

Gender Affirmation Guideline

For students affirming their gender
and the people who support them

This Guideline is for students at any stage in their gender affirmation at UNSW, and for student support advisors, research supervisors, academic coordinators, lecturers, tutors, classmates, friends and allies, who provide support and guidance.

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Acknowledgement of Country

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

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

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

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

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

Message from leadership

The release of this Guideline indicates UNSW's support for students at any stage in their gender affirmation, across all our campuses.

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

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

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

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

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

Professor Eileen Baldry

Deputy Vice-Chancellor, Equity Diversity & Inclusion

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

² TransHub, [Trans Mob](#)

1. Aim of this Guideline

The Guideline is for:

- UNSW students who are at any stage of gender affirmation, i.e., they have affirmed, they are currently or are thinking of affirming their gender
- staff instructing students in their learning (academics, tutors, technical staff)
- staff who have support and/or supervisory responsibilities for students affirming their gender
- staff who work within student-facing service areas of the University
- classmates, friends and allies wanting to support the well-being of students affirming their gender.

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

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

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

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

2. About gender affirmation

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

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

UNSW recognises that people experience gender affirmation in different ways and have different ways of defining and identifying themselves (See *Aspects of gender affirmation* below). Individuals may choose to affirm their gender socially but not medically; or change their name and pronouns but not their outward appearance. Each decision is valid, and the individual should do what feels right for them and have their choice respected.

For students affirming their gender, having their gender identity recognised and accepted in their daily life at university is an integral part of living as their affirmed gender.

3. Aspects of gender affirmation

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

To better understand the forms that gender affirmation may take, TransHub has broken it down into three sections: Social Affirmation, Medical Affirmation and Legal Affirmation.

Social affirmation

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

Medical affirmation

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

Legal affirmation

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

4. Respectful behaviours at UNSW

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

5. Correct terminology and language

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

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

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

UNSW acknowledges it is difficult to arrive at a consensus on the definitions for the various terms used as language is dynamic. To provide terminology that is consistent and most broadly agreed upon, it is important to refer to respected sources of information such as ACON NSW Transhub Glossary (for full glossary see TransHub's [language and terminology guide](#)).

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

5.1 Inclusive language

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

Use gender neutral terms and phrases

- e.g. avoid “mankind, female scientist, best man for the job”, in favour of “humankind, scientist, best person for the job”

Avoid gendered stereotypes

- e.g. avoid “men are better providers for their families” or “you're dressed like a man today”, or “women aren't as good at maths” or “she did really well, for a woman”

Avoid using only heteronormative examples.

- e.g. Use husbands and wives when referring to both heterosexual and same sex relationships; refer to multi-gender relationships and/or use gender neutral terminology like “partner” or “spouse”.

UNSW is a member of the Diversity Council of Australia (DCA). Find out more about inclusive language in the DCA's Guide: [#WordsatWork: Building Inclusion Through the Power of Language.](#)

5.2 An individual's name

Most people are given a name when they are born, and use it, or a variation of it for life, without ever needing to legally change it. Changing and experimenting with different shortenings or nicknames is considered usual behaviour.

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

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

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

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

5.3 Use of personal pronouns

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

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

Gendered pronouns include:

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

Gender neutral pronouns include:

- they/them/theirs

Some people use neo-pronouns, such as:

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

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

Below are some tips on using names and pronouns:

Role model the use of pronouns next to your name

- Irrespective of whether there are trans or gender diverse people present, display your name and pronouns, for example:
- On your desk plaque
- On the corner of a whiteboard when presenting
- On your email signature
- On Zoom or Teams and other digital platforms

Appropriately and respectfully ask for pronouns

The easiest way to ask someone about their pronouns is to share your own. By opening the conversation with your pronouns, you are normalising the act of sharing of pronouns in public spaces and interactions.

Example: *“Hello, my name is Charlie and I go by ‘she, her, hers’ pronouns. What pronouns do you use? OR How would you like me to refer to you?”*

Be careful not to “OUT” trans & gender diverse students

If a student shares their gender identity with you, do not share it with others unless you have their expressed permission.

Own your mistakes

Acknowledge when you have made a mistake about someone’s pronoun and correct yourself. Unlearning gender socialisation takes time, and you are bound to make mistakes. Model the behaviour you expect.

Example: *“Oh she’s a great friend. I’m sorry, I meant they are a great friend. They always send me funny videos to cheer me up.”*

Call out misgendering

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

5.4 Mistakes and misgendering

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

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

Unintentional mistakes may be made by others from time to time however the intentional and persistent refusal to respect an individual's gender identity (also known as 'misgendering') is not in line with UNSW's values.

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

See *Harmful & Disrespectful Behaviour* in [Recommendation 5 for Students](#) and [Recommendation 7 for Student Support Advisors and Supervisors](#).

6. Legal Rights

6.1 Protections

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

- [Sex Discrimination Act 1984 \(Cth\)](#)
- [Anti-Discrimination Act 1977 \(NSW\)](#)
- [Recognition of Sex and gender \(Australian Government Guidelines\)](#)
- [Fair Work Act 2009 \(Cth\)](#)

Under Law:

- Students may request to have their University record changed to reflect a different name, title, or gender
- Students who request changes to their name, title or gender on their UNSW record will be recognised by their indicated name and pronouns, and be treated with the same courtesy as shown to others
- Mistakes using the incorrect pronoun or name may be made by others from time to time, however, the intentional and persistent refusal to respect an individual's gender identity (also known as 'misgendering') may constitute bullying or harassment or both. These behaviours are not in line with [UNSW Student Code of Conduct](#) and [UNSW's complaint mechanisms](#) can be used at this point.
- It is against the law to punish, harass or treat someone unfairly because they have made a complaint, helped someone else make a complaint or have provided evidence or information for a complaint. This is known as victimisation. Victimisation can be raised as a complaint under [UNSW's complaint mechanisms](#).

