

The decision and pathway for gender transition is different for different people. This guide provides you with general information about JCU's processes and support services.

Do you want support?

Remember that you are not alone. If you want to talk through any questions or concerns there are people who can help and support you.

JCU [Student Equity and Wellbeing](#) offers a free and confidential service for students that can support you and connect you with others who can help you manage any university related issues.

Staff can seek support through the [Employee Assistance Program](#) and Human Resources.

What to consider:

1. Support People - How much support do you want or need to manage transitioning whilst at university? It may help to identify the key support people who can assist you, such as a trusted friend, academic staff, JCU manager, JCU counsellors, Halls of Residence supervisors, or other on/off campus support.
2. Preparation - You can access support from JCU prior to transitioning. This ensures appropriate supports and effective communication plans are in place.
3. Health - A transitioning student or staff member may require flexibility for medical appointments.
4. Timing - If you are a student, do you require any leave from study? If so, how will leave affect your studies? Do you need to talk to your course coordinator about due dates, exams or extensions? Have you considered your return-to-study arrangements?

Keep in mind the following JCU policies:

- Withdrawal without financial penalty process: <https://www.jcu.edu.au/students/fees-and-financial-support/withdrawal-without-financial-penalty-special-circumstances>
- Withdrawal from subjects or your course: <https://www.jcu.edu.au/students/enrolment/withdraw-from-subjects>

5. Communication - Do you want any messages delivered on your behalf to other students, academic staff, etc. regarding your transition? For example, you might seek support to advise others of any change of name or how you would like others to address you. Below are some questions that might further guide your thinking:

- **What** would you like to say?
- **Who** would you like to ask to deliver the message(s)?
- **How** would you like the message(s) delivered?
- **When** would you like the message(s) delivered?

6. Records and Documentation – information on updating your university records is provided on the next page. The Student Centre can assist with making changes to student records. <https://www.jcu.edu.au/jcu-contact-information/student-centre>

Human Resources can assist with changes to staff records through Service Now.

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

Student Equity and Wellbeing

James Cook University

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

Email studentwellbeing@jcu.edu.au

Phone 1800 246 446

In person Level 1 of the Library in Townsville and Cairns

CRICOS Provider No. 00117J

- Wellbeing
- Counselling
- Accessibility
- Student Equity
- 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 also need to consider potential consequences if JCU records do not match passport, visa or enrolment 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 also able to select a Preferred First Name without legally changing your name.</p> | |
| <p>Staff:</p> <p>Legal names are used in official HR records linked to the ATO and Superannuation funds.</p> <p>Preferred first names, where selected, are used in correspondence from JCU and can be used for email addresses and ID cards.</p> <p>Staff should check this Knowledge Base article for information on updating names in HR systems, JCU Connect Research Profile, email addresses and ID cards.</p> | <p>Students:</p> <p>Legal names are used for enrolment, HELP and SA HELP loans, and Graduation Certificates.</p> <p>Preferred first names, where selected, are used in correspondence from JCU and on class lists, and can be used for email addresses and ID cards.</p> <p>Students should check this Change of Personal Details webpage for information on updating names in Student Systems, ID cards, email addresses and ID cards.</p> |
| <p>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 the gender information, or you are asked to verify your gender to confirm identity or determine eligibility for a service or entitlement, JCU will recognise any of the following as sufficient evidence:</p> <ul style="list-style-type: none"> • A statement from a registered medical practitioner or a registered psychologist which specifies your affirmed gender, or • A valid Australian Government travel document, such as a valid passport, which specifies your affirmed gender, or • 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. <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 Service Now Request to Human Resources.</p> | <p>Students can update records on gender by submitting a Change of Gender request online. If you are a Commonwealth supported student or access a HELP loan, submit a new HELP form in eStudent with your updated gender. If eligible to defer payment submit a separate SA-HELP form too.</p> |