Trans and Gender Diverse Inclusion

Audit Tool

for Women's Services

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Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands on which we live and work and pay our deep respects to Elders past and present. We recognise that sovereignty was never ceded, and that Aboriginal and Torres Strait Islander peoples continue to hold deep cultural, spiritual, and historical connections to Country. We honour the strength and leadership of Aboriginal and Torres Strait Islander trans and gender diverse people, including Sistergirls and Brotherboys, and acknowledge the ways colonisation continues to impact their lives.

Acknowledgement of Trans and Gender Diverse Lived Experience

We acknowledge the expertise, leadership, and lived experience of trans and gender diverse people. Your (our) voices, advocacy, and care for one another have driven progress toward safety, visibility, and inclusion. We acknowledge the harm, discrimination, and exclusion that trans and gender diverse people continue to face at every level of society. We recognise the resolution and endurance it takes to exist and persist in the face of systemic injustice. This work is grounded in a commitment to centring your experiences and ensuring that services are affirming, respectful, and accountable to your needs.

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Background

CONTENT WARNING

This document discusses issues that may be distressing for some readers. We acknowledge the impact that can come with engaging with this material, particularly for trans and gender diverse people and those with lived experience of marginalisation. It includes references to:

- Discrimination and systemic oppression
- Gender-based and transphobic violence
- Mental health challenges, including suicidal ideation
- Homelessness and housing insecurity
- Political and legislative attacks on trans rights

Please take care while reading and seek support if needed. If you would like to access support, please contact the relevant services listed opposite.



Tasmanian-based services:

- A Tasmanian Lifeline **1800 98 44 34**
- Access Mental Health **1800 332 388**
- Family Violence Counselling and Support Service **1800 608 122**
- Find Help Tas
- Sexual Assault Support Line supported by the Sexual Assault Support Service (servicing Southern Tasmania) and Laurel House (servicing Northern Tasmania) **1800 697 877**
- Working It Out **(03) 6231 1200**

National services available to all Tasmanians:

- 13YARN **13 92 76**
- Beyond Blue **1300 224 636**
- National Sexual Assault, Family & Domestic Violence Counselling **1800RESPECT (1800 737 732)**
- QLife **1800 184 527**
- MensLine Australia **1300 78 99 78**
- Lifeline **13 11 14**
- Suicide Call Back Service **1300 659 467**
- Kids Helpline **1800 55 1800**

DEFINITIONS

Disclaimer: Language is dynamic and ever evolving. These definitions reflect current understandings and best efforts at the time of publication.[1]

We acknowledge that terminology and community preferences may change in the future. This guide was produced in Australia so terms also reflect that geographical context.

Cisgender
A term used to describe people whose gender identity aligns with the gender they were presumed to be at birth (for example, a person who was presumed female at birth who identifies as a woman).

Transgender
Often referred to as "trans", transgender is an umbrella term for people whose gender identity differs from the gender they were presumed to be at birth (for example, someone who was presumed male at birth at birth who identifies as a woman). Trans people may have binary, nonbinary, or other gender diverse gender identities. There is no requirement for a trans person to undergo medical or social affirmation for their identity to be valid. Trans people may or may not pursue medical or social affirmation to align with their gender identity.

LGBTQIA+SB
An acronym that refers to Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, Asexual or Aromantic, other sexual and gender diverse people, and Sistergirl and Brotherboy communities.[2] The "+" acknowledges additional identities and experiences not explicitly listed.

Cisnormativity
The assumption that being cisgender is the norm ('normal'), often leading to the marginalisation of trans and gender diverse people in social, cultural, and institutional structures.

Discrimination
The unfair or prejudicial treatment of individuals or groups based on characteristics such as race, gender, sexuality, disability, or age. Discrimination can occur at personal, cultural, and institutional levels.

Gender Diverse
An umbrella term encompassing people whose gender identities or expressions differ from binary or societal norms. This includes, but is not limited to, identities such as non-binary, genderqueer, genderfluid, agender, bi/trigender and others. Gender diverse people may or not may consider themselves transgender.

1 2026
2 Sistergirl and Brotherboy are terms used to refer to transgender people in Aboriginal and Torres Strait Islander communities in the Australian context.

Gender Identity
A person's internal sense of their gender, which may be male, female, a blend of both, neither, or another identity entirely. Gender identity may not be visible to others and does not need to align with someone's presumed gender at birth or their gender expression.

Examples include but are not limited to:

- **Agender**
  Having no gender or a neutral gender identity.
- **Bigender**
  Identifying as two genders, either simultaneously or at different times.
- **Demiboy/Demigirl**
  Partially identifying with a boy/man or girl/woman identity, respectively.
- **Genderfluid**
  Having a gender identity that shifts over time or depending on context.
- **Genderqueer**
  A broad term for gender identities that are outside or resist gender norms.
- **Man**
  A person who identifies as a man. This includes cisgender men, transgender men, and some non-binary people who identify with manhood wholly or in part.
- **Non-binary**
  A gender identity that exists outside the binary categories of man and woman. Non-binary people may identify as a mix of genders, no gender, or another gender entirely. Some non-binary people identify as trans; others may not.
- **Pangender**
  Identifying with many or all genders.
- **Sistergirl and Brotherboy**
  Terms used by some Aboriginal and Torres Strait Islander people to describe gender diverse identities and cultural roles.
- **Transfeminine**
  A term describing someone who was presumed male at birth and identifies with femininity to a significant degree. Transfeminine people may identify as women, non-binary, or with another gender. Not all transfeminine people will use the label "woman".
- **Transmasculine**
  A term describing someone who was presumed female at birth and identifies with masculinity to a significant degree. Transmasculine people may identify as men, non-binary, or with another gender. Not all transmasculine people will use the label "man".
- **Woman**
  A person who identifies as a woman. This includes cisgender women, transgender women, and some non-binary people who identify with womanhood wholly or in part.

Gender Expression
How a person outwardly expresses their gender through appearance, clothing, mannerisms, speech, and behaviour. Gender expression may or may not align with societal expectations or the person's gender identity.

Transphobia
Prejudice, fear, hatred, or discrimination directed at trans or gender diverse people. Transphobia can be interpersonal, institutional, cultural, systemic, or internalised.

Homophobia
Prejudice, fear, hatred, or discrimination directed at people who are or are perceived to be lesbian, gay, bisexual, or queer.

Pronouns
Words used to refer to someone in place of their name (e.g. she/her, he/him, they/them, ze/zir). Using the correct pronouns is a basic sign of respect and affirmation of a person's identity.

Lived Experience
Personal knowledge, insight, or understanding gained through direct, first-hand involvement in a particular issue, such as being trans, disabled, a victim-survivor, or part of a marginalised community. In this document, "lived experience" also recognises the value of that knowledge in informing inclusive, responsive practice.

Heteronormativity
The assumption that heterosexuality is the default sexual orientation, which reinforces rigid gender roles and marginalises LGBTQIA+SB people.

Intersectionality
A framework that examines how different social identities (such as race, gender, disability, religion, class, culture, etc.) intersect to create overlapping systems of privilege and oppression. Coined by Kimberlé Crenshaw, the concept highlights how multiple forms of discrimination compound and interact rather than exist separately.

Marginalisation
The process by which certain groups are pushed to the edges of society, limiting their access to resources, opportunities, and decision-making power. Marginalisation is often driven by systemic oppression.

Oppression
Systemic and institutionalised mistreatment of individuals or groups based on social identities such as race, gender, sexuality, disability, or class. Oppression is reinforced through laws, policies, social norms, and cultural narratives.

Privilege
Unearned advantages or benefits afforded to individuals or groups based on aspects of their identity (such as race, gender, ability, or class) within societal power structures. Privilege often goes unnoticed by those who have it.

Workers
Used throughout this document to refer to all people who perform duties as directed by an organisation including employees, contractors, apprentices, trainees, students, lived experience workers, and volunteers.

> Inclusion matters. It isn't optional.
>
> It's the non-negotiable recognition that every person deserves respect, opportunity, and to be treated with dignity.
>
> *Rebecca Russell (she/they)*

DEVELOPMENT OF THE AUDIT TOOL

This tool is the result of a collaboration between Women's Health Tasmania, Women's Legal Service Tasmania, Engender Equality, and the Hobart Women's Shelter. This collaborative project, 'Shaping Women's Services in a non-binary world', was funded by the Tasmanian Government Department of Premier and Cabinet LGBTIQA+ Grants Program 2024. These services contracted two independent consultants to lead the project – Dr Lucy Mercer-Mapstone (she/they) of **Collective Voice Consulting** and Yalei Wilson (they/them) of **Fagus Psychology**, both of whom are members of the LGBTQIA+SB and trans and gender diverse communities. The Trans and Gender Diverse Inclusion Audit Tool was developed over a 12-month period between July 2024 and July 2025.

Lucy and Yalei developed the tool integrating input from:

- **A Trans and Gender Diverse Advisory Group** with 10 trans and gender diverse people from across Tasmania. In terms of gender, these advisory group members had lived experience of being trans men, trans women, non-binary, sister girl, gender fluid, agender, and queer. They represented lived experiences in terms of sexuality of queer, bisexual, lesbian, pansexual, asexual, and demisexual. Advisory members also brought intersectional lived experiences across being neurodivergent, migrant, culturally and linguistically diverse, disabled, low income, and Aboriginal.[3]

  This project would not have been possible without this lived expertise. The authors and services would like to acknowledge the work and emotional labour that went into shaping this tool from this advisory group. While some advisory group members opted to remain anonymous, some chose to be named as contributors including Rebecca Russell (she/they), Chloe Black (she/her), Jesse-Taylah Powell (he/they), HK Vermeulen (they/them), and Asher Wells (they/them). Whether anonymous or named, all played an essential role in making this tool comprehensive and holistic.
- **A review** of good practice elsewhere in trans and gender diverse and LGBTQIA+SB inclusion as well as audit tools used for other forms of inclusion.
- **Practice wisdom** from the above listed women's services and their workers.
- **A pilot** of the tool within each of the above listed women's services.
- **Advice** from Working It Out – Tasmania's LGBTQIA+SB specialist support service.

