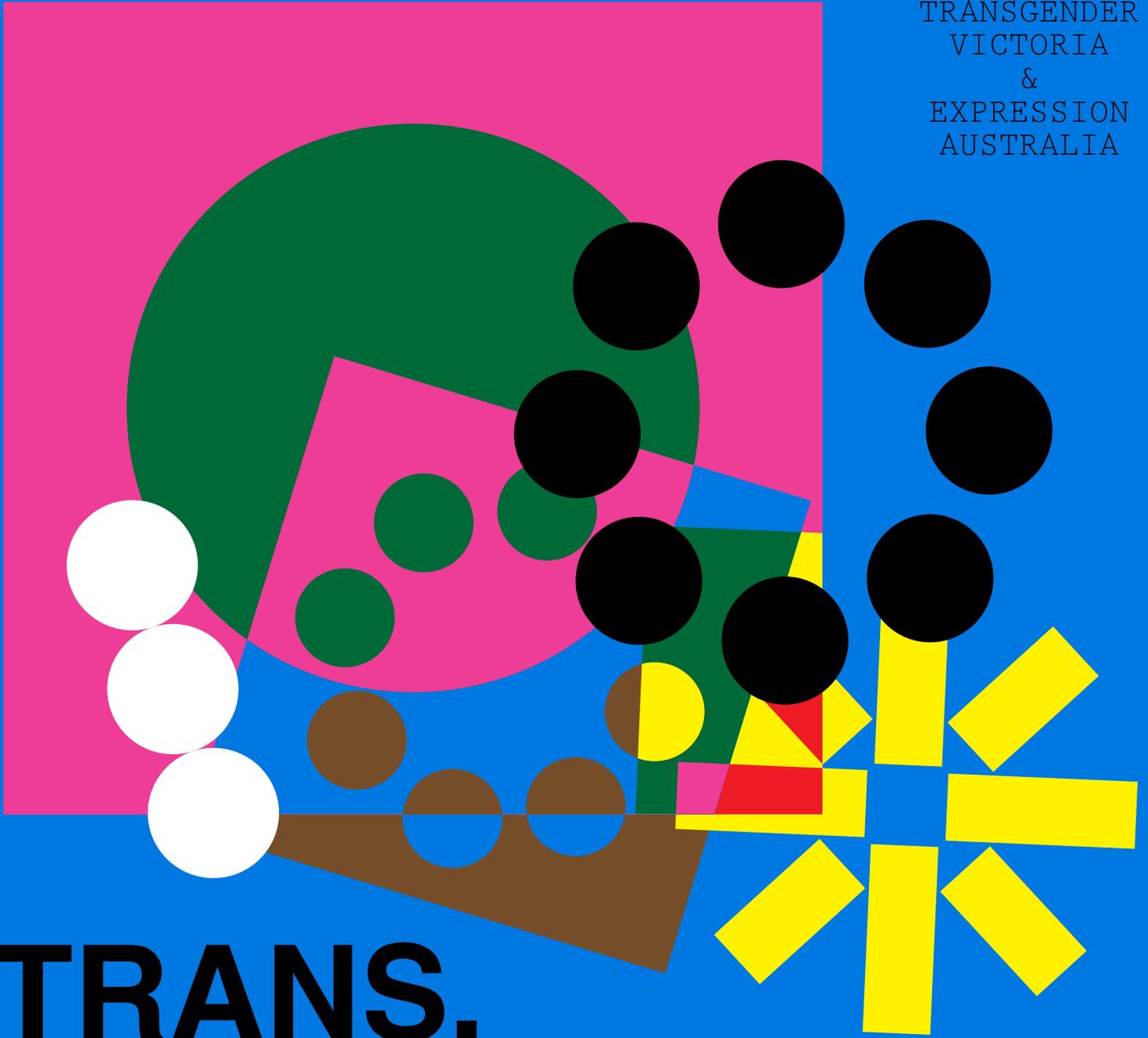


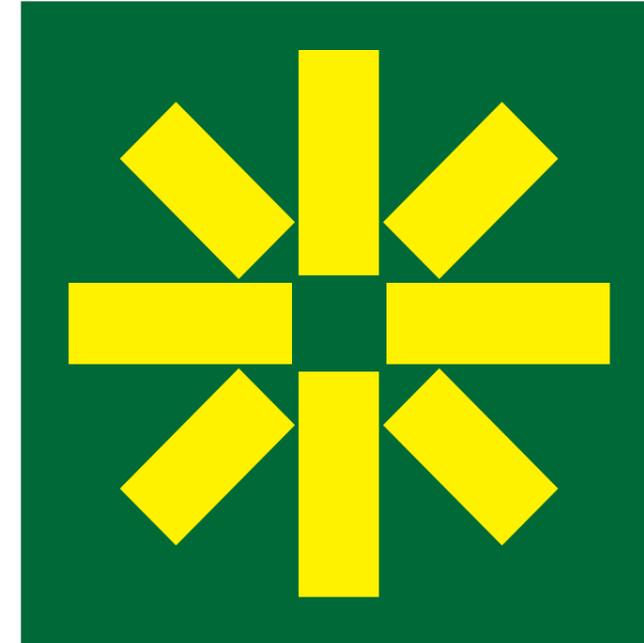
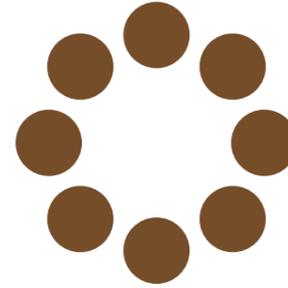
TRANSGENDER
VICTORIA
&
EXPRESSION
AUSTRALIA



TRANS, GENDER DIVERSE & NON-BINARY JOB APPLICATION GUIDE **2021**

THIS DOCUMENT WAS CREATED ON THE UNCEDED LANDS OF
THE WURUNDJERI PEOPLE ON WHICH WE WORK AND LIVE.
THE AUTHORS AND COLLABORATORS PAY RESPECTS
TO ELDERS PAST, PRESENT AND EMERGING.

