

Department of Transport

# LGBTIQ+ Inclusion Action Plan

2022-25



## **Acknowledgement of Country**

The Department of Transport proudly acknowledges Victoria's Aboriginal communities and their ongoing strength in practicing the world's oldest living culture. We acknowledge the Traditional Owners of the lands and waters on which we live and work, and pay our respect to their Elders past and present.

We acknowledge the ongoing leadership role of the Aboriginal community in addressing and preventing family violence. As First Peoples, Aboriginal Victorians are best placed to determine a culturally appropriate path to gender equality in their communities and we join with our First Peoples to eliminate family violence from all communities.

## **DoT would like to acknowledge elders from the LGBTIQ+ communities.**

We express gratitude to these elders who, through tireless advocacy in the face of adversity, have paved the way for us to continue this important work.

## **Accessible version of the document**

Please email the diversity and inclusion team to obtain an accessible version of this document.

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*INCLUSIVE*



## Message from the Secretary

Equity, diversity and inclusion are foundational to the Department of Transport's vision to create an integrated transport network that provides every Victorian with access to simple, safe, connected journeys.

The only way we can realise this vision is to ensure that everyone in our over 4,500-strong team recognises the importance of treating each other with respect, regardless of individual preferences. This particularly applies to people's gender identity and sexual orientation.

Appreciating our unique differences is the only way DoT can become a truly integrated department and the only way we can fully represent the diverse Victorian public we serve.

I am proud to support this LGBTIQ+ Action Plan. Not only does it celebrate our differences, it recognises that, as a department, these differences are one of our greatest strengths.

Welcoming everyone for who they are underpins the culture we are building at DoT. Our work in inclusion and diversity is informed by the responsibility of Victorian Public Sector organisations to adhere to the *Victorian Charter of Human Rights and Responsibilities Act (2006)* and our commitment to take human rights into account in our everyday activities.

We know that a diverse and inclusive workplace provides the best possible outcomes for our people and is fundamental to meeting the transport needs of all Victorians. To this end, the new LGBTIQ+ Action Plan is a significant step forward since we united as a department in 2019.



**Paul Younis**

The Plan extends the progress we've made so far. It integrates with DoT's Diversity and Inclusion Strategy 2020-2023 that acknowledges the additional challenges that can be experienced in the workplace by women, LGBTIQ+ people, people with disability, culturally and linguistically diverse people and Aboriginal and/or Torres Strait Islander Australians. The Plan also aligns with the department's Women in Transport Strategy 2021-2024 and the Victorian Government's recently released LGBTIQ+ Strategy.

Thanks to the rigour and department-wide consultation put into its development, the LGBTIQ+ Action Plan establishes a clear pathway to achieving wholesale support, understanding and acceptance for LGBTIQ+ people across DoT. Above all, the practical steps presented in this Plan ensure that everyone's sexual orientation and gender contribute positively to DoT's culture.

We will collaborate with our Transport and Infrastructure partners on LGBTIQ+ inclusive initiatives by using this Plan to help guide and inform their respective plans and priorities. We will establish a Portfolio wide Taskforce to support the implementation of our inclusive initiatives across transport.

I believe this LGBTIQ+ Action Plan will help us challenge and overcome assumptions or behaviours that may restrict the contributions of our people.

Ensuring LGBTIQ+ people at DoT are valued is essential to the kind of robust, healthy and flexible workplace culture we must have to provide world class transport services that meet the needs of every Victorian, now and in future.

**Paul Younis**  
Secretary of Transport



# Executive Summary

## Overview

Department of Transport's (DoT) LGBTIQ + Action Plan (2022-2025) highlights a commitment to further evolve and foster an inclusive and safe workplace culture. This plan builds upon our previous work to achieve best practice LGBTIQ+ inclusion by using criteria set in the Australian Workplace Equality Index (AWEI), a national LGBTIQ+ workplace inclusion benchmarking index.

DoT is committed to embedding inclusive practices into our organisational culture. We aim to remove the cultural, attitudinal and systemic barriers that LGBTIQ+ people experience in our workplaces, transport infrastructure projects or when accessing our transport network and services.

## WoVG Strategy

In February 2022, the Victorian Government made history with the launch of *Pride in our future: Victoria's LGBTIQ+ strategy 2022-32*, the first ever whole-of- government LGBTIQ+ strategy. This all-encompassing strategy benefits us all by striving towards all the public service, bringing their whole selves to work, every day.

All objectives within our action plan have been mapped against the below four priorities areas within the WoVG LGBTIQ+ Strategy:

- Visibility to inform decision making
- Equitable, inclusive, and accessible services
- Equal rights and freedoms
- Safe, strong, and sustainable communities.

The LGBTIQ+ Action Plan has been developed in consultation with key stakeholders including the PRIDE Working Group and the Executive Sponsor for LGBTIQ+ people and aligns with the whole government's Victorian LGBTIQ+ Strategy.

## Staff engagement survey

DoT's 2021 People Matter Survey showed that overall, LGBTIQ+ people continue to experience lower levels of equal employment opportunity, engagement, and psychosocial safety. In 2021, LGBTIQ+ people also witnessed or experienced more sexual harassment and discrimination than the DoT organisational average

Alarming, the data revealed significant discrepancy within the LGBTIQ+ cohort. Nonbinary people and people who are bisexual, pansexual or asexual frequently reported significantly lower engagement scores than their men and women gay and lesbian peers. Furthermore, people who preferred not to share their gender or sexuality frequently reported the lowest scores which could suggest negative experiences surrounding gender and/or sexuality at work.

DoT recognises that negative attitudes and lower levels of engagement and psychological safety impact on people's ability to participate equitably in work and life and is committed to taking actions under this action plan to address these issues faced by LGBTIQ+ people.

Highlights of this action plan include:

- Developing a best practice Gender Affirmation in the Workplace Policy
- Participation in national benchmarking indexes (AWEI) to identify and address areas of opportunity
- A focus on accountability to formally track and report on progress
- Increasing the number of LGBTIQ+ people working at DoT to 9% by 2023 and 10% by 2025, which includes exploring employment opportunities and flexible career pathways for LGBTIQ+ people
- Ability for all staff to voluntarily share their sexual orientation, or gender identity.

