Work & Leave				
Pub Hol			s22	
Standard Hrs				
Ann Lve Full				
Total taxable payments				s22
Total taxable income				
Tax paid				
Net pay				
Residual pay				

Your residual pay of s22 anked into Accoun s22

Employer payments
s22

Leave Balances	Hours	Days
Annual Leave	s22	
Personal Leave		
Long Service Leave Full Time		
Long Service Leave Part Time		
Purchased Leave		
Study Leave		
Parental Leave		

Summary	Hours	This period	YTD		This period	YTD
Ordinary time work hours		s22		Less tax		s22
Ordinary time leave taken				Less STSL		
Leave loading				Plus untaxed payment		
Overtime				Monies for disbursing		
Other hours				After tax - super		
Allowances				After tax - medical		
Payouts				After tax - unions		
Other lump sums				After tax - other		
Total taxable payments				Bank deposits & net p		
Pre tax - super				Employer paid - super		
Pre tax - other				Employer paid - other		
Taxable income						

Messages

Please be advised your my.gov.au ATO employee identifier is s22

Australian Government
IP Australia

INTERNAL FORMS

HOME / TRAVELLER PROFILE FORM - NON APS

Privacy Notice

Traveller Details

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Traveller Details

Traveller Details

Title: *

Gender: *

Dr
Miss
Mr
Mrs
Ms
Mx

Please provide the trav ll name as it is shown their driver's license or passport

First Name: *

Last Name: *

Date of Birth:

Mobile: *

Residential postcode: *

IPA work contact

Corporate s22 WGEA Deakin Sync

s22

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Apply for Leave

LEAVE TYPE:

OCCURRENCE TYPE:

DURATION:

- (•) Full Day
- ( ) Multiple Days
- ( ) Part Day

START DATE:

In the Start Date field use the calendar function to pick the date you are applying to commence leave (first day not working)

s22

We are here to help

Your one stop shop for software services, hardware requests, general support and more!

Search

Create Incident

If you are experiencing access issues, a hardware fault or service interruption, submit an incident ticket with the Service Centre.

Have you lost access to a system? Having issues after recently requesting access or are experiencing an unplanned interruption or reduction in the quality of an IT service?

If so, raise an incident ticket using this form, and include details about the issue you are experiencing.

Alternatively, if you have a request, please use one of the Self-Service forms, or if you cannot find a form, please submit a General Assistance request.

* Indicates required

*Requested for

s22

47E(d)

[redacted]@ipaustralia.gov.au

[redacted]@ipaustralia.gov.au

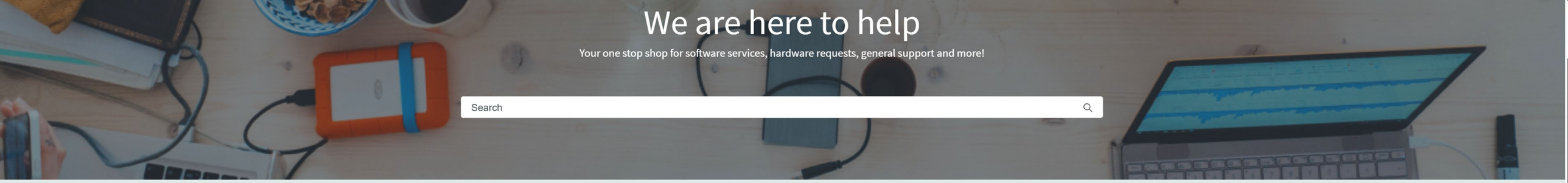
[redacted]@ipaustralia.gov.au

[redacted]@ipaustralia.gov.au

Submit

Add attachments

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Document 37



FOI 26/13687
Document 38

Report Phish Email

Report a suspicious email for investigation.

Use this form to report a suspicious email you may have received. Please provide as much detail as possible. Once logged, your ticket will no longer be accessible as the security team completes the investigation. To find out more about phishing, click here.

* Indicates required

*Requested For

s22

*Recipient address

Sender address

*Date Time

DD/MM/YYYY HH:mm:ss

Subject of the email

Additional Information

Submit

Feedback

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Equity and Diversity

BIRTHPLACE:	Australia (1101)
FIRST LANGUAGE:	English and another lang (2)
FIRST NATIONS PEOPLE:	Non-Indigenous (1)
YEAR OF ARRIVAL:	
MAIN NON ENGLISH LANGUAGE:	Greek (07)
PARENT 1 FIRST LANGUAGE:	English & Another Lang (2)
PARENT 2 FIRST LANGUAGE:	English & another lang (2)
1ST DISABILITY:	No Disability (12)
JOINED APS FROM:	Student (07)
PRONOUN:	He/Him (1)

Save Cancel

- ey/em/eir (8)
- He/Him (1)
- He/They (4)
- Prefer not to respond (97)
- She/Her (2)
- She/They (5)
- They/Them (3)
- xe/xem/xyr (6)
- ze/hir/hirs (7)

47E(d)

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Document 41

Australian Government
IP Australia

DIVERSITY AND INCLUSION STRATEGY 2023 - 2026

FROM INCLUSION TO BELONGING

DELIVERING IMPACT, CUSTOMER SERVICE, CAPABILITY AND INNOVATION

P TM D PBR

ACKNOWLEDGEMENT OF COUNTRY

IP Australia respectfully acknowledges the Traditional Custodians of the land on which we work throughout Australia. We pay our respects to Elders, past, present and emerging. We acknowledge the Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationship to the land, waters and seas and their rich contribution to society. We particularly acknowledge all Aboriginal and Torres Strait Islander people with disability and their carers.

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MESSAGE FROM THE DIRECTOR GENERAL

I am pleased to present our Diversity and Inclusion Strategy 2023-2026 (this Strategy). The Strategy was developed in consultation with all employees including our Employee Networks, Executives and stakeholders across the Agency.

Our vision is to have a world leading IP system that builds prosperity for Australia. We can't deliver on that vision without reaping the innovation and diversity of thought, experience and skills that comes from embracing diversity and ensuring we are truly inclusive.

Our Strategic Corporate Plan identifies our strategic objectives – to deliver impact, provide excellence in accessibility and service to customers, nurture the right capabilities to meet the challenges of an uncertain world, and innovate and adapt to provide contemporary customer and employee experiences.

This Strategy focuses on our employees to enable us to deliver on our vision. In many ways our workforce is already diverse and a reflection of our community, and this strategy focuses on the areas where we can do more, so we can create an environment where all employees feel that they belong.

For this Strategy to succeed, I recognise that inclusion is more than just achieving targets; there must be visible leadership and accountability, supported by each individual employee. I encourage you to engage with the Strategy and consider the role you can play as an individual, a supervisor or leader, in implementing our actions and embedding a sense of belonging.

I look forward to working with each of you as we continue to build a more diverse, inclusive and accessible workplace that will continue to put IP Australia at the forefront of innovation for Australia's future.



Michael Schwager
Director General, IP Australia



COMMITMENT

To create an inclusive culture, all employees, at all levels of the agency, will have to demonstrate their personal commitment. To show our commitment we need to reflect critically on our own behaviour, encourage a diversity of ideas, engage in deep listening and hold one another to account.

We are committed to:

- a diverse and inclusive workplace where all employees are valued, accepted, respected and empowered
- providing opportunities for people to connect and feel a sense of belonging
- a fair and flexible workplace where all employees are encouraged to contribute and are provided the opportunity to reach their full potential
- identifying and removing barriers to enhance the workplace experience for all employees
- creating psychologically and culturally safe environments in which employees feel safe to share their perspectives and know their ideas are valued and differences are welcomed.

PRINCIPLES

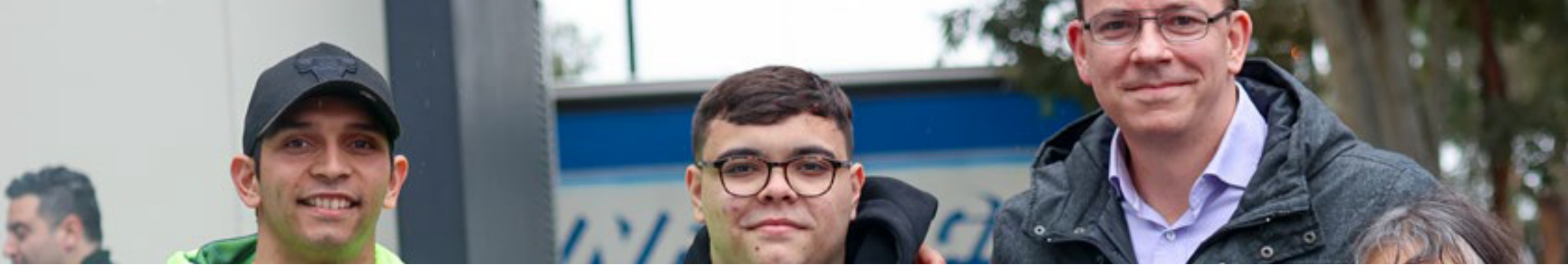
Principles guide our approach to diversity and inclusion ensuring that our actions are intentional and aligned to our values. The following principles support our vision and priorities.

We value:

- Inclusive work practices and culture
- Building an inclusive and diverse workforce, understanding that this requires determination and effort
- Cultural capability and recognise it is essential at all levels
- Individual accountability to adopt and foster inclusive workplace behaviours.

“DIVERSITY IS HAVING A SEAT AT THE TABLE. **INCLUSION** IS HAVING A VOICE **AND BELONGING** IS HAVING THAT VOICE HEARD”

Liz Fosslien



WHERE ARE WE NOW?

IP Australia is an Australian Public Service (APS) Agency of around 1200 employees. Our current workforce is largely based in Canberra and Melbourne.

Our previous Diversity and Inclusion Strategy (2019-22) delivered on the foundation of a workplace culture that values diversity and inclusion. The achievements and activities undertaken as part of the previous strategy resulted in a positive impact on attitudes and how employees experience the workplace, although it did not result in measurable change in representation or attraction rates.

A snapshot of our current status:

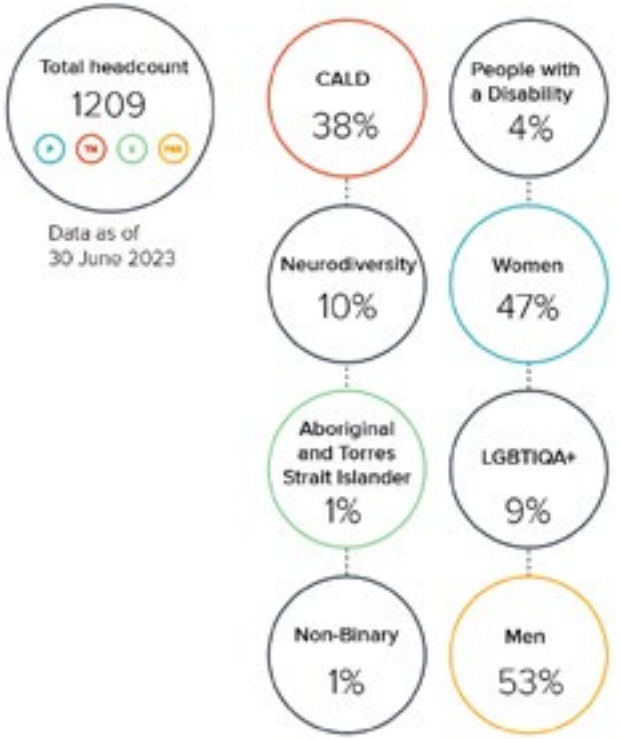
- We currently have six employee networks covering different diversity streams and seven Executive Champions
- We have a Diversity and Inclusion Policy and associated guidance material
- We are in the implementation stage of our Innovate Reconciliation Action plan (RAP) 2020-2023
- Launched our Access and Inclusion Plan 2023-2026
- In the development phase of our Indigenous Engagement Strategy 2023.

Our diversity focus areas are:

- Aboriginal and Torres Strait Islander peoples
- People from culturally and linguistically diverse (CALD) backgrounds
- People with disability (and carers)
- Gender
- LGBTQA+
- Mental health
- Neurodiversity.

Over the period of the previous strategy, the APS Census results showed an increase in the number of employees who believe that IP Australia supports and actively promotes an inclusive workplace culture (from 83% in 2019 to 87% in 2022).

It is recognised that many people identify across multiple dimensions and communities and that those people may face exponentially greater challenges and barriers.



Demographic data collected from Aurion, except LGBTIQA+, Neurodiversity and Non-Binary representation. Data from 2023 APS Employee Census with a completion rate of 86%.



WHERE DOES OUR STRATEGY FIT?

In developing this Strategy we have given consideration to the commitments and values in the APS Diversity and Inclusion Strategies and the APS Reform. APS diversity strategies provide a foundation for building an inclusive and diverse APS and represent the Australian Government's continued commitment to increase the employment of Aboriginal and Torres Strait Islander people, people with disability and working to ensure all genders and people from diverse backgrounds have equal opportunity to make the most of their experience, skills and talent.

The Strategy supports the objectives of our Corporate Plan, People Strategy and the Strategic Workforce Plan. It is underpinned by our Innovate Reconciliation Action Plan (RAP) and our Access and Inclusion Plan with the aim to support and increase representation of Aboriginal and Torres Strait Islander peoples and people with disability in the workplace. The Strategy elevates the key actions to a strategic level under four focus areas: Attraction, Employee Experience, Inclusive Leadership and Celebration and Connection.

In the context of the APS Reform, and as part of the dynamically changing work environment, the Strategy and the APS Reform have common initiatives and goals to support more inclusive workplaces:

- Strengthen behaviour and outcomes-based performance management, starting with SES (APS Reform Priority 1, outcome 1 aligns with our Inclusive Leadership focus area).
- the APS's employee value proposition is attractive
  (APS Reform Priority 3, outcome 5 links to our Attraction focus area)
- develop a strategy to increase access to flexible and remote work across the APS
  (APS Reform Priority 3, outcome 5 aligns to our Employee Experience focus area)
- setting the standard for equity, inclusion and diversity
  (APS Reform Priority 3, outcome 6 relates to our Attraction focus area).





WHAT IS OUR VISION?

Our strategic vision is to create a workplace culture that strives for a sense of belonging.

This Strategy will:

- increase our representation of diverse employees
- implement inclusive contemporary practices and elevate employee experience
- further embed our cultural maturity including safety
- increase our inclusive leadership capability
- celebrate the unique perspectives, experiences, and talents of our diverse workforce.

Moving from an inclusive workplace to one in which everyone feels that they belong, is at the heart of this Strategy. We aim to create an environment where every employee feels a sense of connection, acceptance, and belonging, regardless of their background, gender, ethnicity, abilities, or any other dimension of diversity.

By fostering an inclusive environment, we unlock the full potential of our employees, drive innovation, encourage creativity, collaboration and productivity. We will also attract and retain top talent, enhance employee experience, and position IP Australia as an employer of choice.

An inclusive workplace culture has benefits for everyone. The positive impacts of this Strategy will be felt by all our people, not just those who are members of the identified diverse groups.

Creating a culture of belonging allows employees to feel safe, respected and able to thrive at work. The outcome will be a workplace where all employees can participate fully and be supported to perform their role, connect with colleagues and have opportunities to contribute, develop and reach their full potential.

Partners

We will continue to partner with a number of external independent, not-for-profit organisations. These partnerships provide us with access to unique research, exciting events, comprehensive resources and unrivalled expertise across the diversity and inclusion spectrum.

- The Australian Network on Disability
- Diversity Council of Australia
- Pride in Diversity.

“BELONGING IS THAT FEELING OF CONNECTEDNESS TO A **GROUP OR COMMUNITY.** IT’S THE SENSE THAT YOU’RE **PART OF SOMETHING.”**

Tracey Bower



OUR APPROACH

Our strategic vision: from **inclusion** to **belonging**

Our 4 focus areas are an intersectional approach to support our Diversity and Inclusion Strategy 2023-26. This supports our strategic vision to move from an inclusive workplace to one in which everyone feels that they belong.

Attraction



Employee Experience



Inclusive Leadership



Celebration & Connection





FOCUS AREA ONE: **ATTRACTION**

Our goal is to build a diverse workforce through increasing the representation of different diversity groups at every level of our Agency.

A diverse workforce will provide us with increased diversity of thought resulting in greater productivity, creativity and innovation.

We will succeed when we attract a diverse range of candidates so that we can deliver on our vision, meet business needs and reflect the community we serve.



Pathways

- We will provide accessible and inclusive pathways into the Agency through entry level programs.
- We will develop and promote flexible and adaptable entry level programs and career pathways for diverse candidates at various levels.

