MU | Murdoch University

SAGE Athena Swan

Cygent Award Application
LGBTIQA+ Inclusion

Ngala kwop biddi.
Building a brighter
future, together.

2024

Acknowledgement of Country

Murdoch University acknowledges the Whadjuk and Binjareb people of the Noongar nation as the traditional custodians of this land and its waters and that Murdoch University stands on Noongar Country.

Murdoch University pays its respects to Noongar elders, past and present, and acknowledges their wisdom and advice in teaching and cultural knowledge activities.

SCIENCE IN AUSTRALIA
GENDER EQUITY

SAGE Cygnet Award Application

Name of Institution	Murdoch University
Date of Application	31/10/2024
Contact for Application	Dr. Anna Pryor EDI Project Coordinator (Gender Equity)
Email	EDI@murdoch.edu.au
Telephone No.	(08) 9360 2524

Murdoch University: SAGE Cygnet #1

Key Barrier: **Attraction, retention and/or progression of LGBTIQA+ people**

Barrier type:

☐ Institution-wide Barrier

☒ Sub-group specific Barrier

Barrier description: Non-inclusive language, policies and procedures impact the sense of belonging and wellbeing of staff and students of diverse sexes, sexualities and genders (DSSG).

Word Count

Section	Word Count
Key Barrier	64
Evidence of Barrier	948
Progress (Actions and Outputs)	272
Outcomes	882
Impact	294
(Further Actions)*	(217)
TOTAL	**2460**

Excluded from word count

Contents

Glossary of Terms

Term	Definition
ASBAP	Athena Swan Bronze Action Plan
AWEI	Australian Workplace Equality Index
CALD	Culturally and Linguistically Diverse
DSSG	Diverse sexes, sexualities and genders
HCM	Human Capital Management
HDR	Higher Degree by Research
ICWP	Inclusive Curriculum Working Party
IT	Information Technology
LGBTIQA+	Lesbian, Gay, Bisexual, Transgender, Intersex, Queer or Questioning, Asexual or Agender, and others.
MUEA 2023	Murdoch University Enterprise Agreement 2023
Murdoch	Murdoch University
The University	Murdoch University
Workday	Murdoch University's Human Capital and Finance Management system

List of Figures

List of Tables

1 Key Barrier

Murdoch University (Murdoch/The University) recognises the attraction, retention and progression of staff of diverse sexes, sexualities and genders (DSSG) is strongly impacted by their experience of LGBTIQA+ (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer (Questioning), Asexual and Others) inclusion. This Cygnet Award application (Figure 1) describes actions taken to improve inclusion for transgender and gender diverse staff, and the wider LGBTIQA+ community.

2 Evidence of Barrier

Both workplace and employee culture, together with institutional structures and processes, create sub-barriers to achieving LGBTIQA+ inclusivity, as presented in Table 1.

Table 1: Sub-barriers to LGBTIQA+ inclusion at Murdoch University

Sub-Barrier
1. Low inclusion capability of staff to support LGBTIQA+ colleagues and students
2. Low visibility of LGBTIQA+ support on campus
3. Non-inclusive buildings and facilities
4. Narrow employee gender options in Human Capital Management (HCM) systems
5. Non-inclusive policies for LGBTIQA+ employees

The Athena Swan Bronze Action Plan (ASBAP)[1], developed in 2019, identified the inclusion of transgender staff as a priority (Table 2).

Table 2: Targeted actions in support of transgender employees presented in Athena Swan Bronze Action Plan (2019)

ASBAP #	Action
4.4.1	Review gendered toilet labels and introduce/re-label toilets to gender neutral as appropriate.
4.4.2	Review and develop new gender identifying options available to staff that is more representative of gender diversity.
4.4.3	Update Murdoch's *People and Culture* and *Access, Wellbeing and Equity* webpages to include information for supporting our transgender staff in collaboration with the LGBTIQA+ Advisory Committee.

Reflective of growth in organisational maturity, the scope of this cygnet has broadened to include the wider LGBTIQA+ community. Analysis of individual communities is challenging as Murdoch does not require staff to formally disclose belonging to the LGBTIQA+ community, nor are staff required to identify the specific sub-community they belong to.

---

[1] Murdoch University. (2019). *SAGE Athena Swan Institution Application Bronze Award.*

Cygnet Award Summary – LGBTIQA+ Inclusion

Barriers

- Low inclusion capability of staff to support the LGBTIQA+ community
- Low visibility of LGBTIQA+ support on campus
- Facilities, Human Resources infrastructure and policies and procedures are non-inclusive of LGBTIQA+ employees

Actions & Outputs

- Updated Ally training and increased delivery
- Improved LGBTIQA+ visibility on campus through architecture, media content and events
- Introduced and re-labelled toilet signs to be gender inclusive
- Revised gender identity options in HCM systems
- Improved autonomy to update preferred name in Mudoch University systems

Outcomes

- LGBTIQA+ staff report greater job satisfaction than non-LGBTIQA+ staff
- LGBTIQA+ staff continue to experience discrimination, particularly those that identify as women and with one or more intersecting identities
- All staff demonstrate high familiarity with LGBTIQA+ inclusion and visibility initiatives
- AWEI Bronze Tier Status achieved with pass rate of 89%

Impact

- LGBTIQA+ staff describe feeling supported by their colleagues and leader
- LGBTIQA+ staff praised growth in inclusivity and visibility and describe inclusion initiatives as having had a positive impact
- LGBTIQA+ staff continue to experience bullying, harassment and discrimination, and describe the grievance reporting process as lacking safety, support and accountability

Further Action

- Review Grievance Policies and Procedures to empower disclosures
- Improve engagement of leadership and academic staff with Ally training
- Develop and deliver Bystander Intervention training to support staff
- Further refine Ally training focusing on active allyship and ensuring diversity of lived experience
- Develop information resources for employees to support transgender staff

Figure 1: Summary of LGBTIQA+ Inclusion Cygnet Award Application

2.1 Inclusion capability of staff to support the LGBTIQA+ community

In 2018, Murdoch, in partnership with The Agenda Agency, conducted an online survey on diversity, inclusion and staff experiences, promoting this to all staff at West Australian campuses via a series of internal staff communications. In total, there were 824 respondents representing a response rate of 25% among continuous and fixed term staff, and Higher Degree by Research (HDR) students. Almost two thirds (65%) of respondents were women and 55% from professional roles. Approximately 7% of respondents identified as belonging to the LGBTIQA+ community, 2% as First Nations peoples, and 5% as having a disability or long-term health condition. 30% of respondents were born in Asian, African or European countries, with 12% of all respondents indicating a language other than English was primarily spoken at home. Detailed demographics are presented in Table 3, noting that intersectional data was not reported on in the published survey findings, and historical data unavailable for re-analysis following conclusion of the partnership between Murdoch and The Agenda Agency in 2018.

Table 3: Demographics of Diversity and Inclusion survey respondents (2018)

Demographic Type	Total respondents	% respondents
Survey respondents	824	100%
Woman	533	65%
Man	265	32%
Gender X	3	<1%
Other Gender	7	1%
LGBTIQA+	56	7%
Aboriginal or Torres Strait Islander	18	2%
Disability or long-term health condition	42	5%
Primary language other than English spoken at home	100	12%
Country of Birth – Africa	33	4%
Country of Birth – Americas	33	4%
Country of Birth – Asia	74	9%
Country of Birth – Europe	140	17%
Country of Birth – Oceania	476	58%
Religious Affiliation – Christian	59	7%
Religious Affiliation – Eastern (including Buddhism, Hinduism and Sikhism)	13	2%
Academic	246	30%
Professional	452	55%
HDR Student	99	12%
Employed on a full-time basis	657	80%
Employed on a part-time basis	164	20%

More than 14% of LGBTIQA+ staff (n=8) reported having experienced sex-based harassment and discrimination including, but not limited to, verbal comments, jokes and/or inappropriate or offensive behaviour. Staff affected by harassment and discrimination (n=34) reported that the gender of the harasser was predominantly male (78%) and either a co-worker (39%) or supervisor/manager (22%).

Ally training, while regularly available to staff from 2016, had low staff engagement and was predominantly attended by female staff from professional services teams. Male staff accounted for only 12% of participants, and academic staff less than one third (32%), as presented in Table 4.

