



1 March 2023

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 31 January 2023. You requested the following:

- 1. Any document and/or information supporting your gender non-binary, transgender, and gender fluid workforce. For example, anything related to pronouns, gender transition policy or guidelines, specific action plans or strategies, survey results, workforce data, gender-neutral bathrooms policies or information, and leave provisions for gender reassignment/affirmation.*
- 2. If you do not have any of these, do you intend to produce this information during 2023? And if not, what is the rationale for not having it?*

Inland Revenue is committed to maintaining a safe and positive working environment and culture. This means respecting the rights of our colleagues and customers and ensuring everyone is, and feels, respected and valued.

We support an inclusive workplace and have a suite of people-related policies and guidelines that span the employee lifecycle which emphasises this approach. Broad diversity and inclusion messages are strongly reflected in core Inland Revenue policy documentation, which are reviewed regularly. The following policies and guidelines in scope of your request are released to you and are attached:

1. Code of Conduct – Tikanga Whanonga (page 9)
2. Diversity and Inclusion Policy
 - our commitment to an inclusive culture (includes people from all walks of life)
 - what diversity and inclusion means (includes diversity of gender and sexual orientation)
 - our strategic approach to diversity and inclusion and implementation plan (includes Rainbow inclusion and celebration)
 - where to access Diversity & Inclusion resources (includes Rainbow-specific resources)
 - support for networks (includes specific mention of the Rainbow Network)
 - harassment, bullying and discrimination prevention and management.
3. Harassment, Discrimination and Bullying Policy which defines discrimination in line with the Human Rights Act and Employment Relations Act (includes sexual orientation).
4. Recruitment Policy (page 1-2)
 - This policy is supported through unconscious bias training and the importance of our people understanding, recognising, and knowing how to address it. This awareness supports leaders to make decisions that help us continue to build a diverse and inclusive workplace. Unconscious bias training is now a mandatory part of induction for new starters.
5. LGBTTQIA+ Inclusive Language Guide which includes terms and references to use in relation to diversity, inclusion and the LGBTTQIA+ community.

6. Guide for Inland Revenue Email Signatures
7. *Inland Revenue Gender Transitioning at Work Guide*
8. Commissioner's Awards information on how Inland Revenue celebrates building an inclusive culture

Additionally, Inland Revenue Acts published on our website (www.ird.govt.nz) were amended in 2005 to remove discrimination on the grounds of marital status or sexual orientation so that revenue laws are consistent with human rights obligations and clearly recognise same-sex relationships and partners.

The attached documents contain information that is outside the scope of your request. This information has not been considered for release and has been withheld as "not in scope".

He Toa Takitini – Inland Revenue's Rainbow network and resources

Inland Revenue continues to work with He Toa Takitini, Inland Revenue's Rainbow network, with an aim to improve outcomes for Inland Revenue staff who identify as part of the Rainbow community. Our network works to improve Inland Revenue both as a Rainbow employer, and as a safe and inclusive government agency for LGBTTQIA+ customers.

Inland Revenue has a wide range of education material available, alongside extensive use of our communication platforms, in particular Yammer, as a means to communicate and educate our people. One example of this has been to have our people share their stories of, for example, for Transgender Awareness Week the He Toa Takitini team shared some of the stories of the trans people of Te Tari Taake to help build awareness and understanding.

Inland Revenue's approach to learning is based on the concept of 'self-determined learning' where employees seek learning resources when needed. Inland Revenue has educational Diversity & Inclusion (D&I) resources available online on our D&I web page, along with He Toa Takitini pages, including the following Rainbow-specific ones:

LGBTTQIA+ Inclusive Language Guide

Developed by He Toa Takitini, the resource provides terms and references to use in relation to diversity, inclusion and the LGBTTQIA+ community.

Information on use of pronouns is for the most part linked through to Te Kawa Mataaho's (Public Service Commission's) website and the gender-neutral language guide was developed at Inland Revenue and rolled out across the public service. These can be found here: <https://www.publicservice.govt.nz/guidance/rainbow-inclusive-language-guide/> and <https://www.publicservice.govt.nz/guidance/pronoun-use-in-email-signatures/>

Pronouns are widely used across Inland Revenue, particularly in email signatures, where they are a part of the official guide for Inland Revenue's email signatures.

Gender transitioning at work

The *IR Gender Transitioning at Work Guide* was developed by He Toa Takitini in collaboration with the People & Culture team. It provides practical information on how Inland Revenue supports gender transitioning and relevant processes for:

- A person who is thinking of (or is) gender transitioning;
- Any leader of a person who is thinking of (or is) transitioning;
- Others who may be required to support a person who is transitioning, or their leader or team.

The guide includes information such as developing a transitioning plan, access to bathrooms, updating Inland Revenue records, and further resources and contacts. Our He Toa Takitini revisited this guide to make it a visually plain document so that people viewing

the guide at work could do so discretely. This update was a result of feedback from the community.

With He Toa Takatinis's agreement, Inland Revenue does not have an explicit leave policy or provision for gender reassignment/affirmation. A separate approach was not seen to support normalisation. We are committed to supporting people who are transitioning at work and promoting an inclusive culture through our existing leave, special leave, and medical appointment provisions. These policies support the expectation that we will work with individuals on a case-by-case basis. The *IR Gender Transitioning at Work Guide* is designed to be reviewed and updated as practices evolve and develop.

Gender-neutral bathrooms policies or information

The ability to provide general neutral bathrooms is considered on a case-by-case basis as building leases come to an end, or we have opportunities to review. Where there is a new build or a full refit, this is included as part of the design. Gender neutral options are considered for other sites where possible. Where applicable, we ensure that our Facilities Management web page contains information about where unisex/gender-neutral bathrooms are accessible in Inland Revenue offices.

Supporting Diversity and Inclusion

Inland Revenue celebrates a range of diversity and inclusion related events and initiatives. Inland Revenue's Commissioner's awards celebrate excellence in a range of categories, including D&I. Further information on the Commissioner's awards can be found in Item 8 in the attached document. Events and occasions of significance are marked in Inland Revenue's D&I calendar which is published on the intranet to provide visibility to all staff so that they can celebrate and plan for these things.

People can also access educational stories and resources shared by He Toa Takitini on the Rainbow Yammer page.

Additionally Inland Revenue designed a Rainbow logo which incorporates the Inland Revenue logo in a brand aligned way. The logo symbolises Inland Revenue's rainbow staff and the different colours represent the diversity found in the rainbow community. The logo is used in multiple ways:

- For email signatures for Rainbow Network members and Rainbow Allies
- Branding of Rainbow materials and documents such as IR's Gender transitioning guide and LGBTTQIA+ inclusive language guide

When developing Inland Revenue's recruitment video promoting careers at Inland Revenue, we actively sought representation from our diverse people, including our Rainbow Network who were featured in the video wearing Rainbow lanyards.

Workforce Data and Surveys

The 2021 Te Taunaki Public Sector Census included a range of questions about inclusion. However, this information was not Inland Revenue specific and is held by Te Kawa Mataaho. This can be found at <https://www.publicservice.govt.nz/research-and-data/te-taunaki-public-service-census-2021/>.

Inland Revenue's online job application form asks for demographic information for monitoring purposes and allows applicants to select *Gender Diverse, Male, Female or Prefer Not to Say*, which is in line with the public sector guidance. Additionally, as part of our on-boarding process, for new employee information we enable use of preferred names and gender diverse for gender selection in our HR information management system. However, as this is optional, the information we do hold is not a complete representation of our diverse workforce.

Inland Revenue regularly encourages our people to participate in the People Experience (PX) Pulse Surveys, which enable our people to share their experience in the key areas of

inclusion, wellbeing, their work experience, their development and what they value about working at Inland Revenue. Insights from the PX Pulse Surveys are actioned in the following ways, to inform/enhance policy and/or practice across Inland Revenue:

1. Provide an input to support conversations between individuals and leaders, enabling them to put in place action plans to support their experiences, which in turn can lead to greater feelings of inclusion through being heard.
2. Enabling business groups to focus on what will have an impact through our network of Action Leads, who are responsible for understanding what matters most to their areas and putting in place plans that support those insights.
3. Informs organisational workplans, such as our Gender and Ethnic Pay Gap Action Plan and enables us to share insights to our Governance boards.

On-going work- specific action plans & strategies

Inland Revenue's Rainbow Tick accreditation supports our goals to develop an inclusive culture by ensuring we are a safe LGBTTQIA+ organisation. Each year, Inland Revenue is revaluated as part of the reaccreditation process, to ensure requirements are met and are making any necessary improvements. Through this process, it has been identified that Inland Revenue has more work to do to strengthen our inclusion practices to support our non-binary and transgender people.