Marketing and Employee Value Proposition (EVP)

- We will consider how candidates see us as an employer to ensure we promote an inclusive and flexible workplace.
- We will develop new approaches for advertising vacancies that use a wider range of platforms and partner organisations to reach diverse audiences.

Review and update our recruitment processes

- We will acknowledge and address unconscious bias in our recruitment and engage with a broader pipeline of talent.
- We will support and train hiring managers and selection panels to engage with candidates from diverse backgrounds.
- We will ensure our recruitment and on-boarding processes are welcoming, inclusive, accessible and culturally safe.
- We will target candidates with disability and Aboriginal and Torres Strait Islander peoples through Affirmative Measures (AM) processes and create AM merit pools for use across the Agency.

I joined IP Australia under the affirmative measures stream to become a trade mark examiner. I have epilepsy, which has meant a lot less job experience on my resume previous to working at IP Australia.

When I started, I talked to someone about my triggers and support I'd need to work comfortably and safely. I've changed divisions within the agency several times, and all my supervisors have been supportive and understanding of my situation and days I have needed to take off at short notice.

I've never felt like I've been an issue or don't belong at IP Australia.

Cash Dolan, Trade marks and Designs





FOCUS AREA TWO: **EMPLOYEE EXPERIENCE**

Our goal is to move the experience of employees in the workplace to feeling a sense of belonging at IP Australia. It is our goal to provide a workplace where difference is welcomed and everyone feels safe, included, valued, respected, empowered and accepted at work.

By providing a more inclusive employee experience and a workplace where employees feel like they belong, we will retain our diverse valued talent and increase productivity and innovation. We will succeed when we create a workplace with increased retention of our diverse employees which will provide greater productivity and continue to build our reputation as an employer of choice.



Flexible Work

- We will create a culture where all employees can access flexible work in a way that supports their work and life balance and meets operational requirements.
- We will encourage flexible working which allows employees to manage their own circumstances with dignity.

Allyship and story-telling

- We will increase awareness and celebration of difference through story-telling.
- We will promote the use of inclusive language across all internal and external communications.

Accessibility

- We will implement the Access and Inclusion Plan to embed accessibility as business as usual.

Support

- We will promote and support reasonable workplace adjustments and internal support systems to assist all employees to do their jobs effectively, in a way that suits them, and reach their full potential.
- We will provide more information about entitlements and supports that allow employees to meet their individual needs.
- We will provide support, information and evidence-based suggestions, learning and career development opportunities and increase manager capability to support employees from under-represented groups.

Learning and Career opportunities

- We will provide a range of learning and career development opportunities for all employees in an inclusive, flexible and accessible way.
- We will explore upward mobility opportunities for our diverse talent.
- We will review our existing programs to identify barriers, ensure relevance and accessibility.
- We will increase cultural capability, awareness of difference and what defines unacceptable behaviour through bystander intervention and accountability.

EMPLOYEE EXPERIENCE

Upon starting at IP Australia, I discovered an organisation that, compared to other private sector and government agencies I have experienced, is inclusive and welcoming to all.

The numerous different networks at IP Australia give voice, support, and education to all. I see IP Australia acknowledging they are not perfect and are trying to move forward as an organisation to become better.

I, for my part, will continue my journey and will strive each day to be supportive to all who need support and inclusive to all.

Chris Bolton, Trade marks and Designs





FOCUS AREA THREE: **INCLUSIVE LEADERSHIP**



Our goal is visible leadership, engagement and accountability in our workplace. It is only with active and engaged leaders that we can move our workplace culture from inclusion to belonging.

Leaders have an exponential impact on employee retention and experience. Inclusive leaders will create a safe environment for employees to raise concerns knowing that they will be listened to, and complaints handled appropriately. This will improve team productivity, wellbeing and engagement.

We will succeed when we have confident, capable inclusive leaders who listen to everyone, respect different views and take into account everyone's perspectives before taking action.

Formal learning

- We will provide development opportunities to build inclusive leaders and enhance manager capabilities to lead diverse teams through coaching, reverse mentoring and embedding inclusive leadership learning.

Visibility and engagement

- We will have Executive Champions for promoting and supporting the different diversity streams.

Recognition

- We will introduce a Director General award category for Excellence in Inclusive leadership.

Representation

- We will work towards increasing representation of different diversity streams at senior levels by providing pathways, coaching and mentoring.

Psychological safety

- We will embed psychological safety and mental health considerations into our internal systems and processes to support employee wellbeing.

Performance and Capability

- We will include performance goals that relate to culture, diversity and inclusion as elements of expected behaviours in Achieve plans for all employees.
- We will define capabilities expected of leadership roles and include inclusive leadership attributes in role descriptions to demonstrate inclusive leadership capability is valued.

INCLUSIVE LEADERSHIP

For me, inclusive leadership is about recognising my lived experience, unconscious bias, and limitations around understanding whether others feel included. I can then apply this recognition to take an empathetic approach in being inclusive and look to model the right behaviors, create a safe working environment and ask questions seeking the views of others.

Being an inclusive leader is knowing each of my team members as individuals and finding what works best for them, whatever their circumstances may be and acknowledging their contributions to the team.

I don't believe there is a one size fits all approach, and as people, we are all different. So, keep an open mind and reflect.

Gavin Lovie, Customer Experience Group





FOCUS AREA FOUR: **CELEBRATION AND CONNECTION**

Our goal is to build a connected workplace with shared values and a respectful and inclusive culture where everyone feels like they belong.

Celebrations build connection, increase cultural competence and result in greater innovation, performance and productivity. A workplace with shared experiences and values also leads to people feeling safe and having a sense of belonging.

We will succeed when we provide the opportunity for employees at all levels to be involved in diversity and inclusion activities, to take responsibility for building their own understanding, for acknowledging and respecting difference and demonstrating a welcoming and inclusive culture.

Connection and events

- We will provide opportunities to make meaningful connections with our colleagues even when we are not in the office.
- We will hold regular events to recognise and celebrate significant days relating to various cultures and diverse groups.

Employee networks

- We will ensure ongoing support and promotion of employee networks and allyship.
- We will value and recognise the contributions our employees make to these networks and the cultural load that some employees carry in educating and supporting the broader agency in building capability.

Story-telling and communication

- We will use internal and external communication tools to increase awareness of diversity through story-telling.
- We will provide psychologically safe and accessible platforms to share stories and experiences.

Cultural learning opportunities

- We will provide a range of learning opportunities including immersive experiences.

Collaboration

- We will work with our partners and across the APS to share and support diversity and inclusion initiatives, events and employee networking.

CELEBRATION AND CONNECTION

I've been at IP Australia for almost 4 years but only found out about the CALD network recently. In my beginning days here, I felt alone and like an outsider with no one to relate to.

Now, I've joined the CALD network and have been happy to be involved with organising the Harmony Day event where we had a panel of people from many cultures talking about their experiences.

After this and my own experiences, I can see that we need to be more visible at IP Australia to have more of an impact, but it is a valuable contribution to our agency.

Clarissa Ng, Patents



HOW WE WILL MEASURE SUCCESS?

Measuring our workplace inclusion maturity and progress towards belonging will require ongoing evaluation, and multiple assessment methods will be used to gain a comprehensive understanding of our success. We will use:

- The inclusion maturity matrix for each business area to measure how their employees are feeling and what has been achieved. This will form part of Operational Workforce planning to identifying areas of priority/focus to work towards belonging.
- A diversity and inclusion survey conducted annually to measure our progress towards an inclusive workplace and to benchmark against external public and private sector organisations and internally.
- The APS Census data to provide an annual update of a range of demographics and a small range of inclusion and behaviour questions, which can be benchmarked against other APS agencies at the Agency level and identity issues and priorities at lower levels.

Impact Benchmarking

- Diversity Council of Australia inclusion @ work survey
- Aurion and APS Census Data
- IPA Diversity & Inclusion Strategy 12 Measures of success.

Self Assesment Collaboration

- Inclusion Maturity Matrix
- HR Business Partner health checks.

Accountability Delivery

- D&I Strategy Implementation Plan
- Access and Inclusion Plan 2023-26
- Reconciliation Action Plan.

Governance and reporting

Human Resources will report against the Strategy actions by:

	Workforce Strategy Committee	Champions	DRIVE and employee networks	All staff
Timing	Yearly	Bi-annually	Bi-annually	Yearly
Format	An overarching dashboard against the focus areas and a report describing progress against deliverables in individual Action plans.	An overarching dashboard against the focus areas. Each Champion will have a report against actions for their own Diversity Stream.	An overarching dashboard against the focus areas.	An overarching dashboard against the focus areas.
Primary accountability	Human Resources	Human Resources	Human Resources	Human Resources

APPENDIX A

Definitions

Common terms	What we mean when we use them
Diversity	When we talk about diversity at IP Australia, we are referring to the unique traits and characteristics that make us different from one another; the visible differences such as gender, age, language, ethnicity, religion, Aboriginal and Torres Strait Islander identity, cultural background and disability, the way we think, sexual orientation, level of education, socio-economic background, personality and marital status. We recognise that some are non-visible differences. Many characteristics make up an individual and make them unique.
Inclusion	Inclusion is how we embrace diversity and foster a culture that values people's unique backgrounds, experiences and perspectives so that they feel respected and valued and able to be themselves at work. For instance, inclusion occurs when people of different backgrounds, experiences, perspectives and abilities, are included on committees, consulted, and invited to comment.
Inclusive leadership	Inclusive leadership is the mindsets, knowledge, skills and behaviours that leaders use in an effective and inclusive agency.
Intersectionality	Intersectionality refers to the crossover in the way a person identifies. For example, a person's experience may be shaped by their ethnicity, gender and sexuality. This overlap or combination of differences makes up a person's unique identity and is different for everyone. The point of understanding intersectionality is to understand that a person may experience a variety of privileges, discrimination or exclusion simultaneously.
Intersectional approach	This strategy recognises that people are intersectional and some common barriers or approaches are experienced broadly across many diversity streams. By addressing common barriers and making the workplace more inclusive we will reduce the intersectional impact.
Equity	Equity is treating people fairly but differently. Equity promotes fairness by identifying differences and allocating resources based on need.
Equality	Equality is treating people the same regardless of differences. Although all people are given equal treatment, it assumes all people are starting from the same place. It can result in unequal outcomes if some have inherent advantage.
Belonging	Belonging is a feeling of connectedness to a group or community. It's the sense that you're part of something. You feel close and thoroughly accepted by your people. Belonging is more than just being part of a group; it is also tied to a set of shared beliefs or ideals. To truly feel a sense of belonging, you must feel unity and a common sense of character with and among members of your group.
Neurodivergent/ Neurodivergent	Neurodivergent is a non-medical term that describes the person and refers to people whose brains develop or work differently for some reason. Neurodiversity is the concept, that describes that people experience and interact with world around them in different ways. The term is often used to refer to neurological differences including Autism, ADHD, Dyslexia and others.
Psychological safety	Psychological safety is a shared belief the environment is safe to take risks and be vulnerable. People feel valued, able to express ideas and ask questions, and do not feel they will be punished for speaking up.
LGBTIQA+	Representing the Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual and other sexually or gender diverse.

APPENDIX A

Definitions

Common terms	What we mean when we use them
Disability	The definitions of disability vary. The *Disability Discrimination Act 1992* (the Act) defines disability as: a) total or partial loss of the person's bodily or mental functions; or b) total or partial loss of a part of the body; or c) the presence in the body of organisms causing disease or illness; or d) the presence in the body of organisms capable of causing disease or illness; or e) the malfunction, malformation or disfigurement of a part of the person's body; or f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour. The Act includes disability that: • presently exists • previously existed but no longer exists • may exist in the future • is imputed to a person (meaning it is thought or implied that the person has disability but does not). The United Nations Convention on the Rights of Persons with Disabilities offers the following statement: 'Persons with disabilities include those who have long term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. Disability results from an interaction between a non-inclusive society and an individual.'
Carer	The term 'carer' refers to anyone who spends time providing unpaid care, help or assistance for family members or others. This could be providing care to a child or adult, with or without disability.
CALD	Refers to people who identify as from a culturally and/or linguistically diverse background. In most contexts it means persons who identify as having a cultural background outside of the predominant Anglo-Australian culture/heritage, for example in cultural/ethnic identity, language, country of birth, heritage/ancestry, national origin, race, and/or colour.
Cultural safety	Cultural safety is about creating an environment that is safe for people of all cultural backgrounds. This means there is no assault, challenge or denial of their identity and experience.
Cultural capability	Cultural capability refers to the skills, knowledge, behaviours and systems that are required to plan, support, improve and deliver services in a culturally respectful and appropriate manner.

APPENDIX B

Inclusion maturity matrix

Self Assessment Tool

An inclusion maturity matrix provides a structured representation of the stages of evolution of inclusion across our Agency, to highlight what has been achieved or implemented across the 4 focus areas. This is a self-assessment tool to support each Group in defining where we are on the path from inclusion to belonging. Group's may be at different levels of maturity for the 4 focus areas and will form part of yearly Operational Workforce planning.

Focus Areas	1 AWARE Passive and reactive in understanding	2 COMMITTED Accepting, appreciating and purpose-driven	3 INTEGRATED Valuing, reflective and transformational	4 EMBEDDED Competent and sustainable
Attraction	There is awareness of benefits of diversity and inclusion but largely focused on demographics.	Diversity and inclusion are identified as key values for the Group.	There is a sophisticated understanding of diversity and inclusion and how it links to business strategy and planning.	Diversity and inclusion are actively considered in all decisions under a 'if not why not' approach.
	Use of Affirmative Measures recruitment is ad hoc and not well understood. Participation in external specialised recruitment programs is rare.	Affirmative Measures recruitment is used in most bulk recruitment rounds with support of Recruitment team. Some participation in external specialised recruitment programs.	Affirmative Measures are confidently used in more externally advertised vacancies. Hiring managers and panels are confident using inclusive recruitment practices.	Affirmative Measures are confidently used in most externally advertised positions. All employees are confident with inclusive recruitment practices.
	Promotion of IPA as inclusive workplace is present in advertising material and on internet.	The Employee Value Proposition (EVP) is inclusive and is used to target a range of diverse candidates.	All advertising and external facing content is inclusive.	IPA is seen as an Employer of Choice for inclusion. Innovative and accessible strategies used to attract more candidates.
Employee Experience	Employees are aware there are ways to raise concerns and are encouraged to do so through HR though do but do not always feel safe to do so.	Employees feel included and believe the workplace will support them if they raise concerns. The message that discrimination and inappropriate behaviour is not tolerated is reinforced regularly.	Employees are actively included and feel confident to raise issues in their work area. Reports of inappropriate behaviour are low and accountability is part of performance expectations.	Employees feel safe and they belong. Inappropriate behaviour is proactively addressed, and positive inclusive behaviour is consistently modelled.
	Accessibility requirements are reviewed through a Dignified Access Assessment.	Accessibility is seen as important and is usually considered in meetings, new projects and programs.	Accessibility is standard practice and is automatically considered as part of all planning for meetings, projects and new programs.	All employees experience an inclusive and accessible workplace and feel confident to raise any issues and be themselves at work.
	Additional supports, conditions of employment are provided but inconsistently applied and not well understood across the business. Targeted learning opportunities are provided for some diversity issues.	Additional supports, conditions, policies are created to support inclusion. Regular training across both general and targeted diversity areas is delivered and diversity and inclusion forms part of management programs.	Diversity and inclusion are part of everyday business and are considered a key value of the agency. Some targeted learning and career opportunities are developed for people with diverse needs.	Different ways of working and thinking are encouraged. Flexibility is available to all employees. Diversity and inclusion are considered as part of all learning, career development programs.
Inclusive Leadership	Limited leadership involvement or commitment.	Inclusive leadership is identified as a key capability. Leaders have goals and responsibility for diversity and inclusion.	Leaders are held accountable for creating an inclusive workplace and enabled with inclusive leadership skills.	Leaders demonstrate inclusive leadership holistically and consistently.
	Managers and supervisors are aware of the importance of inclusive leadership practices and managing diverse teams.	Managers and supervisors willingly engage in inclusive leadership practices, model inclusion and proactively seek to become more inclusive leaders.	Leaders at all levels have strong knowledge of diversity and inclusion and integrate it in all activities.	Diversity and inclusion is considered in all decisions and planning.
	Executive Champions are visible.	Executive Champions are actively engaged. All leaders own, communicate and are held accountable for supporting diversity and inclusion as part of their individual Achieve plans.	Executive Champions are actively involved. Leaders have developed a strong understanding of how diversity and inclusion links to business outcomes.	All leaders are confident working with diverse teams, challenging the status quo, looking for innovative solutions and embracing diversity.
Celebration & Connection	Networks are actively arranging awareness activities and events for significant days, with support from HR.	Networks proactively arrange awareness activities and events for significant days independent of HR. Accessibility is considered in event planning.	Events and celebrations occur regularly and are driven by the networks and business areas rather than HR.	Events and activities are driven by the employee networks and business areas, taking an intersectional approach.
	Employee networks are somewhat visible, but membership is small and governance is developing. Many employees don't attend as they feel 'time poor'.	Networks are well-established and proactive. Employees feel the need to justify time spent in diversity and inclusion activities.	Strong collaboration and intersectional connections across employee networks.	Difference is actively embraced. Employees feel they have lots of opportunities to connect and celebrate with other employees across the business.
	Intersectional activities are limited.	Intersectional activities across networks are more frequent.	Events and celebrations are well-attended. Managers encourage participation.	Events and celebrations occur regularly and are well-attended and employees and managers feel like it is a good use of time.

