

# Annual Report

2023/24





# Looking Back

1983

Tiresias House founded in Sydney with the support of the NSW Government as a refuge and support service for homeless trans women. This would later become the Gender Centre.

Reforms to passport regulations allow people who have undergone gender affirmation surgery to have passports issued in their affirmed gender.

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.

1984

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.

1993

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

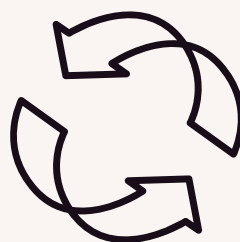
1991

Tiresias House is renamed The Gender Centre.

1994

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# 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.

# At A Glance

Who we are 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



3,232

crisis accommodation bed nights



50,227

total episodes of service delivery



6,959

medium term accommodation bed nights



1,774

visitors to the centre



104

specialist homelessness service clients



1,812

episodes of service to families



208

families supported



270

counselling clients



2,777

counselling sessions provided



156

outreach clients



1,357

occasions of service provide  
by outreach



17,150

safe sex packs distributed



12,189

injecting equipment distribution

# 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.





# Who We Are

"We hold great passion,  
commitment and faith  
in the life of the  
Gender Centre"



# GC President Dash Gray

Hello and Welcome the Gender Centre's 2023/2024 Annual Report.

It is a great pleasure to once again report that the last year has been a year of growth and change for the Gender Centre – seeing increases in funding, staff and the important move to new premises. First and foremost I thank my fellow Board Members for their contribution to the Gender Centre and for keeping their energy, insight and wisdom at hand for all the highs and lows of organisational life. I feel like I can speak for the Board in this regard – that we hold great passion, commitment and faith in the life of the Gender Centre as an organisation and seek to guide the centre as best we can – to meet the needs of the Transgender and Gender Diverse community in NSW.

In November 2023, The Gender Centre officially opened the new Marrickville premises and home of the Gender Centre. Larger and aesthetically much more agreeable, the new premises have allowed the Centre to expand services, importantly offer more meeting space for the Centre's numerous support groups and offer a warm

and welcoming space to all who visit. If you haven't visited the new Marrickville home of the Gender Centre yet, please call or drop in to see for yourself. I would like to thank all of those who attended our official opening and especially thank the speakers who joined us on the day – Renee Morton from SLHD, the Hon Joanna Haylen and the Hon Alex Greenwich.

The opening of the Marrickville building was certainly a highlight for 2023 but the Gender Centre continues to provide a range of services and support for the Transgender and Gender Diverse community in much quieter and routine ways. Housing, Counselling, Support Groups, Casework and Education happen each and everyday at the Gender Centre as well as important outreach to NSW regional areas. I would like to thank all the staff and volunteers for another year's worth of dedication and their wealth of knowledge, expertise and passion. Please read through the 2023/2024 Annual Report to see the work that our staff do, the impact that they have upon many lives and the strength and resilience that the

Transgender and Gender Diverse community hold.

NSW government support for the Transgender and Gender Diverse community has solidified in 2024 as new services for young Transgender and Gender Diverse people commence operation and the NSW Health Strategy for LGBTIQ+ communities also unfolds. Of course there is much work to be done – we still have worrying rates of mental health distress, disadvantage across many domains such as employment and housing and difficulty accessing the care that we need. My hope is that we find more and more allies and resistance to the fear and scapegoating of our community holds strong.

And finally, two special thank yous – Thank you to Phinn Borg, the Gender Centre Executive Officer who has guided the Gender Centre into another year of excellence, growth and continued strength. And thank you to Eloise Brook, who will be leaving the Gender Centre as the Health and Communications manager to take up an important leadership position with AusPath.

If you haven't seen Eloise's calm and eloquent presentations on recent ABC shows – look them up. Thank you Eloise for the charm and passion you brought to the Gender Centre and for all your work raising the Centre's profile and ensuring a voice for the Transgender and Gender Diverse community was and is heard.

Dash Gray



# Executive Director Phinn Borg

As we mark the first anniversary of settling into our new home, it is with immense pride and optimism that I present this year's Annual Report. This past year has been one of growth, expansion, and deepening our commitment to the trans and gender diverse (TGD) communities across New South Wales and beyond. The Gender Centre has not only expanded its services geographically, reaching more rural and remote areas, but has also significantly enhanced support for families and young people, ensuring that our community members have access to the care they need, regardless of location.