We continue to utilise existing communications platforms for sharing of stories throughout our organisation, including stories about our rainbow community, and our work to support an inclusive culture are common throughout the year and provide a great mechanism for education and change.

Our Diversity, Equity and inclusion road map includes actions that support our organisational understanding of the rainbow community. It looks to minimise/mitigate bias – conscious and unconscious through delivered learning (which is being reviewed and updated this year) as well as reviewing and minimising any potential points of bias in Inland Revenue's activities like our recruitment processes. Further information about the road map can be found here: <https://www.ird.govt.nz/about-us/publications/annual-corporate-reports/our-gender-pay-gap-action-plan/diversity-equity-and-inclusion-roadmap-november-2022>

We will continue to work with He Toa Takitini and the Rainbow Tick organisation to review our policies and provide training to our people in order to achieve Inland Revenue's goal of creating an inclusive work environment where people from all walks of life can achieve their full potential.

Publishing of OIA response

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you again for your request.

Yours sincerely



Erina Clayton
Enterprise Leader, People and Workplace Services

...Helping you do the right thing at IR

Our business tools support us in doing our jobs effectively - we must always apply good judgement in their use

Our Use of business tools policy and guidelines explain personal use, inappropriate material, inappropriate use, care and security, and monitoring. In general, you must consider what is legal, ethical and sensible, and ensure any use doesn't bring IR into disrepute or put IR funds, information or property at risk.

For more details refer to the Use of business tools policy and guidelines in our [People Policies & Guidelines](#). Our guidelines also provide links to other related material. Also see the SSC guidelines.

We must all contribute to an inclusive, respectful, safe and healthy workplace

IR is committed to maintaining a safe and positive working environment and culture. This means we must all respect the rights of our colleagues and customers.

- Working in a safe and healthy way is what we do. We all contribute to maintaining a healthy and safe workplace and must take responsibility for our own health and safety.
- Everyone is respected and valued. We all support an inclusive workplace and value diversity of thought, beliefs, backgrounds and capabilities.
- Discrimination, bullying, harassment and violence of any kind are unacceptable.

It's important that everyone feels safe and supported to speak up about any issue.

For more details refer to the H&S commitment, Diversity policy, and Discrimination, harassment and bullying policy and guidelines in our [People Policies & Guidelines](#).

We must be mindful of the appropriateness of any private or public comment

Generally, while working for IR you have the same rights of free speech and independent action as all New Zealanders. But you also have a duty to ensure any comments you make don't discredit or have the potential to discredit IR, the wider state sector or the Government.

Be aware of the perception of comments you make and ensure it's clear that when you are commenting as a private individual, you are sharing your personal view and not acting as a representative of IR. If you are in a senior or high-profile role, it may be difficult for you to separate your personal views from public perception of you as an IR representative.

Only specifically authorised staff can comment on IR matters or release IR material to any member of the media or public, or other organisation. Media includes anything that is being published or broadcast, such as via internet or social media channels, radio and television, newspapers, magazines and community newsletters.

Remember, you must treat all information, including knowledge of internal systems and processes gained while working for IR with care and confidentiality. This requirement continues even when you stop working for IR.

We must maintain the political neutrality required to enable us to work with current and future governments

Political neutrality and the perception of that neutrality is fundamental to the New Zealand Public Service. You must be impartial and always perform your role in a politically neutral way.

You must ensure no comment, decision or action undermines or could be perceived to undermine the government of the day or future governments or suggests any political preference or intent to influence other's political persuasion.



Inland Revenue
Te Tari Taake

[PEOPLE POLICIES AND GUIDELINES](#)

Topic 4 – Healthy, Safe & Equitable Workplace

Kaupapa Kanorau me te Whakawhāiti Diversity & Inclusion Policy

This policy describes Inland Revenue’s commitment to an inclusive, respectful, and safe workplace.

At Inland Revenue we are committed to having an inclusive culture where people from all walks of life can achieve their full potential. As a truly inclusive organisation, our people and customers feel valued and respected, and see themselves reflected in our people, our processes, our values and behaviours.

Diversity and inclusion are essential to achieving our organisational objectives, and delivering a public service that values, reflects and understands the communities we serve.

<p>Diversity:</p> <p>Is about the individual differences and perspectives people bring to work.</p>	<p>It includes visible and invisible characteristics such as gender identity, gender expression, sexual orientation, age, ethnicity, disability, religion and socio-economic background. It also includes diversity of thought, perspectives and capabilities that as an organisation, we value and benefit from.</p>
<p>Inclusion:</p> <p>Is about creating an environment where everyone feels valued and respected and can fully participate in the workplace.</p>	<p>It includes recognising and celebrating our diversity, so that everyone feels safe to be who they are, feel like they belong, and can contribute their unique skills and perspectives at work. It also includes removing barriers and providing equal access to opportunities, so that everyone can achieve their full potential.</p>

Why we have this policy

This policy looks to ensure all our people understand Inland Revenue’s commitment to an inclusive culture, a positive and safe workplace, and the key role individuals play in achieving this.

Our [Code of Conduct – Tikanga Whanonga](#) states that we must all contribute to an inclusive, respectful, safe and healthy workplace.

Who this policy applies to

This policy applies to all Inland Revenue leaders and employees, and contracted individuals.

Specific practice around diversity and inclusion

Inland Revenue's commitment to diversity and inclusion is woven into our everyday values, behaviours, practices, processes, policies, and employment agreements. Following are some specific examples of how we make these commitments a reality.

Our strategic approach to diversity and inclusion

Inland Revenue takes a strategic approach to diversity and inclusion to support the development of an inclusive culture. We are focused on integrating diversity and inclusion into all aspects of our culture, people practices and services to our customers. Our strategic implementation plan covers key diversity and inclusion concepts such as gender pay gap, flexible working, inclusive leadership, accessibility, cultural and rainbow inclusion and celebration.

Further information and supporting resources on our plan and a range of diversity and inclusion topics are available on the ['Diversity & Inclusion at Inland Revenue' page](#).

Māhutonga approach at Inland Revenue

[Māhutonga](#) is Inland Revenue's approach to weaving te Tiriti o Waitangi (the Treaty of Waitangi) and Māori principles, concepts, and practices into Inland Revenue. One outcome of Māhutonga would be that our people have confidence to use tikanga and te Reo Māori every day.

Our people's networks

Networks	These are groups of people who support and learn from each other based on common goals, interests, issues, or backgrounds.
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We are committed to involving our people in shaping our diversity and inclusion journey. Our people's networks at Inland Revenue play an important role in supporting and developing group members and helping create an inclusive environment for our people. Networks also provide a communication channel between groups and management to raise awareness, resolve issues, and improve products and services for customers.

Some examples of the types of network groups established within Inland Revenue are:

- Māori
- Pasifika
- Multi-cultural
- Disability
- Rainbow
- Women.

Networks fulfil an important business need, and Inland Revenue supports our people's involvement in network groups by providing sufficient time to attend meetings, events or practices, when this can be balanced with their work commitments. Individuals should discuss their potential involvement in network groups with their leader, to agree the extent of their involvement, expected time commitments and how the needs of the business will be met. Individuals are not restricted to how many networks they choose to be involved in; however, the time commitment and our business needs are two primary considerations to manage.

Disabled employees - reasonable accommodations

Inland Revenue recognises the talent and abilities of disabled employees and is committed to providing an accessible workplace and their inclusion and support in employment. Managing disabilities is a partnership between the employee and leader with expectations on both parties. We will carefully consider all requests and determine if they can be reasonably accommodated. Please refer to the 'Disabled Employees - Reasonable Accommodation' guidelines for more details on expectations, determining what's reasonable, adjustment and modification examples and the request process in our People Policies & Guidelines.

Note: For injury or illness see 'Injury or Illness Rehabilitation' guidelines. Individual medical conditions remain managed between employees and their leader separately to this policy.

Harassment, bullying & discrimination prevention, and management

We are committed to ensuring freedom from harassment, bullying or discrimination in the workplace and have specific policy and guidelines in support of this (see Topic 4 - 'Harassment, Bullying & Discrimination' in our People Policies & Guidelines).

We all have a part to play

Inland Revenue's commitment is outlined above, and this is supported by the role all our people play. Everyone should be aware of the part their own actions and behaviours play. All those working for Inland Revenue are responsible for:

- Complying with relevant legislation, policies and our Code -Tikanga Whanonga; *and*
- Identifying any potential or actual barriers to diversity and inclusion in our workplace and raising these e.g., with their people leader or someone they feel comfortable with in the first instance; *and*
- Ensuring their work practices and behaviours are inclusive (for example, valuing individuals and their opinions, accepting individual differences and being sensitive to different people, practices, and cultures); *and*
- Speaking up about any issue or behaviour that doesn't contribute to an inclusive, safe and positive working environment. We want everyone working for IR to feel safe and supported to speak up about any issue. Our Code – Tikanga Whanonga includes more details on speaking up and there is specific material around Making a complaint of harassment bullying or discrimination in our People Policies & Guidelines.