6.2 Privacy & confidentiality, including university records

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

Under Law:

- Students should not be asked to give reason why a record change is needed or to share private information about their gender affirmation ³
- UNSW may require proof of identity to verify/confirm a student's change of identity against recorded information for legal name changes, however evidence of surgery, medical information or treatment is never a requirement

- Information that the student has shared will be treated as confidential. Only with their permission may information they are comfortable to share with colleagues, be communicated. If their information needs to be given to others, they will have the opportunity to grant consent or it will be identified in the Gender Affirmation Plan.

6.3 Use of campus facilities

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

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

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

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

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

Gender inclusive toilets have been implemented at the UNSW Paddington campus. UNSW's Gender Inclusive Toilet Steering Committee continues to advocate to upgrade its facilities across the Kensington campus to include more gender inclusive toilets.

³ *Sex Discrimination Act 1984* (Cth) s 27 Requests for Information

7. For students affirming their gender

UNSW understands that every person's gender affirmation journey is different. It is important that you drive the process to have the best possible experience. This includes being responsible for seeking assistance and support, and determining what, when and with whom you share personal information.

This Guideline will help you understand what is available at UNSW, and help you think about the issues that could affect your studies ahead of time.

Recommendation 1: Seek support from a Student Support Advisor

If you have affirmed your gender, are currently affirming your gender, or are about to begin, it is recommended that you get in touch with a [Student Support Advisor](#) by [booking an appointment here](#), emailing advisors@unsw.edu.au or calling 02 8374 9201.

You will have a Student Support Advisor as a single point of contact to figure out your needs and plan and support you throughout your gender affirmation. They will also coordinate with other people when it's necessary.

The Student Support Advisor can help you with:

- Making a [Gender Affirmation Plan](#)
- Guidance on changing name, title, gender, email address and student identity card
- Other support you may need for academic, administrative, and personal things
- Getting in touch with lecturers, tutors, and/or Higher Degree Research (HDR) Supervisor or Postgraduate (PG) Coordinator
- Attending meetings with you and your lecturer, tutor, or Supervisor/Coordinator

Recommendation 2: Seek support from others

While [Student Support Advisors](#) can be your main source of support through your gender affirmation, UNSW understands that everyone's circumstances are different. You may get in touch with other support staff to help, such as:

Lecturers, Tutors, HDR Supervisors and/or PG Coordinators

If you have a trustworthy and reliable lecturer, tutor or HDR Supervisor/PGA Coordinator, then this is someone who can help support you too. UNSW understands this may be a difficult conversation for both or either of you. You can bring along a Student Support Advisor or classmate/friend or use the template email (see [Email Communication Templates](#)) to start a conversation about affirming your gender.

Not everyone is experienced or highly knowledgeable about gender affirmation and may need some time to understand your needs and concerns and read through this Guideline. They can also get support through the Diversity & Inclusion Team and external professional services.

As early as you're comfortable, share any necessary information to make sure you're supported as much as possible. It means that lecturers, tutors, supervisors, and coordinators can support you.

Ally@UNSW

An Ally from the Ally@UNSW Network would be happy to confidentially support you throughout the process and may be able to help in practical ways such as coming along to meetings with you. You can [contact an Ally](#) in your Faculty or School.

Arc Queer Officer or a member of Queer Collective

The Queer Collective is part of the Student Representative Council at UNSW. This collective supports and represents all students on campus who are queer or gender, sex and sexuality diverse (LGBTIQ+). The Collective is led by two or three Queer Officers, appointed annually, and hosts events and activities throughout the year which you can check out on their [Facebook Group](#). It's a safe space to meet other students in the community. You can contact the Queer Officers at queer@arc.unsw.edu.au. The Collective also runs 'Queer Support, a queer peer mentoring program that connects first year queer students with more experienced queer peers. [Find out more about Queer Support](#).

A trusted friend or classmate

If you have a trustworthy person in your friendship circle or class, they may be able to help. This person can recommend and connect you with support contacts (as mentioned in this section) and come along to meetings with you and your Student Support Advisor, lecturer, tutor, etc.

Counsellors - UNSW Psychology & Wellness (formerly Counselling & Psychological Services (CAPS))

UNSW knows that affirming your gender can affect your study, safety, mental health, and wellbeing. UNSW's Psychology and Wellness Team offers all currently enrolled students free and confidential professional counselling, either by phone or face-to-face. They won't share your information with anyone else, without your permission. Make an appointment to see a counsellor by calling 02 9385 5418. [Find out more here](#).

Recommendation 3: Develop a Gender Affirmation Plan

There are many things to think about when affirming your gender at university and making a plan can help smooth your path. You are strongly encouraged to develop a [Gender Affirmation Plan](#) (link to template) which can set out the actions you need to think about, who is involved and timelines. As well as making sure you have emotional support, there may be other things such as changes to university records, your email address, letting people know, when and how.

A Gender Affirmation Plan can be put together with your Student Support Advisor, or whoever else you'd like to help you. Without a plan, your Student Support Advisor may not know what you need, your expectations may not be met, and important things may be missed.