INTRODUCTION



TO DENY YOUR POWER IS TO INHIBIT
A SPECTRUM OF POSSIBILITIES FROM
EXISTING IN THE WORLD.

This resource was developed as a tool to simplify job applications. While it follows the assumption that you would be searching for job ads regularly, it is important to note that a large proportion of jobs are never advertised. It is also common that an opportunity may be created when the right person is in the right place at the right time.

Any effort that you can make toward networking will significantly benefit your career outcomes.

Unemployment in Australia is disproportionately high for trans and gender diverse people, with trans women being most negatively impacted.*

Employment is not a standalone phenomenon, it intersects with gender, class, race, and innumerable other forces in society.

There simply aren't enough jobs for every person who is looking for a job, either.

Many employment problems are institutional. It is tough, and it is not your fault. However, what

you can control is the quality of your own process of job-searching.

Our community is magical, and we all have a lot to offer to a world that has never needed our work more than it does now.

To deny your power is to inhibit a spectrum of possibilities from existing in the world.

We invite you to commit to the process gently and authentically.

Good luck

KEIRA LEIKE
Reconnect Coordinator
Expression Australia

FLORIN DOUGLAS
Training Coordinator
Transgender Victoria

*[HTTPS://WWW.LATROBE.EDU.AU/___DATA/ASSETS/PDF_FILE/0009/1185885/PRIVATE-LIVES-3.PDF](https://www.latrobe.edu.au/__data/assets/pdf_file/0009/1185885/Private-Lives-3.pdf)

GLOSSARY

A simple glossary outlining some of the terms used in this guide which you may not be familiar with.

JOB LISTING

The advertisement text that you find in search portals such as Seek, Ethical Jobs and similar.

POSITION DESCRIPTION

A document that give you details of a particular job position. This is usually attached somewhere in the job listing. Sometimes the Position Description is referred to as "PD". This may contain more information than the job ad, so it is a more comprehensive document to work with.

KEY SELECTION CRITERIA

The essential set of skills, experiences and qualities that a person needs to be the successful applicant for a job listing.

COVER LETTER

A short document in a letter format, providing your personal reflection on the key selection criteria.

RESUME

A short document that reflects your professional experience and capabilities.

QUANTITATIVE QUESTIONS

Questions in a job listing that ask you to measure your experience. These questions ask you to talk about what you have done.

QUALITATIVE QUESTIONS

Questions in a job listing that as you about your personal and professional characteristics. These questions require you to talk about who you are and what you believe in.

CUSTOMER-FACING

Work that you do with customers face-to-face.

INDUSTRY

The total of providers, clients, available technology, language, culture and methods of an economic activity; *Service Industry, Age Care Industry, Fashion Industry.*

TOP SURGERY

A type of surgery often accessed by trans or non-binary people, involving changes to or removal of the fat tissue on a person's chest. Typically accessed by transmasculine people who were assigned/presumed female at birth.

FACIAL FEMINISATION SURGERY

A type of surgery often accessed by trans or non-binary people, involving a selection of procedures that make a face appear more feminine. Typically accessed by transfeminine people who were assigned/presumed male at birth.

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**TRANS,
GENDER DIVERSE
& NON-BINARY
JOB APPLICATION
GUIDE 2021**

People who become unemployed spend an average of 18 months trying to become employed again. If you are searching for a job and you have never been employed or are older, it can take even longer.

Make job applications a sustainable practice that you can continue over time. It is better to apply to 1 job with a considerate application, than to apply to multiple roles hastily.

Save potential jobs for now and for the future by downloading the position description ('PD'). Don't bookmark job ads as once the position is fulfilled, they will disappear.

Save potential employers that you would like to work for as well, even if they are not currently advertising.

Does the employer participate in any **expos, conferences, or similar events?** Try to attend these and gather information. **Network while you are learning new things.**

Try to participate in discussions when you have something valuable to say. Bring people in.

Looking at new listings every Wednesday would allow you to catch most of the opportunities relatively quickly. (If they are posted this week, you will see them soon after, and if they were posted in the previous week, there will likely be more time before the application deadline).

Break down your process into bite size pieces, creating a cycle for each week.

Day 1: Research for new opportunities for 1 – 2 hours, save them.

Day 2: Read about the employer, prepare draft application. Get feedback from someone if you can.

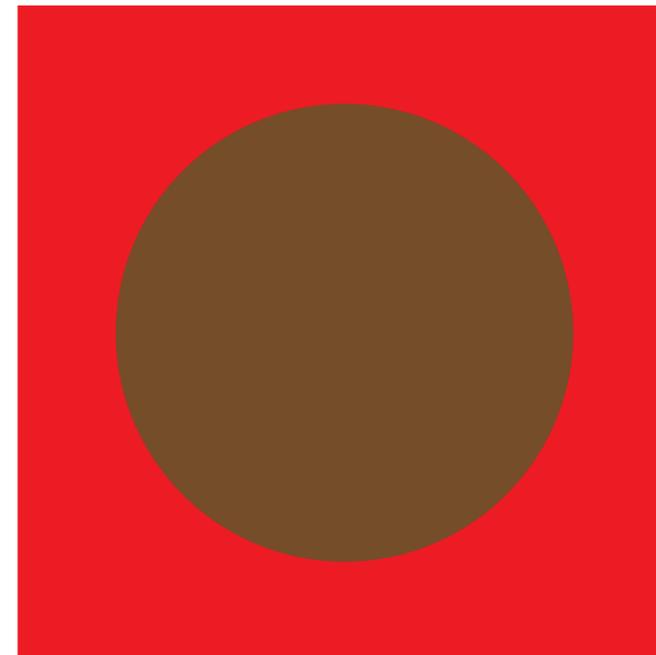
Day 3: Finalise application and send.