Measurement and reporting

We are committed to measuring progress against our diversity and inclusion initiatives and programmes. Inland Revenue will ensure that measures for diversity and inclusion are developed, approved, reviewed, and monitored. We regularly publish key metrics.

Document control	v1 November 2019 (replaced previous Diversity & EEO Policy)
Review dates	Date reviewed: Dec 2021 Next review: Dec 2025 (review may occur sooner if required)
Policy owner	Domain Lead, People Strategy & Capability, People & Workplace Services.
Policy contact	Email the ERP&R team

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Inland Revenue
Te Tari Taake

Topic 4 – Healthy, Safe & Equitable Workplace

Kaupapa Whakatiwheta, Whakaweti me te Whakatoihara

Harassment, Discrimination & Bullying Policy

This policy explains Inland Revenue’s commitment and approach to preventing and managing unacceptable workplace behaviour.

We are committed to maintaining a positive working environment and culture, where diversity is appreciated, and all people are respected and valued.

Inland Revenue regards discrimination, bullying or harassment of any kind as unacceptable.

This applies whether this behaviour comes from, or is directed at, an employee, contractor, consultant, customer or a visitor to Inland Revenue.

We put prevention at the centre of our approach and expect all our people to model appropriate standards of conduct and report any breaches. If possible, behaviour can be adjusted and the working relationship can be repaired. This policy is underpinned by robust processes and procedures to ensure our people are supported.

Why we have this policy

We want a safe work environment, free from harassment, bullying and discrimination and want all our people to feel safe and supported to raise any issues and speak up.

It makes good sense for Inland Revenue to address undesirable behaviours, as they can be detrimental to both the health of the affected employee/s and business productivity. In addition, undesirable behaviours in the workplace can constitute a work-related hazard, which Inland Revenue has a legislative duty to manage.

Our Code of Conduct makes clear that ‘we must all contribute to an inclusive, respectful, safe and healthy workplace’ and that ‘discrimination, bullying, harassment and violence of any kind are unacceptable’.

Who this policy applies to

This policy and the guidelines which support its application apply to all Inland Revenue employees and contracted individuals (referred to as “all staff” or “a staff member”).

The policy covers behaviours that may occur in the workplace, between work associates, during work events (such as a conference or training) and outside the workplace if it is in the context of the employment relationship or affects the workplace.

Specific practice - harassment, bullying and discrimination

Note: In this policy, discrimination and harassment have the definitions as set out in the Human Rights Act 1993 and the Employment Relations Act 2000. These are summarised at a high level below.

The bullying definition is from [WorkSafe NZ's](#) good practice guidelines (2017).

For more detailed descriptions and information see the full legislation or [Employment NZ's material on Bullying, Harassment and Discrimination](#).

<p>Discrimination</p>	<p>Where a person is disadvantaged on the grounds of sex, marital status, religious belief, ethical belief, colour, race, ethnic or national origins, disability, age, political opinion, employment status, family status, sexual orientation, gender identify, gender expression, union membership (as defined under the Employment Relations Act 2000), or by being affected by domestic violence (as defined under the Domestic Violence - Victims' Protection Act 2018).</p>
<p>Harassment</p>	<p>Where a person is subjected to repeated inappropriate behaviour or behaviour of such a significant nature that it has a detrimental effect on the person's employment, job performance or job satisfaction.</p> <p>The behaviour is unwelcome or offensive to the employee and may include behaviour that ridicules or expresses hostility or contempt.</p> <p>The harassment may be direct or indirect, verbal, physical or otherwise.</p> <p>Harassment is most commonly sexual or racial (both specifically defined in detail in the ERA and in Employment NZ material) but can include other forms.</p> <p>Sexual harassment can be summarised as:</p> <p>Unwelcome or offensive sexual behaviour that is repeated or is significant enough to have a harmful effect on an individual's employment, job performance or job satisfaction.</p> <p>Unwelcome means behaviours that are not solicited or invited and are regarded by a person as undesirable or offensive at the time.</p>
<p>Workplace bullying</p>	<p>Unreasonable and repeated behaviour directed towards a worker or a group of workers that can lead to physical or psychological harm.</p> <ul style="list-style-type: none"> • Repeated behaviour is persistent (occurs more than once) and can involve a range of actions over time • Unreasonable behaviour means actions that a reasonable person in the same circumstances would see as unreasonable. It includes victimising, humiliating, intimidating or threatening a person • Bullying may also include harassment, discrimination or violence. <p>Bullying includes cyberbullying – where technology (internet, mobile phone, digital camera etc.) is used as a means to bully. The Harmful Digital Communications Act</p>

	(2015) sets out serious consequences if electronic communications are used with the intent to cause harm, and includes 10 communication principles, many of which relate specifically to harassing, discriminatory or bullying behaviour.
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PREVENTION AND MANAGEMENT

This policy, and the guidelines which support its application, look to ensure all staff:

- Understand our commitment to a positive workplace and that unacceptable behaviour will not be tolerated under any circumstances; *and*
- Have access to the information and resources they need to better understand harassment, bullying and discrimination; *and*
- Know how to raise a concern or complaint, and the options available to them.

MANAGING COMPLAINTS

Inland Revenue has procedures in place for making and managing complaints to ensure any genuine complaint or query is treated confidentially, taken seriously and acted on promptly.

There is a preference for appropriately tailored solutions. For example, exploring low-key solutions before formal actions are taken if this is appropriate, or proceeding straight to a formal investigation if necessary.

Inland Revenue will ensure the principles of natural justice are applied and both parties are treated fairly, and respected and supported through the process.

Regardless of whether the complaint is recent or historical, the complainant will be supported to decide what to do next and kept informed of the progress of any formal investigation. The options, reporting and process steps are detailed in the 'Making a complaint' guidelines in our [People Policies and Guidelines](#) (see Topic 4 – 'Healthy, Safe & Equitable Workplace').

DISCIPLINARY ACTION

If an allegation of harassment, bullying or discrimination is proven through a formal employment investigation process, the behaviour may amount to misconduct or serious misconduct, and could result in disciplinary action up to and including summary dismissal. Our disciplinary investigation guidelines provide details about this process and the potential outcomes (see Topic 3 – 'Conduct & Behaviour' in our [People Policies and Guidelines](#)).

Inland Revenue would not expect any negative consequence for a staff member making a complaint and will take all reasonable steps to protect them from any form of victimisation or retaliation occurring). However, if a staff member raises a complaint that is found to be fictitious or vexatious, Inland Revenue may take disciplinary action against them.

Document control	v2 June 2018 (definition update April 2019; reformat Sept 2019) (v1 – 2 March 2016)
Review dates	Date reviewed: April 2019 Next review: June 2020
Policy owner	Employment Relations, Policy & Remuneration Manager, People & Culture
Policy contact	Email the ERP&R team

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Inland Revenue
Te Tari Taake

Topic 1 – Appointment

[PEOPLE POLICIES & GUIDELINES](#)

Kaupapa Kimi Kaimahi

Recruitment Policy

This policy explains Inland Revenue’s recruitment practices and commitment to maintaining an equitable and transparent process for filling vacancies.

Note: This policy covers the recruitment of new employees (permanent and fixed term) to Inland Revenue, as well as permanent internal staff movements between roles. It **does not** cover change management processes. On the rare occasion where Inland Revenue employs casual employees, a fair and robust process, appropriate to the specific situation, will be followed with the support of the Talent Acquisition team.

Recruitment decisions will be based on the following guiding principles:

Principles	This is what these principles mean in practice
Selection on merit	<ul style="list-style-type: none"> Selection decisions and processes are merit-based. The person best suited to the job is appointed to the position (section 72 Public Service Act 2020)
Capability-based	<ul style="list-style-type: none"> As a capability-based organisation, Inland Revenue source, recruit, develop and deploy people based on their capabilities. This acknowledges the value of transferrable skills and competencies acquired through diverse work experiences
Impartial, honest, and transparent processes	<ul style="list-style-type: none"> Inland Revenue application, recruitment and selection processes are professional and objective. Vacancies will be notified in a way that enables suitably qualified people to apply (Schedule 8(1) Public Service Act 2020). There is a clear process established for review (Schedule 8(5) Public Service Act 2020)
Māori Crown Relations	<ul style="list-style-type: none"> We support the Crown’s responsibilities under Te Tiriti o Waitangi and uphold the principles of partnership, protection and participation.
Valuing diversity and ensuring inclusive practices	<ul style="list-style-type: none"> Inland Revenue values diversity and understands the benefits of a workforce that reflects its customers and the wider communities it supports Inland Revenue’s recruitment process is inclusive and as accessible as possible. IR is committed to ensuring the process is free from discrimination and conscious and unconscious bias. People will be treated in an inclusive and safe manner, respectful of their needs and cultural values.