This year, we have continued to build and strengthen partnerships across the state, contributing to New South Wales' transformation from one of the least affirming and supportive environments for TGD people to now being recognised as one of the most. The Gender Centre has played a critical role in this shift, influencing the expansion of

clinical services while maintaining our vital focus on psychosocial support through our dedicated casework and counselling teams.

The Gender Centre is entering a new phase of its existence. Like the trans community itself, we are no longer on the fringe and merely surviving. Instead, we are witnessing the flourishing of our vibrant community, standing as a testament to the resilience and strength of TGD individuals across the state. As we continue to grow and thrive, we remain ever-vigilant of the challenges faced by our counterparts overseas, where the outcomes of detrimental policies and health decisions in places like the US and the UK serve as a stark reminder of the work that still lies ahead.

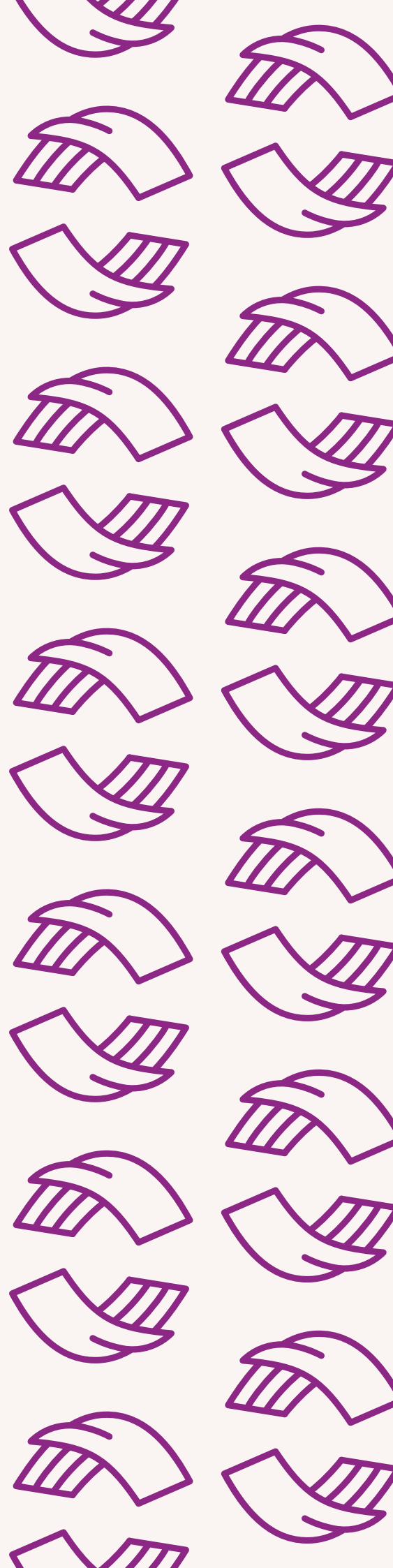
Despite the significant progress we have made, TGD people still face stigma and discrimination, and the services that support our community remain dependent on the goodwill of state and local governments.



Throughout these challenges, the Gender Centre remains the premier service provider for trans people in New South Wales and Australia, steadfast in our mission to support, advocate, and empower.

I am excited to consolidate the changes we have championed and to tackle the next set of challenges with the usual tenacity and resilience that the TGD community brings to each successive struggle. Together, we will continue to build a future where every individual is celebrated, supported, and empowered to live authentically and with dignity.

Yours in Solidarity,  
Phinn Borg





# 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 Management Committee operates in accordance with the "Associations Incorporation Act 1984," ensuring that both the organisation and the committee fulfil the requirements outlined by the act and associated regulations. The structure, election processes, and conduct of office bearers and committee members are governed by the "Model Rules" stipulated in the regulations, which provide a clear framework for roles, responsibilities, and organisational governance. The delegation of day-to-day management is entrusted to the General Manager, as specified in the Gender Centre's Policy and Procedures Manual.

