



THE GENDER
CENTRE
INC

**ANNUAL
REPORT
2020/21**

Index



Who We Are



Services



**Training &
Communication**



Financial

Gender Centre at a Glance

53,474 total episodes of service delivery

1267 visitors to the centre

3144 crisis accommodation nights

7460 medium term accomodation

162 specialist homelessness service clients

217 counselling clients

1404 counselling sessions provided

185 outreach clients

1472 occasions of service

15,056 injecting equipment distributed

21,830 safe sex packs distributed

100 better access clients supported

1200 better access sessions provided

549 PHN sessions provided

102 PHN clients

250 families supported

549 PHN sessions provided

Who We Are



Patron

Prof. Kerry Phelps AM, MBBS(Sydney), FRACGP, Hon D Litt (UWS)

Prof. Kerry Phelps AM is one of Australia's best-known doctors, health communicators and public health and civil rights advocates. In 1994 she served as a member of the executive committee on the AIDS Council on NSW. She and her wife Jackie Stricker-Phelps began the Australian conversation on marriage equality back in 1998 and fought for marriage equality for almost two decades. They were involved in the Wear It With Pride campaign in 2010 celebrating the end of almost all discrimination under Federal law, and helped to lobby for same sex adoption in New South Wales before

becoming one of the first same sex couples to adopt under the new legislation. As first female President of the Australian Medical Association, Prof Phelps pioneered the first AMA policy on gender and sexual diversity and has been a prominent media advocate for LGBTIQ health issues.

Prof Phelps is a Patron of ACON's Pride in Health+Wellbeing program. Prof Phelps is a GP and a conjoint Professor in the National Institute of Complementary Medicine at University of Western Sydney.



Patron

Professor The Honourable Dame Marie Bashir AD CVO

Professor The Honourable Dame Marie Bashir AD CVO was the first woman appointed Governor of New South Wales. She taught at the Universities of Sydney and NSW, working with children's services, psychiatry and mental health services, and Indigenous health programs. At the time of her appointment as Governor of New South Wales, she was Clinical Professor of Psychiatry at the University of Sydney; Area Director of Mental Health Services Central Sydney; and Senior Consultant to the Aboriginal Medical Service, Redfern and to

the Aboriginal Medical Service, Kempsey. She was appointed an Officer of the Order of Australia in 1988 for her services to child and invested a Commander of the Royal Victorian Order (CVO) in 2006. In June 2014, Professor Bashir was named as a Dame of the Order of Australia for extraordinary merit in service to the administration, public life, and people of New South Wales, and as an advocate for improved mental health outcomes for the young, marginalised and disadvantaged.

'the number of our people who live in poverty and hardship are so often hidden and forgotten.'

GC President Dash Gray

In December 2020 I sat down for a celebratory Christmas dinner with staff and other board members of the Gender Centre and we reflected on a most unusual year for the Gender Centre and indeed for most of the world. The Gender Centre had quickly adapted most of its' programs and work routines to accommodate the Covid-19 public health restrictions with online support groups, tele-health therapy and support appointments and other changes and adjustments.

A very successful and heart warming online presentation for the Transgender Day of Remembrance in November was a great success and beautifully highlighted the strengths and challenges that our community face – in particular the lived experiences of our First Nations Peoples and other Transgender and Gender Diverse People of Color.

I am thrilled to be writing this welcome piece to the 2020/2021 Annual Report as a new Chair of the Gender Centre Board. Over a couple of decades I have been a client, a worker and a long supporter and admirer of the Gender Centre and I am honored to be in this position of trust and service as Chair and Board member.

The Gender Centre board is a group of dedicated and committed members and we aim to support and guide the Centre to continue its' work for and with the Transgender and Gender Diverse (TGD) Community of NSW.

In 2021 there have been a number of comings and goings on the Board. I would like to thank Maggie Smith,

Kimmi Everson, Zed Tintor and Rachel Smith for their time, passion and commitment over many years. New members to the Board in 2021 include – Mengdi Dai, Chris Westworth, Charlotte Hespe and Jo Holden. Whilst Eva Karaginnis, Col Eglington, Maria Attard and Virginia Makay continue as trusted and experienced Board members.

The Gender Centre does an enormous lot with a moderate funding base; working across service provision in Health, Housing, Advocacy, Education, Support and community representation. Some of the achievements in the past year include:

- Expansion of Counseling, Psychology and other Support Services and increases in the number of consultations and support for TGD clients.
- Senior Psychologists at the Gender Centre offering training and supervision to Psychology students and recognition of the Centre as a teaching organization.
- Maintenance of support groups with the shift to on-line formats during covid-19 public health restrictions
- Ongoing high demand for housing and case management services with high utilization of crisis and transitional housing spaces
- Support to over 650 parents and families of TGD young people via the metro parents group
- A live broadcast of an online Transgender Day of Remembrance event curated by Bhenji Ra

The social context and increased awareness of TGD people and communities is changing fast and this has perhaps contributed to an increase in demand for the Gender Centre services. A key challenge for the Gender Centre in the coming year(s) will be responding to increased demand without increases in funding and maintaining high rates of service provision, quality and excellence.

Whilst there have been progressive changes in awareness levels and celebration of TGD experiences and lives there remains a vocal and persistent group of commentators and organizations that would like to push back against this progress.

Sadly, and rather cruelly it has been young TGD people that have borne the brunt of this debate. Work and advocacy in politically charged contexts can be risky. The Gender Centre is firmly committed to supporting young TGD people and seeks to utilize the experience and wisdom built up over many years in ways that ultimately protect and benefit our most vulnerable TGD young people, their families and supports networks.

In reading through this annual report I hope that the report can showcase the wonderful staff, leadership and work the Centre does throughout the year and I hope the report also celebrates the stories and color of our TGD community – in all our diversity and splendor. Thank you to the staff of the Gender Centre for the work you carry out daily with dedication and passion and to Phinn Borg for another year of sound stewardship.

