

2009/2010 Annual Report



The Gender Centre Inc.
Sydney Australia

Contents

Our Core Values	3
Mission Statement	4
Goals and Objectives	4
Presidents report	8
Service report	9
Managers Report	10
Funding Bodies	19
The Committee	19
Our Partners	20
Staff	24
Agency networking	25
Services provided	27
Service evaluation	36



Our core values

Our core values guide our actions and determine who and what we aspire to be. They are expressed through our interaction with our colleagues, client's service providers and the wider community. These values underpinning our work include: integrity, compassion, respect, vitality, resourcefulness, professionalism and perseverance.

We use our core values to make decisions that will align with our mission statement to build a stronger community and provide solutions for our clients in need.

- We make a difference: We are committed to developing and providing services and activities which enhance the abilities of people with gender issues to make informed choices. We are committed to achieving this with fairness and integrity.

We aim to provide a high quality service, which acknowledges human rights and ensures respect, dignity and confidentiality.

- We help: We are committed to educating the public and service providers about the needs, concerns and interests of people with gender issues.
- We work together: We are committed to treating everyone with respect; our clients, partners and the broader community.

We work as a team, while remembering that we are individually accountable for our actions. We work towards finding solutions for all our clients.

- We are part of the community: We are committed to serving and strengthening the transgender community. We aim to work with all partners whether government, private sector, community health and welfare and importantly the general community
- We are: an accommodation, counselling, case management and outreach service and also act as an education, support, training and referral resource centre to other organisations and service providers.

Our Mission Statement

- We are committed to developing and providing services which enhance the ability of people with gender issues to make informed choices
- We offer a wide range of services to people with gender issues, their partners, family members and friends in NSW.
- We are an accommodation, counselling, case management and outreach service and also act as an education, support, training and referral resource centre to other organisations and service providers.
- The Gender Centre is committed to educating the public and service providers about the needs of people with gender issues.
- We specifically aim to provide a high quality service, which acknowledges human rights and ensures respect and confidentiality.

Goals and Objectives

- To provide medium term accommodation, in a safe and supportive environment, to transgender people and people with gender issues who are homeless, distressed or otherwise in need.
- To provide a high quality, professional psychological/ counselling service to the transgender and gender questioning community.
- To provide accurate information and referrals for people with gender issues in relation to legal, education, health, housing, welfare and employment services.
- To liaise closely with other legal, health, housing, welfare and employment services that may be of assistance to people with gender issues.
- To encourage community understanding of the interests, concerns and needs of people with gender issues.

Hours of operation



- Monday to Friday 9am to 4.30pm
- Wednesday 5.30pm till 8pm for the weekly drop-in
- Wednesday night inner Metropolitan Street outreach 8pm till 12 midnight
- First Wednesday of each month outer western suburbs outreach 8 pm till 12
- First Thursday of each month, 6pm till 10pm L8 clinic at the Kirketon Road Centre.
- Gender Centre staff are available twenty-four/seven on call to residential clients of the Gender Centre

Our Services

- **Counselling:** We provide a free counselling service to residential clients, community clients, clients incarcerated within NSW prisons, partners, family members and friends of people with gender issues.

The counselling service also provides support and education, to school counsellors and counsellors in rural areas

- **Outreach:** Is available to clients confined in their homes and in hospital in the inner and outer city areas from Monday to Friday.
- **Night Outreach:** Is available to street based sex workers and private parlours in the inner city and surrounding areas on a Wednesday evening from 8.00pm till midnight.
- **Gaol Outreach:** Is available to all transgender and gender questioning clients confined in a correctional centre within the borders of New South Wales (all Gender Centre staff are Authorised visitors).
- **Court & Cell Outreach:** Is available to all Transgender, and Gender questioning clients within the inner city and surrounding areas.
- **Wednesday Night Drop-In:** The centre runs a weekly drop-in on a Wednesday night from 6pm till 8 pm clients are provided with a meal and guest speakers are available at most drop-ins
- **In House Case Management:** Intensive Case Management is provided for those who find themselves in Gender Centre Housing as well as the Gender Centre Exit Housing Program.
- **Community Case-Management:** Intensive case-management is provided to all community clients accessing the Gender Centre within the borders of New South Wales as well as co/case-management with other service providers.
- **Resource Development:** The centre produces a range of print and online resources on HIV/AIDS, medical and other information relevant to people with gender issues and their service providers.

Information packages (Kits) fact-sheets and other printed materials including Polare.

- **Drug and Alcohol Service:** The centre provides counselling support, education and referrals to a broad range of service providers

- **Partners Family-Members and Friends:** The centre provides support, education as well as referrals to a wide range of specialist counselling, health, legal, welfare and other community services that are available to the transgender community.
- **Residential Program:** The Gender Centre provides semi-supported accommodation for up to eleven residents sixteen years old or older in three refuge houses. Residents stay for up to twelve months and are supported to move towards independent living.

Residents are encouraged to consider a range of options available to meet their needs.

- **Exit House Program:** We provide semi-supported accommodation in partnership with the Woman's Housing Company in six self-contained units for six clients who are sixteen years old or older.

Residents stay for up to twelve months and are supported to move towards independent living. Residents are encouraged to consider a range of options available to meet their needs.

- **Training for Service Providers and Others:** We offer training support and workshops to employers, service providers, students and other people interested in gender issues.