This audit tool is intended to be a living document. **We recognise that language, practices, and understandings around trans and gender diverse inclusion are constantly evolving.** As such, we welcome ongoing feedback and collaboration to refine, expand, and adapt the tool over time. We are also open to opportunities for further development, including partnerships and funding to support continued review, implementation, and sector-wide engagement. Funders, organisations, and individuals interested in contributing to the next phase of this work are warmly encouraged to contact the consultants on the project or the participating women's organisations.

> Participating in this project was an incredibly rewarding experience.
>
> It felt good to be contributing to something that will provide valuable opportunities, safeguards and positive experiences to Trans and Gender Diverse people accessing who access these services.
>
> I'm super grateful for the opportunity.
>
> *Chloe Black (she/her)*

3 These descriptive words are the self-identified language advisory group members used to described themselves. Members of the trans and gender diverse Advisory Group were paid for their time and expertise in contributing to this project and provided with support from the facilitators of the group (Lucy and Yalei as well as Working It Out – Tasmania's LGBTQIA+SB specialist support service).

The Audit Tool

INTRODUCTION

This audit tool provides guidance to assist women's services in **improving their practices and better support and engage with trans and gender diverse people.** The tool is also likely to be relevant and applicable across other sectors.

Research shows that **trans and gender diverse people face significant challenges in accessing services** that are affirming, inclusive, and responsive to their unique needs. Trans and gender diverse individuals are at higher risk for mental health issues, including anxiety, depression, and suicidal ideation, often due to compounded stigma, social exclusion, and violence. They are also disproportionately affected by homelessness, often resulting from family rejection, discrimination in housing, and lack of safe spaces. Many trans and gender diverse individuals encounter additional barriers related to gendered violence, healthcare access, and economic inequality. Services must be responsive to these specific needs and actively work to eliminate barriers to much needed support.

4 This tool was developed in 2024-25 at the time that Donald Trump was re-elected and a global swing towards conservatism was impacting Australia nationally, with particular vitriol toward trans and gender diverse communities, as well as other marginalised communities across the diversity spectrum.

The **trans and gender diverse community is highly diverse**, and intersecting marginalised identities—such as gender identity, sexuality, race, ethnicity, disability, religion, class, and age—affect lived experiences in unique ways. These 'intersectional' identities can amplify experiences of cumulative stigma, discrimination, and oppression, making it essential that services adopt a tailored approach. This means understanding and addressing the complexity of trans and gender diverse individuals' experiences, ensuring that services are inclusive, culturally safe, not siloed, and accessible for all.

The current political climate surrounding trans and gender diverse rights, both in Australia and globally, is increasingly adversarial.[4] Recent legislative efforts have sought to limit trans and gender diverse people's rights, particularly around healthcare access, legal recognition, and protection from discrimination. These political shifts further marginalise and increase the vulnerability of trans and gender diverse individuals, **highlighting the need for services that not only acknowledge but actively address these systemic disparities.**

This tool was developed in response to repeated requests from practitioners, advocates, and trans and gender diverse community members for clear, practical guidance on how women's services can become more inclusive. Its creation reflects ongoing concerns about the exclusion and marginalisation of trans and gender diverse people in spaces designed to provide care, healing, services, and safety. Consultations with trans and gender diverse people and service providers revealed **a lack of consistent, affirming practices across the sector**, contributing to (re)traumatisation in health and service contexts and service avoidance. Informed by these consultations and the lived expertise of trans and gender diverse communities, this audit tool aims to close those gaps by supporting services to enact meaningful and sustainable change.

In this context, this Trans and Gender Diverse Inclusion Audit Tool for women's services is more critical than ever. It provides an opportunity for services to assess their practices, policies, and approaches to ensure they meet the needs of trans and gender diverse individuals in an affirming and supportive way. By prioritising inclusion, recognising the unique challenges faced by trans and gender diverse individuals, and creating safe, welcoming spaces that celebrate trans and gender diverse communities, **we can ensure that all individuals have equal access to the support, care, and resources they need to thrive.**

To our knowledge, this is the first publicly available audit tool of its kind—nationally or internationally—developed specifically to support the inclusion of trans and gender diverse people within women's services. It **marks a significant step forward in recognising the rights, needs, and safety of trans and gender diverse communities** in spaces that have historically excluded or underserved them. The tool likely has broad applicability beyond this context, and we encourage organisations, groups, and individuals to explore what learning and practices might be of use in their contexts.

> For most of my life, I have been considered 'other,' 'less than,' 'separate.' ...When I can interact with a service that uses my correct name, pronouns and treats me like everyone else, it is a dream.
>
> I would strongly encourage all services to learn as much as they can about LGBTQIA+ people. It's not as simple as slapping a rainbow sticker on a door.
>
> It's not always easy but don't discount the huge difference it makes in people's lives to be treated with love, care and respect.
>
> *HK Vermeulen (they/them)*

INCLUSIVITY AS AN ONGOING PROCESS

Achieving inclusivity is an ongoing and iterative process rather than a one-time task. Services should view this audit as a tool for reflection and growth, rather than a pass-or-fail evaluation. It is natural for gaps to be identified, and no service is expected to address everything immediately. The tool is comprehensive; this is necessary to cover the diverse ways services can ensure inclusion. Services are encouraged not to feel overwhelmed by the scope, but to see it as an ongoing and evolving conversation.

The goal is steady, meaningful progress. **Small, achievable steps can lead to significant long-term change** such as updating policies, improving staff knowledge, or enhancing client feedback mechanisms. Services should prioritise actions based on impact and feasibility, focusing first on areas that will make the biggest difference for trans and gender diverse clients and staff.

We acknowledge that the depth and scope of this tool may feel daunting for some services or staff. As a starting point, we encourage organisations and staff to **engage with the preface and introductory material, which provide essential grounding, learning, and context.** Training and awareness-raising efforts can begin here, creating a strong foundation for meaningful and sustainable inclusion.



PURPOSE OF THE AUDIT TOOL

This audit tool offers a comprehensive framework to reflect on, analyse, and enhance service delivery, ensuring that trans and gender diverse individuals are not only welcomed but empowered within women's services. **The tool evaluates both internal (organisational) and external (client-facing) aspects of service provision.** It provides a structured approach for identifying strengths and areas for improvement, with the goal of fostering a more inclusive and equitable service environment.

While designed with women's services in mind, **this tool is also relevant and adaptable to a range of other much broader organisations and services**. This includes but is very much not limited to examples such as: birthing and perinatal care services that support trans and gender diverse people, such as pregnant men and non-binary people; parenting programs; health services; community services; government services; educational institutions; and community centres that provide support to women and gender diverse people.

By engaging with this audit tool, services can critically assess how inclusive their environments, policies, language, and practices are, both structurally and interpersonally, and **begin the necessary work of creating spaces that are safe, affirming, and accessible for all genders.**

> Before I came out as a queer trans and gender diverse person, I could walk into any space and not be concerned about my safety or my ability to get medical assistance nor did I give a second thought about anyone else's.
>
> After multiple uncomfortable interactions of misgendering, incorrect pronouns, and refusal of services, I had resigned to that being my life, resulting in me avoiding seeking help.
>
> For companies to actively focus on improving their staff knowledge and behaviours and become a visibly welcoming space goes a long way for trans and gender diverse people to do something as simple as seeking the help they need.
>
> There's no halfway for this tool, it will be obvious if just sticking up a few flags around the office is as far as a service is willing to go.
>
> This tool will drastically help trans and gender diverse simply seek out the services that they need.
>
> *Jesse-Taylah Powell (he/they)*

INTERSECTIONALITY AND INCLUSIVE PRACTICE

Intersectionality, a term coined by American feminist Kimberlé Crenshaw, describes how different aspects of a person's identity—such as gender, race, disability, religion, sexuality, class etc.—intersect to shape their cumulative **experiences of privilege and marginalisation.** This audit tool has been developed with an intersectional lens, recognising that trans and gender diverse people do not exist as a singular or homogenous group, but rather experience inclusion and exclusion in complex and intersecting ways.

While the focus of this tool is on improving services for trans and gender diverse people, **inclusivity must be approached holistically.** trans and gender diverse people exist across all communities and identities, and many of the barriers they face in accessing support are shared by other marginalised groups or exacerbated by having intersecting experiences of marginalisation. For example, ensuring documents use affirming and simple language benefits not only trans and gender diverse clients but also people from culturally diverse backgrounds, disabled people, and others who have been historically excluded from rigid service models. Similarly, improving intake processes to be more flexible and person-centred can enhance accessibility for all clients.

This audit should be seen as **one step in a broader commitment to equity and inclusion.** Services are encouraged to continually assess and adapt their practices, embedding intersectionality into policies, staff training, and service delivery to create safer, more affirming environments for all clients.

OWNING PRIVILEGE AND EMBRACING DISCOMFORT

It's critical that in this process, services consider the broader gendered nature of the society within which we work – which involves understanding some key concepts and being willing to learn with an open mind. **Cisgender** (cis) refers to people whose gender identity aligns with the gender they were presumed to be at birth (for example, a person who was presumed female at birth who identifies as a woman). trans and gender diverse people have gender identities that differ from the the gender they were presumed to be at birth (for example, someone who was presumed male at birth but identifies as non-binary).

Cisnormativity is the assumption that being cisgender is the default or "normal" experience, often leading to the marginalisation of trans and gender diverse people. It's important that cis people and cisnormative services are prepared to sit with the discomfort of recognising their privilege in a system that centres and caters to cisgender experiences – often at the cost of trans and gender diverse experiences. Acknowledging one's role in the marginalisation of trans and gender diverse people can be challenging but is essential for fostering inclusive and equitable mindsets. It's important that cis people resist the urge to respond defensively, as **defensiveness can shut down vital conversations** about inclusion and growth. Approaching these discussions with open, self-reflection, and a willingness to learn enables service providers to take meaningful steps toward becoming more inclusive of trans and gender diverse communities.