Some 10 months after that Christmas celebration and Covid-19 unfortunately continues to impact upon almost all of the work the Gender Centre carries out as well as affecting all our lives as individuals and as members of our wonderful, resilient and diverse community. As we face the second half of the year with remaining hardships and uncertainty surrounding covid-19 - please

reach out for support when needed and lets hope that the near future can bring us all together in person for further celebrations and connections.

'The first great piece of advice we received was contact the Gender Centre in Annandale. So we did. Over the phone we were instantly put at ease and put in contact with our case worker and given some legal support.'

– AM, TGD parent

A message from the Executive Director Phinn Borg

We've all lived through another unprecedented year at the Gender Centre...

Its been a year of significant changes for the transgender and gender diverse community of NSW. COVID 19 continues to lay bare the disadvantages that TGD people experience in Australia, from homelessness and job insecurity to isolation and the increased mental load of lockdown. With the challenge of COVID 19 has come the necessity to adapt our support. The Gender Centre provides over 90% of transgender specific services in NSW, and we remain a vital life-line to our most vulnerable community members.

Take a look through this year's annual report, and you will see proof of the hard work our team has put in to deliver vital help and resources. Though we have faced a number of restrictions around access to the Centre in light of the pandemic, the diligence, care, and professionalism of our caseworkers shines through. The Gender Centre continues to make a little bit of compassion and care go a long way and I would especially like to thank our senior case worker Liz Ceismann for her work this year.

I'd also like to mention the important work of our senior counsellor Candy Jaques as well as the continued expansion of our psychological support team under James Morindini. The landscape of services and support for transgender people in NSW is rapidly changing. The needs of transgender and gender diverse people, families and young people remains the same though, and at the core of that need is quality counselling and psychological support. Our team has done an incredible job even as they have had to adapt their work to an

online environment.

Staff have worked from home, our systems have been upgraded. Much of the Gender Centre's presence has moved online. Throughout though our doors have stayed open. The Gender Centre remains the best place and frequently the only place to call, if you want to connect, access services and reach out for support.

Things are changing in NSW. That change may mean the trans community sees access to transition medicine and support become easier and more acceptable as time goes on. We face the possibility of building on the successes of the past.

However, anti-transgender voices continue to question the validity of TGD folk and children. Legislation at both the state and federal levels in Australia is currently attempting to test our hard earned victories. Challenging times remain ahead, but the TGD community has always had to dig deep, find its strength, speak up and speak out. We're used to working with nothing and having to fight for our place in the world. Regardless of the challenges our community faces we will make it through, and the Gender Centre will be there as it has been for over thirty-five years, doing its best to make the lives of our community better.

Stay Safe

Phinn Borg
Executive Director



Gender Centre Ambassador Katherine Wolfgramme

Although hindered by health concerns and COVID over the last twelve months, I have been very proud to serve in my role as Ambassador of the Gender Centre.

When asked by a board-member from another Organisation why my role carried more weight and prestige when their organisation had more funding and ambassadors, it gave me great pleasure to explain that The Gender Centre is the oldest transgender welfare organisation of its type in the world and is much loved and respected within the Community Sector. I explained that my

role within the Gender Centre had been as an emissary more than a famous face smiling on a glossy website.

I am very honoured to have had the opportunity represent The Gender Centre in this unique way, and even though I have stepped down from this role officially I still and always shall continue to advocate for The Gender Centre whenever the opportunity arises.

I remain grateful to The Gender Centre for appointing me as the Ambassador for the last three years.

Our Funding Bodies

The Gender Centre would like to thank our funding bodies, the Department of Family and Community Services (Specialist Homelessness Service (SHS) program), Sydney Local Area Health District Central and Eastern PHN.

We look forward to continuing these partnerships to continue to enhance and improve service delivery to the transgender and gender diverse communities into the future.

Department of Community and justice

Funded Projects:

- Homelessness prevention and community awareness of homelessness;
- Early intervention homelessness support (i.e. case-management);
- Post crisis support;
- Supported homelessness accommodation; and
- Supported independent living (i.e. case-management).

NSW Health/Sydney local health district

Funded Projects:

- Supporting and providing services to clients experiencing gender and health related issues;
- Providing services that raises awareness of gender and health related issues.
- Maintaining links with other support organisations.

Central and Eastern Sydney PHN

Supporting and providing Mental health services to clients experiencing gender and health related issues;

Link Housing

- Early intervention homelessness support (i.e. case-management);

Management Committee

The management committee is constituted in the terms of the "Associations Incorporation Act 1984" and the organisation in general, including the management committee functions as provided by the act and the regulations. The constitution and rules of the organisation comprise the "Model Rules" provided in the regulations, and these provide clear statements of structure, election and conduct of office bearers and committee, rights and responsibilities and the like, and provides the delegation of day-to-day managerial matters to the general manager by the management committee through the Gender Centre's Policy and Procedures Manual.

The management committee holds the ultimate legal and managerial responsibility for the Gender Centre Inc. The Gender Centre recognises the importance of maintaining an effective and active committee. As such, clarity in the roles and responsibilities of committee members is essential.

The management committee is primarily responsible for the management of the affairs of the Gender Centre, including financial management and accountability, funding agreements and contracts, administration and accountability in matters relating to incorporation. internal operational policy development and implementation, ensuring adherence to legislation and other binding rules and regulations as well as staff employment and supervision.

Members of the management committee accept a fiduciary relationship with the organisation, and recognise and comply

with their responsibilities.

In order to ensure that management committee provides adequate support to the Gender Centre's staff and manager, the Gender Centre's manager ensures that the management committee is regularly and adequately informed of the activities of the Gender Centre and of any issues facing the Gender Centre, both internally and externally and informs the committee of any situations where a judgement or decision made by the Manager is contentious or may have repercussions for the Gender Centre Inc.

Copies of the constitution are held in the office and are available to all members and staff of the Gender Centre. No service can function well without an effective and committed Management Committee, and as Manager of the Gender Centre I look forward to many more years of committed and dedicated management committee members assisting the service to function effectively.

