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 THE SALVATION ARMY
crisis services

Inclusive Practice Guide

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We acknowledge the Traditional Custodians of this land

the Yalukit Willam clan of the Boon Wurrung. We pay our respects to their Elders both past and present. We acknowledge and uphold their continuing relationship to this land.

We acknowledge the Traditional Aboriginal Custodians of the country throughout Victoria and respect the ongoing living culture of Aboriginal people.

We value human diversity and difference. We welcome:

Aboriginal and Torres Strait Islander people, people who identify as lesbian, gay, bisexual, transgender, intersex or queer, people from culturally and linguistically diverse communities, people with disability.

We are committed to providing a safe environment for all children

regardless of their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.



Health and Human Services



LGBTIQ Inclusive Practice Guide

Sexual Orientation, Gender Identity and Intersex Status Disclosure and Identification

Mark Gove 2017

Please note for the purposes of this document:

- LGBTIQ is used to refer to people who are:
 - 1** Lesbian, Gay or Bisexual (minority sexual orientation);
 - 2** Transgender (gender diverse);
 - 3** Intersex (intersex status); and/or,
 - 4** Queer (umbrella term for sexual and gender minorities who are not heterosexual or not cisgender).
- Generally, terms used are consistent with Commonwealth and State Equal Opportunity and related legislation.
- It is acknowledged that terminology is continuously changing and evolving in the LGBTIQ space and different groups and organisations may use more, less or different terms.

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LGBTIQ Inclusive Practice Guide

Sexual Orientation, Gender Identity and Intersex Status Disclosure and Identification

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Purpose

1. Articulate what sexual orientation, gender identity and intersex status information may be required by CSN and the circumstances in which we would collect and use this information.
2. Build good inclusionary practice and cultural competency in regard to working with LGBTIQ people.

Practice Statement

CSN recognises and values human diversity and difference, including a diversity of sexual orientations, gender identities and intersex variations. CSN treats people of all sexual orientations, gender identities and intersex variations with dignity and respect. Our preferred approach is to only collect information on a person's gender identity, sexual orientation or intersex variation when providing health services or health related support.

We recognises that individuals may identify and be recognised within the community as a gender other than the sex they were assigned at birth or during infancy, or as a gender which is not exclusively male or female. This should be recognised and reflected in their personal records held by TSA CSN.