APPENDIX C

Our 12 measures of success

Focus Area	Our success will be measured by	Specific targets by December 2026
Attraction 	1. An increase in representation across the diversity streams.	• Indigenous: 5% across all classifications • Disability: 7% across all classifications
	2. Increased representation across all diversity streams in EL2 and above classifications.	• 33% of employees at EL2 and above identify as CALD. • 3% of EL1 and above identify as Aboriginal and Torres Strait Islander employees. • 3% of SES identify as Aboriginal and Torres Strait Islander employees.
	3. Increase in use of Affirmative Measures (AM) processes used internally to establish merit pool.	At least one bulk recruitment round held annually using AM.
Employee experience 	4. A reduction of negative responses to the following questions in the APS census 2026: a) "*During the last 12 months and in the course of your employment, have you experienced discrimination on the basis of your background or a personal characteristic?*" b) "*During the last 12 months, have you been subjected to harassment or bullying in your current workplace?*"	A reduction from the following: a) From 7% (2023) to 4% or less of respondents (by 2026), responded positively. Results will also be identified against gender, age and race. b) From 6% (2023) to 3% or less of respondents (by 2026), responded positively.
	5. Positive responses to the following questions in the APS census 2026: "*My agency supports and actively promotes an inclusive workplace culture.*"	From 89% (2023) to above 92% of positive responses (by 2026) to the APS Census.
	6. Accessibility and flexibility of learning and development programs.	All programs will be reviewed during the period of the Strategy and assessed for accessibility. Where issues are identified these will be rectified or an alternative will be sourced.

APPENDIX C

Our 12 measures of success

Focus Area	Our success will be measured by	Specific targets by December 2026
Inclusive leadership 	7. Completion of Inclusive leadership offerings.	80% of EL1s and EL2s complete programs offered relating to Inclusive leadership. Positive feedback following offerings is received.
	8. Positive responses to the following questions in the APS census 2026: "*My supervisor actively ensures that everyone can be included in workplace activities.*"	From 87% (2023) to above 90% of positive responses (by 2026) to the APS Census.
	9. Positive responses to the following question in the APS census 2026: "*My supervisor invites a range of views, including those different to their own.*"	From 85% (2023) to above 90% of positive responses (by 2026) to the APS Census.
Celebration and connection 	10. Across IP Australia events are celebrated and acknowledged across all diversity areas.	At least 12 significant events each calendar year.
	11. Participation in immersive experiences such as Jawun and other immersive learning experiences per year.	IP Australia will offer up to four immersive or cultural awareness raising activities promoted and supported each calendar year.
	12. Active participation in APS networks and maintaining professional memberships.	Maintain membership with AND, DCA and Pride in Diversity each year. Active engagement in APS networks and activities.



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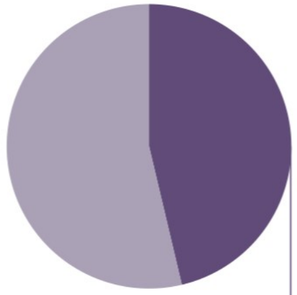
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Gender equity at IP Australia

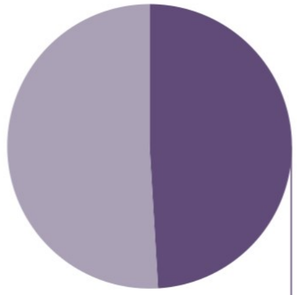
IP Australia promotes gender equity in our workplace by acknowledging and supporting everyone on the gender spectrum and educating all employees on the value and importance of ensuring everyone has an equal opportunity to make the most of their experiences, careers and talent. We will continue our participation in the Workplace Gender Equality Agency Public Sector Reporting Program, and the annual Australian Public Service Employee Census.

We will focus on measuring our progress and success through the themes outlined in the APS Gender Equality Strategy 2021–26. While IP Australia currently performs very well against most indicators, we are committed to building on this success by implementing our action plan and ensuring staff are empowered and encouraged to drive gender equality, through flexibility and innovation.

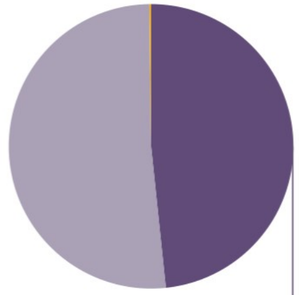
Men Women Non-binary



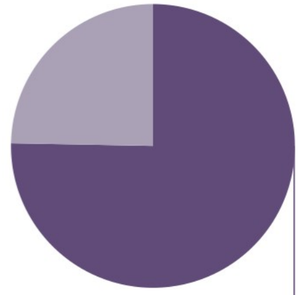
46.3%
Women in senior leadership
EL cohort representation



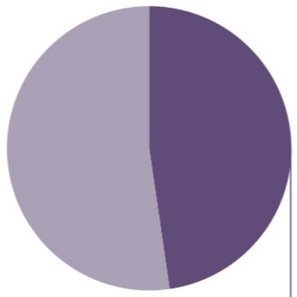
49.1%
Women in senior leadership
EL & SES



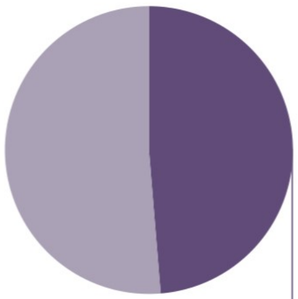
48.3%
Workforce by gender
Women



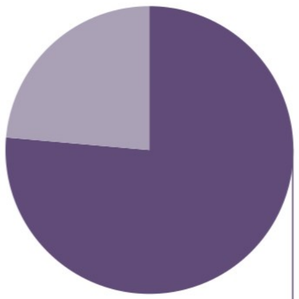
75.3%
Women representation in part time workforce



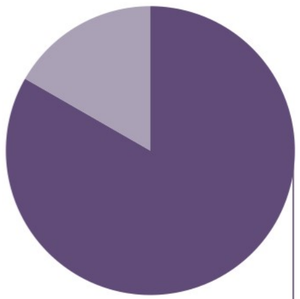
47.7%
Women representation in home based workers



48.7%
Women representation in hybrid workers



76.4%
Women as a percentage of workers who access flexible working - part time and compressed



83.3%
Women as a percentage of workers who access flexible working - compressed hours

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The *APS Gender Equality Strategy 2021–2026: Realising the benefits for all* (APS Strategy) presents a shared vision for gender equality towards which everyone in the APS can contribute.

The 3 APS Strategy objectives aim to embed inclusive and respectful workplace practices to enable all genders equality of opportunity and full participation so that the APS can deliver at its best.

Objective 1:

To see leaders at all levels hold themselves and others to account for demonstrating gender equitable and inclusive behaviour.



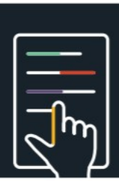
Objective 2:

To shift gender norms and normalise respectful workplaces and access to flexibility for all.



Objective 3:

To embed gender equality and inclusion in all that we do.



To achieve these objectives, the APS Strategy outlines 6 actions areas that contain minimum standards that all APS departments and agencies are expected to implement:

1. Leadership and accountability that progresses gender equality through individual and collective action.
2. Respectful workplaces and empowered people that prioritises our people's safety and wellbeing.
3. Shifting gender stereotypes to support the career and life choices of our people.
4. Flexible ways of working to give our people more choice and enhance their contributions at work.
5. Gender data that ensures our efforts are informed by the evidence base and progress is visible.
6. Leveraging our external influence to champion gender equality in our everyday work.

IP Australia understands the imperative of supporting the 6 action areas in a way that brings the APS Strategy to life within our unique context.

The IP Australia Gender Equity Action Plan 2025–27 aligns to our Diversity and Inclusion Strategy 2023–26 under the 4 pillars of *Attraction, Employee Experience, Inclusive Leadership and Celebration and Connection*. This action plan is our commitment to further embedding gender equality and equity into all that we do.

IP Australia recognises the partnership that is needed between senior leaders, the IP Gender Champion and Gender Network, and Human Resources (HR). Our plan recognises a long term and sustainable approach with the inclusion of stretch targets, which will be assessed and reviewed as we develop the next phase in our planning from 2027–2030.

We are delighted to deliver IP Australia's first Gender Equity Action Plan, an important step in achieving IP Australia's vision to take our culture from *inclusion to belonging*.



Michael Schwager
Inclusion Champion



Justine Hall
Gender Champion

https://www.ipaustralia.gov.au/careers/why-work-with-us

Corporate | New tab | Exam Tools | Searching Tools | Trainees/Academy | MECH3 | OT Stuff | Int'l Dist. | PRIDE | Manuals | L&D | EOI Stuff | IT

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Section 24 (1) Determination 2023
PDF | 454KB

Inclusive culture

Diversity and inclusion

We want a diverse workforce and a workplace where all employees feel they're valued, safe and can be their true selves with opportunities to reach their full potential.

We value different backgrounds and different perspectives and are members of the **Australian Network on Disability**, **Pride in Diversity** and the **Diversity Council Australia**.

Our **Diversity and Inclusion Strategy**, **Diversity and Inclusion Policy**, **Reconciliation Action Plan**, and **Access and Inclusion Plan** outline how we support our diverse workforce, how we're striving to be more inclusive and increase the diversity of the workforce to be more representative of the broader population.

Diversity and Inclusion Strategy 2023-2026
PDF | 3MB

Diversity and Inclusion Policy 2021-2023
PDF | 560KB

Reconciliation Action Plan 2021-2023
PDF | 13MB

Access and Inclusion Plan 2023-2026
PDF | 2MB

Access and Inclusion Plan 2023-2026 word accessible
DOCX | 4MB

Inclusive recruitment

We're actively working to increase the diversity of our workforce including the number of Aboriginal and Torres Strait Islander employees and people with disability who work in our agency.

Our Reconciliation Action Plan and Diversity and Inclusion Strategy include initiatives to build more targeted and inclusive recruitment practices.

We welcome applications from Aboriginal and Torres Strait Islander peoples, women, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTQA+, mature aged employees and carers.

We can provide assistance to support you in applying for a position with us. If you want to learn more, contact us.

Get in touch →

Inclusive culture

Diversity and inclusion

We want a diverse workforce and a workplace where all employees feel they're valued, safe and can be their true selves with opportunities to reach their full potential.

We value different backgrounds and different perspectives and are members of the **Australian Network on Disability**, **Pride in Diversity** and the **Diversity Council Australia**.

Our **Culturally and Linguistically Diverse (CALD) Action Plan**, **Diversity and Inclusion Strategy**, and **Access and Inclusion Plan** outline how we support a diverse workplace, how we're striving to be more inclusive and increase the diversity of the workforce to be more representative of the broader population.

Champions promoting diversity

Our senior executives play an important role as champions, providing leadership that creates a positive and inclusive workplace. Our champions include:

- Indigenous Champion
- Disability and Carers Champion
- Gender Equality Champion
- Pride Champion
- Culturally and Linguistically Diverse Champion
- Mental Health Champion

Employee networks

We support inclusive communities and connection at IP Australia as places to encourage action on diversity issues. Our networks meet up regularly online and/or in person and include:

- Indigenous Employees Network
- LEAP (Learning, Equity and Accessibility Partnership) Disability and Carers Network
- PRIDE Network
- Gender Equality Network (GEN)
- Mindful Minds (Mental Health)
- Culturally and Linguistically Diverse Network

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Australian Government
IP Australia

IP Australia Pride Network Statement of Purpose

The role of the Pride Network is to support sex, sexuality and gender diversity at IP Australia.
The Pride Network is committed to following responsibilities:

- Promoting initiatives and events within IP Australia to educate and embed a culture that is inclusive of LGBTQIA+ diversity.
- Promoting the visibility of LQBTQIA+ staff within IP Australia.
- Creating and maintaining a visible peer support network for staff to meet, network, and discuss LGBTQIA+ issues.
- Exploring LGBTQIA+ diversity accreditation for IP Australia.

IP PRIDE NETWORK STEERING COMMITTEE

Terms of Reference

Purpose

The purpose of the IP Pride Network Steering Committee (SC) is to provide support and guidance for the wider PRIDE Network (IP PRIDE) and its initiatives and to LGBTQA+ employees of IP Australia.

The Steering Committee's responsibilities include, but are not limited to:

- Promoting and publicising the IP PRIDE Network
- Setting direction, goals, strategies, policies, priorities and resources for the IP PRIDE Network and its initiatives
- Supporting LGBTQA+ staff and helping to create a safe working environment for all
- Coordinating IP PRIDE events
- Overseeing the annual completion of the Australian Workplace Equality Index (AWEI)
- Overseeing the IP PRIDE Mailbox, and development and upkeep of the IP PRIDE Confluence/intranet page
- Reporting to relevant committees and boards, e.g. Executive Board, People and Communication Committee

Steering Committee Membership

The Committee will consist of a minimum of 5 members.

- Chair, or two co-chairs
- Secretariat Support
- Communications Officers
- A Member of HR Diversity and Inclusion Team, as well as
- The Executive LGBTQA+ Champion

The Champion is a standing member of the Committee (they need not attend).

See Attachment A for roles and responsibilities.

Steering Committee role

- The Steering Committee is a decision-making body, but only for its own operational matters.
- The Steering Committee will make recommendations and/or provide advice as requested to the Executive Board and/or People and Communication Committee
- On issues of high strategic impact, the Steering Committee may seek advice and/or refer matters to the Executive Board and/or People and Communication Committee for advice and/or decision
- The Steering Committee will act in an advisory capacity within the workplace in matters of LGBTQA+ importance (e.g., input into policy matters, in an educational capacity etc)

Operations

- Steering Committee roles are filled on a volunteer basis and are for a 12 month term, according to Calendar Year.
- An expression of interest will be sent out to the network annually, at the end of financial year.
    - If one person nominates for a role, they will be allocated to that position
    - If multiple people nominate for a role, there will be an election wherein members of the Pride Network vote and the applicant receiving the majority of votes will be allocated to that position
- If a role needs to be filled between annual EOIs, and there are greater than the minimum of 5 members of the steering committee, the role shall be filled by someone within the steering committee
- If a role needs to be filled and there are fewer than the minimum of 5 members of the Steering Committee, an expression of interest (EOI) will be put to the network in order to fill the position
- The Steering Committee meets monthly and additionally as required
- Meetings are chaired by chair, or one of the co-chairs.
- Decisions are reached by majority
- A quorum of three is required for decisions to be valid
- Recommendations and actions are recorded in writing, circulated to the Steering Committee, and communicated to IP PRIDE Network members where appropriate by publicising on the Intranet or Confluence page

Review

The Steering Committee will review these Terms of Reference and evaluate its performance on an annual basis. The review will include consultation with the Pride Champion.

Any substantive change to these Terms of Reference must be approved by the Steering Committee.

Attachment A – Steering Committee Member Roles and Responsibilities

Pride Champion

The Champion will:

- Work with the Chair and HR Diversity and Inclusion to maintain the strategic direction of IP PRIDE.

Chair

The Chair will:

- Convene IP PRIDE Network and IP PRIDE Steering Committee meetings, including setting agendas
- Ensure the network meets its terms of reference
- Establish an annual work plan to drive actions to improve the reach, effectiveness, and visibility of the network across IP Australia
- Where required, arrange formal and informal events
- Represent and promote the network internally to IP Australia
- Collaborate with other networks within IP Australia, and any relevant external networks
- Act as a point of contact for the network as required
- Represent the network at external events, such as roundtable and networking events held by programs IP Australia is participating in (e.g., Pride in Diversity)
- Monitor the E-Mail in-box and respond to or pass on all incoming correspondence within three working days.
- Support the work of various projects (e.g. AWEI Submissions; Surveys etc)

Unless a separate Events Organiser is appointed, the Co-Chairs will oversee the organisation of events. They will:

- Work with the communications officers to organise and publicise the event
- Collaborate with other D&I Networks and/or the Social Club to organise events
- Coordinate timing of events and assign duties to event volunteers
- Be the point of contact for guest speakers and visitors to events.