Focus your research on industries that will grow in the next decade:

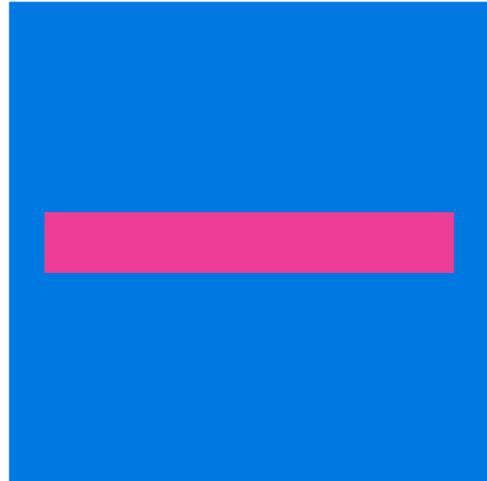
- Sustainable Energy
- Aged Care
- Health Care and Social Assistance
- Disability Care
- IT and Software Programming
- Manufacturing
- Construction
- Scientific and Technical Services

In most general terms, you will find a better work culture in community service and not-for-profit organisations

If you work for a not-for-profit, you can also benefit from salary packaging (tax exemptions).



MAKE JOB APPLICATIONS A SUSTAINABLE PRACTICE THAT YOU CAN CONTINUE OVER TIME. IT IS BETTER TO APPLY TO 1 JOB WITH A CONSIDERATE APPLICATION, THAN TO APPLY TO MULTIPLE ROLES HASTILY.



KEEP IT SIMPLE AND PROFESSIONAL, WITH YOUR CLAIMS STATED AS A "MATTER OF FACT".

A) KEY SELECTION CRITERIA ('KSC')

Start your application by addressing the Key Selection Criteria, even if the job listing does not specifically request a separate key selection criteria document from you. Make sure you address the Key Selection Criteria in your cover letter: it is much easier to collate your answers in a cover letter when you have a clear KSC document. It will allow you to see the exact requirements and whether you would be considered for the role.

If you look at the position description, you may find Key Selection Criteria under a variety of headings, such as "Selection Criteria", "The Successful Candidate" or "What We Are Looking For."

The questions that you are required to address on your application will either be **Qualitative** or **Quantitative**. Quantitative questions want to reveal *where* and *what* you did, in a measurable manner. Answer **quantitative questions** with real life examples.

Qualitative questions aim to reveal your values. You are able to reflect personally without putting them into a specific context, although it is always advantageous to connect it to a past work experience. Answer **qualitative questions** with self-reflection.

Here is an example of a **quantitative** answer:

- *Ability to multitask, work autonomously and prioritise competing demands.*

In my previous role as a concierge at the National Gallery of Victoria, I provided a customer facing service with other first contact functions, liaising with exhibition crews, artists, contractors, security teams and the valued visitors, where I prioritised my work depending on the daily events and requirements for the current show, events and visitor traffic.

Here is an example of a **qualitative questions** answer:

- *A commitment to the values of Thorne Harbour Health.*

As an LGBTIQ+ person with a disability, I understand that **leadership** can be a quality that can be embodied by all people within the team, and not just the management team. I understand that **diversity** is dynamic, and that I need to continuously educate myself about identities with an intersectional lens. I demonstrate these by regularly requesting feedback from my clients, and continuously educating myself in intersectional identities within the community, that are different than my own.

B) RESUME

Update your wording to reflect the language used by the employer. Your resume is a *live* document, it needs to be adapted for each application. If you worked in a customer service position and the employer is looking for a "Customer Service Agent", update your title to match this. Your previous title may have been different, like "Customer Service Assistant", but in this context you can change it. Mirror the job ad.

Large employers can utilise technology and **algorithms** to do an initial elimination when receiving applications. By mirroring the wording and terminology, you will have a better chance for your resume to be read by a person.

Make sure that you **outline your resume with your strengths**. If you have experience in the field, bring the employment history to the top, avoid distracting the reader by going through the education field.

- Use your **chosen name** in your resume.
- Add a career summary or objective section to the top.
- Always have **2x referees** listed.
Avoid writing "referees will be shared upon request".
- Make sure your experiences have **months as well as years** indicated.

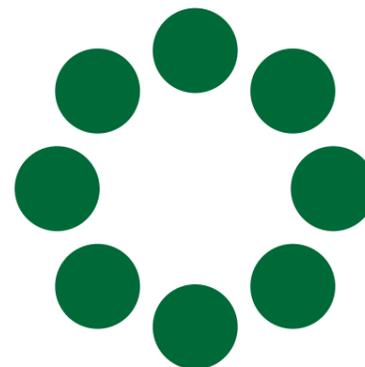
Keep your resume short and focused. Try to only include relative experiences. Avoid trying to look interesting and personable. **Employers want people who will stay**, especially after going through the effort of training new employees.

C) COVER LETTER

Bring your Key Selection Criteria answers into a flowing letter format. When you have a good draft try reading it out loud to a friend or even yourself. Watch out for repetition. Make sure your letter outlines everything that is asked. Include your contact details, their contact details, and the position title at the top. You don't have to sign it, but you are welcome to.

If the employer is not requesting separate KSC documents, include more detail on your cover letter. Do your best to reflect an authentic passion, without resorting to grand statements. Keep it simple and professional, with your claims stated as a "matter of fact".

Submit your applications early. The employer will be monitoring the submissions and selecting a shortlist. In the later days they will already have submissions saved and they will gradually become more selective.



Expect a pre-screening call.

Sometimes the employers will call you without notice and suggest having a quick chat. If it is not the right time, arrange a better time to call them back.

If you are invited to a formal interview, **call your referees and let them know**, and send them a copy of the Position Description or **have a quick chat to summarise**.

Congratulations. Your application has shone through and this is testament to your hard work so far.

Pick suitable clothing prior to the interview. If you don't have suitable clothing, **there are free services** such as *Ready Set*, that can help you try and purchase at a very low cost.

These services usually can be booked by case management services. (DES, NDIS, and similar).

