

# 2010/2011 Annual Report

*Talk to us*  
**REPORT VIOLENCE**

Report to Police  
Emergency Triple Zero (000)  
or contact your local police  
And tell the Gender Centre  
on 95692366

*Transgender Anti-Violence Project*

Photography: Paul Huxley, Sydney, Australia

[www.tavp.org.au](http://www.tavp.org.au)

**The Gender Centre Inc.**  
*Sydney Australia*

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# 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. It is of a particular concern to remove barriers to clients' achievements resulting from their gender, age, cultural and national background, socio-economic background or disability.

- 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

## 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 night inner Metropolitan Street outreach 6pm till 12 midnight
- First Wednesday of each month outer western suburbs outreach 6 pm till 12
- First Thursday of each month, 6pm till 10 pm L8 clinic at the Kirketon Road Centre.
- First Thursday of each month 10pm till midnight combined outreach with swop
- Gender Centre staff are available twenty-four/seven on call to all residential clients of the Gender centre's residential program

## 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.
- **Support groups:** The centre runs fortnightly and monthly support groups on a range of topics.
- **Residential 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.
- **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.

- **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.
- **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.
- **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 Counselling 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.
- **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:** We provide Easter and Christmas BBQ's as well as special events and functions for transgender and gender questioning people

# President's Report 2010-2011

During 2010/2011 the Management Committee has continued to oversee the Gender Centre with a stable board membership consisting of the people from 2009/2010.

In June 2011 the Management Committee underwent a day of training for boards conducted by a professional trainer which was extremely beneficial and opened up a wide range of ideas for us to consider. It is hoped these can be run on a regular basis in the future so as to better fit the Board to be aware of and compliant with the many requirements for good governance demanded today.

The Gender Centre Constitution, based on the Model Rules for Associations, continues to be under review by the Board with a view to tailoring it to better suit our organisation and to identify any shortcomings within it. This of necessity is a lengthy process as we have had to consider any changes from all angles and seek professional advice.

At the June G.C. Management Committee meeting the regular Wednesday night Drop-In came under discussion and as a result it was decided to discontinue Drop-In whilst it was being reviewed.

The board of The Gender Centre will continue to review all forms of services as appropriate through the strategic planning process.

Col Eglington  
President

# 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 the 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 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 diverse community, and for promoting a positive image of the centre to the wider community.

This year the Gender Centre started the process to undertake a major project The Transgender Anti- Violence Project with the help of the NSW Police force the City of Sydney and the Inner City Legal Centre.

The mission of the Transgender Anti-Violence Project is to provide education, support, referrals and advocacy in relation to violence and oppression based on gender identity.

The TAV project addresses all forms of violence that impact on the transgender and gender-questioning community, including (but not limited to) domestic violence, sexual violence, anti-transgender harassment and hate crimes.

A steering committee was formed from representatives of organisations directly concerned with supporting the project and the victims of violence within the transgender community.

The committee oversees and provides guidance to the TAVP, the roles and responsibilities of the committee are to

- define approaches and priorities of the TAVP
- provide advice to the Gender Centre on the operation of the TAVP
- identify significant issues and areas of risk for the TAVP
- provide support to the TAVP

The objectives of the project are to

- Increased reporting of violence by transgender and gender- questioning people
- Providing support and referrals to transgender and gender-diverse people



- Creating improved awareness among transgender and gender- questioning people about the nature of bias-motivated crimes and suggesting options available for reporting
- Increased capacity of police and support services to assist transgender and gender-questioning people who have experienced violence because they are transgendered
- Increased data on the nature and extent of violence against transgender and gender-questioning people
- Improved relationship between the transgender and gender- questioning communities, the NSW Police Force and the criminal justice system
- Increased awareness in the general community about violence against the transgender and gender-questioning communities.

The steering committee met every month during the development of the project in formulating the reporting forms developing specific training for the implementation of the project to the NSW Police force, supporting the support staff involved in the project developing the TAV Project website [www.tavp.org.au](http://www.tavp.org.au) approving and or not approving the TAV project poster, organising press releases and organising the launch which took place on the 5<sup>th</sup> of May.

This project goes beyond just assisting people in reporting incidents. It also covers what needs to be done by police to support transgender and gender diverse people in reporting crimes it's about going to the police station with clients and being there while the reporting process is happening; it's also about supporting clients from the start of the reporting process to the finish.

And for the first time about the collection of data on the nature and extent of incidents affecting the community

This year The Gender Centre started two new support groups one for Parents of Transgender and or gender questioning children from the ages of 5 and up and a support group for parents who are transgender, both these groups have been well attended, The parents of transgender and or gender questioning children are co presented with guest speakers and Gaye Stubbs the Gender Centre's former counsellor is in attendance for this group.

It is important to comment upon the recent discontinuance of the Wednesday Night Drop-In.

All services provided by the Centre need to be monitored and reviewed periodically and after many years of provision of the Drop-In, it was considered that its format, attendance, attraction to new members and appropriate support available for all attendees needed to be reviewed.

This process is under way, and will form part of the upcoming review of the Centre's Strategic Plan for the forthcoming three year period.

This Strategic Plan review will involve inputs from Management Committee, Centre Management and staff and, most importantly, stakeholders, organisations and individuals.

The Strategic Review will be conducted by a thoroughly independent professionally competent and accredited organisation, and the process is being anticipated by everyone with a positive and constructive interest in the important work of the Centre for the future, and a reflection of all its many, many notable achievements of the more than 29 years of attention and assistance to the Transgender Community and the community at large.