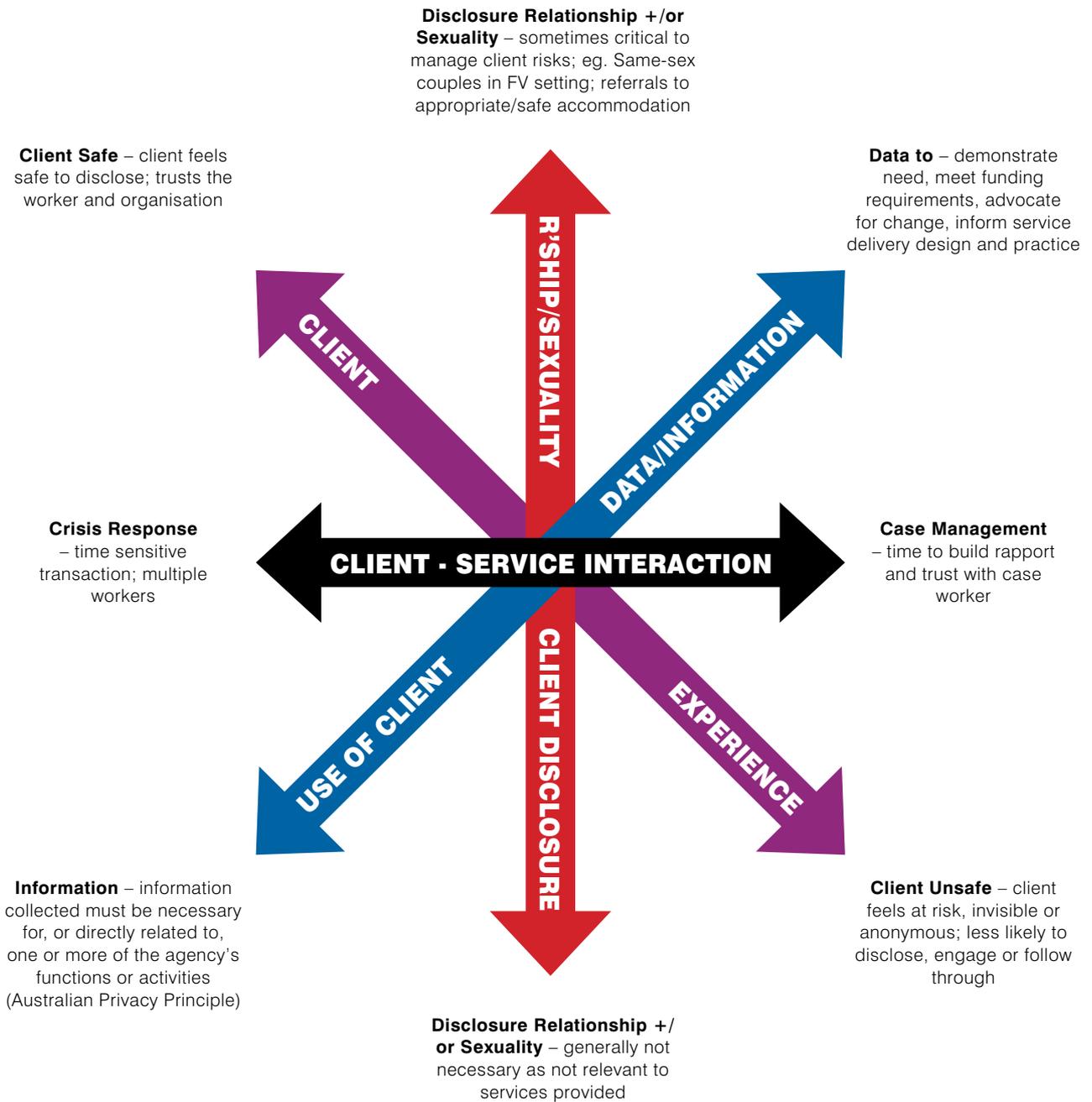
Introduction

LGBTIQ people experience a range of barriers in accessing services and getting services that best meet their needs. The challenge for Crisis Services Network in removing barriers is to make real our value of diversity and our commitment to treat all people with dignity and respect, regardless of their sexual orientation, gender identity and/or intersex variation by:

1. Ensuring our services are welcoming, friendly and safe for LGBTIQ people
2. Understanding what, when and how sexual orientation, gender identity, intersex variation and/or relationship information may be required by CSN and the circumstances in which we would collect and use this information.
3. Developing cultural competence within CSN by, not only having an awareness of cultural differences, but by integrating culture into our services thereby building our capacity to improve outcomes and the wellbeing of LGBTIQ people.

Whilst the first challenge is achievable, and a prerequisite to meaningfully achieving the second and third ones, less is known about collecting and using LGBTIQ related client and staff information. This guide seeks to better articulate what happens in this space and to improve the systems we have to consistently respond to the needs of LGBTIQ people. Like all social work practice and responses to the needs of people in crisis or who are homeless, there are a range of ethical, practice, legal, privacy and logistical issues that need to be considered (refer Diagram 1).

Diagram 1: Tensions in Collecting Sexual Orientation, Gender Identity and Intersex Status Information



Why Have Excellent Access, Assessment and Data Collection Processes for LGBTIQ Clients?

LGBTIQ People Experience Relatively Higher Rates of Discrimination and

Relatively Higher Risks Of Suicide and Violence

The prevalence of ongoing discrimination and marginalisation on the basis of sexuality and gender identity directly affects the health and wellbeing of many LGBTIQ people. This has been called 'minority stress' (Meyer, 2003), and its effects are well documented, including:

1. poorer health outcomes,
2. reduced social participation and engagement,
3. avoiding or delaying seeking care because of actual or fear of prejudice (see, for example, Leonard, 2002).

These disparities are exacerbated for those who are also homeless, or from a Culturally and Linguistically Diverse background (CALD), are Aboriginal or Torres Strait Islander (ATSI) or are disabled. In addition, a survey of prejudice-motivated violence against LGBTIQ Victorians showed that LGBTIQ people experience higher rates of harassment and abuse than the general population and that the threat of heterosexist violence is part of many LGBTIQ people's everyday lives (Leonard et al., 2008). Studies have found that transgender people have an elevated prevalence of suicide attempts and are more likely to experience violence in the home, on the street and in healthcare settings (Grant et al., 2011). A recent [study](#) conducted by Melbourne University (2016) found that LGBTI people were at higher risk of homelessness than people who were cisgender and heterosexual. In particular, gay men and lesbians were almost three times more likely to be homeless than straight people. The report found that family rejection is identified as a major cause of homelessness in young LGBTI people, often leading to homelessness at a younger age and having to rely on friends rather than family.