' I was so thankful to have found the Gender Centre that after my first phone call, the over-whelming sense of relief, I broke down and cried. I wasn't alone, there were steps I could take, there was information available to read, there were people I could meet. '

– CC, TGD parent.

Management Committee

Dash Grey
Dr Col Eglington
Mari Attard
Chris Westworth
Mangdi Dai
Dr Charlotte Hespe
Joanne Holden
Virginia Makay
Eva Karagiannis

President
Vice President
Secretary
Treasurer
Treasurer

Members Resigned 2020/21

Maggie Smith
Caroline Bugg
Kimmi Everson
Zed Tintor
Timon Chakma

Staff

Phinn Borg
Elizabeth Ceissman
Candy Jacques
Eloise Brook

Executive Director
Senior Case Manager (2IC)
Senior Counsellor
Health & Communications Manager

Robert Knapman
Viola Leyshon
Annika Mai
Emily Burgen
Birdie
Imogen Bracken
Natalie De Silver

Case Worker
Case Worker
Case Worker
Case Worker Outreach
Case Worker Outreach
Case Worker (resigned)
Peer Support (resigned)

Dr James Morandini
Naomi Radom
Ella Wufong
Kiara Fraser

Clinical Psychologist
Psychologist
Psychologist (resigned)
Psychologist (resigned)

Claire Layfield

Speech Pathologists

Volunteers:

Gaye Stubbs, Naomi, Sabrina, Hanna, Tom.

Students:

Tess, Emma, Jessie Farrell, Jules

Contractors:

Tim Kitto, Serena Cooray, Aquila Wolf Wild, Trent Clarke, Lisa Cuda,

Gender Centre Ambassador:

Katherine Wolfgramme

Clients and Families

The Gender Centre has been providing services to the transgender and gender diverse communities of NSW for over thirty years.

We are committed to providing services that build the capacity of the transgender and gender diverse communities of NSW a provision of a wide range of services, activities, information and resources.

Our mission is to operate within a social justice context where equity and diversity are embraced and strength based practice is applied. The Gender Centre is a Specialist Homelessness and Health related service providing supported transitional housing and health related services to the transgender and gender diverse communities of NSW.

Clients

Between July 2020 and June 2021 the Gender Centre provided 53,440 episodes of service to 2,240 individual transgender, gender diverse, gender questioning people, their family members and work colleagues.

Parents and Families

During the 2020/2021 financial year the Centre worked directly with over 355 families providing front line support and wrap around services to carers and youth. The Gender Centre provided online support to over 600 families.

The centre also provided support to 61 schools and 322 young people. Every year we report on the increase in demand for services for transgender young people, children and their families. These past 12 months have seen a dramatic increase in demand. From general questions and basic information, to advocacy, peer support initiatives, pathways for psychological referrals and counseling support.

The Gender Centre continues to work with our partners to deliver services to NSW parents and expanding our online services to adapt to the ongoing COVID-19 pandemic.

Our vital frontline, wrap around support service remains unfunded. Due to an exponential increase in demand, and a lack of interest in funding this program, the Gender Centre will be forced to close the case management aspect of this service for parents and families.

Mission: Work to achieve equality for transgender and gender diverse people and their families.

Vision: to help build a society that is inclusive of transgender and gender

Principles: o provide confidential, client centered services and promote a holistic, integrated and strength based approach to service provision for the transgender and gender diverse community. We operate within a strong, transparent and accountable governance framework, Code of Conduct.

Services

Health

The Gender Centre continues to work with our partners to deliver services to NSW parents and expanding our online services to adapt to the ongoing COVID-19 pandemic.

Needle & Syringe Program

The primary aim of the needle and Syringe program is to reduce the incidence of blood borne viruses and injecting related injuries and disease to ensure that all members of the community who engage in high risk behaviours or lifestyles are provided with appropriate information and resources to safeguard themselves and others from the risk of contracting HIV/AIDS, Hep C STI's and other BBV's.

Counseling

The Gender Centre provides a high quality professional psychological service to the transgender and gender diverse community, including residential clients, community clients, partners, family members and friends of transgender and gender diverse people, our counsellor see's individuals dealing with mental health issues such as depression, anxiety, post-traumatic stress and personality disorders

The values underpinning our counsellor's work include integrity, respect and compassion.

The Counseling service had another very busy year on the counseling front from clients and service providers. Clients and potential clients access the service via the phone, in person and now on Zoom

Throughout the year the counseling

service receives multiple enquiries from other service providers requesting information, consultation and referrals in order to better assist their clients. Supervision, consultation and information are provided on a regular basis to school counsellors who are working with young transgender children and their families as well as counsellors working in the community. Clients of the Gender Centre come for counseling on a regular basis, for gender counseling but also for more generalised assistance in reforming their lives and bringing their social and emotional conflicts into harmony. Many clients feel alienated from society and from their families and this can lead to depression and even despair.

Many clients attending our counseling service have multiple issues and are in need of access to more than just our counseling service. During the 2020/2021 financial year the counsellor provided 1,404 counseling occasions of service in a variety of forms to over 217 counseling clients.

The following table indicates some of the issues that were addressed in the counseling sessions for the period of 2020/2021

Cross-dressing	Sexual issues
Harassment/violence	Depression
Transition	Anxiety/fear
Financial	Isolation
Passing	Religion
Suicide	Sexual assault
SRS	Health
Relationships	D&A/Gambling
Accommodation	Family
Employment Information	

Psychological Support

"It was another exciting year for The Gender Centre psychology service, with a number of challenges along the way. After relishing in a return to face-to-face therapy in the first half of the year, we were again forced into telehealth therapy with the second COVID lockdown mid-year.

Thankfully we have been able to continue serving the community and providing specialist mental health care to transgender/gender diverse people during this difficult and isolating time. We have noticed the impact this period has had on an already vulnerable population, and the importance of community and social support for young trans folk, is clear now more than ever.