WORKING ETHICALLY WITH TRANS AND GENDER DIVERSE STAFF MEMBERS, CLIENTS, AND COMMUNITIES

This tool regularly recommends collaborating with trans and gender diverse people, staff, and communities when improving services to ensure the service provided is responsive to their needs and informed by their nuanced lived experiences. When working with trans and gender diverse staff members, clients, and/or communities, it is crucial to be aware that **power imbalances exist** within (typically cisnormative) organisations, particularly in relation to trans and gender diverse people.

These imbalances may manifest in various ways, including through structural inequalities, social stigma, and the impacts of personal or collective trauma. It is essential to approach any engagement with trans and gender diverse individuals with a heightened awareness of these dynamics and a strong sense of ethical responsibility. While it is important to acknowledge power imbalances, this should not result in trans and gender diverse people being patronised, infantilised, or viewed as inherently fragile.

Recognising power imbalances

trans and gender diverse people often face **systemic barriers and discrimination** that create power imbalances in their interactions with organisations. This can impact how they engage with services, contribute to workplace dynamics, and participate in organisational feedback. Be aware that even well-meaning requests for feedback or participation may unintentionally exacerbate these imbalances – not just through the power imbalances of a hierarchical organisation but also through the power imbalances between cis and TDG people. Recognising these dynamics is essential to creating safe, supportive, and empowering environments for trans and gender diverse people.

Acknowledging unpaid emotional labour

Sharing lived experiences can be an invaluable source of insight, particularly when improving policies and practices that directly affect trans and gender diverse communities. However, this comes with the burden of (often unpaid and/or unrecognised) emotional labour. The act of sharing personal stories or offering feedback often **requires significant emotional energy**, which can be draining or, in some cases, retraumatising. trans and gender diverse staff and clients should never be expected to provide this labour without acknowledgment. Ensure that trans and gender diverse people's contributions are valued through appropriate recognition, support, and, where possible, compensation for their time and emotional investment.

Addressing the risk of providing feedback

For trans and gender diverse individuals, sharing personal feedback—especially about their experiences with an organisation either as staff members or clients—can carry significant risks. This may include the potential for harm through invalidation, retaliation, re-traumatisation, or further marginalisation. It is crucial that services **create environments where feedback can be shared safely**, and where individuals feel their voices will be heard without fear of retribution. Consider providing options for anonymous feedback to mitigate these risks and make it clear that all responses will be treated with respect and care. In services where numbers of trans and gender diverse clients or staff are small, consider that anonymity is likely not possible, and alternative avenues such as contracting external trans and gender diverse consultants to provide feedback may be necessary.

Ensuring recognition for lived experience

Lived experience should be **seen and valued in the same way as any other form of expertise**. Where a consultant with a PhD may have studied for nine years, a trans and gender diverse person has spent decades developing expertise through their lived experience. Recognising the value of trans and gender diverse individuals' time and lived experiences requires that organisations provide appropriate recognition for their contributions. For clients, this should include payment for any feedback given through consultation and engagement processes, in line with standard practice for valuing lived experience expertise in Australia.

When trans and gender diverse staff are asked to contribute to the audit or development process based on their lived experience (rather than their professional expertise), consider the extent to which this asks them to undertake work that is beyond the scope of their position description and how recognition of that additional work and emotional labour might be given.

In the First Nations space in Australian higher education, some institutions make 'cultural load' payments in addition to salaries for such lived experience contributions – akin to expert consultation fees. Learning from this model is one possible approach to recognising trans and gender diverse staff members' lived experience expertise. Other indirect compensation mechanisms could include time off in lieu, reduced workload in other areas, additional professional development opportunities, public recognition, access to wellness programs, additional counselling services, or mental health days – all in recognition of additional emotional labour.

> I have felt such strong discrimination, particularly in the health system that is supposed to protect us. When I attend health services I am always on edge; I am often asked very personal questions around gender and sex without care or subtlety.

Upholding anonymity and confidentiality

Confidentiality is critical when working with trans and gender diverse staff members and clients, particularly when handling sensitive information related to gender identity, lived experiences, or trauma. All data shared, whether through surveys, interviews, or direct feedback, should be treated with the utmost care and in line with legal and ethical standards regarding privacy. Where possible, anonymity or privacy should be ensured, and clear guidelines should be set about how personal information will be used, stored, and protected.

Ethical data use

The data collected from trans and gender diverse staff and clients should be used responsibly and ethically. Ensure that the data is only used for the intended purpose and that individuals are informed about how their data will be utilised. Avoid using feedback to generalise or make assumptions about the broader trans and gender diverse community. Data should be disaggregated to ensure that individuals' identities are not compromised, and any analysis should be conducted in ways that respect the dignity and privacy of participants.

> … As trans and gender diverse people, we constantly run up against discrimination, every day, and this wears you down. When it happens in a health setting it makes you want to not go back… because I have been made to feel like I am not human, not worthy of help.
>
> This discriminatory behaviour is incredibly dangerous for trans and gender diverse folks who statistically are more likely to need the health system.
>
> *HK Vermeulen (they/them)*

A SUGGESTED AUDIT PROCESS

There are many ways services could approach undertaking this audit depending on the size, purpose, and resources of the organisation. The below process outlines a suggested audit approach that services could use or adapt. The core elements of this suggested process – **teamwork, documentation, consultation, analysis, and action planning** – are likely to be important aspects of any implementation of this audit tool but can be varied depending on a service's preferred approach.

See **Appendix A** for a list of resources that may support organisations in the process of implementing the audit and/or resulting changes recommended through the audit.

1 Establish an audit team

A diverse audit team should be formed to oversee the process. This team may include:

- Senior management representative(s)
- Board representative(s)
- Frontline staff from various service areas
- trans and gender diverse staff members (if applicable and willing), **with appropriate negotiation for recognition and compensation for their contribution**
- Clients or external trans and gender diverse advocates (where appropriate and safe), with appropriate recognition and compensation for their contribution

This team should be responsible for coordinating the audit, ensuring broad consultation, and overseeing the implementation of recommendations.

2 Conduct the audit

Each section of the audit tool contains multiple criteria with associated evidence examples. Services should:

- **Review the audit tool** to decide where to start, which criteria are applicable or not, and what kind of evidence is available
- **Gather relevant documentation** before or while completing the audit that can be used to assess each criterion, including (for example):
  - Policies and procedures related to specific criteria
  - Training materials and staff development resources
  - Client feedback mechanisms and reports
  - Marketing materials, website content, and public-facing documents
- **Engage stakeholders** to ensure a well-rounded assessment. This can involve:
  - *Staff consultations:* Gather input through surveys, focus groups, interviews, or team meetings to assess awareness and implementation of inclusive practices. It is suggested that the ability to give anonymous feedback should be included in this process.
  - *Board consultation:* Depending on the approach, services may wish to consult the board on various criteria as relevant.
  - *Client feedback:* Where appropriate and safe, invite feedback from trans and gender diverse clients to better understand their experiences with the service. However, take care not to place the burden of responsibility or emotional labour on trans and gender diverse clients by expecting or requiring feedback from every individual who engages with your service. Often it may be

appropriate to contract an external provider to do this consultation as an independent party given the power imbalances that exist between organisations and those who rely on our services. The same may apply for staff/board consultation. Ideally independent parties would be those who specialise in working with or come from trans and gender diverse communities.

  - *Community consultation:* Engage with external organisations that support trans and gender diverse communities or have collaborated with your service to gather insights into best practices, identify areas for improvement, and strengthen inclusive and safe service delivery, particularly in relation to referral pathways and intersecting external services.
  - *Organisational collaboration:* There will be service areas that support overlapping areas of client cohorts. In such cases, it may be ideal to either consult with other organisations in the assessment process to get additional external feedback or to collaborate with other organisations in a joint assessment process.

- **Assess each criterion systematically**, determining whether the service meets the criterion fully (Yes – 2 points), partially (Partial – 1 point), not at all (No – 0 points), or if it is not applicable (N/A – -1 point). Where there is uncertainty about a ranking, consensus should be sought within the audit team.
- **Record supporting evidence** where possible to compare to future progress and follow up audits.

3 Analyse results and identify priorities

Once all criteria have been assessed:

- **Calculate the total score for each section and the overall audit score**: This provides an overview of where the service stands in terms of inclusivity. A worked example is provided here to help guide this step.
- **Identify key areas of strengths and gaps**: Review the results to highlight areas where the service excels and areas where improvements are most needed.
- **Prioritise areas for improvement**: This step is crucial to ensure the service can take meaningful steps toward greater inclusivity. When prioritising areas for improvement, consider the following factors:
  - *Resourcing*: What resources (time, funding, staff capacity) are required to address each area? Some areas, like policy revision or training, may require more resources (e.g., legal consultation or external expertise) than others, like updates to communications resources (e.g., websites or signage).
  - *Urgency*: Some issues might need to be addressed immediately to prevent harm or exclusion, such as revising forms or systems that inadvertently misgender clients. Others, like updating the service's physical infrastructure, might be less possible in the short-term, for example where a change of premises is required to gain access to gender neutral bathrooms, but still critical in the long-term.
  - *Feasibility*: Assess what changes are realistically achievable in the short and medium term. For example, services may need to conduct extensive staff training before revising policies or service provision, as training helps ensure that staff can implement and support new policies effectively.

- **Start with foundational steps:** This will likely include areas such as training staff and revising policies, as these will be essential before any changes in service delivery can occur. This ensures that all service providers and staff are well-equipped to support trans and gender diverse clients consistently and with understanding, which is critical for creating a truly inclusive service.

