

STUDENT GENDER TRANSITION GUIDE

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GENDER TRANSITION GUIDE FOR CQUNI STUDENTS

This guide is intended to assist trans and gender-diverse students at CQUniversity with gender transition and affirmation. Gender transition or gender affirmation are terms for the steps a trans or gender-diverse person may take to bring their social or physical presentation into closer alignment with their gender identity. The guide provides information on how to change your name and gender marker in CQUni systems and includes contact details for relevant student support services. For convenience, some information and links are also provided on changing name and gender marker in federal and Queensland government systems, as well as links to further community resources. Cover design by John Back, based on the colours of the transgender flag created by Monica Helms in 1999.

Summary of documentation requirements for information changes in MyCQU

Personal details	Notes	Documentation required
Preferred name	Your preferred name should show in most places after a few days, including in Moodle and your email address, but some systems will still show your legal name.	None, but you will need to attach some sort of document due to a system limitation. A Word document should suffice.
Title	Includes Mx option	None
Legal name		Certified copy of your Change of Name Certificate or equivalent document, scanned as a PDF. Copies can be certified by a Justice of the Peace or Commissioner for Declarations. Contact details for trans-friendly staff who are happy to assist by witnessing documents etc are included later in this guide under the header "Getting documents certified on CQUni campuses".
Gender marker	Options include Male, Female and Unspecified	None, but you will need to attach some sort of document

		due to a system limitation. A Word document should suffice.
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Process for changing name and gender marker in MyCQU

1. Log into MyCQU using your student account.
2. Click your initials at the top right, then Personal Details.
3. To the right of where your old name and gender marker are displayed, click Manage.
4. Fill out the New Details section with your new information. Options are summarised in the table above.
5. If you're changing your legal names, upload a PDF of your certificate in the Supporting Documentation section.
6. If you are just changing your preferred name and/or gender marker, unfortunately some sort of document is still required to be attached due to a system limitation. However, you can simply type up a few sentences about the request in a Word document and attach that, and it should satisfy the requirement.
7. Once you've made the changes, click the blue Submit Form button at the top right. This will log a request with the Student Operations team who will reply via email when the change has been actioned.

Getting documents certified on CQUni campuses

For some government departments and service providers (e.g banks and superannuation funds), you may need to scan or post certified copies of some documents. The exact number will depend on the service providers, but as a general guide you may want two copies each of a proof-of-address document (e.g. rental lease), driver's licence, Medicare card, medical practitioner's statement and change-of-name certificate.

A number of CQUni employees are qualified as Justice of the Peace or Commissioner for Declarations and have indicated they are happy to assist trans and gender diverse employees and students with certified copies of identity documents etc. You can contact them at the details available on the [CQUniversity website](#) to make an appointment.

Process for updating pronouns in Zoom

To add or update your pronouns in Zoom, go to <https://cqu.zoom.us/> and sign in using the button at the top right. At the top left of the page that appears, click on Profile. To the right of where your name appears, click on the Edit link and enter your pronouns in the Pronouns field. You can also select whether your pronouns will always appear after your name in Zoom meetings, or whether you will be prompted each time whether you want to share them or not.

Further information is available at

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0066454.

Process for updating pronouns in Microsoft Teams

To add or update your pronouns in Microsoft Teams, open the Teams app and click on your profile picture at the top right of the window. In the drop-down menu that appears, click on your name. In the pop-up that appears, click on the blue Pronouns field immediately below your name. Enter your pronouns, then click the Save button.

Student Services

Support and help are available to you. You don't have to do this alone.

CQUni SUPPORT SERVICES

The CQUni Supports listed here are inclusive services respecting people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

- **[ALLY Program](#)** | email ally@cqu.edu.au


The Ally Program has been implemented to promote acceptance and understanding for lesbian, gay, bisexual, transgender, intersex, and queer (LGBTIQ) students. There is an Ally Network on Moodle as a connection point for any student who would like to be involved. To arrange access to the Ally Network, contact Gemma Mann at ally@cqu.edu.au.

- **[Student Accessibility and Equity](#)** | phone 07 4930 9456 or email accessibility@cqu.edu.au

Student Accessibility and Equity provides free and confidential advice, advocacy, services and resources to prospective and current students living with disability, illness, medical or mental health conditions. Accessibility Consultants work directly with students to ensure they can participate in teaching and learning experiences. Students can register for support at any time during their studies.

- **[Student Counselling and Wellbeing](#)** | phone **07 4930 9456** or email counselling@cqu.edu.au (8:30am to 4:30pm AEST)

Student Counselling and Wellbeing provides individual counselling and a wide range of wellbeing services and health promotion initiatives for all CQUni students. Student Counsellors provide free and confidential counselling support to help students with personal or study related issues that may impact their academic progress and or



personal development and wellbeing. Students can contact the service and speak with Counselling Intake Support to arrange an appointment and other appropriate supports.