Collecting and Maintaining Sex and/or Gender Data is Important

This is important for the following reasons:

1. Demographic and other data are crucial markers of social value and inclusion in our information-rich age. Data provide LGBTIQ people, groups and representatives with a critical tool to guide local, state and national discussions about policy and resource allocations. Our local data collection on LGBTIQ people's needs, service use and satisfaction, relative to non-LGBTIQ clients and relative to other service providers, can inform CSN service responses, design and resourcing and tell us about how well we are meeting people's needs.
2. Strengthen the integrity of CSN data and the accuracy of individual client records.
3. Making well informed and culturally safe referrals
4. Determining eligibility for service/s
5. the ongoing monitoring of equality for all people.

It's the Law

- The Sex Discrimination Act 1984 (Cth) includes protections against unlawful discrimination on the grounds of sexual orientation, gender identity and intersex status.
- The Victorian Equal Opportunity Act 1995 makes it unlawful to discriminate based on sexual orientation or gender identity with some exceptions and exemptions.
- The Victorian Charter of Human Rights and Responsibilities Act was enacted to ensure that government services, including health care and community services, respect people's basic rights and make sure that people are not treated unfairly.
- The Privacy Act 1988 (Australian Privacy Principle 5), states that when collecting sex and/or gender information, we must ensure individuals are generally aware of the purpose for which the information is being collected. Notification must occur at or before the time the information is collected, or if that is not practicable, as soon as practicable after.

The Australian Government Approach

The Australian Government states that it is primarily concerned with a person's identity and social footprint. As such, its preferred approach is to collect gender information. Information regarding a person's sex would not ordinarily be required.

The Australian Government states, Departments and agencies should ensure when they collect sex and/or gender information they use the correct terminology for the information they are seeking. The [Australian Government Guidelines on the Recognition of Sex and Gender](#) stipulate that where sex and/or gender information is collected and recorded in a personal record, individuals should be given the option to select:

- M (male),
- F (female) or
- X (Indeterminate/Intersex/Unspecified).

The X category refers to any person who does not exclusively identify as either male or female, i.e. a person of a non-binary gender. People who fall into this category may use a variety of terms to self-identify. If the X descriptor set out at paragraph 19 is too lengthy for collection forms or data systems, the Australian Government's preference is to use either 'unspecified' or 'indeterminate'. Indeterminate for the purposes of these Guidelines, a person of indeterminate sex or gender is either someone whose biological sex cannot be unambiguously determined or someone who identifies as neither male nor female. Many terms are used to recognise people who do not fall within the traditional binary notions of sex and gender (male and female), including non-binary, gender diverse, gender queer, pan-gendered, androgynous and inter-gender. Some cultures may have their own terms for gender identities outside male and female, for example, 'sistergirl' and 'brotherboy' are used by some Aboriginal and Torres Strait Islander people.

NB. The position of a [coalition of LGBTIQ organisations](#) (2015) is that the definition of "X" should be "non-binary" and not "Indeterminate/intersex/unspecified".

The word "non-binary" simplifies the third classification, while being respectful both to people with non-binary gender identities, and to intersex people who are men or women. We commend this approach to institutions and organisations.

NB. The [ABS](#) (February 2016) has introduced the label "other" for the categories "sex" and "gender": The label 'Other' is used in this standard's classifications to describe the third categories of both sex and gender because a more descriptive term has not been widely agreed within the general community.

Further, this standard recommends the inclusion of a 'please specify' write-in facility for the 'Other' categories giving respondents the opportunity to describe their sex and/or gender in a way they are comfortable with.

Context – General & LGBTIQ

Good Practice Guidelines

CSN recognises that individuals:

1. may identify and be recognised within the community as a gender other than the sex they were assigned at birth or during infancy, or as a gender which is not exclusively male or female.
2. may have biological characteristics or undergo a variety of treatments that make it difficult to identify or define a person's biological sex.

We have a responsibility and duty of care to provide, accessible services free from judgment and discrimination. However, treating everyone the same does not recognise the different health or other issues experienced by some groups, and can mean that people fall through the cracks.