Our service has been growing too in 2021! In addition to our wonderful psychologist Naomi Radom, Mark Anns joined us. Mark has a history of working in the areas of sexuality and sexual health, as Assistant Director of the Albion St Centre, past president of the Australian Society of Sex Educators and Therapists (ASSERT), and Co-Founder Australia's first Graduate Diploma in Sexual Health. We are very pleased to have Mark lend his extensive experience and expertise to our service.

I have also had the pleasure of training The Gender Centre's first-ever clinical psychology interns, Pia Malouf and Cam Ragg. These two talented provisional psychologists have worked under the PSS scheme, and have shown a passion for supporting the community, by providing high-quality, best-practice, and culturally competent psychological services to our clients. I couldn't be more proud of them.

By providing postgraduate training in transgender mental health, The Gender

Centre is now up-skilling the next generation of clinical psychologists to provide culturally competent, and evidence-based, high-quality care, that takes into account the complexity our community.

We have also been incredibly lucky to have provisional psychologist Tom Chang, providing intakes, triage, and administrative support to the psychology service, as well as assisting in setting up clinical research at The Gender Centre for the first time. This research will assist us in meeting the mental health needs of the transgender/gender diverse community. We are looking forward to a return to face-2-face therapy and The Gender Centre expanding its clinical training program, in 2021!!!

Dr James Morandini

Clinical Psychologist
Team Leader, Psychology Service
The Gender Centre Inc.

During the 2020/21 financial year :

**1749 therapy sessions delivered
to over 202 clients**

2 Outreach & T150

Outreach Services

The Gender Centre's Outreach service provides help for members of the community confined to hospital, homes, and in correctional facilities within NSW. The outreach service is of significant benefit to clients in addressing their health needs and concerns, through the development and implementation of holistic case plans the outreach team provide wrap around service models that allow health and welfare concerns to be discussed and dealt with in a safe and honest manner.

Wednesday night outreach is available to trans sex-workers in a number of locations including Surry hills and Darlinghurst, Newtown, the Great Western Highway Eastern Creek, Canterbury Road and Penrith. The Outreach Team distributes a number of safe sex equipment, provides support and referrals to other services.

Far West Services

The Gender Centre provides on site face to face services with Dubbo Sexual Health Clinic providing specialised outreach and group work to transgender and gender diverse people in this region on a regular basis. Gender Centre staff drive in and conduct services with pre-arranged clients over a four day period every three months in the Dubbo, Bathurst, Orange, and Parkes and surrounding towns.

T150

The Gender Centre has continued to partner with T150 at The Albion Centre by providing case work alongside T150's HIV and Sexual Health services for the transgender and gender diverse (TGD) community. This case work is provided by a peer case worker and takes a holistic approach to cover the areas of: accommodation, health, education, employment, financial, legal, social and personal development. This case work can be short-term or long-term, ranging from 1-2 sessions to support across 3-6 months.

128 Clients were supported by the T150 worker.

In the last 12 months, the case work support at T150 has encompassed:

- Assisting clients with legal name changes and updating legal documents
- Providing tenancy support and advocacy with real estate agents and landlords to prevent homelessness
- Providing material aid (food vouchers, clothing from Thread Together)
- Connecting clients with social groups
- Connecting clients with GPs, psychologists and other specialists
- Referring clients to Covid-19 vaccination clinics
- Referring clients to drug and alcohol services
- Referring clients to employment services

Advocacy & Support

The Gender Centre provides on site face to face services with Dubbo Sexual Health

Support groups

The Client Support program plays a crucial role in providing assistance to clients whose needs are less intensive than those provided through counseling.

The Gender Centre provided a wide range of support groups, workshops and events throughout the 2020-2021 financial year. These services were provided through the Centre's Client Support Program.

Over a 12 month period, 108 Support Groups were held during 2020/21 financial year, this was . The Centre needed to adapt to the Most of these groups were held online due to the COVID-19 pandemic.

Groups were:

Parents Online Group
Sydney Metro Parents Group
Parents Group Wolloongong
Metro Trans Youth Group
Parents Group Far West
Partners online
Non-binary Group
FTM Connect
Young Women's Group
Over 40s Group
Transtopia Youth Group
Young Adults Group

Australian Parents Group

The online support group was developed after recognising the necessity of far-reaching parent support across Australia. We now have members from all states and territories across Australia, with over 900

members presently – our numbers continue to increase.

APG online is peer-supported, run by parents – for parents and caregivers of transgender, gender diverse and gender questioning children of all ages. The Gender Centre offers support with running the group and acts as a key resource for all our members.

Services dedicated to supporting transgender and gender diverse individuals and their loved ones are extremely limited in Australia. This unfortunately results in social stigma and discrimination, of which many families and children are subjected to in the wider community.

APG members share their positive experiences and milestones, alongside their disappointments and struggles in supporting their children. Families of transgender, gender diverse and gender questioning children often experience extreme stress – emotionally, financially, socially, mentally, spiritually and physically.

Often APG serves as a place where members can update each-other on the positive successes and achievements of children further along in their transitions – a much needed beacon of hope and strength to persevere.

"APG is a community, a village, and a much-needed support for many. We support each-other – celebrate together, cry together and most importantly stand together to provide our children the love and support they deserve in every possible way."

Community Engagement

Transgender Day of Remembrance

This year's Transgender Day of Remembrance moved online due to COVID-19 restrictions. The event focused on the experiences of transgender Black, Indigenous people of colour with the release of *Immortal Memories*, a documentary created by Bhenji Ra and exploring the lives of BIPOC trans people in NSW. *Immortal Memories* involved an international cast of BIPOC trans people and set out to show the world how the community deals with and processes grief to live their best lives.

The Gender Centre would like to thank our partners in hosting TDOR this year, as well as providing the resources to create *Immortal Memories*. Sydney Gay and Lesbian Mardi Gras and Matt Akersten, Amazon, City of Sydney, SWOP, ICLC, Christina Radburn, as well as Bhenji Ra and the House of Slé.