The Management Committee retains the ultimate legal and managerial responsibility for the Gender Centre Inc. The organisation places a high value on maintaining an engaged and effective committee, recognising that clarity in the roles and responsibilities of committee members is vital for the Centre's success. Members of the Management Committee acknowledge their fiduciary duty to the organisation and are committed to fulfilling their responsibilities in alignment with this relationship.

To ensure that the Management Committee can adequately support the Gender Centre's staff and manager, the General Manager provides regular and comprehensive updates on the Centre's activities, as well as any internal or external challenges that may arise. Additionally, the General Manager informs the committee of any decisions or judgements that may be contentious or have significant implications for the organisation.

Copies of the constitution are accessible in the office and are available to all members and staff of the Gender Centre. The effectiveness and commitment of the Management Committee are crucial to the successful operation of the service, and as the Manager of the Gender Centre, we look forward to many more years of dedicated and effective committee members contributing to the Centre's continued success.

# Management Committee

<b>President</b>	Dash Gray
<b>Vice President</b>	Dr Col Eglington
<b>Secretary</b>	Maria Attard
<b>Treasurer</b>	Chris Westworth, Dr Charlotte Hesper Jo Holden Eva Karagiannis Virginia Mackay Mengdi Dai



# Staff

<b>Executive Director</b>	Phinn Borg
<b>Senior Program Manager/Child and Family Case Worker</b>	Elizabeth Ceissman
<b>Family Mental Health Support</b>	Edwina Smith (Resigned) Naomio Crellin Lisa Cuda
<b>Online Family Support</b>	
<b>Peer Support</b>	Jay Mohamads
<b>Health &amp; Communication Manager</b>	Eloise Brook
<b>Senior Counsellor</b>	Candy Jacques
<b>Counsellor</b>	Katie Empson
<b>DFV Counsellor</b>	Amy Rehn
<b>Case Workers</b>	Viola Leyshon Richard Terry Jordan Fletcher Aurora Green
<b>Outreach</b>	Ishara David Birdie Thirapat
<b>Clinical Psychologist</b>	Dr James Morandin



# Others

<b>Volunteers</b>	Hannah Dockrill Raili Haagensen Regina Ciputra Mitchell McKinlay Corina Long
<b>Contractors</b>	Tim Kitto, Serena Cooray, Aquila Wolf Wild, Trent Cla

# Clients and Families

The Gender Centre has proudly served the transgender and gender diverse communities of NSW for over four decades. Our unwavering commitment is to empower these communities by providing a broad range of services, activities, information, and resources.



Our core mission is rooted in a social justice framework that fully embraces equity and diversity, guided by a strengths-based approach. The Gender Centre is dedicated to addressing issues related to homelessness and health, offering transitional housing and healthcare services specifically for the transgender and gender diverse communities across NSW.

## Clients

Between July 2023 and June 2024, the Gender Centre delivered **50,227** episodes of service to **3,335** individual transgender, gender diverse, and gender questioning people, along with their family members and work colleagues.

## Parents and Families

In the 2023/2024 financial year, the Centre provided direct support to over 208 families, offering frontline assistance and comprehensive services to carers and youth. Additionally, the Gender Centre offered online support to more than **900** families.

The Centre also supported **55** schools and **152** young people, offering a wide range of services, from answering general inquiries and providing basic information to advocacy, peer support initiatives, pathways for psychological referrals, and counselling support. The Gender Centre continues to collaborate with our partners to deliver essential services to NSW parents while expanding our online services to meet the growing demand.





# Services

"The Gender Centre provides comprehensive support for transgender individuals at any stage of transition"



# Outreach

The Gender Centre's Outreach service extends crucial support to community members who are confined to hospitals, homes, and correctional facilities across NSW. This outreach service plays a vital role in addressing clients' health needs and concerns. By developing and implementing holistic case plans, the outreach team provides comprehensive wrap-around service models, allowing health and welfare issues to be discussed and managed in a safe and transparent environment.

Wednesday night outreach is available for trans sex workers at various locations, including Surry Hills, Darlinghurst, Newtown, the Great Western Highway at Eastern Creek, Canterbury Road, and Penrith. The Outreach Team distributes safe sex equipment and offers support, along with referrals to other essential services.