- [**CQUni Out of Hours Student Support Line**](#) | 13 00 226 987 or text **0480 097 747** (outside business hours, including weekends and public holidays)

CQUni Out of Hours Student Support Line provides crisis counselling and personal support to CQUni students. A qualified crisis responder will answer the students call or texts. Depending on the reason for contacting the service, the crisis responder may help students to:

- find immediate relief from emotional distress
- explore coping strategies for the current crisis
- safely manage any immediate threats to life or safety
- open pathways for longer-term solutions
- focus on specific next steps
- link you back in with CQUniversity services that might be helpful.

[**CQU Mind Waves Student Connectors**](#) | [Click here to connect via Moodle](#)

Mind Waves connectors are CQU Students who are available and eager to support other students during their learning journey. Support can be related to coping with studies, personal and work life, mental health, and wellbeing, or all the above. Connectors are accredited in Mental Health First Aid, have a good understanding of the support services available to students, and are supported by the Counselling and Wellbeing team.


Use of gendered facilities on campus

Trans and gender-diverse students at CQUni are encouraged to use the gendered facilities (toilets, changing rooms etc) that they are most comfortable with and/or which accord with their gender identity. The rights of trans people to use gendered facilities in accordance with their gender identity are protected by federal anti-discrimination legislation.

Changing legal name and gender marker in government systems

Queensland-only – Registry of Births, Deaths and Marriages

<https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/changing-your-name/changing-your-name>



<https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/changing-record-of-sex>

To change your name only (not gender marker), you will need certified copies of ID under your old name (eg. rental lease, driver's licence and Medicare card), and on the form you must provide a reason for the name change (for example, that you are transgender and are changing your name to better accord with your gender identity).

Alternatively, you can change your gender marker and optionally change your first name as part of the same process. To change your gender marker you will need proof of ID, a signature from someone over 18 who has known you for at least 12 months, and a statutory declaration witnessed by a Justice of the Peace or Commissioner for Declarations. You can write in a gender marker of your choosing as a free text field.

Queensland-only – Transport and Main Roads

<https://www.qld.gov.au/transport/licensing/update/details>

Gender markers are no longer shown on Queensland driver's licences, but still exist in the department's database records. You will need to attend a Transport and Main Roads service centre with originals of your proof of ID documents, plus supporting documentation for the gender marker change (e.g. a medical practitioner's statement). You will be mailed a new driver's licence free of charge.

Australia-wide – Australian Taxation Office

<https://www.ato.gov.au/Individuals/Tax-file-number/Update-your-TFN-details/Update-your-name/>

<https://www.ato.gov.au/Individuals/Tax-file-number/Update-your-TFN-details/Update-your-gender/>

For the name change, once you have a change-of-name certificate, you can just log on to MyGov and enter the details on the certificate, and they will be verified electronically.

For the gender marker change you will need to type up and print out a short letter requesting the change, sign that letter with a pen, and mail it off to the department along with supporting documentation (e.g. a medical practitioner's statement). Gender marker options are male, female, and indeterminate.

An example letter is included below.

To whom it may concern,

My name is <full legal name>, previously known as <previous name>, of <current address>. I have updated my name and title through the MyGov portal and am writing to request that you update my gender information to <new gender marker>.

I have attached a certified copy of the declaration from my medical practitioner as supporting documentation, in accordance with the information at <https://www.ato.gov.au/Individuals/Tax-file-number/Update-your-TFN-details/Update-your-gender/>. If you need anything further, please let me know and I will be happy to assist.

Regards,

<your name>

<written signature>

<your contact details>

Australia-wide – Medicare

<https://www.servicesaustralia.gov.au/individuals/topics/updating-your-gender-details-us/34751>

If you are just updating your name, you can do this by calling Medicare on 132 011 and citing details from your Change of Name certificate. If you are updating both your name and gender marker, you will need to attend a Medicare service centre with originals of your proof of ID documents for the name change, plus supporting documentation for the gender marker change (e.g. a medical practitioner's statement). Gender marker options are male and female only, but a note about non-binary gender identity can be added to your file. You will be mailed a new Medicare card free of charge.

If you are still listed on your family's Medicare card, you can get your own separate card from the age of 15, which provides some privacy benefits – further information is available [here](#).

If you update your Medicare gender marker to female and are aged 25 to 74, you may receive invitation letters from the National Cervical Screening Program, even if you do not have a cervix. If you would prefer not to receive these letters, you can opt out using



the web form at <https://www.ncsr.gov.au/contact/forms/cervical-screening---request-to-opt-out/>.

Australia-wide – Australian Electoral Commission

<https://www.aec.gov.au/enrol/update-my-details.htm>

Once you have a driver's licence showing your new name, you can enter the details from that document and they will be verified electronically. As part of this process you can also update your gender marker. No documentation is required for a gender marker change and it does not have to match your driver's licence.