## Focus areas within the action plan

DoT has identified the following five focus areas with measures of success to guide our actions to align with other action plans stemming from the [DoT Inclusion and Diversity Strategy 2020-2023](#).

These focus areas include:

### **Our commitment (leadership and accountability) with the measure of success being:**

- An improvement in the national benchmarking index – AWEI – for LGBTIQ+ Workplace Inclusion
- That DoT completes 80% of all actions under the LGBTIQ+ Inclusion Action Plan by 2025.

### **Our environments (systems, processes, premises) with the measure of success being:**

- To progressively work towards having inclusive systems, processes, and premises for LGBTIQ+ people.

### **Our culture (attitudes and awareness) with the measure of success being:**

- Workplace satisfaction for LGBTIQ+ staff increases over life of action plan
- Increase in number of staff sharing LGBTIQ+ identity/status over life of action plan
- Annual events on LGBTIQ+ inclusion events are held to help raise awareness.

### **Our talent (recruitment, development, promotions) with the measure of success being:**

- DoT achieving 9% workforce representation of LGBTIQ+ people by 2023 and 10% by 2025
- All authorised recruitment platforms are adapted to be inclusive of LGBTIQ+ communities
- All staff involved with recruitment and ongoing talent acquisition are appropriately trained in LGBTIQ+ awareness.

### **Our community (our customers, stakeholders, and inclusive transport strategies) with the measure of success being:**

- Decreased number of complaints regarding LGBTIQ+ inclusion
- DoT known for LGBTIQ+ inclusion and is a visible ally in the community.

## The flagship initiatives

We have identified some flagship initiatives for the action plan that highlight what we consider to be our most important actions at foundational stage.

During the development process of this action plan, namely the focus group/consultation phase, it became evident that existing initiatives and action plans, including the Accessible Public Transport in Victoria Action Plan 2020–2024 and the DoT Accessibility Action Plan 2020-2023, provide an opportunity to apply an intersectional lens to benefit all areas of diversity in the work being undertaken. For example, including all-gender bathrooms as part of bathroom facility updates for people with disability or including perspectives and experiences of LGBTIQ+ on transport into the Safer Transport project.

We are also committed to working to address the environmental barriers that LGBTIQ+ people face in the workplace and in accessing our infrastructure and services, such as internal and external facilities and transport networks. This action plan along with future iterations of it will assist us to deliver safer and accessible transport services and create a workforce culture that is inclusive of LGBTIQ+ people, reflecting the diversity of the Victorian community we serve.

LGBTIQ+





# Key concepts and terms

## What do we mean by LGBTIQ+?

Lesbian, gay, bisexual, transgender, intersex, queer and + (LGBTIQ+) is an acronym used when referring to diverse sexual orientations, gender identities, gender expression and sex characteristics; not limited to those visible within the acronym but extending to **all** diverse identities in this space.

DoT acknowledges there are many diverse identities, bodies and lived experiences in the LGBTIQ+ community and that not one single letter within the acronym has a homogenous one. Members of this community may intersect with other areas of diversity in regard to their identity or body; such as disability, gender, culture or ethnicity and Aboriginal or Torres Strait Islander identity.

## LGBTIQ+

An internationally recognised acronym that is used to describe lesbian, gay, bisexual, transgender, intersex and queer people collectively. Many sub-groups form part of the larger LGBTIQ+ movement. This can also be written GLBTIQ+. 'Q' for Queer, is an umbrella term for a range of sexual and gender identities. '+' represents other diverse gender identities and sexual orientations that are not represented already in the acronym. For some, Queer has a negative connotation due to past uses of the term and historical experiences of discrimination. However, in recent years, this term has been reappropriated by the community and is now used in an empowering way. LGBTIQA is also used, with the A referring to asexual.

## Gender identity

A person's deeply held internal and individual sense of gender.

## Gender expression

The way in which a person externally expresses their gender or how they are perceived by others.

## Sexuality/Sexual orientation

A person's emotional or sexual attraction to another person, including, among others, the following identities: heterosexual, gay, lesbian, bisexual, pansexual, asexual or same-sex attracted.

## Sex/Sex characteristics

A person's biological characteristics. A person's sex is usually described as being male or female. Some people may not be exclusively male or female (the term 'intersex' is explained in the Glossary). Some people identify as neither male nor female.

See Glossary for more terminology.

## What is discrimination on the basis of sexual orientation, gender identity, gender expression, or sex characteristics?

The *Sex Discrimination Act 1984* (Cth), including amendments in 2013, makes it unlawful to discriminate against a person on the grounds of sex, sexual orientation, gender identity (including gender expression), intersex status (sex characteristics), marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities or in cases of sexual harassment.

Discrimination can be either direct or indirect:

**Direct discrimination** – when a person is treated less favourably than another person in the same or similar circumstances, based on their sex, sexual orientation, gender identity, gender expression, intersex status, marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities.

Some LGBTIQ+ specific examples of *direct discrimination* include: **Sexual orientation:** Not allowing somebody in a same-sex relationship to bring their partner to a work event because of their sexual orientation.

**Gender identity:** Excluding a trans-woman from joining the Women's Network, or from using the women's bathroom facilities.

**Indirect discrimination** – when there is a rule or policy that is the same for everyone but has an unfair effect on people based on their sex, sexual orientation, gender identity (including gender expression), intersex status, marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities.

Some LGBTIQ+ specific examples of *indirect discrimination* include:

**Sexual orientation:** A travel or relocation departmental policy that does not account for different international laws in relation to treatment of same-sex attracted people for those travelling overseas.

If the employee identifies as homosexual, are there additional guidelines or support services in place to assist/protect the employee while overseas? If not, this may result in the employee turning down an opportunity they would have otherwise accepted.

**Gender identity:** Staff demographic details such as gender or sex markers are locked/unchangeable in a learning management system and cannot be adjusted once set, preventing transgender or gender diverse employees from updating their details once they have affirmed their gender at work.

DoT is committed to identifying and eliminating all forms of discrimination.

## Our guiding principles

At DoT, we aim to work with our government and non-government stakeholders to align our internal approach with **best practice** and state government strategies and initiatives, including:

- The **Victorian LGBTIQ+ Strategy** to provide a framework that allows all levels of government and the community to connect their efforts towards improving the lives of LGBTIQ+ people and their families.
- The **Australian Workplace Equality Index (AWEI; national LGBTIQ+ workplace inclusion benchmarking)** to provide a national benchmark to track progress against the action plan and other organisations across Victoria and Australia.

