

Annual Report

2024/25



At A Glance



46,358

total episodes of
service delivery



3,610

visitors to the centre



3,025

phone calls to the centre



86

specialist homelessness
service clients



3,257

crisis accommodation
bed nights



7,521

medium term accomodation
bed nights



2,047

episodes of service to families



412

families supported



1,000+

families supported online



45

outreach clients



1,415

occassions of service provide
by outreach



352

counselling clients



1,158

face-to-face
counselling sessions



988

telehealth
counselling sessions



43

DFV counselling clients



516

DFV counselling sessions



23

DFV casework clients



92

occasions of DFV
casework service



1,176

peer support clients



893

occasions of
peer support service



1,011

members of online
parent peer support



16,427

injecting equipment
distribution



15,976

safe sex packs distributed



132

referrals to
sexual health clinics



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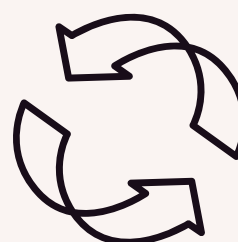
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Acknowledgement of Country

The Gender Centre acknowledges the traditional owners of the land that we reside on. We pay respect to elders past, present and emerging and strive to honour and support indigenous trans and gender diverse folk that we work with, support and share community with.

We recognise aboriginal people as the traditional owners and custodians of the land and water on which we live work and play

We acknowledge sister girls, brother boys trans mob and first nations LGBTIQ+ community members

The Gender Centre pays particular respect to the Cadigal Wangal people, who are the traditional owners of the land on which we deliver services to the TGD community.

The Gender Centre



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



To help build a society that is inclusive of transgender and gender diverse people, their families and allies.



To provide confidential, client centered services and promote a holistic, integrated and strength based approach to service provision for the transgender and gender diverse community.

The Gender Centre is the peak state wide specialist multi-purpose service providing a broad range of specialised services to the TGD population of NSW.

We support trans and gender expressive people at every stage of their journey as they explore their authentic sense of self.

We are committed in developing and providing services and activities which enhance the ability of TGD people to make informed choices.

A Summary of Services



Outreach

The Gender Centre's outreach programs provide vital, face-to-face support to street-based transgender sex workers, as well as to transgender and gender diverse individuals in court and correctional settings. Our outreach team offers harm reduction resources, health information, crisis support, and referrals to housing, medical, and social services. By meeting people where they are—on the street, at court, or in custody—we ensure that vulnerable community members have access to culturally safe, non-judgmental support. These services help reduce risk, improve health and wellbeing, and create pathways to safety, stability, and social inclusion.



Far West Services

The Gender Centre's Far West Services deliver essential support to transgender and gender diverse people living in rural and remote communities, where access to inclusive services is often limited. Through regular outreach visits, telehealth support, and partnerships with local agencies, we provide case management, counselling, housing assistance, and community education. These services reduce isolation, improve access to health and social supports, and strengthen local capacity to respond to the needs of gender diverse people. By maintaining a strong presence in the Far West, we ensure that geographical distance does not prevent community members from receiving the care and advocacy they deserve.



Housing Programs

The Gender Centre's housing programs provide safe, inclusive, and affirming accommodation for transgender and gender diverse people experiencing homelessness, housing insecurity, or unsafe living situations. Our services include crisis accommodation, transitional housing, and tenancy support, with wraparound case management to address health, wellbeing, and social needs. By combining secure housing with tailored support, we help clients stabilise their living arrangements, build independent living skills, and access long-term housing pathways. These programs play a vital role in preventing homelessness, reducing housing-related stress, and improving quality of life for some of the most vulnerable members of our community.



Online Parent Support

The Gender Centre's online Parent Support Service provides a safe, confidential, and accessible space for parents, carers, and families of transgender and gender diverse young people to connect, share experiences, and access professional guidance. Through facilitated group sessions, one-on-one support, and evidence-based resources, the service helps parents better understand gender diversity, navigate challenges, and build stronger family relationships. Operating online removes geographic and mobility barriers, ensuring families across NSW can access timely and culturally safe support, regardless of location. This program has been instrumental in reducing isolation, strengthening family acceptance, and improving mental health outcomes for both parents and young people.



Counselling Program

The Gender Centre's dedicated counselling team provides confidential, affirming, and trauma-informed support to transgender and gender diverse people, their families, and significant others. Our qualified counsellors assist clients with a wide range of issues, including gender identity, mental health, relationships, family dynamics, and the impacts of discrimination. Sessions are delivered in person, online, or by phone, ensuring accessibility across NSW. By offering a safe and non-judgmental space, the program helps clients build resilience, improve wellbeing, strengthen relationships, and develop strategies for navigating life's challenges.



Group Programs

The Gender Centre delivers a diverse range of group programs designed to foster connection, peer support, and skill-building for transgender and gender diverse people, their families, and allies. Our groups include peer support circles, youth programs, parents and carers' groups, and targeted workshops on health, wellbeing, and personal development. Each program provides a safe, inclusive, and affirming environment where participants can share experiences, access information, and build supportive networks. By reducing social isolation, promoting resilience, and empowering participants, our group programs play a vital role in strengthening community connections and improving overall wellbeing.

Benefits of Our Group Programs

Reduced Social Isolation

Provides safe spaces for transgender and gender diverse people, their families, and allies to connect, reducing feelings of loneliness and disconnection.

Peer Support & Shared Understanding

Participants learn from others with lived experience, fostering empathy, validation, and mutual encouragement.

Improved Mental Health & Wellbeing

Access to supportive networks and open conversations can help reduce stress, anxiety, and depression.

Skill-Building & Personal Development

Workshops and discussions equip participants with tools to navigate challenges, access resources, and develop self-advocacy skills.

Family and Carer Support

Groups for parents and carers strengthen family relationships, increase understanding, and improve acceptance of gender diversity.

Empowerment & Confidence

Creating inclusive, affirming environments helps participants build self-esteem and resilience.

Community Education & Capacity Building

Groups raise awareness and improve understanding of gender diversity, contributing to broader social change.

Accessible Support

Many groups are offered online or in hybrid formats, ensuring participation regardless of location or mobility.