> I have, in the past, felt unwelcome by services that have not been inclusive. This has led to me ceasing to engage with services which has, in turn, led to poor health or waiting until things were dire to address issues with my health and wellbeing.
>
> I am a disabled person who needs additional health care and finding services that are inclusive has been a challenge; but I now have an allied health team that I feel very comfortable with. This team really value person-centred care and part of that is LGBTQIA+ inclusive practices.
>
> I hope that I can receive such care and respect whenever and wherever I engage in healthcare services in future.
>
> *Asher Wells (they/them)*

4 Develop and implement an improvement action plan

Based on the audit findings, create an improvement action plan with:

- Specific actions to enhance trans and gender diverse inclusivity allocated to each relevant criterion/ section of the tool
- Clear priorities, milestones, and timelines for implementation
- Assigned staff or teams responsible for each action
- Resource allocation where necessary

To ensure an effective rollout, consider the following prioritisation:

- **Immediate and high-impact changes**: Address urgent issues first, such as ensuring inclusive language in policies, updating staff training, and improving safety measures for trans and gender diverse clients.
- **Structural and procedural adjustments**: Implement changes that require moderate effort but have long-term benefits, such as refining intake procedures, establishing feedback mechanisms, and updating internal reporting processes.
- **Long-term cultural and systemic change**: Focus on embedding inclusivity into the organisation's culture through continuous professional development, leadership commitment, and ongoing consultation with trans and gender diverse communities.
- **Resource allocation and sustainability**: Ensure that necessary resources (staffing, funding, time) are dedicated to sustaining improvements and preventing regression.

5 Monitor progress and review

Improving inclusivity is an ongoing process. Services should:

- Regularly review progress and report on the action plan, including at the board level
- Conduct follow-up audits (e.g., annually or biennially)
- Continue engaging stakeholders for feedback
- Update policies, training, and practices continuously as needed

Reminder: This trans and gender diverse Audit Tool process is not a one-off task but part of an ongoing commitment to learning, reflection, and improvement. As outlined earlier in this tool, inclusion is a continuous journey that requires responsiveness to evolving community needs, regular review of practices, and sustained engagement with trans and gender diverse communities. Revisit your action plan and progress regularly and be open to adapting it as your service grows and changes.

6 Transparency and advertising: building trust through communication

Transparent communication about your service's commitment to trans and gender diverse inclusion is a critical step in building trust and accountability with trans and gender diverse workers, clients, and communities. Visibility of your efforts shows that your organisation is not only welcoming in principle but actively working toward safer, more affirming practice.

Communicating your progress

- Publicly share your commitment to trans and gender diverse inclusion through your website, social media, and client-facing materials.
- Highlight the use of the Trans and Gender Diverse Inclusion Audit Tool and summarise key improvements your service is undertaking as a result.
- Consider publishing a plain-language version or summary of your improvement action plan to keep the community informed.

Inviting community engagement

- Extend invitations to trans and gender diverse clients and community members to be part of the journey, through consultations, feedback opportunities, or participation in communities of practice. As outlined above, contacting an independent party to facilitate this may be worthwhile.
- Ensure any engagement is optional, low-barrier, and respectful of people's time and emotional labour, either by making participation entirely voluntary without expectation, or by offering appropriate remuneration for lived experience through paid consultancy or advisory roles.

Building trust

- Use signage, visual cues, and consistent messaging across platforms to demonstrate inclusion efforts.
- Emphasise accountability by acknowledging that this is an evolving process, and that feedback is welcome at all stages.
- Communicate not only what your service is doing well, but also what you're working to improve; transparency builds credibility.

By openly sharing your journey, you foster a culture of trust, accountability, and collective ownership over the process of creating truly inclusive and affirming services. You will see that many of the above suggestions form part of the audit tool as well.

WORKED EXAMPLE: CALCULATING THE FULL AUDIT SCORE

Below is a worked example of how to calculate your audit score once you have undertaken the audit.

Each criterion of the tool should be rated as follows:

- Yes (2 points): Fully meets the inclusivity standard.
- Partial (1 point): Partially meets the inclusivity standard.
- No (0 points): Does not meet the inclusivity standard.
- N/A (-1 point): Not applicable to the service or context.

As an example, a specialist women's service completes the audit, which consists of **60 criteria** across both internal and external sections with a maximum of 120 available points. This audit results in a spread of criteria as follows:

18 criteria rated **Yes** (2 points each) → 18 × 2 = **36 points**

16 criteria rated **Partial** (1 point each) → 16 × 1 = **16 points**

20 criteria rated **No** (0 points each) → 20 × 0 = **0 points**

6 criteria rated **N/A** (-1 point each) → 6 × -1 = **-6 points**

Total score calculation

36 (Yes) + 16 (Partial) + 0 (No) - 6 (N/A) = **46 points***

*NB this is NOT 46 points out of 60 because while 60 is the total NUMBER of criteria, some criteria can be given 2 points each where 'Yes' is the evaluation.

To calculate the inclusivity percentage, first determine the maximum possible score if no criteria were marked as N/A:

60 total criteria × 2 (max score per criterion) = 120 possible points

Then, calculate the inclusivity percentage:

(46 ÷ 120) × 100 = 38.3% inclusivity score

This percentage provides a benchmark for the service's inclusivity. Re-auditing periodically and tracking changes will help measure progress toward a more inclusive service.

See **Appendix B** for instructions and pre-written formulas to use in excel to calculate your scores automatically. You can also download a pre-populated excel spreadsheet from the same place you downloaded this tool.

Interpretation of inclusivity percentage

- **0–40%: Significant Gaps in Inclusivity**
  This indicates that the service has substantial work to do to become more inclusive and should focus on addressing foundational issues.
- **41–60%: Partial Inclusivity**
  This suggests that the service has made some progress toward inclusivity but still needs significant improvements to meet higher standards.
- **61–80%: Good Progress Toward Inclusivity**
  This reflects that the service is moving in the right direction, showing good progress, but still has areas where they can further enhance their inclusivity practices.
- **81–100%: Highly Inclusive**
  This denotes that the service is largely inclusive, with only minor areas left to address for full inclusivity.

Disclaimer: The point system provided offers a structured way to assess progress toward trans and gender diverse inclusion; however, not all criteria will carry the same weight across all services. What is essential for one organisation may be less relevant for another, depending on size, scope, and service context. Services are encouraged to review and reflect on their own priorities and consider discussing these with their audit team or advisory group to ensure that the tool is used flexibly, responsively, and meaningfully. Ideally, any resulting action plan from an audit would prioritise criteria based on relevant, impact, and urgency in terms of progressing towards inclusion.

Organisation-facing *(Internal)*

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
ORGANISATIONAL POLICIES							
1	**Discrimination and Diversity Policies**	Does the organisation have anti-discrimination and diversity policies (either combined or separate) that explicitly include gender identity and gender expression? Are these easily accessible including being given to new workers[5] during the onboarding process? Does the policy state a zero-tolerance approach to discrimination and outline relevant legislation?	• Relevant policies • Evidence of regular, ongoing, and timely review and updates of language and content that is promptly responsive to feedback • Associated action plan for implementing policies • Content is relevant to trans and gender diverse communities and developed or informed by lived experience of trans and gender diverse people • Policies link to feedback, grievance, and complaint policies or procedures				
2	**Inclusive Language and Terminology Policy**	Does the organisation have a policy that outlines the requirements for using correct names, pronouns, and any gendered nouns (e.g., using parent instead of mum/dad) and prohibiting the use of discriminatory language, including deadnaming (using an individual's former name after they have changed their name) and misgendering	• Relevant policies • Reviews of relevant resources • Feedback from trans and gender diverse workers and clients • Training for workers in using inclusive language and terminology so that trans and gender diverse workers experiences are safe and affirming • Records documenting client's correct titles, nouns, names and pronouns in service systems and records • Evidence of regular, ongoing, and timely review and updates of language and content that is promptly responsive to feedback • Content is relevant to trans and gender diverse communities and developed or informed by lived experience of trans and gender diverse people • Policies link to feedback, grievance, and complaint policies or procedures				

5 Workers is used throughout this document to refer to all people who perform duties as directed by an organisation including employees, contractors, apprentices, trainees, students, lived experience workers, and volunteers.