Here is a list of things you may want to think about in your Plan:

- how you would like to be known in the classroom and on campus.
- change of name, title, gender, email address
- new student ID card
- how, if and when to share information with lecturers, tutors, classmates, etc.
- any changes to study arrangements or required leaves of absence for medical or legal reasons

- evidence you need to provide when changing your given name in UNSW systems

Once a Gender Affirmation Plan has been developed, your Student Support Advisor will help you to make it happen. You do not need to submit your plan to the Nucleus or officially to the university. If developing a Gender Affirmation Plan is not for you, you may still want to take certain actions such as changing your University records.

Recommendation 4: Consider various services available to support you

It is helpful to know what adjustments might be available to you during the gender affirmation process.

Taking time - leaves of absence

Students can apply to push back their initial enrolment or apply for program leave. For more information, refer to [Program Leave](#).

Educational adjustments

Special consideration: If anything regarding your gender affirmation may stop you from completing an assessment (including attending an exam) you can apply for special consideration before the start of your exam or due date for your assessment. See [Special Considerations](#) for information on the application process, criteria, and evidence required. Talk with your Student Support Advisor about Special Consideration. HDR Candidate Note: Special Consideration does not apply to Higher Degree Research Candidates. You should speak to your HDR Supervisor or PG Coordinator directly.

Equitable Learning Services (ELS): If you live with disability, medical condition, learning disability, mental health issue, or anything else that affects your studies, Equitable Learning Services can help. Register with ELS to chat about your concerns and the services available (such as educational adjustments). [Find out more about this service and how to register here.](#)

Updating your university records

It's your responsibility to update your personal records at UNSW. Keep in mind that it may take up 5 business days for some record changes to show up on the system. Please consider this when requesting any changes.

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

Changes	Process and things to know
<p>Preferred name in your UNSW record</p> <p>Evidence or ID verification is NOT required.</p>	<p>You can immediately change your preferred name in myUNSW.</p> <p>Log on to myUNSW > My Student Profile > My Profile > Name Change > Edit Preferred Name.</p> <p>Within 48 hours, the preferred name will update your display name in Outlook and other Office365 apps (e.g., Teams). You must log out of all apps and log back in for the change to take effect.</p> <p>To update the email address alias itself, refer to <i>Email Address</i> below.</p> <p>Notes: <i>Verification of identity is not required, nor is any rationale for the change. This change will not result in any change to your given name in the existing University record. This change will not automatically update your email address (see 'email address' section below).</i></p>
<p>Primary name (formal name) in your UNSW record</p> <p>Evidence is required.</p>	<p>Changing your legal name in your UNSW record is a formal process.</p> <p>In order to change your UNSW 'primary (formal) name' in your student record, you must first change your legal name with the NSW Registry of Births, Deaths & Marriages or ACT Access Canberra.</p> <p>If you need support with changing your legal name, contact Arc Legal team, Twenty10 or Inner City Legal Centre. Details are listed in Section 13 of this Guideline.</p> <p>Once you have received your certificate, complete the Correction or change of personal details request form and attach your documentary evidence and submit the form to the Student Nucleus Hub.</p> <p>Note: <i>Documentary evidence of legal name change from the NSW Registry of Births, Deaths & Marriages or ACT Access Canberra can include:</i></p> <ul style="list-style-type: none"> • <i>Change of Name Certificate</i> • <i>Updated birth certificate</i>
<p>Moodle display name</p> <p>Evidence or ID verification is NOT required</p>	<p>You can immediately change your display name in Moodle.</p> <p>To update your display name on the Moodle e-learning system, log into Moodle > on the dashboard, click your name > Profile > Edit Profile > Change First Name</p> <p>Note: <i>Verification of identity is not required, nor is any rationale for the change. This change will not result in any change to your primary name in your existing University record</i></p>
<p>Gender marker in your UNSW record</p> <p>Evidence or ID verification is NOT required</p>	<p>Changing your gender marker in your UNSW record is a formal process.</p> <p>Currently, the three gender markers in UNSW systems are Male / Female / Unknown (Intersex, Indeterminate or Unspecified)</p> <p>Complete the Correction or change of personal details request form and attach your documentary evidence and submit the form to the Student Nucleus Hub.</p> <p>Note: <i>At the launch of this Guideline the Division of Equity Diversity and Inclusion acknowledge that the evidence requirement is problematic, and amendments are under discussion. The Division also acknowledge that the three gender markers do not accurately reflect gender diversity and continue to advocate for change.</i></p>
<p>Title in your UNSW record</p> <p>Evidence is NOT required for social title changes unless changing to a legally recognised title, e.g. Dr.</p>	<p>Changing your title in your UNSW record is a formal process.</p> <p>Complete the Correction or change of personal details request form and submit to The Nucleus: Student Hub</p> <p>A request to amend your mode of address (title such as Mr, Mrs, Ms, Mx) can be made. You may wish to request this when changing your primary name and/or gender marker.</p> <p>Note: <i>For social title changes, verification of identity is not required, nor is any rationale for the change. For legal title changes, e.g., Dr, verification is required.</i></p>
<p>Email address</p>	<p>After your preferred name has been changed in your myUNSW record, contact UNSW IT on 9385 1333 or ITServiceCentre@unsw.edu.au to request the email address is updated accordingly.</p> <p>Note: <i>Preferred name must first be changed by logging into myUNSW (per step 1 above).</i></p>
<p>Log ins – for computer and/or additional systems</p>	<p>Contact UNSW IT (details above). You may wish to do this at the same time you update your email address.</p>

Email distribution/mailling lists	Contact the relevant person who manages the distribution list, if known; otherwise, contact UNSW IT (details above).
ID card	Once your legal name change is processed, you will receive an email when you are able to request a new ID card from Estate Management. Estate Management administers all ID cards. Their service counter is located on Level 2, Mathews Building (F23). Ph. 9385 5111 or estate@unsw.edu.au . Note: You will first need to complete the Correction or change of personal details request form
Qualifications	For any name or gender changes to your qualifications, contact Student Central on 9385 8500 or submit an online enquiry .