At the same time The Gender Centre held a Transgender Day of Remembrance in Dubbo. At our regional TDOR we say community and police coming together to honour the lost and departed trans and gender diverse people of NSW.



Transgender Day of Visibility

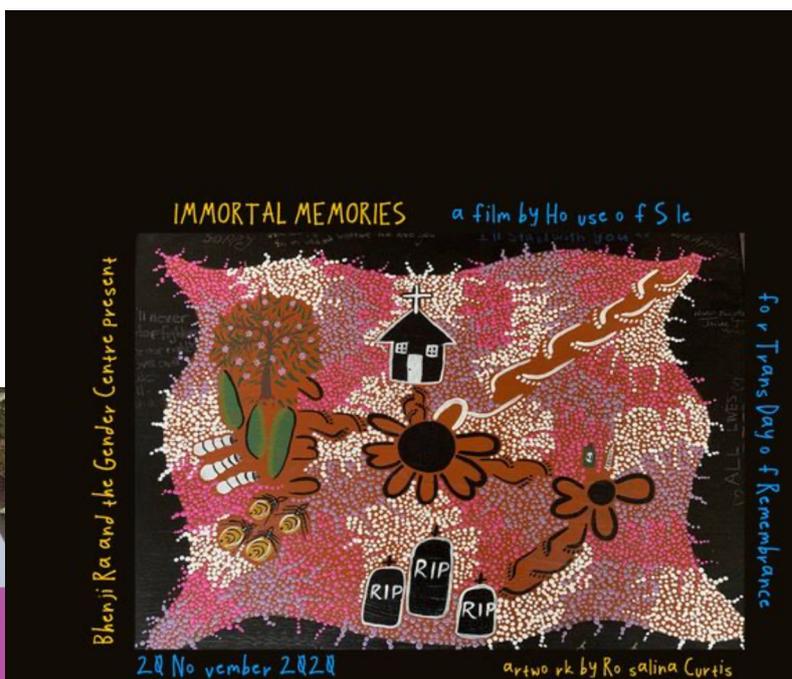
Over the last few years Transgender Day of Visibility has become an increasingly important counterpoint to Transgender Day of Remembrance. This year the Gender Centre highlighted the best of our community despite COVID 19 restrictions.

Transgender Day of Remembrance

Online Event 2020

7080 Facebook visit

3043 Viewed on Facebook



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Homelessness

The Gender Centre supports transgender persons at any stage of transition (pre, mid, post transition) aged 18 years and over who are homeless or at risk of becoming homeless.

Homelessness service

The Gender Centre supports transgender persons at any stage of transition (pre, mid, post transition) aged 18 years and over who are homeless or at risk of becoming homeless.

The Gender Centre maintains three supported crisis housing facilities providing eleven bed spaces with an additional twenty one supported transitional housing facilities providing a further 21 bed spaces for transgender and gender diverse people who find themselves in need of our residential service. The centre also provides support to a large number of community clients seeking our support to remain or to be supported to remain in their tenancies other issues include:

- Housing affordability stress: 5.3%
- Housing crisis (eviction):9%
- Time out from family/other situation: 2.3%
- Domestic and family violence: 5.5%
- Mental health issues: 9.5%
- Employment /Unemployment: 12.3%
- Lack of family or/community support: 10.5%

Total number of clients funded to Support: 84

Total number of additional clients supported without funding: 89

Total clients in all 173.

We deliver four core responses:

Early intervention to prevent homelessness.

We work in conjunction with relevant services to provide personal, emotional and practical support to help people at risk of becoming homeless to stay housed and providing and facilitating access to post-crisis support to sustain clients in their accommodation.

Rapid rehousing which includes:

We collaborate with real estate agents and social housing providers to facilitate access to long-term accommodation.

We assess all clients within 24 hours of becoming homeless to determine whether a rapid rehousing service response is feasible and or appropriate.

‘I believe that continued funding to the Gender Centre is vital, given the great need to prevent suicides of transgender persons. With the suicide rate at over 40% when transgender persons face rejection by parents or others, it is one of the highest rates of suicide of any group.
– CC, TGD parent

Crisis and Transitional Housing

We provide safe short-term (Crisis) and medium-term (Transitional) accommodation while the client's homelessness is resolved.

We provide case management and support to mitigate the impact of the immediate crisis in helping to connect the client to other services, including employment, education and training, and to positive and safe family and community networks, while working with the client towards exiting these temporary arrangements into safe and affordable long-term housing. We also provide post-crisis support as required to help the client to stay housed after crisis.

Intensive responses for clients with complex needs

Our caseworkers provide intensive, multi-disciplinary support for clients entrenched in homelessness, providing a 'housing first' approach based on helping the client to access and establish permanent housing linked to intensive and integrated support.

We work with the client and other agencies to undertake multidisciplinary case planning where multiple providers work together to wrap around the services needed to address the client's needs.

Residential service statistics for 2020-21 financial year

35 Residents housed in short-term emergency accommodation

39 Residents housed in medium-term emergency accommodation

3144 Occupied bed nights in short-term emergency accommodation

7460 Occupied bed nights in medium-term transitional accommodation

20,082 Total number of support days and average length of support

162 Total number of clients supported

Greater Western Sydney

The Greater Western Sydney (GWS) position is held in partnership with Link Wentworth formally known as Wentworth Community Housing and connects The Gender Centre more directly with clients in Western Sydney and the Blue Mountains. This role focusses on the key elements of the Going Home Staying Home reforms; early intervention and tenancy support. An underpinning process for the GWS role is to stop city drift by helping clients to resettle within the GWS area, reducing the strain on inner city resources.

Early intervention in the GWS area has included increasing support of families with transgender youth and working with their high schools to support transition.

