



Response to the ANU Queer* Department's Queerphobia Report 2025

February 2026

This document sets out the University's response to the recommendations of the 2025 *Queerphobia Report* prepared by the ANU Queer* Department. We thank the Department and contributing students for the time, care, and lived experience that informed the report.

The Australian National University acknowledges the harm that LGBTIQ+ communities continue to experience, both within broader society and within university spaces. Discrimination, exclusion, and queerphobia — whether overt or subtle — are unacceptable and stand in direct opposition to the values of respect, equity, and inclusion that ANU is committed to upholding. We commit to working together to take the necessary steps toward creating spaces where students and staff feel safe, affirmed, and valued.

The response outlines how existing initiatives align with the recommendations, identifies actions underway, and highlights areas for further coordination or development.

Our response is situated within the University's broader commitment to preventing discrimination, supporting students who experience harm, and strengthening institutional accountability. A central and long-standing component of this work is the LGBTIQ+ Ally Network, which currently reaches over 1,000 students and staff through its training program, monthly newsletter, and engagement activities. LGBTIQ+ Ally training, delivered by Inclusive and Respectful Communities, is the team's most highly subscribed face-to-face education program and plays a key role in building institutional capability to recognise and respond to LGBTIQ+ discrimination, including queerphobia. We encourage and welcome active involvement of ANUSA representatives and other students to engage in all aspects of LGBTIQ+ Ally Network activity, including training design, delivery, participation, and ongoing development.

The ongoing development of LGBTIQ+ Ally training is informed by regular evaluation. In 2025, feedback from 181 participants across academic staff, professional staff, and students showed strong alignment with learning objectives, high levels of self-reported learning, and strong endorsement of facilitators. Qualitative feedback overwhelmingly highlighted inclusive facilitation, non-judgmental discussion spaces, and the value of engaging directly with lived experience. A detailed evaluation report can be provided to ANUSA should you wish to review the findings in greater depth. We regularly receive positive written feedback such as this:

"I really enjoyed the open, collaborative aspects of the workshop. Being able to talk about LGBTIQ+ experiences and issues out loud is really important. Like, not straying away from conversations or topics because they are difficult or use confronting language."

"I was impressed at the depth of invitation to us participants, for different points of view and responses to the material. All the facilitators were warm and friendly, as well as well-informed."

Since the commencement of the Harmful Behaviours Disclosure (HBD) tool in February 2024, there have been 26 disclosures relating to students who experienced discrimination based on gender and/or LGBTIQ+ identity. In 2025, the University received 11 disclosures of discrimination based on gender and/or LGBTIQ+ identity - six occurred in ANU Residences, two elsewhere on campus, 1 online, and the rest did not disclose the location of the incident.

While disclosure data does not capture the full extent of harm experienced by students, each disclosure represents harm that is unacceptable and inconsistent with the University's values.

The University also acknowledges that barriers to disclosing — including fear of not being believed, concerns about consequences, limited awareness of reporting pathways, or prior negative experiences — can suppress reporting, and that the absence of a disclosure does not equate to the absence of harm.

The sections below respond to each recommendation, setting out actions in place, work underway, and areas identified for further attention. This response is intended to support transparency, clarify responsibilities, and guide continued engagement with students, staff, and governance bodies.

2025 Queerphobia Report recommendations

Report recommendation	ANU response
<p>Reform the LGBTIQA+ Ally training program to better equip participants to recognise and address both covert and overt queerphobia across all ANU environments, co-designed with queer student representatives</p>	<p>The current LGBTIQA+ Ally Training program delivered by the Inclusive and Respectful Communities (IARC) team aligns with this recommendation. The program’s content is grounded in lived experience and informed by the professional expertise of the IARC team and members of the LGBTIQA+ Ally Network. Evaluation data has been collected since 2021, and a full report can be shared with ANUSA on request.</p> <p>The Inclusive and Respectful Communities team will organise a meeting with the Queer* Department in February 2026 to discuss this recommendation further and to organise to run an LGBTIQA+ Ally Network training for ANUSA representatives as part of the feedback process.</p>
<p>Make LGBTIQA+ Ally training mandatory for all teaching staff, professional staff and residential student leaders before commencing their role</p> <p>Introduce mandatory queer inclusion training for all new students – online for all, and in person for those in student accommodation – co-developed with queer student representatives and residential leaders</p>	<ul style="list-style-type: none"> • We recognise the importance of providing essential LGBTIQA+ Ally training to all ANU community members. While the face-to-face training is not currently mandatory, key content is embedded in several face to face and online training programs to a range of cohorts. We welcome the opportunity to discuss with ANUSA how we can build on this strategy going forward. • The LGBTIQA+ Ally training provided by IARC is highly supported by the ANU community. In 2025 the IARC team delivered 16 sessions to 492 participants; in 2024 the team delivered 18 sessions to 411 participants. • A section on allyship has been added to the mandatory Rights, Relationships and Respect at Work module along with information to support increased understanding of sex, gender and sexuality and LGBTIQA+. The module is mandatory for staff from 2026. • Face to face LGBTIQA+ Ally training, delivered by IARC, is part of the mandatory residential student leaders’ training program at commencement each year. • ANU managed residences hold local level induction sessions for new residents during Orientation Week.