A photograph of a meeting room. In the foreground, a light-colored dog with long fur is lying on a grey carpet, wearing a black harness with a blue and red patterned strap. In the background, two people are seated at a wooden table. The person on the left is wearing a pink shirt and has a laptop open in front of them. The person on the right is wearing a dark blue jacket and a black beanie, also with a laptop open. On the table, there is a blue water bottle, a glass of water, a tissue box with a floral pattern, and some papers. A purple circle is overlaid on the center of the image, containing the text "Who We Are".

Who We
Are

GC President Dash Gray

Welcome to the 2024/2025 Annual Report for the Gender Centre NSW. 2024/2025 has been a year of consolidation for the Gender Centre – having now well and truly settled into the Marrickville premises and building upon both new and established program areas.

The Gender Centre works across a number of service delivery areas – housing; counseling; family support; casework; outreach; and education. The Gender Centre works with individuals, families, groups and community, in person, online and across NSW. This is a tall order, and impossible to fulfill without ongoing funding, great staff, thoughtful leadership and partnership with the trans and gender diverse community.

The Gender Centre was again awarded a certificate of excellence in its accreditation process undertaken in 2024/2025. This award and standard showcases outstanding levels of governance, service delivery and organizational health and the Board would like to thank Phinn Borg and Liz Ceissman for their work towards maintaining this level of accreditation. The Board also thanks all contributing staff members.

In 2024/2025 the Board of the Gender Centre has seen a few incoming and outgoing members. Maria Attard served on the Gender Centre Board as Secretary for a number of years and her resignation was sadly accepted. Thank you Maria for your work with the Gender Centre throughout your time on the Board and especially as Secretary. The Board has seen two new members join – Craig Cooper, and Emma Murphy. Emma Murphy takes up the Secretary role. Both Craig and Emma bring key skills to the Board and as a whole the



Board seeks to continue and improve upon our key role of governance and strategic direction.

Going forward, I am confident that the Gender Centre will continue to offer a range of services and programs for the trans and gender diverse community and that this work is vital and life changing. I would like to thank all of the Board for their ongoing insight and commitment to the Centre. I would like to thank all staff for the work and passion that day in and day out changes lives and builds upon the vision of a world where trans and gender diverse people and their loved ones are supported, loved, and free of discrimination. I would like to thank Phinn Borg, the Gender Centre Executive Director for his ongoing leadership and outstanding dedication to the Gender Centre.

And finally, whilst the trans and gender diverse community weathers new challenges and backlash, I would implore all of us to reflect upon our rich, vibrant and resilient history; the Gender Centre is part of this history and seeks to stand alongside, with and for community. Please read this annual report as a snapshot of the Centre's work.

Dash Gray
The Gender Centre President

Funding Bodies

The Gender Centre extends its deepest gratitude to our invaluable partners, including the Department of Communities and Justice (Specialist Homelessness Services program), Sydney Local Health District, NSW Ministry of Health, and Link Wentworth Housing.

We are excited to continue these collaborative efforts, striving to further enhance and refine our services for the transgender and gender diverse communities in the coming year.



Communities and Justice



Health
Sydney
Local Health District



Health



**Link
Wentworth**
Providing homes, building futures.

Department of Community & Justice

Funded Projects:

- Homelessness Prevention and Awareness: Focusing on community education around homelessness issues.
- Early Intervention Support: Offering case management services to prevent homelessness.
- Crisis Aftercare: Providing post-crisis support to help individuals stabilize their lives.
- Supported Accommodation: Delivering housing solutions for those at risk of homelessness.
- Independent Living Support: Facilitating case management for clients transitioning to independent living.

Sydney Local Health

- Mental Health Support:
Delivering specialized mental health services tailored to the needs of the transgender and gender diverse community.
- Gender and Health Advocacy:
Addressing and supporting clients with gender and health-related issues.
- Awareness Initiatives:
Promoting understanding and awareness of gender and health issues within the broader community.
- Collaborative Networking:
Strengthening partnerships with other support organizations to provide comprehensive care.
- Outreach Services:
Extending support to transgender, gender diverse clients, and sex workers through dedicated outreach programs.
- Counselling Services

NSW Ministry of Health

Funded Services:

- Family and Youth Support:
Delivering essential support services to families and young people.
- Counselling Services:
Providing professional counselling to address various needs.
- Peer Support Programs:
Offering peer-led support groups to foster community connections.

Link/Wentworth Housing

- Case management for Early Intervention homelessness support

Management Committee

The Gender Centre's Management Committee provides essential governance and oversight, ensuring the organisation operates with integrity, transparency, and in accordance with the Associations Incorporation Act 1984 and our constitution. Guided by the Model Rules, the Committee upholds high standards of accountability and ensures clarity in the roles, responsibilities, and fiduciary duties of all members.

The Gender Centre is guided by a dedicated and highly skilled Board of Directors who bring a wealth of experience, vision, and commitment to our mission. Each member contributes their professional expertise in governance, finance, law, health, social services, and community advocacy to ensure strong organisational leadership and strategic direction. Our Board members volunteer their time generously, providing oversight, guidance, and support to ensure the Centre operates with integrity, accountability, and a focus on the needs of transgender and gender diverse people. Their passion, diverse perspectives, and unwavering commitment are central to our success, and we are deeply grateful for their leadership and stewardship.

While day-to-day operations are delegated to the General Manager, the Management Committee retains ultimate responsibility for the organisation's strategic direction, financial sustainability, and compliance with legislative and regulatory requirements.

We value the professionalism, expertise, and commitment of our Committee members, whose contributions are critical to the Centre's continued success. Their guidance and leadership ensure that the Gender Centre remains a strong, effective, and responsive service for transgender and gender diverse people across New South Wales.