This action plan is also aligned with DoT's internal strategies, including:

- **DoT Inclusion and Diversity Strategy 2020-2023** – our goal is to provide an inclusive workplace culture where all our people, including those identifying with the LGBTIQ+ community, feel safe, engaged, respected and valued to bring their whole selves to work. An inclusive culture will enable DoT to recruit and retain a diverse workforce that reflects the community we serve inclusive of LGBTIQ+ people and enable us to deliver a transport system that is inclusive and safe for all Victorians.

At DoT, we recognise our responsibility to create an inclusive environment for LGBTIQ+ people. Creating an LGBTIQ+ inclusive environment is a shared responsibility involving all of us at DoT: as colleagues, managers, and leaders.

We commit to a **people-first approach** that never assumes we know what is best for LGBTIQ+ people and respects that LGBTIQ+ people are the experts of their own lives.

We understand the **uniqueness of each diverse sexual orientation, gender identity and sex characteristic** and that **one size does not fit all**.

We recognise that LGBTIQ+ people who are women, Aboriginal and/or Torres Strait Islander Australians, live with disability, and/or from minority cultural backgrounds face additional barriers due to the intersection of multiple marginalisations and we will work towards adopting an **intersectional approach** to our work.

We commit to **continually reviewing and improving** this action plan to ensure it continues to meet the needs of our staff and all Victorians and that the outcomes of our actions are achieving the intended results. We will seek feedback on this plan on a regular basis.

## Guiding principles

1. **Never assume and always ask**
2. **A person's diverse identity or body, and their experience of this, is as individual as their fingerprint**
3. **We take an intersectional approach to our work**
4. **Continuous review and improvement**





# HUMAN RIGHTS



## Why is DoT undertaking this work?

### It makes good business sense

Approximately 11 per cent of the Australian population identify as LGBTIQ+ (Australian Human Rights Commission, 2014). To enable us to deliver the best possible services to Victorians, DoT's workforce needs to reflect the Victorian community.

Research shows that inclusive teams with a wide spread of diversity perform best. This includes diverse sexual orientations, gender identities, gender expression, and sex characteristics.

Benefits include (Diversity Council of Australia):

- higher engagement and productivity at work when people feel welcome and supported
- increased profit from having a diverse, collaborative workplace
- becoming an employer of choice and attracting and retaining the best possible employees
- increasing inclusion, connectivity and greater health and wellbeing
- enhanced organisational reputation.

However, research has also shown that LGBTIQ+ people experience greater levels of discrimination, bullying, exclusion and lack of safety in the workplace.

The Victorian Government is strongly committed to promoting inclusion and celebrating diversity, and removing LGBTIQ+ discrimination from Victorian laws, services, workplaces and society. In 2015, the Victorian Government established Australia's first Equality portfolio, with a Minister for Equality, Martin Foley MP, and a Commissioner for LGBTIQ+ Communities, Ro Allen. The Victorian Government aims to challenge discrimination faced by the LGBTIQ+ community (including funding initiatives to increase visibility, celebrate inclusion and advocate respect for all), and supporting LGBTIQ+ inclusive practices across public sector workplaces.

DoT supports these objectives and initiatives and wants to contribute in a meaningful way. We know that we can only deliver the best service to our community if we find and retain the best people for the job from 100 per cent of the population.

## We value LGBTIQ+ awareness and inclusion

DoT is committed to supporting the creation of an inclusive and LGBTIQ+ aware workplace. LGBTIQ+ awareness and the active inclusion of LGBTIQ+ people in the workforce is about more than just compliance – it adds value to our organisation and is vital for DoT to achieve our strategic goals.

We recognise that the absence or minimisation of discrimination does not automatically engender inclusion and that we need to take active steps to create an inclusive workplace culture for LGBTIQ+ people.

We recognise that we are currently at the foundational stage in terms of our LGBTIQ+ inclusion and that we need to focus on building an LGBTIQ+ aware organisation through training, awareness raising and capability building across the organisation.

Furthermore, we will work collaboratively with our transport and infrastructure partners across the broader portfolio on LGBTIQ+ inclusion initiatives using the action plan to guide and inform their respective priorities.

## Eliminating discrimination against LGBTIQ+ people is our responsibility

DoT's 2021 People Matter Survey showed that overall LGBTIQ+ people continue to experience lower levels of equal employment opportunity, engagement and psychosocial safety. In 2021, LGBTIQ+ people also witnessed or experienced more sexual harassment and discrimination than the DoT organisational average.

Alarming, the data revealed significant discrepancy within the LGBTIQ+ cohort. Non-binary people and people who are bisexual, pansexual or asexual frequently reported lower scores than their men and women gay and lesbian peers. For example, men and women who identify as gay or lesbian produced a 70% favourable result regarding engagement, comparable to their straight peers at 69% percent and 4 points higher than the DoT average of 66%. By contrast, non-binary people reported only a 45% favourable result, 21 points lower than the DoT average and 25 points behind their men and women gay or lesbian peers. Furthermore, people who preferred not to share their gender or sexuality frequently reported the lowest scores which could suggest negative experiences surrounding gender and/or sexuality at work.



These findings make it clear that LGBTIQ+ people need more support across DoT to be able to bring their authentic selves to work. In addition, the work of eliminating discrimination must include supporting LGBTIQ+ people to be effective allies for their peers who face greater barriers to ensure a safe and supportive environment for all LGBTIQ+ communities.

DoT aims to eliminate, as far as possible, discrimination against LGBTIQ+ persons on the grounds of sex characteristics, sexual orientation, gender identity, gender expression or relationship status. We aim to eliminate LGBTIQ+ discrimination against our employees, customers and stakeholders.

In Victoria, LGBTIQ+ people are protected against discrimination – both in the workplace and in terms of access to services, including transport. These rights are enshrined under the *Equal Opportunity Act 2010* (Vic) (EOA) and the *Sex Discrimination Act 1984* (Cth) (DDA).

This action plan will guide DoT to fulfil its duty under relevant legislation to take reasonable and proportionate measures to eliminate discrimination as far as possible.