Secretariat

The Secretariat will provide secretariat services for the Committee. They will:

- Book people and rooms
- Provide documentation and agendas prior to meetings
- Keep a record of meetings and decisions and communicate the outcomes of meetings
- Circulate and/or publish minutes.

Communications officer/s

- Promote IP PRIDE across the agency

- Liaise with Corporate Communication and the Internal Communications Team to ensure Inspire events are promoted adequately
- Work closely with the Corporate Communications officers
- Send out information to IP PRIDE members via email, Confluence and other means
- Monitor the Intranet for accuracy with regard to IP Pride Network and LGBTQA+ content, and ensure they are accurate and up to date.

HR Diversity and Inclusion Officer

- A member of the HR Diversity and Inclusion Team
- Will liaise with the Policy Officer, and provide guidance on Policy Officer duties when necessary
- Will provide advice and guidance to the Steering Committee, from a HR perspective
- Coordinate the AWEI submission package, with the support of the Policy Officer. This may include collecting evidence for the submission throughout the year, and/or organising a working group of IP Pride Network members.

Policy officer:

- Liaise with the Diversity and Inclusion officer, and Assist HR in drafting and updating policies and guidelines to better support LGBTQA+ staff This may include providing comments on existing documents or draft documents, sourcing example documents from other agencies and organisations, and/or drafting documents
- Be proactive in identifying policies and guidelines that could be amended to better represent and/or support LGBTQA+ staff and/or stakeholders
- Keep abreast of the Australian Workplace Equality Index (AWEI) requirements, such as registration dates, submission dates, and any changes to the AWEI submission requirements and/or scoring guidelines

Diversity and inclusion

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Immersive reader

Published 13/06/2025

s22

We are committed to fostering a safe and inclusive culture for all staff. We want IP Australia to be a place where all LGBTQA+ people feel welcome, respected, valued and empowered to bring their whole selves to work.

We all have a role in ensuring that our workplace is safe and welcoming place for our LGBTQA+ colleagues to work.

You can take action by:

- Joining the Pride Network (all staff are welcome to join).
- Completing training (see our resources below).
- Acknowledging dates of significance.
- Displaying and promoting inclusive behaviour.

s22 - LGBTQA+ Champion

Our Champion

s22 our Champion:

- is a visible role model and advocate for LGBTQA+ people
- supports the implementation of relevant APS strategies and initiatives in our workplace
- participates on the LGBTQA+ Network.



IP Pride Network

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Published 6/13/2025

IP Pride is a network for members of the IP Australia LGBTQA+ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Asexual, +) community and their allies. Through events, education, engagement and representation, the members of the IP Pride Network and the IP Pride Steering Committee aim to increase visibility, understanding and support for the IP Australia LGBTQA+ community.

Become a member

Becoming a member is easy! Simply send us an email. There are no prerequisites and no limits on the number of members — so there's always a place for you.

About us

The IP Pride Network aims to educate and build support amongst the wider IP Australia workforce for the LGBTQA+ community within IP Australia. Through the organisation of events and educational opportunities, we hope to create a workplace where diversity is celebrated and inclusiveness is part of our daily operation.

IP Pride is run by a Steering Committee comprised of members of the LGBTQA+ community and visible allies, and operates under our Terms of Reference.

Our aim is to provide guidance and mentoring to the members of the IP Australia LGBTQA+ community, and to ensure that the agency's support of this community is visible and ongoing. Through our ongoing supportive, social and educational activities, we hope to ensure that everyone at IP Australia feels safe to live their truth, and to be the best version of themselves they can be.

IP Australia Pride Network Statement of Purpose

IP Pride Network Steering Committee

Co-Chairs: s22

Secretariat: s22

Communications: s22

Members: s22

LGBTQA+ Champion: s22

LGBTQA+ Contacts

LGBTQA+ Grievance Officers:

Throughout our process of gathering evidence for IP Australia's AWEI Foundation Submission, we have identified several areas of opportunity for our agency. One key area has been the training of LGBTQA+ Grievance Officers. Grievance Officers provide an avenue for individuals to confidently disclose any difficulties that arise, and to provide them with the necessary support and resources they may require.

The difference between a Grievance Officer and a P2P, or WCO, is that Grievance Officers fall under the HR umbrella. Grievance Officers have completed the LGBTQA+ Grievance Officer Training and understand the unique nuances and experience of LGBTQA+ employees. Our Grievance Officers are there for you to support you in your time of need, and we are so grateful that these individuals volunteered their time to complete the training and assist us in creating a more inclusive work environment.

Our IP Australia Grievance Officers are:

1.
2. s22

Confidential Contacts

Different to our LGBTQA+ Grievance Officers, we also have Confidential Contacts. This role is a non-HR, informal contact, for people to use when they just want to have a chat to someone in confidence. If you require HR intervention, we recommend going to our Grievance Officers.

Our Confidential Contacts are

1.
2. s22

Topics

Community and Networks

Related content

See all

Title
News, events and community
Social Club
The Grapevine - June 2025 - cold
Gender Equity Network
IP Pride Network
Remote Worker Teams Chats
Services
Committee information

Resources and links

IP Pride Network Steering Committee Terms of...

Contact us

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IP Pride Network

Published 6/13/2025

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1. s22
2.

When going through the recruitment process, make sure you consider the following:

- Consider accessibility: make sure the application process accommodates different accessibility requirements
- Train against your unconscious biases ie Affinity Bias, Halo Bias, Confirmation Bias, Perception Bias
- Where possible, reflect IP Australia's diversity on any recruitment panel: talented Australians want to work in a diverse environment and the panel is our chance to make a first impression
- Create a sense of belonging in IP Australia through inclusive behaviours

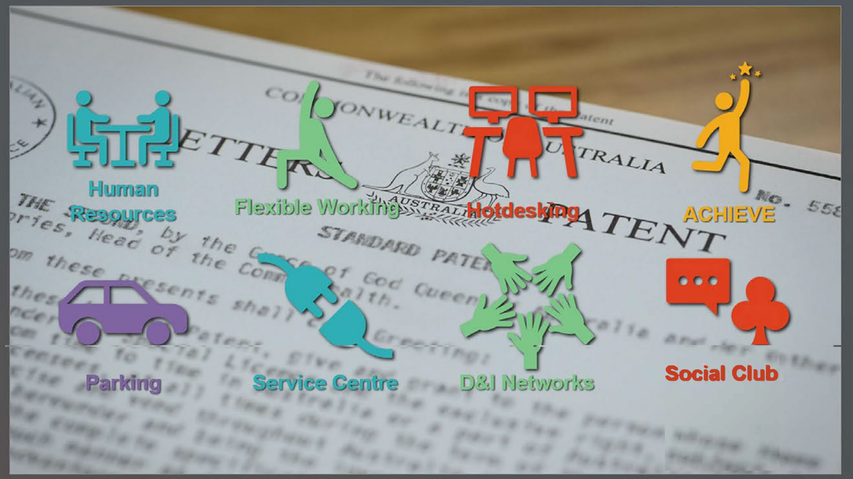
Contact one of the networks below to get involved:

- Culturally and Linguistically Diverse (CALD)
- Disability Network (IP LEAP)
- Indigenous Employee Network (Indigenous Australians)
- Gender Equity Network
- Pride Network
- Mental Health Network

CONTINUE

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Before the DG arrives, I want to raise a few things:

- Firstly, HR – HR is responsible for managing the employee life cycle, so you can expect to have a lot of touch points with the HR team. We work to a tiered service delivery model
  - Tier 0 – this is self-service through our intranet – allowing you to find information on your own and solve problems independently.
  - We of course give you additional support options under Tier 1 - which is AskHR (where you can't find what you're looking for through self service)
  - Tier 2 (where the issue might be too complex for AskHR to answer so they route to HR specialists to offer subject matter expertise) to assist in your HR enquiry.
  - And then Tier 3 are your HR business partners (and these normally are your HR Directors) who partner with our Executive to offer that direct interaction or intervention from HR.
- Flexible working arrangements – we support flexible working options that help you to balance your work and life commitments as well as meet the operational requirements of IP Australia. Our full time hours is 7.21 and with the agreement of your manager, you can work anytime from 7.00am to 7.00pm Monday to Friday. There are also Outposted Worker Team chats to keep connected to colleagues in your home state/territory you can join the designated Teams chat. The chat groups are informal spaces to connect and share news and information. There are also opportunities to organise and participate in social catch ups in your area.

As part of your conversations with your manager, you are encouraged to discuss and agree on your pattern of working hours and any reasonable adjustments to enable you to do your work.

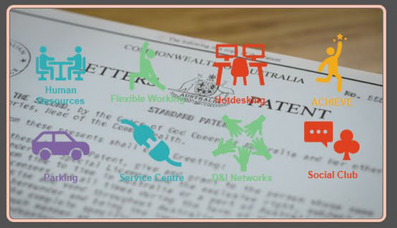
- You might have already noticed, but at IP Australia, we no longer allocate designated desks, we instead adopt activity-based working which enables us to work more flexibly in the office. I hope by now you have been allocated a buddy in your team to show you around and where your team sits. So unless your manager asked you to sit in a particular area, you can work from anywhere in the building.
- For most of you, you will undergo a 6-month probation period – and at weeks 5, 13 and 22 after commencement, you and your manager will need to complete 3 probation reports. After passing your probation period, you should automatically enter our performance management system. And this is called Achieve. This should be an extension of your probationary period where you and your manager set performance expectations and regular feedback mechanisms to help you achieve in your role and beyond.
- Another hot topic – car parking! For Canberra-based and Melbourne-based staff, there is onsite parking available and they are allocated through a ballot system. If you want to join the ballot, email the car parking inbox. There are also paid public parking options located near the office, but public transport is quite good in Canberra so if you want to take advantage of that, we have easy access to a bus stop as well on the side of the building.
- Service Centre! If you need help with your laptop, phone, software access or anything tech related, Service Centre is your best friend! You can contact them on x3100, by emailing the Service Centre, or by logging a job in our newly published self-service portal, ServiceNow.
- Our Diversity and Inclusion networks: we have networks available for everyone to join to support connection and safe spaces for everyone to bring their whole selves to work, these networks are supported by your senior executive Diversity Champions. We have networks for:
  - LGBTQA+ - our PRIDE network
  - Gender – our INSPIRE network
  - Culturally and Lingistically Diverse – our CALD network
  - Disability – our IP LEAP network
  - Indigenous – our RECONCILIATION network
  - IEN for Indigenous staff members
- Mental Health network
- And more recently, our New Parents network for new parents returning to work at IP Australia.
- I encourage you to check out the intranet under WHO ARE WE>diversity and inclusion for all the information on inclusion at IPA and how to join as many networks you would like to be apart of.
- Oh, one last thing – Social Club! You can join the Social Club to meet new people and take part in fun events. They run fortnightly Happy hour on Fridays, organise charity events, BBQs, Christmas parties, trivia and game nights - the opportunities are endless. We even have a soccer team for those interested – Go IPpyroos!

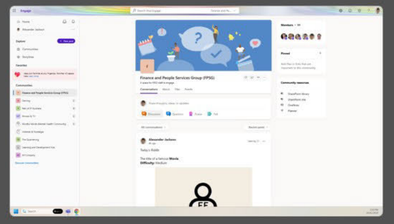
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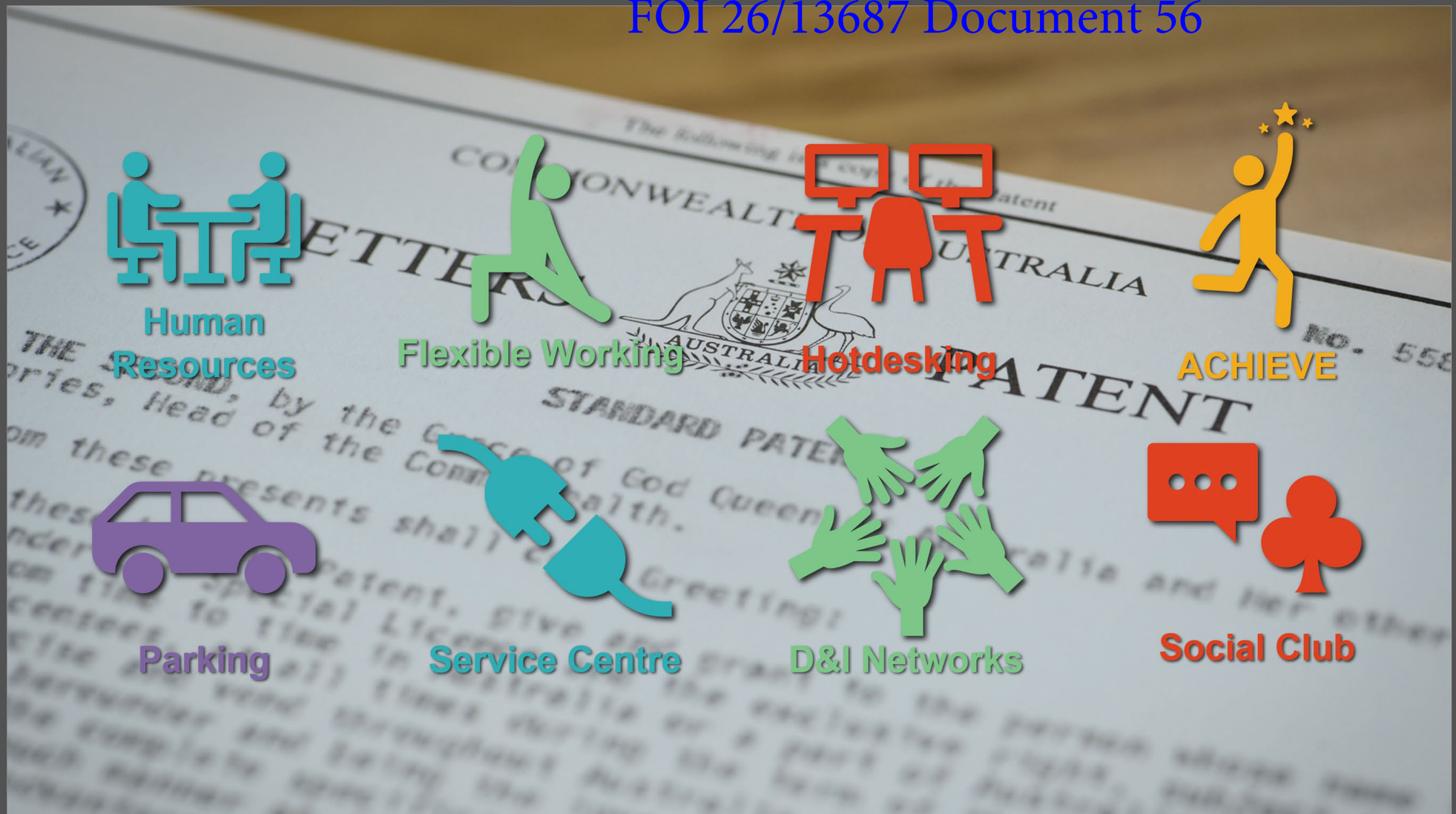