## Far West Services

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

## T150

The Gender Centre has continued its partnership with T150 at The Albion Centre, providing case work in conjunction with T150's HIV and Sexual Health services for the transgender and gender diverse community. Our peer case work addresses areas of support around accommodation, health, education, employment, financial issues, legal matters, social connections, and personal development. The duration of case work can vary, ranging from 1-2 sessions to ongoing support over 3-6 months. In the last 12 months, case work support at T150 has included:

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

# Health

The Gender Centre continues to collaborate with our partners to deliver essential services to the NSW transgender and gender diverse (TGD) community while expanding our support to meet the evolving needs of TGD individuals and their families.

## Needle and Syringe Program

The Needle and Syringe Program is designed to reduce the transmission of bloodborne viruses and injuries associated with injection practices. This program aims to ensure that individuals in the community engaging in high-risk behaviours or lifestyles have access to comprehensive information and resources to protect themselves and others from potential transmission of HIV/AIDS, Hepatitis C, sexually transmitted infections (STIs), and other bloodborne viruses (BBVs).

## Counselling

The Gender Centre offers a high-quality psychological service for the TGD community, including residential clients, community clients, partners, family members, and friends of TGD individuals. Our counsellors assist individuals dealing with a range of mental health issues such as depression, anxiety, post-traumatic stress, and personality disorders.

The counselling service experienced another very busy year in 2023/2024, receiving numerous requests from clients and service providers. Clients and potential clients accessed the service via phone, in person, and now online. Throughout the year, the counselling team provided information, consultation, and referrals to better support their clients. This included supervision, consultation, and information for school counsellors and other general counsellors. Clients of the Gender Centre sought counselling for a variety of challenges in 2023/2024, including:

Cross-dressing • Sexual issues  
Suicide • Harassment/violence  
Financial issues • Depression  
Transition • Anxiety/fear • Isolation  
Passing • Sexual assault • Religion  
Gender Affirming Surgery (GAS)  
Health concerns • Relationships  
Drug, Alcohol, & Gambling issues  
Accommodation • Family dynamics  
Employment challenges • Information



# Support Groups

The Gender Centre continues to provide on-site services in collaboration with Dubbo Sexual Health, ensuring support for transgender and gender diverse individuals in the region.

The Client Support program plays a vital role in assisting clients whose needs are less intensive than those requiring counselling. Throughout the 2023/24 financial year, the Gender Centre offered a diverse range of support groups, workshops, and events, all provided through the Centre's Client Support Program. Over the 12-month period, **132** support groups were held. Most of these groups were conducted online, adapting to the ongoing challenges presented by the COVID-19 pandemic. These groups included:

- 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 995 and continue to grow.

APG has members from all across Australia, though the majority of members are from NSW and are linked into the wraparound support services for families offered by the Gender Centre. This group is a safe and private place for parents and caregivers to receive support, understanding, guidance, practical advice and link into suitable support services for them and 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 support service for these families that often have no other supports from services, community, family or friends.

APG members share their lived experiences and practical parenting advice, they celebrate their children's successes and milestones as well as comfort each other with genuine understanding through the most difficult of times. This peer lead support is often described as 'a life line' by APG members as families can face stigma and discrimination around supporting their children and also experience extreme stresses, emotionally, financially, socially, mentally, spiritually and physically.

This peer lead community along with the support services at the Gender Centre often hold these families together, empower parents to face enormous challenges and advocate for the best possible outcome for their children.

Lisa Cuda  
Parent Online Peer Support-worker





# Housing

The Gender Centre provides comprehensive support for transgender individuals at any stage of transition (pre, mid, post-transition) who are aged 18 years and over and are either homeless or at risk of becoming homeless.

The Gender Centre operates **3** supported crisis housing facilities, offering **11** bed spaces, in addition to **21** supported transitional housing facilities, providing **21** bed spaces for transgender and gender diverse individuals in need of our residential services. Beyond this, the Centre also supports a significant number of community clients seeking assistance to maintain their tenancies. The issues addressed include:

- Housing affordability stress
- Housing crisis (eviction)
- Time out from family/other situations
- Domestic and family violence
- Mental health issues
- Employment/Unemployment challenges
- Lack of family or community support

## Early Intervention to Prevent Homelessness:

We collaborate with relevant services to provide personal, emotional, and practical support, helping individuals at risk of homelessness to stay housed. We also facilitate access to post-crisis support to ensure clients can sustain their accommodation.