During the 2020/2021 financial year GWS service supported 17 individuals

Reasons for seeking assistance:

- Financial difficulties
- Housing affordability
- Housing crisis
- Relationship/family breakdown
- Domestic/family violence
- Mental health issues
- Lack of family/community support

National Regulatory System Community Housing

We work with the client and other agencies to undertake multidisciplinary case planning where multiple providers work together to wrap around the services needed to address the client's needs

The Gender Centre has maintained its registration as a Tier 3 community housing provider under the National regulatory System for Community Housing for its three crisis accommodation properties on behalf of the NSW Land and Housing Corporation and have maintained our nomination rights for 21 single | one-bedroom transitional dwellings through our partnership arrangements with Metro Housing, St George Housing and Amelie Housing

Our compliance was based on an assessment of the evidence submitted by The Gender Centre Inc and obtained through other authorised sources to determine compliance with the requirements of the National Law and the

National Regulatory Code. In accordance with the Registrar's functions under section 10 (1)(d) of the National Law 'to monitor compliance by registered community housing providers with community housing legislation', the assessment concluded that the community housing provider The Gender Centre Inc is compliant with the Regulatory Code as required under section 15 (2)(a) of the National Law.

Type of compliance assessment: Standard
Areas of focus: PO1, PO2, PO7

Compliance Outcomes

Overall Assessment Compliant.
Overall Determination: Compliant.

Individual Performance Outcome Assessments

Tenant and housing services: Compliant
Housing assets: Compliant
Financial viability: Compliant

2

Education

Gender Centre Website

The web site continues to be a very valuable resource of information, as it is available to the wider community and provides information that might not otherwise be available in hard copy form. It contains much of the current information relevant to the Centre including articles from Polare, kits and fact sheets, what's on and what's happening at the Gender Centre on a week to week basis.

This information has been invaluable and in providing assistance and support by reducing the sense of isolation felt by those within the gender diverse issues. The website also provides access to previous editions of Polare with key articles from the first edition through to our current edition available. The site also serves as an essential way to promote events and workshops to clients who access the Centre.

As well as the website, the Gender Centre operates a Twitter account and Facebook account, and the Transgender Anti-Violence website clients are now able to access this site to obtain instant updates of what's happening on a daily basis at the Gender Centre.

The gender centre's website has become an outstanding asset to the Gender Centre's information and education services.

Facebook & Twitter

Gender Centre Facebook page increased from 560 to 3299 likes, and 3894 followers.

Our Twitter account increased from 521 to 1075 likes.

This year the Website had 111,831 unique visits and 4,141,700 website hits.

Information & Resource Development

Information kits play an important role in providing information or raising awareness of the issues facing transgender people. While a number of kits are available, there is an encouragingly high demand for kits from employers, students and professionals.

This demand signals an improving response from non-transgender individuals in a range of capacities to recognizing and acknowledging the needs and rights of transgender people.

Again overwhelmingly, people seeking information, including those representing employers, are doing so with a clear commitment to being inclusive of transgender people and this signifies a clear shift in attitude from those exhibited in the recent past.

During the 2020-21 financial year the Centre, updated all of the websites our sheets and this process is still ongoing.

This year there was a total of 593,112 pages downloaded.

website

4,141,70 Website hits

111,83 Website unique visits

Info kits

feminising hormone fact sheet

masculinising hormone fact sheet

documents of identity fact sheets

breast augmentation fact sheet

family support fact sheet

Surgery fact sheet

Webinars

Due to COVID 19 restrictions the Gender Centre saw a combination of both online and in person seminars and education.

NSW Police Academy, Astrazeneca, Kirby Institute, Sydney Museum, Norton Rose Fullbright.

Our online info sessions providing information for families saw over 600 individuals attending.

'I'm not sure how my life would have turned out had I not started attending the Gender Centre as a teen, but I do know it would have been a much harder time for me to navigate, without the help and resources the Centre has provided over the years.' – **F, TGD young person**

Training & Communication

Agency Networks

Staff at the Gender Centre have continued to network with a wide range of services over the 2020-2021 year.

Committees & Consultation

Staff have maintained their representation on or liaised with a number of committees, interagency groups and working parties that address issues of priority to the client group of the Gender Centre.

Training at the Gender Centre

The Gender Centre has continued to provide training to a broad range of services regarding a variety of issues relating to gender and to transgender and gender diverse persons.

The aims of the education packages are: To encourage service providers in all areas to work effectively with transgender and gender diverse clients, and provide support to employers in workplaces where a staff member is in transition.

To encourage employers to uphold anti-discrimination legislation and employ transgender and gender diverse persons who present as the best person for a position.

To encourage all organisations to treat all people, including transgender and gender diverse people, equitably.

To support organisations to develop

policy and procedures with the intent of affording transgender and gender diverse people equitable rights, opportunities and access.

The steady demand for education and training from the Gender Centre has served to reinforce the improved commitment of the wider community to become informed about transgender and gender diverse people.

The response from those attending the training has been overwhelmingly positive. During the 2020-2021 financial year training was provided to over 600 individuals through the corporate sector, specialist women's services, universities, and employers.

Communications

The Gender Centre Media Team worked hard this year to get the word out about the Gender Centre's amazing services.

Newspaper articles, interviews from professional media to high students, and radio. Polare Digital continued to offer health related news and updates for the TGD community and our supporters.

This year we worked particularly hard to focus attention on the court case into Mhelody Bruno's death. We worked with a number of advocacy groups and successfully raised the profile around Mhelody sufficiently that ABC background briefing released an extended report on the circumstances around her killing.



JACOBY CAMERON & CO.