It is important that:

1. we provide clear messages that allow clients to disclose their identity, orientation, history or status if and when they want to, and on their own terms.
2. a client's personal records recognise and reflect gender diversity and intersex variation in so far as the information is relevant to the service provided.
3. the worker focuses on minimizing harm and reducing risks for the client.
4. the client feels safe to disclose; trusts the worker and organisation;
5. the worker does not make assumptions about a person's sex and/or gender identity based on indicators such as their name, voice or appearance; ie. the visual or auditory presentation of the client.

Privacy - Confidentiality

As per the Privacy legislation:

1. information collected must be necessary for, or directly related to, one or more of the agency's functions or activities (Australian Privacy Principle)
2. we must ensure individuals are generally aware of the purpose for which the information is being collected; that information and client-provider discussions are confidential; and, where there is a need to share client information or records, consent must be given.

Privacy: Worker responsible to:

1. assure clients that information and client-provider discussions are confidential
2. explain to the client the purpose for which the information is being collected, how it will be used and stored, and to whom it will be made available (such as referrals)
3. reassure clients that where there is a need to share client information or records, the client must give consent for this to happen.
4. seek a client's consent when recording information about their gender identity, sexual orientation, or intersex status.
5. respect a client's right not to disclose but inform them when disclosure of sexual orientation, gender identity or intersex variation is likely to lead to improved quality of assistance and outcomes.
6. (consider optional self-identification in the categories of sexual orientation, gender identity, intersex, relationship and family status.)

Minimum Information Requirements

CSN collects data on client gender information consistent with the [Australian Government Guidelines on the Recognition of Sex and Gender](#) and recommendations of the Australian Bureau of Statistics (ABS) The minimum requirements for CSN are to collect information on a person's gender: ie. Male, female, X [Indeterminate/Intersex/ Unspecified]

How do you describe yourself? (check one)

- Male
- Female
- Gender Diverse

Please specify: _____ (Optional)

(Optional/if Relevant to Service Provision-Risk Assessment/Client Directed)

How do you describe your gender identity?

- Trans male/Trans man
- Trans female/Trans woman
- Brotherboy
- Sistergirl
- Genderqueer/Gender non-conforming
- Questioning
- Different identity (please state):

(Optional/if Relevant to Service Provision-Risk Assessment/Client Directed)

Are you intersex?

- No
- Yes

Gender Identity

1. signal to clients that they are welcome to discuss their gender identity and that gender identity is not presumed.
2. where information about a person's gender or gender identity and/or sex is unclear, you need to communicate directly with the individual to resolve the issue.
3. provide clear and accessible information on how gender or gender identity and/or sex information can be changed on personal records.

NB. Gender affirmation surgery (referred to as "Sex Reassignment surgery" in legislation) and/or hormone therapy are not pre-requisites for the recognition of a change of gender in Australian Government records.

Additional Information Requirements

However, additional information may be recorded if relevant to identify the client's needs and inform the assessment; eg

1. As part of a risk assessment; to confirm eligibility for a service or assistance; to ensure an effective referral or match with an accommodation option;
2. To collect data on gender diversity to measure demand and advocate for resources for LGBTIQ people
3. As disclosed by the client (with permission) as part of telling their story.

Assigned sex at birth (if information is required for health related services)

What sex were you assigned at birth, on your original birth certificate?

- Male
- Female

NB. If you need to find out whether someone is intersex or not, you won't find out by asking their gender or legal sex. Intake forms must ask: "Are you intersex?" with a simple yes or no answer.

Sexual Orientation (Optional/if Relevant to Service Provision-Risk Assessment/Client Directed?)

Do you think of yourself as (please check all that apply):

- Straight/Heterosexual
- Gay
- Lesbian
- Bisexual
- Queer
- Asexual
- Pansexual
- Different identity (please state):

Refer to [definitions](#)

It is acknowledged that opportunities to engage with clients can vary from Case Management situations where there is time to build rapport and trust between client and case worker to Crisis or Drop in Response which are time sensitive transactions with possibly multiple workers.