## Rapid Rehousing:

We work closely with real estate agents and social housing providers to secure long-term accommodation for our clients. All clients are assessed within 24 hours of becoming homeless to determine if a rapid rehousing response is feasible and appropriate. This holistic approach allows the Centre to address a wide range of issues faced by transgender and gender diverse individuals, ensuring they receive the support they need to secure and maintain safe housing.

## Crisis and Transitional Housing

We offer safe short-term (Crisis) and medium-term (Transitional) accommodation to individuals while their homelessness is being addressed. Our services include comprehensive case management and support to help mitigate the immediate impact of the crisis. This includes connecting clients to additional services such as employment, education, and training, as well as facilitating connections to positive and safe family and community networks. Our goal is to work with clients towards transitioning from these temporary arrangements into safe and affordable long-term housing. We provide post-crisis support as needed to help clients remain housed after the crisis has been resolved.

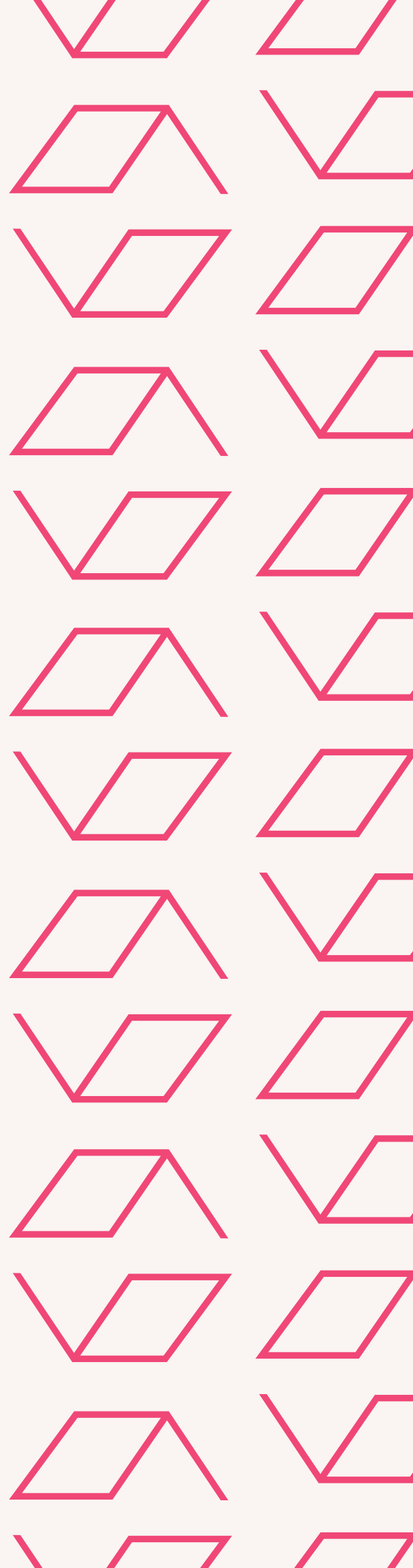
## Intensive Responses for Clients with Complex Needs

Our caseworkers deliver intensive, multidisciplinary support to clients who are deeply entrenched in homelessness. Using a 'housing first' approach, we prioritise helping clients access and establish permanent housing, which is then linked to intensive and integrated support services.

We collaborate with the client and other agencies to develop multi-disciplinary case plans, where multiple service providers work together to ensure that all the necessary support is wrapped around the client to effectively address their complex needs.

## Great Western Sydney

The Greater Western Sydney (GWS) position, held in partnership with Link Wentworth (formerly known as Wentworth Community Housing), connects The Gender Centre more directly with clients in Western Sydney and the Blue Mountains. This role is centred on key elements of the Going Home Staying Home reforms, with a focus on early intervention and tenancy support. A primary objective of the GWS role is to prevent "city drift" by helping clients resettle within the



GWS area, thereby reducing the strain on inner-city resources.

Early intervention efforts in the GWS area have included increasing support for families with transgender youth and collaborating with high schools to facilitate student transitions.