Table 4: Staff completions of Ally training by gender identity and primary role type (2016-2020)

Role	Gender Identity				TOTALS
	M	F	T	NB	
Academic	3	29	0	0	32
Professional	10	56	1	0	67
TOTALS	13	85	1	0	99

where M (male); F (female); T (trans); NB (non-binary)

Feedback and discussion suggested Ally training was not broad enough to reflect the diversity in experience of transgender and gender diverse staff[2], and would benefit from being more accessible and interactive[3]. The training adopted a deficit-model approach, focused on mental health and suicide of LGBTIQA+ individuals, with some participants informally reporting feeling emotionally heavy following the session, and lacking practical knowledge to support the LGBTIQA+ community.

An informal Ally network existed of staff and students who had completed Ally training however this had low membership (Table 5), was not advertised to staff or students, and inactive on campus.

Table 5: Murdoch Ally network membership by role type (2021)

Role Type	Staff
Academic	7
Professional	10
Student	3
TOTAL	20

Furthermore, LGBTIQA+ staff had no formal network for connecting with other LGBTIQA+ employees, and instead relied on informal and grassroots means of finding members of their community.

2.2 Visibility of LGBTIQA+ support on campus

Between 2018-2019, Murdoch's participation in and promotion of LGBTIQA+ events was limited to five events, as described in Table 16. In 2020, health and safety restrictions in place due to COVID-19 did not permit delivery of any face-to-face events, resulting in decreased media output and staff engagement (Table 6).

Table 6: Published LGBTIQA+ media articles and user engagement (2018-2020)

Year	2018	2019	2020
Internal and external media articles	2	6	3
TOTAL VIEWS	NA	875	132

Corporate brand templates and stationery available were not expressive of a university-wide commitment to LGBTIQA+ inclusion, with Ally-branded Powerpoint slides less visually appealing and accessible than standard slides and under-utilised by staff. In 2021, the LGBTIQA+ Advisory Committee described the campus as becoming less inclusive in recent years[4].

---

[2] LGBTIQA+ Advisory Group (2021). "Student Guild Queer Representative Report". In *Minutes of LGBTIQA+ Advisory Group meeting 21st April 2021.* Murdoch University: Online meeting.

[3] LGBTIQA+ Advisory Group (2020). "Item – Support for Gender Diverse Murdoch University Staff and Students Discussion". In *Minutes of LGBTIQA+ Advisory Group meeting 3rd November 2020.* Murdoch University: Online meeting.

[4] LGBTIQA+ Advisory Group (2021). "Item – Chair's Communications". In *Minutes of LGBTIQA+ Advisory Group meeting 19th October 2021.* Murdoch University: Library room.

2.3 Physical, systems and organisational barriers to LGBTIQA+ inclusion

In 2021, a second EDI survey was conducted (in partnership with Qualtrics EX) and similarly promoted to staff and HDR students. In total, there were 378 responses representing a response rate of 14%, with the lower response rate influenced by participation in the Staff Engagement survey only a few months prior. Respondents' demographics were similar to the previous survey, with 64% of respondents being women and 55% from professional roles. Approximately 8% of respondents identified as belonging to the LGBTIQA+ community and 8% as having a disability or long-term health condition. Broad demographics are presented in Table 7, noting that while additional demographic markers were recorded at the time of the survey, these and intersectional data were not reported in published survey findings, and historical data unavailable for re-analysis following conclusion of the partnership between Murdoch and Qualtrics EX in 2021.

Table 7: Demographics of Equity, Diversity & Inclusion survey respondents (2021)

Demographic Type	Total respondents	% respondents
Survey respondents	378	100%
Woman	241	64%
Man	109	29%
LGBTIQA+	30	8%
Aboriginal or Torres Strait Islander	ATNM	-
Disability or long-term health condition	30	8%
Academic	140	37%
Professional	208	55%
HDR Student	4	1%

ATNM – Anonymity threshold not met

LGBTIQA+ staff were overall less satisfied with their employment, reporting 15% lower satisfaction than non-LGBTIQA+ colleagues (Table 8). Generally, job satisfaction was low for all participants, likely a reflection of the challenges encountered in responding to the pandemic and university wide restructures that took place across 2020-2021.

Table 8: Overall job satisfaction of LGBTIQA+ and non-LGBTIQA+ employees (2021)

Survey statement and response	% Favourable Responses*	
	LGBTIQA+ staff	Non-LGBTIQA+ staff
Total number of respondents	30	316
"Taking everything into consideration, I am happy with my job on the whole"	10 (33%)	152 (48%)

*denotes number and percentage of staff responding strongly agree or agree

In 2022, Murdoch University submitted its Foundation application to the Australian Workplace Equality Index (AWEI) and received a score of 46/200, achieving less than 25% of requirements for Bronze Tier recognition. The result demonstrated the need for action and reform across multiple areas, with selected areas of development noted in Table 9.

Areas of Development
Infrastructure
• Availability of non-binary gender options in Information Technology (IT) systems and forms
• Clear and visible signposting of gender neutral or all gender bathrooms and/or facilities
Policies and Benefits
• Inclusion of LGBTIQA+ families in Parental Leave policies
• Inclusion of LGBTIQA+ families in Domestic and Family Violence policies
• Refinement of international travel advice and policy supports LGBTIQA+ staff undertaking travel for work purposes
• Development of Gender Affirmation policy and processes for employees, managers and colleagues
• Provision of Gender Affirmation Leave
• Clear statement of support for transgender and gender diverse people to dress according to their affirmed gender
Strategic Focus and Accountability
• Access to LGBTIQA+ expertise through Pride in Diversity membership
• Development of an organisational strategy to progress LGBTIQA+ inclusion
• Promotion of LGBTIQA+ workplace inclusion on external facing webpage(s)

Murdoch's HCM system had limited gender options available to staff, confusing sex and sexual orientation (Table 10), and did not support the identification or use of preferred names.

Table 10: Gender and Sexual Orientation information captured in HCM systems (2021)

Gender	Sexual Orientation
Female	Female
Male	Intersex
Non-Binary	Male
	Prefer not to say

Informal reports indicated transgender and gender diverse staff and students were experiencing discomfort and putting themselves at risk of infection by avoiding toileting due to limited access to safe and inclusive toilet facilities. Whilst disabled toilets were widely available and considered an option, their use further reinforced to transgender and gender diverse staff that their gender identity was akin to a disability. Unisex facilities were labelled with outdated terminology, using sex rather than gender, and inconsistent with Murdoch's culture of inclusivity. A review of facilities and their signage was completed in 2022 (Table 11), with 103 toilets identified across all three Western Australian campuses as having non-inclusive signage.

Table 11: Disabled and unisex toilet signage at Murdoch's Western Australian campuses (2022)

Signage Type	Perth	Rockingham	Mandurah	*TOTALS*
Disabled	65	7	4	76
Unisex	21	0	0	21
No signage	6	0	0	6
TOTALS	92	7	4	103

3 Progress (Actions and Outputs)

This section describes the three areas targeted to enhance LGBTIQA+ inclusion and the specific actions implemented for each.

3.1 Inclusion capability of staff to support the LGBTIQA+ community

Murdoch developed the LGBTIQA+ inclusion capabilities of and between staff (Table 12) by:

- Appointing a Pride and Respect Officer to provide central oversight of the Ally program, including increased training availability and re-development of the course materials
- Appointing a dedicated LGBTIQA+ Project Coordinator to lead initiatives to dismantle barriers and drive empowerment for the LGBTIQA+ community
- Updating the process to be part of the Ally Network and actively promoted this in Ally training sessions, and to the Murdoch community.
- Establishing a private LGBTIQA+ network for staff to foster connection and relationships

Table 12: Actions and outputs to build LGBTIQA+ inclusion capabilities of and between staff

Action	Output
Re-design Ally training and increase course availability for staff	In 2022, Ally training was redesigned in consultation with the LGBTIQA+ Advisory Group and other stakeholders to align with best practice and meet the needs of the Murdoch community. An Ally/Champion Reference Guide was developed and shared with participants to review prior to attending training, in addition to being made available as an online resource to all staff on the EDI intranet webpage. Updated training was delivered in 2023 with additional staffing resources to support an increased training schedule throughout the year. In addition to university wide Ally training (seven sessions), three bespoke sessions for academic staff tailored to the Schools of Medical, Molecular and Forensic Sciences, Allied Health, and Education were also delivered. As a result, 282 employees completed Ally training between 2021-2023, an increase of 285% from 2020 completions (Table 13). *Table 13: Total staff completions of Ally training (2020-2023)* Following increased training delivery in 2023, academic and professional staff completions increased 431% and 215% respectively, resulting in approximate equal participation of both role types (Table 14) *Table 14: Staff completions of Ally training by gender identity and primary role type (2021-2023)*