In addition to the above People Matter Survey data, the *Australian Workplace Equality Index survey (Pride in Diversity, 2020)* responses from employees working in organisations participating in LGBTIQ+ workplace inclusion, were received and the following statistics in 2020 highlighted:

- Across all respondents with a diverse sexual orientation, 13.33 per cent are not out at work at all, while respondents with a diverse gender identity reported 17.39 per cent. The number one reason for not being out: “I would not be accepted by some in my team” – 42.29 per cent.
- Rates of being ‘completely out’ at work for all LGBTIQ+ respondents were higher in organisations performing at gold standard or higher in LGBTIQ+ workplace inclusion – 43.91 per cent.
- Employees who reported being ‘completely out’ at work also reported greater mental health outcomes than those ‘not out at all’, for example; “I feel mentally well at work,” 83.89 per cent compared to 61.03 per cent; “I feel I can be myself at work,” 91.15 per cent compared to 48.41 per cent.
- When responding to whether active allies in the workplace had a positive impact on their experience at work, 65.84 per cent of respondents stated that yes it did.

There is currently no employment data on LGBTIQ+ populations collected by the Australian Bureau of Statistics (ABS). The largest data set of employment data of LGBTIQ+ populations is currently owned by Pride Inclusion Programs as part of ACON, hence why the AWEI Employee Survey data has been used in this instance.



*AWARENESS*



## Our approach

This action plan will be reviewed and updated regularly to include more relevant evaluation methods and more sophisticated success indicators over time.

DoT has identified the following five focus areas to guide our actions under this action plan, which are aligned with other action plans stemming from the [DoT Inclusion & Diversity Strategy 2020-2024](#):

1. Our commitment (leadership and accountability)
2. Our environments (systems, processes, premises)
3. Our culture (attitudes and awareness)
4. Our talent (recruitment, development, promotions)
5. Our community (our customers, stakeholders and inclusive transport strategies).

We have also identified some flagship initiatives for the action plan (in green) that highlight what we consider to be our most important actions at foundational stage. We have also provided a list of objectives to be included in future iterations of this action plan to ensure we continue to work towards best practice LGBTIQ+ inclusion.

During the development process of this action plan, namely the focus group/consultation phase, it became evident that existing initiatives and action plans, including the Accessible Public Transport in Victoria Action Plan 2020–2024 and the DoT Accessibility Action Plan 2020-2023, provide an opportunity to apply an intersectional lens to benefit all areas of diversity in the work being undertaken. For example, including all-gender bathrooms as part of bathroom facility updates for people with disability or including perspectives and experiences of LGBTIQ+ on transport into the Safer Transport project.

It was also highlighted that any LGBTIQ+ specific policies, such as Gender Affirmation policies, or anything specific developed for Intersex people (internal and external stakeholders) must be accompanied by appropriate community engagement to ensure they reflect the needs of those impacted.

While the five key priority areas will mostly focus on foundational work, suggested items that are considered leading practice have been provided in an additional table for future iterations of this plan.

*SUPPORT*



## Governance

An action plan implementation group will be established in order to track our progress and facilitate reporting against the actions outlined in this plan. The group will meet quarterly and will be chaired by the Deputy Secretary, People and Business Services and supported by the Inclusion & Diversity Team. It will consist of representatives from those areas of the organisation who have specific action items/objectives allocated to them, in order to facilitate accountability.

The Implementation Group will regularly seek input from the DoT PRIDE Group and the VPS Pride Network and, where possible, engage with LGBTIQ+ communities to ensure a lived experience lens is applied to all work. Progress will be reported bi-annually to the DoT Inclusion & Diversity Council and we aim to make the outcomes of the annual reviews available to the public. We will also participate in the Australian Workplace Equality Index (AWEI) run by Pride in Diversity (Pride Inclusion Programs, ACON).

The Deputy Secretary People and Business Services is accountable for the implementation of the Action Plan and will drive its implementation along with the DoT Leadership Team and Executive Sponsor DoT PRIDE Group with the support of People and Culture.

This includes:

- Articulate priorities and resourcing needs for LGBTIQ+ inclusion to the DoT Leadership Team
- Champion the needs of LGBTIQ+ staff across DoT
- Chair quarterly meetings of the Action Plan Implementation Group
- Continued support of PRIDE, a working group established in 2020 to support LGBTIQ+ people at DoT and their allies
- Support LGBTIQ+ staff, regardless of whether they are a member of the PRIDE Group or not
- Influence peers to take action in the area of LGBTIQ+ inclusion
- Insert key performance indicators regarding the Executive Sponsor role into relevant performance agreements
- Meet with PRIDE at least four times a year to hear about the lived experience of LGBTIQ+ staff and allies at DoT.

We welcome your feedback at any time on this plan as we will be updating this document regularly. Please send your thoughts to [Diversity-Inclusion@roads.vic.gov.au](mailto:Diversity-Inclusion@roads.vic.gov.au).

PRIDE





# Focus areas

## Focus area one: Our commitment (leadership and accountability)

Our overall goal for focus area one is that our leaders demonstrate a visible commitment to develop inclusive workplaces for LGBTIQ+ people and that we are held accountable for delivering on the actions outlined in the LGBTIQ+ Inclusion Action Plan.

Our success measures for focus area one include:

- Improvement in the national benchmarking index – AWEI – for LGBTIQ+ Workplace Inclusion
- DoT completes **80 per cent** of all actions under the LGBTIQ+ Inclusion Action Plan by 2025