Reasons for Seeking Assistance:

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

## National Regulatory System Community Housing

We work closely with clients and other agencies to develop multi-disciplinary case plans, where multiple providers collaborate to ensure that the necessary services are wrapped around the client to address their specific 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.

We have also 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 evidence submitted by The Gender Centre Inc. and obtained through other authorised sources to determine adherence to 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 Gender Centre Inc. is compliant with the Regulatory Code as required under section 15 (2) (a) of the National Law.

## Compliance Outcomes

Standard Compliance Assessment  
Areas of Focus: PO1, PO2, PO7  
Overall Assessment: Compliant  
Overall Determination: Compliant

Individual Performance Outcome Assessments:  
Tenant & Housing Services: Compliant  
Housing Assets: Compliant  
Financial Viability: Compliant



27

residents housed in short-term  
emergency accommodation



6,959

occupied bed nights in medium-term  
transitional accommodation



27

residents housed in medium-term  
emergency accommodation



94

total number of clients supported



3,232

occupied bed nights in short-term  
emergency accommodation



10,191

total number of bed nights provided

# Advocacy

## Communications and Media at the GC

2023/2024 was a significant year for the Gender Centre's media and communications efforts, marking the culmination of nearly a decade's work in promoting the trans and gender diverse (TGD) community, as well as the Gender Centre itself. This year, we saw the fruits of our labour, particularly in securing a new location in Marrickville, which served as a central focus of our promotional efforts, especially in connection with the NSW Health's LGBTQI Strategy.

The opening of our new centre in Marrickville, coincided with the beginning of our new financial year and to preparations for Trans Awareness Week in November, an event that has become a cornerstone of our annual calendar. Across Trans Awareness Week, the Gender Centre hosted events, ranging from the opening of the Centre, and the hosting of the Health Minister, The Sydney Lord Mayor, Independent Alex Greenwich and heads of Health, to our third "Classes for Confidence" in collaboration with Sephora Australia, which provided trans women and femme folk with makeup training. We also organised a community lunch and had the honour of hosting Minnesota's First

Lady, Gwen Walz, who was visiting Australia with her husband, Governor Tim Walz.

## Transgender Day of Remembrance

The Transgender Day of Remembrance this year was held within the Marrickville Library Precinct, supported by a coalition of partners including Twenty10, ACON, BLaQ, and SWOP. This event was particularly poignant as it centred around our recent report, "Speaking Out Against Anti-Trans Violence: A Call for Justice," which was submitted to the Special Commission of Inquiry into LGBTIQ Hate Crimes. The report, informed by our work with community elders, highlighted the ongoing challenges and violence faced by trans people, and our TDoR event served as a powerful platform to promote these voices and advocate for justice.



A close-up photograph of a person's hand resting on a black computer mouse. In the background, a laptop is open, and a tablet is propped up, displaying a website with a red and orange color scheme. The scene is set on a light-colored desk.

# Improving the Centre

"The Gender Centre  
continues to  
speak up and out"

# Training at the GC

## Agency Networks

Staff at the Gender Centre have continued to network with a wide range of services over the 2023/2024 year.

## Committees and Consultation

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

## Advocacy and Support

The consistent demand for our education and training programs underscores the broader community's increasing commitment to understanding transgender and gender-diverse people. Feedback from participants has been overwhelmingly positive. In the 2023-2024 fiscal year, we provided training to over 600 individuals across the corporate sector, specialised women's services, universities, and employers.

## Training

The Gender Centre has consistently delivered training to a diverse range of services on various aspects related to gender, transgender, and gender-diverse individuals. The educational packages have specific objectives:

1. Encouraging service providers across all sectors to effectively engage with transgender and gender-diverse clients while offering support to employers during staff transitions.
2. Promoting employer adherence to anti-discrimination laws and the hiring of the most qualified transgender and gender-diverse individuals.
3. Advocating for equitable treatment of all individuals, including those who are transgender or gender-diverse.
4. Assisting organisations in crafting policies and procedures that ensure transgender and gender-diverse individuals have equal rights, opportunities, and access.

# Information Kits

The Gender Centre provides a range of downloadable resources for people in the trans and gender diverse community seeking support about gender issues.



