

For many gender diverse people the concept of conforming to a 'binary gender' (expressing yourself as male or female) is constraining.

It is an individual's personal choice if they want to change from one gender to another or choose not to have a gender identity at all.

There are processes within the university to support personal choice. Students can access free, confidential advice and support regarding their circumstances from JCU Wellbeing. Staff can seek support from the Employee Assistance Program and Human Resources.

## Common Considerations:

- Would you like to change your JCU email address to reflect your preferred name?
- Would you like the university to use your preferred name and/or pronouns on E-student?

You can choose to update your student records by contacting the Student Centre, or if your preference is to only update the services you are actively engaged with (like Counselling or AccessAbility) then you can speak to each service individually.

Human Resources can make changes to staff records through Service Now. Further information on updating your personal details with the university is provided on the next page.

- Would you like to work towards having your preferred name on your graduation certificate? Note: this takes a minimum of 15 working days for the university to process.

- Would you like support to communicate your preferred name and/or pronouns with your other supports (academic staff, residential staff, professional staff, off campus support)?
- Would you like any correspondence delivered to other students regarding your preferred name and/or pronouns on your behalf? If so, what would you like to say? How would you like it to be delivered?
- Do you require flexibility for physical or psychological health appointments? If so it could be beneficial to register with [AccessAbility](#) so you can discuss a plan to ensure you get reasonable adjustments to support your academic engagement. If you are required to take a break from university it can be helpful to talk to your course co-ordinator around your academic pathway and/or return to study arrangements.

## Community based information and support:

### Q Life:

PH: 1800 184 529 (3pm to Midnight, everyday)  
<https://qlife.org.au/>

### The Gender Centre Inc:

<https://gendercentre.org.au/>

### A Gender agenda:

<https://genderrights.org.au/>

### Transhub:

<https://www.transhub.org.au/>

**Further information and support** <https://www.jcu.edu.au/student-equity-and-wellbeing/resources>

### Outreach, Careers and Wellbeing

#### James Cook University

**Web** <https://www.jcu.edu.au/student-equity-and-wellbeing>

**Email** [studentwellbeing@jcu.edu.au](mailto:studentwellbeing@jcu.edu.au)

**Phone** 1800 246 446 (option 2)

**In person** Level 1 of the Library in Townsville and Cairns

CRICOS Provider No. 00117J

- Counselling
- Careers Support
- Multifaith Chaplaincy

## Changing Personal Details at JCU – Students and Staff:

Students and Staff who change their name, and/or gender details, need to be aware of the potential consequences if their JCU records do not match records from Government Agencies such as the Australian Taxation Office, Centrelink or Superannuation Funds. It is the responsibility of students and staff to manage changes of personal details with other agencies. International students need to consider the potential consequences if JCU records if they not match passport, visa or enrollment documents.

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| <p>Legal Names and Preferred First Names:</p> <p>Your Legal Name can be changed at JCU by providing the certified documentation (such as marriage or birth certificates). You are able to select a 'Preferred First Name' at JCU without legally changing your name.</p>  |   |
| <p><b>Staff:</b></p> <p>Legal names are used in official HR records linked to the ATO and Superannuation funds, Staff ID Cards and email addresses.</p> <p>Preferred first names, where selected, are used in all correspondence from JCU, but will not appear on your staff ID card.</p> <p>Staff should check this <a href="#">Knowledge Base article</a> for information on updating names in HR systems, JCU Connect Research Profile, email addresses and ID cards.</p>  | <p><b>Students:</b></p> <p>Legal names are used for enrolment, HELP and SA HELP loans, Graduation Certificates, Student ID cards and email addresses.</p> <p>Preferred first names, where selected, are used in all email correspondence from JCU and on class lists, but will not appear on your student ID card.</p> <p>Students should check this <a href="#">Change of Personal Details</a> webpage for information on updating names in Student Systems, ID cards, email addresses and ID cards.</p> |
| <p>Updating your gender information on official personal records:</p> <p>Gender options are Male, Female, Other. (Other stands for X: Indeterminate / Intersex / Unspecified). If you request changes to your gender information JCU will recognise any of the following as sufficient evidence:</p> <ul style="list-style-type: none"> <li>• A statement from a registered medical practitioner or a registered psychologist which specifies your affirmed gender, or</li> <li>• A valid Australian Government travel document, such as a valid passport, which specifies your affirmed gender, or</li> <li>• A state or territory birth certificate, which specifies your affirmed gender, or a document from a state or territory Registrar of Birth Deaths and Marriages recognising a change of sex and/or gender.</li> </ul> <p>Gender affirmation surgery and/or hormone therapy are not pre-requisites for recognising a change of gender records. No supporting documentation is required to select 'other'.</p> |   |
| <p>Staff can update records on gender by submitting a <a href="#">Service Now</a> Request to Human Resources.</p>   | <p>Students can update records on gender by submitting a <a href="#">Change of Gender</a> request online. If you are a Commonwealth supported student or access a HELP loan, submit a new HELP form in <a href="#">eStudent</a> with your updated gender. If eligible to defer payment submit a separate SA-HELP form too.</p>  |