Topics covered include implications for staff and clients in relation to anti-discrimination legislation, EEO issues, working with transgender clients within a health setting, workplace harassment and provision of goods and services as well as many personal aspects of the transgender process.

- **Social and Support:** We provide social and support groups workshops and outings to transgender and gender questioning people

President's Report

The economic and political environments continue to test us all due to the ever expanding calls on government funding, however we continue to meet these challenges by ongoing reorganisation and reassessment of our priorities and service delivery.

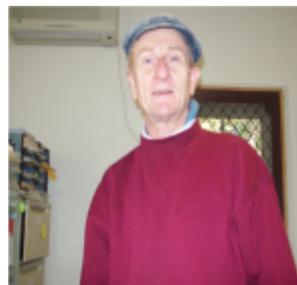
The demands on our services from the transgender and wider community continue to grow and to a large extent we are the victims of our own success.

Our first film festival was outstanding and we hope it will become an annual fixture.

The centre manager and staff have again achieved above our target levels and we appreciate their dedication and hard work.

This has been particularly evident in their skills in acquiring additional funds and resources from a variety of sources.

Thank-you also to the Management Committee for their ongoing commitment and service to the Centre and to the transgender community.



Col Eglinton,
President

Service Report

I would like to begin the service report by commending the staff of the centre for their hard work and commitment to quality service provision for our clients. The Gender Centre has developed a very solid reputation for the work it carries out and is held in high regard by the majority of our clients, our funding bodies and external agencies and organisations with whom we deal.

We have maintained our normal programmes over the year in the residential service and in harm minimisation and education, details of which appear throughout this report. We have also:

- Continued our strong and positive relationships with a wide range of agencies and organisations including local councils.
- Worked in close collaboration with our funding bodies to improve services and maintain strong standards in service delivery.
- Conducted extensive training sessions to a variety of external organisations.
- Continued to examine the ways in which services are delivered to ensure the relevance of the programs and publications to our community.
- Continued to advocate on behalf of the community across a wide range of issues and with a special emphasis on issues facing transgender people in prison.
- Continued to promote the issue of equity in employment for transgender people particularly with the NSW Public Sector.
- Continued to promote policy development in external agencies with regard to transgender access and equity.
- Continued to update our range of resources.
- Significantly improved the presentation and content of Polare.
- Re-designed and continued to improve our website at www.gendercentre.org.au
- Continued to provide placements for students.
- Worked closely with the Management Committee and through Polare to ensure every opportunity for community input.
- We are constantly striving to improve service delivery with the implementation of Quality Management Services to ensure ongoing quality improvement in the provision of all services provided by the centre

Managers Report

Overview

I take pleasure in providing the following report outlining the events that have occurred over the last financial year and the endeavours and contributions of the Centre and its staff in promoting the health, well-being and human rights of all members of our community.

The good reputation of The Gender Centre has continued to grow and it is held in high regard by the many agencies and organisations that we now deal with. My commendations to all the staff of the centre for their efforts in promoting the Gender Centre's positive and committed approach to the transgender and gender questioning community, and for promoting a positive image of the centre to the wider community.

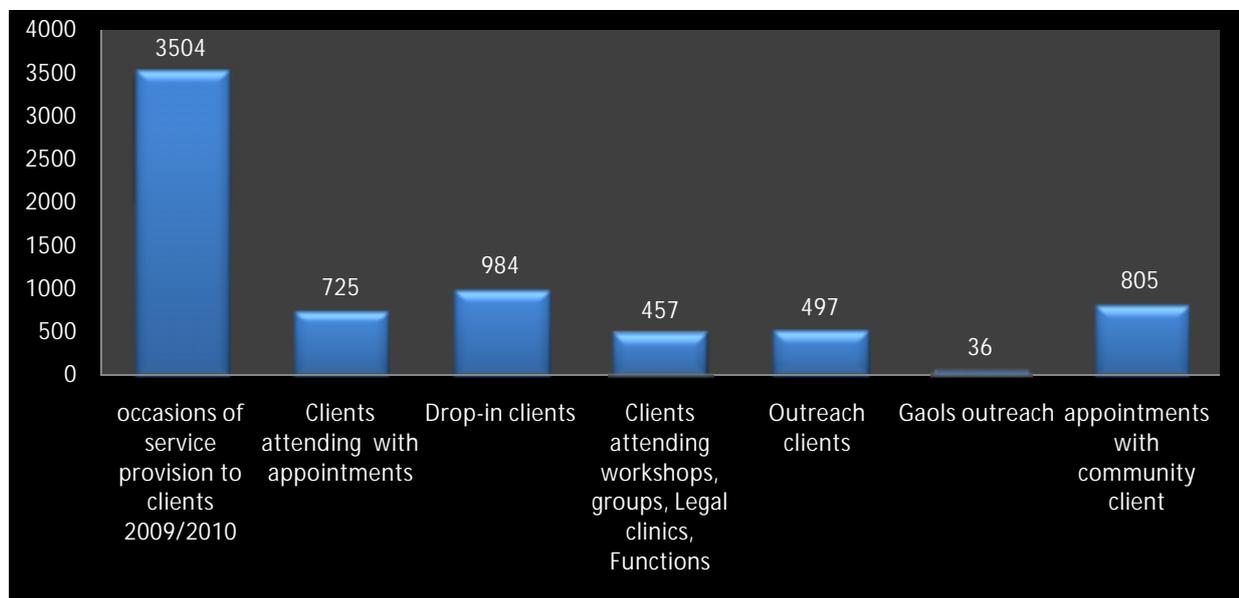
This year the Gender Centre undertook a registration process with the Department of Community Housing to become a class 4 housing provider, under the amendments to the Housing Act 2001 passed in November 2007, Housing NSW will only provide ongoing assistance to registered community housing organisations.