	<p>These cover behavioural expectations, and inclusion and are driven and led by student leaders, including the residential Queer representatives.</p> <ul style="list-style-type: none"> • IARC peer educators are currently developing bystander intervention (Enhancing RRR) modules to support residential student leaders to address a range of social harm and discrimination issues - one of these modules will focus on queerphobia specifically. IARC would welcome collaboration with the Queer* Department in the development of this module. • IARC reached out to the Queer* Department and Women's Department in January 2026 to also discuss the development of the LGBTIQ+ Ally train-the-trainer program. This will be a new initiative aimed to further support residences with their ongoing training of staff and students.
<p>Establish a queer inclusion taskforce to design and oversee an ANU-wide strategy to eliminate queerphobia, including queer students and staff representatives</p>	<ul style="list-style-type: none"> • A lived experience Pride Action Group was established by IARC in 2025 with a number of meetings held to discuss scope and structure. • The Terms of Reference will be reviewed in early 2026, with input from the Queer* Department and other ANUSA representatives highly welcomed. • The reestablished Student Advisory Forums can also provide a platform for the Queer* Department and other ANUSA representatives to work together with ANU staff to proactively address issues and concerns. In 2026, IARC will propose a unified respect, equity, diversity and inclusion framework, with a suite of nested integrated action plans (3-5 years), covering topics such as Gender Equity and LGBTIQ+, Safer Communities; Accessibility and Universal Design; Cultural Safety and Anti-Racism. This approach will enable coherent governance, shared accountability, and streamlined reporting while reinforcing the University's commitment to a safe, inclusive, and equitable community for all staff and students.
<p>Provide queer-affirming care training to all staff within ANU-owned support services such as ANU Counselling</p>	<p>The ANU Health and Wellbeing services engage Inclusive and Respectful Communities regularly to train staff on queer-affirming practices.</p> <p>ANU Health and Wellbeing teams understand that inclusive practices ensure that LGBTQIA+ students feel safe, respected, and fully supported. This training equips staff with the knowledge and skills to understand diverse gender identities and sexualities, challenge bias, and use inclusive language and practices.</p> <p>By embedding queer-affirming principles into all aspects of care, Health and Wellbeing aims to foster a more inclusive campus environment where every student feels seen, valued, and empowered to seek</p>

	<p>support without fear of discrimination or misunderstanding.</p> <p>We would welcome input from the Queer* Department in the review of the training and invite members to participate in its delivery.</p>
<p>Set employment targets to ensure medical and psychological care roles include staff with lived queer experience or professional expertise in queer-affirming care</p>	<p>Our Health and Wellbeing services actively embed queer-affirming principles into all aspects of our employment and training processes.</p> <p>We prioritise the recruitment and support of staff who are knowledgeable and skilled in working with LGBTQIA+ communities, ensuring our workforce reflects a strong commitment to inclusive and respectful care. We are proud of the diversity of our team including a number with LGBTQIA+ lived experience.</p> <p>Our staff are trained Mental Health Social Workers, Psychologists, and Counsellors. They are also required to undertake continuing professional development to maintain their accreditation, participate in monthly group supervision under the guidance of an external supervisor, and participate in regular professional development focused on inclusive service delivery. The teams undertake training with the ANU Inclusive and Respectful Communities team covering key areas such as gender diversity, inclusive language, cultural humility, and the impacts of discrimination, with an emphasis on self-reflection and accountability.</p> <p>Through these ongoing initiatives, we maintain a professional environment where staff are equipped to provide competent, compassionate, and affirming support to queer clients.</p>
<p>Create an anonymous feedback and complaints mechanism for students to report experiences with ANU-based support services</p>	<p>The University welcomes feedback from students and staff about all our services. Feedback can be provided through an online form - University Services Feedback available to everyone in the ANU community.</p> <p>Feedback received is reviewed by the senior staff member responsible for that service. Students may choose to include their contact details for individual follow-up or submit the form anonymously.</p>
<p>Run a university-wide awareness campaign to help students and staff identify and respond to queerphobia and promote available support services</p>	<p>As part of the Student Safety and Wellbeing Plan (2024 – 2026) the University is developing a student communication plan. A university-wide awareness campaign to identify and respond to queerphobia and promote available services, disclosure and report processes is within scope, and we invite the Queer* Department to engage in further conversation with IARC on the approach and intended outcomes.</p>
<p>Action recommendations of the 2024 Deadnaming Report</p>	<p>The University responded to the Queer* Department's deadnaming report in 2025.</p> <p>Actions taken include an update in the processes of University Experience services (Accessibility, Student Safety and Wellbeing, Counselling and the Medical</p>

	<p>Centre) to use preferred names where a student has provided their preferred name in the student system.</p> <p>The Residential Experience Division's database uses the preferred names as default where a resident has requested a change or specified preferred name. From 2025, completion of the 'preferred name' field was made mandatory in any new accommodation applications through StarRez Portal. Discussions were held with the Queer* Department to outline the instances where the use of a student's legal name will be required, including the residential contract and invoicing.</p> <p>The University welcomes the opportunity to discuss the actions taken to address the recommendation from the Deadnaming Report further to support identifying other services and systems that require updates.</p>
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