Table 13: Total staff completions of Ally training (2020-2023)

Year	2020	2021	2022	2023
Ally Training completions (total staff headcount)	99	135	194	381

Table 14: Staff completions of Ally training by gender identity and primary role type (2021-2023)

Role	Gender Identity				TOTALS
	M	F	T	NB	
Academic	41	97	0	0	138
Professional	23	116	1	4	144
TOTALS	64	213	1	4	282

where M (male); F (female); T (transgender); NB (non-binary)

	Male employees now account for 23% of total participants, almost doubling from participation rates observed in 2020. Male academic staff participation increased more than 1200% across the three-year period, from three to 44 individuals, as a direct result of the delivery of bespoke academic training sessions. In understanding the lower rate of male participation, it is worth noting that male employees comprise only 36% of Murdoch's workforce, occupying 42% of academic roles and only 30% of professional roles. Informal feedback suggests there is low engagement from academic research-only staff with EDI initiatives compared with staff in teaching and student-facing professional roles. While further breakdown of academic role type was not available for 2024, previous data collected in 2018 indicates a larger proportion of men than women are engaged in research intensive work, with many from conservative countries where LGBTIQA+ inclusion is not practiced. Ally training feedback was sought from attendees between May to December 2023, with 67 responses received and representative of a 46% response rate. Surveys were anonymous and no demographic data recorded. Overall, experiences of the re-designed Ally training were positive, achieving an average approval rating of 90%, and with 88% of staff strongly agreeing or agreeing that the training met the desired learning outcomes. Sample feedback is provided below. *"The course was thorough, providing deep insights into the challenges faced by marginalized groups. I now feel better equipped to support and advocate for my peers, thanks to the knowledge and strategies I've gained. I'd highly recommend this training to anyone seeking to create a more inclusive and understanding environment!"* – Ally training participant (August 2023). " Further refinement of content and delivery is suggested to ensure the training is representative of LGBTIQA+ staff and attendees feel empowered and supported to be an Ally. *"I believe it's important to provide training for staff on how to be effective allies. The Ally training I attended seemed to focus too much on details about small minorities. I'm not sure if this is relevant to staff, and as a member of the community, I didn't see myself reflected in the training."* – Professional staff member, LGBTIQA+. **"***Extend the Ally training to help allies develop skills on how to have difficult conversations. How to feel brave and courageous in speaking with their colleagues/peers/family on LGBTIQA+ issues. My experience of the current ally training was more of an overview of what the Community is."* – Professional staff member, non-LGBTIQA+.
Improve Ally network membership process and promotion to increase participation and engagement from staff.	In late 2021, the membership process for employees to join the Ally network was updated by developing a new, electronic membership form and actively promoting this in Ally training sessions across 2022 and 2023. The new membership form invited participants to provide their details and be publicly listed as a safe contact within the university for LGBTIQA+ staff and students. As a result, membership grew from 20 individuals in 2021 to 232 individuals in 2023. In mid-2022, the list was made available both internally and externally via the *Ally Program* page on Murdoch's website, attracting 639 unique page visits and 108 unique downloads[5]. The network was audited in late 2023 to ensure those listed were current employees and now includes 192 members, with plans to update and review this annually.

[5] Murdoch University. Ally Representatives 2023. *Ally Program Page.* Retrieved August 28, 2024, from :https://www.murdoch.edu.au/mymurdoch/support-advice/get-involved/supporting-other-students/ally-program)

	To build engagement and promote events and opportunities for allyship, a quarterly newsletter was disseminated to members between 2022 and 2023. However, technical issues limited accessibility, and feedback from the LGBTIQA+ community suggested Allies should be more proactive in seeking out information rather than be reliant on resources delivered via electronic mailing lists. The newsletter was discontinued in late 2023, with existing communication channels utilised to share information, raise awareness and promote Pride events (as noted in Further Actions).
Create a private network for LGBTIQA+ staff to foster connection and build relationships	In 2022, the *LGBTIQA+ comMUnity* network was established, an exclusive channel in Microsoft Teams for LGBTIQA+ staff to participate in ongoing conversation and receive advice and support at work. Membership has since grown to 38 individuals from academic, professional and casual roles across the university. The network hosted 10 co-working morning sessions and 10 social events in 2023. The addition of two new communication channels in 2023 to discuss, promote and address LGBTIQA+ inclusion, of which many of the *LGBTIQA+ comMUnity* network members were also active in, has contributed to the decline of engagement on the specific network channel. Furthermore, the network is not well promoted to staff, particularly those new to the university, requiring word-of-mouth invitations from current members. A review of the private network is suggested, as outlined in Further Actions.

3.2 Visibility of LGBTIQA+ support on campus

Murdoch improved LGBTIQA+ visibility on campus and demonstrated their commitment to the LGBTIQA+ community (Table 15) by:

- Increasing participation in and promotion of LGBTIQA+ events
- Increasing media output of internal and external LGBTIQA+ content and staff engagement
- Providing Ally-branded merchandise and stationery templates for staff to demonstrate their personal commitment to LGBTIQA+ colleagues and students
- Introducing three permanent Pride installations on campus

Action	Output
Increase awareness of and participation in LGBTIQA+ events	Murdoch celebrated five LGBTIQA+ events in 2021, and recommenced annual delivery of the on-campus Pride Picnic, IDAHOBIT events, and participation in the Pride Parade. Across 2022 and 2023, Murdoch delivered 15 on-campus events and participated in four community events (Table 16 and Figure 2), with the Pride Parade in 2023 having its largest ever contingent of staff, student and alumni supporters (Table 17).

Table 16: LGBTIQA+ event participation at Murdoch University (2018-2023)

Events*	Year(s) of Participation
Pride Parade (off-campus)	2023, 2022, 2021, 2019, 2018
Pride Picnic	2023, 2022, 2021, 2019
International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) events	2023, 2022, 2021, 2019
Wear It Purple Day	2023, 2022, 2021
Fair Day with Pride WA (off-campus)	2023, 2022
Pride in Storytelling Panel	2023
West Pride Archives Launch – LGBTIQA+ archive library installation	2023
Trans Day of Visibility: Student Voices Panel	2023
Kulbardi End of Semester Pride Month BBQ	2023
Pride Month LGBTIQA+ Library display	2022
Pride Sundowner – all staff	2022
Murdoch Pride Sharing Session (LGBTIQA+ staff and students)	2022
International Transgender Awareness Day Pin Creation	2022
Zero Discrimination Day	2022
LGBTIQA+ Queer Staff Sundowner	2021
Pride @ Murdoch archives exhibition	2018

*On campus unless otherwise stated

Table 17: Staff, student and alumni participation in Pride Parade (2018-2023)

Year	2018	2019	2021	2022	2023
Staff, student and alumni participants	60	65	50	60	70

All staff are encouraged to participate and show their support for events via news announcements, the Vice Chancellor's weekly newsletter, and Viva Engage (internal social media channel). Student participation is promoted by The Queer Collective, a student-led group supporting and championing the LGBTIQA+ community.

Action	Output
Increase media output of LGBTIQA+ content	Between 2019-2023, publication of both internal and external LGBTIQA+ media content increased, with a 293% increase in total article views (Table 18).

Table 18: Published LGBTIQA+ media articles and engagement (2021-2023)

Year	2021	2022	2023
Internal and external media articles	14	18	20
TOTAL VIEWS	2387	2553	3671

Content included promotion and discussion of LGBTIQA+ Days of Significance, LGBTIQA+ staff and student profiles, celebration of LGBTIQA+ research and promotion of new LGBTIQA+ inclusion initiatives.