The Gender Centre had to comply and meet the regulatory code prescribed under the amendments to the Housing Act which covered nine performance areas, including: fairness and tenant (client) satisfaction, sustainable tenancies and communities, asset management, sound governance, standards of probity, protection of government investment, efficient and competitive delivery of community using and development projects that are timely, minimise budget variances and deliver appropriate and affordable new homes, we are pleased to say that we have completed the registration process.

From July 2009 to June 2010 the Gender Centre provided 3,504 occasions of service provision to the transgender and gender questioning community their partners family members and friends in a variety of ways either by appointments, through our drop-in service, support and social groups, educational programmes and at our BBQ's or via the outreach service and drop-in

All visitors entering the Gender Centre are entered onto our database, which enables us to accurately reflect the numbers of clients accessing the service for support.

Occasions of service provided to clients accessing the Gender Centre during 2009/2010



Clients accessing the Centre for support appointments and information via the phone

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Phone Calls	357	337	321	212	308	291	325	190	203	152	268	146	3110
Break down of calls													
Outside Sydney	8	4	6	3	3	2	11	4	7	0	13	32	93
Outside NSW	0	6	3	3	3	1	0	1	7	7	3	5	19
1800 Calls	0	0	0	0	0	0	0	0	7	5	3	15	30
Hormones\ Medical specialist	47	32	35	26	35	47	55	25	25	15	18	12	372
Housing	41	51	29	29	40	46	32	27	16	8	9	8	336
Counselling	69	60	59	24	33	41	51	39	30	26	16	19	467
Resources	57	35	43	30	29	30	39	35	31	18	19	12	378
Support/ G Info	36	76	58	42	28	30	59	18	20	14	16	69	466
Case-Management	113	86	102	69	151	108	95	55	56	38	36	40	949

As you can see from the statistics above that hormone inquires are relatively low, this is due to the fact that clients access the website for this information in kit form and or consult with their G P or endocrinologist and the 1800 number only came into effect from March of 2010 .

Day of Remembrance



In November of 2009 the Gender Centre held the Transgender day of remembrance with a small memorial service held at The Metropolitan Community Church in Petersham, while not many people attended the event all the people who did join in the service commented on the value of such a commemorative event

Workers from several services attended as well as people from the transgender community. Youth workers, social workers and the NSW police force were represented in the cross-section of people who attended.

The Transgender Day of Remembrance serves several purposes. In contrast with the public media it raises public awareness of hate crimes against transgendered people, and publicly mourns and honors the lives of our brothers and sisters who might otherwise be overlooked.

The Day of Remembrance also reminds non-transgendered people that we are their sons, daughters, parents, friends and lovers, and gives our allies a chance to step forward with us and stand in vigil, memorializing those who have died by transphobic violence



Film Festival

In February of 2010 the Gender Centre held the inaugural Sydney Transgender Film festival a daylong event ,well over 100 people attended throughout the day and feedback from the event was very supportive, in total there were 6 feature length films/documentaries all films were either made by transgender film makers or were about issues of a transgender or intersex nature

Some of the films included in the festival were

Still Black: A Portrait of 6 Black Transmen



Screaming Queens:
The Riot at Comptons cafeteria



She's a boy I knew: A compelling DIY gender bending feel good film



L'ORDRE DES MOTS/BINDING WORDS,
This film addressed the gender identify issues head on by questioning



Following the successful conclusion of the festival the Gender Centre submitted a grant application for triennial funding to the City of Sydney to hold an annual Transgender Film Festival.

BBQ's

There were four BBQ's held at the Sergeant Joseph hall in Erskinville



The four BBQ's throughout the year had individual themes ranging from the tradition Christmas and Easter to a winter Solstice and spring festival



A wide range of people attended the BBQ's, clients, family and friends. This made for a fun and entertaining time.

The change in venue meant a challenge for some people as they were travelling to an area they did not know about, but this did not stop people from joining in the fun



Some participants took the Opportunity to showcase their talents And provide entertainment for all the other guests.



Client Retreat

In recognizing that there is a growing need for support and service delivery changes to the aging population of transgender people a two day retreat was developed in consultation with a few older transgender people focusing and exploring the issues, values and experiences of ageing in the transgender community on what was eventually classed as aging disgracefully: Gracefully”.



The Aurora Foundation kindly provided funding for this retreat to occur.

The key themes that were addressed as part of the weekend were:

1-The aging brain: how physiologically the brain ages and the impact on thinking and cognitive functions



2-Socially imposed constructs and values around aging and transgender aging

3-How not to live within these socially imposed constructs:



4-How to avoid falling into the traps of ageism and negative self determination in aging

5-Exploring opportunities and ways in which goals and dreams can be planned and achieved and the legal issues of aging

Participants on the retreat identified what the specialised issues were for transgender people as they aged and how could services be adapted or should be adapted to address their needs, workshop's were held with the Rivera health team to discuss what issues need to be addressed in affording suitable transgender appropriate aged care facilities for the community and another workshop was held with the Inner City legal Centre about the legalities of aging particularly the issues of enduring power of attorney, enduring guardianship and wills.

The outcomes for the ladies on the retreat were both personal gains and also gains in information sharing and learning.