General Communication

It is important that all clients, and particularly LGBTIQ clients, feel comfortable interacting with and providing relevant information to staff, from the gathering of client data at assessment, through to assistance and case management. A client may first present in person or over the phone. They may be feeling nervous and looking for signs that the service is safe and welcoming. To maximise client comfort it is important to practise the following:

1. signal to clients that they are welcome to discuss their sexual orientation, gender identity and relationship status, and that heterosexuality is not presumed.
2. introduce questions regarding sexual orientation by explaining why you are asking these questions, for example:
 - a. *I ask all of my new clients about their living arrangements.*
 - b. *I need to ask about how you define your sexual orientation to determine the best service for your needs.*
 - c. *I need to know something about your sexual history as it may be relevant to your symptoms.*
3. consider using additional prompts when knowing a client's sexual orientation or gender identity impacts on their quality of care (for example, 'In our service we see a lot of straight and gay people...').

Client Questions

Use open and inclusive questions that are gender neutral and demonstrate acceptance

Demographic questions about partner and living arrangements

- Do you have a partner/s? (rather than, Are you married?)
- Are you in a relationship?
- What is your partner's name?
- How does your partner identify?
- Do you live with anyone?
- Who do you regard as your close family?
- Are you co-parenting your children with anyone?
- Who is the biological parent/mother? (rather than, Who is the real/natural parent/mother?)

Sexual history

- Do you have a current sexual partner or partners?
- Do you have sex with men, women or both?
- Do you need any information about safer sex?
- Do you have any need for contraception?
- Do you feel safe with your partner?

Specific questions about sexual orientation

These questions can be useful if the client is not partnered or if relevant to understand preferred social networks, or to explore for discrimination related housing/health issues.

- How do you describe your sexual orientation?
- Have you had any negative experiences relating to your sexual orientation/gender identity/intersex status?

Specific Communication

1. respond positively when LGBTIQ clients are open about their sexual orientation, gender identity or intersex variation. Be aware that some clients may be unsure of their sexual orientation and gender identity while others may be in the initial stages of 'coming out'.
2. be sensitive to the different ways in which LGBTIQ people talk about their sexual orientation, gender identity or intersex condition. Address LGBTIQ clients using terms that are respectful and consistent with their self-understanding. If unsure, ask clients how they would like to be addressed.
3. understand that sexual orientation and gender identity may be fluid or fixed, and that different LGBTIQ people will prefer LGBTIQ-specific or mainstream community connections.
4. Conflicts in official documents may arise for people who are intersex or transitioning from one gender to another. Also, there are legitimate reasons people may hold conflicting documents; eg, people who identify primarily as other may want to hold a passport in a particular gender to ensure their safety while travelling overseas.
5. provide extra support and sensitivity to LGBTIQ people who have disclosed experiences of homophobic or transphobic violence, particularly as many believe they will not be taken seriously or the issue trivialised.
6. in terms of disclosure and confidentiality, there is a strong concern for many LGBTIQ people of being 'outed' in contexts where being known to be LGBTIQ carries significant personal risk or risks to family and friends.
7. Some people may feel more comfortable self-identifying, by filling out intake or assessment questions by themselves.

Use of Pronouns and Titles

Recommended titles

- Ms
- Mr
- Mx
- Other

Please specify: _____

The appropriate use of names and pronouns is crucial for all of us, but for transgender people especially. Failing to recognise a person's identity through the appropriate use of names and pronouns may be unlawful. Misgendering is describing or addressing someone using language that does not match that person's gender identity or expression.

A gender neutral title refers to an honorific title that does not indicate the [gender](#) of the person being formally addressed, such as in a letter or other communication, or when introducing the person to others. By comparison, the traditional honorifics of Miss, Mrs, Ms and Mr all indicate the [binary gender](#) of the individual. The term "Mx" avoids specifying gender not only for persons who wish not to indicate a binary gender (male or female) but also for persons whose [gender identity](#) does not fit the [gender binary](#). [\(Source\)](#)

1. Ask the client:
 - how they would like others to refer to them and record this information in case notes.
 - what name and pronoun they wish to use and, for clients who are transitioning, when they wish to start using it; you may also ask if there are other terms with which the client identifies, or which cause offence.
2. Generally, avoid using pronouns or gendered terms, particularly for new clients whose preferences are not yet known, by using gender neutral pronouns such as they and them to reduce the possibility of misgendering. For example:
 - When addressing new clients directly, avoid gendered terms like Sir or Miss; you can say, Hi, how can I help you today?
 - When speaking with other staff you can say: Your three o'clock appointment is here; or excuse me my client is here, they are in the waiting room.