### 1.1 Accountability

Objectives	Key actions	Key indicators	Accountability
<p>DoT works collaboratively with internal and external stakeholders to align its initiatives with best-practice and relevant State plans.</p> <p><b>2</b></p>	<p><b>1.1.1</b> DoT will gradually progress an integrated, best-practice, sustainable approach to LGBTIQ+ inclusion across the Department, transport portfolio and in the VPS.</p>	<ul style="list-style-type: none"> <li>• We have met WoVG accountabilities in the area of LGBTIQ+ inclusion as a Department through internal and external collaboration throughout the VPS</li> <li>• We have demonstrated improvement in the AWEI (including AWEI Employee Survey) over the time of this plan and have communicated results internally and externally</li> <li>• We understand the broader transport portfolio's activity in the area of LGBTIQ+ inclusion and have influenced and supported initiatives where appropriate</li> </ul>	<p>People and Business Services</p>
<p>The employee-led DoT PRIDE is engaged and contributes to relevant documents, staff engagement and support across all divisions and locations throughout the transport portfolio.</p> <p><b>2</b></p>	<p><b>1.1.2</b> DoT will work on integrating existing LGBTIQ+ employee resource groups into one that has full reach across the transport portfolio and continue to support and resource the LGBTIQ+ Working Group to support LGBTIQ+ people and their allies.</p>	<ul style="list-style-type: none"> <li>• We have appointed a Chair/Co-Chairs for the LGBTIQ+ Working Group who has a 30% time allocation towards Working Group-related work</li> <li>• The LGBTIQ+ Working Group has prepared Annual Initiatives Plans and reported progress/work to the Inclusion &amp; Diversity council biannually</li> <li>• The LGBTIQ+ Working Group have consistently attended VPS Pride Network meetings with the I&amp;D team to align work with WoVG and current best practice and provided representation at VPS LGBTIQ+ IDC</li> <li>• LGBTIQ+ Working Group members have attended external PRIDE Inclusion conferences, seminars and events (such as, Pride in Practice, Sapphire Events, Interdepartmental Events, transport portfolio)</li> </ul>	<p>LGBTIQ+ Working Group supported by Inclusion and Diversity</p> <p>People and Culture</p>

All objectives within the action plan have been mapped against the WoVG LGBTIQ+ Strategy using the reference legend below:

**2** Equitable, inclusive and accessible services

## Focus area two: Our environments (systems, processes, premises)

Our overall goal for focus area two is to progressively work towards having inclusive systems, processes, and premises for LGBTIQ+ people (internal and external stakeholders).

- DoT ICT systems and relevant internal and external facing systems are inclusive for LGBTIQ+ people (internal and external stakeholders)(reflected in the language and policies)
- Development of a Gender Affirmation in the Workplace policy (guide for managers and employees)

### 2.1 Our Systems & Processes

Objectives	Key actions	Key indicators	Accountability
<p>DoT provides employees with employment conditions that are inclusive for people of diverse gender identities, gender expressions, sexual orientations and sex characteristics.</p> <p><b>1 3</b></p>	<p><b>2.1.1</b> Review internal policies, process and practices to include people with diverse gender identities, gender expression, sexual orientations and sex characteristics. Ensuring that the inclusivity of LGBTIQ+ people in these policies is clear and easily accessible.</p>	<ul style="list-style-type: none"> <li>• Email signature policy allows employees to add their pronouns and/or their LGBTIQ+ ally status</li> <li>• We promote the LGBTIQ+ accessibility of EAP services and have ensured the EAP provider is appropriately trained in LGBTIQ+ issues.</li> <li>• All people policies have been reviewed and amended where necessary to be inclusive of LGBTIQ+ people and have been made visible and easily accessible on the LGBTIQ+ intranet page</li> </ul>	<p>People and Business Services</p>
<p>DoT will ensure its HR and internal/external ICT systems support the sensitive sharing of LGBTIQ+ information (such as gender identity, sexual orientation or sex characteristics) at any stage of the employee lifecycle, including gender affirmation and customer lifecycle.</p> <p><b>1 3</b></p>	<p><b>2.1.2</b> Undertake a review of internal and external data collection and ICT systems to ensure that LGBTIQ+ information can be shared by LGBTIQ+ staff and prospective staff during recruitment processes, that it is stored with appropriate levels of security/privacy in accordance with the <i>Privacy Act 1998</i> (Cth) and the <i>Privacy Data Protection Act 2014</i> (Vic).</p> <p>This includes: Conduct an LGBTIQ+ inclusive audit of all existing IT internal and external systems making all existing and new IT development inclusive of LGBTIQ+ communities, including non-binary gender identities.</p>	<ul style="list-style-type: none"> <li>• All systems across DoT that collect LGBTIQ+ related information – such as gender and sex – have been identified, reviewed and amended where necessary to be inclusive of LGBTIQ+ people and disclosure of information has been made optional where possible.</li> <li>• The storage of LGBTIQ+ information is compliant with relevant privacy legislation across all DoT internal and external systems.</li> </ul>	<p>People and Business Services</p>

All objectives within the action plan have been mapped against the WoVG LGBTIQ+ Strategy using the reference legend below:

**1** Equal rights and freedoms

**3** Visibility to inform decision making

**4** Safe, strong and sustainable communities

## 2.1 Our Systems & Processes

Objectives	Key actions	Key indicators	Accountability
<p>All DoT internal and external feedback and complaint processes are inclusive of LGBTIQ+ communities. Reporting is completed on this specific demographic to identify areas of opportunity that benefit both LGBTIQ+ people (internal and external stakeholders)</p> <p><b>2</b> <b>3</b></p>	<p><b>2.1.3</b> DoT will work to ensure key platforms utilised for the collection of internal/external feedback/complaints (including DoT website, Public Transport website, etc) are not only LGBTIQ+ inclusive, but generate reports and actions required based on such data collected from LGBTIQ+ communities.</p> <p>This includes:</p> <p>Conducting an audit of all feedback/complaint systems to identify priority areas for LGBTIQ+ inclusion in data collection and reporting and the development of a management plan to address shortcomings and implement corrective plans in a timely manner</p>	<ul style="list-style-type: none"> <li>The bullying and harassment policy documentation is inclusive of LGBTIQ+ people (i.e. sexual orientation, gender identity, gender expression, sex characteristics and relationship status).</li> <li>A process to monitor and report on the nature of feedback and/or complaints by LGBTIQ+ people (internal and external stakeholders) has been developed and implemented.</li> </ul>	<p>People and Business Services</p>
<p>DoT provides trans and gender diverse employees with a safe space and clear process to support them during the gender affirmation process.</p> <p><b>4</b></p>	<p><b>2.1.4</b> Develop a best practice Gender Affirmation in the Workplace Policy (utilising and making reference to <i>Affirming Gender Identity in the Workplace</i> resource). This should include the use of facilities (bathrooms and changerooms), systems (e.g., payroll) and dress codes (e.g., corporate uniform guidelines) for trans and gender diverse people, ensuring that gender expression and non-binary experiences are included.</p> <p>This includes:</p> <p>Regularly promoting awareness of the policy and where employees can find the policy.</p>	<ul style="list-style-type: none"> <li>A leading practice Gender Affirmation in the Workplace Guide for employees and managers has been developed and is accessible to all employees.</li> <li>The DoT Enterprise Agreement aligns with the <i>Victorian Public Service Enterprise Agreement 2020 – Clause 58</i> regarding access to paid Gender Affirmation Leave (this information is also readily available and visible to employees on the LGBTIQ+ intranet page).</li> </ul>	<p>People and Culture</p>