Participants reported that they had a clearer understanding of the need to prepare for older life by way of legal steps such as writing a will and discussing issues such as enduring guardianship or enduring powers of attorney.



Presenters also reported that they enjoyed their roles in the retreat leaving not only with the experience of involvement but also having learned many new things about the needs and issues faced by the trans community. They reported that the participants had a wealth of knowledge that was utilised in the sessions to develop keen insight into and understanding of the aging and ageism in the trans population.

They also reported they felt empowered in being offered the opportunity to liaise with a new service provider keen to develop and provide appropriate standards of care in aged services for transgender people. They recognised that their voices carried the power to affect change and be heard



Client education

The centre conducted a number of training sessions over the period 2009-2010 for clients the most notable training session was held with Meadow Bank tafe in which 8 clients attended an 14 week course on aged and community care, all clients attending this course graduated and 7 out of the 8 have gained some sort of employment as a result

Education forums

The Gender Centre held a number of educational forums and training sessions for TAFE and University students with over 100 students attending during the year



Nirimba Tafe students

Training Provided to

- NSW Police Force
- NGO's
- Sexual Health Clinics
- G P's
- Social Workers
- Government Departments
- Private Employers
- Hospitals
- School Counsellors
- Tafe

Placements

The Gender Centre had 2 student placements over the course of 2009/2010

Legal advice clinics

Inner City Legal Centre provides a monthly legal advice clinic at the Gender Centre. All appointments are made by staff at the Gender Centre, and a room is made available to conduct these sessions in private, all sessions are completely booked in advance. Some of the issues have included family law, domestic violence, discrimination, and debt and neighbourhood issues. As well as accessing advice at the Gender Centre a solicitor from ICLC is also available over the phone for our clients who need urgent legal advice.

Kirketon Rd Case management service

We now are providing a case-management service out of the Kirketon Road centre's L 8 clinic on the 2nd Thursday of each month, from 6pm till 10pm, for the purpose of accessing all transgender clients and sex workers working and living in the area, many of whom are confronted with a range of health and safety issues.

Our Funders

The Gender Centre would like to thank our funding bodies, Human Services Community Services (SAAP program), and Sydney South West Area Health Service for their financial and ongoing support during the past year. We look forward to continuing these partnerships to enhance and improve service delivery to the transgender community, in the future.

The Committee

No service can function well without an effective and committed management committee I would like to thank all our current members that served on the committee in 2009/2010 who freely volunteered their time, for the support they have given to the staff of the service and the service itself.

Members of the Committee:

Mr Col Eglington:
President

Ms Maggie Smith:
Secretary

Ms Lesley Findlay:
Vice President

Ms Joanne Holden
Committee member

Ms Elizabeth Riley
Treasurer

Ms Kimmi Everson:
Committee Member

As Manager of the Gender Centre I wish to record my gratitude to all the members of the 2009/2010 board for their commitment to the aims of the organisation. Board members give freely their time and expertise; I would also like to thank the board for the support they have demonstrated towards me, to the staff and the Centre itself.

I look forward to many more years of committed and dedicated Management Committee members assisting the service to function effectively.

Our partners

The Gender Centre maintains and fosters partnerships with a wide range of external organisations to further promote the rights of the transgender community. While these are many and varied the ones listed below are just a few of those with whom significant partnerships have been established

A Message from the NSW Police Force Corporate Spokesperson on Gay, Lesbian, Bisexual, Transgender & Intersex Issues:

The NSW Police Force, working in partnership with The Gender Centre, is making progress in relation to a number of issues of concern to members of the transgender community. Firstly, with assistance from Gender Centre staff, we are making sure that our police officers and staff better understand the issues and concerns facing transgender people when they come into contact with police. Last November, we trained 24 new GLLOs (Gay and Lesbian Liaison Officers) on working with transgender people, thanks to Gender Centre staff. We also introduced our police to the first formal training session on intersex issues.

We have consulted The Gender Centre on our new policy on GLBTI issues which we hope to be finalised in the next few months. This policy, for the first time, formally includes transgender and intersex people as diverse groups within the community that may come into contact with police.

We are also working on specific guidelines for police on information, search and custody issues, which we know have been long standing concerns for The Gender Centre and other advocates.

Of most concern to police is the encouragement to report violence and crime.

We understand that it can be a very difficult process for any victim or witness to make a report but we are working closely with The Gender Centre to encourage reporting.



To this end, the NSW Police Force has made a commitment to work in partnership with The Gender Centre on a reporting campaign and we look forward to continuing to work on a range of initiatives aimed at increasing reporting behaviour.

Superintendent Donna Adney

NSW Police Force Corporate Spokesperson on Gay, Lesbian, Bisexual, Transgender & Intersex Issues

The Hon Penny Sharpe MLC

The Gender Centre continues to develop a strong and ongoing partnership with the Hon Penny Sharpe MLC. Penny has a strong passion for social justice, within the transgender, gay and lesbian Communities

NSW Attorney General's Crime Prevention Division

The Gender Centre has continued to meet with representatives from the Attorney General and other community stakeholders on the GLBT Community Advisory Committee. The primary aim of the committee is to address the issue of crime, particularly crimes of violence, to which GLBT communities are subjected

NOGA (Network of Government Agency)

Throughout 2009-2010, the Gender Centre has actively participated in quarterly Network of Government Agency (NOGA) meetings as one of several community organisation providing input into the implementation of the NSW Government's response to violence against GLBTI communities, [Strategic Framework 2007-2012 Working Together Preventing Violence against gay, lesbian, bisexual and transgender people](#).