Why we have this policy

Making good appointment decisions ensures Inland Revenue has the right people to meet current and future business needs and support our culture. Ensuring an inclusive, fair and transparent process helps ensure a positive experience for those seeking to join Inland Revenue or looking to change roles in the organisation. This policy provides employees and leaders with information about our approach to recruitment. It also supports leaders in making good hiring decisions and to ensure employees have confidence in the process.

Who this policy applies to

This policy and the guidelines which support it apply to all Inland Revenue employees.

Not in scope

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Inland Revenue LGBTQIA+ Inclusive Language Guide



Rainbow
Network

This guide has been adapted from the Stonewall Inclusive Language Guide, Gender Minorities Aotearoa Glossary of Gender Terms, Victoria State Government LGBTQIA+ Inclusive Language Guide, GLAAD Media Reference Guide (Terms to Avoid), Words Matter BC Public Service, Gender Identity Family Planning guide, and unpublished feedback on the State Services Commission Inclusive Language Guide provided by the Cross Agency Rainbow Network.

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This inclusive language guide has been produced by Inland Revenue's internal Rainbow Network to improve conversations, build relationships and create a community of respect towards each other and Inland Revenue's customers.

The information in this guide will help you use the correct terms and references for diversity, inclusion and the LGBTQIA+ community.

This is a living and iterative document. That means that the list of terms is not complete – and never will be. As language develops and evolves, new terms and definitions will be added to the glossary.

While every effort has been made to ensure the accuracy of the definitions, sometimes they may not be quite right. If there are corrections required to the definitions, please email

[Not in scope](#)

Using inclusive language at Inland Revenue

How do I use inclusive language?

Try to use inclusive language as your everyday language.

Using inclusive language can make a real difference to people in the LGBTQIA+ community.

Use language that acknowledges people have diverse relationships and families. This can mean using words like “partner” as opposed to “husband/wife” or “parents” as opposed to “mother/father”, particularly when describing groups of people.

If someone discloses to you that they’re from one of the LGBTQIA+ communities, respectfully ask what terms they use to describe themselves, then use those terms.

Don’t question or make assumptions about someone’s gender, sexuality, or relationship. Accept and respect how people define their gender and sexuality.

Preferred inclusive language and problematic language

Preferred	Problematic
The average person, people in general	The average man
Ancestors	Forefathers
Chairperson, chair, moderator, discussion leader	Chairman
Folks, people, all humankind	Guys, mankind
Human achievements	Man’s achievements
Other sex	Opposite sex
Police officer, flight attendant, postal worker, mail carrier/ mail officer, firefighter	Policeman, stewardess, mailman, fireman
Spouse, partner	Wife or husband, girlfriend or boyfriend
Women (over 18 years of age)	Girls, females
Workforce, personnel, workers, staff, people	Manpower
Working hours/days, effort, or elapsed time	Man hours

How do I use pronouns?

Pronouns are one of the ways people refer to each other and themselves. Most but not all men (including trans men) use the pronoun 'he' and most but not all women (including trans women) use the pronoun 'she'.

Some people use a gender-neutral pronoun such as 'they, them' (e.g. "Nico takes the train to work as they think the morning traffic takes too long").

If you're unsure what someone's pronoun is, ask them respectfully, and preferably privately. Ask a question like "Can I ask what pronouns you use?" A person's pronouns and identity are not a preference.

Some people's pronouns may be context specific. For example, someone might not use their pronouns in a particular environment or around particular people because they do not feel safe or comfortable to do so.

You can add your pronouns into your email signature next to your name to give others visibility of how they should refer to you, e.g. (she/her) (he/him) (they/them).

Gender-neutral pronouns

The following chart is a quick reference guide to traditional and gender-neutral pronouns.

Subjective	Objective	Possessive adjective	Possessive pronoun	Reflexive	Pronunciation
She	Her	Her	Hers	Herself	Pronounced as it looks
He	Him	His	His	Himself	Pronounced as it looks
They	Them	Their	Theirs	Themselves	Pronounced as it looks
Ze	Zim	Zir	Zirs	Zirself	Pronounced as it looks
Sie/Zie	Hir	Hir	Hirs	Hirself	Pronounced: zee, here, here, heres, hereself
Zie	Zir	Zir	Zirs	Zirself	Pronounced: zee, zere, zere, zeres, zereself
Ey	Em	Eir	Eirs	Eirself	Pronounced: A, M, ear, ears, earsself
Per	Per	Pers	Pers	Perself	Pronounced as it looks

What do I do if I mess up someone's pronoun?

Try to use respectful language; some mistakes are understandable, particularly when you are learning. If you make a mistake, apologise promptly and move on. Don't dwell on it, and don't give up. What's important is that you keep trying to get it right.

Repeated mistakes indicate a lack of respect and can be very distressing. If it continues or is deliberate, it could constitute bullying or discrimination. See our bullying and harassment policy and guidelines on the [People policies & guidelines intranet page](#).

How do I welcome people to meetings?

Include everyone in a meeting by saying things like "Welcome, everyone", "Good morning" or "Great to have you all here". These broader terms can also be useful when sending emails to groups of people or interacting with groups of people you have met for the first time.

Some other examples are "Hi everyone", "Great to see everyone", "Thank you for attending".

Māori greetings

Formal	Informal	Description
Tēnā koe	Kia ora	Greetings, Hello.
Tēnā kōrua	Kia ora kōrua	Greetings, Hello to you two – 2 people.
Tēnā koutou	Kia ora koutou	Greetings, Hello to you – 3 or more people.
Tēnā koutou, tēnā koutou, tēnā koutou katoa		Greetings, Greetings, Greetings to you all – 3 or more people.
Tēnā koutou, tēnā koutou, tēnā tatou katoa		Greetings, Greetings, Greetings to us all – the speaker and those being spoken to, 3 or more people.

When talking to people on the phone or online what should I keep in mind?

The sound of a voice is not a reliable indicator of their gender, particularly over the phone.

Do not address someone on the phone by gendered terms such as 'madam' or 'sir' if you don't know their gender. Ask politely or call them by their name. It's also important to not make small talk about someone's sexual identity.

The same approach goes for online technology: you can't assume someone's gender by the icon/image beside their name, or their username, when using social media or technology online.

What terms should I avoid?

You should always avoid LGBTQIA+ terminology being used in a derogatory way, e.g. the word 'gay' when used in a negative way to refer to a situation or event unrelated to sexuality. Do not use words you've heard being used to put down or attack LGBTQIA+ people.

I have a new team member who is in the LGBTQIA+ community; how do I make them feel welcome?

Welcome your new team member as you would anyone else new to IR. Show them around and let them know that they can come to you with any questions.

There is a [Rainbow Network Yammer page](#) which is open to people in the rainbow community as well as allies.

As we want to ensure a safe space for our LGBTQIA+ members, our Teams channel and meetings are reserved for those who identify as part of the community. To join our teams channel, [follow this link](#).

Our Tikanga Whanonga Code of Conduct

IR is committed to maintaining a safe and positive working environment and culture. This means we must all respect the rights of our colleagues and customers.

Everyone is respected and valued. We all support an inclusive workplace and value diversity of thought, beliefs, backgrounds, and capabilities. Discrimination, bullying, harassment and violence of any kind are unacceptable.

[Read our Tikanga Whanonga Code of Conduct](#)

Inclusion - is about our environment - where everyone feels valued and respected and can fully participate as the person they are in the workplace e.g. bring their "whole self" to work. It's about recognising and celebrating our differences, so that everyone feels safe to be who they are, feel like they belong, and can contribute their unique skills and perspectives at work. We should ensure our work practices and behaviour are inclusive (for example, valuing individuals and their opinions, accepting individual differences and being sensitive to different people, practices, and cultures).

[See our Diversity & Inclusion Policy](#)

Glossary of terms

A

Ace

Ace is an umbrella term used to describe a variation in levels of romantic and/or sexual attraction, including a lack of attraction. Ace people may describe themselves using one or more terms, including, but not limited to, asexual, aromantic, demi, demisexual and grey-A. Ace is short for the spectrum of “asexual.”