All objectives within the action plan have been mapped against the WoVG LGBTIQ+ Strategy using the reference legend below:

- 2** Equitable, inclusive and accessible services
- 3** Visibility to inform decision making
- 4** Safe, strong and sustainable communities

## 2.1 Our Systems & Processes

Objectives	Key actions	Key indicators	Accountability
<p>DoT provides a safe space and support mechanisms for intersex employees.</p> <p><b>4</b></p>	<p><b>2.1.5</b> Develop specific support material and processes for intersex employees.</p> <p>This includes:</p> <p>Engaging with <b>Intersex Human Rights Australia (IRHA)</b> when developing specific resources for intersex employees, and making these resources readily available.</p>	<ul style="list-style-type: none"> <li>DoT engaged with IHRA (Intersex Human Rights Australia) and IPSA (Intersex Peer Support Australia) to develop best practice support mechanisms for intersex employees at DoT.</li> <li>We understand and support the Darlington Statement, making this visible to LGBTIQ+ people (internal and external stakeholders) via our website/s in a formal statement.</li> </ul>	<p>Intersex Human Rights Australia</p> <p>People and Culture</p>
<p>Domestic and family violence policy is inclusive of LGBTIQ+ staff, partners and their families</p>	<p><b>2.1.6</b> Review current Domestic and Family Violence Policy and ensure that LGBTIQ+ staff, partners and their families are reflected and supported.</p> <p>This includes:</p> <p>Utilising and making reference to the <b>LGBTIQ+ Domestic and Family Violence</b> workplace resource for guidance</p>	<ul style="list-style-type: none"> <li>The Domestic and Family Violence Policy is inclusive of LGBTIQ+ relationships and their unique experiences, including specific LGBTIQ+ avenues of support.</li> <li>The policy has been communicated to all staff via internal comms and the LGBTIQ+ intranet page.</li> </ul>	<p>People and Culture</p>

## 2.2 Our Premises

Objectives	Key actions	Key indicators	Accountability
<p>DoT offices and/or premises, customer-facing hubs and facilities are accessible, safe and inclusive for staff, customers and visitors of diverse gender identities, gender expression, sexual orientation and sex characteristics.</p> <p><b>2 4</b></p>	<p><b>2.2.1</b> DoT will progressively work towards making existing, updated and new premises LGBTIQ+ accessible and inclusive where reasonable. Explore the feasibility of project briefs and facility standards to consider design approaches and provision of gender-neutral spaces and facilities (e.g. provision of all gender bathrooms and/or changerooms in addition to male and female facilities).</p> <p>This includes:</p> <p>Reviewing audit of premises report and developing a management plan on how existing workplace and customer-facing premises can be LGBTIQ+ inclusive, such as how all gender bathrooms/ changerooms can be incorporated.</p>	<ul style="list-style-type: none"> <li>All facilities management teams and employees have undertaken LGBTIQ+ Awareness training.</li> <li>A corrective management plan was developed as a result of the premises audit and all necessary premises have an implementation plan to incorporate gender neutral and inclusive bathroom and/or changing facilities.</li> </ul>	<p>People and Business Services</p>

All objectives within the action plan have been mapped against the WoVG LGBTIQ+ Strategy using the reference legend below:

- 2** Equitable, inclusive and accessible services
- 4** Safe, strong and sustainable communities



## Focus area three: Our culture (awareness and attitudes)

Our overall goal for focus area three is to create a safe and inclusive working environment, where all staff members can fully participate and contribute, and to remove the cultural, attitudinal and systemic barriers LGBTIQ+ people experience.

Our success measures for focus area three include:

- Workplace satisfaction for LGBTIQ+ staff increases over life of action plan (People Matter Survey)
- Increase in number of staff sharing LGBTIQ+ identity/status over life of action plan
- Annual events on LGBTIQ+ inclusion events are held to help raise awareness

### 3.1. Awareness

Objectives	Key actions	Key indicators	Accountability
DoT visibly shows the importance of LGBTIQ+ inclusion and promotes the PRIDE network and work being completed in this space through various promotional mediums.	<b>3.1.1</b> Design and develop, in partnership with the PRIDE network, visible signs of inclusion for use across the Department.	<ul style="list-style-type: none"> <li>• The PRIDE network has a collection of branded merchandise for distribution to membership and to promote work (including rainbow lanyards, pins, etc.).</li> <li>• PRIDE network and other LGBTIQ+ banners, posters and promotional material have been created and are visible throughout the Department.</li> <li>• On LGBTIQ+ days of significance, LGBTIQ+ flags are hoisted to show both internal and external LGBTIQ+ inclusion at DoT.</li> </ul>	People and Culture PRIDE
All DoT employees have access to up-to-date information about LGBTIQ+ inclusion and understand the importance of inclusion through a comprehensive comms plan (using the intranet, e-mails and corporate news articles that cover LGBTIQ+ inclusive policies, EAP, confidential contacts, visible allies in DoT etc.	<b>3.1.2</b> Create a comprehensive LGBTIQ+ inclusion comms plan using the intranet, emails and corporate news articles which notify employees of the importance of LGBTIQ+ inclusion, where to find more information and where to seek support.	<ul style="list-style-type: none"> <li>• We have developed an LGBTIQ+ intranet page where employees can find regularly updated LGBTIQ+ specific information, policies, support, employee network opportunities and events.</li> <li>• A comprehensive LGBTIQ+ inclusion comms plan is developed annually in collaboration with the PRIDE network, I&amp;D and internal comms that promotes days of significance, LGBTIQ+ inclusion work, sharing of LGBTIQ+ people and ally stories and LGBTIQ+ resources.</li> <li>• The executive sponsor for LGBTIQ+ people and other leadership formally and regularly promote LGBTIQ+ inclusion work, events and recognise employee contributions to LGBTIQ+ inclusion work.</li> </ul>	People and Business Services Transport Communication and Experience