The NOGA has stated its support for the Gender Centre's Third Party Reporting Project, and representatives have been encouraged to utilize their networks and client groups to promote the project once it is implemented. The meetings represent a good opportunity for the Gender Centre to provide feedback and input to government agencies (as well as to other community organisations) about issues affecting transgender and transsexual clients. The NOGA is appreciative of the knowledge and experience the Gender Centre brings in relation to issues including transphobic violence and harassment, domestic and family violence involving transgender people and access to services and looks forward to continuing to work with us into the coming year.

The City of Sydney Council

Over the past few years the Gender Centre has developed a very strong and workable partnership with the City of Sydney without their support many programs and workshops that are provided by The Gender Centre would not be possible.

Inner City Legal Centre

The Gender Centre has developed a very strong and positive relationship with the ICLC staff. We have a formal Memorandum of Understanding in place that cements our relationship from the sharing of stalls to participating in events, providing legal advice and to a member of the Gender Centre being on their board. We look forward to working together on a number of projects in the coming year

R P A Sexual Health Clinic

Over the past twelve months the centre has referred a number of clients to this service. As health care providers they have been excellent in creating a safe and non-judgmental environment for our clients. It is so extremely important that there should be a culturally appropriate sexual health service for this client group.

Our clients need allies in any clinic, especially those that will advocate on their behalf.

Kirkton Road Centre

This year the Gender Centre started working closely with the Kirkton Road Centre on a number of projects with the introduction of the Gender Centre's Outreach Case-Management service being positioned at the Kirkton Road Centre on Thursday nights from 6pm till 10pm. We hope to make case management accessible to all transgender people living and working within the inner city area and to link them in with our services and those of the Kirkton Road medical services.

The Women's Housing Company

In the latter part of 2001 we entered into an invaluable partnership with the Women's Housing Company which provides the Centre with exit housing for our residential clients. In the partnership we gained six additional units and hope that in the not too distant future we will be gaining a few more units to expand the service. The units and tenancies of these properties are managed by the Women's Housing Company with all the support to the residents being provided by the Gender Centre. This arrangement means that eligible residents of our refuge program will be able to enter the units for a further twelve months after they have completed their stay at the Centre.

Redfern Community Health Centre

This year we developed a strong working relationship with the community centre and as a result there have been a number of new workshops and groups added addressing coping with a mental illness and depression workshops.

Bridge Housing

In 2009-2010 The Gender Centre formed a new housing partnership with bridge Housing which has enabled us to expand the number of exit units within the Gender Centre residential exit program

YWCA

Over the past twelve months the Gender Centre has developed a very strong and workable relationship with the Y.



Over the past twelve months the Y has provided several clients of The Gender Centre with brokerage to enable them to move or move in to residencies

Samaritan House

We have developed a positive working relationship with Samaritan House and clients are now being accepted into their accommodation.

Women's and Girls' Emergency Day Drop-in Service

We have formed a strong and positive partnership with the Women's and Girls' Emergency Service the woman and girl's emergency centre received a significant amount of brokerage money and we hope that this will continue into the future for the benefit of our community.

NSW Tafe (Meadow Bank, Nirimba, Petersham)

A number of Tafe campuses have shown a commitment to providing an appropriate range of services to our community in employment courses run for our community. These courses have been very successful in client participation.

Oz Harvest



Oz Harvest is a non-denominational charity that rescues excess high quality food which would otherwise be discarded, it is through oz harvest's help that our Wednesday evening drop-in is always successful and well attended; good food is always a great motivator.

Staff

Our successful funding submissions to the NSW AIDS/Infectious Diseases Branch of the NSW Health Department and Department of Community Services SAAP program means that we have maintained staffing and service levels during the last year.

I take this opportunity to thank the staff for their continuing commitment to community development and in raising the perceptions of clients and other services regarding the Gender Centre

CURRENT STAFF

A mix of P/T F/T & Contracts

Manager	Phinn Borg
Financial Administrator	David Burke
Counsellor	Gaye Stubbs
Community Case Manager	Elizabeth Ceissman
Case worker	Joanne Ball
Case worker	Dominique Khoury (resigned)
Residential worker	Paula Hartigan (resigned)
Outreach Educational Office	Dash Gray (resigned)
Outreach Education Officer	Ekarach Thirapat (Birdie)
Outreach Education Officer	Nicola Slone
Resource and Information officer	Katherine Cummings
Reception	Rusty Nannup
Webmistress	Nicole Moore (contract)
I T specialist	Russell Cox (contract when needed) (most of the time)

Committees and Consultations

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 these include:

Inner West SAAP Interagency meetings
NSW Police Committee
GLBT Carers' Support Group
ACON GLBT Ageing Forum
Transgender Day of Remembrance
Inner City Legal Centre
Safe Relationships Project [Inner City Legal]

Inner City SAAP Interagency meetings
Sydney South West Area Health Interagency meetings
Attorney General's Crime Prevention Unit [NOGA]
GLLAM Committee [Marrickville Council]
Kirketon Road Centre

Submissions

This year the Gender Centre submitted a number of submissions to various Standing Committee's to the House of Representatives, and to the NSW Government they were

Submission into the Inquiry into the impact of violence on young Transgender Australians