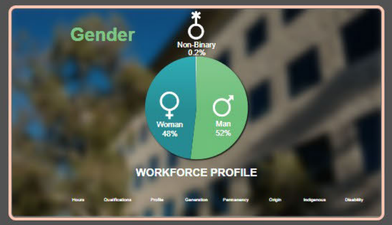






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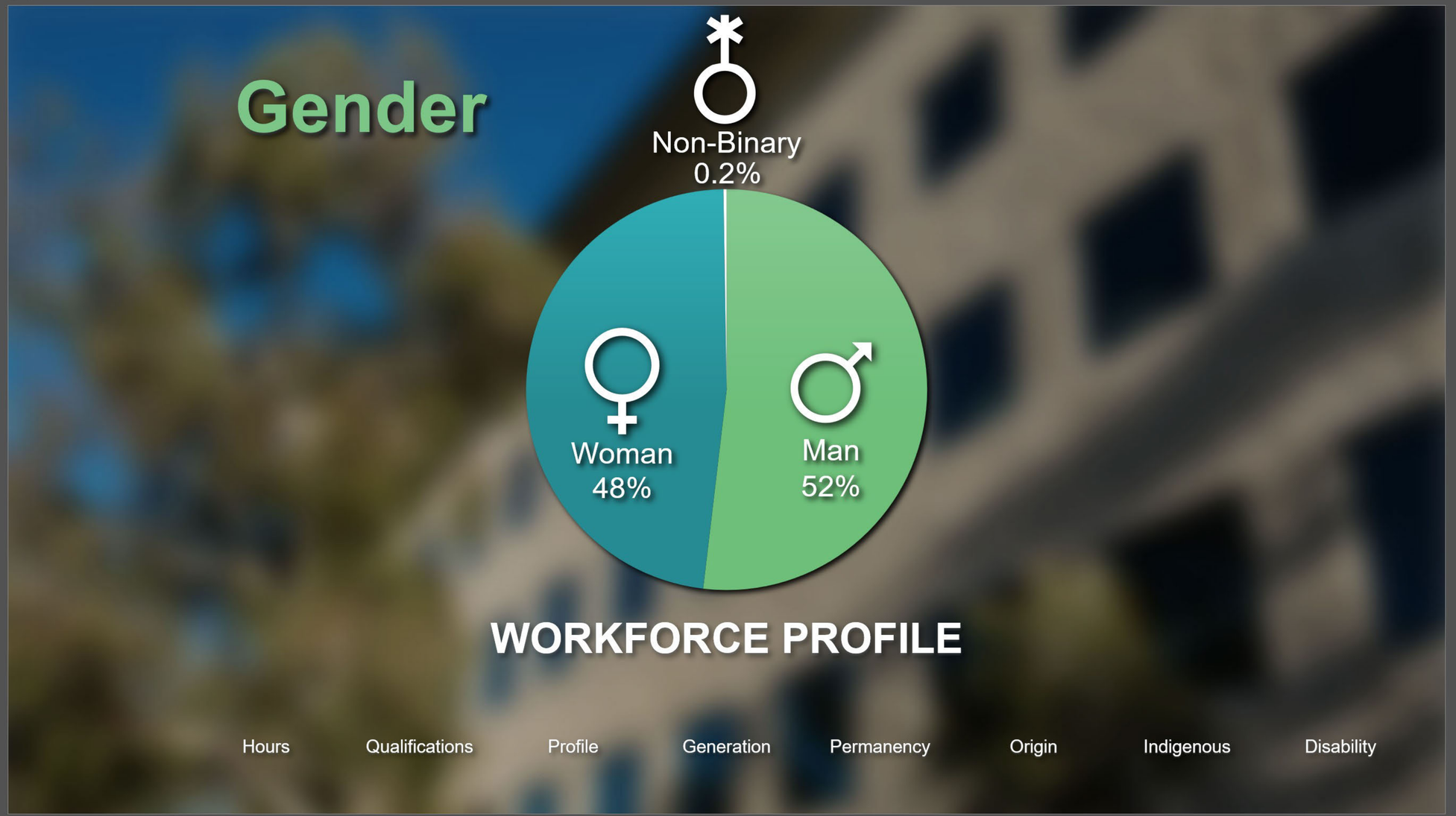












FOI 26/13687 Document 58

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And I will leave it there! For any other information on any of the topics I have covered here, head to the intranet.

s22

FOI 26/13687 Document 59

Your Onboarding Checklist

Test Examiner
Start Date: 21 Aug 2025

Onboarding Data Collection

- Provide Personal Data — Complete this task to proceed — 72 days overdue
- Provide Additional Data — Complete the previous task to unlock — Locked
- Complete e-Signature — Complete the previous task to unlock — Locked

Additional Onboarding Tasks

- Inclusive Communities at IP Australia — Complete this task to proceed — 62 days overdue

Explore Onboarding Guide

- Know Your Key People — 1 person recommended

Inclusive Communities at IP Australia

Inclusive Communities at IP Australia

We pride ourselves on the inclusive workplace we've built at IP Australia. We value different backgrounds and perspectives and have created a workplace where all employees feel respected and safe.

Visit our website to view our community-led action plans and learn how we support a diverse workplace focused on moving from inclusion to belonging.

There are a number of communities you can be a part of when you start at IP Australia. By selecting any of the networks below, you are providing approval for a Network representative to contact you when you commence Our networks mostly communicate through MS Teams chat channels and is a great, easy and flexible way to connect with colleagues across the organisation. You can update your preferences anytime once you join.

As well as chat groups, our Networks provide opportunities to engage with members at events and meetings including intersectional events where you'll have the opportunity to get to know members from other Networks.

Gender Equity Network

The goal of the Gender Equity Network (GEN) is to promote gender equity at IP Australia. We strive to educate all employees on the value and importance of a 'level playing field', ensuring all people, irrespective of gender, are competitive and able to access opportunities. We acknowledge and support everyone on the gender spectrum.

IP CALD Network

Our CALD Network supports Culturally and Linguistic Diverse (CALD) employees and their allies from various cultural, ethnic, religious, and national backgrounds and identities. We aim to provide peer support to colleagues, shed light on issues and barriers that CALD employees may experience in the workplace and promote and celebrate CALD events. Our network welcomes all staff regardless of their cultural and/or linguistic background.

IP Pride Network

IP Pride is a network for members of the IP Australia LGBTQA+ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Asexual, +) community and their allies. Through events, education, engagement and representation, the members of the IP Pride Network and the IP Pride Steering Committee aim to increase visibility, understanding and support for the IP Australia LGBTQA+ community.

LEAP Network

Learning, Equity and Accessibility Partnership (LEAP) focuses on accessibility and disability and is open to all staff, carers, and allies. LEAP network provides peer support to colleagues, a safe space to raise workplace issues and barriers, and reinforces our commitment to being a diverse and inclusive workplace.

Mindful Minds Network

The Mindful Minds Network, also known as the Mental Health Network, aims to support employees with lived experience of mental ill health and promote awareness of and reduce stigma around mental health. This is achieved through promoting the network by hosting events, engaging in conversations and hearing presentations from outside perspectives, and getting involved in activities like our annual photography competition. The network is here to create a safe working environment and give people a voice at IP Australia.

Neurodiversity

Neurodiversity is supported by both the LEAP and Mindful Minds Networks. The Neurokin Group supports staff with an intimate relationship with neurodiversity, either themselves (or family or partner). Members use a Chat Group as a safe place to un-mask without fear of judgement.

Note: To join our informal Neurokin network (Ms Teams Chat) select either the LEAP or Mindful Minds Network above or contact the Diversity and Inclusion team via 47E(d) *once you commence.*

Disability Contact Officer

Our Disability Contact Officer (DCO) is a dedicated position as part of the Diversity and Inclusion Team in Human Resources. The DCO supports employees and managers around disability inclusion in the workplace.

Indigenous Employee Network

The Indigenous Employee Network (IEN) provides Aboriginal and /or Torres Strait Islander staff with a culturally safe space to be supported and to connect. It also supports IP Australia as consultative body for the interests, perspectives, and concerns of Aboriginal and /or Torres Strait Islander staff.

Note: For cultural safety reasons, the IEN is only for employees who identify as Aboriginal or Torres Strait Islander peoples.

Questions?

For any questions related to the IP employee networks, please email 47E(d)

If you would like to be contacted by any of these networks on your commencement, please select them below. Alternatively you may select to explore options following commencement.

Gender Equity Network:	IP CALD Network:	IP Pride Network:
LEAP Network:	Mindful Minds:	Neurodiversity:
Disability Contact Officer:	Indigenous Employee Network:	I will explore options following commencement:

Submit Close

FOI 26/13687 Document 60

HR01(GM01) – HR Guidance Material – Inclusion Networks

Overview

These guidelines provide information to aid both the establishment and ongoing operation of the employee networks in IP Australia. They have been developed to ensure consistency of operations across all employee networks and enhance the reach, outcomes and impact of initiatives designed to promote diversity and inclusion across IP Australia.

What is diversity and inclusion?

Diversity is a mix of different people and how they identify in relation to their age, caring responsibilities, cultural background, disability, gender, Indigenous background, sexual orientation, and socio-economic background (social identity), and their profession, education, work experiences, and organisational role (professional identity).

Inclusion is creating an environment where people from diverse backgrounds are respected, connected and contributing to the success of IP Australia. This occurs when people from diverse backgrounds experience:

- Value and respect for who they are in their working environment
- Connection to and are accepted by their co-workers
- Have opportunities to develop and progress their career, and
- Have the opportunity to contribute their talents to IP Australia.

What is an employee network?

An employee network (‘network') is a voluntary group of employees from a diverse background and colleagues, formed to discuss and promote common interests and objectives to provide support to each other, share information, views and experiences, and influence the culture of the IP Australia. This could be done through organised events and promotional activities.

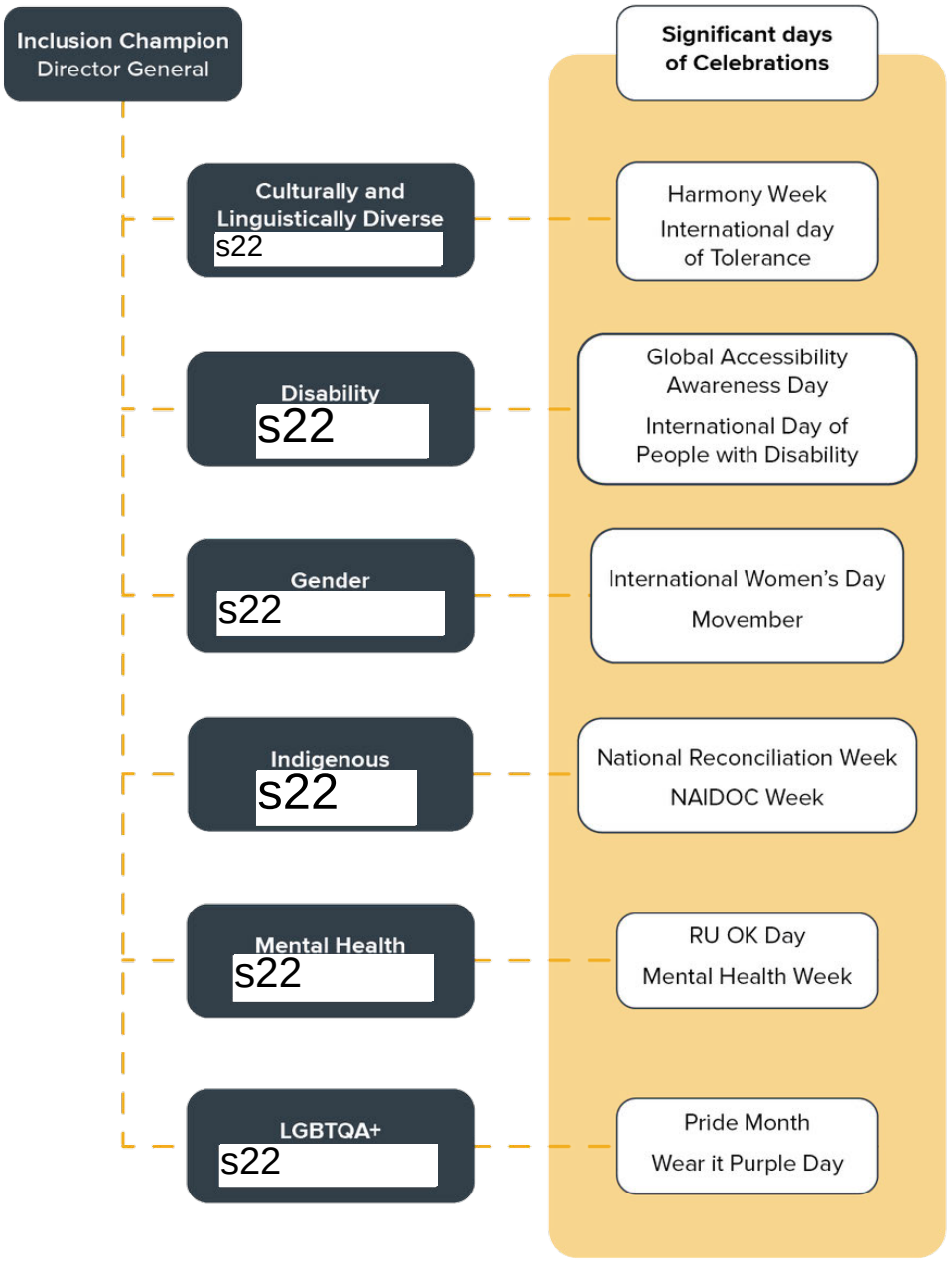
The networks assist IP Australia in building a more inclusive workplace and play an integral role in influencing the development, progress and execution of Australian Public Service (APS) and IP Australia diversity and inclusion initiatives.

IP Australia’s inclusion networks

The networks bring to life IP Australia’s inclusion vision, which is for all people to feel valued for their differences, respected for who they are and empowered to contribute to the work of IP Australia and their teams.

Effective networks help to increase employee engagement, enthusiasm and collaboration, assist with informing policy and processes to manage sensitive employee issues, encourage innovation, and help improve the overall understanding of the diverse community IP Australia services.

The intent is to establish and maintain the following networks.



About the networks

Inclusion Champion

The Inclusion Champion has oversight of all networks and activities across IP Australia. This position is generally held by the Director General, however responsibility can be delegated as appropriate.

Diversity Respect Inclusion Vision Equality (DRIVE) group

The DRIVE group is primarily responsible for ensuring a coordinated approach to diversity activities across IP Australia and across the diversity networks, providing an opportunity for intersectional and inclusion across the diversity streams. The group's terms of reference will include responsibility for ensuring that the diversity and inclusion activities across IP Australia are consistent with the broader objectives of the Diversity and Inclusion Strategy.

The group will consist of representatives from each of the employee networks and representatives from the Diversity and Inclusion team. Other representatives may be invited as required. The group will meet at least bi-monthly with the secretariat being provided by the Diversity and Inclusion team.

Aboriginal and Torres Strait Islander Networks (*Reconciliation*)

The Reconciliation Network is for all employees and its primary focus is to raise awareness for Aboriginal and Torres Strait Islander matters including cultural capability projects and commenting on strategies and programs such as the Reconciliation Action Plan and the Commonwealth Aboriginal and Torres Strait Islander Strategy 2020-24.

The Indigenous Employees' Network (IEN) is specifically for our Aboriginal and Torres Strait Islander employees. The IEN will work with the Reconciliation Network to advance awareness and understanding of Indigenous issues within IP Australia. This will be achieved through members of the IEN being represented on the Reconciliation Network.

Culturally and Linguistically Diverse Network *(CaLD)*

The Culturally and Linguistically Diverse (CaLD) Network provides employees from CaLD backgrounds, and those interested in CaLD matters, an opportunity to discuss issues in the workplace, raise awareness and celebrate our cultural diversity. The network aims to create an inclusive environment in IP Australia for CaLD employees and community members.

LGBTQA+ Network *(PRIDE)*

The LGBTQA+ Network aims to increase awareness of Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and Asexual (LGBTQA+) to create a workplace that openly values LGBTQA+ by building relationships, sharing experiences, educating people and discussing relevant issues. The network is open to LGBTQA+ employees and allies.

Gender Diversity and Equality Networks (*Inspire*)

The Gender Diversity and Equality Network provides an opportunity for employees of IP Australia to meet, discuss and address issues in the workplace that advance gender equality. The network is open to all employees, regardless of their gender.

Mental Health Network

The Mental Health Network objectives are to meet, network, and discuss mental health matters relevant to employees to reduce stigma based on mental health status. The network will also

contribute to creating and sustaining mentally healthy and inclusive workplaces throughout IP Australia.

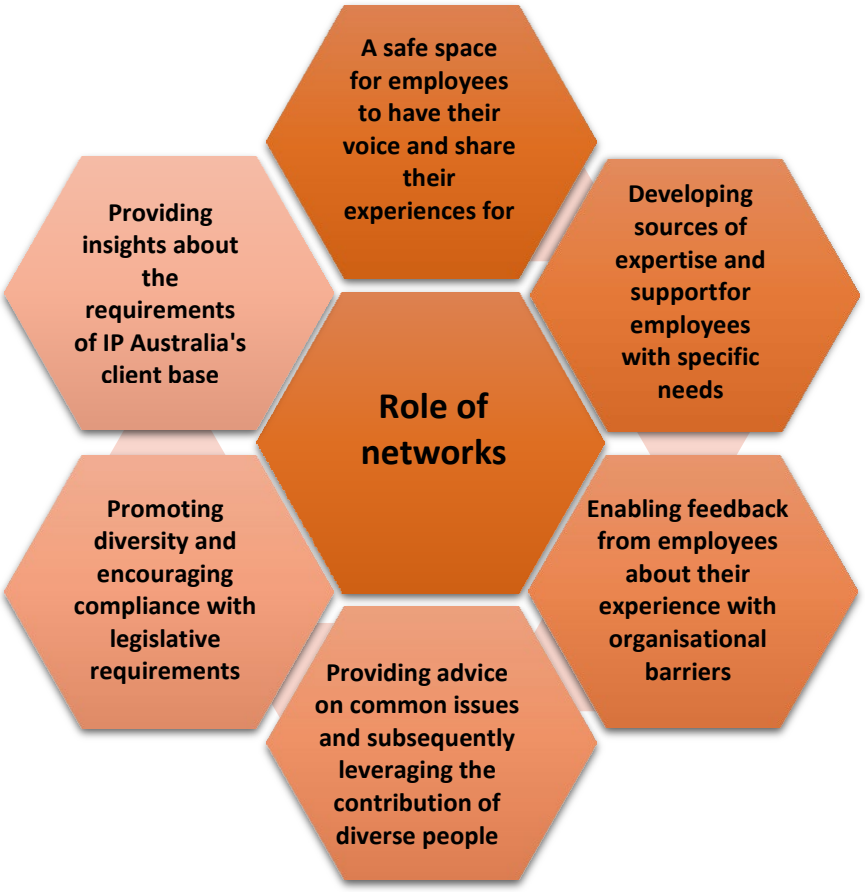
Disability Network *(IP LEAP)*

The Disability Network aims to shape an inclusive workplace through supporting employees with a disability, focusing on increasing disability awareness through providing a space to learn directly from people living with a disability. The Disability Network provides an opportunity to elevate the voices of people living with a disability and ensures IP Australia provides accessible options to our employees, services and our customers.