Make sure you are able to **articulate the job you are applying for** and that you have a clear understanding about some of the things that the job will involve. **Prepare dot points answers**.

Practice common interview questions by answering them out loud or even do a rehearsal with a friend.

Plan to arrive 15 minutes early to the area and enter the office 5 minutes before your interview time unless they requested earlier. If there is a reception area, check in and let them know who you are seeing and what your name is. If you have to wait you could go and do some deep breathing, stretches or positive self-talk in a bathroom cubicle or private space.

Be calm, take your time greeting people warmly. Make eye contact with everyone.

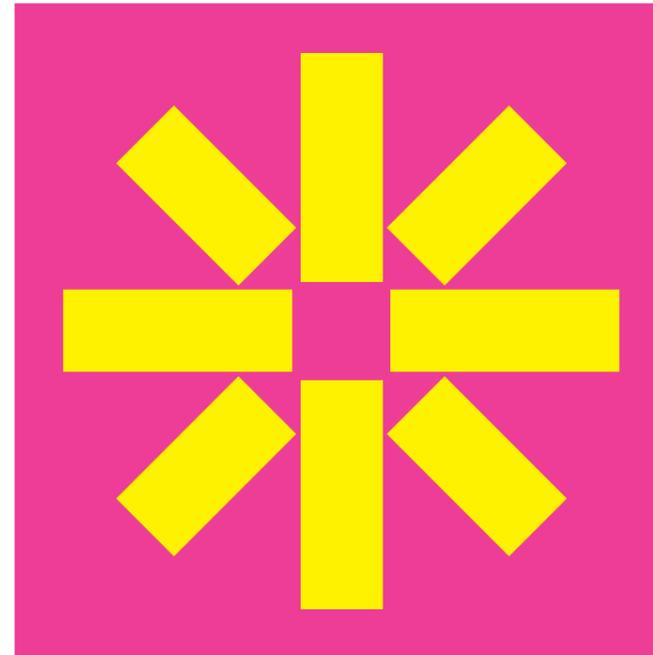
Prepare at least 1 x question for them and ask it once they ask you whether you have any questions at the end. Make sure this is something you couldn't find yourself online.

Workplace culture, questions about retention, professional development opportunities, current projects are great topics to talk about.

Do not ask about your salary, however, be prepared to be asked about your salary expectations.

Think about what salary would make this role sustainable for you. Search on joboutlook.gov.au and in other Position Descriptions through job portals. If they ask you to share your expectations, you can state something along the lines of "\$XX,XXX+ would make it sustainable for me".

This figure should include tax but exclude superannuation. Unless you hold a similar role in another workplace and you come with extensive experience, do not try to negotiate for a higher salary. Also never suggest a lower salary than what they are offering or what would be naturally expected, thinking that could make you more competitive. Ask if they encourage people to follow up after their interviews.

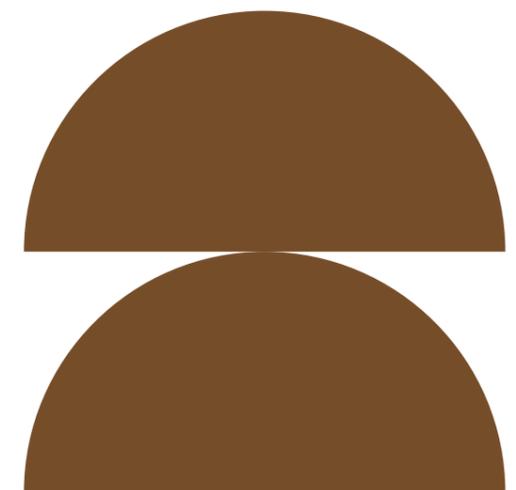


AFTER THE INTERVIEW, DO SOMETHING NICE TO CELEBRATE YOUR SUCCESS. WHETHER YOU WILL RECEIVE THIS ROLE OR NOT, YOU DID YOUR BEST.

They may ask you **when you will be able to start if successful**. Depending on the industry, employers will generally expect you to be able to start within 2 weeks. If you don't have any pressing matters, be flexible with your starting date. They may also ask you whether you have any holidays or time-off planned in the next 6 months. Use common sense in what you choose to share - broad strokes are good, they don't need details or dream trips!

After the interview, do something nice to celebrate your success. Whether you will receive this role or not, you did your best. And every interview helps you get better at the next one.

Once you are rested, restart your applications on the following week. Waiting to hear from every application before starting new ones will only slow down your success.



Most employers will call your referees when they are ready to offer the position to you.

You will receive a call to confirm that you will accept it, and then the employer will send you a contract to be signed. This contract covers terms and conditions. If you never had a job before, don't worry – you can still quit in the future including during the contract period.

Your employer will also send you Tax Declaration and Superannuation forms, as well as Enterprise Agreements and Occupational Health and Safety ('OHS') paperwork. Your superannuation is not included in your salary, your employer will pay this in addition, directly into your super account.

If you have a health condition or a disability, you are entitled to request an adjustment to your work to make it more accessible to you.

If you work with a Disability Employment Services ('DES') Provider, they can help you navigate this and access funding to make such changes through the **Employment Assistance Fund ('EAF')**. You need to register with a DES before you sign your contract.

The Employment Assistance Fund could help to buy work related modifications and services like:

- The cost of making adjustments to your physical workplace.
- Modifications to work vehicles.
- Special equipment for the workplace.
- Information & communication devices.
- Auslan interpreting services.
- Specialist services for employees with specific learning disorders and mental health conditions.
- Disability awareness training for the workplace (including deafness awareness).
- Mental health awareness and first aid training.

If you do not have a DES provider, you can still sign up with one prior to signing a contract.