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
ORGANISATIONAL POLICIES (CONTINUED)							
3	**Policy Content and Language**	Have all policies been reviewed either by trans and gender diverse people or people trained in trans and gender diverse inclusion to ensure language and content is inclusive of trans and gender diverse people?	• Relevant policies and procedures use inclusive trans and gender diverse language and content • Evidence of regular, ongoing, and timely review and updates of language and content that is promptly responsive to feedback • Content and language are relevant to trans and gender diverse communities and developed or informed by lived experience of trans and gender diverse people				
4	**Leave Benefits**	Does the organisation offer a minimum of 4 weeks paid gender affirmation leave (separate from and in addition to all other kinds of leave) as well as up to 12 months unpaid gender affirmation leave? Does carers leave include caring for a partner undergoing gender affirming care?	• Relevant policies and procedures • Leave application system includes 'gender affirmation leave' (paid and unpaid) type • Access to this leave is no more complex than accessing medical, parental, or any other kind of leave • Leave covers all processes considered gender affirming care (not just medical gender affirmation e.g., speech therapy)				
5	**Privacy and Confidentiality**	Does the organisation have policies to ensure the privacy of workers' gender identities, previous names, and affirmation/transition status and strict protocols for who in the organisation has access to these records on a 'need to know' basis?	• Relevant policies and procedures • Evidence of regular, ongoing, and timely review and updates of language and content that is promptly responsive to feedback • Policies link to feedback, grievance, and complaint policies or procedures • Training for workers in using inclusive language and terminology so that trans and gender diverse workers experiences are safe and affirming				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
ORGANISATIONAL POLICIES (CONTINUED)							
6	**Name and Gender Marker Changes**	Does the organisation facilitate an easy process for workers to update their name and gender markers in company records and systems?	• Relevant policies and procedures • Organisation allows changes without evidence for non-legal documents • Procedures in place for workers to easily upload name change certificate or new birth certificate when legally changed without question / complicated process • Examples of relevant forms and systems which are inclusive (e.g., diverse options for recording gender beyond male/female/other) and easy to update/change • Changes translate across all organisational systems (e.g., log ins and emails and HR records all align) • Systems/procedures are equipped to notify (with consent of individual workers member) all workers of changes to ensure use of updated names and pronouns etc. • Training for workers in understanding key concepts (like difference between sex and gender) and using inclusive language and terminology so that trans and gender diverse workers experiences are safe and affirming				
7	**Inclusive Communications**	Does the organisation's communication policy ensure communication practices are inclusive and welcoming of trans and gender diverse people, including guidelines for emails, meetings, and presentations?	• Relevant policies, procedures, and resources (e.g., inclusive language guidelines developed by or in consultation with trans and gender diverse communities) • Review of communications for inclusive practice (e.g., pronouns in email signatures) including integration of lived experience • Evidence of regular, ongoing, and timely review and updates of language and content that is promptly responsive to feedback • Policies link to feedback, grievance, and complaint policies or procedures • Training for workers in using inclusive communications in their daily practice				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
ORGANISATIONAL POLICIES (CONTINUED)							
8	**Inclusive Design**	Are trans and gender diverse people – including, where appropriate, both workers and people with lived experience from outside the organisation (with their consent and appropriate compensation) – involved in the development and review of policies, strategies, and initiatives that affect trans and gender diverse people?	• Documentation of consultation or involvement of trans and gender diverse people in relevant processes • Evidence that those trans and gender diverse people contributing lived experience are remunerated for that expertise including workers for whom that is not their role description • Evidence of guidelines or frameworks for how the organisation works inclusively and ethically with people who have lived experience				
9	**Vendor or Supplier Diversity**	Does the organisation include trans and gender diverse businesses or suppliers in its diversity and inclusion sourcing policy and prioritise working with vendors that have openly identified LGBTQIA+SB and trans-inclusive business practices and prevent them from working with discriminatory businesses?	• Relevant policies • Vendor or Supplier forms include question or criterion about LGBTQIA+SB and trans-inclusive business practices • List of previous vendors or suppliers with those identified as being LGBTQIA+SB and trans-inclusive				
10	**Dress Code**	If the organisation has a dress code, does it allow workers to dress in a manner consistent with their gender identity or expression?	• Example of relevant policy • Visual examples for inclusive dress code • Documented previous instances of complaints or requests around dress codes and how those were handled • Explicitly stated in uniform guidelines • Uniforms referred to in gender neutral language (e.g., not male/female uniforms)				
11	**Mental Health Support**	Does the organisation have an Employee Assistance Program (EAP) in place to support workers' mental health which can be accessed anonymously? Does the organisation allow workers to substitute the given number of sessions with the EAP provider with a mental health provider of their choosing (acknowledging that not all EAP providers have sufficient training to support the needs of trans and gender diverse people)? Are additional EAP sessions available when needed?	• Example of relevant policy • EAP provider clearly communicated in workplace documents and environments including during onboarding				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
ORGANISATIONAL POLICIES (CONTINUED)							
12	**Intersectionality**	Do organisational policies and procedures consider the impacts of intersectionality for trans and gender diverse people?[6] *For example, consideration of how the experiences of trans and gender diverse people may require tailored approaches to inclusion if they also identify as Aboriginal, disabled, neurodivergent, LGBTQIA+SB etc.*	• Relevant policies and procedures • Intersectionality named in strategic documents such as plans or diversity, equity and inclusion frameworks • Ongoing training on intersectionality and training on inclusion for other diversity markers (e.g., disability, Aboriginal, etc.) • Evidence that the organisation is proactive in other areas of inclusion, e.g., providing interpreters, undertaking audits around other diversity topics				
LEGAL COMPLIANCE AND RISK MITIGATION							
13	**Legal Compliance and monitoring**	Is the organisation, with board oversight, compliant with all relevant state and federal laws, regulations, and standards related to the inclusion and rights of trans and gender diverse workers (e.g., Sex Discrimination Act, Ant-Discrimination Act, Equal Opportunity Act, Fair Work Act, etc.)? Does the organisation have monitoring processes in place for staying up to date with changes in laws and regulations?	• Compliance reports and checks • Monitoring process and reporting outputs • Role description(s) that includes monitoring • Board minutes • Evidence that workers have been informed about their rights under the Acts • Evidence that all job descriptions mention these • Evidence that the policies have been reviewed for legal compliance				
14	**Risk Assessment and Mitigation**	Does the organisation conduct regular assessments to identify and mitigate risks related to trans and gender diverse inclusion such as psychosocial hazards? Are these risks included in the organisation's broader risk management strategy?	• Risk matrix includes trans and gender diverse issues with mitigation practices in place • Regular evaluations of psychosocial hazards outputs • Board minutes • Workers feedback • Organisational templates such as grant applications or events planning include trans and gender diverse inclusion as a consideration when relevant				

6 Intersectionality is a framework that examines how different social identities (such as race, gender, disability, sexuality, class etc.) overlap and create unique experiences of oppression or privilege. It highlights how systems of discrimination (e.g., racism, sexism, ableism) are interconnected and cannot be understood in isolation, acknowledging that the impacts of those systems are cumulative when an individual experiences multiple forms of oppression.

Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
LEGAL COMPLIANCE AND RISK MITIGATION (CONTINUED)						
15 **Adverse Outcome Planning**	Does the organisation have plans in place to address potential backlash or challenges related to trans and gender diverse inclusivity either external or internal to the organisation? For example: Responses to non-affirming, discriminative or abusive comments on Facebook posts.	• A position statement on the website about trans and gender diverse inclusion and non-tolerance of hate speech and discrimination • Templates and training on how to respond to discrimination in onboarding material and code of conduct • Template communication form with standard response to inquiries regarding trans and gender diverse inclusivity • Policy detailing process for responding to internal incidents of discrimination and non-tolerance				
16 **Language and Terminology**	Does the organisation use inclusive language (e.g., "gender diverse," "trans," "nonbinary") in internal documents and communications?	• Regular review of documents and communications informed by trans and gender diverse community consultation • Evidence that language used in internal documents and communications uses trans and gender diverse inclusive and gender-neutral terms				
17 **Pronouns and Titles/ Salutations**	Does the organisation mandate the use of pronouns among workers, with workers being supported to use a diverse range of pronouns or, where preferred, a name in place of pronouns? Does the organisation allow for inclusive range of salutations to be used by workers?	• Training on the importance of use of pronouns • Email signatures and software systems (e.g., Teams, Zoom) include pronouns • Pronoun badges available for all workers • Meetings regularly involve introductions which include pronouns • Worker records include diverse salutation options • Forms can be easily updated				
18 **Inclusion Training**	Does the organisation provide regular mandatory inclusion and/or anti-discrimination training that includes topics on gender diversity and transgender inclusion, ideally delivered by trans and gender diverse people?	• Relevant inclusion training is required as part of onboarding for all workers members • Records of training sessions offered within work hours, attendance logs, and curricula in addition to onboarding content • Workers feedback forms regarding training effectiveness or other evidence of reflection such as practice notes, team meeting minutes etc. • Policies or procedures outlining regular and mandatory training requirements				

Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
LEGAL COMPLIANCE AND RISK MITIGATION (CONTINUED)						

19 **Recognition of Contributions**	Where trans and gender diverse workers are contributing to the organisation on aspects based specifically on their gender identity, are these lived experience contributions optional and recognised beyond their normal workload?[7]
	For example, a trans and gender diverse worker being asked to organise an event or write do a project related to trans and gender diverse issues above and beyond the responsibilities out-lined in their position description, thus doing un-paid work which takes a high emotional toll through the sharing of lived experiences.
		• Records of lived experience recognition including but not limited to:
		  ◦ Lived experience payments (such as honorariums, stipends, bonuses etc.)
		  ◦ Time Off in Lieu
		  ◦ Contract / workload / position description renegotiation
		  ◦ Additional mental health support made available
		  ◦ Additional professional development opportunities
		• Policy details that workers have the right to negotiate or decline lived experience contributions without repercussions
		• Where trans and gender diverse staff are hired specifically for their lived experience, they are supported, trained, and supervised appropriately with a focus on trauma-informed safety and wellbeing				

RECRUITMENT, HIRING AND RETENTION						
20 **Non-Discriminatory Hiring Practices**	Are there explicit policies or practices in place to ensure non-discriminatory hiring for trans and gender diverse candidates?	• Inclusion statements in job postings • Neutral (non-gendered) language in job postings • Inclusive practices in interviews such as introductions with pronouns • Hiring practices happen in compliance with relevant legislation				
21 **Gender Diversity in Hiring**	Does the organisation actively recruit trans and gender diverse individuals?	• Evidence of trans and gender diverse-identified (affirmative action) job postings • Organisation has deidentified records of hiring current and historical trans and gender diverse workers members				

7 This concept draws on the movement in Australia to recognise the 'cultural load' contributed by First Nations people in Australian workplaces. Cultural load refers to the additional, often invisible, emotional and cognitive burden carried by Aboriginal and Torres Strait Islander people in workplaces that stems from expectations—both explicit and implicit—to educate non-Indigenous colleagues, represent all Indigenous perspectives, contribute Indigenous perspectives to work activities, navigate cultural obligations, and manage racism or cultural insensitivity.