Recommendation 5: Know how to report harmful & disrespectful behaviour

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

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

Emergencies

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

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

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

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

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

If you want to speak with someone about a complaint or situation, contact Student Support by [booking an appointment with a Student Support Advisor here](#). You can also email an enquiry to advisors@unsw.edu.au or call 02 8374 9201. NOTE: Student Support Advisors are not an emergency service.

How to make a Complaint

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

If you would like assistance with making a complaint or would like to discuss your complaint, you can contact [Student Conduct & Integrity](#) for a confidential discussion.

External complaints

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

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

Reporting sexual misconduct

The Sexual Misconduct Reporting portal allows anyone to report an incident of sexual misconduct, whether they are directly affected, are witness to an incident or a support person.

Reports can be made anonymously. [Anyone can report sexual misconduct here.](#)

8. For Student Support Advisors, HDR Supervisors/PG Coordinators supporting students affirming their gender

Responsibility 1: Provide support to the student affirming their gender

In many cases where students are affirming their gender, Student Support Advisors, HDR Supervisors or PG Coordinators, will be the main point of contact. It is okay if you are not experienced or highly knowledgeable about gender affirmation and may need some time to understand the student's needs and concerns or consult with the [Diversity & Inclusion Team](#).

To learn more, refer to [13. External support & resources for all](#).

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

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

Supports is available for students. See [11. On-Campus Support For Students](#).

Responsibility 2: Seek coaching from Diversity & Inclusion Team throughout the process

As a staff member with responsibilities for supporting students, you can receive coaching from the [Diversity & Inclusion Team](#) to assist you to better understand the process and guide the student. Ensure you are familiar with this Guideline, your legal responsibilities and the areas within a Gender Affirmation Plan (see *Responsibility 3 below*) which may need to be addressed.

Responsibility 3: Offer to help draft a Gender Affirmation Plan

Staff can encourage and guide students to draft a [Gender Affirmation Plan](#) (link to template). You will understand that information shared by a person affirming their gender is given in confidence and may only be shared with their permission. It is important to adopt a case by case, and person-centred approach and allow the student to drive the process. They may choose not to have a plan, or not to share their plan. If they prefer to develop the plan independently, offer to review the plan and discuss it with them afterwards.

You will likely assist with the below areas of the Gender Affirmation Plan:

- how the student would like to be known in the classroom and on campus.
- change of name, title, gender on university records
- change of UNSW email address
- new student ID card
- how, if and when to share information with lecturers, tutors, classmates, etc.
- any changes to study arrangements or required leaves of absence for medical or legal reasons
- evidence needed when changing given name in UNSW systems

Once a Gender Affirmation Plan has been developed, you can support the student to implement it. Students do not need to submit plans to the Nucleus or officially to the university.

Responsibility 4: Know the relevant administrative and academic adjustments

Leaves of absence

Students can apply to push back their initial enrolment or apply for program leave. For more information, refer to [Program Leave](#).

Educational adjustments

Special consideration: Students can apply for special consideration before the start of exams or assessment due dates. See [Special Considerations](#). Special Consideration does not apply to Higher Degree Research Candidates, and students have been referred to their HDR Supervisor or PG Coordinator directly.

Equitable Learning Services (ELS): Students are advised to register with ELS if they live with disability, medical condition, learning disability, mental health issue, or anything related to gender affirmation that may affect their studies.

Updating university records

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

Changes may take up to 5 business days to become effective. Managers should be aware of any impact of the time delay on gender affirmation and communications planning and consider this timeframe when supporting students to request changes.

The processes and items of note are in the table below:

Changes	Process and things to Know
<p><i>Preferred name</i> in your UNSW record</p> <p>Evidence or ID verification is <u>NOT</u> required.</p>	<p>You can immediately change your preferred name in myUNSW.</p> <p>Log on to myUNSW > My Student Profile > My Profile > Name Change > Edit Preferred Name.</p> <p>Within 48 hours, the preferred name will update your display name in Outlook and other Office365 apps (e.g., Teams) You must log out of all apps and log back in for the change to take effect.</p> <p>To update the email address alias itself, refer to <i>Email Address</i> below.</p> <p>Notes: <i>Verification of identity is not required, nor is any rationale for the change. This change will not result in any change to your given name in the existing University record. This change will not automatically update your email address (see 'email address' section below).</i></p>
<p><i>Primary name</i> (formal name) in your UNSW record</p> <p>Evidence <u>is</u> required.</p>	<p>Changing your legal name in your UNSW record is a formal process.</p> <p>In order to change your UNSW 'primary (formal) name' in your student record, you must first change your legal name with the NSW Registry of Births, Deaths & Marriages or ACT Access Canberra.</p> <p>If you need support with changing your legal name, contact Arc Legal team, Twenty10 or Inner City Legal Centre. Details are listed in Section 13 of this Guideline.</p> <p>Once you have received your certificate, complete the Correction or change of personal details request form and attach your documentary evidence and submit the form to the Student Nucleus Hub</p> <p>Note: <i>Documentary evidence of legal name change from the NSW Registry of Births, Deaths & Marriages or ACT Access Canberra can include:</i></p> <ul style="list-style-type: none"> • <i>Change of Name Certificate</i> • <i>Updated birth certificate</i>
<p><i>Moodle display name</i></p> <p>Evidence or ID verification is <u>NOT</u> required</p>	<p>You can immediately change your display name in Moodle.</p> <p>To update your display name on the Moodle e-learning system, log into Moodle > on the dashboard, click your name > Profile > Edit Profile > Change First Name</p> <p>Note: <i>Verification of identity is not required, nor is any rationale for the change. This change will not result in any change to your primary name in your existing University record</i></p>
<p><i>Gender marker</i> in your UNSW record</p> <p>Evidence or ID verification is <u>NOT</u> required.</p>	<p>Changing your gender marker in your UNSW record is a formal process.</p> <p>Complete the Correction or change of personal details request form and submit the form to the Student Nucleus Hub.</p> <p>Currently, the three gender markers in UNSW systems are Male / Female / Unknown (Intersex, Indeterminate or Unspecified)</p> <p>Note: <i>At the launch of this Guideline the Division of Equity Diversity and Inclusion acknowledge that the evidence requirement is problematic, and amendments are under discussion. The Division also acknowledge that the three gender markers do not accurately reflect gender diversity and continue to advocate for change.</i></p>
<p><i>Title</i> in your UNSW record</p> <p>Evidence is <u>NOT</u> required for social title changes unless changing to a legally recognised title, e.g. Dr.</p>	<p>Changing your title in your UNSW record is a formal process.</p> <p>Complete the Correction or change of personal details request form with your updated title (such as Mr, Mrs, Ms, Mx) and submit to The Nucleus: Student Hub</p> <p>You may wish to request this when changing your primary name and/or gender marker.</p> <p>Note: <i>For social title changes, verification of identity is not required, nor is any rationale for the change. For legal title changes, e.g., Dr, verification is required.</i></p>
<p><i>Email address</i></p>	<p>After your preferred name has been changed in your myUNSW record, contact UNSW IT on 9385 1333 or ITServiceCentre@unsw.edu.au to request the email address is updated accordingly.</p> <p>Note: <i>Preferred name must first be changed by logging into myUNSW (per step 1 above).</i></p>

Log Ins – for computer and/or additional systems	Contact UNSW IT (details above). You may wish to do this at the same time you update your email address.
Email distribution/mailling lists	Contact the relevant person who manages the distribution list, if known; otherwise, contact UNSW IT (details above).
ID card	Once your legal name change is processed, you will receive an email when you are able to request a new ID card from Estate Management. Estate Management administers all ID cards. Their service counter is located on Level 2, Mathews Building (F23). Ph. 9385 5111 or estate@unsw.edu.au . Note: You will first need to complete the Correction or change of personal details request form
Qualifications	For any name or gender changes to your qualifications, contact Student Central on 9385 8500 or submit an online enquiry .

Responsibility 5: Plan how best to communicate the gender affirmation

It is important that the university is comfortable and welcoming for all, especially those who are affirming their gender. For the student to feel as comfortable as possible with their gender identity at UNSW, it is recommended that key people in their study environment are aware of the gender affirmation process and have accurate information.

The student should decide who receives what personal information and when. You might suggest the most appropriate people to receive communications, such as the student's lecturers, tutors, student groups, or whoever else is in close contact with the student on campus. You could work with the student on drafting an email communication and discussing who should send it and the best timing. See [Email Communications Templates](#).

Staff should always obtain permission from the student before communicating gender affirmation information with anyone else. The content of the email could include outlining the situation, giving concrete advice about inclusive language and appropriate behaviour (what to say or not to say) and reminding them of their legislative obligations and the [Student Code of Conduct](#).

References to resources, such as news stories on [SBS Pride](#), information on [TransHub](#), and videos like [ABC's You Can't Ask That](#) and [BBC's Free Speech](#) could be linked so colleagues could seek more information about gender affirmation, and how best to support the student. See section [13. External Support & Resources for All](#).

In addition to or instead of email communication, the student may want to set up face-to-face or video chats to share the news of their gender affirmation (with or without them present). You can support the student at these meetings, offer to speak with relevant people on their behalf (with permission), or assist in organising these meetings.

Responsibility 6: Be informed – raising awareness of gender affirmation

A lack of knowledge and awareness about gender affirmation may create discomfort, tension and anxiety in a classroom, student group and wherever the student spends time on campus.

While everyone is expected to behave in accordance with UNSW policies, it can be helpful to provide a *Gender Affirmation Guideline for Students 2021 v2*

safe space where others have opportunity to learn and ask questions. It may be possible to conduct gender affirmation awareness sessions for small groups either online or on campus through the Diversity & Inclusion Team in the Division of EDI through the university's partnership with ACON's Pride in Diversity. In 2020 UNSW received a Gold Employer Award in the [Australian Workplace Equality Index](#) from Pride in Diversity for LGBTIQ+ inclusion. These sessions can be conducted without the student present.

Resources to increase your understanding on gender affirmation can also be found in section [13. External Resources & Support for All](#).

Responsibility 7: Addressing and reporting harmful and disrespectful behaviour

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

If expected standards of behaviour are not being shown toward the student affirming their gender, staff should address the issue at local level in consultation with the [Diversity & Inclusion Team](#). Failing this, staff, can act according to [UNSW's complaint mechanisms](#).

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

Emergencies

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

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

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

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

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

If you want to speak with someone about a complaint or situation, contact Student Support by [booking an appointment with a Student Support Advisor here](#). You can also email an enquiry to advisors@unsw.edu.au or call 02 8374 9201. NOTE: Student Support Advisors are not an emergency service.

How to make a complaint

Students may submit complaints for themselves or for/on behalf anyone they know that are feeling

unsafe or unsure of what to do about threatening or unwanted behaviour. All complaints can be made through the [UNSW Student Complaints Portal](#). For more information, refer to the [Student Complaints and Appeals](#).