Ally (LGBTQIA+ ally)

A (typically) straight and/or cis person who actively supports members of the LGBTQIA+ community.

Agender or Neutrois

Someone who feels neutral towards their gender and rejects the influence of gender on their person.

Sometimes the term nongendered is used in a similar fashion.

Identifying as neutrois or agender is not indicative of one’s anatomy, sex assigned at birth, or pronoun preference. It can be used in conjunction with another gender signifier, for example ‘neutrois woman’.

Androgynous

A person who doesn’t present themselves as either feminine or masculine.

Aromantic

The term aromantic has nothing to do with sex. Aromantic people do not feel romantically attached to others, though they may develop sexual attractions. Aromantic people also exist on a spectrum, so aromantic can also refer to people with little (to no) romantic attraction to others. A person who fits on the aromantic spectrum can feel low or no strong romantic interest in others of any gender. People of any sexual orientation can be aromantic. You can also be asexual, aromantic, or both.

AFAB

Assigned Female at Birth

AMAB

Assigned Male at Birth

Asexual

Someone who does not experience sexual desire, or experiences very little desire, for people of any gender. Some asexual people desire romantic relationships, while others do not. Asexuality can be considered a spectrum, with some asexual people experiencing desire for varying types of intimacy.

Asexuality

Asexuality refers to a lack of or very low sexual attraction to others.

B

Bi

Bi is an umbrella term used to describe a romantic and/or sexual orientation towards more than one gender. Bi people often describe themselves as being attracted to their own and other genders.

Bi people may describe themselves using one or more of a wide variety of terms, including, but not limited to, bisexual, pan, queer, and other non-monosexual and non-mono-romantic identities.

Bigender

Bigender is a gender identity that can be literally translated as 'two genders' or 'double gender'.

Bigender people experience exactly two gender identities, either simultaneously or varying between the two. These two gender identities could be male and female but could also include non-binary identities.

Bisexual

A bisexual person is romantically and/or sexually attracted to people of their own gender and other genders.

Another definition holds that bisexuality involves attraction in which the gender of the other person does play a role in the attractions, whereas pansexual can refer to attraction regardless of gender.

Biphobia

The fear or dislike of someone who identifies as bi based on prejudice or negative attitudes, beliefs or views about bi people. Biphobic bullying may be targeted at people who are, or who are perceived to be, bi.

Butch

Butch is a term used in LGBTQIA+ culture to describe someone (usually a woman or someone assigned female at birth) who expresses themselves in a typically masculine way.

There are other identities within the scope of butch, such as 'soft butch' and 'stone butch'. You should not use these terms about someone unless you know they identify with them.

C

Cisgender or Cis

Someone whose gender identity is the same as the sex they were assigned at birth. Non-trans is also used by some people.

Ciscentrism

A system of attitudes, bias and discrimination in favour of cisgender identities that marginalises and renders invisible trans* (for more information on trans*, see Trans and Trans* in this glossary) people and treats their needs and identities as less important than those of cisgender people.

Cissexism

The belief that cisgender and cissexual people represent the 'norm' and so are superior to transgendered people. This results in a systemic oppression that privileges cisgender and cissexual folk over transgender and trans* folk.

Cissexual

Identifying with the same biological sex that one was assigned at birth.

Closeted

Someone who is concealing their true sexual orientation or gender identity. The term refers to being "in the closet", meaning concealing one's rainbow identity.

Coming out

When a person first tells someone/ others about their identity as lesbian, gay, bi, trans, queer, or any other identity that falls under the rainbow umbrella. For someone in the Rainbow community, this can be something they have to do repeatedly as they move through new situations in their lives.

D

Deadname

A deadname is the birth name of someone who has changed their name (legally or otherwise). The term is especially used in the LGBTQIA+ community by people who are transgender and elect to go by their chosen name instead of their given name.

Deadnaming

Calling someone by their birth name after they have changed their name. This term is often associated with trans people who have changed their name as part of their transition. Deadnaming can be hurtful and inappropriate. If you're unsure what name to use, you can ask them respectfully, and preferably privately. Use a question like "Can I ask what name you use?". Continued mistakes, especially after being told otherwise, are very disrespectful and could constitute bullying, which is against IR's Code of Conduct.

Drag

'Drag' is a term that is often associated with queer communities and is often replaced with 'drag king', 'drag queen', 'drag artist' or 'drag performer'.

Drag King

Performers (usually someone assigned female at birth) who dress as men/maleness/masculinity for entertainment at clubs and events. "Hyper king" refers to someone assigned male at birth performing as a drag king.

Drag Queen

Performers (usually assigned male at birth) who dress as women/femaleness/femininity for entertainment at clubs and events. "Hyper queen" refers to someone assigned female at birth performing as a drag queen.

F

Fa'afafine

(Samoa, American Samoa, and Tokelau), Fakaleiti or Leiti (Tonga), Fakafine (Niue), Akava'ine (Cook Islands), Māhū (Tahiti and Hawaii), Vakasalewalewa (Fiji), and Paloma (Papa New Guinea)

Fa'afafine and others listed above are some Pasifika terms used to describe cultural and gender identities. They are more or just as much about familial, genealogical, social, and cultural selfhood.

Fakaleiti

Fakaleiti refers to a third gender category that is found in Tonga – specifically those assigned male at birth. They perform activities traditionally done by females. Fakaleiti in Tonga may not necessarily associate with western queer & trans* identities.

Femme

Femme is a term used in LGBTQIA+ culture to describe someone who expresses themselves in a typically/traditionally feminine way. There are other identities within the scope of femme, such as 'low femme', 'high femme', and 'hard femme'. You shouldn't use these terms about someone unless you know they identify with them.

FTM (Female to Male)

A person transitioning (or who has transitioned) from female to male. This refers to someone assigned female at birth who identifies as male. This term is generally outdated, but while some people may still identify with this term, it is not appropriate to assume someone uses this term.

G

Gay

Used to describe men and women attracted to the same sex, though 'lesbian' is the more common term for women. Preferred over 'homosexual' except in clinical contexts or references to sexual activity. It is offensive to refer to anything other than human sexuality as gay, e.g. use the word in a negative context or a derogatory way.

Gender

Often expressed in terms of masculinity and femininity, gender is largely culturally determined and is traditionally assumed from the sex assigned at birth.

Gender binary

A viewpoint that gender consists of only two gender identities: male/female.

Gender diverse

A person whose gender identity or gender expression differs from a given society's dominant gender roles. Gender diverse can refer to those who are transgender, non-binary, genderqueer, or have other identities outside the gender binary.

Gender dysphoria

Used to describe when a person experiences discomfort or distress because there is a mismatch between their sex assigned at birth and their gender identity. This is also the clinical diagnosis for someone who doesn't feel comfortable with the sex they were assigned at birth.

See Gender incongruence below.

Gender expression

A person's presentation of the gender through physical appearance – including dress, hairstyles, accessories, cosmetics – and mannerisms, speech, behavioural patterns, names and personal references. Gender expression may or may not conform to a person's gender identity.

Genderfluid

A non-binary gender that indicates shifting between different genders or presentations.

See pangender and omnigender in this glossary.

Gender identity

A person's innate sense of their own gender, whether male, female or something else (see non-binary below), which may or may not correspond to the sex assigned at birth.

Gender incongruence

This is the preferred sexual health classification of transgender and gender diverse people by the World Health Organisation (WHO). Gender incongruence is 'characterised by a marked and persistent incongruence between an individual's experienced gender and the assigned sex'. This term replaced the stigmatised term 'gender dysphoria' which was used previously.

Gender non-conforming

A term for individuals whose gender identity does not fit into the societal expectations related to their assigned sex at birth.

Gender reassignment

Another way of describing a person's transition. To undergo gender reassignment usually means to undergo some sort of medical intervention, but it can also mean changing names, pronouns, dressing differently and living in their self-identified gender.

Genderqueer

Similar to queer, but more specifically to rejecting binary genders. Those who identify as genderqueer may identify as neither male nor female, may see themselves as outside of or in between the binary gender boxes, or may simply feel restricted by gender labels. Some genderqueer people do identify within the binary (e.g. "genderqueer woman"), but reject the conventions and expectations associated with that gender.

Gender transition

The process a person goes through to live as the gender with which they identify, which is different from their assigned sex at birth.

H

Heterosexism

The perception that heterosexuality is superior to other sexual orientations.

Heterosexual / straight

Refers to a man who has a romantic and/or sexual orientation towards women or, to a woman who has a romantic and/or sexual orientation towards men.

Hijra

A word used in the Indian subcontinent to describe intersex people, and transgender people. This community also use the words Kinnar or Kinner to describe themselves.