CHARTERED ACCOUNTANTS

**THE GENDER CENTRE
INDEPENDENT AUDITOR'S REPORT**

To the Members of The Gender Centre Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of The Gender Centre, which comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year 30 June 2021 then ended, and notes to the financial statements, including a summary of significant accounting policies, and the office bearers' declaration. In our opinion the financial report of The Gender Centre has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2021 and of its financial performance for the year 30 June 2021 then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and *Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling The Gender Centre's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibility of the Committee of Management for the Financial Report

The Committee of Management of The Gender Centre are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act. The Committee of Management's responsibility also includes such internal control as the Committee of Management determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee of Management are responsible for assessing The Gender Centre's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Committee of Management either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so. The Committee of Management are responsible for overseeing The Gender Centre's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. we also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Committee of Management.
- Conclude on the appropriateness of the Committee of Management 's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Committee of Management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Grant Thomson
Partner

Date this 10th day of August 2021

Jacoby Cameron & Co.
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SYDNEY NSW 2000

The Gender Centre Inc

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Petersham N.S.W. 2049

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Profit & Loss [Last Year Analysis]

July 2020 To June 2021

	This Year	Last Year
Income		
Recurrent	\$852,935.76	\$899,650.67
Non-Recurrent	\$91,510.48	\$33,911.44
Interest	\$342.85	\$602.14
Training Fees	\$1,976.13	\$0.00
Amenity Contribution	\$24,535.46	\$33,686.67
Admin & Mangement	\$146,217.61	\$157,937.96
Program Delivery income	\$3,220.68	\$7,646.00
Bulkbilling Income	\$21,914.58	\$11,596.49
Donations	\$51,375.23	\$236,576.83
Sundry Income	\$76,912.98	\$304.32
Total Income	\$1,270,941.76	\$1,381,912.52
Gross Profit	\$1,270,941.76	\$1,381,912.52
Expenses		
Admin		
Admin	\$148,609.55	\$166,164.78
Management Committee Exp	\$2,391.66	\$334.86
Audit Fees	\$5,600.00	\$5,500.00
Accounting	\$14,206.86	\$9,845.88
Bank Charges	\$235.67	\$1,091.77
Community Equipment	\$0.00	\$200.00
Computer Maintenance	\$6,429.36	\$6,405.40
Computer Programmes	\$1,009.08	\$791.75
Community Information Res	\$490.00	\$300.00
Consultant	\$683.75	\$472.24
Consultant Psy	\$60,372.06	\$74,200.00
Operating Costs		
Telephone	\$5,708.97	\$7,062.22
Telephone - Mobile	\$2,262.00	\$2,319.98
Equipment	\$10,855.20	\$3,884.54
Cleaning	\$3,158.76	\$2,015.47
Gas & Electricity Utilities	\$8,990.20	\$9,484.24
Insurance - General	\$17,431.56	\$12,830.37
Internet	\$1,142.01	\$1,226.15
Repairs & Maintenance	\$12,855.61	\$9,084.28
Security	\$323.05	\$1,200.81
Rent	\$43,688.36	\$47,456.88
General	\$2,755.33	\$6,411.87
Health Promotion Equipment	\$1,337.55	\$5,435.36
Meals/Perdeums	\$254.86	\$392.89
Membership / Subscriptions	\$2,269.88	\$1,981.70
Occupational Heath & Safety	\$0.00	\$268.17
Office Expenses	\$570.08	\$1,154.65
Postage	\$129.00	\$0.00
Program Delivery Costs	\$24,983.71	\$23,948.32
Program Development	\$21,919.19	\$6,348.37
Stationery	\$658.51	\$2,397.92
Transport	\$0.00	\$295.27
Training Outlays	\$121.88	\$35.49
Travel & Accommodation	\$727.27	\$983.64
Sundry Expenses	\$1,075.52	\$93.91

This report includes Year-End Adjustments.

Profit & Loss [Last Year Analysis]

July 2020 To June 2021

	This Year	Last Year
Webiste Maintenance	\$3,327.88	\$3,488.94
Client Prog		
Client Prog - Activities	\$300.00	\$1,133.33
Client Prog - Amenities	\$6,120.29	\$11,862.51
Client Prog - Employment	\$0.00	\$827.58
Client Prog - Establishment	\$30,149.41	\$25,648.51
Client Prog - Resident Rebate	\$0.00	\$210.00
Client Prog - Community	\$73.73	\$4,310.16
Total Client Prog	\$36,643.43	\$43,992.09
Motor Vehicle		
Motor Vehicle - Fuel/Park/Toll	\$4,149.34	\$4,251.77
Motor Vehicle Depreceiation	\$0.00	\$14,169.81
Motor Vehicle - Insurance	\$4,464.22	\$3,573.64
Motor Vehicle - Registration	\$2,304.55	\$353.00
Motor Vehicle - Repairs/Maint	\$1,752.73	\$695.44
Motor Vehicle - NRMA	\$330.91	\$0.00
Total Motor Vehicle	\$13,001.75	\$23,043.66
Printing		
Printing - Resources	\$685.31	\$630.74
Total Printing	\$685.31	\$630.74
Resident Prog		
Resident Prog - Amenities	\$2,214.26	\$899.09
Resident Prog - Food	\$647.78	\$2,387.23
Total Resident Prog	\$2,862.04	\$3,286.32
Employment		
Wages & Salaries Expenses	\$420,822.21	\$388,593.16
Other Payroll Salary Sac	\$96,440.21	\$70,685.44
Wages - Annual Leave Accrued	\$11,138.54	\$22,430.42
Wages - LSL Accrued	\$8,851.95	\$7,440.57
Wages - Relief - Accrued	\$10,200.00	\$9,600.00
Total Employment	\$547,452.91	\$498,749.59
On Costs		
Workers Compensation	\$0.00	\$7,467.83
Staff Supervision	\$750.00	\$1,068.00
Staff Recruitment & Training	\$5,198.89	\$763.17
Super Fund	\$45,251.95	\$41,490.53
Payroll Fees	\$5,674.64	\$4,581.09
Provisions		
Provisions - Computers	\$22,267.00	\$6,000.00
Provisions - MV	\$15,060.00	\$14,760.00
Provisions Fit Out	\$0.00	\$9,696.96
Total Provisions	\$37,327.00	\$30,456.96
Total Expenses	\$1,101,422.29	\$1,070,638.10
Operating Profit	\$169,519.47	\$311,274.42
Other Income		
Ongoing Unspent Grant	\$67,334.66	(\$1,875.48)
Total Other Income	\$67,334.66	(\$1,875.48)
Other Expenses		
OnGoing Funds	\$90,694.77	(\$1,148.99)

This report includes Year-End Adjustments.