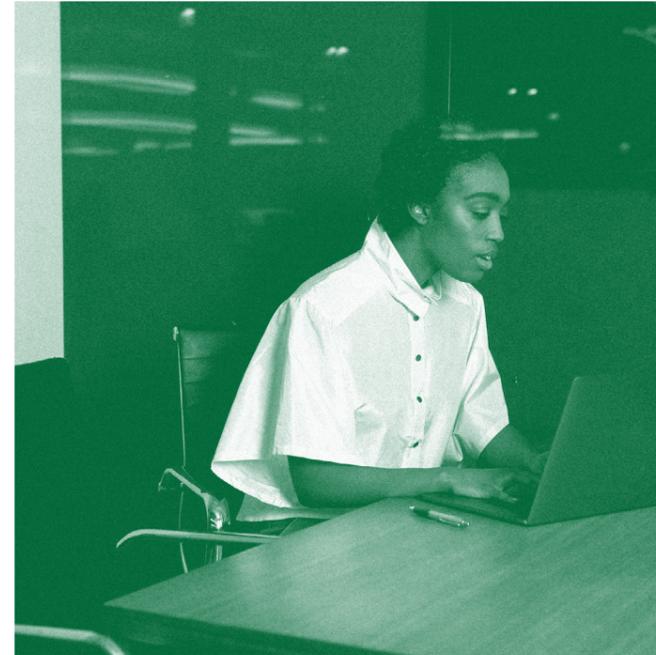


IMAGE: THE GENDER SPECTRUM COLLECTION

REJECTION

Despite your talents and best efforts, you can still be rejected. If you receive a call from the employer, **do your best to receive this news gracefully.**

- **Thank the potential employer** for the time that they put into interviewing you and considering you for the role.
- **Ask for specific feedback** in relation to your application and interview – positives and negatives (you don't need to respond to these/defend yourself, just say thank you for giving the feedback).
- **Wish them and their company all the best** for the future and commend them on what they are doing.
- **Do something nice for yourself** that you find reaffirms who you are and your skills and talents.
- When your confidence has returned, think about **the feedback that they gave you - is this something that you can improve upon, and how?**
- **Get back out there, although it is hard to remain motivated.** With persistence you will achieve your goals.

In the early days of your new job, focus on being consistently on time and ready for the day.

Gathering all your log-in details, equipment, IDs and electronic passes may take a few weeks. In most jobs, there will be a probationary period for 3 to 12 months where both yourself and your employer will have a chance to observe and fine-tune their expectations, ideally in anticipation to the confirmation of a permanent role.

TYPES OF CONTRACTS

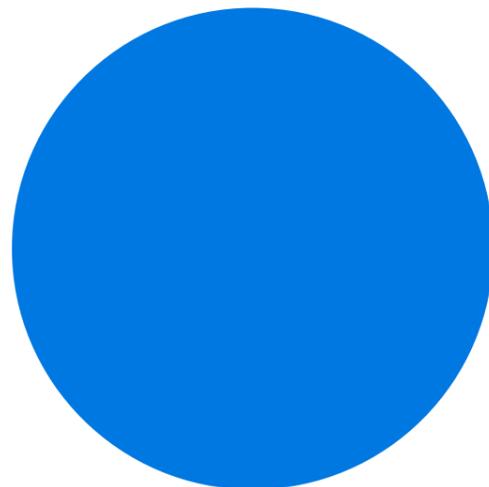
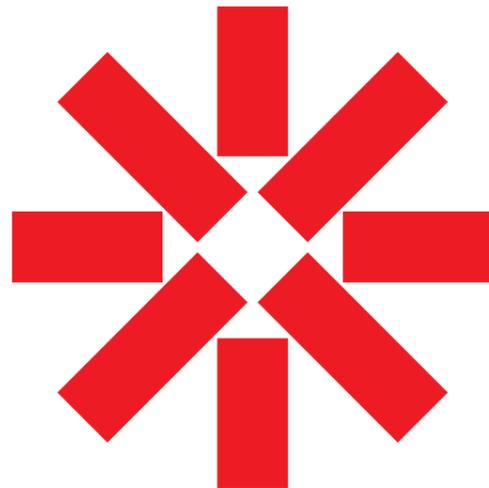
Casual Contracts do not require a probationary period as the work can be terminated by either party at short notice. In other words, these are temporary jobs but people can find themselves doing such jobs for years or even decades. In a casual contract you receive additional pay (usually 25%) per hour but you will not have personal (sick) or annual leave privileges, nor a compensation if your role is terminated – unlike all the other contracts below.

Variable Time Contracts offer you a base hour guarantee (example: minimum of 20 hours per week on average), while also adding opportunities to work overtime without adding too much pressure to the employer's cost.

Part Time Contracts offer you a base hour guarantee, but if you exceed that in a week you may receive penalty pay (for example getting paid 150% after your first 20 hours), therefore makes it less sustainable for employers who are offering seasonal work.

Full Time Contracts are usually for 38 hour weeks, but an employer can determine a different set of hours depending on their Enterprise Agreement.

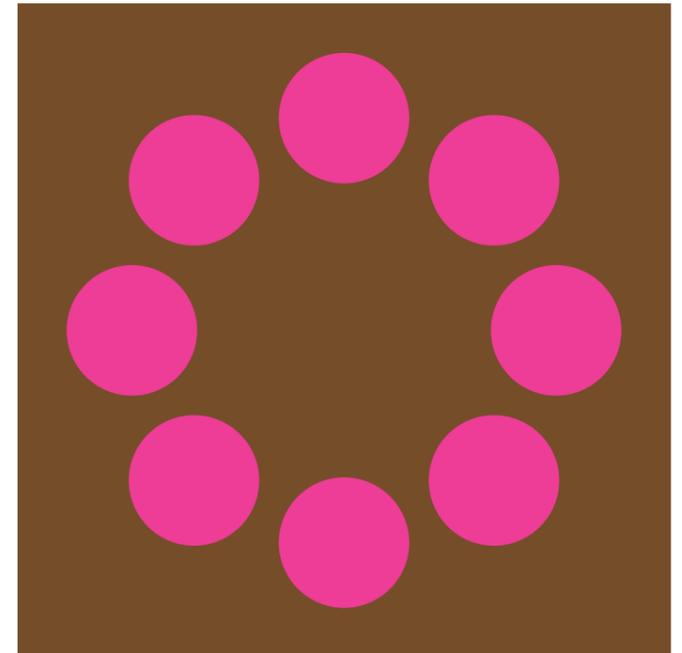
Some of these contracts are temporary (for 3 months, 12 months or until a certain date) and some are permanent. Permanent contracts give you more security, if you find yourself redundant (your role has been terminated and the employer will not be getting a new employee to cover that position), you can access a redundancy payment, depending on the length of time you worked for the company.