All objectives within the action plan have been mapped against the WoVG LGBTIQ+ Strategy using the reference legend below:

**1** Equal rights and freedoms

### 3.1. Awareness

Objectives	Key actions	Key indicators	Accountability
DoT recognises days of significance for LGBTIQ+ people and participates in external LGBTIQ+ events as a part of its commitment to increasing awareness of LGBTIQ+ people	<p><b>3.1.3</b> DoT to host events annually and other initiatives that raise awareness of all stakeholders of the importance of LGBTIQ+ inclusion, identifying opportunities to highlight and share intersectional identities and stories.</p> <p>This includes:</p> <p>Annual inclusion events held on IDAHOBIT Wear it Purple Day, Transgender Awareness, Intersex Awareness etc., with a focus on intersectionality and inclusive transport service delivery</p>	<ul style="list-style-type: none"> <li>DoT has an annual LGBTIQ+ days of significance event calendar, lead primarily by the PRIDE network (supported by the I&amp;D team).</li> <li>All events have an intersectional focus while highlighting, where possible, transport service delivery.</li> <li>DoT PRIDE network members and allies participate or volunteer (under DoT branding) annually in external community activities via Midsumma; a stall and the Midsumma Pride March.</li> </ul>	People and Culture PRIDE

### 3.2 Attitudes

Objectives	Key actions	Key indicators	Accountability
LGBTIQ+ staff feel comfortable and confident to share information about their identity at various stages of the employee lifecycle if they wish to.	<p><b>3.2.1</b> Reduce stigma associated with sharing LGBTIQ+ identity over the life of this action plan through all people leaders asking about workplace experiences and additional support needed at multiple stages of the employee lifecycle. Leaders regularly encourage team members to bring their authentic selves to work.</p>	<ul style="list-style-type: none"> <li>DoT runs quarterly communication campaigns around sharing diversity data, including LGBTIQ+ data, and promotes the importance, safety and security of the data.</li> <li>DoT collects People Matter Survey data (biannually) that analyses the experiences of LGBTIQ+ people in the workplace.</li> <li>All our HR systems, surveys and other channels are accompanied by privacy statements.</li> </ul>	People and Business Services PRIDE

All objectives within the action plan have been mapped against the WoVG LGBTIQ+ Strategy using the reference legend below:

**1** Equal rights and freedoms

## Focus area four: Our talent (recruitment, development opportunities, promotions)

Our overall goal for focus area four is to increase the representation of LGBTIQ+ people across DoT and to ensure that LGBTIQ+ staff have equitable access to career development opportunities and promotions. We want DoT's reputation as an employer of choice for LGBTIQ+ people to increase over the life of the LGBTIQ+ Inclusion Action Plan.

Our success measures:

- DoT achieves 9 per cent workforce representation of LGBTIQ+ people by 2023 and 10% by 2025
- All authorised recruitment platforms are inclusive of LGBTIQ+ communities, e.g. by using gender-neutral language
- All staff involved with recruitment and ongoing talent acquisition are appropriately trained in LGBTIQ+ awareness and specific challenges faced by this community in the recruitment space

### 4.1 Recruitment, retention/talent management and progression

Objectives	Key actions	Key indicators	Accountability
<p>All staff and external agencies involved in recruitment processes are LGBTIQ+ awareness and LGBTIQ+ HR/ Recruitment specific trained. DoT achieves 10% LGBTIQ+ workforce representation and regularly analyses People Matter Survey data to identify opportunities.</p> <p><b>4</b></p>	<p><b>4.1.1</b> Undertake a review of the recruitment pathway and processes to identify and remove potential barriers resulting in DoT achieving 10% workforce representation for LGBTIQ+ people by 2025.</p> <p>This includes:</p> <p>Ensuring that our recruitment collateral and processes are designed to be inclusive of LGBTIQ+ people.</p>	<ul style="list-style-type: none"> <li>• All recruitment and talent teams are trained in LGBTIQ+ Inclusive Recruitment &amp; Awareness.</li> <li>• External recruitment agencies/partners are aware of our commitment to LGBTIQ+ inclusion and their staff are appropriately LGBTIQ+ awareness trained.</li> <li>• We track LGBTIQ+ workforce representation throughout the various stages of an employee lifecycle and ensure that our representation targets are diverse within the breakdown of LGBTIQ+ (i.e. not just sexually diverse employees).</li> </ul>	<p>People and Culture</p>
<p>DoT actively recruits suitably skilled and talented LGBTIQ+ people through targeted recruitment, and employment programs and pathways for LGBTIQ+ people (including in government-funded initiatives, projects and major infrastructure projects)</p> <p><b>4</b></p>	<p><b>4.1.2</b> DoT will leverage flexible and inclusive employment programs and pathways for LGBTIQ+ people and explore possible avenues for recruitment of LGBTIQ+ people.</p> <p>This includes:</p> <p>Exploring how LGBTIQ+ pathways can be incorporated into relevant existing employment programs.</p>	<ul style="list-style-type: none"> <li>• DoT has a regular presence at university career fairs where our LGBTIQ+ inclusion commitment and work is highlighted via informative collateral and conversations about Inclusion &amp; Diversity at DoT.</li> </ul>	<p>People and Culture</p>

All objectives within the action plan have been mapped against the WoVG LGBTIQ+ Strategy using the reference legend below:

**4** Safe, strong and sustainable communities

## Focus area five: Our community (inclusive public transport and services)

Our overall goal for focus area five is to make our transport services accessible and safe for our LGBTIQ+ people (internal and external stakeholders) and ensure our commitment to LGBTIQ+ inclusion for staff and customers is visible to the Victorian community.