If you would like assistance with making a complaint or would like to discuss your complaint, you can contact [Student Conduct & Integrity](#) for a discussion.

External complaints

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

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

Reporting sexual misconduct

The Sexual Misconduct Reporting portal allows anyone to report an incident of sexual misconduct, whether they are directly affected, are witness to an incident or a support person.

Reports can be made anonymously. [Anyone can report sexual misconduct here.](#)

Responsibility 8: Seek Support for Yourself

If you are working with a student who is affirming their gender and you feel out of your depth, triggered or would like personal support you can contact:

[The Diversity & Inclusion Team](#) for information, resources, and coaching

The free confidential [Employee Assistance Program \(EAP\) Benestar](#) for all UNSW staff. Resources including services, can be found in sections [12. On-Campus Support for Staff supporting a Student](#) and [13. External Support & Resources for All](#).

9. For teaching academics supporting students affirming their gender

Responsibility 1: Provide support and appropriate referral to the student affirming their gender

In many cases where students are affirming their gender, a trusted academic may be the first point of contact. Everyone has a different level of knowledge and confidence about gender affirmation and how to best assist people through the process.

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

- Take them seriously, allowing them the time and space to have a serious conversation with you.
- Sit with your own discomfort, knowing that the student will be very alert to your first reaction/response.
- Be honest, open, and respectful, remembering that the student is also likely to be feeling vulnerable

and uncertain about how their gender affirmation will impact on their university life and studies.

- Listen closely and carefully, checking in with them as they explain and discuss their needs.
- Allow the student to drive the process. They are the expert of their own experience and are to be included in every decision made and every action taken related to their gender affirmation. It is essential that no assumptions are made.
- Be mindful that some students may not feel comfortable approaching the university for help and may ask to bring a support person or seek alternative channels for support before coming to you.
- Assure the student that you are supportive and will do everything you can to support their learning and to make the classroom welcoming and safe for them.

Responsibility 2: Refer the student to a Student Support Advisor.

[Student Support Advisors](#) can assist the student with their gender affirmation every step of the way. If the student is hesitant or unsure and you have their expressed permission, you may offer to reach out to Student Support Advisors to arrange an appointment on their behalf. Offer to have the conversation anonymously in the first instance if the student feels more comfortable.

You may suggest other support channels, depending on their needs. See the list of support available for students: [11. On-Campus Support For Students](#).

Information that the person affirming their gender has shared should always be treated as confidential. Only with their permission may information they are comfortable to share, be communicated by you on their behalf.

Keep in mind that the student's gender affirmation at UNSW should be driven by the student, ensuring a person-centred, case by case approach.

Responsibility 3: Create a culture of respect in the classroom

Academics have a responsibility to ensure their learning environments are a safe and welcoming space for all students. Making learning spaces accessible to trans and gender diverse students – and students of all identities and experiences – benefits all students. Below are some tips supporting respect for students' gender identity and expression.

Tips for being gender inclusive in the classroom

Language is a powerful tool for building inclusion (or exclusion). The way we speak to and about each other creates a learning climate where everyone can feel valued and respected. Using inclusive language is not about being 'politically correct' – it is about respect, accuracy, and relevance.

Below are some tips for creating gender-affirming and inclusive teaching environments from [Vanderbilt University's Teaching Beyond the Gender Binary in the University Classroom](#).

- **Create a pre-class survey** for students to share names and pronouns using Survey Monkey, Google Forms, or any polling platform. Include space for students to give details if they choose, such as pronouns/names they want used during office hours versus names/pronouns in the classroom context.

- **Don't call roll or attendance.** System barriers are present at UNSW which means that there may be discrepancies between the name a student shares and the official roll. *Always* defer to the student.
- **Model pronouns and name use,** even if you are not aware of any trans or gender diverse students in your classroom. This includes introducing yourself and adding “and my pronouns are...she/her/hers; he/him/his; they/them/theirs” etc, displaying your name and pronouns on your email signature and digital platforms such as Teams and Zoom, on your desk, and in the corner of a white/chalk board or presentations. Self-identifying with your name and pronouns benefits all students, including international students and students who use their middle name as their primary name.
- **Don't “out” trans & gender diverse students.** If a student shares their gender identity with you, do not share it with others unless you have their consent. Honour that some students will be comfortable with some names and pronouns in some University settings, and different names and pronouns in other University settings. Passing around a sign-in sheet may unintentionally ‘out’ students to the rest of the class.
- **Own your mistakes.** Acknowledge when you've made a mistake about someone's pronoun and correct yourself. Unlearning gender socialisation takes time, and you are bound to make mistakes. Model the behaviour you expect from students. See [5.3 Use of Personal Pronouns](#) for further guidance.
- **Call out misgendering.** Honouring students' names and pronouns includes making sure that other people use the correct name and pronoun for that student. If someone else misgenders a student by using an incorrect name or pronoun, politely provide a correction whether the person who was misgendered is present or not. See [5.4 Mistakes and Misgendering](#) for further guidance.
- **Do your own learning.** Don't expect trans and gender diverse students to teach you about what it's like to be them and about gender affirmation generally. The frequent teaching about and explaining gender affirmation can lead to emotional exhaustion. Learn more about gender by referring to [13. External Support & Resources for All.](#)
- **Use inclusive language and gender-neutral terms and phrases in your teaching,** such as “humankind, scientist, best person for the job” as opposed to “mankind, female scientist, best man for the job”
- **Avoid gendered stereotypes,** for example, “You're dressed like a man today”, “Women aren't as good at maths”
- **Avoid using only heteronormative examples and illustrations,** for example, instead of only speaking about husbands and wives, boyfriends and girlfriends, consider referring to multi-gender relationships and/or using gender neutral terminology like “partner” or “spouse”.
- **Highlight trans and gender diverse knowledge in course content.** Trans and gender diverse people are in every profession and. Highlight the diverse range of people and contributions in your teaching, irrespective of the discipline.