Management Committee

President

Dash Gray

Vice President

Dr Col Eglington

Treasurer

Chris Westworth

Vice Treasurer

Mengdi Di

Secretary

Emma Murphy

Ordinary Board Members

Dr Charlotte Hespe

Eva Karagiannis

Jo Holden

Craig Cooper

Virginia Mackay

Staff

Executive Director (CEO)

Phinn Borg

Senior Programs Manager (2ic)

Elizabeth

Ceissman

Senior Housing Manager

Zed Tintor

SHS Case Worker

Viola Leyshon

Aurora Green

SHS/LWH Case Worker

Raili Haagensen

DFV Case Worker

Briana Shorten

Case Worker Peer Support

Maxine Wild

Peer Support

Jay Ruhani

Family Peer Support

Lisa Cuda

Senior Counsellor

Candy Milinship

Counsellor

Michelle Basili

Family/Parent Counsellor

Naomi Crellin

DFV Counsellor

Amy Rehn

Outreach Support

Ishara David

Birdie

Other

Volunteers

Kate King

Lyn Sartory

Akhila Bandlora

Mitch McKinlay

Maxine Wild

Contractors

Tim Kitto (IT)

Serena Cooray (Bookkeeping)

Aquila Wild Wolf (Web Development)

Trent Clark (Handyman)

Hannah Dockrill (Design)



GC CEO Phinn Borg

It is with deep respect and gratitude that I present this year's CEO Report. The past year has been one of both continued progress and significant challenges for the TGD community. Amid increasing social and political pressures, The Gender Centre has remained a steadfast source of support, advocacy, and care for those we serve.

Our dedicated team of staff and volunteers have worked tirelessly to ensure that TGD people of all ages—and their families—have access to safe, inclusive, and affirming services. This year saw the continued delivery of our core programs, including individual counselling, housing, outreach, family support, peer support, crisis response, and group programs to name but a few, that foster connection and belonging.

Counsellors have supported clients through an array of complex mental health concerns, including trauma, identity-based distress, family conflict, and experiences of discrimination. The therapeutic support provided has been critical in helping individuals build resilience, navigate life transitions, and find stability in increasingly uncertain times.

Our group programs have created much-needed spaces for peer support, collective learning, and healing. Parents, young people, and adults have come together in these safe environments to share experiences, strengthen relationships, and build confidence in who they are and the lives they are creating.

Outreach to some of the most marginalised members of our community—including street-based sex workers and transgender individuals involved in the justice system—has been a continued priority. This work ensures that support is available beyond traditional service settings, meeting people where they are and affirming their right to safety, dignity, and respect.

One of the most significant developments this year has been the expansion of our Youth and Family programs across the state. We have seen increasing demand from families seeking support in understanding and affirming their children's gender journeys, and from young people navigating identity, discrimination, and mental health challenges. In response, we have grown our reach into regional and outer-metropolitan areas, offering tailored, developmentally appropriate supports for both young people and their families.

These programs are not just about service delivery—they are about building strong, connected families and confident, empowered young people who know they are valued and supported. The success of these initiatives has been made possible by the unwavering commitment of our staff and the deep trust placed in us by families across New South Wales.

Another major milestone has been the addition of our Domestic and Family Violence (DFV) programs. This initiative recognises the unique and often underreported experiences of DFV within the trans community, and provides specialised, trauma-informed support to those experiencing violence, abuse, or coercive control. The program delivers both individual and systemic advocacy and is building vital capacity in the sector to respond to trans clients with sensitivity and respect.

Our Case Management program delivers comprehensive, person-centred support to clients experiencing complex and intersecting challenges. Many individuals engaged with the program face multiple forms of disadvantage, including housing insecurity, barriers to healthcare, and social isolation. Through sustained, tailored casework, clients are supported to access safe housing, gender-affirming healthcare, legal advocacy, and essential social services. The program achieves strong outcomes, empowering some of the most vulnerable members of our community to regain a sense of stability, safety, and self-determination.

This year, the transgender community has faced rising hostility in public discourse, increased scrutiny in media and policy settings, and growing mental health impacts as a result. These realities have only underscored the importance of the work we do, and the role The Gender Centre plays in advocacy, education, and frontline support.

I would like to acknowledge the incredible commitment of our staff, volunteers, and Board, whose compassion and professionalism have enabled us to respond effectively to the needs of our community. I also extend heartfelt thanks to our funders, partners, and allies who continue to walk beside us in solidarity.

As we look to the year ahead, The Gender Centre remains unwavering in our mission: to empower, support, and stand with transgender and gender-diverse people, every step of the way.

Phinn Borg
Executive Director (CEO)





Services

Clients and Families

For more than four decades, The Gender Centre has proudly served transgender and gender diverse communities across New South Wales. Guided by a strong social justice framework, we are committed to equity, diversity, and inclusion. Our services are built on a strengths-based approach that empowers individuals and families, while addressing critical issues such as homelessness, health, housing, and wellbeing. Through transitional housing, healthcare, counselling, and community support, The Gender Centre provides safe pathways and practical solutions for some of the most vulnerable members of our community.

Clients

Between July 2024 and June 2025, The Gender Centre delivered **46,359** episodes of service to **3,257** individual transgender, gender diverse, and gender questioning people, as well as their families, colleagues, and support networks. These figures highlight both the breadth and depth of our services and the growing demand for safe, inclusive, and affirming support.

Parents and Families

In 2024/2025, The Gender Centre provided direct support to more than **412** families, offering frontline assistance, counselling, and comprehensive services to carers and young people. Our online support programs also reached over **1,000** families, expanding our capacity to provide resources and connection across metropolitan, regional, and rural NSW.

We also partnered with **25** schools, supporting staff and students while engaging with **251** young people through education, peer support, advocacy, counselling, and referral pathways. These initiatives ensure that schools and families are better equipped to create safe, inclusive environments where gender diverse children and youth can thrive.

Through strong partnerships and community collaboration, The Gender Centre continues to expand both its in-person and digital service delivery. This ensures parents, families, and young people across NSW can access the guidance, support, and care they need in a timely and inclusive way.

Impact Highlights 2024/2025



46,359

episodes of service delivered



3,257

individuals supported



412

families assisted



1,000+

families supported online



25

schools engaged

Outreach

The Gender Centre's Outreach Program delivers vital support to transgender and gender diverse people who are confined to hospitals, correctional facilities, or homes across NSW. These services are designed to address health and wellbeing needs in a safe, inclusive, and transparent environment. Through the development of holistic case plans, our outreach team provides comprehensive, wrap-around support models that ensure health, housing, and welfare concerns are effectively managed.

