



**THE GENDER  
CENTRE  
INC**

**ANNUAL  
REPORT**

2021/22

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Training &  
Communication

791 PHN sessions provided

163 PHN clients

347 families supported

1135 Episodes of service to families

# Gender Centre at a Glance

**48,395** total episodes of service delivery

**902** visitors to the centre

**2119** crisis accommodation nights

**7656** medium term accomodation

**128** specialist homelessness service clients

**217** counselling clients

**923** counselling sessions provided

**233** outreach clients

**1001** occasions of service

**13,242** injecting equipment distributed

**19,069** safe sex packs distributed

# Who We Are



## Patron

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

Prof. Kerryn 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.

# GC President Dash Grey

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First and foremost on behalf of the board I would like to thank the Gender Centre's Chief Executive Phinn Borg and all of the Gender Centre Staff for a year of outstanding work and commitment in what has been another year where Covid-19 has impacted service delivery and activity. I would like to also recognise the resilience and integrity of Gender Centre Staff and the Trans and Gender Diverse community in responding to the anti Trans campaigns and rhetoric that sadly gain footholds in some public debates.

The Gender Centre has continued to provide a range of services for the Transgender and Gender Diverse community and demand for services continues to grow - whether that be in the realm of housing, counselling & psychology, education, outreach or support for parents and families of trans and gender diverse young people. At times it can be hard to look beyond the daily demands of service provision but in 2021/2022 the Gender Centre has undertaken this process in two main ways - the development of a new Strategic Plan and the process of accreditation.

The Gender Centre's new Strategic Plan - developed in consultation with staff, board members and clients and stakeholders will direct and steer the Gender Centre into the coming years and as President of the Gender Centre I feel proud and reassured that the Gender Centre is responsive to current and emerging needs and has shown the flexibility and resilience to weather unexpected challenges.

This year, the Gender Centre underwent the process of accreditation and not only gained standard accreditation but achieved the level and certificate of Excellence. This accreditation recognises excellence in all areas of service delivery, policy, procedures and processes of accountability. It is a significant reflection and acknowledgement of the Gender Centre's strength and integrity in all aspects of the organisation.

I would like to acknowledge the dedication and contributions of all the Gender Centre Board directors who bring a wealth of experience, expertise and energy to the

table and with whom I feel honoured to work with.

And finally to the Trans and Gender Diverse community, no matter where you are in your life - you are loved, you belong and I hope that the next year brings great success, love and fulfilment in whatever shape that needs to be. Next year the Gender Centre celebrates 40 years of service and I hope that we can all celebrate this milestone and look forward to continual advancement in lives lived authentically and fabulously.

Thank you,

**Dash Gray.**

*'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 ED Phinn Borg

Big change always leads to big resistance. In 2021/22 TGD people and families saw unheralded shift and realignment. Religious anti-discrimination legislation, disproportionate media focus on the rights of TGD people and a federal election campaign attempted to divide Australia against TGD people. It has left us bruised and battered.

On a more personal note we mourn the passing of one of our most important elders, Catherine Cummings. Catherine has left an indelible mark upon the Gender Centre and her legacy of speaking up and speaking out continues on through the relaunching of Polare magazine.

But it hasn't all been loss and hardship. This year we welcomed in the NSW state government's first ever LGBTQI+ health strategy with a focus on better health and well being outcomes for TGD people and families. We also saw our family casework and parent support work finally recognised as essential to help young TGD people and their families.

The Gender Centre remains central to supporting TGD people and families in NSW.

However, the biggest burden across our community remains isolation and the wearing down of resilience. The most important message to carry into 2022: Transition is the beginning of the journey not the end. We are running a marathon not a sprint.

At our core the Gender Centre remains committed to promoting specialist services to the TGD community. TGD-led, wrap-around, trauma informed. That means that we are an organisation that puts TGD/NB first. Our TGD/NB leadership makes decisions about our community from the perspective of community. Wrap-around means that the services we deliver, the care we

give, the support we provide is interconnected. Trauma informed means we understand how overwhelming transition and being TGD is at the best of times let alone combined with the common experience of isolation and discrimination. This year the exemplary work we do was recognised and the Gender Centre remains one of only four organisations in Australia to receive an award level ASES accreditation.

To do this kind of extraordinary work requires an extraordinary team.

I would like to thank my casework team who continue to inspire with their commitment and care. I'd like to thank and acknowledge the extraordinary work of our psychological team under James Morandini; and the vitally important Saturday voice clinic of Claire Layfield and her team. To the organisation's team leaders Senior Counselor Candy Jacques and Health and Communications Manager Eloise Brook, who help guide and advise so well.

And finally, I would like to thank and acknowledge the exemplary hard work and ferocious dedication of my 2IC Liz Ceissman who continues to inspire and intimidate with her capacity to change the lives of those she helps.

We remain fiercely dedicated to helping TGD people and families to that joyful authentically lived life we all aspire to, through conversation and connection, through building safe supportive community, through diligently investing in resilience; in ourselves; our community; our allies and loved ones.