NB. Gender neutral pronouns can be confusing for some people; for example, using gender neutral terms when discussing with a client their siblings or children may not be effective or appropriate communication.
3. Alternatively, pronoun cueing is a useful strategy for gently affirming someone's gender and supporting others to do the same; it also promotes inclusivity and reduces misgendering. Pronoun cueing is the deliberate use of words and actions to send a 'cue' to others about someone's gender and preferred pronouns.
4. Ensure the client's nominated title is used in all forms and records; check with the client to confirm this when:
 - using external forms
 - making external referrals
 - writing external emails or correspondence

Physical and Online Environment – LGBTIQ Welcoming Messages & Use of CSN Toilets

ALL TSA CSN Client areas to prominently display LGBTIQ resources, posters and materials.

For some clients their first experience of a service may be through online advertising such as a website or via social media. It is important that the website and/or social media platforms signal cultural safety.

A gender neutral toilet is available for clients at each TSA CSN site.

1. Monitor waiting rooms to ensure LGBTIQ resources, posters and materials are prominently displayed and available.
2. CSN intranet, website and/or social media platforms to be monitored to ensure messages and images convey cultural safety to LGBTIQ people and communities.
3. Advise clients when appropriate about the availability of a gender neutral toilet.

Complaints/Queries Resources/Advocacy/Training

Complaints – CSN

All staff to record and monitor any complaints or queries made relating to the recording of sex and/or gender information in order to assess the success of policy changes and inform future policy in this area. Use the CSN Complaints/Feedback form.

Complaints – Discrimination

The Australian Human Rights Commission is able to investigate and conciliate complaints of discrimination, harassment and bullying based on a person's sexual orientation, gender identity and intersex status. Individuals who believe they have experienced unlawful discrimination may wish to contact the Commission's Complaints Information Service on 1300 656 419, 02 9284 9888, 1800 620 241 (TTY toll free) or the Commission's website for further information.

Complaints – Privacy

Individuals concerned about breaches of privacy may be referred to the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or directed to the Office's website which has information on how to make a privacy complaint.

Training

All CSN staff to receive training on inclusive practice so that they feel supported and able to meet client needs. This training to cover skills such as gender sensitivity.

Further Advocacy

Legislative change to:

1. remove the need for applicants to have undergone sex affirmation surgery before being able to apply for a new birth certificate.
2. ensure couples will no longer be forced to divorce if one partner wishes to apply to change the sex recorded on their birth registration.
3. enable adults to apply to alter the sex recorded on their Victorian birth registration and birth certificate; including being able to nominate the sex descriptor in their birth registration as male, female or specify a gender diverse or non-binary descriptor.
4. enable parents or a guardian to apply to alter the sex recorded on their child's birth registration; this being subject to the consent of the child and supporting confirmation from a doctor or registered psychologist.

NB. These changes were rejected by the Victorian Parliament in 2016 (*Births, Deaths and Marriages Registration Amendment Bill 2016*)

Definitions

Sex

Refers to the chromosomal, gonadal and anatomical characteristics associated with biological sex.

Gender

Is part of a person's personal and social identity. It refers to the way a person feels, presents and is recognised within the community. A person's gender may be reflected in outward social markers, including their name, outward appearance, mannerisms and dress

Intersex

Refers to people who are born with genetic, hormonal or physical sex characteristics that are not typically 'male' or 'female'. Intersex people have a diversity of bodies and gender identities, and may identify as male or female or neither.

Trans/Gender Diverse

The term 'trans' is a general term for a person whose gender is different to the sex they were assigned at birth. Some transgender people change their physical appearance so that it matches their internal gender identity. Some transgender people take hormones and some have surgery. A transgender person may be of any sexual orientation – straight, gay, lesbian, or bisexual.

Transitioning

Refers to the process where a trans or gender diverse person affirms their gender. Transition may include some or all of the following:

- Cultural, legal or medical adjustments
- Telling friends, family and/or colleagues
- Changing one's name and/or sex on legal documents
- Hormone therapy
- Surgical intervention

For some trans and gender diverse people the social context of transition may be more important than the physical aspect of transitioning. Source: GLHV

Cultural Competence

Is a set of congruent behaviours, attitudes, and policies that come together in a system, agency or among professionals and enable that system, agency or those professions to work effectively in cross-cultural situations. (National Health and Medical Research Council)

Cisgender

People whose [gender identity](#) matches the [sex that they were assigned](#) at birth.