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
RECRUITMENT, HIRING AND RETENTION (CONTINUED)							
22	**Gender inclusion HR forms**	Are all forms required for HR and onboarding inclusive of trans and gender diverse individuals?	• Forms include open comment box asking about gender rather than 'Male/Female/Other' options or inclusive list of options (Female, Trans Woman, Trans Man, Nonbinary, Agender, Bigender, Genderfluid, Genderqueer, Sistergirl, Brotherboy, Demiboy, Demigirl, Androgynous, Pangender, Please Specify: _____, Prefer not to say) • Forms allow for a diverse range of titles/salutations • Ability to provide preferred name rather than legal name, ideally autonomously (without approval) • Forms regularly reviewed for recent updates in light with best practice for trans and gender diverse inclusion				
23	**Gender Affirmation Support**	Does the organisation provide resources and support for workers who are engaging in gender affirmation and training for managers to understand how to navigate this process?	• Evidence of supporting trans and gender diverse workers gender affirmation • Confidentiality practices in place to support trans and gender diverse workers' privacy • Return to work plans are inclusive of gender-affirmation processes • Policies or procedures providing guidance on name/pronoun/ salutation changes. • Evidence of training for managers				
24	**Retention of trans and gender diverse Workers**	Are there programs or initiatives in place to support the long-term retention and career progression of trans and gender diverse workers?	• Examples of trans and gender diverse mentorship and supervision programs • Specific trans and gender diverse career development opportunities • Feedback from trans and gender diverse workers regarding safety and inclusivity of workplace, e.g., around experiences of tokenism, protection from discrimination (from other workers or clients) • Access to EAP program or similar allows for anonymity • Evidence of trans and gender diverse workers having progressed in their careers, and being in senior leadership positions				

Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
RECRUITMENT, HIRING AND RETENTION (CONTINUED)						
25 **Employment Metrics**	Are there deidentified metrics in place to assess the inclusivity of and progress in hiring, retention, and promotion practices for trans and gender diverse workers which are reviewed by leadership and used to inform decision-making?	• Evidence of deidentified data collection and tracking on trans and gender diverse career progress • Management meeting minutes outlining responses to data on trans and gender diverse career progression • Board minutes				
FACILITIES AND INFRASTRUCTURE						
26 **Bathroom Facilities**	Are there accessible, gender-neutral bathrooms available for workers? Are workers freely and explicitly able to use the bathroom of their choice in alignment with their gender identity?	• Evidence of gender-neutral bathrooms, ideally separate from disabled/accessible bathrooms or parent-ing rooms • Signage to bathrooms includes Braille • Organisations are explicit communication around having/not having gender neutral bathrooms and are transparent about progress towards this outcome. Where not available, alternative option is identified • Relevant educational materials provided regarding change in bathrooms facilities, e.g., in moving from gendered bathrooms to all gender toilets • Organisational policy around inclusive access to bathrooms is signposted in bathrooms to prevent any discrimination from other workers or clients				
27 **Visible Representation**	Are there visible signs of gender diversity and inclusion in the workplace environment?	• Inclusive signs and posters in the internal work environment (e.g., brochures, posters, imagery etc.) with diverse representation of a range of different trans and gender diverse individuals and identities (being mindful not to contribute to the policing of how trans and gender diverse 'should' present). • Items such as rainbow lanyards available • Symbols and icons displayed in person and online (e.g., pride or trans flags or the trans symbol) • Signage featuring welcoming and inclusive language that celebrates diversity				

Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
ORGANISATIONAL SUPPORT AND LEADERSHIP COMMITMENT						
28 **Leadership Commitment**	Do organisational leaders publicly support gender diversity and inclusion within the organisation?	• Evidence of statements of support, hiring, or funding initiatives • Development programs relevant to trans and gender diverse community needs • Board minutes				
29 **Leadership Training**	Are leaders given mandatory and ongoing training for managing, supervising, and supporting trans and gender diverse workers?	• Records of training sessions ideally run by trans and gender diverse people, attendance logs, and curricula • Workers feedback forms regarding training effectiveness • Policies or procedures outlining regular and mandatory training requirements • Evidence of discussions in workplace management documents such as annual reviews etc.				
30 **Accountability and Feedback**	Does the organisation have processes in place to regularly collect and respond to worker feedback on inclusivity, including the option to provide feedback anonymously?	• Examples of anonymised workers feedback surveys • Management meeting minutes outlining responses to workers feedback • Documented changes resulting from feedback • Communications reporting responses to feedback sent to workers • Board minutes				
31 **Leadership Representation**	Are there trans and gender diverse leaders in the organisation?	• Numbers of trans and gender diverse leaders • Number of trans and gender diverse board members • trans and gender diverse leaders are in positions of authentic leadership rather than tokenistic roles				
32 **Public Commitment**	Has the organisation made public commitments to trans and gender diverse inclusion, such as through external partnerships, advocacy, pledges, or certifications?	• Publicly communicate the service's trans and gender diverse inclusion work, including use of the trans and gender diverse Audit Tool, planned improvements, and invitations for community feed-back, to build trust and demonstrate transparency. • Attainment or progress towards LGBTQIA+SB inclusive employer certifications such as Rainbow Tick • Evidence of regular participation in public forums or events to advocate for trans and gender diverse rights and inclusion • Evidence of public commitments on public sources like website or social media				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
INCIDENT REPORTING AND ACCOUNTABILITY							
33	**Incident Reporting and Response Mechanism**	Does the organisation have a clear, accessible system for reporting discrimination or harassment based on gender identity and gender expression, including through anonymous channels? Does the organisation take clear, consistent action in response to complaints or reports related to transphobia or gender-based discrimination?	• Example of complaints and grievance process that is easily accessible and straight forward to navigate • Anonymous reporting mechanism available • Information easily available to staff about both internal and external reporting mechanisms • Documented responses to reports				
34	**Protection from Retaliation**	Does the organisation have initiatives in place to protect individuals who report issues related to transphobia or gender-based discrimination? Are workers confident that their feedback will be acted upon without fear of retaliation?	• Example policies articulating content along the lines of 'zero-tolerance policy for retaliation or recrimination for workers reporting discrimination' • Workers feedback on responsiveness of organisation to previously raised issues • Documentation of feedback being actioned absent of retaliation				
STRATEGY, RESOURCING, MEASUREMENT AND REPORTING							
35	**Inclusion Goals**	Are organisational trans and gender diverse inclusion goals integrated into performance objectives, organisational strategy, and reporting mechanisms?	• Examples of relevant documents such as strategies and outcomes reports • Board minutes • Meeting agendas				
36	**Measurable Objectives and Accountability**	Does the organisation have clear objectives and metrics related to trans and gender diverse inclusion which are measured, reviewed, adjusted, reported, and shared regularly?	• Oversight person or group dedicated to monitoring trans and gender diverse inclusion efforts (e.g., diversity and inclusion committee, task force, or officer) • Examples of relevant documentation such as outcomes framework, evaluation reports, communications with workers about progress or achievements • Board minutes • Meeting agendas				
37	**Resource Allocation**	Has the organisation allocated sufficient re-sources (time, funding, workers) to support trans and gender diverse inclusion initiatives?	• Position descriptions which include dedicated workload to trans and gender diverse inclusion • Budget lines in relevant financial records • Financial reports				

Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
BOARD ENGAGEMENT						
38 **Strategic Planning**	Is trans and gender diverse inclusion discussed as part of strategic planning at the board level with input from trans and gender diverse workers and experts?	• Board minutes and outputs • Relevant strategic plans • Action plans showing clear progress across time				
39 **Board Oversight**	Are the board regularly reviewing policies and reports related to trans and gender diverse inclusion and holding the operational team accountable against relevant objectives and metrics?	• Board minutes and outputs showing regular and timely reviews • Outputs from reporting mechanisms included in board packs				

Calculating your inclusion score (This internal half of the audit tool has 39 criteria and 78 maximum possible points.)

Each criterion should be rated as follows:

- Yes (2 points): Fully meets the inclusivity standard.
- Partial (1 point): Partially meets the inclusivity standard.
- No (0 points): Does not meet the inclusivity standard.
- N/A (-1 point): Not applicable to the service or context.

Score interpretation

- **0–40%: Significant Gaps in Inclusivity**
  This indicates that the service has substantial work to do to become more inclusive and should focus on addressing foundational issues.
- **41–60%: Partial Inclusivity**
  This suggests that the service has made some progress toward inclusivity but still needs significant improvements to meet higher standards.
- **61–80%: Good Progress Toward Inclusivity**
  This reflects that the service is moving in the right direction, showing good progress, but still has areas where they can further enhance their inclusivity practices.
- **81–100%: Highly Inclusive**
  This denotes that the service is largely inclusive, with only minor areas left to address for full inclusivity.

Worked example: calculating the internal audit score

Each criterion should be rated as outlined above. This internal half of the audit tool has **39 criteria** and **78 maximum possible points.**

A specialist women's service completes this half of the audit with each criterion rated as follows:

12 criteria rated **Yes** (2 points each) → 12 × 2 = **24 points**

14 criteria rated **Partial** (1 point each) → 14 × 1 = **14 points**

9 criteria rated **No** (0 points each) → 9 × 0 = **0 points**

4 criteria rated **N/A** (-1 point each) → 4 × -1 = **-4 points**

Total score calculation

24 (Yes) + 14 (Partial) + 0 (No) - 4 (N/A) = **34 points**

Inclusivity percentage calculation

(34 ÷ 78) × 100 = **43.6% inclusivity score**

See Appendix B for instructions and pre-written formulas to use in excel to calculate your scores automatically. You can also download a pre-populated excel spreadsheet from the same place you downloaded this tool.

See here for a worked example for the FULL audit (including the external audit).