Submission into the Inquiry into suicide amongst Transgender people in Australia

Submission to the Senate on Same Sex Law Reform

Proposal for Law Reform affecting sex and gender diverse people in NSW

Universal Periodic Review Section of the office of the United Nations High Commissioner for Human Rights on the rights of Transgender people in Australia

Agency Networking

Gender Centre staff are continuing to network with a wide range of services and service providers

The following services are a few of the services we have worked with over the past year

The Ant-Discrimination Board of NSW

City of Sydney Council

Marrickville Council

Aurora Group

Street Smart

Oz Harvest

Hepatitis C Council of NSW

Inner City Legal

Marrickville Legal

Women's and Girls' day drop-in
emergency Centre

City Women's Hostel

B Miles

Twenty Ten

Samaritan House

Foster House

CRC Broadway

Stepping Out

Redfern Community Health

Ashfield Mental Health

Marrickville Mental Health

The Missenden Unit

RPA Sexual Health

Sydney Sexual Health

Kirketon Road Centre

Community Health Clinics

Langton Centre

Albion Street Clinic

Schools & school counsellors

Social workers at the following
hospitals

St Vincent's Hospital

Royal Prince Alfred Hospital

Prince of Wales Hospital

Concord Hospital

Liverpool Hospital Brain Injury Unit

Marrickville Youth Centre
Vincillian Village
Metropolitan Community Church
YWCA
PFLAG
Tafe's, Meadow Bank, Nirimba ,Ultimo
& Petersham Tafe
G P's , Physiatrists, Counsellors
Endocrinologist
ACON
Sex Workers' Outreach project
Bobby Goldsmith Foundation
Probation and Parole

Positive Living Centre
Office of Community Housing
Redfern NSEP
Homelessness NSW
Correctional Institutions
Mulawa
MRRC
Silverwater
Long Bay
Junee
Kirconnel
Bathurst
Dept of Housing
Broadway, Surry Hills, Burwood,

Donations



Services provided to the community

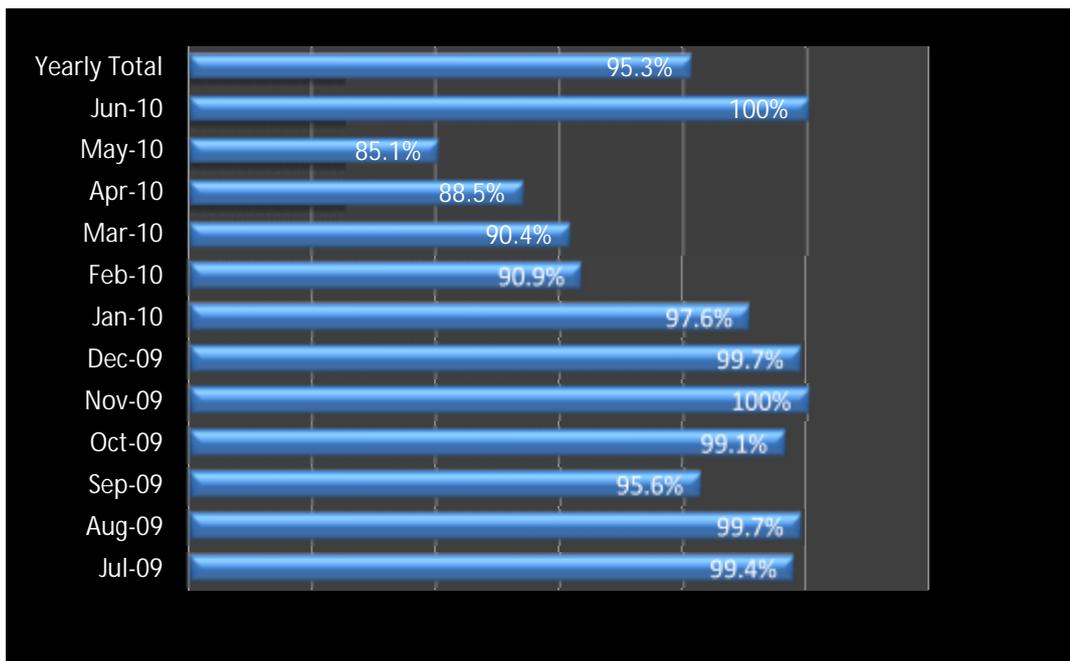
Residential Service

The Database for the residential service has been analysed as follows

Available bed days 08/09	4015	Available bed days 09/10	4026
Bed days utilized 08/09	3763	Bed days utilized 09/10	3835
Occupancy rate 08/09	93.7	Occupancy rate 09/10	95.6%

Over the course of 2009/2010 there were 32 admissions to the residential program and 22 discharges a total of 11 clients were continuing their residence as at 1st of July 2010. The occupancy rate of 95.3% represents a high overall occupancy rate for a SAAP service.

Monthly data base



MEDIUM TERM ON CALL 24/7 SUPPORTED HOUSING 11 BEDS

Clients in residence receive a high degree of support in applying for public housing and several of our ex-residents have been successful in securing long-term public housing.

The service is divided into three separate parts, each with its own level of support and responsibility. Clients entering the residential service are inducted at the first level and progress to the third level during their stay.

The first level offers the highest level of support, the second level is medium support and the third level, in our exit units, is the lowest level of support.

The third level of the program is the level that most reflects independent living and assists clients to make a smooth adjustment into independent living when they exit the program.

All residents attend case-management as part of their residence with the Gender Centre and develop individual support and case-management plans.