Street-Based Outreach

Each Wednesday evening, our Outreach Team connects with transgender sex workers at key locations across Sydney, including Surry Hills, Darlinghurst, Newtown, the Great Western Highway at Eastern Creek, Canterbury Road, and Penrith. The team distributes safe sex equipment, offers frontline support, and facilitates referrals to essential health and social services.

Far West Outreach

The Gender Centre also delivers specialised outreach and group services to transgender and gender diverse people in regional NSW, through our partnership with the Dubbo Sexual Health Clinic. Staff travel quarterly on a four-day rotation to meet with pre-arranged clients across Dubbo, Bathurst, Orange, Parkes, and surrounding towns. These services provide critical face-to-face support in areas where access to affirming care is often limited.

T150

Our collaboration with T150 at The Albion Centre continues to strengthen support for the transgender and gender diverse community. Working alongside T150's HIV and sexual health services, the Gender Centre provides peer-led case work addressing a broad range of client needs, including accommodation, health, education, employment, financial matters, legal issues, social connections, and personal development.

Case work duration varies from short-term assistance (1–2 sessions) to longer-term engagement (3–6 months). In 2024/2025, support provided through this partnership included:

- Assisting with legal name changes and updating identity documents
- Tenancy support and advocacy with landlords and real estate agents to prevent homelessness
- Providing material aid such as food vouchers and clothing through partnerships like Thread Together
- Connecting clients to social and peer support groups
- Facilitating access to GPs, psychologists, and specialist healthcare
- Referrals to COVID-19 vaccination clinics
- Referrals to drug and alcohol treatment services
- Referrals to employment services

This collaborative approach ensures that the diverse needs of the transgender and gender diverse community are met with care and expertise.

Occassions of Outreach Service	1,415
Occurance of street-based outreach for trans sex workers across Sydney	Weekly
Number of Outreach Clients	45
Safe sex pack distributed	15,976
Referrals to Sexual Health Clinics	132
Occassions of Far West NSW outreach rotation (Dubbo, Bathurst, Orange, Parkes)	Quarterly
Occassions of hospital, home and correctional facility outreach across NSW	Ongoing
Occassions of case work support duration at T150	Weekly
Clients seen at T150	1,176
Occassions of service at T150	893
Collaborations with partners including T150, Dubbo Sexual Health Clinic and Thread Together	Multiple

Health

Partnerships and Service Expansion

The Gender Centre continues to work in close collaboration with our partners to deliver essential services to transgender and gender diverse (TGD) people across New South Wales. In 2024/2025, we expanded our supports to better meet the evolving needs of TGD individuals and their families, ensuring access to safe, inclusive, and affirming care.

Needle and Syringe Program

The Needle and Syringe Program plays a critical role in harm minimisation by reducing the transmission of bloodborne viruses and minimising injuries associated with unsafe injection practices. Through this program, individuals engaged in high-risk behaviours are provided with the resources and information they need to protect themselves and others from HIV/AIDS, Hepatitis C, sexually transmitted infections (STIs), and other bloodborne viruses (BBVs).

Counselling Services

The Gender Centre's counselling service continues to provide high-quality psychological support to the TGD community, including residential and community clients, as well as their partners, family members, and friends. Our qualified counsellors assist clients experiencing a wide range of mental health concerns, including depression, anxiety, post-traumatic stress, personality disorders, and other complex challenges.

In 2024/2025, demand for counselling remained high, with clients accessing services in person, by phone, and increasingly through online sessions. The counselling team also supported the broader community by providing supervision, consultation, and information to school counsellors and general practitioners, ensuring wider networks of care are better equipped to meet the needs of TGD clients.

Clients sought counselling for a range of issues during the year, including:

- Cross-dressing and sexual identity issues
- Suicidality and self-harm
- Experiences of harassment, violence, and sexual assault
- Financial stress and housing insecurity
- Depression, anxiety, and fear of isolation
- Gender affirmation and transition, including pathways to surgery
- Health and wellbeing concerns
- Relationship and family dynamics
- Challenges with employment and education
- Issues relating to drug, alcohol, and gambling use
- Religious and cultural pressures

Counselling Impact Highlights 2024/2025



2,790

occassions of counselling service
delivered across various formats



1,098

telehealth sessions delivered



432

phone sessions delivered



1,268

face-to-face sessions delivered



287+

individula counselling
clients supported



149+

number of clients under 25

Domestic and Family Violence (DFV) Program

Domestic and family violence continues to be a significant challenge for many transgender and gender diverse (TGD) people, who often experience heightened risks of violence, marginalisation, and barriers to accessing support. The Gender Centre's Domestic and Family Violence (DFV) Program is designed to provide specialist, trauma-informed assistance to clients impacted by abuse, ensuring safety, recovery, and long-term stability.

DFV Counselling Program

In 2024/2025, the DFV Counselling Program supported **43** clients, providing safe, confidential, and affirming therapeutic support. Our counselling service is designed to help clients:

- Process experiences of trauma and abuse in a supportive environment.
- Build emotional resilience and coping strategies to move forward with confidence.
- Strengthen mental health and wellbeing through individualised therapeutic interventions.
- Rebuild relationships and social connections where safe and appropriate.

The counselling program not only addresses the immediate impacts of violence but also works to reduce long-term harm, empowering clients to regain control over their lives. For many, it represents the first time they have had access to a truly inclusive service where their identity and lived experience are respected.

The Gender Centre's counselling service continues to provide high-quality psychological support to the TGD community, including residential and community clients, as well as their partners, family members, and friends. Our qualified counsellors assist clients experiencing a wide range of mental health concerns, including depression, anxiety, post-traumatic stress, personality disorders, and other complex challenges.

In 2024/2025, demand for counselling remained high, with clients accessing services in person, by phone, and increasingly through online sessions. The counselling team also supported the broader community by providing supervision, consultation, and information to school counsellors and general practitioners, ensuring wider networks of care are better equipped to meet the needs of TGD clients.