Purpose and objectives

The overall purpose and objective of each network is to enhance workplace experiences and contributions of a target employee demographic.

Image 2. Key role of the networks.



Objectives

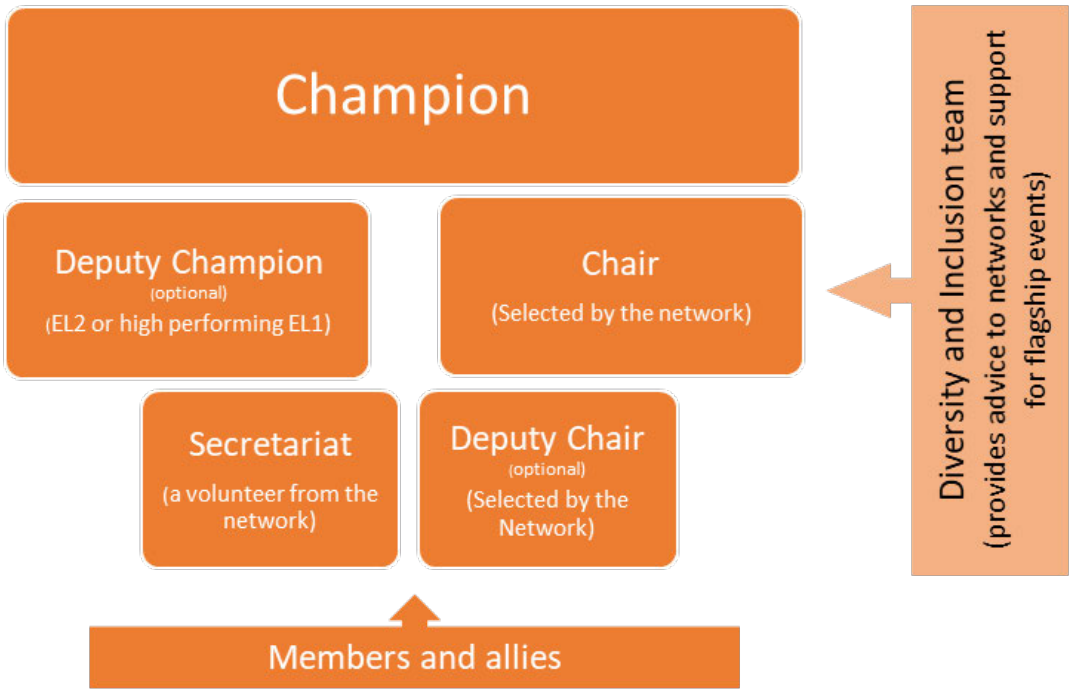
Workplace cultural change	Provide advice on how to develop a supportive workplace culture or how to promote awareness of specific employment or development issues for diverse employees. The network may also provide feedback on workplace policies or report issues of interest to employees in senior levels
Workplace initiatives	Contribute to the development and implementation of the Diversity and Inclusion Strategy and the Reconciliation Action Plan, including practical initiatives for employees from diverse backgrounds and identifying barriers, inappropriate workplace practices and behaviours.
Peer-networking and support	Provide an avenue for employees who share common interests and identities to seek out information and advice and provide support and guidance to each other. Through this, an employee will feel more supported, and diversity and inclusion are promoted within IP Australia.
Educational and awareness	Contribute to the development and delivery of awareness programs and events aimed at promoting a better understanding of the different experiences and requirements of employees from diverse backgrounds and identifying barriers to inclusion as well as opportunities for diverse employees to make a greater contribution in the workplace

When establishing an employee network, consideration should be given to the following:

- What is its primary purpose?
- What are the aims and objectives of the network?
- How does it link to other networks?
- How does it link to IP Australia's and Whole of Government inclusion and people strategies?
- Location/s or geographical spread of potential members.
- Existence and experience of other employee-led networks.
- Current experiences and perspectives of targeted employee demographic.
- How the network will operate (terms of reference, format etc)?

Establishing the Network Leadership Group

Each employee network should establish its own leadership group, or steering committee, to assist in the running of networkmeetings and activities. The following Network Leadership Group (NLG) is recommended for each network. This may not be necessary for small informal networks.



Roles and responsibilities

The Champion

Champions are appointed by the Director General (or delegate). The Champion must demonstrate interest, engagement, understanding and empathy with the target employee group and have sufficient influence and presence within IP Australia. The role of the Champion includes, but is not limited to:

- Champion equal access and inclusion for all workers
- Advocate good practice relating to employment policies and processes
- Provide leadership to drive employment initiatives and organisational change to create workplaces that value and support the diversity of the community
- Commit to understanding the barriers and representing the rights of employees with diverse needs, characteristics and backgrounds across the agency and the APS more broadly
- Attend and speak at internal and external events promoting diversity and inclusion
- Attend relevant Network meetings and other related events, and
- Provide high level endorsement and support to the IP Australia's Diversity and Inclusion initiatives.

A Champions' meeting will occur quarterly to ensure high level visibility of the diversity and inclusion agenda, opportunities for intersectionality and other relevant priorities/initiatives occurring throughout IP Australia are discussed.

Deputy Champion

This is an optional position. The Deputy Champion supports the activities of the Champion, as outlined above, and in circumstances where the Champion is temporarily unavailable, the Deputy Champion will act as the substitute for the duration required.

Employee Network Chair

Employee Network Chairs will guide the employee network and play a key role in shaping its agenda and are the lead contacts to the network Champion. Each employee network will have a Chair and Deputy Chair (or Co-Chair) who are responsible for representing the network members.

The Chair is responsible for:

- Convening network and formal meetings, including setting agendas
- Ensuring the network meets its terms of reference
- Where required, arranging formal and informal events
- Establishing an annual work plan to drive actions to improve the reach, effectiveness, and visibility of the network across IP Australia
- Representing and promoting the network internally and externally to IP Australia
- Collaborating with other networks in IP Australia, and
- Acting as a point of contact for the network as required.

The Chair may delegate any of the above activities where appropriate to do so.

Deputy Chair

The Deputy Chair supports the activities of the Chair and in circumstances where the Chair is temporarily unavailable during a term of appointment, the Deputy Chair will act as the substitute in this role for the duration required. Some networks may opt to have a Co-Chair arrangement rather than a Deputy Chair. The Deputy Chair is responsible for:

- Substituting for the Chair at network meetings or otherwise as required
- Assisting the Chair to manage business arising from the network, and
- Assisting the Secretariat as required.

Secretariat

The Secretariat provides functions such as minute-taking, organisation and coordination of meetings and other operational and logistical matters. Time commitment for this role is likely to vary depending on action items from network meetings or events. Where the Secretariat is unable to attend a meeting, they will be responsible for engaging the assistance of another network member to record the minutes of a meeting. Each network is to provide their own Secretariat.

This Secretariat role is responsible for:

- Managing record-keeping of all documents by storing all network documents and associated information on a common platform for access by network members
- Preparing and circulating the meeting agenda, recording minutes and distributing to the network
- Managing and monitoring network email box, and
- Circulating information to all members as requested.

Network members

Once an employee becomes a member of a network, they are added to the network email distribution list. Members can participate in network meetings and will be provided with opportunities to comment on new inclusion programs, policies, and strategies.

Network members will be responsible for:

- Supporting members of their network
- Actively promoting the network across IP Australia
- Contributing to the development of the network's annual work plan
- Participating in network meetings
- Participating in network flagship events and activities, and
- Promoting and advocating network goals within their workplace.

Involvement in network activities is subject to operational requirements and should be discussed with the employee's supervisor.

Diversity and Inclusion team

The Diversity and Inclusion team has responsibility for the development and implementation of diversity and inclusion strategies, including the IP Australia Diversity and Inclusion Strategy, The Commonwealth Aboriginal and Torres Strait Islander Workforce Strategy 2020-2024, Realising the Benefits for All-Gender Equality Strategy 2021-26, Australian Public Service Disability Employment Strategy 2020-25 and IP Australia's Reconciliation Action Plan.

The Diversity and Inclusion team will provide support and advice to the Champions and networks on cross agency matters, coordinate the DRIVE group and assist with the 12 key annual events and specific matters as required. The Diversity and Inclusion team is responsible for ensuring that governance requirements are met with regards to internal and external reporting.

Determining network membership

Employee-led inclusion networks are open to all employees, with the exception of IEN which is limited to Aboriginal and Torres Strait Islander employees. Employees may choose to be part of one or more networks.

Network meetings

We all have a role to play in achieving reconciliation. An Acknowledgement of Country should be conducted at the beginning of each network meeting to demonstrate our understanding that the meeting is taking place on the Country of the Traditional Custodians.

As network members span across Australia, the following acknowledgement is provided as guidance for use at network meetings to pay respect to the Traditional Custodians of the lands:

> *'I/We wish to acknowledge the traditional custodians of the land we are meeting on today being [traditional area] land. I/We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region. I/We would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be attending today's event.'*

It is recommended that each network meet at least quarterly with its nominated Champion. Other meetings can be scheduled at the discretion of the Chairs and the network members. Champions will be invited to attend all network meetings however, there is no requirement to attend.

The quarterly network meetings should be chaired by the Champion or network Chair. All meeting

agendas and meeting minutes should be made available to members through the relevant network intranet page and email.

Managers are, subject to operational requirements, encouraged to support employees attending network meetings and events.

Network awareness and promotion

Promoting the network is a continuous activity that requires ongoing focus and effort and ensures the network achieves a broad reach across IP Australia.

There are many ways to reach out and promote the network to potential members including:

- Inviting employees to attend awareness raising and networking events
- Surveying employees to identify needs and interests
- Champion-led communications and promotion calling for new members
- Case study awareness pieces and employee profiles developed in consultation with IP Australia's Communications Team
- Participate in an 'Open day' event inviting all employees to come and talk to current members and signup for networks
- Create a network information page on the intranet
- Identifying ways to connect with new employees, such as presenting at employee inductions or throughother employee programs, and
- Working in conjunction with IP Australia's Internal Communications Team to coordinate promotion of the network's events and initiatives through internal news stories and other communication channels.

Collaboration and connection

Networks are encouraged to identify opportunities to connect and work with other networks on common issues of diversity such as:

- identifying internal barriers and biases that affect the positive experiences of diverse employee demographics;
- promoting consistent messages on diversity and inclusion in recruitment processes; and
- improving cross-network collaboration to celebrate key days of significance promoted in IP Australia.

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Australian Government
IP Australia

HR01(GM03) – Diversity and Inclusion FAQs

1. **What is diversity and inclusion?**

   Diversity refers to the mix of people in an organisation, that is, all the differences between people in how they identify in relation to their social (age, Aboriginal and/or Torres Strait Islander, disability, gender etc.) and professional identity (education, level, location etc.).

   Inclusion refers to getting the mix of people in an organisation to work together to improve performance and wellbeing. Inclusion in a workplace is achieved when people feel they are respected, connected, contributing and progressing in the career.

2. **Does IP Australia have networks to support people form diverse backgrounds?**

   Yes. IP Australia has six networks and seven champions to support diversity and inclusions.

   Information on each network is located on the intranet - Diversity and Inclusion.

3. **What is the purpose of the networks?**

   Role of the networks is to:

   a. Assist in the execution of the diversity and inclusion strategy
   b. Develop sources of expertise and support for employees with specific needs
   c. Enable feedback from employees about their experience with organisational barriers
   d. Provide advice on common issues and subsequently leveraging the contribution of diverse people
   e. Promote diversity and encourage compliance with legislative requirements
   f. Provide insights about the requirements of IP Australia's client base

4. **What is the role of the Champions?**

   The role of the Champions includes providing leadership to promote equal access and inclusion for all workers. They attend relevant Champion Networks and other related events and provide high level endorsement and support to the IP Australia's Diversity and Inclusion initiatives.

5. **What is the RAP?**

   A Reconciliation Action Plan (RAP) is a key inclusion strategy that sets out practical actions that will drive IP Australia's contribution to reconciliation both internally and in the communities in which we operate.

   IP Australia's RAP was endorsed in March 2022 and is in operation until December 2023. The plan sets out an ambitious agenda to promote and drive indigenous issues not only in the agency but in the broad IP community. The RAP outlines the agency's approach and requires the support of all employees to implement an authentic innovate Reconciliation Action Plan.

6. Is it LGBTQA+ or LGBTQIA+

There is no clear-cut answer and different variations of the acronym are used every day.

What does LGBTQIA+ stand for?

L – Lesbian
G – Gay
B – Bisexual
T – Transgender
Q – Queer/Questioning
I – Intersex
A – Asexual
+ - Everyone else in the community (including pansexual and aromantic, as well as anyone else who isn't cisgender or heterosexual)

The acronym IP Australia uses is LGBTQA+. This is due to the unique issues experienced by Intersex people and to try and alleviate any confusion of people equating them to transgender or nonbinary people.

For further information on this topic please contact the IP Pride Network by emailing PRIDE.

Intranet

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Good Afternoons22

Canberra, Australia
11 °C Sunny 11°/-3° 06/26/2025 MSN Weather

Aurion
View your pay or manage your leave

Parking
Register for the car park ballot or book visitor car parking

Leave, pay and conditions
Understand your entitlements and employment conditions

Our teams
Find our org chart and information on our Executive,...

Job opportunities
Looking for a new challenge, see our job opportunities

Internal forms
See our automated internal forms

Self service portal
Need support? Log a ticket for

LXP
Explore L&D opportunities and

Enterprise Agreement
Understand your terms and

Dashboard

Welcome to your dashboard which consists of tools to assist day-to-day.

See all

P+T+E Program

Stay up to date with the People + Technology + Efficiency Program



IP Hire

Access our online recruitment system



expense8

Reconcile your credit card



Corporate s22 WGEA Deakin Sync

Australian Government IP Australia SharePoint

Search across sites

Intranet

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Who we are | Services and support | News, events and community | Workspaces | Document portal



Good Afternoon s22

Canberra, Australia
11 °C Sunny 11°/-3° 06/26/2025 MSN Weather

Melbourne, Australia
12 °C Partly sunny 13°/6° 06/26/2025 MSN Weather

Aurion
View your pay or manage your leave

Parking
Register for the car park ballot or book visitor car parking

Leave, pay and conditions
Understand your entitlements and employment conditions

Our teams
Find our org chart and information on our Executive,...

Job opportunities
Looking for a new challenge, see our job opportunities

Internal forms
See our automated internal forms

Self service portal
Need support? Log a ticket for help

LXP
Explore L&D opportunities and access Achieve conversations

Enterprise Agreement
Understand your terms and conditions of employment

Dashboard

Welcome to your dashboard which consists of tools to assist day-to-day.

See all

P+T+E Program
Stay up to date with the People + Technology + Efficiency Program



IP Hire
Access our online recruitment system



expense8
Reconcile your credit card



Diversity and inclusion

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Immersive reader

LGBTQA+

Published 13/06/2025

s22

We are committed to fostering a safe and inclusive culture for all staff. We want IP Australia to be a place where all LGBTQA+ people feel welcome, respected, valued and empowered to bring their whole selves to work.

We all have a role in ensuring that our workplace is safe and welcoming place for our LGBTQA+ colleagues to work.

You can take action by:

- Joining the Pride Network (all staff are welcome to join).
- Completing training (see our resources below).
- Acknowledging dates of significance.
- Displaying and promoting inclusive behaviour.

s22 - LGBTQA+ Champion

Our Champion

s22 our Champion:

- is a visible role model and advocate for LGBTQA+ people
- supports the implementation of relevant APS strategies and initiatives in our workplace
- participates on the LGBTQA+ Network.