Your employer will need to confirm a **superannuation account** prior to your first pay. If you don't offer details of your existing account, they will likely open an account automatically with their default provider. It would be helpful for you to designate a preferred super fund. Super providers also have investment portfolios where they use your money to earn interest. You may want to research where your retirement money is being invested in, and whether it is ethical in relation to human rights, environmental sustainability, First Nations treaty efforts and LGBTIQA+ equity.

Some super funds allow their funds to be accessed before retirement age for various reasons including **Compassionate Release**. This can help you pay for gender transition-related interventions including but not limited to gender affirmation surgery, top surgery and facial feminisation surgery.

Make time to meet your new colleagues and try to build connections. When there are opportunities for social events such as team lunches or after work drinks, try to attend them and get to know your work group. These social times should be seen as an extension of your work, therefore still expected to act in accordance with your workplace policies. Positive social interactions will make your work relationships run more smoothly in the longer term.



MAKE TIME TO MEET YOUR NEW COLLEAGUES AND TRY TO BUILD CONNECTIONS. WHEN THERE ARE OPPORTUNITIES FOR SOCIAL EVENTS SUCH AS TEAM LUNCHES OR AFTER WORK DRINKS, TRY TO ATTEND THEM AND GET TO KNOW YOUR WORK GROUP.

MASTERY OF YOUR ROLE & CAREER ADVANCEMENT

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A job can last from one day to a decade, but in career roles your position usually lasts around 18 to 24 months.

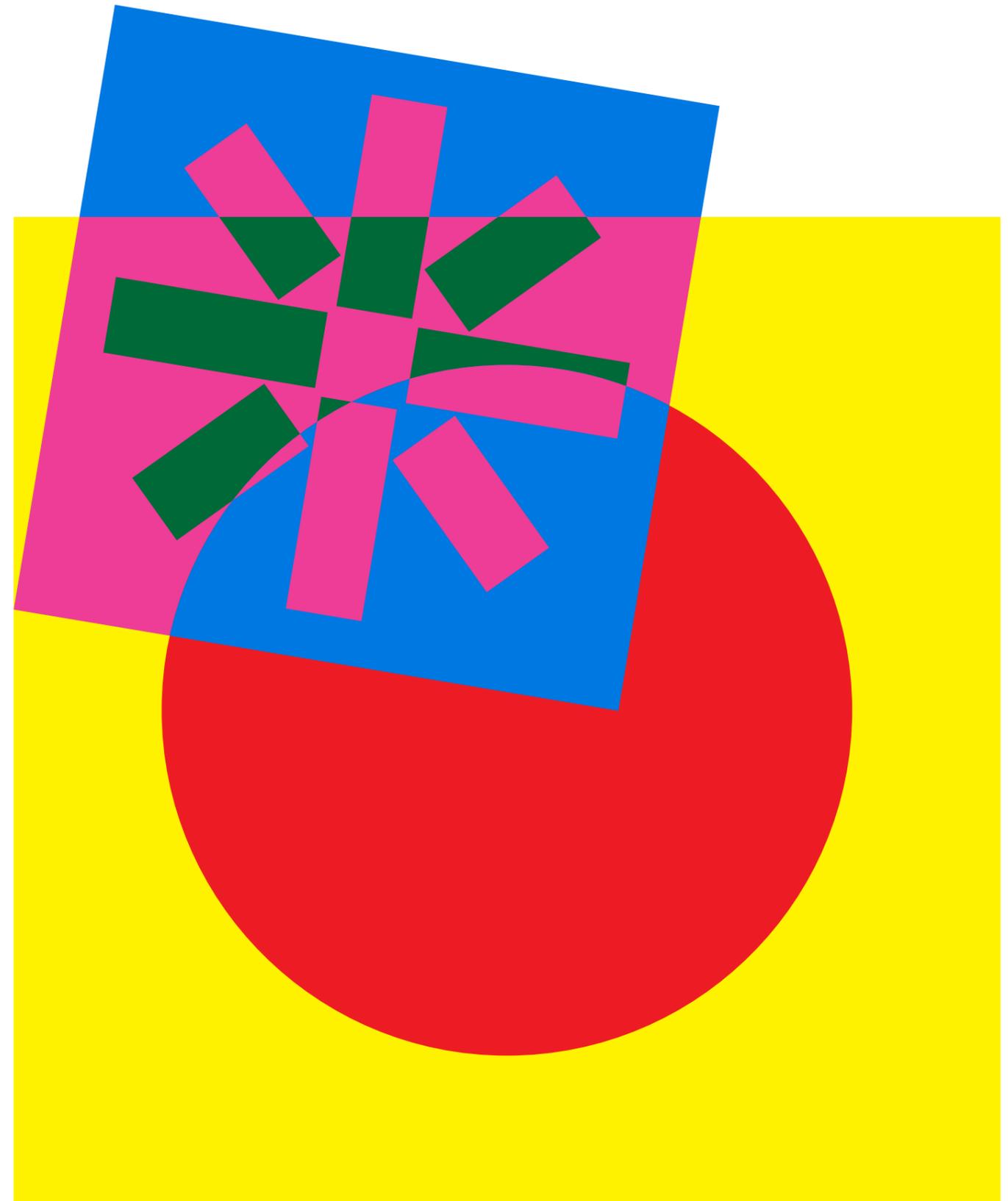
0 – 6 Months:
Learning the foundations.

6 – 12 Months:
Learning specialised or detail information and processes.