Clients sought counselling for a broad range of issues during the year, including:

- Suicidality and self-harm
- Experiences of harassment, violence, and sexual assault
- Financial stress and housing insecurity
- Depression, anxiety, and fear of isolation
- Gender affirmation and transition, including pathways to surgery
- Health and wellbeing concerns
- Relationship and family dynamics
- Challenges with employment and education
- Issues relating to drug, alcohol, and gambling use
- Religious and cultural pressures

DFV Program Impact Highlights 2024/2025

Support Model

**Therapeutic counselling +
practical case management**



43

Clients supported through
DFV counselling

Key Benefits

**Safety, empowerment,
healing and inclusion**



23

Clients supported through
DFV case management



66

Total clients supported
through DFV programs

Support Groups

The Gender Centre continues to deliver a wide range of support services to meet the diverse needs of transgender and gender diverse (TGD) people and their families. In partnership with Dubbo Sexual Health, we maintained strong regional engagement, ensuring that individuals in rural and remote communities could access inclusive and affirming support.

Client Support Program

The Client Support Program plays a vital role in assisting community members whose needs are less intensive than formal counselling, while still providing safe spaces for connection, information sharing, and peer support. In 2024/2025, the program facilitated **144** support groups, workshops, and events, offering tailored opportunities for participants to build resilience, reduce isolation, and strengthen community connections.

To adapt to the continuing impacts of the COVID-19 pandemic and increase accessibility, the majority of groups were delivered online, allowing statewide participation. A number of in-person sessions were also held, ensuring both local and regional clients were able to engage meaningfully.

The support groups offered during the year included:

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

By offering this diverse suite of groups, The Gender Centre continues to provide crucial pathways for connection, empowerment, and shared experience within the TGD community across NSW.

Support Groups Impact Highlights 2024/2025

Total support groups delivered	144 groups, workshops and events
Delivery method	Majority in-person sessions with select online sessions
Statewide reach	Acciessible to clients across metro, regional and rural NSW
Group diversity	Parents, youth, parnters, non-binary adults, and seniors

Australian Parents Group (APG)

The Australian Parents Group (APG) is an online, peer-led support community for parents and caregivers of transgender, gender diverse, and gender questioning children of all ages. Fully supported by The Gender Centre for many years, APG has grown into a vital lifeline for families, with membership now reaching **1000** and continuing to grow.

APG was built in partnership with The Gender Centre's parent support programs and provides a critical service for families who often have no other support networks available through services, community, family, or friends. Within the group, members share lived experiences, exchange practical parenting advice, and celebrate their children's achievements. Equally important, they provide each other with comfort and solidarity through some of the most difficult challenges.

Members frequently describe APG as "a lifeline," offering strength and resilience as families navigate stigma, discrimination, and the emotional, financial, social, and psychological pressures that can arise when supporting their children. Through its peer-led community, combined with wraparound support from The Gender Centre, APG empowers parents to advocate for the best possible outcomes for their children while sustaining their own wellbeing.



APG members come from across Australia, with the largest proportion based in New South Wales, where they can also access The Gender Centre's broader suite of family support services. The group provides a safe and private online space where parents and caregivers can access understanding, guidance, practical advice, and referral pathways to services for themselves and their children.

Operating 24 hours a day, 7 days a week, APG is a particularly valuable resource for families in rural and regional communities who might otherwise have no access to appropriate resources or peer support.

APG Impact Highlights 2024/2025

Membership	1000 members and continuing to grow
Availability	24/7 online peer-led support
Geographic Reach	National membership, with majority from NSW
Support Model	Peerled community with wraparound support from the GC

Housing

The Gender Centre provides comprehensive housing and support services for transgender and gender diverse (TGD) individuals aged 18 years and over who are experiencing homelessness or are at risk of losing their housing. Our services are inclusive of people at all stages of transition — pre, mid, and post-transition — and are delivered within a strengths-based, trauma-informed framework.

Crisis and Transitional Housing

The Gender Centre operates three supported crisis housing facilities, providing 11 bed spaces, as well as 21 supported transitional housing properties, offering 21 bed spaces. These services provide short-term (crisis) and medium-term (transitional) accommodation while homelessness is being addressed.

Each client is supported through comprehensive case management, including links to employment, education, training, health, and social services, as well as safe family and community networks. Our goal is to work alongside clients to transition them into safe, secure, and affordable long-term housing, with post-crisis support available to help sustain tenancies.

Early Intervention to Prevent Homelessness

We collaborate with specialist services to provide personal, emotional, and practical support to individuals at risk of homelessness. Through early intervention strategies, we help clients stabilise their tenancies and avoid crisis situations. Where homelessness occurs, clients are assessed within 24 hours to determine if a rapid rehousing response is feasible. This approach addresses a broad range of issues, including:

- Housing affordability stress
- Housing crisis or eviction
- Domestic and family violence
- Family conflict and relationship breakdowns
- Mental health challenges
- Employment and financial instability
- Lack of family or community support

Intensive Responses for Complex Needs

For clients who are deeply entrenched in homelessness, our caseworkers provide intensive, multidisciplinary support using a housing first approach. This prioritises permanent housing as the foundation for recovery, linking it with integrated supports from multiple service providers. Case plans are developed collaboratively with clients and partner agencies to ensure wrap-around care tailored to each individual's complex needs.

Greater Western Sydney Partnership

The Gender Centre continues to strengthen its partnership with Link Wentworth Housing, one of the largest community housing providers in New South Wales, to address the unique housing and support needs of transgender and gender diverse (TGD) people in the Greater Western Sydney (GWS) region and the Blue Mountains.

Through this partnership, we provide specialist tenancy and casework support that focuses on early intervention, homelessness prevention, and tenancy sustainability. The program also plays a key role in the Going Home Staying Home reforms, ensuring that TGD clients can access appropriate housing without the need to relocate to the inner city, thereby reducing the risk of "city drift."

Impact in 2024/2025

In the 2024/2025 reporting period, the GWS partnership supported 16 clients with a range of housing and case management needs. Support included:

- Tenancy advocacy – working with, housing providers, and support services to prevent evictions.
- Crisis intervention – securing safe and stable accommodation for clients at immediate risk of homelessness.
- Holistic case management – addressing health, legal, employment, and social connection needs alongside housing.
- Family and youth support – assisting families with transgender youth, and working directly with schools to support young people through gender transition.