Homosexual

A person who is mostly attracted to people of their own gender. Because this term has been widely used negatively and/or in a cold and clinical way, most homosexuals prefer the terms 'lesbian', 'gay' or 'queer'.

Homophobia

The fear or dislike of someone, based on prejudice or negative attitudes, beliefs or views about lesbian, gay or bi people. Homophobic bullying may be targeted at people who are, or who are perceived to be, lesbian, gay or bi.

I

Intersex

A term used to describe a person who may have the biological attributes of both sexes or whose biological attributes do not fit with societal assumptions about what constitutes male or female.

Intersex people may identify as male, female or non-binary.

L

Lesbian

Refers to a woman who has a romantic and/or sexual orientation towards women.

Lesbophobia

The fear or dislike of someone because they are or are perceived to be a lesbian.

LGBT

The acronym for lesbian, gay, bi and trans. This acronym is now outdated and has been replaced with LGBTQIA+ or SOGIESC.

LGBTQIA+

The current most common inclusive acronym for queer people, stands for:

Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual, with the '+' symbolising all those who fit outside of these categories.

LGBTQIA+ Inclusive language

The use of gender non-specific language (e.g. 'partner' instead of 'husband', or 'they' or 'ze' instead of 'she') to avoid assumptions around gender identity and sexual orientation, and to enhance the accessibility of information and services. Educational, social service, and health professionals are especially encouraged to use inclusive language until advised otherwise by the person they are talking to or about.

M

Mode (Boymode/Girlmode)

A term used by trans/non-binary people to refer to the act of outwardly presenting as your gender assigned at birth to avoid being 'outed' or confronted in unsafe environments.

MTF (Male to Female) A person transitioning (or who has transitioned) from male to female. This refers to someone assigned male at birth who identifies as female. This term is generally outdated, but while some people may still identify with this term, it is not appropriate to assume someone uses this term.

N

Non-binary

An umbrella term for people whose gender identity doesn't sit comfortably with 'man' or 'woman'. Non-binary identities are varied and can include people who identify with some aspects of binary identities, while others reject them entirely.

O

Omnigender

Refers to someone who identifies as being or experiencing all genders, but still cares about their gender. This is in contrast to someone who is Pangender (see definition of pangender below).

Orientation

Orientation is an umbrella term describing a person's attraction to other people. This attraction may be sexual (sexual orientation) and/or romantic (romantic orientation). These terms refer to a person's sense of identity based on their attractions, or lack thereof. Orientations include, but are not limited to, lesbian, gay, bi, ace and straight.

The [Stonewall Community Foundation](#) uses the term 'orientation' as an umbrella term covering sexual and romantic orientations.

Outed

When a lesbian, gay, bi, trans, or queer person's sexual orientation or gender identity is disclosed to someone else without their consent.

P

Pangender

Refers to someone who identifies as being or experiencing all genders either fluidly or at the same time. Pangender can also refer to someone who may not care about their gender, or more specifically how other people view their gender. This is in contrast to someone who is omnigender (see omnigender in this guide).

Pansexual

Refers to when a persons' romantic and/or sexual attraction towards others is not limited by sex or gender. Sometimes shortened to 'pan'.

Passing

If someone is regarded to be a cisgender man or cisgender woman while they identify as a trans person. The use of this term is considered inappropriate as it implies that people need to perform or present outwardly as masculine or feminine.

Person with a trans history

Someone who identifies as male or female or as a man or a woman but was assigned a different sex at birth. This is increasingly used by people to acknowledge a trans past.

Polyamorous

Refers to someone in an open sexual or romantic relationship with more than one person. People who are polyamorous can be heterosexual or from the LGBTQIA+ community and relationships between polyamorous people can include combinations of people of different sexual orientations.

Pronoun

Words we use to refer to people's gender in conversation - for example, 'he', or 'she'. Some people prefer others to refer to them in gender neutral language and use pronouns such as they/them and ze/zir.

Q

Queer

Queer is a term used by those wanting to reject specific labels of romantic orientation, sexual orientation and/or gender identity. It can also be a way of rejecting the perceived norms of the LGBT community. Although some LGBTQIA+ people view the word as a slur, it was reclaimed in the late 80s by the queer community who have embraced it.

Questioning

The process of exploring your own sexual orientation and/or gender identity.

R

Romantic orientation

A person's romantic attraction to other people, or lack thereof. Along with sexual orientation, this forms a person's orientation identity.

Rainbow community

Rainbow refers to the community of queer people, meaning anyone who identifies outside the sexual and/or gender norm. The multicolour rainbow flag was adopted in 1978 in San Francisco by the LGBTQIA+ communities as a symbol of pride, solidarity, and the diversity of the gay community. The colours symbolize life (red), healing (orange), sunlight (yellow), nature (green), harmony/peace (blue), and spirit (purple violet).

S

Sex

Assigned to a person on the basis of primary sex characteristics (genitalia) and reproductive functions. Sometimes the terms 'sex' and 'gender' are interchanged to mean 'male' or 'female'.

Sexual orientation

A person's sexual attraction to other people, or lack thereof. Along with romantic orientation, this forms a person's orientation identity. The [Stonewall Community Foundation](#) uses the term 'orientation' as an umbrella term covering sexual and romantic orientations.

Sex queer

A rejection of labelling one's physical body as female or male. Being sex queer is not indicative of one's current anatomy, birth assignment, or birth anatomy, and should not be confused with intersex.

Sex reassignment surgery

Medical procedure altering one's physical appearance to further reflect one's gender identity.

SOGIESC-diverse

An umbrella term like Rainbow and LGBTTQIA+. These umbrella terms include but are not limited to people who identify as: lesbian, gay, bisexual, transgender, takatāpui, queer, intersex, asexual, transsexual, non-binary, pansexual, whakawahine, tangata ira tāne, mähū (Tahiti and Hawaii), vakasalewalewa (Fiji), palopa (Papua New Guinea), fa'afafine (Samoa, American Samoa and Tokelau), akava'ine (Cook Islands), fakaleiti or leiti (the Kingdom of Tonga), fakafifine (Niue) or two spirit.

T

Taahine

Taahine is similar to mixed gender, sometimes non-binary, or transgender not-otherwise-specified. This speaks to the intersection of Māori and non-cisgender identities.

Takatāpui

Takatāpui refers to Māori who are not heterosexual and/or not cisgender. It is used both as a gender identity (similar to transgender), as an attraction or sexual orientation (similar to lesbian, gay, bi, or pansexual). It is also used as an umbrella term for all non-heterosexual and/or non-cisgender Māori people (similar to 'Rainbow Community').

Tangata ira tane

Tangata ira tane roughly translates as trans man. This speaks to the intersection of both Māori and trans man identities.

TERF: Trans Exclusionary Radical Feminism

TERF or 'Fundamentalist Feminism' is a small but very vocal sub section of 'Radical Feminism' which is generally focussed on removing human rights, legal protections, and access to medical treatments and supportive social environments for transgender people.

To be out

To be open about your sexual orientation and/or your gender identity.

Trans

An umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, gender-variant, crossdresser, genderless, agender, nongender, third gender, bi-gender, trans man, trans woman, trans masculine, trans feminine and neutrois.

Trans*

Trans* originally used to include explicitly both transsexual and transgender, or (now usually) to indicate the inclusion of gender identities such as gender-fluid, agender, etc., alongside transsexual and transgender.

Transgender

Transgender describes a person whose gender does not exclusively align with the one they were assigned at birth. While Trans can be used as an umbrella term, not everyone uses it to describe themselves.

Transfeminine

This term may describe people who identify as transgendered, and who identify their gender expression as feminine.

Transmasculine

This term may describe people who identify as transgendered, and who identify their gender expression as masculine.

Transgender man

A term used to describe someone who is assigned female at birth but identifies and lives as a man. This may be shortened to trans man, or FTM, an abbreviation for female-to-male.

Transgender woman

A term used to describe someone who is assigned male at birth but identifies and lives as a woman. This may be shortened to trans woman, or MTF, an abbreviation for male-to-female.

Transphobia

The fear or dislike of someone based on the fact they are trans, including the denial/refusal to accept their gender identity. This can look like fear, discomfort, distrust, or hatred directed towards trans people or trans concepts. This word is used similarly to homophobia, etc. Some transphobia is based in ideas about naturalness, realness, and misconceptions around scientific fact or biology. There are many other factors that can contribute to transphobia, such as some religious ideologies and ideas of gendered oppression revolving around reproductive capacity.

Transitioning

The steps a trans person may take to live in the gender with which they identify. Each person's transition will involve different things. For some this involves medical intervention, such as hormone therapy and surgeries, but not all trans people want or are able to have this. Transitioning also might involve things such as telling friends and family, dressing differently and changing official documents.