Australia-wide – Australian passport

<https://www.passports.gov.au/getting-passport-how-it-works/documents-you-need/names-and-name-change#gender%20transition> (includes a link to form B14 - "Declaration: gender change in travel document")

<https://www.passports.gov.au/getting-passport-how-it-works/documents-you-need/sex-and-gender-diverse-passport-applicants>

To change your name or gender marker on your Australian passport, you will need to apply for a replacement passport. You can update the gender marker on your passport even if you are unable to change it on your birth certificate. There is no charge for a replacement passport if it is due to a gender marker change, but you will need to go through the same process as for a new passport, including getting a referee. You can use the Department of Foreign Affairs and Trade's online portal for this process (<https://online.passports.gov.au/>).

You will need proof of ID, including a change of name certificate for name changes. If you are changing your gender marker, you will also need a medical practitioner's statement on form B14 with your application. The form is available at the page on gender transition linked at the top of this section and is slightly different in format to the medical practitioner's statement used for the Australian Taxation Office and other departments.

Once you have completed the online process, you will need to print the personalised application checklist that this generates and make a passport appointment using the link at <https://auspost.com.au/locate/post-office/australian-passport>. If you are changing your gender marker then a copy of form B14 customised with your


application number will be generated as part of the checklist, but if you already have a copy filled out by your practitioner then you can include that in your application instead of the customised one. At the time of your appointment, you will need to present originals of your proof of ID, new passport photos, name change documentation and form B14 to the lodgement officer at the post office. The lodgement officer will cut sections off your old passport so that it is no longer valid for travel (but return it to you for use as ID) and arrange for the new passport to be sent via Registered Post.

Accessing trans healthcare in regional Queensland

Some information is provided in the table below on accessing trans-specific healthcare (e.g. gender-affirming hormone replacement therapy) through the public healthcare system in regional Queensland. Depending on where you live, there may be several private and telehealth providers to consider as well – the best way to find these is usually through reaching out to your local trans-friendly network and asking for personal recommendations. If in doubt, the CQU ALLY network is a good place to start.

The Australian Professional Association for Trans Health (AusPATH) also maintains a national directory of trans-friendly providers at <https://auspath.org.au/providers/>.

City	Clinic	Links to further information
Bundaberg	Access through clinics on the Sunshine Coast	
Cairns	Cairns North Community Health 381 Sheridan St	https://www.cairns-hinterland.health.qld.gov.au/healthcare-services/sexual-health
Emerald	Access through Rockhampton	
Gladstone	Access through Rockhampton	
Mackay	Mackay Community Health 12-14 Nelson St	https://www.mackay.health.qld.gov.au/your-hospitals/mackay-base-hospital/sexual-health-assault-service/
Rockhampton	Blood Borne Virus and Sexual Health 92 Bolsover St	https://www.health.qld.gov.au/cg/sexualhealth



Townsville	Townsville Sexual Health Services 35 Gregory St	https://www.townsville.health.qld.gov.au/services/sexual-health/
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External Supports

Australia-wide:

- QLife - LGBTQIA+ peer support and referral via phone (1800 184 527) and web chat (<https://www.qlife.org.au>), 3pm to midnight every day.
- Headspace – mental health support for young people aged 12-25, in person and via phone and web chat (9am-1am Melbourne time, every day). Website: <https://headspace.org.au/>
- The Pinnacle Foundation – scholarships and mentoring for LGBTQIA+ students aged 18-26. Website: <https://thepinnaclefoundation.org>
- Out For Australia - career mentoring for LGBTQIA+ graduates and professionals. Website: <https://www.outforaustralia.org/>
- Transcend Australia - peer support and resources for trans and gender-diverse children and their families. Website: <https://transcend.org.au/>
- Minus18 - events and resources for LGBTQIA+ young people. Website: <https://www.minus18.org.au/>
- AusPATH – national peak body for medical practitioners providing gender-affirming trans healthcare. Their Standards of Care documents set out best-practice guidelines for the assessment and treatment of trans patients. Website: <https://auspath.org.au/>

Queensland-specific:

- Open Doors Youth Service (South-East Queensland only) - support and referral for LGBTQIA+ young people aged 12-24. Website: <https://www.opendoors.net.au>
- Trans @ Work - information from the Queensland Human Rights Commission on transition in the workplace. Website: <https://www.qhrc.qld.gov.au/your-rights/for-lgbtqi-people/trans-@-work>

New South Wales-specific:

- The Gender Centre - advocacy, counselling and accommodation for trans and gender-diverse people aged 16+. Website: <https://gendercentre.org.au>

Victoria-specific:

- Rainbow Door - LGBTQIA+ peer support and referral via phone (1800 729 367), SMS (0480 017 246) and email (support@rainbowdoor.org.au), 10am-5pm every day. Website: <https://www.rainbowdoor.org.au>