Support staff to demonstrate a personal commitment to LGBTIQA+ inclusion	In 2021, inclusive corporate stationery was introduced: • University name badges were redesigned, giving staff the opportunity to include and specify their own pronouns and the option to include being an Ally for the LGBTIQA+ community • Staff email signatures were updated to include both pronoun and Ally options • ALLY-branded corporate templates were made available to staff for use in their communications including Powerpoint, postcard and poster templates. In late 2023, materials were updated to reflect the new brand strategy. *The Inclusive Curriculum Working Party* (ICWP), in partnership with LGBTIQA+ students, co-designed a best practice guide for inclusive teaching practices. The document was shared internally with academic staff and uploaded to the internal *Teaching at Murdoch Student Engagement and Success* website, where is has been viewed more than 100 times. Pride merchandise was made available to staff including stickers, lanyards, pronoun badges and university branded t-shirts to allow them to visibly demonstrate their support for the LGBTIQA+ community with general feedback noted below. *"It has been wonderful to have Ally branded material and being able to share and contribute to an environment that fosters more representation and inclusivity."* – Academic staff member, non-LGBTIQA+.
Embed LGBTIQA+ visibility within the university architecture	In 2021, the Progress Pride flag replaced the Pride flag (previously installed 2018) to be more inclusive of transgender individuals and people of colour. The flag was formally installed in the centre of the Perth campus, alongside the Aboriginal and Torres Strait Islander flags. The installation included formal proceedings and social celebrations for staff and students, with more than 40 people in attendance. That same year, a Pride Piano was painted by approximately 30 staff, students and community members, and installed in a lecture theatre courtyard in the centre of campus. In late 2023, the Progress Pride crosswalk was installed on a high-traffic internal road. Feedback suggests while this installation was visible, the overall impact could be improved, as noted in a representative quote below and Further Actions. *"I read about the pride installation at South Street and there was lots of information about this (i.e., front page news on staff website for months). I had wondered what it was and then realised I had driven over this a few times and hadn't even noticed. I feel the installation is "good", but why not include a few plaques telling stories about members of the LGBTIQA+ community or even a QR code taking people to a story wall of why these are important for individuals.* – Academic staff member, non-LGBTIQA+.

Figure 2: LGBTIQA+ inclusion initiatives at Murdoch University in 2023. a) Installation of the Pride Progress crosswalk; b) Participation in Pride Parade; c) Pride in Storytelling Panel Discussion; and d) West Pride Archives Launch

3.3 Physical, systems and organisational barriers to LGBTIQA+ inclusion

Murdoch addressed physical, systems and organisational barriers faced by LGBTIQA+ staff (Table 19) by:

- Reviewing and updated gendered toilet labels
- Introducing and refined new gender identifying options for staff in Murdoch systems
- Improving the process for staff to update their preferred name in Murdoch systems
- Creating new policies, or amended those already existing, to be more inclusive of LGBITQA+ staff
- Embedding LGBTIQA+ inclusion into the University's strategic focus and accountability

Table 19: Actions and outputs to address physical, systems organisational barriers to LGBTIQA+ inclusion

Action	Output
Review gendered toilet labels and re-introduce / relabel toilets to gender neutral as appropriate *(ASBAP #4.4.1)*	The following was completed at the Perth campus: • Relabelling of 27 toilets from unisex to all gender accessible including six in high traffic staff and student areas • Relabelling of nine toilets from unisex to all gender Murdoch has committed to inclusive toilet labelling for new buildings, with the inclusion of seven all gender accessible and four all gender toilets in Boola Katijin (new academic building opened 2023) and in the extensive redevelopment of the Perth campus (2023-2030). Inclusive signage has been installed at 46% of all gender facilities at the Perth campus while no upgrades have been completed at either the Rockingham or Mandurah campuses (Table 20). *Table 20: Toilet signage at Murdoch's Western Australian campuses (2024)* {{TABLE20}} Murdoch Maps, a digital amenities map for all Murdoch campuses in Western Australia, was also upgraded to reflect inclusive signage, regardless of the physical signage in place. Across the Perth, Rockingham and Mandurah campuses: • 85 toilets were relabelled from unisex accessible to all gender accessible • 29 toilets were relabelled from unisex to all gender Recommendations are made in Further Actions to ensure consistency across both physical and digital signage of all gender facilities.
Review and develop new gender identifying options available to staff that is more representative of gender diversity *(ASBAP #4.4.2)*	A new HCM system (Workday) was introduced in 2022 and adopted the default gender options set by the United States-based company (Table 21). Feedback suggested the hyper-specific options did not accurately reflect the staff community or understanding of DSSG communities, as they: • Conflated sex (male/female) and gender (man/woman) • Separated transgender men and women from cisgender men and women • Duplicated several options ('not specified', 'not declared' or 'other') • Prevented self-identification of a gender identity not listed • Failed to capture inclusion in the LGBTIQA+ community

Table 20 (inserted above in cell):

Signage Type	Perth	Rockingham	Mandurah	*TOTALS*
All Gender Accessible	34	0	0	34
All Gender	13	0	0	13
Disabled	20	7	4	31
Unisex	30	0	0	30
No signage	6	0	0	6
TOTALS	103	7	4	114
Inclusive signage (%)	46%	0%	0%	41%

New gender options were developed in 2023 in consultation with stakeholders, and existing and new options mapped to one another where appropriate. Liaison with the LGBTIQA+ community was undertaken to advise of the mapped outcomes, for example that 'male' and 'female' selections would be described as 'man' and 'woman' in the new system. Internal staff communications encouraged all staff to update their personal details to accurately reflect their gender identity.

Table 21: Gender and Sexual Orientation information captured in HCM systems (2022-2023)

Year	Gender	Sexual Orientation
2022	Agender	-
	Bigender	
	Female	
	Gender-fluid	
	Genderqueer	
	Male	
	Non-binary	
	Not specified	
	Not declared	
	Other	
	Trans	
	Transgender female	
	Transgender male	
2023	Woman	I identify as LGBTIQA+
	Man	I do not identify as LGBTIQA+
	Non-binary	I decline to answer
	Gender non-conforming	
	I have a different gender identity than the other options	
	Prefer not to disclose	

Workday's fixed structure did not permit the creation of a free-text field within the Personal Details section to self-identify gender or if an employee was part of the LGBTIQA+ community and would have instead required staff to navigate to an unrelated part of the site to provide this information. As a result, data extraction and reporting alongside an employee's other personal details would have proved challenging. Working with the system limitations, inclusion in the LGBTIQA+ community was incorporated into the Sexual Orientation section, noting that this default header could not be renamed. Disclosure of LGBTIQA+ identity or otherwise remains voluntarily, with only 10% of staff having updated their personal details to reflect this. Recommendations are suggested to improve this figure (as noted in Further Actions) though Murdoch appreciates the complexities for staff in formally disclosing such information.

Improve the process for staff to update their preferred name and prefixes in university systems	Workday's introduction provided staff with the autonomy to easily update their prefixes and preferred names across employee, finance, support and safety services, a feature previously lacking in the older platforms used. Upgrades to IT infrastructure ensured preferred names could be adopted in email addresses, screen names and Microsoft Teams, as well as on staff identification cards and name badges. Murdoch uses legal names only in formal correspondence and where legally required. Several services still require the completion of paper-based or online forms, with employees reporting there are limited prefix options available. Recommendations are made in Further Actions to address this during the transition process of incorporating all forms and employee services into Workday.