Feminising Hormone Fact Sheet

Masculinising Hormone Fact Sheet

Documents of Identity Fact sheets

Breast Augmentation Fact Sheet

Family Support Fact Sheet

Surgery Fact Sheet



"The Australian Parents Group is quite simply life saving. It's a safe space to share stories and receive advice. We all benefit from each other's experiences as the practical information provided is so needed. As a family with young gender diverse twins this is one of very few places available to us that supports both the children, and the parents and carers in their lives!"

— Parent, TGD young person

# Communication at the GC

## Gender Centre Website

The Gender Centre's website continues to be an invaluable resource, offering crucial support and reducing the isolation often felt by individuals navigating gender diverse issues. It provides access to archived editions of Polare, from the very first edition to the most recent, and serves as a key platform for promoting upcoming events and workshops to our clients.

In addition to the website, the Gender Centre maintains an active presence on Instagram and Facebook, ensuring that clients of the Transgender Anti-Violence project receive real-time updates about the Centre's daily activities. Overall, the Gender Centre's website is a remarkable asset, significantly enhancing our information and education services.

## Facebook and Instagram

The Gender Centre's Facebook page saw growth from 3.6K to **3.8K** likes, with **4.4K** followers. This year, the Gender Centre also expanded its presence on Instagram to better connect with younger members of the community. Moving forward, we will continue this expansion, aiming to significantly grow our reach. Currently, the Gender Centre's Instagram account has grown to just under **1,000** followers, with a goal of expanding to over **6,000** followers in the next financial year.





## Continuing Advocacy and Media Presence

As we moved into 2024, our media and communications efforts continued to play a crucial role in advancing the rights and visibility of the TGD community. Our joint community and parents' Mardi Gras March was a resounding success, demonstrating the importance of the Gender Centre as a significant community presence in NSW. Importantly, our increased presence in the media and with the allies we continued to gather the Gender Centre began its 41st year with a renewed commitment to communicating the stories of the TGD community and advocating for the necessary changes that still lie ahead.

Throughout the year, our media team worked tirelessly across various platforms—television, print, radio, and podcasts—to ensure that the wider Australian community understands the unique contributions of trans people. Our efforts have not only highlighted the ongoing struggles but have also celebrated the resilience and achievements of the TGD community, reinforcing the Gender Centre's role as a leading voice in the fight for trans rights in New South Wales.

Eloise Brook  
Health and Communications  
Manager

## Information and Resource Development

Information kits play a vital role in disseminating knowledge and raising awareness about the challenges faced by transgender individuals. There continues to be a strong demand for information from various groups, including employers, students, and professionals. This growing demand reflects a positive trend where individuals who do not identify as transgender are increasingly committed to understanding and respecting the needs and rights of transgender people.

Most notably, those seeking information, including employers, are doing so with a firm commitment to inclusivity, marking a noticeable shift in attitude compared to recent years.

During the 2023/24 financial year, the Centre updated all of the website's resources, including our information sheets, a process that is still ongoing.

This year there was a total of **783,107** pages downloaded.

# Looking Back

1995

Wood Royal Commission exposes endemic corruption in the NSW Police Force and ushers in reforms that also mean significantly less police harassment of trans sex workers.

TLC lobbying efforts secure passage of amendments to Anti-Discrimination Act to protect transgender people, broadly defined. Under TAG's influence, amendments to the Births, Deaths and Marriages Registration Act require trans people to have gender affirmation surgery to change their sex marker on their birth certificates.

1996

The Trany Wars: a series of public debates between TLC and advocates of the medical model of transsexualism. The Trany Wars culminate in a chaotic annual general meeting at the Gender Centre, where TLC-backed candidates win a majority of positions on the Management Committee.

1996

1997

Senate Inquiry into Sexuality Discrimination canvasses structural and legal discrimination against transgender Australians and recommends passage of a Commonwealth Sexuality Discrimination Bill which would protect LGBT people from discrimination.

Transgender Day of Remembrance founded by Gwendolyn Ann Smith to remember transgender victims of hate crimes.

1997

Era of poor management at the Gender Centre, but a change of leadership puts an end to the TranyWars. The Gender Centre launches its first website, which for years serves as Australia's largest repository linking trans services and resources.

1999



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