Client-facing *(External)*

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
PUBLIC-FACING COMMUNICATION & BRANDING							
1	**Visual Representation**	Do the organisation's public materials visibly include and represent trans and gender diverse people?	• Marketing materials (e.g., brochures, website images, digital campaigns) with diverse trans and gender diverse representations, avoiding stereotypes about how trans and gender diverse individuals 'should' present • Clients have easy access to information about staff training and dates for completed courses • Visual display of logos representing relevant training certifications. • Symbols and icons displayed in person and online (e.g., pride or trans flags or the trans symbol) • Signage featuring welcoming and inclusive language that celebrates diversity				
2	**Language and Terminology**	Is the language used in public materials inclusive of trans and gender diverse identities?	• Brochures, websites, signage, forms, information sheets, and documents use trans and gender diverse-inclusive and gender-neutral language (e.g., 'pregnant woman, man, or person'; 'pregnant person' instead of 'mother/woman' or a note explaining the intentional use of specific or varied language) • Inclusion of pronoun usage guidance on public-facing materials • Inclusive terminology in community newsletters, websites, or publications • Pronoun badges made available to and used by staff • Staff email signatures include personal pronouns				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
PUBLIC-FACING COMMUNICATION & BRANDING (CONTINUED)							
3	**Non-Discrimination Statement**	Is there a visible non-discrimination policy inclusive of gender identity and gender expression?	• Publicly available statements on websites, annual reports, and premises • All relevant policies explicitly mention "gender identity" and "gender expression" • Policy is available to clients and the community in accessible ways • Indication of where clients can find information on where to go for more information on anti-discrimination both in policy and legislation				
4	**Acknowledgment of trans and gender diverse Experiences**	Are important trans and gender diverse dates and events or people recognised (e.g., Transgender Day of Visibility and Transgender Day of Remembrance)?	• Event calendars and announcements for trans and gender diverse-recognising days • Social media posts or campaigns acknowledging trans and gender diverse milestones, people, or achievements • Public statements or organisational participation in trans and gender diverse-related initiatives • Visual celebration or indication of relevant days etc. • Include trans and gender diverse experiences in stories, case-studies or factsheets				
CLIENT SERVICE AND PUBLIC INTERACTIONS							
5	**Staff Training and Awareness**	Are client-facing staff trained to respectfully interact with trans and gender diverse individuals and create a safe and inclusive space for trans and gender diverse clients?	• Records of training sessions, attendance logs, and curricula, which might be displayed publicly • Staff feedback forms or procedures regarding training effectiveness • Policies or procedures outlining respectful interaction practices • Policies or procedures outlining regular and mandatory training requirements and requirements to follow up, practise, and enact those policies in an ongoing way • Staff being able to respond appropriately to transphobia in language and terminology used in organisational spaces (e.g., by other staff or clients) • Staff use appropriate and inclusive terminology, language, and questions • Standing agenda item on inclusive language to support staff in learning trans and gender diverse-inclusive practices.				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
CLIENT SERVICE AND PUBLIC INTERACTIONS (CONTINUED)							
6	**Feedback Mechanisms**	Are feedback channels diverse in nature, easy to find, and accessible to trans and gender diverse individuals?	• Feedback forms with trans and gender diverse-inclusive language • Online feedback portals • Case studies or examples of actions taken based on trans and gender diverse-specific feedback • Examples of multiple channels for feedback • Evidence that feedback gets regularly reviewed and actioned • Information about alternative mechanisms for clients to report discriminatory practices outside of the organisation				
7	**Respect for Names, Prefixes, and Pronouns**	Are policies and practices in place for respecting trans and gender diverse individuals' names and pronouns?	• Clear policies outlining name and pronoun use • Examples of forms and documentation asking for and using correct names and pronouns • Observation or mystery shopping reports evaluating staff adherence • Training documents reinforcing these practices • Staff understand when to use a legal name versus a chosen name in organisation processes and can respectfully explain system limitation when a legal name is required • Systems are flexible enough to allow people to fully update their records with chosen name and systems should be using chosen name in all communication, not defaulting to legal name				
8	**Inclusive Forms and Registration**	Do all forms include gender options beyond "male", "female" and "other"?	• Forms (hardcopy and online) show open text field (e.g., "Gender (optional): _____" or multiple gender options (e.g., Female, Trans Woman, Trans Man, Nonbinary, Agender, Bigender, Genderfluid, Genderqueer, Sistergirl, Brotherboy, Demiboy, Demigirl, Androgynous, Pangender, Please Specify: _____, Prefer not to say • Forms show open text field or multiple options for pronouns				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
CLIENT SERVICE AND PUBLIC INTERACTIONS (CONTINUED)							
9	**Privacy and Data Collection**	Is gender data collected responsibly and transparent on use, and is it optional?	• Forms include a "Prefer not to say" or "Optional" checkbox for gender-related questions unless medically necessary • Policies on optional disclosure of gender data • Privacy policy documents detailing gender data usage are reviewed and updated regularly • Disclaimers on forms regarding data privacy and clients' rights • Data is collected only when necessary to the organisation's purpose (e.g., improving services for specific groups) • Clear information is provided on how data gets deidentified when necessary, stored, used, and why it is being collected				
10	**Name and Gender Marker Changes**	Does the organisation facilitate an easy process for clients to update their name and gender markers in organisational records and systems?	• Policy outlining the steps for updating names and gender markers in organisational records and systems • Policies ensuring updated information is kept private and shared only with client consent • Advice is provided for clients on ways to facilitate changes to name and gender marker (e.g., including people on visas) and where clients can go to gain further support (e.g., LGBTQIA+SB specific support organisations) • Evidence of support provided to clients during the update process, such as contact information for assistance, FAQs, or a guide • Systems are flexible enough to allow people to fully update their records with chosen name • Systems should be using chosen name in all communication, not defaulting to legal name				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
PHYSICAL ENVIRONMENT AND FACILITIES							
11	**Inclusive Facilities**	Are there accessible, gender-neutral facilities?	• Gender-neutral toilets, changing rooms, quiet spaces, and parenting room signage • Gender-neutral toilets are ideally separate from disabled/accessible bathrooms or parenting rooms • Documentation on facilities locations and access • Feedback from trans and gender diverse clients regarding comfort and safety of facilities • Facilities are located within the service itself (e.g., not required to go to a different location)				
12	**Signage and Directions**	Is signage inclusive and gender-neutral where appropriate?	• Photos of inclusive or gender-neutral signs • Facility maps provide directions to specific gender-neutral facilities • Review of directional and wayfinding signage				
13	**Support person**	Are clients informed of their right to bring a support person, with clear guidance on circumstances where this may not be appropriate (e.g., concerns about safety, legal privilege, or mandatory reporting obligations)?	• Signage and intake paperwork inform clients of their right to bring a support person, with guidance on circumstances where this may not be appropriate (e.g., safety concerns, legal privilege, or mandatory reporting obligations) • Staff clearly communicate this information to clients • Policies reflect the right to a support person while outlining relevant limitations				
COMMUNITY ENGAGEMENT AND COLLABORATION							
14	**Partnerships with trans and gender diverse/ LGBTQIA+SB Organisations**	Does the organisation collaborate with trans and gender diverse/ LGBTQIA+SB focused groups?	• Where relevant, formal partnership agreements or MOUs with trans and gender diverse/LGBTQIA+SB organisations are established for significant projects or joint initiatives, while informal collaborations remain recognised as valuable • Reports on joint events, initiatives, or programs • Promotion of collaborations through social media etc. • Partners and collaborators, whether external or internal to the organisation, are recognised and remunerated for their contributions to this work				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
COMMUNITY ENGAGEMENT AND COLLABORATION (CONTINUED)							
15	**Events and Sponsorships**	Has the organisation supported accessible events for the trans and gender diverse community?	• Sponsorship records for trans and gender diverse events • Marketing materials from sponsored events • Staff have a visible presence at events of importance for trans and gender diverse communities (e.g., Trans Day of Visibility, Trans Day of Remembrance)				
16	**Community Feedback**	Are trans and gender diverse community members consulted for input on programs, projects, or services in ways that inclusively reflect a wide range of diversity needs?	• Minutes from consultation meetings, including demographic breakdown of how many people and trans and gender diverse people were consulted • Surveys targeting the trans and gender diverse community with engagement and participation reports • Examples of actions from trans and gender diverse input or revisions made to services based on input • Case studies of collaboration or co-design • Evidence of multiple forms of feedback mechanisms available to suit diverse needs (e.g., including translator supported options, written, verbal, online, hardcopy etc.) • Evidence of how people are informed about the actions taken in response to their feedback				
INCLUSIVITY OF PRODUCTS AND SERVICES							
17	**Product/Service Relevance**	Are products/services designed to specifically address the needs of trans and gender diverse clients?	• Descriptions or anonymous reviews of services/products that have been used by or are relevant to trans and gender diverse clients • Feedback is regularly sought from a diverse range of trans and gender diverse clients on the inclusivity of products/services • Feedback forms include trans and gender diverse-specific needs • Evidence of collaboration or input from trans and gender diverse clients in products/services design • Demonstrated quality improvement in inclusive services and products, ensuring consideration of intersecting identities (e.g., trans and gender diverse individuals who are disabled) and the evolving needs of trans and gender diverse clients				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
INCLUSIVITY OF PRODUCTS AND SERVICES (CONTINUED)							
18	**Marketing and Outreach**	Are marketing efforts respectful and affirming?	• Marketing materials reflect diverse trans and gender diverse representations and avoid reinforcing stereotypes about gender presentation • Copies of marketing materials showing diverse trans and gender diverse representations, avoiding stereotypes about how trans and gender diverse individuals 'should' present • Marketing and outreach materials have been developed in consultation with trans and gender diverse people, and use inclusive, up-to-date language that reflects trans and gender diverse needs and experiences (e.g., client-led terminology for body parts rather than medical or anatomical terms) and remain accessible to a diverse audience • Analytics or outreach reports tracking engagement with trans and gender diverse audiences and clients • Marketing and outreach materials are available in different languages and/or link to interpreter services including AusLan and other accessibility functions (e.g., closed captions on videos)				
CRISIS MANAGEMENT AND SUPPORT							
19	**Anti-Discrimination Policy Enforcement**	Are discrimination cases from trans and gender diverse clients handled effectively?	• Incident reports document responses to discrimination cases, ensuring confidentiality and appropriate access to protect privacy • Policies outline anti-discrimination enforcement procedures, including follow-up actions and support for affected individuals • Evidence of respectful communications about anti-discrimination cases (without breaching privacy requirements) • Clear, publicly accessible information for clients on how to file an anti-discrimination complaint, e.g., anonymous online incident form to the anti-discrimination commissioner • Providing multiple complaint options, including direct service channels, anonymous methods, and external avenues such as the anti-discrimination commission				