Amend and update existing policies, and create new policies, that support LGBTIQA+ staff	Murdoch's Travel Policy was amended in 2021 to ensure that LGBTIQA+ staff would not be required to travel to, or transit through, countries where their health and safety would be at serious risk due to their gender, sex and/or sexuality. In early 2023, formal barriers to participation in the LGBTIQA+ Advisory Group were removed, no longer requiring representation from and capped participation of specific university teams. Instead, the focus has moved entirely to an individual's identity to ensure a diverse range of lived experiences. The Parental Toolkit was developed and launched in mid-2023 to provide further clarity to staff regarding their eligibility for parental leave, including an explicit statement inclusive of LGBTIQA + families and recognising the variety of ways that employees may be a primary carer including but not limited to giving birth, being a primary carer when a partner gives birth, adoption and surrogacy. That same year, the Family and Domestic Violence (FDV) staff information page was amended to include an acknowledgment that unique challenges exist for the LGBTIQA+ community in FDV situations. An information pack detailing support and resources for LGBTIQA+ staff members was also developed and made available on the FDV staff page. Gender Affirmation leave was embedded in the Murdoch University Enterprise Agreement in late 2023 (MUEA 2023) and provides 30 days of paid leave (non-accrued) per calendar year to all employees, including part-time and casual staff, for medical, legal and/or psychological reasons.[1] The leave is among the most comprehensive across Australian tertiary institutions, on par with only the University of Tasmania, for transgender and gender diverse staff in any type of employment and contract type. A Gender Affirmation Policy is currently under development and consideration with the People and Culture team. A clear statement in support of transgender and gender diverse people's right to dress in accordance with their gender identity has also been provided on Murdoch's *Working at Murdoch – New to Murdoch* staff information page.
Strategic focus and accountability.	Strategic focus and accountability have developed significantly since 2018, shifting away from volunteer roles such as those occupied by Ally Training facilitators and the Chair of the LGBTIQA+ Advisory Committee, to recognising the important contribution of these activities and providing workload allocation. As a result, this led to further advocacy facilitating at first, casual positions, then dedicated permanent roles to progress LGBTIQA+ inclusion, and leading finally to the establishment of EDI as a strategic priority of the university with commensurate leadership and operational roles. Murdoch's Equity, Diversity and Inclusion sub-strategy (2023-2030) was launched in early 2024 and reinforces LGBTIQA+ inclusion by: • Recognising the LGBTIQA+ Advisory Committee as a priority stakeholder • Recognising the LGBTIQA+ community as an equity group • Identifying the expansion of the Ally network program and participation in key events and initiatives as specific action items • Providing a framework for inclusion across seven key priority areas for priority stakeholders Murdoch has further reinforced its commitment to EDI and LGBTIQA+ workplace inclusion through membership to Pride in Diversity and publication of an external EDI webpage promoting LGBTIQA+ services, educational resources, research, opinion pieces and events.

4 Outcomes

An online survey specific to LGBTIQA+ inclusion was promoted and distributed across the university, inviting staff to provide their experience and feedback (n=130). While the overall response rate was low (7% of academic and professional staff), participation of LGBTIQA+ staff (n=33) was greater than that previously recorded for the EDI survey in 2021, accounting for 25% of total respondents. Almost half (48%) of LGBTIQA+ respondents identified as belonging to an additional minority group or community, and 20% to two additional communities, with 36% being neurodiverse, 24% having a disability or long-term health condition and 27% from a cultural and/or linguistically diverse background. The demographics of all survey respondents are presented in Table 22.

Table 22: Demographics of LGBTIQA+ Inclusion survey respondents

Demographic Type	LGBTIQA+ Identity		
	LGBTIQA+	Non-LGBTIQA+	Prefer not to Disclose
Respondents (total)	33	92	5
Woman	17	71	3
Man	10	19	0
Non-Binary	3	1	0
Gender Non-Conforming	1	0	0
Differently described gender	2	0	0
Culturally or linguistically diverse	9	17	0
Disability or long-term health condition	8	7	0
Neurodiverse	12	18	0
Aboriginal or Torres Strait Islander	1	4	0
Academic	10	44	2
Professional	23	47	1
Full time	20	65	2
Part time	8	22	1
Casual	5	5	0

4.1 Inclusion capability of staff to support the LGBTIQA+ community

Overall, 94% of LGBTIQA+ respondents felt included to participate and contribute to the workplace regardless of their gender identity and/or sexual orientation, with the overwhelming majority reporting they are supported by their colleagues and leaders (Table 23).

Table 23: Feeling of support and inclusion by LGBTIQA+ staff at Murdoch

Statement	LGBTIQA+ survey respondents (Favourable responses)		
	Favourable responses	*Total responses*	*% Responses*
I feel supported by my team/colleagues to openly be myself at work	30	33	91%
I feel supported by my leaders to openly be myself at work	29	33	88%
I feel included to participate and contribute to all aspects of the workplace, regardless of my gender identity and/or sexual orientation	30	32	94%
I feel safe from bullying and harassment due to my gender identity and/or sexual orientation	28	33	85%

While 85% of LGBTIQA+ staff report feeling safe from bullying and harassment due to their gender identity or sexual orientation, one in six (18%) report instances of direct harassment and discrimination, an increase of 4% from 2018 (Table 24). No further demographic information was available regarding the gender identity and position of the harasser.

Table 24: Self-reported experiences of bullying, harassment and discrimination in LGBTIQA+ survey respondents (2018-2024)

Year	Number of respondents	Total survey respondents	% respondents
2018	8	56	14%
2024	6	33	18%

Staff that were out to a few or some people were more likely to report harassment or discrimination than colleagues who were completely out, with inappropriate or offensive verbal comments, jokes and/or body language were the leading type of harassment disclosed. For both non-LGBTIQA+ and LGBTIQA+ staff, women with one or more intersecting identities accounted for 38% and 50% of direct experiences of harassment or discrimination respectively. These identities include Culturally and/or Linguistically Diverse (CALD), of Aboriginal and/or Torres Strait Islander heritage, being neurodiverse, or having a disability or medical condition. The results suggest further refinement of Ally training is required to focus more explicitly on appropriate behaviours and to include greater diversity in the experience of LGBTIQA+ staff with intersecting identities. Complementary training, including Bystander Intervention and Intercultural Competency training, is recommended for staff to build their inclusion capabilities to support diversity in staff identities.

The data presented in this section provides a new baseline of LGBTIQA+ inclusion at Murdoch. Previous university wide employee surveys have lacked consistency between providers and questions, focusing either on broad employee experience or exclusively on equity, diversity and inclusion, making it difficult for comparisons between time periods. Demographic data, while collected, has been underutilised to provide meaningful insights into equity groups, and no consideration given to the experiences of those with intersecting identities. Murdoch has partnered with CultureAmp, an experienced external provider, to deliver a new Employee Engagement survey bi-annually over the next six years, ensuring employee experience can be reliably monitored and reported. The new survey includes 28 EDI measures that can be cross compared between equity groups and intersecting identities, providing valuable and reliable insights into Murdoch's organisational maturity and inclusion over time.

4.2 Visibility of LGBTIQA+ support on campus

Overall, both LGBTIQA+ and non-LGBTIQA+ staff possessed high familiarity with inclusion initiatives averaging 86% for both cohorts, as presented in Figure 3. Staff demonstrating allyship, the introduction of all gender bathrooms, as well as the delivery of Ally training and on-campus events were the most visible of the initiatives evaluated. Across both cohorts, there was poorer familiarity with Gender Affirmation Leave (developed in late 2023 and formally ratified in MUEA in 2024), and the Pride Piano (installed in a high-traffic student area but with low visibility for staff).
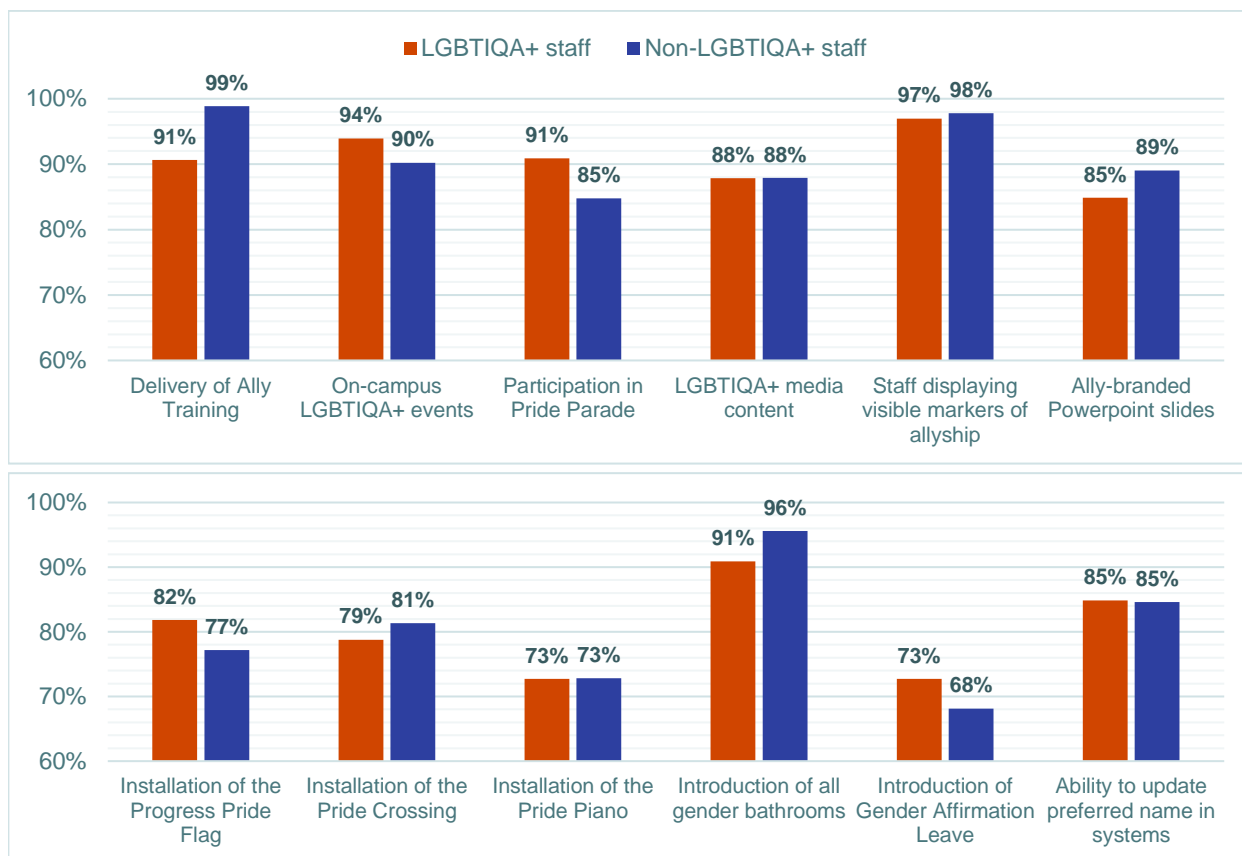
Figure 3: Familiarity of LGBTIQA+ initiatives by LGBTIQA+ and non-LGBTIQA+ staff at Murdoch