In New Zealand, to change official documents, you may need to apply to the Family Court, DIA, and NZTA. This may include needing to provide a statutory declaration relating to your change of gender, or evidence that you have undergone medical treatment to change your gender (not necessarily reconstructive surgery).

See our [Transitioning at work guide](#) which has been produced by IR's Rainbow network.

For more information on how to update your gender on your birth certificate or other IDs, please visit the [govt.nz website for changing your gender](#).

Transsexual

This was used in the past as a medical term (similarly to homosexual) to refer to someone whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. This term is still used by some although many people prefer the term trans or transgender.

W

Whakawahine

Whakawahine roughly translates as trans woman. More literally, it translates as being or becoming, in the manner or spirit of a woman. Many Māori trans women are whakawahine, love this term, and prefer it over transgender, transsexual, or other terms. Some Māori trans women feel that 'whaka' or 'to create or become' holds an implication that they are not women, and reject this term on that basis, often preferring Taahine or Takatāpui.

Z

Ze / Hir

Gender-inclusive pronouns used to avoid relying on a gender binary-based linguistic system or making assumptions about people's gender. An example of these terms being used in a sentence is 'Ze talked to hir partner about pronouns'.

Some people instead choose to use plural pronouns such as 'They' and 'Their', or similar options. An example of this would be 'They talked to their partner about pronouns'. Some use plural pronouns because they are more widely understood and able to be fluently used by most people. Others, such as omnigender folk, feel that plural pronouns are most representative of their having more than one gender.

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Terms to avoid

Reference guide for LGBTQIA+ terms.

Offensive	Preferred	Description
Homosexual	Gay or Lesbian	Please use gay or lesbian to describe people attracted to members of the same sex. Because of the clinical history of the word "homosexual," it is aggressively used by anti-gay extremists to suggest that gay people are somehow diseased or psychologically/emotionally disordered - notions discredited by the American Psychological Association and the American Psychiatric Association in the 1970s. Please avoid using "homosexual" except in direct quotes. Please also avoid using "homosexual" as a style variation simply to avoid repeated use of the word "gay." The Associated Press, The New York Times and The Washington Post restrict use of the term "homosexual" (see AP & New York Times Style).
homosexual relations/relationship or homosexual couple, homosexual sex	Relationship, couple (or, if necessary, gay couple), sex,	As a rule, try to avoid labelling an activity, emotion or relationship gay, lesbian, or bisexual unless you would call the same activity, emotion or relationship "straight" if engaged in by someone of another orientation. In most cases, your readers, viewers or listeners will be able to discern people's sexes and/or orientations through the names of the parties involved, your depictions of their relationships, and your use of pronouns. Identifying a same-sex couple as "a homosexual couple," characterizing their relationship as "a homosexual relationship," or identifying their intimacy as "homosexual sex" is extremely offensive and should be avoided. These constructions are frequently used by anti-gay extremists to denigrate gay people, couples and relationships.
Sexual preference	Sexual orientation or orientation	The term "sexual preference" is typically used to suggest that being lesbian, gay or bisexual is a choice and therefore can and should be "cured." Sexual orientation is the accurate description of an individual's enduring physical, romantic and/or emotional attraction to members of the same and/or opposite sex and is inclusive of lesbians, gay men, bisexuals, as well as straight men and women (see AP & New York Times Style).

Offensive	Preferred	Description
Gay lifestyle or homosexual lifestyle	gay lives, gay and lesbian lives	There is no single lesbian, gay or bisexual lifestyle. Lesbians, gay men and bisexuals are diverse in the ways they lead their lives. The phrase "gay lifestyle" is used to denigrate lesbians, gay men, and bisexuals suggesting that their orientation is a choice and therefore can and should be "cured" (See AP & New York Times Style).
Admitted homosexual or avowed homosexual	openly lesbian, openly gay, openly bisexual, or simply 'out'	Dated term used to describe those who self-identify as gay, lesbian or bisexual in their personal, public, and/or professional lives. The words "admitted" or "avowed" suggest that being gay is somehow shameful or inherently secretive. You may also simply describe the person as being out, for example: "Ricky Martin is an out pop star from Puerto Rico." Avoid the use of the word "homosexual" in any case (see AP & New York Times Style).
Gay agenda or homosexual agenda	Accurate descriptions of the issues (e.g., "inclusion in existing non-discrimination and hate crimes laws," "ending the ban on transgender service members")	Lesbian, gay, bisexual, and transgender people are motivated by the same hopes, concerns and desires as other New Zealanders. They seek to be able to earn a living, be safe in their communities, serve their country, and take care of the ones they love. Their commitment to equality is one they share with many allies and advocates who are not LGBT. Notions of a so-called "homosexual agenda" are rhetorical inventions of anti-gay extremists seeking to create a climate of fear by portraying the pursuit of equal opportunity for LGBT people as sinister (see AP & New York Times Style).

Defamatory Language

The use of defamatory language is not acceptable at Inland Revenue. This includes

- outdated and abusive terms such as Fag, Faggot, Dyke, Homo or Sodomite
- discredited scientific terms such as Deviant, Disordered, Dysfunctional, Diseased, Perverted, Destructive
- Associating gay, lesbian, bisexual and transgender people with paedophilia, child abuse, sexual abuse, bestiality, bigamy, polygamy, adultery and/or incest. Such claims, innuendoes and associations often are used to insinuate that LGBTQIA+ people pose a threat to society, to children and families. Such assertions and insinuations are defamatory and should be avoided, except in direct quotes that clearly reveal the bias of the person quoted.

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Rainbow
Network



Email signatures

Check out the IR email signature template and other tips for your email signature.

Email signature

IR people must all use the approved email signature set out below. It uses our standard font: 10pt Verdana. This is also the standard font and size for the text of your emails.

Name Surname | Job Title | Inland Revenue

Your job title in te reo | Te Tari Taake

T: +64 4 XXX XXXX | M: 029 XXX XXXX | F: +64 4 XXX XXXX

E: email@ird.govt.nz

Do not use background colours in emails as this may make it difficult to read your message.

To edit your signature, open Outlook and click File > Options > Mail > Signatures

[Read Microsoft's guide to editing your signature](#)

Adding an image or logo to your email signature

Always include alt-text to your image or logo. This makes it easier for screen readers to identify and describe the image.

To add alt-text:

- right click on the image and select Edit Alt Text...
- type in a detailed description of the image or logo.

For images such as borders or footers, follow the above steps and tick the 'Mark as decorative' box.

[Learn more about Alt-text and how to write it well \(PPT\)](#)

Include te reo in your email signature

Our Māhutonga team can provide a translation service to find your job title in te reo. When requesting a translation for a role it's helpful to include a short description, as there can be nuances such as the difference between a 'Lead' and a 'Manager', a 'Principal Advisor' and a 'Special Advisor'.

[Visit the Māhutonga site to find how to request a translation](#)

Adding your pronouns to your email signature

Pronouns are words used to refer to people (for example, she/her, he/him, or they/them). An easy way to normalise the use of pronouns is to include them in your email signature. There are a few reasons why this is beneficial:

- When cisgender people include pronouns, it normalises it for everyone and protects trans and gender diverse people when they include their pronouns.
- Having pronouns in an email signature signals you as an LGBTQIA+ ally.

Adding your pronouns to your signature or introductions also creates a more inclusive environment for everyone.

To add pronouns to your signature, put them after your name in parentheses. Hyperlink the pronouns with the link below so people can click on them to learn more. For example: First name Last name ([they/them](#)).

[Pronoun use in email signatures | Te Kawa Mataaho website](#)

[Find more rainbow resources from He Toa Takitini - IR Rainbow Network](#)

Adding He Toa Takitini Rainbow Network's ally signature

If you are an ally to rainbow communities, you may add the below ally logo to the end of your email signature.

The colours shown in the logos, reflect those in the progressive pride flag, which includes representation of marginalised groups in the LGBTTQIA+ community.

[Find out more about the network logo, including the ally signature](#)



Make sure your email signature is accessible

IR is committed to accessibility across all our documents and communications. This means our email signatures also need to be accessible.

To make sure your email signature is accessible, do not use any text in italics or in colours that are hard to read, like red. You should make sure there's enough contrast between the background and the text so it's easiest to read.

Use an accessibility lens across all your work. We can best help people when everyone can access the information.

[Find more tips and tricks about accessibility](#)

[Digital Accessibility - bite sized training](#)

Pages Contacts



Inland Revenue

Gender transitioning at work guide

The gender transitioning at work guide has been produced by Inland Revenue's internal Rainbow Network with an aim to improve outcomes for Inland Revenue staff who plan to transition at work. This guide is for staff and managers to help plan conversations and timing around transitioning at work.