Indeterminate

[Australian Government Guidelines on the Recognition of Sex and Gender](#): a person of indeterminate sex or gender is either someone whose biological sex cannot be unambiguously determined or someone who identifies as neither male nor female. Many terms are used to recognise people who do not fall within the traditional binary notions of sex and gender (male and female), including non-binary, gender diverse, gender non-conforming, gender queer, pan-gendered, androgynous and inter-gender. Some cultures may have their own terms for gender identities outside male and female, for example, 'sistergirl' and 'brotherboy' are used by some Aboriginal and Torres Strait Islander people. NB. The position of a [coalition of LGBTIQ organisations](#) (2015) is that the definition of "X" should be "non-binary" and not "Indeterminate/intersex/unspecified".

Bisexual

A person who is sexually and emotionally attracted to people of both sexes.

Same Sex Attracted

An intense interest in or sexual attraction to others of the same gender. This interest may include desires for their attention, friendship, intimacy, and/or a fascination with their bodies and other gender traits.

Misgendering

Describing or addressing someone using language that does not match that person's gender identity or expression. For people with intersex variations, this may include a presumption that they have a non-binary gender identity, or that they identify exclusively as a man or a woman.

Pronoun Cueing

Using words and actions to send a "cue" about someone's gender. This is a proactive and respectful way of making people aware of someone's gender who might otherwise be misgendered. Examples include using "she" or "the woman who was speaking yesterday...." to talk about a woman who has been misgendered

Intersectionality

The study of overlapping or intersecting social identities and related systems of oppression, domination, or discrimination. An Intersectionality framework considers how biological, social and cultural categories such as gender, race, class, disability, sexual orientation, religion, caste, age, nationality and other forms of identity interact on multiple and often simultaneous levels. It enables us to better understand the diverse elements of a person's identity and also how systemic injustice and social inequality occur on a multidimensional basis.

Source Acknowledgements

1. Acknowledgement and thanks to Gay and Lesbian Health Victoria (GLHV) and the Zoe Belle Gender Collective for providing feedback on a draft of this document.
2. [The Rainbow Tick Guide to LGBTI-inclusive practice 2nd Edition GLHV](#)
3. Australian Government Guidelines on the Recognition of Sex and Gender
4. [Policy and Practice Recommendations for Alcohol and Other Drugs \(AOD\) Service Providers supporting the Trans and Gender Diverse \(TGD\) Community VAC in partnership with VAADA.](#)
5. Making your service intersex friendly (Oii-Australia/ACON)
6. Employers' guide to intersex inclusion (Oii-Australia/ACON)
7. Australian Human Rights Commission: [Social Justice Report 2011 Chapter 4: Cultural safety and security: Tools to address lateral violence](#)
8. [Revised policy on identification documents](#) Organisation Intersex International – Intersex Australia (2013)
9. [Well proud A guide to gay, lesbian, bisexual, transgender and intersex inclusive practice for health and human services](#)
10. Best Practices for Asking Questions to Identify Transgender and Other Gender Minority Respondents on Population-Based Surveys The Gender Identity in U.S. Surveillance (GenIUSS) group
11. <http://www.humanrights.gov.au/publications/chapter-4-cultural-safety-and-security-tools-address-lateral-violence-social-justice#Heading428>
12. [The Halifax Rainbow Health Project Inclusion Program Assessment Tool](#)
13. [ABS releases Standard for Sex and Gender Variables \(2/2/2016\)](#)
14. [GALFA LGBTQ Homelessness Research Project Final Report LGBTQ Homelessness: Risks, Resilience and Access to Services in Victoria](#) (McNair, Andrews, Parkinson, Dempsey) Melbourne and Swinburne University, September 2017.

Related Legislation

1. The collection, use, storage and disclosure of all personal information, including sex and gender information, by departments and agencies are regulated by the [Australian Privacy Principles](#) in the Privacy Act 1988.
2. The Sex Discrimination Act 1984, as amended by the Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Act 2013, provides protection from discrimination on the grounds of gender identity and intersex status.
3. The Victorian Equal Opportunity Act 1995 makes it unlawful to discriminate based on sexual orientation or gender identity with some exceptions and exemptions.
4. The Victorian Charter of Human Rights and Responsibilities Act was enacted to ensure that government services, including health care and community services, respect people's basic rights and make sure that people are not treated unfairly.



Health
and Human
Services



 **THE SALVATION ARMY**
crisis services