	Criteria	Question	Examples of relevant evidence	Yes (2)	Partial (1)	No (0)	N/A (–1)
CRISIS MANAGEMENT AND SUPPORT (CONTINUED)							
20	**Support for Affected Individuals**	Are resources available for trans and gender diverse individuals facing discrimination?	• Easily accessible, publicly available information on support services • Support is provided to trans and gender diverse individuals seeking further information or referrals to external services • Documentation of internal support resources (e.g., counselling)				
21	**Crisis Response Training**	Are staff trained to sensitively handle trans and gender diverse-related crises? E.g., trans and gender diverse-related crises may include gender dysphoria, microaggressions, discrimination or hate crimes, social isolation or rejection from friends or family, difficulties accessing gender-affirming care, crises within support networks, and complex trauma in daily life (e.g., healthcare or education settings).	• Crisis response training materials demonstrating gender-affirming and inclusive approaches, provided by a trainer with expertise in trans and gender diverse-specific crises • Staff attendance records demonstrating completion of crisis training by all relevant staff members • A policy outlining mandatory crisis training requirements • Effective systems in place to track and flag the sensitive handling of crisis management, including emergency contacts as necessary • Specialised staff (e.g., LGBTQIA+SB Liaison) available for referrals of complex cases, while all staff are trained to manage most situations • A support worker available to assist clients in navigating crises				

Calculating your inclusion score (This internal half of the audit tool has 21 criteria and 42 maximum possible points.)

Each criterion should be rated as follows:

- Yes (2 points): Fully meets the inclusivity standard.
- Partial (1 point): Partially meets the inclusivity standard.
- No (0 points): Does not meet the inclusivity standard.
- N/A (-1 point): Not applicable to the service or context.

Score interpretation

- **0–40%: Significant Gaps in Inclusivity**
  This indicates that the service has substantial work to do to become more inclusive and should focus on addressing foundational issues.
- **41–60%: Partial Inclusivity**
  This suggests that the service has made some progress toward inclusivity but still needs significant improvements to meet higher standards.
- **61–80%: Good Progress Toward Inclusivity**
  This reflects that the service is moving in the right direction, showing good progress, but still has areas where they can further enhance their inclusivity practices.
- **81–100%: Highly Inclusive**
  This denotes that the service is largely inclusive, with only minor areas left to address for full inclusivity.

Worked example: calculating the external audit score

Each criterion should be rated as outlined above. This external half of the audit tool has **21 criteria and 42 maximum possible points.**

A specialist women's service completes this half of the audit with each criterion rated as follows:

6 criteria rated **Yes** (2 points each) → 6 × 2 = **12 points**

7 criteria rated **Partial** (1 point each) → 7 × 1 = **7 points**

6 criteria rated **No** (0 points each) → 6 × 0 = **0 points**

2 criteria rated **N/A** (-1 point each) → 2 × -1 = **-2 points**

Total score calculation

12 (Yes) + 7 (Partial) + 0 (No) - 2 (N/A) = **17 points**

Inclusivity percentage calculation

(17 ÷ 42) × 100 = **40.5% inclusivity score**

See **Appendix B** for instructions and pre-written formulas to use in excel to calculate your scores automatically. You can also download a pre-populated excel spreadsheet from the same place you downloaded this tool.

See **here for a worked example** for the FULL audit (including the internal audit).

Appendix A: Resources for implementation

The following resources are provided to assist organisations in translating the findings of the audit tool into meaningful and sustainable actions that enhance inclusivity for trans and gender diverse people. While this list offers a range of high-quality tools, guides, and reference materials, it is important to acknowledge that resources specific to the Australian context — and particularly those tailored for women's services — remain limited.

Organisations are encouraged to use these materials as a foundation, while also seeking ongoing advice and collaboration with trans and gender diverse communities and qualified consultants. If your organisation requires further support or guidance in implementing inclusive practices, we recommend contacting the consultants who facilitated the audit process for additional recommendations, tailored advice, and up-to-date resources.



Policy frameworks and organisational guides

- **A Guide to LGBTIQ-Inclusive Data Collection.** Provides guidance on best practices for data collection to ensure respectful and effective inclusion, by the Canberra LGBTQIA+SB Community Consortium.
- **A Practical Guide to Trans, Gender Diverse and Nonbinary Inclusion.** A practical guide to creating culturally safe environments for trans and gender diverse people, covering inclusive language, terminology, and best practices, by Cohealth.
- **Australian LGBTIQA+ Policy Guide.** A high-level overview of policy recommendations designed to meet the broad needs of LGBTIQA+ communities across Australia, by The Equality Project.
- **Gender Affirmation Leave Guide.** Outlines provisions and recommendations for gender affirmation leave in the Tasmanian State Service, by the Tasmanian Government.
- **LGBTIQA+ Inclusive Practice Guide for Homelessness and Housing Sectors.** Inclusive practices for supporting LGBTIQA+ clients in housing and homelessness services, by Homelessness Australia.
- **National Action Plan for the Health and Wellbeing of LGBTIQA+ People 2025-2035.** Strategic plan from the Australian Government providing a framework to align organisational services with the needs of LGBTIQA+ people.

Language and inclusive communication

- **A Language Guide: Trans and Gender Diverse Inclusion.** Guide focused specifically on affirming and inclusive language when engaging with trans and gender diverse communities, by ACON.
- **Inclusive Communication Guide.** Advice on using inclusive language in health services and public interactions, by the Australian Capital Territory Government.
- **LGBTIQA+ Inclusive Language Guide.** A guide for using respectful and inclusive language when referring to LGBTIQA+ individuals, by the Victorian Government.

Training and e-learning modules

- **ACON E-learning Modules.** Trans-affirming practice and workplace inclusion training through online learning, by ACON.
- **AOD LGBTIQ Inclusive Guidelines for Treatment Providers.** A checklist resource for alcohol and other drug services to improve inclusivity, developed by ACON, NADA, and Central and Eastern Sydney Primary Health Network.
- **Mental Health Care e-Learning.** A University of Melbourne e-module for mental health professionals working with trans and gender diverse clients, by North West Melbourne Primary Health Network and University of Melbourne.
- **See, Hear, Believe.** E-learning for frontline workers supporting LGBTQ+ people experiencing domestic violence by the LGBTQ Domestic Violence Awareness Foundation.
- **Supporting Autistic LGBTIQA+ Young People.** Video and written resources for practitioners working with Autistic LGBTIQA+ youth, by the I Can Network.
- **Trans & Gender Diverse Sexual Health Care e-Learning.** Five online modules designed for sexual health clinicians, by ASHM and ACON.
- **Working It Out.** Offers individual and group support services, in addition to LGBTIQA+ cultural awareness and inclusivity training tailored for Tasmania's unique community needs.
- **Working with LGBTIQ+ Forcibly Displaced People e-Learning.** Training for community services on affirming support for forcibly displaced LGBTIQ+ people, by the Forcibly Displaced People Network.

Support networks and resource hubs

- **Australian LGBTIQ Multicultural Council.** Training that explores the intersections of race, culture, religion, and LGBTIQA+ identities.
- **LGBTIQ+ Health Australia.** Webinars, fact sheets, and guides on a broad range of LGBTQIA+SB health topics.
- **Pride in Health & Wellbeing.** A national membership program providing personalised LGBTQIA+SB inclusion support for health and human service organisations.
- **QLife.** A national LGBTIQA+ peer support and referral service, plus QGuides for professionals.
- **Rainbow Rights Toolkit.** A resource empowering older LGBTI+ community members to understand and assert their rights, Council on The Ageing South Australia.
- **TransHub.** A comprehensive online platform for trans and gender diverse people, families, friends, and clinicians, including intake form templates and service guidelines.
- **Zoe Belle Gender Collective.** Resources that centre sexual health practices for transfeminine people and gender diverse communities.

Appendix B: Excel formulas for score calculations

Example 1: Full audit tool score calculation (60 Criteria)

1. Copy and paste the table below into an excel spreadsheet, placing the top left-hand cell of the table ('Audit Section') into the cell 'A1' in the spreadsheet. *This cell **must** be pasted into cell A1 in excel for the formulas to work correctly.*
2. Count the number of criteria in each category (Yes / Partial / No / NA) from each part of the audit tables (internal and external).
3. Enter these count totals into the relevant row under the relevant category column heading (Yes / Partial / No / NA) where there are currently hashtags ('#') in the table. *You **must replace** the hashtags with numbers for the formulas to work correctly.* The totals for the 'Full Audit' row will calculate automatically once you have entered these data.
4. The formulas under 'Total Score' and 'Inclusivity Percentage' should automatically calculate your scores once you have entered the data correctly.

Audit Section*	Total Criteria	Max Points	Yes (2)	Partial (1)	No (0)	N/A (-1)
Internal Section	39	78	#	#	#	#
External Section	21	42	#	#	#	#
Full Audit	60	120	=SUM(D2:D3)	=SUM(E2:E3)	=SUM(F2:F3)	=SUM(G2:G3)

Audit Section*	Total Score	Inclusivity Percentage
Internal Section	=(D2*2)+(E2*1)+(F2*0)+(G2*-1)	=((D2*2)+(E2*1)+(F2*0)+(G2*-1))/(78)*100
External Section	=(D3*2)+(E3*1)+(F3*0)+(G3*-1)	=((D3*2)+(E3*1)+(F3*0)+(G3*-1))/(42)*100
Full Audit	=(D4*2)+(E4*1)+(F4*0)+(G4*-1)	=((D4*2)+(E4*1)+(F4*0)+(G4*-1))/(120)*100

This cell **must be pasted into cell A1 in excel for the formulas to work correctly.*

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