Proportionally, more LGBTIQA+ staff agreed that an initiative had had a positive impact on them than non-LGBTIQA staff for 11 of the 12 initiatives, with only the availability of Ally-branded PowerPoint slides having higher agreeability of a positive impact among non-LGBTIQA+ staff (Table 25).

Table 25: Percentage agreement of positive impact of LGBTIQA+ inclusion initiatives between LGBTIQA+ and non-LGBTIQA+ staff.

Initiative	LGBTIQA+ Identity	
	LGBTIQA+	Non-LGBTIQA+
Delivery of Ally training	75%	73%
On-campus LGBTIQA+ events	58%	42%
Participation in Pride Parade	36%	15%
LGBTIQA+ media content	67%	58%
Staff displaying visible markers of allyship	85%	70%
Ally-branded corporate stationery	39%	59%
Installation of the Progress Pride Flag	52%	33%
Installation of the Pride Crossing	36%	33%
Installation of the Pride Piano	33%	32%
Introduction of all gender bathrooms	70%	53%
Introduction of Gender Affirmation Leave	27%	7%
Ability to update preferred name in systems	58%	41%

Interestingly, of all initiatives, the use of Ally-branded PowerPoint slides was identified by LGBTIQA+ staff as having the greatest neutral or negative impact. This finding may be attributed to the fact that older Ally-branded slides were less visually appealing and not widely used by LGBTIQA+ staff. Redesigned slides are still being socialised and are primarily used in Ally training currently, where most attendees are non-LGBTIQA+.

Both LGBTIQA+ and non-LGBTIQA+ employees reported Ally training and staff's personal visible commitment to allyship were the most impactful initiatives (Table 26). In contrast, the introduction of Gender Affirmation Leave, installation of the Pride Piano and participation in the Pride Parade had the least positive impact.

Table 26: Ranking of LGBTIQA+ inclusion initiatives by extent of positive impact from 1 (greatest positive impact) to 12 (least positive impact)

Initiative	LGBTIQA+ Identity	
	LGBTIQA+	Non-LGBTIQA+
Delivery of Ally training	2	1
On-campus LGBTIQA+ events	5	6
Participation in Pride Parade	9	11
LGBTIQA+ media content	4	4
Staff displaying visible markers of allyship	1	2
Ally-branded corporate stationery	8	3
Installation of the Progress Pride Flag	7	9
Installation of the Pride Crossing	9	8
Installation of the Pride Piano	11	10
Introduction of all gender bathrooms	3	5
Introduction of Gender Affirmation Leave	12	12
Ability to update preferred name in systems	5	7

4.3 Physical, systems and organisational barriers to LGBTIQA+ inclusion

Three years after LGBTIQA+ staff reported 15% lower satisfaction than non-LGBTIQA+ employees, the gap between the two cohorts has closed, with LGBTIQA+ staff now reporting 9% greater employment satisfaction than non-LGBTIQA+ employees (Table 27). Generally, respondents were overwhelmingly satisfied with their experience at Murdoch.

Table 27: Percentage agreeability of LGBTIQA+ and non-LGBTIQA+ employees to the statement "Overall, I am satisfied with my Murdoch experience."

Year	LGBTIQA+ Staff			Non-LGBTIQA+ Staff			% Difference
	Positive respondents	Total respondents	% Agreeability	Positive respondents	Total respondents	% Agreeability	
2021	10	30	33%	152	316	48%	-15%
2024	32	33	97%	80	91	88%	+9%

Murdoch was awarded AWEI Bronze Accreditation for its Foundation Submission in 2024, achieving a score of 89% and vastly improving on the 2022 application (Table 28). Submission feedback indicates further promotion and awareness of the LGBTIQA+ Grievance Officer is required, which is reinforced by staff experiences in reporting grievances (noted in the Impact section). The Bronze Award score (2024) provides a new baseline for monitoring LGBTIQA+ workplace inclusion over time as Murdoch progresses its applications to Silver then Gold Tier status.

Table 28: AWEI Bronze Accreditation Foundation Submission scores (2022-2024)

Year	AWEI Score	Award Type
2022	22%	Bronze – Fail
2024	89%	Bronze - Award

5 Impact

5.1 Inclusion capability of staff to support the LGBTIQA+ community

Overall, LGBTIQA+ staff feel supported by their leaders and colleagues, with representative feedback presented in Table 29.

Table 29: Impact of inclusion capability building on LGBTIQA+ staff perception of inclusivity

Initiative	Impact	Data
Build staff inclusion capability through Ally training, the Ally Network and establishment of the private LGBTIQA+ communication channel.	LGBTIQA+ staff describe feeling supported by their colleagues and leaders.	*"My team have all gone above and beyond, completing the mandatory training but also ask insightful questions, take responsibility for their own learning, and support me even when I am not in the room."* – Professional staff member, LGBTIQA+. *"My team have been fantastic with me opening up about my identity. I feel safe and confident around them, as well as around almost all other teams."* – Professional staff member, LGBTIQA+

LGBTIQA+ staff continue to encounter instances of bullying and harassment due to a lack of staff awareness of appropriate language and actions, as noted in Table 30. Gender diverse staff also described a lack of understanding of preferred pronouns, demonstrating the importance of providing information resources to support gender diverse staff (previously identified as Action 4.4.3 in ASBAP but not executed).

Table 30: Challenges and further opportunities for LGBTIQA+ inclusion through development of staff capabilities

Challenge	Data	Recommendation
LGBTIQA+ staff report feeling at risk and unsafe due to inappropriate language and actions of staff.	*"[Murdoch is] mostly a very comfortable place to work - I do believe there remains some risks. Commentary such as "Alphabet mafia" "LGBT..." are made in passing by those who do not know I am a member of the community. I actively challenge these comments, one wonders if all do."* – Professional staff member, LGBTIQA+. *"With 99% of people I feel completely safe, but there are some individuals, permanent staff and/or contractors, whose actions continue to make me feel uneasy. I put up a Pride poster, it gets taken down. These things aren't always avoidable, and they are they [sic] actions of a small number of people, but they are quietly menacing and cause me to think twice when I am in my office or walking to my car alone, when I choose to engage in uni Pride events. I still do it, and will continue to, but even for somebody who has been out for decades, this [sic] concerns remain."* – Academic staff member, LGBTIQA+.	• Embed examples of actions and behaviours that constitute bullying, harassment and discrimination of LGBTIQA+ individuals into Ally training and Murdoch University's Allyship Guide. • Collaborate with and support academic and business units across the university to demonstrate inclusivity in their environments through the development of contextually appropriate EDI action plans.

