

# **Integrated resource service plan to support daily needs of transgender individuals in Taipei City**

The Office for Gender Equality 2022/1/26

The Taipei City Government has long been committed to creating a gender-friendly environment and practicing the values of gender equality and inclusivity, aiming to enable people of all genders to live freely in this city. As the issues and needs of transgender individuals have gained increasing attention, the Taipei City Office for Gender Equality, through collaboration between public and private partnerships at various levels of the government, has consulted with civil society groups and the transgender community to understand their current situation and daily life needs. This has led to the integration of policy responses from different government agencies, taking into account the daily experiences of transgender individuals, resulting in the development of this resource integration service plan. The scope of this plan includes various aspects such as safeguarding different rights, raising awareness among city government employees, and providing service resource channels.

The Taipei City Government, on the basis of respect for differences and the intent to promote understanding, is willing to take a more proactive and open attitude and continue to lead the way in advancing gender equality issues in Taiwan. Although this service plan is developed with empathetic considerations towards transgender individuals for accessibility, it is not limited to their use

alone. It is designed to be applicable to everyone, thereby breaking through various gender limitations in daily life and promoting a more comprehensive gender equality.

## 1. Gender-friendly services and measures

Category	Services/Measures	Agency / Department
Set up gender-neutral toilets	<p>The Taipei City Government continues to promote the establishment of gender-neutral toilets based on the "Principles for the Construction and Renovation of Toilets by Taipei City Government." This initiative aims to address the issue of gender barriers in restrooms, including the needs of parents and children of different genders, individuals who identify as non-binary or transgender, individuals with disabilities and their caregivers, and the unequal distribution of facilities (such as long queues for women's restrooms).</p> <p>Link: <a href="https://reurl.cc/WX8G4x">https://reurl.cc/WX8G4x</a></p>	Construction Management Office
	<p>Creating a distribution map of gender-friendly toilets in Taipei City (Google Maps).</p> <p>Link: <a href="https://reurl.cc/V5qmb5">https://reurl.cc/V5qmb5</a></p>	The Office for Gender Equality
Gender-friendly medical services	<p>Publication of the LGBTI+ Friendly Healthcare Handbook including case studies of transgender individuals seeking medical care.</p>	Department of Health

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	Link: <a href="https://reurl.cc/NZN0Xm">https://reurl.cc/NZN0Xm</a>	
	Distribution of "Title Stickers" for identification documents and active promotion through gender mainstreaming courses. Link: <a href="https://reurl.cc/Q6VX60">https://reurl.cc/Q6VX60</a>	Department of Health Taipei City Hospital
	Outpatient queue calling systems using "Patient Number + Full Name" instead of gendered titles such as Mr. or Miss.	Taipei City Hospital
Gender-friendly services on campus	Add a preferred name field to the student counseling record card in the academic administration system, allowing students to self-identify their preferred name at the beginning of each semester to foster a friendly campus environment.	Department of Education
	Schools can provide open choices for uniform attire, allowing for greater flexibility in dress code.	Department of Education
	Encourage schools to establish and promote gender-neutral toilets, complimented by gender equality education programs and instructional campaigns.	Department of Education
	University of Taipei Tianmu campus dormitories will include gender-inclusive dorm rooms and accommodate individual needs upon application.	Department of Education



<b>Category</b>	<b>Services/Measures</b>	<b>Agency / Department</b>
Gender Change Information Integration	When individuals undergo gender change registration, there is no need to indicate "gender change" or any related terminology in the note field.	Department of Civil Affairs
	Requirements and frequently asked questions regarding gender change are available on the Taipei City Department of Civil Affairs's LGBT Information Zone webpage. Link: <a href="https://reurl.cc/NZN0Aq">https://reurl.cc/NZN0Aq</a>	Department of Civil Affairs
Military Conscription Examination Gender-friendly Measures	During the military conscription examination process, if the examinee voluntarily declares or the examining personnel notices a discrepancy in gender identity, special arrangements will be made for the examination schedule, providing dedicated changing spaces and gender-friendly restrooms.	Department of Compulsory Military Service
Gender-friendly workplace	The "Taipei City Workplace Gender Equality Certification" includes "measures or initiatives which promotes gender diversity and equality" as one of the indicators, encouraging businesses to create gender-friendly workplaces. Link: <a href="https://reurl.cc/82O84j">https://reurl.cc/82O84j</a>	Department of Labour