Residents are also encouraged to attend workshops designed to facilitate their progress.

Case-Management Services

Case-management is provided to all clients who access the Gender centre, whether they are residing in accommodation provided by the Centre or living in the wider community.

The role of case management is to assist and empower people to resolve issues that impact on their quality of life.

In case management a comprehensive client assessment is used to develop a case plan which encompasses seven key aspects to an individual's life.

The case plan may involve referrals to other service providers with the Case Manager coordinating and monitoring the process. The seven aspects cover a diverse range of areas including independent living skills, employment/training, accommodation, health, self-esteem/identity, recreation/ leisure and social supports.

Case management involves assessment/risk management, planning and the implementation of service arrangements, and co-ordination of supports both formal and informal.

With the addition of the new case worker, we are able to provide added support to the Gender Centre's growing number of community clients which has increased over the past year.

Following are the statistics for the in-house case worker (residential clients of the Gender Centre and all Gender Centre clients in our exit housing program)

Case management residential clients	393
Case management exit program	151
Phone case management residential	137
Phone case management exit program	135

Following are the statistics for the Community Case Manager (community clients within the borders of NSW)

Community case management appointments	403
Community awareness	137
Homelessness prevention	148
Early intervention	81
Post crisis contacts	173

The case-management team will continue over the coming year networking with a wider variety of service providers, so that the issues of people who access the Gender Centre are better understood. In this way a greater variety of quality resources can be made available to anyone who seeks help at the Gender Centre.

Outreach Services

The outreach education services are an important avenue for the Gender Centre to take its services out into the wider community. Outreach is delivered to sex workers working on the streets or in parlours, to prison inmates and to transgender people confined in hospital or in their homes

Outreach services to prison inmates and those confined to their homes play a major role in reducing the levels of isolation experienced by these individuals. At other times they may involve accompanying an individual to a medical appointment or advocating for inmates who feel they are being unfairly treated.

Goals

During 2009-2010 there were 36 prison visits to a number of correctional facilities throughout NSW

Street

Birdie, our Thai speaking outreach worker has enabled the service to effectively communicate with Thai street-based transgender sex workers. Birdie has delivered a number of educational programmes on safe sex and harm minimisation. The Thai community in the past have had minimal contact with the Centre because of language difficulties.

Outreach to sex workers, while delivered in a casual manner, has a more practical motive. Over the course of 2009/10 the outreach workers and front-of-house distributed more than 10'619 condoms and 1122 tubes of lubricant to sex workers and clients to help minimise the risk HIV/AIDS BBV STI'S.

Outreach statistics

Condoms	10'619
Lube	1122
Medical/Health/info education & support	341

The outreach team see ten to fifteen street-based workers per outreach shift. The team knows most of these workers and offers a range of services, as well as providing information on services offered by the Gender Centre on health, accommodation, counselling and case management. Private Transgender sex workers also contact the outreach team for safe sex supplies and information and all requests are answered.

This year the outreach team had had a total of 497 face to face contacts with the Transgender Street based sex worker community, and delivered education and information to over 341 clients on a range of topics including safe sex, safe injecting, HIV, hep C, mental health, AOD and also dealt with housing and health, discrimination and legal issues.

Outreach is an integral part of the Gender Centre's service plan. It continues to provide services to a wide range of clients who may have difficulty in accessing the service.

Counselling Service

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 or in person.



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 counselling 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.

When necessary and with agreement from the client concerned, clients are linked up with other services, provided by the Gender Centre and services provided in the wider community

Below are the counselling statistics for 2009/2010

Face to face counselling sessions	283
Phone counselling sessions	168
New counselling clients for 2009/2010	406
Counselling inquiries	40

Clients who most commonly access the counsellor are those in the process of exploring their own gender issues, through a range of presenting issues. The more critical issues including suicide ideation, family rejection, transition depression, isolation, and sex reassignment surgery.

The following table indicates some of the issues that were addressed in the counselling sessions for the period of 2009/2010

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

By issues addressed we mean that the client actually discussed the issue directly or the issue was the reason behind the client accessing the counselling service even though they may not have discussed the details in that session. It is obvious from both observation and client feedback forms, that clients gain enormous benefit from the Gender Centre's counselling program.

The educational role of the Gender Centre's counselling service in providing information, supervision and assistance to other service providers is enormous.

Listed below are some of the service providers that accessed the counselling service throughout the year for information support and supervision

Better Life Solutions	Community nurses
Brain Injury Unit, Liverpool Hospital	Counsellors, High schools
Brisbane Gender Clinic	Counsellors, Primary schools
Psychologist (outside of Sydney metropolitan area))	Counsellors/Therapist

Resident doctors (rural hospitals, NSW)
Seahorse (transvestite organisation)
Sexual Health Clinics
Social workers at various hospitals
Youth Services
Various Community Health Services
Wellbeing Clinic
Accommodation Services
Childcare centres

Mission Australia
Department of Ageing, Disability & Homecare
GPs
Child and Adolescent Mental Health Centres
Mental health workers
Probation & Parole officers
Psychiatrist

Gaye Stubbs our counsellor for the past 5 years resigned in June with a four month lead up to enable us to recruit and also to provide a four week handover for the new counsellor, all the team, clients and Management committee are very sad and I would like to formally thank Gaye for her dedication and support to the centre the staff and the clients of The Gender Centre and wish Gaye all the very best we will all miss her

Social & Support

As always the social and support events for the year continue to be a success. The following provides an overview of the events conducted throughout the year.