Our policies

Don't read yourself out of any of IP Australia's policies. They are written for everyone and are written to be all encompassing regardless of your gender, disability, cultural background, sexuality or religion.

All employees including trans, gender diverse and non-binary are supported to dress in a manner that best reflects their gender identity.

Our leave policy includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.

Our network

It's easy to get involved in LGBTQA+ initiatives! Join IP PRIDE.

You can also join us as we celebrate IDAHOBIT Day and Pride Month each June.

We want all staff to feel empowered to be their authentic selves and are proud members of Pride in Diversity.

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Search (Ctrl+E)

s22

IPA PRIDE Network | Chat | Shared | IP Pride Whiteboard | Ally Chat | Meet now | 114

Today

2:10 pm

Hello Wonderful IP PRIDE Network - Happy Friday!
We're excited to announce a few recent updates to our intranet page and LXP Hub.

- New Ally Guides are now available here LGBTQA+;
- Our IP Pride LXP Community page has gone live!

These resources are designed to help everyone build confidence as active and visible allies, with practical tips, language guides, and real-world strategies for supporting LGBTQIA+ inclusion at IP Australia. Whether you're just starting your ally journey or looking to deepen your impact, you'll find actionable advice and learning modules to empower you and help us create a more inclusive workplace for all.

Our IP PRIDE LXP Community Hub is your one-stop shop for all LGBTQA+ related learning/training resources. Please consider becoming a member if you aren't already. We will continue to update the content here too!

Thanks all, and have an incredible weekend!

- IP PRIDE Steering Committee

3

Type a message

In this chat

People (114)

[redacted]

See all

Shared

lxp.ipaustralia.gov.au
s22
2:10 pm

tdor.translivesmatter.info/reports?from=2024-1...
[redacted]/esterday 8:43 am

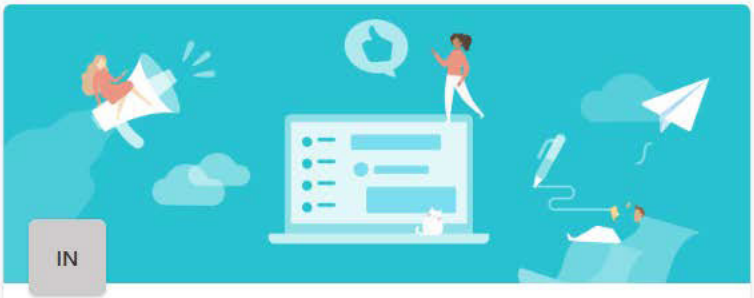
lxp.ipaustralia.gov.au
s22
11/11 8:50 am

International Men's Day with Ben Alexander
s22
3/11 12:16 pm

Fair Day 2025 - SpringOUT
[redacted]
31/10 11:43 am

See all

Search Viva Engage



IN

IP Pride Network

A connection point for members of the IP Pride Network.

Conversations About Files Events

s22

Share thoughts, ideas, or updates

Discussion Question Praise Poll Drafts

All conversations Recent posts

s22 s22

Just now

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Thanks all, and have an incredible weekend!

- IP PRIDE Steering Committee 🌈
see less

Like Comment Share Be the first to like this

s22 Write a comment

Members • 32

[redacted]

Community experts

Assign members who offer expertise in this community.

Assign

Community summary

[redacted]

Info

Pinned

Add files or links that are important to this community.

Community resources

- SharePoint library
- SharePoint site
- OneNote
- Planner

Create event

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Support and information

Allyship guides

Build your confidence as an active and visible ally with these guides.

- ALIVE Allyship Guide 2025 (shared from DCCEEW)
- LGBTQI+ Ally Guide (shared from DCCEEW)
- LGBTQIA+ PowerPoint presentation

Training

Strengthen your understanding of LGBTQIA+ inclusion through these training resources.

- Complete the LGBTQIA+ and Workplace Inclusion course on LXP.
- Watch the LGBTQIA+ training video on how to create an inclusive workplace.
- Join the Pride Community Hub on LXP.

Language and terminology

Use these language guides to support respectful, inclusive communication.

- A Language Guide: Trans and Gender Diverse Inclusion
- Oxfam Inclusive Language Guide
- Victorian Government LGBTIQA+ Inclusive Language Guide

Safety and wellbeing

Explore these resources for further support, information and safe travel advice.

- Transhub – resources for trans and gender diverse people and their loved ones.
- Advice for LGBTQIA+ travellers – advice for LGBTQIA+ travellers.

News, events and community

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Immersive reader

Committee aim to increase visibility, understanding and support for the IP Australia LGBTQA+ community.

Become a member

Becoming a member is easy! Simply send us an email. There are no prerequisites and no limits on the number of members — so there's always a place for you.

About us

The IP Pride Network aims to educate and build support amongst the wider IP Australia workforce for the LGBTQA+ community within IP Australia. Through the organisation of events and educational opportunities, we hope to create a workplace where diversity is celebrated and inclusiveness is part of our daily operation.

IP Pride is run by a Steering Committee comprised of members of the LGBTQA+ community and visible allies, and operates under our Terms of Reference.

Our aim is to provide guidance and mentoring to the members of the IP Australia LGBTQA+ community, and to ensure that the agency's support of this community is visible and ongoing. Through our ongoing supportive, social and educational activities, we hope to ensure that everyone at IP Australia feels safe to live their truth, and to be the best version of themselves they can be.

IP Australia Pride Network Statement of Purpose

IP Pride Network Steering Committee

Co-Chairs: s22

Secretariat: s22

Communications s22

Members: s22

LGBTQA+ Champion: s22

LGBTQA+ Contacts

LGBTQA+ Grievance Officers:

Throughout our process of gathering evidence for IP Australia's AWEI Foundation Submission, we have identified several areas of opportunity for our agency. One key area has been the training of LGBTQA+ Grievance Officers. Grievance Officers provide an avenue for individuals to confidently disclose any difficulties that arise, and to provide them with the necessary support and resources they may require.

The difference between a Grievance Officer and a P2P, or WCO, is that Grievance Officers fall under the HR umbrella. Grievance Officers have completed the LGBTQA+ Grievance Officer Training and understand the unique nuances and experience of LGBTQA+ employees. Our Grievance Officers are there for you to support you in your time of need, and we are so grateful that these individuals volunteered their time to complete the training and assist us in creating a more inclusive work environment.

Our IP Australia Grievance Officers are:

1. s22
2.

Confidential Contacts

Different to our LGBTQA+ Grievance Officers, we also have Confidential Contacts. This role is a non-HR, informal contact, for people to use when they just want to have a chat to someone in confidence. If you require HR intervention, we recommend going to our Grievance Officers.

Our Confidential Contacts are

1. s22
2.

Our policies

Don't read yourself out of any of IP Australia's policies. They are written for everyone and are written to be all encompassing regardless of your gender, disability, cultural background, sexuality or religion.

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It's easy to get involved in LGBTQA+ initiatives! Join IP PRIDE.

You can also join us as we celebrate IDAHOBIT Day and Pride Month each June.

We want all staff to feel empowered to be their authentic selves and are proud members of Pride in Diversity.

Bullying, harassment and support

s22 Workplace Contact Officer) from IP Australia are specifically LGBTQA+ trained to help deal with bullying and harassment. Head to the Workplace Bullying and Harassment page for more information.

s22 have considerable understanding of the challenges faced by LGBTQA+ individuals. If you would like further information or support, please contact them via our Employee Assistance Program.

LGBTQA+ Contacts

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1. s22
2.

Resources

- Equality in the workplace - Pride in diversity
- IP Pride steering committee terms of reference
- IP Pride Network
- Employee assistance program (EAP)
- LXP - LBGTIQ & Workplace Inclusion

Contact us

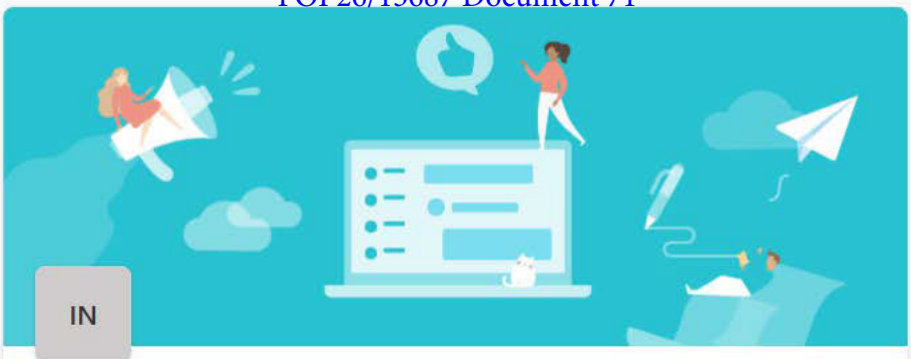
M 47E(d)

For HR and People related matters

A AskHR

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Home
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Explore
+ New post
Communities
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Favorites
Keep your favorites at your fingertips. Favorites will appear here. Learn more
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P Pets of IP Australia 15
G Gaming 6
PG Patents Examination Grou... 1
AC All Company
Discover communities



IN

IP Pride Network

A connection point for members of the IP Pride Network.

Conversations About Files Events

s22 Share thoughts, ideas, or updates

Discussion Question Praise Poll

All conversations Recent posts

s22 s22
May 13

Seen by 50

Hello IPA Rainbow family,

Just wanted to give a heads up for any Pride members who are fans of the sparkle, drama, music and costumes of Eurovision Song Contest... We now have a space on Viva Engage to celebrate together and be united by music!

Here is a quick link to the Viva Engage page
47E(d)

We will share fun facts, songs as well as discuss everything and anything Eurovision related! There will al... see more

Like Comment Share

Be the first to like this

s22 Write a comment

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Immersive reader

Love, Respect, Empower: celebrating Pride Month

Published 6/2/2025

June marks Pride Month—a time to honour the resilience, achievements, and ongoing journey of the LGBTQA+ community. It's a moment to reflect on how far we've come, acknowledge the work we still have to do, and reaffirm our commitment to creating a workplace where everyone feels safe, seen, and supported.

At IP Australia, our commitment to inclusion is embedded in our Diversity and Inclusion Strategy 2023-26, which outlines our vision for a workplace where everyone feels safe, respected, and empowered to thrive. This year's Pride Month theme—Love, Respect, Empower—reflects our shared responsibility to foster a culture of belonging and inclusion for everyone.

I encourage you to join me in participating in our Pride Month initiatives by engaging in conversations and taking opportunities to learn, support, and celebrate diversity. Everyone is welcome to join in our activities or network—this is a space for all.

- Allyship in action panel

  This panel, hosted by IP Pride Co-Chai s22 will bring together Pride super allies s22 s22 and myself, to explore what allyship is, how we can all become more active allies, and why this is important to the LGBTQIA+ community.

- Dungeons and Dragons Wednesdays

  Join us online, as four players are guided by Dungeon Master s22 through a short encounter and probably a lot of laughs. If you'd like to play, reach out to 47E(d) Otherwise, you are more than welcome to watch.

- Monday Moments

  Each Monday, join us over in the IP Pride Network MS Teams chat to share your LGBTQIA+ playlist, movies, books, games, and tv shows. If you're not a member, you can ask to join by emailing 47E(d)

Whether you're learning something new, showing up as an ally, or joining in the Dungeons and Dragons fun, your participation helps build a more inclusive workplace for everyone.

Happy Pride Month!

Executive

s22

s22

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Happy Pride Month

Published 01/06/2023

Celebrated annually across the world in June, Pride Month serves as a reminder of the LGBTQA+ community's struggle for equality. It is a time for reflection on the progress we've made, and a call to action for continued support and inclusivity.

s22

At IP Australia, we are committed to fostering an environment that embraces and respects individuals from all walks of life, regardless of their sexual orientation, gender identity, or expression – allowing people to bring their whole selves to work. Pride Month helps us reinforce these values for the LGBTQA+ community and highlights our actions towards creating an inclusive workplace where everyone feels valued, heard, and empowered.

Throughout June, there will be several activities to celebrate Pride Month and demonstrate our ongoing support for the LGBTQA+ community:

1. LGBTQA+ Awareness Training – Run by Pride in Diversity, this is a LGBTQA+ 101 training that is a prerequisite to the Empowering Allies session.
2. Drag Story time – join s22 in this family-friendly event with a small luncheon.
3. LGBTQA+ Empowering Allies session – Learn how to be an effective and active ally with Pride in Diversity. Must have done the LGBTQA+ Awareness training to register.
4. Pride crafternoon, coffee and chat – a safe online space to craft, eat, drink and chat. The only rules are to be kind and have fun.

Please join the conversation on our LGBTQA+ Community, where you can stay up to date with relevant resources, articles and learning offerings to keep connected over Pride Month and beyond!

I encourage everyone to join me in actively participating in our Pride Month initiatives, engage in conversations, and take opportunities to learn, support, and celebrate diversity.

Let us demonstrate our commitment to equality and inclusivity not just during Pride Month, but every day of the year.

Happy Pride Month!

Executive

s22

Administration

Course administration
Unenrol me from LGBTIQ & Workplace Inclusion
Grades

LGBTQA+ & Workplace Inclusion

Home | About the course | Learning content | Evaluation & cer... | All sections

Learning content

LGBTQA+ Training Video

s22 from Pride in Diversity and the Pride Network who provides an overview of how IP Australia can build an inclusive workplace. Video length: 56 mins

LGBTQA+ Powerpoint Presentation

Powerpoint slides from Pride and Diversity presentation.

A Language Guide: Trans and Gender diverse inclusion

This guide explains key terms and offers examples of language that can help us build safer, more inclusive environments for trans and gender diverse communities.

Find learning

lgbtq

Filters (1) Clear all

1 items Share

Sort by Relevance

LEARNING TYPE

- Certifications
- Courses
- Playlists
- Programs
- Resources

LINKEDIN LEARNING COURSE

- No
- Yes

TIME TO READ (RESOURCES)

- 0-5 minutes
- 5-10 minutes
- Over 10 minutes

COURSE TYPE

- Blended
- E-learning
- Seminar

Course Provided by: LinkedIn Learning

Understanding and Supporting LGBTQ+ Employees

You can enrol in this course

Go to course

Have you ever felt there was an aspect of yourself that you needed to hide at work? Have you ever worked in an environment where you felt unsafe? For many in the LGBTQ+ community, these feelings are everyday realities, and the pressure to cover important aspects of themselves creates barriers that do not allow them to bring their full selves to their jobs. In this course, diversity, equity, and inclusion thought leader, Rhodes Perry, teaches a framework on how you can engage in acts of allyship to support your LGBTQ+ colleagues. He also offers strategies for organizational leaders to build an LGBTQ+ inclusive organization. Rhodes provides practical examples of LGBTQ+ workplace experiences, explains the value of creating a workplace that gives your LGBTQ+ colleagues what they need to be successful at work, and how individuals and organizations can move LGBTQ+ inclusion forward.

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Our policies

Don't read yourself out of any of IP Australia's policies. They are written for everyone and are written to be all encompassing regardless of your gender, disability, cultural background, sexuality or religion.

All employees including trans, gender diverse and non-binary are supported to dress in a manner that best reflects their gender identity.

Our leave policy includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.

Our network

It's easy to get involved in LGBTQA+ initiatives! Join IP PRIDE.

You can also join us as we celebrate IDAHOBIT Day and Pride Month each June.

We want all staff to feel empowered to be their authentic selves and are proud members of Pride in Diversity.

Bullying, harassment and support

s22 , Workplace Contact Officer) from IP Australia are specifically LGBTQA+ trained to help deal with bullying and harassment. Head to the Workplace Bullying and Harassment page for more information.

s22 have considerable understanding of the challenges faced by LGBTQA+ individuals. If you would like further information or support, please contact them via our Employee Assistance Program.

LGBTQA+ Contacts

LGBTQA+ Grievance Officers:

Throughout our process of gathering evidence for IP Australia's AWEI Foundation Submission, we have identified several areas of opportunity for our agency. One key area has been the training of LGBTQA+ Grievance Officers. Grievance Officers provide an avenue for individuals to confidently disclose any difficulties that arise, and to provide them with the necessary support and resources they may require.

The difference between a Grievance Officer and a P2P, or WCO, is that Grievance Officers fall under the HR umbrella. Grievance Officers have completed the LGBTQA+ Grievance Officer Training and understand the unique nuances and experience of LGBTQA+ employees. Our Grievance Officers are there for you to support you in your time of need, and we are so grateful that these individuals volunteered their time to complete the training and assist us in creating a more inclusive work environment.