While many students will be supportive of a fellow classmate affirming their gender, others may be uncomfortable with the concept. It is important as the teacher, to role model respectful behaviour and remind students of the [UNSW Student Code of Conduct](#) and how diversity in the classroom offers the opportunity to learn perspective from a diversity of identities, backgrounds and experience. Sharable resources can be found in section [13. External Support & Resources for All.](#)

Responsibility 4: Seek support for yourself

If you are working with a student who is affirming their gender and you feel out of your depth, triggered or

would like personal support do not hesitate to contact:

- [The Diversity & Inclusion Team](#) for information, resources, and coaching
- The free confidential [Employee Assistance Program \(EAP\) Benestar](#) for all UNSW staff. Resources including services, can be found in section [12. On-Campus Support for Staff supporting a Student](#) and [13. External Support & Resources for All](#).

10. For classmates and peers supporting a student who is affirming their gender

Recommendation 1: Provide support to the student affirming their gender

Classmates, peers, and friends can be a great source of comfort and support for students affirming their gender. People affirming their gender may want to confide in someone or have a 'buddy' they feel safe with to support them through the stages of gender affirmation. Taking the time to have a conversation, be a sounding board, and having a regular 'check in' can be both helpful and reassuring.

If you are the first person at university they have spoken with about gender affirmation, refer them to this Guideline and suggest contacting a Student Support Advisor and think about making a Gender Affirmation Plan as a first step (see [Gender Affirmation Plan Template](#)). You can assist with this as far as you feel comfortable or you could offer to join them at meetings with their Student Support Advisor and refer them to resources depending on what they say they need.

You may not be able to answer questions about processes or procedures. It's okay to get advice before helping the individual affirming their gender, by contacting [The Diversity & Inclusion Team](#) for information, resources, and confidential support or reading about gender affirmation (See [13. External Support & Resources for All](#))

Tips on being an Ally

You do not need to have completed UNSW Ally Training to be an effective ally to someone affirming their gender. Being an effective Ally means caring about others, valuing difference and human dignity, offering informed support and guidance, using inclusive language, modelling and taking a stand on the use of inclusive and respectful behaviours. Allies can be an immensely positive influence. Below are some tips to which can help to alleviate the anxiety people affirming their gender may be feeling.

- **Encourage others to use the correct names and pronouns for students affirming their gender.**
If someone else misgenders an individual by using an incorrect name or pronoun, politely correct them (whether the gender affirming individual is present or not). See [5.3 Use of Personal Pronouns](#) and [5.4 Mistakes and Misgendering](#) for further guidance.
- **Be conscious of your language.**
It is ok to make a mistake, correct it and move on, being mindful not to make a big deal out of it. Consider adding your pronouns to your email signature or next to your name in online digital platforms like Moodle, Zoom and Teams.
- **Be patient, kind and respectful and avoid giving advice or tips.**
Someone who is beginning to affirm their gender may experiment with different ways of self-expression (in language, dress and naming) as they find out what works for them.
- **ATP (Ask the person) or Don't Ask!**
If you are unsure or concerned about something, don't be afraid to ask the individual, making sure

your questions are respectful and relevant. It is inappropriate, for example, to ask about someone's genitalia, surgery, or sex life.

- **Listen with an open mind.**
- **Everyone is the expert on their own lives and one of the most important roles of an ally is to listen and respect without judgement or criticism.**
- **Be better informed.**
Do not expect the person affirming their gender to take on the extra role of educating you about gender affirmation. Being positioned as the 'expert' on all things trans/gender diverse is an additional burden.
- **Be trustworthy by being careful about confidentiality, information sharing, and 'outing'.**
What someone tells you, is not necessarily something they want everyone to know.

Recommendation 2: Seek support for yourself

If you are supporting a student who is affirming their gender and you feel out of your depth, triggered or would like personal support do not hesitate to contact:

- [The Diversity & Inclusion Team](#) for information, resources, and confidential support.
- You can access the free confidential [Employee Assistance Program \(EAP\) Benestar](#) for all UNSW staff.
- [UNSW's Psychology and Wellness Team](#) (formerly Counselling & Psychological Services (CAPS)) provides confidential and free counselling service for all currently enrolled students. Counsellors maintain complete privacy and confidentiality and do not share any identifying data with UNSW.
- Resources including services, can be found at [13. External Support & Resources for All.](#)

11. On-campus support for students

- **Student Support Advisors** – can assist you through every step of the gender affirmation process. They will work with every student on a case-by-case student to ensure they feel supported to succeed at university. [Book an appointment here](#), email advisors@unsw.edu.au or calling 02 8374 9201. [Find out more here](#).
- **UNSW's Psychology and Wellness Team** (formerly Counselling & Psychological Services (CAPS)) provides confidential and free counselling service for all currently enrolled students. Make an appointment to see a counsellor by calling 02 9385 5418. [Find out more here](#).
- **Equitable Learning Services (ELS)** – If you have a disability, medical condition, learning disability, mental health issue, or anything related to your gender affirmation that affect your studies, Equitable Learning Services may be able to help. Register with ELS to chat about your concerns and the services available (such as educational adjustments). [Find out more about this service and how to register here](#).
- **Nura Gili Centre for Indigenous Programs** – Students who identify as Aboriginal and/or Torres Strait Islander can access support through the Centre by phone 2 9385 3805 or by [submitting an online enquiry](#).
- **Ally@UNSW Network** – An Ally@UNSW is someone (staff or student) who is informed about, is sensitive toward and understanding of people of diverse genders, sexes, and sexualities and is available for a confidential discussion if need be. [Contact an Ally](#). Note: Some Allies may not necessarily have experience with gender affirmation.
- **Queer Collective** – The Queer Collective is part of the Student Representative Council at UNSW.