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Gender-friendly Business Establishment	<p>Initiate the inclusion of "Gender-Friendly" in the "Taipei Friendly Business Establishments" criteria, aiming to create spaces that respect diverse sexual orientations, free from gender bias, and ensure safety by eliminating sexual assault and harassment. Develop an e-book on gender-friendly practices to facilitate understanding among store owners. Promote "Taipei Friendly Stores" to be included in the "Gender-Friendly" category, to "respect diverse sexual orientations, create a space that is free from gender bias, safe, friendly, and free from sexual assault or harassment", and produce gender-friendly e-books to help store owners understand gender-friendliness good intentions.</p> <p>Map link: <a href="https://reurl.cc/73QGyk">https://reurl.cc/73QGyk</a>  E-book link: <a href="https://reurl.cc/NZdvX5">https://reurl.cc/NZdvX5</a></p>	Office of Commerce
Addition of Gender Field Options	<p>Include non-binary gender options for gender statistics that are not connected to the national system and request all agencies to review and consider adding an "Other" option in the gender field when</p>	Department of Budget, Accounting and Statistics

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	<p>collecting gender-related data.</p> <p>Link: <a href="https://reurl.cc/KrO009">https://reurl.cc/KrO009</a></p>	
<p>Promotion of Gender Diversity Awareness</p>	<p>Establish a website dedicated to understanding transgender issues and create a pamphlet for raising awareness about transgender individuals.</p> <p>Website link: <a href="https://transgender.taipei/">https://transgender.taipei/</a>  Pamphlet link: <a href="https://reurl.cc/MbAk1n">https://reurl.cc/MbAk1n</a>  HYPERLINK "<a href="https://reurl.cc/MbAk1n">https://reurl.cc/MbAk1n</a>"</p>	<p>Department of Civil Affairs</p>
	<p>Provide the "Rainbow Badge" for certified and trained professionals in protective social services to signify their ability to provide gender-friendly services.</p>	<p>Center for Prevention of Domestic Violence and Sexual Assault</p>
	<p>Conduct LGBTQ+ friendly education and training programs for professionals in various fields, including police officers, social workers, and nurses.</p>	<p>Center for Prevention of Domestic Violence and Sexual Assault</p>
	<p>Include transgender categories in intimate partner violence statistics to reflect the actual experiences of diverse gender groups.</p>	<p>Center for Prevention of Domestic Violence and Sexual</p>

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		Assault
	<p>Incorporate discussions on transgender cases in social work group supervision sessions to enhance sensitivity and response capabilities among social workers.</p>	<p>Center for Prevention of Domestic Violence and Sexual Assault</p>
	<p>Highlight awareness of employment discrimination and Act of Gender Equality in Employment during advocacy campaigns.</p>	<p>Department of Labour</p>
	<p>Arrange courses on gender diversity and gender equality at professional workshops for funeral service practitioners.</p>	<p>Department of Civil Affairs</p>
	<p>Provide training on safeguarding the rights of LGBTQ+ students for frontline educators, including campus security personnel.</p>	<p>Department of Education</p>
	<p>Prioritize offline training courses for frontline service providers working in district offices, household registration offices, police stations, and the Department of Health, covering LGBTQ+ and gender diversity issues. Integrate LGBTQ+ topics into gender awareness training programs across government agencies to enhance understanding among staff members.</p>	<p>All agencies (departments)</p>

**2. Other Related Resources: This initiative aims to provide gender-friendly services by enhancing the education and training of frontline service providers.**