Gender diverse staff report a lack of awareness regarding the use of pronouns.	*"Although I feel supported and comfortable to be myself at work, my colleagues do not always use the correct pronouns when referring to me, since they knew me before I changed my pronouns. Because it happens so often and I don't like to raise a fuss, I don't feel comfortable raising the issue to my managers because I don't want it to be a big deal. It's a small thing where it does not affect my working environment and I still feel comfortable with my team, but I wish there was a bit more awareness about the issue so my team know how important it is to take notice and practice allyship."* – Professional staff member, non-binary.	• Develop information resources and update Murdoch's webpages to include information for supporting our transgender and gender diverse staff in collaboration with the LGBTIQA+ Advisory Committee *(ASBAP# 4.4.3)*

5.2 Visibility of LGBTIQA+ support on campus

Generally, LGBTIQA+ staff agreed that Murdoch's commitment to LGBTIQA+ inclusion was more visible, had improved over time and had a positive impact, with representative feedback provided in Table 31.

Table 31: Impact of visibility initiatives on LGBTIQA+ staff perception of inclusivity

Initiative	Impact	Data
Improve visible support for LGBTIQA+ community through event participation, media, personal and professional stationery and Pride architecture.	LGBTIQA+ respondents praised the growth in inclusivity in recent years, noting visibility has significantly improved and had a positive impact on the Murdoch community.	*"I believe that visible symbols of allyship and pride have had an impact - awareness and discussions of LGBTIQA+ community are often, and this is [I] believe is an important factor is challenging discourse which is so often "othering."* – Professional staff member, LGBTIQA+. *"It's definitely got better over time, there is much more awareness and visibility than ever before - I can see this reflected in the diversity and openness of the students. Murdoch does Queer inclusivity better than any other place I've ever worked."* – Professional staff member, LGBTIQA+.

LGBTIQA+ staff expressed concerns that a focus on inclusion through visibility (participation in events, publication of media articles and the use of Ally-branded materials and stationery) would not be sufficient to bring about long term, meaningful change, and efforts should be directed to creating systemic and institutional changes, as described in Table 32.

Table 32: Challenges for LGBTIQA+ inclusion through visibility initiatives

Challenge	Data	Recommendation
LGBTIQA+ staff express concern than significant institutional change in LGBTIQA+ inclusion cannot be achieved through visibility initiatives.	*"In regard to LGBTIQA+ inclusion initiatives and their impact, I believe we need to move beyond symbolic gestures such as flags, lanyards, and painted crosswalks. While these may attract attention in the short term, they do not lead to the substantive changes that are necessary. At times, these actions seem to serve more to validate allies rather than provide genuine support to the LGBTIQA+ community"* – Professional staff member, LGBTIQA+.	• Action organisational and systems barriers to LGBTIQA+ inclusion as identified in Further Actions.

	"To create a more welcoming and inclusive workplace at Murdoch, I would like to see a shift from merely focusing on visibility to implementing more strategic and systemic changes. This includes increasing funding for inclusion initiatives and adopting a whole-institution approach, rather than relying on just one team to drive these efforts. It is crucial that everyone within the university cares about and contributes to fostering an inclusive environment. This collective commitment will ensure that inclusivity becomes an integral part of our institutional culture and operations, leading to meaningful and lasting change." – Professional staff member, LGBTIQA+.	• In consultation with LGBTIQA+ Advisory Committee, identify additional organisational and systems barriers. • Develop and execute an LGBTIQA+ Inclusion Action Plan, enhancing inclusion through both visibility and systemic initiatives.

5.3 Physical, systems and organisational barriers to LGBTIQA+ inclusion

LGBTIQA+ staff were supportive of the physical, systems and organisational barriers implemented to date (Table 33), particularly the introduction of all gender bathrooms, noting these initiatives were critical to achieving significant improvements in LGBTIQA+ inclusion at a deeper level.

Table 33: Impact of removal of physical, systems and organisational barriers on LGBTIQA+ staff perception of inclusivity

Initiative	Impact	Data
Ensure policies, IT systems and bathroom facilities are inclusive of the LGBTIQA+ community. Demonstrate a strategic commitment to LGBTIQA+ inclusion at Murdoch.	LGBTIQA+ staff commended the physical, systems and organisational changes that had been implemented to date, improving inclusivity and building momentum towards meaningful change.	*"I think Murdoch has had pockets of safe spaces in the past, and that has gotten people through. The past couple of years have seen MU take wide brush strokes to connect those safe spaces and make them more of a pool than separate puddles. Actions taken institutionally on a technology scale and in training and culture have made MU more bravely support the LGBTIQA+ community. To see, in 2017, Murdoch not take a stand on the Marriage Equality campaign, to now, having one of the best policies for gender affirmation in the country, is something to be proud of."* – Professional staff member, LGBTIQA+. *"The addition of an EDI portfolio has been wonderful and provides new avenues for advocating for and getting action on inclusivity. The current executive will openly and publicly support our community, which wasn't the case previously, and is wonderful."* – Academic staff member, LGBTIQA+.

LGBTIQA+ staff described a perceived lack of safety and support in disclosing bullying and harassment, and delays in timely removal of offensive graffiti and vandalism, undermining Murdoch's commitment to establishing itself as safe space for the LGBTIQA+ community. Respondents also called for demonstrable commitment of those in leadership positions to support, model and action LGBTIQA+ inclusion in their work practices. Representative responses are provided in Table 34.

Table 34: Challenges for LGBTIQA+ inclusion at Murdoch – Physical, systems and organisational barriers

Challenge	Data	Recommendation
Respondents reported more needed to be done to address bullying, harassment and discrimination in the workplace, particularly creating a safe space for complaints to be made, investigated and resolved appropriately.	*"I think if people felt safer to report complaints or concerns and have them taken more seriously, that would help."* – Professional staff member, non-binary. *"I feel supported by some of my leaders, it is also very difficult to speak up as [redacted] does not feel like a safe space to go. I know a number of people who will not discuss this with their leader(s) because if the leader(s) disagree it feels like [redacted] will always support the leader(s)."* – Academic staff member, LGBTIQA+. *"Will be good to have training on how to react or report disrespectful behaviour"* – Professional staff member, LGBTIQA.	• Review Grievance Policies and Procedures to empower and support staff to report bullying, harassment and discrimination, demonstrating transparency, confidentiality and accountability at all stages. • Improve awareness of the role of the LGBTIQA+ Grievance Officer in supporting disclosures. • Ensure staff are well-informed of the Grievance process through staff communications and current information on Staff Intranet.
LGBTIQA+ staff observed that graffiti and acts of vandalism were not addressed in a timely manner, demonstrating a lack of commitment to fostering an inclusive environment.	*"The pride flag crossing was great, I saw it regularly, but it was vandalised more often than not, and the time it took for the graffiti to be removed from it meant that it was a space where you could see discrimination occurring, rather than an identifier of somewhere it was safe to be you."* – Academic staff member, LGBTIQA+ *"There is homophobic graffiti in bathrooms on campus. It gets reported but often is not removed, indicating that this is not a priority for Murdoch."* – Professional staff member, non-binary.	• Review staff awareness of reporting acts of vandalism and graffiti. • Promote reporting process via staff communications, and through information signage in bathroom facilities where practical. • Engage in discussions with Facilities Management to address timely removal of graffiti and vandalism.

Respondents felt that while Murdoch was moving in a positive direction with inclusion of EDI in its strategy, those in leadership positions need to more clearly demonstrate their commitment to EDI through training, action and recruitment.	*"I feel that the Murdoch staff, any team lower than the managers, have always supported the communities regarding inclusivity. I question the senior leadership teams and their commitment to all areas of inclusivity. Further, I would like to see positive reinforcement from the SLG [Senior Leadership Group] of their commitment to inclusivity in all aspects of the various communities. Publicly and visibly. Words do little, action shows proof."* – Professional staff member, LGBTIQA+. *"I would like to see all managers, including high level managers, take Ally training and be expected to include inclusion initiatives in their various working roles."* – Professional staff member, LGBTIQA+.	• Commitment from Senior Leadership Team, Heads of Colleges/Schools and Managers to complete Ally Training • Support leaders of academic and business units across the university to demonstrate inclusivity in their environments through the development of contextually appropriate EDI action plans.