The Collective supports and represents all students on campus who are queer and gender, sex, and sexuality diverse (LGBTIQ+). The Collective is led by two or three Queer Officers, who are appointed annually, and meets regularly and hosts a wide range of events and activities throughout the year. It's a safe space to meet other students in the community. You can contact the Queer Officers at queer@arc.unsw.edu.au. The Collective also runs 'Queer Support', a queer peer mentoring program that connects first year queer students with more experienced queer peers. [Find out more about Queer Support.](#)

- **The Nucleus: Student Hub** – Advice and assistance with updates to your personal details, changes to student records and student ID cards. Call the Nucleus at (02) 8936 7005 between 10am and 5pm or [Ask a Question online](#).
- **Student Conduct & Integrity** – Offers confidential discussions about complaints and information on the complaints process. Email: studentcomplaints@unsw.edu.au or call: (02) 9385 8515.
- **Arc Legal & Advocacy Services** – An advice service that represents the rights of UNSW students. The service can provide referrals and answer questions about legal documentation involved for legally affirming your gender. Note: This service does not have any specialist knowledge on gender affirmation. Email: advice@arc.unsw.edu.au or call (02) 9065 0900.

12. On-campus support for staff supporting a student

- **HR Business Partnering (BP) Team** - Advice and assistance on all employment-related issues such as leaves of absence, employment records, reporting complaints and handling manager conversations. If you are unsure who the best contact is, the [HR Hub](#) (staff-only intranet) provides a directory of dedicated faculty and division HR contacts. Otherwise, contact HR reception at hr@unsw.edu.au or 02 9385 2711 between 8:30am to 4:30pm
- **Diversity & Inclusion Team** – An LGBTIQ+ subject matter expert can assist with queries on this Guideline, relevant UNSW policy, gender affirmation awareness training, the Ally@UNSW Network, resources, and professional services. Contact DIteam@unsw.edu.au.
- **UNSW's Employee Assistance Program (EAP), Benestar** – A free counselling service for all UNSW employees and their families. Make an appointment with a counsellor by calling Benestar on 1300 360 364. [Find out more about the EAP.](#)
- **Ally@UNSW Network** – An Ally@UNSW is someone (staff or student) who is informed about, is sensitive toward and understanding of people of diverse genders, sexes, and sexualities and is available for a confidential discussion if need be. [Contact an Ally](#). Note: Some Allies do not necessarily have experience with gender affirmation.

13. External support & resources for all

- [QLife](#) Telephone counselling, information & referral line available 5.30pm to 10.30pm, 7 days a week Free Call 1800 184 527 or [online chat](#).
- [Twenty10 incorporating GLCS NSW](#) Sydney based service working across New South Wales, providing a broad range of specialised services for young people 12-25 including housing, mental health, counselling, and social support. Twenty10 can also help with legally affirming your gender. You may contact Twenty10 for assistance at 02 8594 9555 or complete the [contact form](#).
- [Minus18](#) Australia's largest youth led organisation for gay, lesbian, bisexual and trans youth, providing training, resources, and events. Email info@minus18.org.au.

- [The Gender Centre](#) A NSW based accommodation service and an education, support, training, and

referral resource centre to assist people of diverse genders. Call (02) 9519 7599 between 9:00am to 4:30pm Monday to Friday or email reception@gendercentre.org.au.

- [**ACON \(AIDS Council of NSW\)**](#) A New South Wales community health, inclusion, and HIV responses for people of diverse sexualities and genders. Free call 1800 063 060 or email acon@acon.org.au.
- [**TransHub**](#) - ACON's trans and gender diverse information and resource platform, provides a huge range of free resources on social, medical and legal affirmation, as well as health and support resources for people of diverse genders, sexes and sexualities, allies and clinicians.
- [**Pride in Diversity**](#) – UNSW is a member of this national not-for-profit employer support program for all aspects of LGBTIQ+ workplace inclusion. All UNSW staff and students can access Pride in Diversity's member-only publications, e-learning, and events. [Log in here](#) with Username = UNSW | Password = WorkplaceDiversity17. Pride in Diversity host monthly LGBTIQ+ Awareness sessions.
- [**Diversity Council of Australia \(DCA\)**](#) – UNSW is a member. This is the leading workplace diversity and inclusion organisation providing research, inspiring events and programs, curated resources, and expert advice across all diversity dimensions. All UNSW staff and students can access Diversity Council Australia member-only publications, e-learning, and events. Create a personal account which can be done here: <https://www.dca.org.au/user/register>. Provide the details requested and select "University of New South Wales" as the organisation.
- [**Inner City Legal Clinic**](#): offers the *Trans and Gender Diverse Legal Service* for transgender and gender diverse people experiencing legal issues. It is free NSW legal service that operates by appointment-only every second Monday from 2-6pm. Email iclc@iclc.org.au or call 02 9332 1966 to request an appointment.

14. Agencies for external complaints

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

15. Legislation references

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

16. Appendix

- 16.1 [Gender Affirmation Plan Template](#)
- 16.2 [Checklist Template](#)
- 16.3 [Email Communications Templates](#)