Benefits to Clients

The partnership ensures that transgender and gender diverse people in Western Sydney and the Blue Mountains can access safe, inclusive housing and wrap-around supports close to home. This reduces isolation, builds community connection, and allows clients to maintain important family, cultural, and social ties.

By supporting **16** clients in 2024/2025, the Gender Centre and Link Wentworth Housing demonstrated the value of collaboration and targeted support, ensuring that TGD individuals in Greater Western Sydney are not left behind in the housing and homelessness system.

GWS Partnership Impact Highlights 2024/2025

16
Clients supported



Overall Impact

**Improved housing stability
and reduced isolation in GWS
and the Blue Mountains**

ASES Accreditation

In 2024/2025, The Gender Centre successfully maintained its Australian Service Excellence Standards (ASES) accreditation, recognising our ongoing commitment to continuous quality improvement, best practice service delivery, and robust governance in the provision of housing and homelessness services.

National Regulatory System for Community Housing

The Gender Centre is a Tier 3 registered community housing provider under the National Regulatory System for Community Housing (NRSCH), managing its three crisis accommodation properties on behalf of the NSW Land and Housing Corporation. We also maintain nomination rights to 21 one-bedroom transitional dwellings through partnerships with Metro Housing, St George Housing, and Amelie Housing.

In 2024/2025, our compliance assessment confirmed that The Gender Centre continues to meet all requirements of the National Law and the National Regulatory Code.

Compliance Outcomes

Areas of Focus: PO1, PO2, PO7

Overall Assessment: Compliant

Tenant & Housing Services: Compliant

Housing Assets: Compliant

Financial Viability: Compliant

Housing Impact Highlights 2024/2025



29

Residents housed in
short-term emergency
accommodation



3,257

Occupied bed nights in
short-term emergency
accommodation



31

Residents housed in
medium-term transitional
accommodation



7,521

Occupied bed nights in
medium-term transitional
accommodation



60

Clients supported
in our accommodation
services overall



10,778

Total number of bed nights
provided across all
housing programs



12.8%

Clients accessing the service
identifying as Aboriginal



1.2%

Clients accessing the service
identifying as Aboriginal and
Torres Strait Islander

Advocacy

Advocacy is a cornerstone of The Gender Centre's mission. For more than four decades, we have worked to ensure that the voices of transgender and gender diverse (TGD) people are heard, respected, and acted upon across New South Wales and beyond. Advocacy at The Gender Centre is both individual and systemic: it empowers clients to navigate services and assert their rights while also working to remove structural barriers and drive broader social change.

Individual Advocacy

Every day, our staff provide advocacy for TGD clients in areas such as:

- Housing and tenancy rights – negotiating with landlords, real estate agents, housing providers, and government departments to secure stable housing or prevent eviction.
- Health and wellbeing – assisting clients to access affirming medical care, mental health services, sexual health clinics, and specialist supports.
- Legal and identity documentation – supporting clients with name and gender marker changes, discrimination matters, and access to justice.
- Employment and education – advocating with employers, training providers, and schools to ensure inclusive practices and equal opportunity.
- Safety and protection – supporting survivors of domestic and family violence, workplace harassment, bullying, and hate crime, ensuring they can access justice, safety planning, and trauma-informed supports.

Systemic Advocacy

The Gender Centre also plays a leading role in systemic advocacy, engaging with government, service providers, and broader civil society to drive long-term change. Our work includes:

- Policy influence – providing submissions, consultations, and expert advice to inquiries and legislative reviews, ensuring TGD perspectives shape law reform.
- Service development – partnering with housing, health, and community

service providers to co-design programs that meet the specific needs of TGD people.

- Workforce education – delivering training and professional development for schools, police, healthcare providers, government agencies, and employers, increasing understanding and reducing discrimination.
- Delivering community education, and producing resources to challenge stigma and promote acceptance.
- Partnerships and networks – actively participating in state and national coalitions to strengthen collective advocacy and amplify community voices.

Achievements in 2024/2025

- Worked closely with government and community partners to support implementation of the Equality Bill, ensuring reforms deliver meaningful improvements in legal recognition and protection.
- Continued engagement with housing providers and DCJ to address the unique housing needs of TGD people, including young people and those escaping domestic and family violence.
- Expanded school-based advocacy, supporting educators to create safer environments for transgender students and strengthening our collaboration with parents and family support groups.
- Delivered training to health and mental health professionals across NSW, equipping them with knowledge to provide respectful, inclusive care.
- Represented TGD communities in consultations with NSW Health, Justice, and community housing regulators, reinforcing the importance of lived-experience voices in decision-making.

Impact

Advocacy at The Gender Centre is transformational. For individuals, it can mean the difference between homelessness and housing, despair and hope, invisibility and dignity. At a systemic level, our advocacy reduces stigma, drives law reform, builds more inclusive services, and strengthens community resilience.

By combining frontline service delivery with strong advocacy, The Gender Centre ensures that every client we support contributes to a wider movement for equity and justice, advancing the rights and wellbeing of TGD people and their families across NSW and Australia.

Significant Community Days

Transgender Day of Remembrance (TDOR)

In November 2024, The Gender Centre hosted its annual Transgender Day of Remembrance, honouring those whose lives have been lost to anti-transgender violence. The Gender Centre was the first service in New South Wales to hold TDOR and we remain proud to continue this important tradition, ensuring each year that lives are remembered with dignity and respect. The commemoration brought together community members, families, allies, and service partners for a candlelight vigil, speeches, and performances that centred the voices of transgender and gender diverse people. More than a day of mourning, TDOR is a call to action—reminding us of the urgent need to challenge violence and discrimination, and to strengthen advocacy and support for our communities.

Trans Day of Visibility

In 2025, The Gender Centre marked Trans Day of Visibility with a special evening celebrating trans history. The event featured distinguished speakers, Professor Emerita Raewyn Connell and Dr Jess Hooley, who shared powerful insights into the long history of trans people and trans rights in Australia and across the globe.