Our IP Australia Grievance Officers are:

1.
2. s22

Confidential Contacts

Different to our LGBTQA+ Grievance Officers, we also have Confidential Contacts. This role is a non-HR, informal contact, for people to use when they just want to have a chat to someone in confidence. If you require HR intervention, we recommend going to our Grievance Officers.

Our Confidential Contacts are

1.
2. s22

Resources

- Complete the LGBTQA+ and Workplace Inclusion course on LXP.
- Watch the LGBTQIA+ training video on how to create an inclusive workplace.
- Download the LGBTQA+ PowerPoint presentation on how to be an inclusive ally.
- Watch Breaking the Silence — Pride Inclusion IDAHOBIT Panel video.
- Understand key terms to build safer, more inclusive environments A Language Guide: Trans and Gender Diverse Inclusion , Oxfam Inclusive Language Guide, and Victorian Government LGBTIQA+ Inclusive Language Guide.
- Visit Transhub , a digital information and resource platform for trans and gender diverse people and their loved ones.
- Risks can be higher for LGBTQIA+ people in some destinations. Here is some advice for LGBTQIA+ Australians planning to travel overseas - Advice for LGBTQIA+ travellers

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Your communities

IP Pride Hub (Test Network - Do Not Publish)
TechX
IP Pride
MECH Community
Senior Examiner Network & Support (SENS) group
PLACE (Patents Leadership And Capability Enhancement)
LXP Community of Practice

Find communities

IP Pride

Private community

DISCUSSIONS | LIBRARY | MEMBERS (22)

Paragraph

Start a discussion

Post

Search discussions | Browse files | Sort by: Last updated

s22 Created 59 mins ago

Welcome to the IP Pride Learning community

As a learner, this is your space to connect with others, share your insights, ask questions, and discuss.

The IP Pride Network aims to educate and build support amongst the wider IP Australia workforce for the LGBTQA+ community within IP Australia. Through the organisation of events and educational opportunities, IP Pride creates a workplace where diversity is celebrated and inclusiveness is part of our daily operation.

To access topics, please go to the 'Library' tab and you can share your insights there.

On this page, feel free to start a conversation, share your experiences, or simply say hello!

For any queries related to LXP, contact: 47E(d)

For content related to Pride, contact: 47E(d)

Like | Comment

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LXP
Learn eXcel Perform

Your communities
IP Pride Hub (Test Network - Do Not Publish)
TechX
IP Pride
MECH Community
Senior Examiner Network & Support (SENS) group
PLACE (Patents Leadership And Capability Enhancement)
LXP Community of Practice
Find communities

IP Pride

Private community

Joined

DISCUSSIONS | LIBRARY | MEMBERS (22)

Type: All | Topic: All | Search library

13 items | Sort by: Date shared



A welcome message from the IP Pride Network
10+ mins
From 47F



Topic 1 - LGBTQ eLearning Module
10+ mins
From 47F



Topic 2: Allyship in Action
10+ mins
From 47F



Topic 3: Inclusive language for LGBTQ+
10+ mins
From 47F



Topic 4: Understanding pronouns
10+ mins
From 47F



Topic 5 - Trans and non-binary allies
10+ mins
From 47F



Topic 6 - Inclusive recruitment for LGBTQ+
10+ mins
From 47F



Topic 7 - Masking and why inclusion at work matters
10+ mins
From 47F



Foundations of LGBTQ+ Inclusion
10+ mins
From 47F



TransHub
5 10 mins
From 47F



A Language Guide: Trans and Gender Diverse Inclusion
5 10 mins
From 47F



LGBTIQ & Workplace Inclusion Course
5 10 mins
From 47F

s22

Diversity Champion - s22
Less than 5 mins
From 47F

Australian Government
IP Australia

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LXP
Learn eXcel Perform

Find learning

Search

Filters

LEARNING TYPE
- Certifications
- Courses
- Playlists
- Programs
- Resources

LINKEDIN LEARNING COURSE
- No
- Yes

TIME TO READ (RESOURCES)
- 0-5 minutes
- 5-10 minutes
- Over 10 minutes

COURSE TYPE
- Blended
- E-learning
- Seminar

Up to 9000 items | Share

Sort by Latest



Tips for More Inclusive Language



Topic 7 - Masking and why inclusion at work matters



Topic 6 - Inclusive recruitment for LGBTQ+



Topic 5 - Trans and non-binary allies



Topic 4: Understanding pronouns



Topic 3: Inclusive language for LGBTQ+



Topic 2: Allyship In Action



Topic 1 - LGBTQ eLearning Module



A welcome message from the IP Pride Network



Change Makers Workshop



AusDN Workplace Adjustment Training



PEG: ANSERA-based SEARCH (AbS)



Boosting Your Time Management with AI Tools



IP Australia Capability Framework - TMDG Development Tools



Trade Marks - Quality Review System (QRS) Training



Leadership Journey Panel #1



WGEA Reporting Executive Summary - 2023



LGBTQ+ Awareness for Recruitment Panels

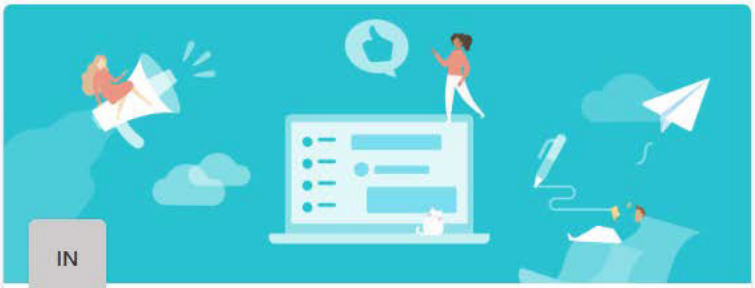


CEG - Quality Review System Training



Career growth through flexibility and gender equality- Panel event

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IN

IP Pride Network

A connection point for members of the IP Pride Network.

Conversations | About | Files | Events

s22 hare thoughts, ideas, or updates

Discussion | Question | Praise | Poll | Drafts

All conversations | Recent posts

s22 s22 Just now

Hello Wonderful IP PRIDE Network!

We're excited to announce a few recent updates to our intranet page and LXP Hub.

- New Ally Guides are now available here LGBTQA+;
- Our IP Pride LXP Community page has gone live!

These resources are designed to help everyone build confidence as active and visible allies, with practical tips, language guides, and real-world strategies for supporting LGBTQIA+ inclusion at IP Australia. Whether you're just starting your ally journey or looking to deepen your impact, you'll find actionable advice and learning modules to empower you and help us create a more inclusive workplace for all.

Our IP PRIDE LXP Community Hub is your one-stop shop for all LGBTQA+ related learning/training resources. Please consider becoming a member if you aren't already. We will continue to update the content here too!

Thanks all, and have an incredible weekend!

- IP PRIDE Steering Committee 🌈
see less

Like | Comment | Share | Be the first to like this

s22 Write a comment

Members • 32

[redacted]

Community experts

Assign members who offer expertise in this community.

Assign

Community summary

[redacted]

Info

Pinned

Add files or links that are important to this community.

Community resources

- SharePoint library
- SharePoint site
- OneNote
- Planner

Create event

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Search (Ctrl+E)

IPA PRIDE Network | Chat | Shared | IP Pride Whiteboard | Ally Chat | Meet now | 114

Today

2:10 pm

Hello Wonderful IP PRIDE Network - Happy Friday!
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- IP PRIDE Steering Committee

3

Type a message

In this chat

People (114)

[redacted]

See all

Shared

lxp.ipaustralia.gov.au
s22 2:10 pm

tdor.translivesmatter.info/reports?from=2024-1...
[redacted] /esterday 8:43 am

lxp.ipaustralia.gov.au
s22 11/11 8:50 am

International Men's Day with Ben Alexander
s22 3/11 12:16 pm

Fair Day 2025 - SpringOUT
[redacted] 31/10 11:43 am

See all

From: AWEI
To: s22
Cc: 47F s22 47E(d) s22
Subject: AWEI Foundation Submission Results - IP Australia
Date: Monday, 1 December 2025 12:42:22 PM
Attachments: image001.png
2023-26_AWEI_Badge_BronzeEmployer.png
Foundation - IP Australia.pdf
Importance: High

Hello,

Please find attached your results regarding your AWEI Foundation Submission (2023 – 2026).

Congratulations on achieving Bronze Tier Status!

Please find attached:

- AWEI Foundation Scorecard, including comments and feedback regarding your Submission
- digital badge regarding Bronze Tier Status (2023 – 2026)

Next steps and public recognition

If you have previously obtained Gold or Silver Tier Status within the AWEI, we will not make any public announcements regarding your Bronze accreditation. However, you will be acknowledged on the AWEI website.

If you have previously obtained Bronze Tier Status or have obtained this for the first time, you will be publicly acknowledged on Pride in Diversity social media and on the AWEI Website. Should you obtain Gold or Silver Tier following your Advanced Submission, you will also be recognised following the results of the Australian LGBTQ+ Inclusion Awards in May 2026.

Please note: *if you have selected a 'specific tier' or 'anonymous participation' within your Organisation Details regarding public recognition, we will abide by this.*

AWEI Advanced Submission

You may now opt to maintain and be recognised as a Bronze Employer within the AWEI, or submit an annual AWEI Advanced Submission in application for Silver or Gold Tier Status, covering work completed between 1st January 2025 – 31st December 2025.

Advanced Submissions will be accepted submit between Monday, 12 January 2026 – Monday, 23 February 2026.

-

Award Nominations Forms

Consider nominating a colleague or campaign for their outstanding contributions to LGBTQ+ inclusion within your organisation. These awards are announced at the annual Australian LGBTQ+ Inclusion Awards, hosted by Pride in Diversity. Each award recognises outstanding advocacy, support and/or contribution to LGBTQ+ inclusion within the workplace by leaders, role models, allies and more. Download the forms here.

Other Supporting Information

You can access videos from Pride in Diversity's public Vimeo, which include a collection of videos surrounding changes to the AWEI; changes to Tier entry points; how to effectively complete and submit an Index; and more.

- 1 Structure of the AWEI

- 2 Foundation Submission information
- 3 Advanced Submission information
- 4 Platinum Submission information

Be sure you are signed up to the AWEI Mailing List, to receive information regarding any updates or continued advice regarding your Submission or data analysis regarding the Submission, AWEI Employee Survey, events and more!

Should you have any outstanding questions or require more support, please contact:

- 47F awei@acon.org.au or reply to this email
- Your Relationship Manager, if you are a Pride in Diversity member

On behalf of **Pride in Diversity**, thank you for your continued commitment to Australian LGBTQ+ inclusion, equality and equity; and for participating in this important benchmarking Index.

Kind Regards.

47F

ACON's Pride Inclusion Programs

Pride in Diversity | Pride in Sport | Pride in Health + Wellbeing

My pronouns:47F

I work from home on Dharug land, Monday through Thursday.



ACON acknowledges and pays respect to the Traditional Owners of all the lands on which we work.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which it is addressed. If you are not the named addressee you should not disseminate, distribute or copy this email. Please notify the sender immediately by email if you have received this email by mistake and delete this email from your system. Please note any views or opinions expressed in this email are solely those of the author and do not necessarily represent those of ACON. Email transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message which arise as a result of email transmission.

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AUSTRALIAN WORKPLACE EQUALITY INDEX

IP Australia

AUSTRALIAN WORKPLACE EQUALITY INDEX - FOUNDATION SUBMISSION (2023 - 2026)				
	HR Policies & Diversity Practice	**Score**	**Index**	**Notes**
1	**Updated Terminology**	2	2	In next update for Gender Affirmation Policy please remove any language referencing 'transition'.
2	**LGBTQ+ Inclusivity within Policies and Benefits**	2	2	Would be good to see this in the central policy page in the future.
3	**New Parent Leave Inclusive of LGBTQ+ Families**	3	3	
4	**International Travel Advice for Employees**	3	3	Evidence here is very light, recommendation to update guidance for employees around travel advice for LGBTQ+ employees and considerations, and to have this information within the central Travel Advice available to all and for managers to be aware.
5	**LGBTQ+ Inclusive Domestic & Family Violence Policy**	2	4	a) not satisfied to explicity acknowledge the challenges faced and b) awarding points but would be good to explicit mention these are LGBTQ+ resources.
		12	**14**	
	LGBTQ+ Bullying, Harassment & Support	**Score**	**Index**	**Notes**
6	**Resources on LGBTQ+ Inclusive and Negative Language**	4	6	Further information recommended for c) as there is no evidence provided on how staff can easily learn about the existence of these resources, the 'all staff' communciations not found within evidence.
7	**LGBTQ+-related Grievance Officers**	4	4	
8	**Behavioural Examples of What Constitutes Bullying / Harassment**	4	4	
		12	**14**	
	Inclusion of Trans and Gender Diverse Employees	**Score**	**Index**	**Notes**
9	**Gender Affirmation Policy and Process Documentation**	4	4	
10	**Dress Codes**	4	4	
11	**Non-Binary Gender Options for Employees**	4	4	
		12	**12**	
	Strategic Focus & Accountability	**Score**	**Index**	**Notes**
12	**External LGBTQ+ Expertise**	3	3	
13	**LGBTQ+ Inclusion Strategy**	0	3	Although LGBTQ+ referenced, it is not noted within the rest of the evidence as a component of the strategy like CALD, Disability and Indigenous cohorts are. Suggest adding more info on this cohort to obtain points.
14	**External LGBTQ+ Workplace Inclusion Promotion**	3	3	
15	**HR / Diversity Professional Accountabilities**	8	8	
		14	**17**	
	LGBTQ+ Employee Network	**Score**	**Index**	**Notes**
16	**LGBTQ+ Employee Network**	4	4	
17	**Orientation / On-boarding**	3	3	
18	**Ally / Champion Reference Guides**	3	3	
19	**Confidential Contacts**	3	3	
20	**Internal LGBTQ+ Social Media Stream**	2	2	
		15	**15**	
	Training, Awareness & Professional Development	**Score**	**Index**	**Notes**
21	**LGBTQ+ Training Availability**	6	8	Very light on evidence provided regarding c) actions to increase uptake, would be great to see further work in this space in the future.
		6	**8**	
	Total AWEI Foundation Submission Score	**71**	**80**	

GENERAL SUBMISSION COMMENTS

Well done to the team to achieve the strong foundational submission and work over the year - great to see the improvements and reach out to your RM for future work and support when required.

38 136 883 915
ACON Health Limited
414 Elizabeth St.
Surry Hills Sydney, NSW 2010
Phone 02 9206 2000

TAX INVOICE

BILL TO:
IP AUSTRALIA
47 BOWES STREET
PHILLIP, ACT 2606
ATTN : s22

INVOICE NO : **PID001445**
Invoice Date : **26**/06/2025
Customer Code : **43001986**
P.O. number :

DESCRIPTION	AMOUNT
Pride in Diversity Essential Membership renewal from 24/7/25 to 23/7/26	$6,990.00

Subtotal	**$6,990.00**
GST	**$699.00**
Total	**$7,689.00**

Remittance Advice

EFT Payment Details

Account Name
Bank
BSB
Account No

47G

Debtor Details

Debtor No	43001986
Invoice No	PID001445
Invoice Total	$7,689.00

Credit Card: We accept Visa/Mastercard/AMEX. Terms of Payment: 14 days
To make online payment, please visit: https://prideinclusionprograms.com.au/invoice-payment/
Please send a copy of remittance advice to ar@acon.org.au
Please refer to our T & C - Microsoft Word - APIP_TermsConditions 26 August 2020 (prideinclusionprograms.com.au)

38 136 883 915
ACON Health Limited
414 Elizabeth St.
Surry Hills Sydney, NSW 2010
Phone 02 9206 2000

TAX INVOICE

BILL TO:
IP AUSTRALIA
47 BOWES STREET
PHILLIP, ACT 2606
ATTN : s22

INVOICE NO : **PID002183**
Invoice Date : **29**/06/2026
Customer Code : **43001986**
P.O. number :

DESCRIPTION	AMOUNT
Pride in Diversity Essential membership renewal from 24/7/26 to 23/7/27	$7,158.00

Subtotal	**$7,158.00**
GST	**$715.80**
Total	**$7,873.80**

Remittance Advice

EFT Payment Details

Account Name
Bank
BSB
Account No

47G

Debtor Details

Debtor No	43001986
Invoice No	PID002183
Invoice Total	$7,873.80

Credit Card: We accept Visa/Mastercard/AMEX. Terms of Payment: 14 days
To make online payment, please visit: https://prideinclusionprograms.com.au/invoice-payment/
Please send a copy of remittance advice to ar@acon.org.au
Please refer to our T & C - Microsoft Word - APIP_TermsConditions 26 August 2020 (prideinclusionprograms.com.au)