In total 457 clients attended in house events workshops, groups and BBQ's run at the Gender Centre or off site

Drop-in

Drop-in on Wednesday night continues to run smoothly with a mixture of regular and new clients and an average of twenty people attending. For new clients drop-in is often the first point of contact with the Gender Centre. The quality and variety of food provided by Oz Harvest receives positive feedback every week, 984 meals were provided to our clients at drop-in during 2009/2010

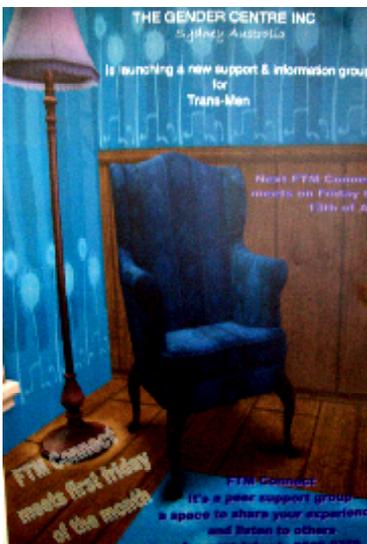


Mental Health Workshops

This year the Gender Centre in partnership with Redfern Community Health ran an 8 week work shop on depression. The group objectives were to provide a safe and supportive environment where the group members would be able to explore the impact of depression. The participant's through this work shop would hopefully gain self-awareness and new ways to cope with depression, the aims were to gain an understanding of depression, to increase one's self-awareness as well as to provide members of the group with useful tools and strategies to use to cope with their depression

Safety Workshops/ Self defence

3 self defence workshops were provided in the month of May, 18 clients attended these workshops, which were held at the G C all on Saturday afternoon's and were funded and supported by the City of Sydney



Wellbeing Support groups

FTM Connect was started and is meeting once a month on a Friday night the group is slowly growing in numbers and participants dictate what the theme for the next get together will focused on, it's a mix of guys just starting out and those more experienced.

Legal advice clinics

Legal Clinics were offered with the support of the Inner City legal centre this past year. The success of these clinics was highly evident in the number of clients accessing the service every month. The support available meant that clients were able to address issues ranging from writing wills to family mediation as well as criminal matters



Media Liaison

The Gender Centre has enjoyed a good presence in the media and in public resources with the following contributions

Print media

- SX
- Sydney Star Observer
- City Voice

9.3. Service magazine

The 84th edition of Polare was published in June of 2010 and this marks Katherine Cummings 48th edition as editor of the magazine.



Polare is now entering its eighteenth year of publication.

Polare is delivered to twenty-seven outlets across Sydney, posted to subscribers through our mailing list and is available on line in PDF form on our website at www.gendercentre.org.au

Library

Thirty-eight books were added to the collection in 2009/2010 periods, five were purchased and thirty-three were donated.

The library collection will continue to be selected in order to maintain a balance between fiction and non-fiction lay writing such as autobiographies, and professional books relating to gender studies.

Information Kits

Information kits on the Gender Centre's web page greatly improve's access for the web visitor and many enquiries are now satisfied by referral to the web page from which kits and individual hand-outs can be downloaded, as can select items from all issues of Polare.

The following kits are available specifically targeting individual needs

Training Kits
Transition in the workplace employee kits
Transition in the workplace employer kits
MTF information kits
FTM information kits
MTF surgery kits
FTM surgery kits
Intersex information kits
Professional's kits

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 with gender issues.

Over the course of 2009/2010 the website had over 12 million hits and show that a large proportion of the visitors to it each year are located within Australia and a large proportion of them are from NSW .The site also serves as an essential way to promote events and workshops to clients who access the Centre.

As is the case with all websites the Gender Centre website creates the capacity for a number of Gender Centre resources to be available worldwide

A email from Avery in Scotland

I found nothing that resonated as much as The Gender Centre Inc site. I think it's partly because of its 'grown-up / non-dumbed-down' presentation and partly because it's devoted specifically to gender issues and doesn't confuse them with issues of sexuality (equally important, but entirely separate).

I came across Polare on-line, after my son told me about his gender dysphoria, I launched into some research to try to bring myself up to speed. I've got to admit that prior to then I was utterly ignorant of the issues - in fact I'm not even sure that I knew there were issues. Your site popped up on the net and it is probably the most direct, helpful and well-organised site I have seen - particularly since it recognises that the issues around transgender affect not only the person directly concerned but also their family and friends, who initially have no idea how to support them. I'm a writer, so I crystalised my thoughts by writing a short story around the topic. When I decide to put the story out there, Polare was a clear choice.

Service Evaluation

All staff of the Gender Centre have continued with the aims of providing optimum service to our clients, and in developing a strong and positive relationship with other agencies and our funding bodies.

The success in achieving the service's objectives has been monitored throughout the year by a range of processes including:

- Residential data collection and analysis with particular reference to occupancy rates.
- Strengthening focus on case management practices.
- Analysis of reasons for discharge.
- Monitoring data relating to attendance at in-house groups, resident meetings, number of clients contacted and referrals through outreach.
- Monitoring of circulation levels of print publications and resources.
- Collateral feedback from other agencies and service providers
- Data collection relating to referral patterns.
- Level of demand for participation in key national, state and local mechanisms, strategies and activities.
- Increased awareness and focus on OH&S issues.
- Ongoing commitment to engaging in Quality Improvement across all programs.