6 Further Action

In 2021, staff experience data indicated LGBTIQA+ staff had lower satisfaction with their employment than non-LGBTIQA+ staff, reporting bullying, harassment and discrimination and a feeling of decreased inclusivity across campus prior to and during the COVID-19 pandemic. Murdoch aimed to improve LGBTIQA+ staff experience by:

- Building the inclusion capability of staff through updated Ally training
- Increasing visibility of LGBTIQA+ support through installations, participation in events and media communications, and supporting staff to show their personal commitment through the provision of merchandise
- Introducing comprehensive Gender Affirmation leave to support transgender and gender diverse staff to affirm their identity
- Introducing and relabelling non-inclusive, outdated toilet signage
- Updating HCM systems to be more inclusive of gender and reflect the use of preferred names

While LGBTIQA+ staff satisfaction and feeling of inclusivity greatly improved, bullying, harassment and discrimination continue to be a significant cause of concern. Some staff demonstrate a lack of understanding of appropriate behaviours, and Allies feel unequipped to support LGBTIQA+ colleagues. LGBTIQA+ staff reported the need to create a safe space for complaints to be made, investigated and resolved appropriately, and for leaders to model inclusive behaviours and practices in their work. Further actions are outlined in Table 35, presented in order of importance, and focused on addressing the barriers that remain to LGBTIQA+ inclusion.

Table 35: Further suggested actions to maintain and improve LGBTIQA+ inclusion at Murdoch

Action	Rationale and/or Evidence	Actions & Outputs	Timeframe (start & end)	Persons and/or Group responsible for Action Delivery	Senior Leader Accountable for Action Delivery	Desired Outcomes, Targets and/or Success Indicators
1	Staff report a lack of confidence and support in disclosing bullying, harassment and discrimination in the workplace.	Review Grievance Policies and Procedures to empower and support staff to report bullying, harassment and discrimination, demonstrating transparency, confidentiality and accountability at all stages.	2024-2025	People and Culture Office EDI Team	Chief People Officer PVC EDI	Improved staff awareness and confidence in the disclosure process. Staff feel confident that people will be held accountable for their actions.
		Ensure staff are well-informed of the Grievance process through staff communications and current information on Staff Intranet.	2025-onwards	EDI Team Marketing and Communications Office	PVC EDI Director Marketing and Communications	
		Improve awareness of the role of the LGBTIQA+ Grievance Officer in supporting disclosures.	2025-onwards			
2	Preliminary data indicates LGBTIQA+ students, particularly those studying STEM courses, have felt unsafe or uncomfortable in lectures and tutorials due to poor staff awareness and understanding of the LGBTIQA+ community	Maximise engagement of academic staff through delivery of and encouragement to attend bespoke Ally Training sessions, particularly targeting academics from STEMM disciplines which have low participation rates.	2025-onwards (ongoing)	EDI Team All Academic Staff	PVC EDI PVC Colleges DVC Education	Increase in participation rates of academic staff and those from under-represented disciplines. Increase in the participation rates of professional staff, particularly males in student-facing roles. Increase in the participation rates of staff in leadership roles. Improvement in LGBTIQA+ staff and student experience scores.
3		Improve engagement of professional staff in student-facing roles by working with leaders to encourage attendance and delivering tailored sessions as required.	2025-onwards (ongoing)	EDI Team Student Experience Team Student Administration Team Student Wellbeing Team College Operations and Technical Services	PVC EDI Chief Experience Officer	
4		Appoint and train additional staff members to deliver Ally Training	2025-onwards	EDI Team	PVC EDI	Increase in the number of Ally training sessions and staff completions per year.

5	Bystander Intervention training, a complementary workshop to Ally training, is no longer available to staff, and was previously attended predominantly by female staff from professional services teams.	Re-design Bystander Intervention training in consultation with relevant stakeholders and pilot training to staff and those who have completed Ally training.	2025	EDI Team	PVC EDI	Development and delivery of Bystander Training Attendees report improved confidence in successfully and safely intervening in challenging situations to support the LGBTIQA+ community.
6	Staff in leadership roles demonstrate a commitment to, and model, LGBTIQA+ inclusivity by completing Ally training.	Embed Ally training into Leadership Development and Training for staff, delivering bespoke sessions where required.	2025-onwards (ongoing)	People and Culture Office EDI Team	Chief People Officer PVC EDI	Commitment from Senior Leadership Team, Heads of Colleges/Schools and Managers to complete Ally Training
7	Staff feedback of Ally training suggests further refinement of content and delivery is required, including greater diversity in LGBTIQA+ experiences, improved clarity regarding appropriate behaviours, and how to actively be an ally, in addition to a focus on active rather than passive participation.	Review participant feedback on an annual basis and implement changes, where practical and possible, to further enhance the learning experience.	2024 – onwards (ongoing)	EDI Team	PVC EDI	Maintain ≥80% staff satisfaction with Ally training (5-star rating) Staff report a clear understanding of behaviour that constitutes bullying, harassment and discrimination. Staff report confidence in practicing allyship and supporting LGBTIQA+ colleagues.

8	Fewer than one-third of members of the private LGBTIQA+ comMUnity network engaged with the channel between June-August 2024.	Review the impact of the LGBTIQA+ comMUnity network on members and propose alternative strategies to improve engagement and connection, and/or build on existing communication channels.	2025	EDI Team	PVC EDI	Improved sense of connection between LGBTIQA+ staff.
9	Visibility of staff LGBTIQA+ network is low for those who are not already connected to the Murdoch LGBTIQA+ community.	Identify avenues to further promote network by including on the staff EDI intranet page and internal LGBTIQA+ news articles.	2025-onwards	EDI Team Marketing and Communications Office	PVC EDI Director Marketing and Communications	Increase in membership.
10	The Ally network is a dynamic network whereby member contact details can change/become irrelevant with regular employee departures and role changes.	Review and update Ally network membership to reflect accurate membership.	2025-onwards (annually)	EDI Team	PVC EDI	Accurate Ally network information is available for staff and students.
11	Further develop LGBTIQA+ inclusion capabilities of all staff, not just Allies, through continued promotion of relevant information, training opportunities and/or Pride events and through both internal and external channels.	Continued promotion of relevant information, training opportunities and/or Pride events to all staff through established channels including: • MU Matters (monthly) • EDI Committee • Staff intranet News and Events pages • Viva Engage EDI page • LGBTIQA+ Advisory Group • Murdoch University website (public)	2024 onwards	Marketing and Communications Office	Director Marketing and Communications	Maintain or increase current media output (external/internal) and staff engagement with LGBTIQA+ content.

12	No dedicated information resources exist for employees to support transgender staff	Develop information resources and update Murdoch's webpages to include information for supporting our transgender staff in collaboration with the LGBTIQA+ Advisory Committee *(ASBAP# 4.4.3)*	2025	EDI Team	PVC EDI	Creation of information resources to support transgender staff at Murdoch, and publication/promotion of these on Murdoch's EDI pages Transgender staff feel supported at the university by Murdoch staff.
13	60% of all gender or all gender accessible toilets located across Murdoch's three West Australian campuses have non-inclusive signage.	Review outstanding unisex toilet labelling at all West-Australian campuses, incorporating sign replacements as part of scheduled building upgrades or new capital works.	2025-onwards	Property, Development and Commercial Services Office (PDSCO) EDI Team	Chief Experience Officer PVC EDI	All signs with outdated, non-inclusive terminology, where practical, are replaced.
14	Online and paper-based forms together with external booking systems, have limited prefix options and are non-inclusive.	Review online and paper-based forms not currently incorporated into Workday, identifying those with a high frequency of submission, and making suitable inclusive amendments in the interim, until forms are embedded in Workday.	2025-onwards	People and Culture Office Information Technology Services	Chief People Officer Chief Experience Officer	High frequency forms are updated to include inclusive prefixes.
15	Non-LGBTIQA+ staff report a lack of understanding and importance of the Pride crosswalk.	Review options for elevating the crosswalk installation to include additional information of its importance and installation. For example, an information plaque linking to LGBTIQA+ stories.	2025	Marketing and Communications Office	Director Marketing and Communications	Further information is available for users at the site of the Pride crosswalk to underscore its importance.
16	Staff disclosure rates of LGBTIQA+ identity are low following Workday updates	Explore opportunities to encourage staff to update their personal information, clearly communicating the importance of this information to EDI initiatives.	2025-onwards	People & Culture Office	Chief People Officer	Increase in number of employees updating LGBTIQA+ identity information in Workday