Page 2 of 3

Profit & Loss [Last Year Analysis]

July 2020 To June 2021

	This Year	Last Year
Total Other Expenses	\$90,694.77	(\$1,148.99)
Net Profit/(Loss)	\$146,159.36	\$310,547.93

This report includes Year-End Adjustments.

Page 3 of 3

Balance Sheet [Last Year Analysis]

June 2021

	This Year	Last Year
Assets		
Current Assets		
Bank - Freedom Account	\$621,432.41	\$429,808.19
Bank - Cash Management StG	\$498,853.34	\$490,956.09
Donations Bank Ac 6275	\$340,873.68	\$301,905.45
Term Deposit - Bond	\$13,483.64	\$13,290.40
Petty Cash on hand	\$291.75	\$302.15
Trade Debtors	\$0.00	\$29,253.24
Prepayments	\$3,948.33	\$3,948.33
Total Current Assets	\$1,478,883.15	\$1,269,463.85
Total Assets	\$1,478,883.15	\$1,269,463.85
Liabilities		
Current Liabilities		
Trade Creditors	\$1,952.51	\$8,860.70
ICA -ATO	\$6,325.00	\$0.00
Employment		
Superannuation Payable	\$3,648.83	\$3,812.88
PAYG withholding	\$0.00	\$6,546.00
Total Employment	\$3,648.83	\$10,358.88
GST		
GST Collected	\$0.00	\$6,085.89
GST Paid	(\$146.15)	(\$4,433.88)
Total GST	(\$146.15)	\$1,652.01
Prepaid Income		
Grants In Advance SHS	\$0.00	\$3,029.09
Grants in Advance EIS PHN	\$29,186.07	\$19,759.33
In advance Media Hub	\$4,164.06	\$4,164.08
In Advance Health Video	\$5,500.00	\$5,500.00
In Advance Kids Play	\$0.00	(\$1,148.99)
In Advance TDor	\$2,352.62	\$2,403.98
Grants In Advance RUG	\$7,732.28	\$10,500.00
Grants in Advance USYD UNION	\$0.00	\$7,756.45
In Advance CampUS	\$18,519.71	\$10,763.26
In Advance SS	\$3,272.73	\$3,272.73
In Advance CTD	\$2,951.10	\$186.08
In Advance SSTF	\$15,867.55	\$0.00
Total Prepaid Income	\$89,546.12	\$66,186.01
Total Current Liabilities	\$101,326.31	\$87,057.60
Non Current Liabilities		
Provisions		
Provision For Annual Leave	\$69,799.02	\$56,062.31
Provision For Relief Wages	\$0.00	\$49,572.25
Provision Long Service Leave	\$79,801.56	\$67,577.40
Total Provisions	\$149,600.58	\$173,211.96
Total Non Current Liabilities	\$149,600.58	\$173,211.96
Total Liabilities	\$250,926.89	\$260,269.56
Net Assets	\$1,227,956.26	\$1,009,194.29
Equity		
Retained Earnings	\$922,661.95	\$612,114.02

This report includes Year-End Adjustments.

Balance Sheet [Last Year Analysis]

June 2021

	This Year	Last Year
CampUS Donation PY	(\$10,763.26)	(\$10,763.26)
Reserves Relief Wages	\$41,258.92	\$0.00
Reserves Computers	\$21,486.81	\$3,559.96
Reserves MV	\$30,303.05	\$15,543.05
Reserves Bent St	\$11,195.89	\$11,195.89
Reserves Annandale Rent	\$23,631.91	\$24,975.07
Reserves Tendering	\$315.00	\$315.00
Reserves Maintenance Parr Rd	\$8,176.36	\$8,176.36
Reserves Fit Out	\$33,530.27	\$33,530.27
Current Year Earnings	\$146,159.36	\$310,547.9
Total Equity	\$1,227,956.26	\$1,009,194.

This report includes Year-End Adjustments.

Page 2 of 2

The Gender Centre
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2021

Cash flows from operating activities

Net income \$ 144,478.45

Non- Cash item Per P & L

Depreciation \$ -

Gain on sales of MV \$ -

Asset items movement

Decrease in sundry debtors \$ 29,253.24

Increase in prepayments \$ -

Liability items movement

Decrease in Trade Payable -\$ 5,059.19

Decrease in other Payroll Liab

Decrease in Super payable -\$ 164.05

Decrease in PAYG withholding -\$ 221.00

GST -\$ 1,967.43

Grants \$ 23,360.00

Provisions for employment -\$ 23,611.00

Equity

Increase in Reserve computers \$ 17,926.85

Increase in Reserve MV \$ 14,760.00

increase in Reserve Relief Wages \$ 41,258.92

Decrease in Reserve Annandale Rent -\$ 1,343.16

Increase in Reserve Fit out \$ -

\$ 238,672

Cash flows from investing activities

\$ -

Cash flow from financing activities

Net increase in cash and cash equivalents \$ 238,672

Cash and Cash equivalents at beginning of period \$ 1,236,262

Cash and Cash equivalents at end of period \$ 1,474,934

The Gender Centre
Statement of Changes in Equity for the year ended 30 June 2021

	Retained Surplus
Balance at 1 July 2020	\$ 1,009,447.63
Comprehensive income	
Surplus for the year attributable to members of the entity	\$ 144,478.45
Other comprehensive income for the year	\$ -
Movements in Reserves	\$ 72,349.27
Balance at 30 June 2021	\$ 1,226,275.35

THE GENDER CENTRE INC

services for the
transgender community

psychological services

victim of crime advocacy

youth and family support

information and referrals

counselling

advocacy

groups

accommodation

street outreach

case management

speech pathology

needle syringe program

HIV and Hep C testing (DBS)

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