Description	Complaint Channels	Agencies
<p>Gender Violence Complaint Channels</p>	<p>  Domestic Violence/Sexual Assault            ★What can I do if I or someone I know suffer domestic violence or sexual assault?            1. In case of emergency, please call "110" for police assistance.            2. To report a case or seek help, you can click on the following link: <a href="https://reurl.cc/95Qrrx">https://reurl.cc/95Qrrx</a> to access the "We All Care" online reporting system. You can also dial "113" or "02-23615295 extension 226, 227" for 24-hour professional social work consultation and assistance.         </p> <p>  Sexual Harassment            ★ Sexual Harassment/Sexual Assault (including indecent behavior)/Sexual Bullying on Campus:            (The Gender Equity Education Act applies)            1. Parties involved in the incident or whistleblowers can apply for an investigation or report to the Office         </p>	<p>Center for Prevention of Domestic Violence and Sexual Assault Department of Education Department of Labour Department of Social Welfare</p>



Description	Complaint Channels	Agencies
	<p>of Student Affairs or the designated unit responsible for handling such cases in the school.</p> <p>2. School faculty and staff who become aware of suspected incidents may:</p> <p>(1) Immediately contact the designated complaints handling officer by phone or in person.</p> <p>(2) Fill out relevant campus safety incident notification forms and submit them to the complaints handling officer.</p> <p>★ Workplace Sexual Harassment: (Act of Gender Equality in Employment applies)</p> <p>When an employee experiences sexual harassment from any person (such as clients, colleagues, or superiors) while performing their duties, they may:</p> <p>1. Lodge a complaint through the employer's designated sexual harassment reporting hotline, fax, dedicated mailbox, or email.</p> <p>2. If the employer fails to handle the case appropriately, the complaint can be escalated to the local</p>	

Description	Complaint Channels	Agencies
	<p>competent authority (Department of Labor of Taipei City Government).</p> <p>★ Non-campus or non-workplace Sexual Harassment: (Sexual Harassment Prevention Act applies)</p> <ol style="list-style-type: none"> <li>1. File a complaint to the harasser's affiliated organization, military force, school, or employer.</li> <li>2. If the harasser is the highest-ranking person within their affiliated organization, the complaint can be submitted to the local department of social welfare/affairs or Center for Prevention of Domestic Violence and Sexual Assault.</li> <li>3. File a complaint to the police.</li> </ol>	
<p>Workplace Gender Discrimination Complaint Channels</p>	<ol style="list-style-type: none"> <li>1. All Employment Service Stations now provide resources such as career counseling and employment services.</li> <li>2. The Labor Rights Centers, operated by the Department of Labor of Taipei City Government, offer free legal consultations every Wednesday from 2:00 PM to 5:00 PM. You can visit the Labor Rights Center at the Beitou Employment Service Station (5th floor,</li> </ol>	<p>Employment Service Stations, Department of Labour</p>

Description	Complaint Channels	Agencies
	<p>No. 30 Xinshi Street, Beitou District; Telephone: 02-28981819) or the Nangang Dongming Intergenerational Employment Service Station (1st and 2nd floors, No. 19, Lane 60, Nangang Road Section 2, Nangang District; Telephone: 02-27400922).</p> <p>3. If you encounter workplace gender discrimination, you can file a complaint to the Department of Labor. The complaint process and relevant forms can be found and downloaded from <a href="https://reurl.cc/oxq6Z5">https://reurl.cc/oxq6Z5</a>.</p>	
<p>Social Welfare Resources</p>	<p>For information regarding the welfare services provided by the Taipei City Department of Social Welfare (including applications for disabled parking permits, subsidies for assistive devices, rental subsidies, subsidies for daytime and residential care for people with disabilities, additional support for low-income households with difficulties such as disabilities.), please refer to the website: <a href="https://dosw.gov.taipei/">https://dosw.gov.taipei/</a></p> <p>You can also contact the department directly by dialing 1999 (02-2720-8889 for calls from outside Taipei City).</p>	<p>Department of Social Welfare</p>