Despite a short turnaround for planning and promotion, the event was well attended, with around 30 participants filling the Centre's main room. Feedback on the night, and through the post-event survey, was overwhelmingly positive—every respondent expressed satisfaction with the program and its content.

This event was not only a celebration but also an affirmation of the resilience, pride, and history of the Trans and Gender Diverse community. It stands as a strong example of the Centre's commitment to creating spaces that honour and uplift our communities.

TDOR Impact Highlights 2024/2025



100

community members, families, and allies estimated to have attended



5

community partners, organisations and service providers involved



Impact

The Gender Centre was the first service in NSW to hold TDOR



Continuity

Annual event held every year since establishment





1986
Lou Sullivan founds FTM
International in the USA.

1988

South Australia passes *Sexual Reassignment Act*, allowing those who have undergone gender affirmation surgery to apply for a 'certificate of recognition' as a new identity document. This is the first state to introduce a mechanism to recognise transgender people's affirmed genders.

Will Be Boys as
Australia's first
trans men's group.

BLACK + NEW

BLUE + AUSTRALIA

PINK + ASSOCIATION

1991

Transgender Liberation Coalition (TLC) founded. The group was initially lobbying for more funding for Tiresias House, but a change of leadership in 1992 transformed the group towards activism and the introduction of new, social constructivist ideas about gender.

1992

Katherine Cummings' book *"Katherine's Diary"* is published, documenting her transition and wins a Human Rights Award.

Improving The Centre

Toye de Wilde runs as an independent in Queensland state byelection. She is the first known openly transgender person to run for parliament in Australia.

1989

Tony Anti-Violence Project records and documents examples of hate crimes and other discrimination experienced by transgender people.

1993-94

First Publication of *Pinkie Magazine*

1993

Indigenous
trans people
(ATIs) are
documented
in project
reports

1994

Transsexual
(TAC) forms a
alliance to help
only for people
gender affirmed

1994

Home and Career
organise 'Trans
Day' in 1995
and in 1996
and in 1997
and in 1998

Training, Education, and Networks

Agency Networks

Throughout 2024/2025, staff at The Gender Centre continued to actively network with a wide range of services to strengthen collaborative responses for transgender and gender diverse (TGD) communities. By building relationships across government agencies, community services, and the private sector, we ensure that our clients are supported within an inclusive service system that recognises and affirms their needs.

Committees and Consultation

Our staff maintained representation on, and contributed to, multiple committees, interagency groups, and working parties that address issues of importance to TGD communities. These forums provide a vital opportunity for The Gender Centre to share expertise, inform policy, and influence sector-wide approaches in housing, health, education, safety, and community wellbeing.

Advocacy and Support

The consistent demand for our training and education programs highlights the broader community's growing commitment to understanding and supporting transgender and gender diverse people. In 2024/2025, we delivered training to over 200 individuals across the corporate sector, specialised services, universities, schools, and employers.

Feedback from participants has been overwhelmingly positive, with many reporting increased confidence in engaging respectfully with TGD clients, employees, and community members. For many organisations, these training sessions represent their first structured opportunity to develop knowledge, challenge bias, and strengthen inclusive practice.

Training Programs

The Gender Centre delivers tailored education packages designed to meet the specific needs of diverse audiences, from service providers to employers. Training focuses on:

- Inclusive service delivery – equipping providers across housing, health, education, justice, and social services to effectively engage with TGD clients.
- Workplace inclusion – supporting employers to meet anti-discrimination obligations, while providing practical guidance for supporting staff through gender transition in the workplace.
- Equity and fairness – promoting equal treatment of transgender and gender diverse people across all sectors, ensuring fair access to services, employment, housing, and education.
- Policy and procedure development – assisting organisations to create policies that guarantee TGD people equal rights, opportunities, and safe participation.

Broader Impact

Our training and consultation services not only benefit the immediate participants, but also have far-reaching impact by influencing organisational culture, shaping policy development, and embedding long-term structural change. Through education, we are breaking down stigma, challenging discrimination, and ensuring transgender and gender diverse people are recognised, respected, and supported in every sector of society.

Training Impact Highlights 2024/2025



200+

Individuals trained



6

Training sessions delivered



Overall participant feedback

**Overwhelmingly
Positive**



Information Kits and Fact Sheets

The Gender Centre produces and distributes a wide range of Information Kits and Fact Sheets designed to provide accessible, accurate, and up-to-date information for transgender and gender diverse (TGD) individuals, their families, and service providers. These resources cover a broad spectrum of topics including health and wellbeing, housing, legal rights, gender affirmation, safety, family support, and workplace inclusion.

Accessibility and Reach

Our Fact Sheets are written in plain language, ensuring that critical information is available and understandable to people from diverse backgrounds. They are distributed in hard copy through our Centre, outreach programs, and community events, and are also freely available online through our website, expanding access to people across New South Wales, including rural and regional communities.

Benefits for Clients

- Empowerment – equipping TGD individuals with the knowledge they need to make informed decisions about their health, housing, safety, and rights.
- Reducing isolation – providing families and friends with practical guidance that supports understanding and acceptance.
- Capacity-building – enabling schools, employers, health providers, and community services to better support TGD people through education and evidence-based guidance.
- Early intervention – offering clear advice on where to go for help, reducing risks of crisis situations in housing, mental health, and safety.
- Advocacy support – giving clients the tools to assert their rights in systems that may otherwise be confusing or discriminatory.



Broader Impact

The demand for our Information Kits continues to grow, demonstrating their value as a trusted resource for both individuals and organisations. By ensuring that accurate and inclusive information is widely available, The Gender Centre helps break down stigma, promotes social inclusion, and empowers communities to create safe, affirming environments.

Information Kids Impact Highlights 2024/2025



41

Number of fact sheets available
on website



200

Hard copies distributed



43,310

Online downloads/views

Communication at the GC

Website

The Gender Centre's website remains a vital resource for transgender and gender diverse (TGD) communities across New South Wales and beyond. It provides easy access to essential information, resources, and archived editions of Polare, from the very first issue to the most recent. The website also acts as a central platform for promoting upcoming events, workshops, and programs, helping to reduce the isolation often experienced by individuals navigating gender diversity.