**Yours in Strength and safety,**

**Phinn Borg.**

# 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 and the Central and Eastern Sydney 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 required 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 judgment 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 Eglinton  
Mari Attard  
Chris Westworth  
Mangdi Dai  
Dr Charlotte Hespe  
Joanne Holden  
Virginia Makay  
Eva Karagiannis

**President**  
**Vice President**  
**Secretary**  
**Treasurer**  
**Treasurer**

## Staff

Phinn Borg  
Elizabeth Ceissman  
Candy Jacques  
Eloise Brook

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

Lisa Cuda  
Robert Knapman  
Viola Leyshon  
Annika Mai  
Emily Burgen  
Birdie

**Parent Online Peer Support**  
**Case Worker**  
**Case Worker**  
**Case Worker**  
**Case Worker Outreach (resigned)**  
**Case Worker Outreach**

### **Allied Health Worker:**

Dr James Morandini  
Naomi Radom  
Chiu Lau  
Mark Anns

**Clinical Psychologist**  
**Psychologist**  
**Psychologist**  
**Psychologist (resigned)**

Claire Layfield

**Speech Pathologists**

### **Volunteers:**

Gaye Stubbs, Naomi Crellin, Tom, Chris Terry

### **Students:**

Tess, Emma, Jessie Farrell, Jules Joy Camilleri

### **Contractors:**

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

# Clients and Families

The Gender Centre has been providing services to the transgender and gender diverse communities of NSW for 39 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 2021 and June 2022 the Gender Centre provided 48,395 episodes of service to 2,213 individual transgender, gender diverse, gender questioning people, their family members and work colleagues.

## Parents and Families

During the 2021/2022 financial year the Centre worked directly with over 347 families providing front line support and wrap around services to carers and youth. The Gender Centre provided online support to over 890 families.

The Centre also provided support to 41 schools and 244 young people. 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 front line, wrap around support was still unfunded at the conclusion of 2021/22.**

**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:** 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. 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 the NSW TGD community 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, STIs and other BBVs.

### 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 sees 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 Counselling service had another very busy year on the counselling front from clients and service providers. Clients and potential clients access the service via the phone, in person and now on line.

Throughout the year the counselling 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 counselling 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 counselling service have multiple issues and are in need of access to more than just our counselling service. During the 2021/2022 financial year the counsellor provided 923 counselling occasions of service in a variety of forms to over 217 counselling clients.

The following table indicates some of the issues that were addressed in the counseling sessions for the period of 2021/2022

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



# Services

## Psychological Support

2022 has been a big year for The Gender Centre Psychology Service. Our team has grown again! In addition to The Gender Centre counsellor Candy Jacques, our psychologists Naomi Radom, Mark Anns, myself, Gaye Stubbs (facilitator of our partners of trans folk group), and Liz Ceissman (working with parents), we have been very excited to welcome psychologists Chiu Lau and Arnie Collison to the team.

Chiu Lau is an experienced psychologist, with a specialist background working with young neurodiverse people (e.g., those experiencing ASD / ADHD). Her knowledge and expertise is greatly valued given the significant proportion of our young trans/NB/gender questioning clients who are neurodiverse, and often may request, in addition to gender support, support in diagnosis and management of struggles related to neurodiversity. Dr Arnie Collison, is a psychologist and academic, who has worked extensively in a school context including with gender-diverse young people. Arnie's PhD research "The navigation of post-transition identity and disclosure by gender diverse Australian adults" and subsequent academic work, has focused on the experiences of LGBTIQ+ Australians, and it is again, wonderful to have Arnie's passion and experience on our team.

Our Clinical Psychology Masters internship program has been going strong. I have now supervised 6 clinical psychology masters students from clinical programs across NSW. Our most recent group of students included Zoe Butt (UTS), Fabian Fredrich (ACU), Eleanor Crowther, and Chiu Lau (UNE). It has been a pleasure to support these students develop an understanding of this important, and emerging area of practice, and to see their genuine passion to support trans/NB/and gender questioning people and their families.

To our knowledge, ours is the only clinical intern placement focusing on gender diversity in NSW. In providing this placement, the Gender Centre is assisting a new generation of clinical psychologists to be equipped to provide evidence-based, culturally aware, and holistic support to gender diverse/gender questioning clients as these psychologists move into private and public practice – allowing them to further develop and

pass on this expertise in their future careers – and continue to support the community.

Our Psychology Service has also secured funding from the Central and East Sydney Public Health Network (CESPHN) to provide an 8-week "Tuning into Teens" parents group @ The Gender Centre tailored to parents of transgender, non-binary, or gender questioning kids starting October this year. This group will be facilitated by myself and our clinical interns Fabian Friedrich and Eleanor Crowther. Tuning into Teens is an emotion-focused parenting program. It provides parents and carers with skills in emotion coaching, which is about recognising, understanding and managing their own and their children's emotions. Such parenting skills are hugely impactful on adolescent mental health generally – and we believe we can assist parents support their trans/NB/and gender questioning children in navigating the emotional and social challenges of adolescent life.

As always, it's a pleasure to work with The Gender Centre whose genuine, holistic, and grassroots approach to supporting the community is an inspiration. Looking forward to 2023!