Our success measures:

- Decreased number of complaints to customer serving areas of DoT regarding LGBTIQ+ inclusion
- DoT is known for LGBTIQ+ inclusion and is a visible ally in the community

### 5.1 Inclusive public transport services

Objectives	Key actions	Key indicators	Accountability
<p>DoT will work towards making public transport accessible, safe and inclusive for LGBTIQ+ communities.</p> <p><b>2</b> <b>4</b></p>	<p><b>5.1.1</b> DoT to review the Safer Transport initiative and incorporate an intersectional approach, ensuring that LGBTIQ+ transport safety issues (including safety of gender diverse customers) are added, prioritised and actioned.</p> <p>This includes:</p> <p>Review and update of all customer service charters to ensure consistent access and inclusion requirements are included for LGBTIQ+ people.</p>	<ul style="list-style-type: none"> <li>• 80% of all frontline staff across DoT, including PTV customer service hubs and authorised officers, have been LGBTIQ+ Awareness trained.</li> <li>• The LGBTIQ+ Authorised Officer Ally program has been developed.</li> <li>• All LGBTIQ+ Authorised Officer Allies are LGBTIQ+ Awareness &amp; Ally trained.</li> </ul>	<p>People and Business Services</p> <p>Transport services</p>

### 5.2 External messaging and visibility

<p>DoT takes a clear and public stand on LGBTIQ+ inclusion.</p> <p><b>2</b></p>	<p><b>5.2.1</b> Develop a position statement on LGBTIQ+ inclusion and promote this to our customers and stakeholders (e.g. via social media, publications, external facing web pages, offices, transport infrastructure including trains, poster marketing boards, train station and tram stop infrastructure)</p>	<ul style="list-style-type: none"> <li>• Show visible support through tailored communication during LGBTIQ+ dates and events of significance.</li> <li>• Publish a position statement on the importance of LGBTIQ+ inclusion via social media, publications, external facing web pages, offices, transport infrastructure including trains, trams, poster marketing boards, train station and tram stop infrastructure.</li> </ul>	<p>People and Business Services</p> <p>Transport Communication and Experience</p>
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All objectives within the action plan have been mapped against the WoVG LGBTIQ+ Strategy using the reference legend below:

**2** Equitable, inclusive and accessible services

**4** Safe, strong and sustainable communities



## Legislative frameworks

The action plan was informed by the following legislative frameworks:

- Sex Discrimination Act 1984 (Cth)
- Equal Opportunity Act 2010 (Vic)
- Privacy Act 1988 (Cth)
- Fair Work Act 2009 (Cth)
- Occupational Health and Safety Act 2004 (Vic)
- Work Health and Safety Act 2011 (Cth)
- Transport Integration Act 2010 (Vic)

In addition to the above, preparation of the action plan took into account:

- DoT Inclusion and Diversity Strategy 2019–2023
- Victorian LGBTIQ+ Strategy (in development)
- Australian Workplace Equality Index 2021



QUEER

# Glossary

## **LGBTIQ+ Inclusion Action Plan**

An outward sign of an organisation's intention to eliminate discrimination, outlining its plan for how this will be tackled. It details how an organisation is making its workplace, products and services accessible to and inclusive of LGBTIQ+ people, and informs the public how it is approaching diversity and inclusion.

## **LGBTIQ+**

An internationally recognised acronym which is used to describe lesbian, gay, bisexual, transgender, intersex and queer people collectively. Many sub-groups form part of the larger LGBTIQ+ movement. This can also be written GLBTIQ+. 'Q' for Queer is an umbrella term for a range of sexual and gender identities. '+' represents other diverse gender identities and sexual orientations that are not represented already in the acronym. For some, Queer has a negative connotation due to past uses of the term and historical experiences of discrimination. However, in recent years, this term has been reappropriated by the community and is now used in an empowering way. LGBTIQA is also used, with the A referring to asexual.

## **Gender identity**

A person's deeply held internal and individual sense of gender.

## **Gender expression**

The way in which a person externally expresses their gender or how they are perceived by others.

## **Sexuality/sexual orientation**

A person's emotional or sexual attraction to another person, including, among others, the following identities: heterosexual, gay, lesbian, bisexual, pansexual, asexual or same-sex attracted.

## **Sex/sex characteristics**

A person's biological characteristics. A person's sex is usually described as being male or female. Some people may not be exclusively male or female (the term 'intersex' is explained below). Some people identify as neither male nor female.

## **Lesbian**

A woman whose primary emotional and sexual attraction is towards other women.

## **Gay**

A person whose primary emotional and sexual attraction is towards people of the same sex. The term is most commonly applied to men, although some women use this term.

## **Bisexual**

An umbrella term to describe a person who is sexually and emotionally attracted to more than one gender.

## **Transgender**

A person whose gender identity is different to their sex at birth. A trans person may take steps to live permanently in their nominated sex with or without medical treatment.

## **Intersex**

People who have genetic, hormonal or physical characteristics that are not exclusively 'male' or 'female'. A person who is intersex may identify as male, female, intersex or as being of indeterminate sex.

## **Non-binary**

People who do not fall within the traditional binary notions of sex and gender, such as male and female. This may include people a) who identify as a gender different to their birth sex, b) who identify as neither male nor female, c) whose cultures may have their own terms for gender identities outside male and female.

## **Cisgender (or cis)**

Is where individuals' experiences of their own gender match the sex they were assigned at birth.

## **Non-heterosexual**

People whose sexual orientation and/or identity is not heterosexual including homosexual, bisexual, pansexual, asexual people.

## **Asexual**

Not being sexually attracted to anyone or having low or absent interest in sexual activity.

## **Heterosexual**

A person whose sexual orientation is primarily or exclusively toward people of the opposite sex.

## **Pansexual**

A person who is sexually and emotionally attracted toward people of any sex or gender identity.

## **Heteronormativity**

Denoting or relating to an attitude that promotes heterosexuality as the normal or preferred sexual orientation.

## **Cisnormativity**

Denoting or relating to an attitude that promotes binary and cis gender identities as the normal or preferred gender identity.

## **Biphobia**

The fear, hatred and misunderstanding of bisexual people and their sexual desires and practices.

## **Homophobia**

The fear, hatred and misunderstanding of lesbians and gay men and their sexual desires and practices.



**Transphobia**

Fear, hatred and misunderstanding felt or expressed towards people who do not conform to society's gender expectations.

**Intersexphobia**

Fear, hatred and misunderstanding of intersex people.

**Monosexism**

The belief that people should be attracted to only one sex.

**Heterosexism**

The belief that everyone is, or should be, heterosexual and that other types of non-heteronormative sexualities or gender identities are unhealthy, unnatural and a threat to society. Heterosexism includes homophobia, biphobia and transphobia and a fear of intersex people who challenge the heterosexist assumption that there are only two sexes.

**Cisgenderism**

The belief that everyone is, or should be, cisgender and that other gender identities outside of man or woman are unhealthy, unnatural, less valued or a threat to society.