Looking ahead, the website will undergo a complete redesign and facelift, with community consultation guiding the process to ensure it reflects the needs, voices, and experiences of our diverse client base. The new website will enhance accessibility, improve navigation, and provide more interactive and engaging content.

Social Media: Facebook and Instagram

In 2024/2025, The Gender Centre strengthened its digital presence through social media, recognising its value as a tool for connection, advocacy, and community engagement.

Facebook: Our Facebook page saw steady growth, increasing from 3.8K likes to **4.2K** likes, with **4.7K** followers. It continues to serve as an important platform for sharing updates, resources, and campaigns.

Instagram: To better connect with younger members of the community, The Gender Centre expanded its reach on Instagram, growing to just under **1,824** followers.. Instagram has proven to be a particularly effective platform for raising awareness, sharing client-focused content, and promoting community pride.

Real-Time Updates

In addition to its website, The Gender Centre maintains an active presence on both Instagram and Facebook, ensuring that clients—including those linked to the Transgender Anti-Violence Project—receive timely updates about our services, programs, and daily activities.

Broader Impact

Together, our website and social media platforms play a critical role in strengthening communication, expanding reach, and enhancing education and advocacy services. With a revitalised website on the horizon, guided by community voices, The Gender Centre will continue to connect with more people than ever before—ensuring information, support, and engagement are always accessible, inclusive, and client-led.

Communications Impact Highlights 2024/2025

Website Redesign	Complete facelift planned with community consultation
Facebook growth	From 3.8K to 4.2K likes, 4.7K followers
Instagram reach	1,824 followers
Service visibility	Daily updates via social media and website
Archived resources	Polare magazine editions accessible online
Website Performance	Total users 57,859 Total sessions 73,861 Engagement rate 52.09% Total Events 436,000 ~7.6 per user

Information and Resource Development

The Gender Centre continues to play a leading role in developing and sharing information that increases understanding of transgender and gender diverse (TGD) lives. Our Information Kits and Fact Sheets are vital tools in disseminating knowledge, raising awareness, and addressing the challenges faced by TGD people.

In 2024/2025, demand for these resources remained strong, with requests from employers, educators, students, health professionals, and community organisations. Importantly, this demand reflects a growing commitment from people outside the TGD community to learn, engage, and support inclusivity. The shift towards active allyship—particularly among employers—marks a significant cultural change compared to previous years.

As part of our commitment to accessible, up-to-date resources, The Gender Centre undertook a major review and update of all website resources, including information sheets, guides, and downloadable content. This ongoing project ensures that individuals, families, and service providers across New South Wales can access accurate and relevant information at the point of need. In the past year, 43,310 pages of resources were downloaded, reflecting the reach and value of this work.

Advocacy and Media Presence

In addition to resource development, The Gender Centre's advocacy and media presence continues to be a powerful driver of visibility and change.



Our joint Parents’ and Community Mardi Gras March was a highlight of the year, showcasing solidarity and the strength of families standing alongside their transgender children.

As The Gender Centre entered its 42nd year, our communications and advocacy efforts reaffirmed our role as a leading voice for trans rights in New South Wales. By combining resource development with public advocacy, we are not only educating and informing but also shaping a more inclusive and equitable society.

Information and Resource Development Impact Highlights 2024/2025

Resource downloads	43,310 pages downloaded
Fact sheets and guides updated	41
Community events and marches	Mardi Gras, TDOR, Day of Visibility
Years of service	42 years of advocacy and community support

Looking Back

Looking Back: 2024/2025

- Delivered more than **46,358** episodes of service to over **3,610** individuals, alongside their families and support networks.
- Our housing, counselling, outreach, and advocacy programs expanded, reaching more people across metropolitan, regional, and rural NSW.
- Maintained our ASES accreditation and compliance as a Tier 3 registered community housing provider, reinforcing our commitment to service quality and accountability.
- Strengthened our voice in media and public debate, ensuring transgender and gender diverse (TGD) communities are represented with dignity and accuracy.
- Built new partnerships and deepened existing ones, recognising that collaboration is key to addressing the complex challenges faced by TGD people.
- Marked important milestones such as the 42nd year of service and another successful Transgender Day of Remembrance, reaffirming our role as a trusted leader, advocate, and support service.
- Continued to recognise and respond to the needs of our older clients, many of whom face unique challenges such as isolation, health concerns, housing insecurity, and age-related discrimination. Our programs and advocacy ensured that older transgender people are not left behind, but supported with dignity, respect, and specialised care.

Looking Forward

Looking Forward: 2025/2026 and Beyond

- Website redevelopment – launching a fully redesigned and community-guided website to improve accessibility, navigation, and engagement.
- Service expansion – increasing the reach of our housing, health, and family programs to meet rising demand across NSW, particularly in regional areas.
- Youth and family support – strengthening programs for parents, caregivers, and young people to build resilience and safe pathways for future generations.
- Support for older clients – enhancing programs that address the needs of older transgender people, ensuring access to healthcare, social connection, housing support, and advocacy in aged care and community settings.
- Advocacy and law reform – continuing to work with governments and partners to ensure that the rights of TGD people are recognised, protected, and advanced.
- Workforce development – equipping more employers, schools, and service providers with the tools and knowledge needed to create safe and inclusive environments.
- Community connection – investing in support groups, outreach, and peer-led initiatives that reduce isolation and foster belonging.

Focus on Older Clients

Older transgender and gender diverse clients remain a vital part of our community. Many face unique challenges including health concerns, social isolation, and limited support networks. The Gender Centre is committed to expanding services that meet these needs, from housing and healthcare access to social programs that reduce loneliness and foster community. By addressing the specific concerns of older clients, we honour the generations who paved the way for today's transgender rights movement, ensuring they are supported with dignity and respect.

The Gender Centre enters the next year with renewed determination. Guided by our vision of equity, dignity, and inclusion, we remain steadfast in our mission: to create a future where every transgender and gender diverse person—including young people finding their path and older clients who paved the way—has access to safety, respect, opportunity, and a strong community of support.





VILLE
TAL



Words by
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We thank everyone in the community who contributed to this report, and the ongoing strength of the Gender Centre.