The guide is a living and iterative document. That means that this guide is meant to be reviewed and updated as best practice evolves and as our organisation develops.

While every effort has been made to ensure the accuracy of this information, sometimes this may not work in practice. If you have any feedback on this document, please email [Not in scope](#) and we will consider this feedback when reviewing this document.

This guide has been adapted from the University of Otago Transitioning at Work guide in line with Inland Revenue's internal policies and systems.

About transitioning

Transitioning is a term used to describe the steps someone may take to live as the gender they identify with. The transitioning process varies from person to person. For some, dressing as the gender they truly feel themselves to be is enough. Other people may choose other steps or actions e.g. seeking medical assistance or undergoing different surgical procedures over time.

Inclusivity at IR

Inland Revenue promotes an inclusive culture where people from all walks of life can achieve their full potential. *Tikanga Whanonga* (our Code of Conduct) outlines our expectations about the role we all play in contributing to an inclusive, respectful, safe and healthy workplace. Discrimination, harassment or bullying are not tolerated.

Within this context, Inland Revenue is committed to supporting people who are transitioning at work.

This material provides practical information on how Inland Revenue supports gender transitioning and relevant processes for:

- A person who is thinking of (or is) gender transitioning;
- Any leader of a person who is thinking of (or is) transitioning;
- Others whose work area(s) may be required to support a person who is transitioning, or their leader or team.

If you are thinking about transitioning at Inland Revenue

If you are transitioning when you commence employment with Inland Revenue or decide to transition during the term of your employment, there are a number of things to consider.

Support is available to work through the following types of considerations:

Speak to your leader

To ensure a smooth transition meet with your leader to discuss your transitioning at work plan (see the section below on what a transition plan may contain). Alternatively, you can approach your leader's leader who can work with you to get your direct leader involved.

If you need any support, bring along a whānau member, friend or union representative with you.

Think about your plan

Think about what information you will like to share with people at work (your leader, colleagues, customers, stakeholders), when you would like to share it, and how you would like to share it. Equally, consider what information you would prefer to keep private. It is important that you decide the level of disclosure you are comfortable with.

Identify if there is any support you need at work during your transition, such as assistance you might require, any leave you might wish to take.

The concept of gender transitioning may be new to some people and they might need time to educate themselves. This guide contains a list of external resources that might be of help when deciding how you want to communicate with others.

Office facilities

You can use the bathroom and changing facilities that match the gender you identify with. For example, trans women can use the women's toilet, and trans men can use the men's toilet. Alternatively, you can utilise the gender-neutral bathroom options where available, or the disabled bathroom(s).

Additional support

You can access the [Employee Assistance Programme \(EAP\)](#) which is a free and confidential counselling service to help you during the process. You can view the [counsellor profiles](#) to choose a person who specialises in LGBTQIA+ issues.

If a member of your team is thinking about transitioning at work

If one of your team has disclosed that they are transitioning (or intend to transition in the future) your responsibility as their leader (and Inland Revenue's representative) is to support them. Whilst you may find the disclosure surprising or unexpected, it is important that you do not attempt to question or dissuade them from their decision. It is important that everyone feels safe and comfortable to be themselves at work.

Supporting you're a member of your team through transitioning at work

Your support, including your communication is critical throughout the process of the member of your team transitioning. This includes addressing any issues that could affect them within workplace.

Learn about what it means to transition

The concept of gender transitioning might be new to you, so please learn about gender transitioning and what it means to be transgender:

- Listen to your team member's individual experience, if they wish to share it.
- Refer to the Further Resources section at the end of this guide for some recommended reading.
- Contact People & Culture who can provide general advice.

Create an inclusive environment

Your role is to create an environment of support and respect and to prevent and/or appropriately deal with any issues. Many people have had a little or no experience with transgender people.

- Lead by example to set the correct tone in the workplace. Be respectful and avoid making assumptions about the person.
- Use the correct names and pronouns, and advise colleagues about using the correct names and pronouns.

Managing a team members transition at work

Meet with your team member to discuss their transitioning at work plan (please see the section 'Developing a plan'). The transition plan will help you agree with them how best to communicate their transition to their colleagues, customers, stakeholders etc.



Please ensure your team member is aware they can bring along a support person (a whānau member, friend or union representative) during this meeting.



Maintaining confidentiality is critical, so avoid disclosing your team members' transgender status prematurely and without their permission. Be openminded and demonstrate understanding.



Your team member may ask you to assist with communication to people they work with e.g. colleagues, customers, stakeholders.



Educating team members and other stakeholders is important as some people may struggle with the change. It is important that the transitioning person is accepted for who they are.

Without an understanding of what it means for someone to transition, people can make their own assumptions and potentially communicate them as well. Effective communications and support for other team members can help avoid this.



Your team member may need time off work relating to their transition. Any leave for counselling appointments, to see medical specialists, or undergo surgery etc should be treated the same as medical appointments for any other employees.

Medical Certificates, or any other similar documentation, are not needed other than what is required under Inland Revenue's [Sick Leave guidance](#).

Developing a plan

The plan should be developed between the transitioning person and their leader, so that both parties can agree how to manage the transition and how Inland Revenue can support the person, their leader and/or immediate team members. Below is a list of suggested topics to address in the plan.

Developing a plan is a good first step in working through the process of transitioning at work.

Timeframe

It would be useful to consider when specific changes associated with the transition will take place and record the dates or timeframes around these. For example, when the person will:

- Assume their gender at work (e.g. be known by their new name, referred to by new pronouns, etc.)
- Adopt workplace attire to match their gender
- Start to use facilities such as bathrooms and changing rooms which match their gender
- Need to take time off work for medical treatments relating to their transition, if necessary, or to attend to any other matters directly associated with their transition.
- Update any relevant Inland Revenue records (see section below).

Communication plan

The transitioning person should decide how much and what information should be shared with others, and what should be kept confidential. When developing a communications plan, work with your team member and agree:

- Who is going to be informed? For example, colleagues, customers, stakeholders.
- How they are going to be informed? For example, by email or at a meeting. Will there be one announcement, or several?
- What information is going to be disclosed?
- Who is going to make the announcement? For example, the person, their leader, someone else?
- When will any announcement take place and how will it be phrased?
- How does the person want to manage any ongoing communication? For example, at different stages of their transition, or in relation to different work tasks/cycles?

Updating employee records at Inland Revenue

At the appropriate time during your transition, you can update any relevant employee records with Inland Revenue.



Gender, title and name can be changed at any time (and without any evidence) by you.

Access [Ātea > Me > Personal information > Personal details](#), and you can change your name, title, gender and add a preferred name. The gender options currently available include Female, Gender Diverse, Male, and Prefer Not to Say.



You can apply for a new Inland Revenue ID card if it doesn't show the correct name/title or photo. Find out [how to apply for a new ID card](#).



To update other places such as email address, distribution lists, IR webpages where your name and/or photo appears – use the [workplace technology form to update your email](#) and contact Internal Comms for any enquiries related to any existing articles or references on the intranet via [Not in scope](#). For any other Web services that you need to update your details on, refer to the [Support Portal](#).

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Further information & resources

Resources

- [Diversity and Inclusion Policy](#)
- [Code of Conduct – Tikanga Whanonga](#)
- [IR's LGBTQIA+ inclusive language guide](#)
- [Transgender Employees by Employment New Zealand](#) - for transitioning at work tips, useful definitions and an outline of employers responsibilities to employees who are transitioning
- [Trans People facts & information by Human Rights Commission, New Zealand](#) - for information to support 'trans' people including FAQ, resources and links to groups and networks
- [Takatāpui: Part of the Whānau | Mental Health Foundation](#) - to learn more about 'takatāpui' (Māori with diverse gender identities)
- [Gender Minorities Aotearoa resources](#) - for information and resources about trans identity and being trans in the workplace
- [Mental health at IR](#) - for more information on mental health at Inland Revenue

External subject matter experts/training providers:

- [Out@PSA](#)
- [RainbowYouth](#)
- [InsideOUT](#)
- [Rainbow Tick](#)

Further contacts

If you need further support, information or assistance about transitioning while employed Inland Revenue, the following contacts are available.

HR Advisory

Leaders can contact the HR Advice Line for more information and support; email:

Not in scope

Support from the business

If you are transitioning, it is important to talk with your leader. You can also approach your leader's leader who can work with you to get your direct leader involved.

For support from our Diversity and Inclusion team, please email

Not in scope

For support from the Inland Revenue Rainbow Network, please email Not in scope

Payroll

Payroll queries can be raised via email: Not in scope