13+ Months:
You mastered your role, and you have capacity to manage the most complex tasks. In this period, you should investigate what you would like your next career move. Since you have more confidence and capacity, you can undertake training or volunteering to address your skill gaps outside of work hours. Attending industry conferences and training are a great way to build a network for yourself.

Some workplaces will offer you this Professional Development in a structured manner.

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NAVIGATING TRANS, NON-BINARY & GENDER NON-CONFORMING IDENTITIES IN EMPLOYMENT

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TRANSGENDER VICTORIA
& EXPRESSION AUSTRALIA

JOB APPLICATION
GUIDE 2021

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DIVERSITY AND INCLUSION

You may be the first trans, non-binary and/or gender diverse person your new employer has ever employed. It may feel tempting to be a flexible employee and support and teach your employer the basics, but you should avoid taking on this task.

Use third parties to inform your employer and facilitate change and adjustments.

Therapists, Outreach Workers, Employment Consultants from DES Providers, Community Organisations and HR Professionals are some of the suitable people that can help.

Join your industry Union and see if there is a Pride committee in your workplace.

If you need access to a gender-neutral bathroom during your interview, you can request this. However, prospective employees often feel unsure about adding any complications prior to receiving a job offer, hence you may choose to locate a nearby facility and have this discussion after your commencement.

TRANSITIONING AFTER YOU START WORKING

Your employer will need to take appropriate steps to make the workplace safe for any transitioning employees, however they should consult with you to decide on communication processes, timelines, facility access and other issues.

Again, use a transgender professional mentor to help you create these plans and liaise with your employer where possible.

Social transition can be very impactful, and you will want to ensure you are well supported and not over-stretched with admin work or answering repetitive and perhaps personal questions.

Even in the safest of workplaces, word can travel fast. If you are unsure whether you are ready to share your transition with all employees, try to keep your conversation limited to your manager and HR until formal announcements. Your employer should arrange training for your team before or during your social transition. Request this to be delivered by someone from the community from an organisation that is suitable to your needs (Transgender Victoria, Expression Australia, and similar). It can help to plan some time off during this period as it can feel intense to know that a lot of people are talking about gender, and your experience.



Some businesses will have Leave arrangements for transitioning employees. Others may offer a "special leave".

Discuss this with your professional mentor and let them handle practical requests.

Your employer cannot ask you to work in a new location because of your gender transition. However, you are free to request this as an adjustment should you think it is appropriate.

NAMES

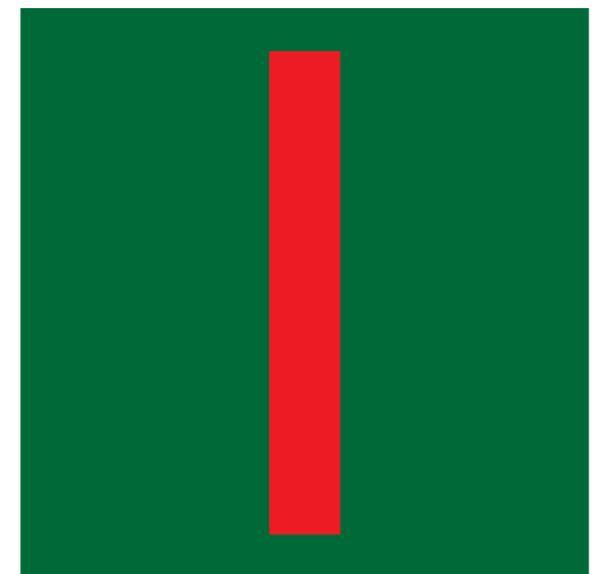
Use your name as you would like to be known in your resume, cover letters and communication. If you do not have any formal identification in your chosen name, you can have this conversation with the employer upon a job offer. Once an employee record is created, it is hard to delete all the data it will create. If you have a chance to get new identification prior to starting a new job, do your best to do so. Some organisations (including Transgender Victoria) can offer financial and social support with name change costs and processes.

In some roles you may get assigned your full name as an email. Talk with your manager to navigate this and make it more accessible and safer for yourself. They may be able to make your email address with only your surname and one letter of your first name instead.

In some workplaces you will have an ID card with a photo on it. Your employer may require you to have your photo taken on your first day.

FACILITIES

In some workplaces you may need to use gendered facilities (bathrooms, change rooms and other) for work. Talk directly with your manager during your intake to ensure you will have access to facilities that are suitable for your needs. Your employer should not ask you to use a space that is not regularly used for the same reason by other employees of the same gender, however if you feel more comfortable using a particular space that is not regularly used by others, you have the option to request this.



IT MAY FEEL TEMPTING TO BE A FLEXIBLE EMPLOYEE AND SUPPORT & TEACH YOUR EMPLOYER THE BASICS, BUT YOU SHOULD AVOID TAKING ON THIS TASK.

EXPRESSION EMPLOYMENT (AKA WORKINGOUT OR SENSUWIDE) [HTTPS://WWW.EXPRESSION.COM.AU/ SERVICES/EMPLOYMENT](https://www.expression.com.au/services/employment)

This federally funded, free service can help you with job applications, interview practice and outreach. It is a person-centric service that focuses on individual outcomes. WorkingOut was the first LGBTIQ+ Specific DES Program of Australia. Any long term physical or mental health barrier can be framed as a disability, and grant you access to this program.

EXPRESSION AUSTRALIA RECONNECT PROGRAM [HTTP://WWW.EXPRESSION.COM.AU](http://www.expression.com.au)

This state funded, free program is a collaboration with the Department of Education and Training. **Reconnect** aims to support you in choosing, commencing, and completing a training course or a development position to increase your employability. This program has provisions to support you addressing financial barriers to school gap fees and /or for paying provider fees. **It is the first LGBTIQ+ Specific Reconnect Program of the state.**

DIVERSITY AND INCLUSION PROGRAMS

Victorian Public Service and other large employers will have strategic plans to attract and maintain a diverse workforce.