### Dr James Morandini

Clinical Psychologist  
Team Leader, Psychology Service  
The Gender Centre Inc

During the 2021/22 financial year :

791 therapy sessions delivered

to 163 clients

### Intern Clinic

The Gender Centre introduced a new training placement program two days a week.

384 therapy sessions delivered to

32 clients



# Services

## 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 safe sex equipment, and 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 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.

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

400 - 450 occasions of service



# 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 supported through counselling.

The Gender Centre provided a wide range of support groups, workshops and events throughout the 2021-2022 financial year. These services were provided through the Centre's Client Support Program.

Over a 12 month period, 108 Support Groups were held during 2021/22 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:

- Parents Online Group
- Sydney Metro Parents Group
- Parents Group Wollongong
- 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

APG is an online peer lead support group for parents and care givers of transgender, gender diverse and gender questioning children of any age that has been fully supported by the Gender

Centre for many years now, member numbers are currently at 885 and continue to grow.

APG has members from all across Australia, it is a safe and private place for parents and caregivers to receive support, understanding and guidance with how to best support their children.

The group runs 24/7, offering an extremely valuable resource to these parents and caregivers in navigating all that is involved with supporting their children.

This support is especially valuable to families who live in rural and regional areas who otherwise have no access to available resources needed to support their children.

APG is a community built with the support of the Gender Centre parents support groups that offer a wraparound support service for these families that often have no other supports from services, community, family or friends.

APG members share their lived experiences, celebrate their children's successes and milestones as well as comfort each other with genuine understanding through the most difficult of times.

These families often face much stigma and discrimination around supporting their children and also experience extreme stresses, emotionally, financially, socially, mentally, spiritually and physically.

"The APG community is a much needed support for hundreds of families. For many of us it has been a lifeline for genuine support, practical advice, education and understanding. It has gotten us through some of the hardest days and helped us to support our kids with the best possible outcomes. They are still with us and we celebrate that everyday."

**Lisa Cuda**

Parent Online Peer Support-worker



# Services

## Advocacy & Support

### Transgender Day of Remembrance

This year's Transgender Day of Remembrance (TdoR) was again held online due to COVID-19. We focused on the story of Samantha Dunworth, a young transgender woman who passed away after her liver ruptured suddenly in 2021.

The tribute to Sammie was a short film narrated by her mother Selena, and was told using Sammie's own extraordinary photography and film.

The Gender Centre would like to thank our partners in hosting TDoR this year. Sydney Gay and Lesbian Mardi Gras and Matt Akersten, as well as Chantel Martin from SWOP.

At the same time The Gender Centre held its regular Dubbo TDoR. Regional members of the community and local police came together to honour TGD folk who we lost in 2020/21.

### Transgender Day of Visibility

To mark this year's Transgender Day of Visibility the Gender Centre relaunched Polare Magazine. Polare had been on hiatus since the end of 2019, and the Gender Centre saw a relaunch as a way to reconnect with the community on important health and well being issues. In the aftermath of COVID-19 lock downs and restrictions, Polare is an opportunity to have important conversations

on TGD related issues that are not being discussed in any other medium.

Transgender Day of Remembrance

Online Event 2021

199

Viewed on Youtube



Subscribe

here



# Services

## Advocacy & Support

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 21 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 services 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: 44**

**Total clients in all 128.**

Our core responses include:

**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.’**



## 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 2021-22 financial year

35 Residents housed in short-term emergency accommodation

34 Residents housed in medium-term emergency accommodation

2119 Occupied bed nights in short-term emergency accommodation

7656 Occupied bed nights in medium-term transitional accommodation

21,191 Total instance of support provided

128 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 focuses 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.

### 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**



# Services

## Advocacy & Support

### 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 3299 to 3664 likes, and 4337 followers.

Our Twitter account increased from 521 to 1152 likes.

### 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 2021-22 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

4,599,754 Website hits

128,267 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

## Advocacy & Support

### Agency Networks

Staff at the Gender Centre have continued to network with a wide range of services over the 2021-2022 year.

### Committees & Consultation

Staff have maintained their representation on or liaised with a number of committees, inter-agency 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 2021-2022 financial year training was provided to over 600 individuals through the corporate sector, specialist women's services, universities, and employers.

## Communication

The Gender Centre Media Team worked hard this year from the relaunching of Polare to news articles, interviews, radio and television.

The highlight of the GCs media work was an appearance on ABC's The Drum. The Gender Centre and our services were given national exposure in an 18 minute long feature highlighting the negative effect of media during the federal election on community and in particular families and young people.



VALE  
CATHERINE  
CUMMINGS  
1935-2022

A BRILLIANT  
WRITER AND  
WINNER OF  
THE  
AUSTRALIAN  
HUMAN  
RIGHTS  
AWARD FOR  
NON-FICTION

# Dubbo Wear it Purple Day



2021/22 AT THE GENDER CENTRE



National Reconciliation Week



Sammi Dunworth



Trans Day of Visibility



Christmas Lunch 2021



GC on The Drum

# 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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