Use personal, professional, and institutional contacts to enquire about development roles that are not advertised. These roles will often be short term (up to 6 months), and can serve as stepping-stones to other opportunities.

APPRENTICESHIPS

These are currently supported strongly by the Federal Government. To enrol in one, you need to find a manager/mentor who is willing to take you on as an apprentice. Examples are chefs, artists, artisans or tradespeople. This mentor will choose a suitable training institution to register you with and then use a job network provider to finalise your application. While you study and gain a qualification, you will also be able to get paid. In 2021, a typical apprenticeship wage is about \$12 per hour during your first 6 months, and then it gradually increases.

PUBLIC SERVICE CADETSHIPS

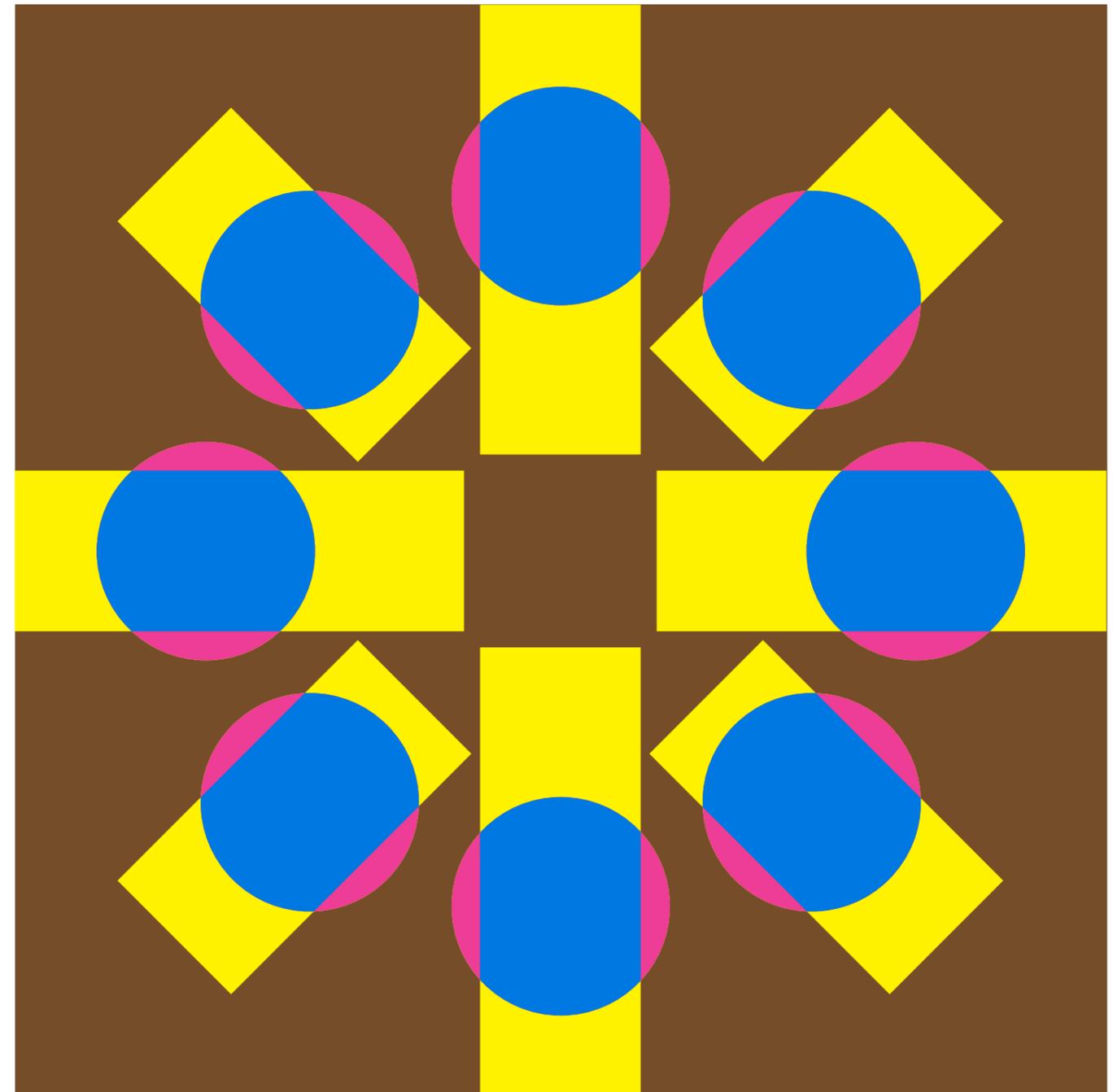
These paid positions can be secured during or soon after a related study. Search for these and note opening and closing dates before you commence your final year of study. Both State and Federal governments offer them.

MENTORSHIPS

These can be formal or informal. Search for formal mentorship programs in your industry and this can naturally lead to other options.

FREE TAFE

The Victorian State Government offers a range of fully funded courses to address skilled worker shortages.



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TAKE TIME TO FEEL
YOUR FEELINGS AND ASK FOR
SUPPORT WHEN YOU NEED IT.
IF YOU ARE HAVING CONCERNS/
CHALLENGES WITH YOUR MENTAL
HEALTH, SAFETY, OR PHYSICAL
WELLBEING, PLEASE MAKE NOTE
OF THE FOLLOWING CONTACTS &
WEBSITES. THESE ORGANISATIONS
CAN ASSIST AND SUPPORT YOU.

QLIFE
TELEPHONE: 1800 184 527
QLIFE.ORG.AU

RAINBOW DOOR
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MOBILE: +61 (0) 480 017 246
SUPPORT@RAINBOWDOOR.ORG.AU

LIFELINE
TELEPHONE: 13 11 14

WRITTEN & DEVELOPED
BY EXPRESSION AUSTRALIA

COMMISSIONED BY TRANSGENDER
VICTORIA USING FUNDING FROM
THE VICTORIAN GOVERNMENT

GRAPHIC DESIGN
BY THOUGHT & FOUND