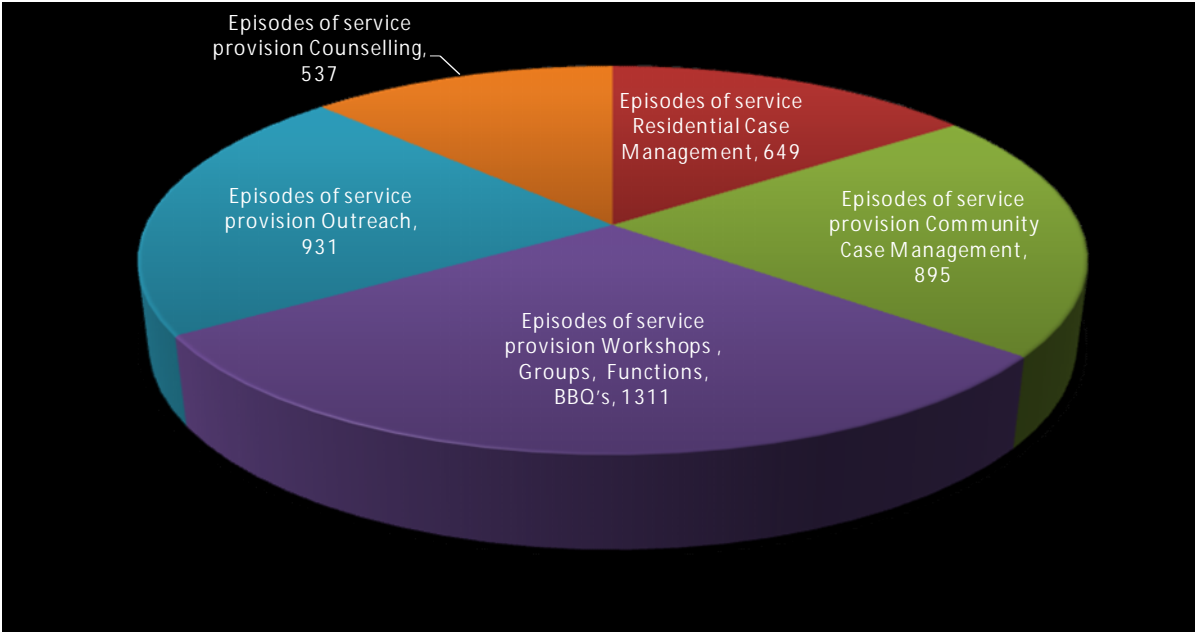
From July 2010 to June 2011 the Gender Centre provided 4'323, occasions of service provision to the transgender and gender questioning community their partner's family members and friends in a variety of ways.

All visitors entering the Gender Centre are entered onto our database, which enables us to accurately reflect the numbers of episodes of service provision delivered to each client accessing the service for support, counselling, case management resources information and so on.

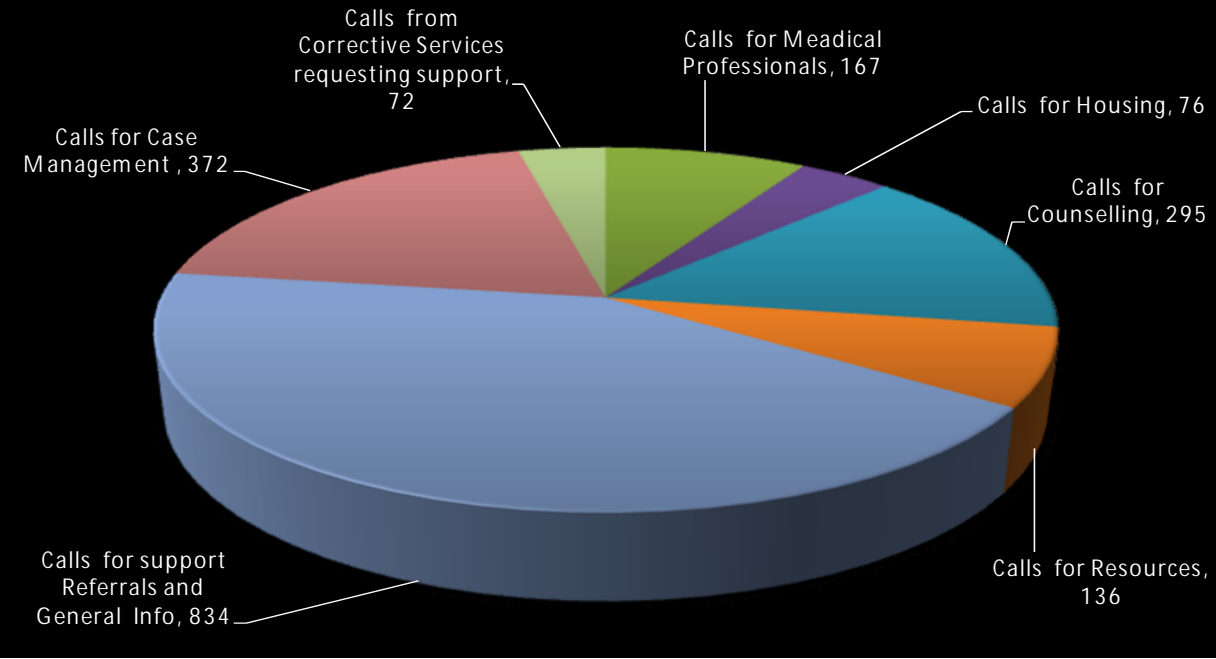
Episodes of service are defined as; "A period of time during which a client receives assistance from an agency" A client may have a number of concurrent open service episodes each of which requires data collection and reporting one client may receive multiple episodes of service provision at any given time, it's the episodes of service that get counted on the data base.

"i.e. one client attends case management every week, for 50 weeks in the year that means the client has received 50 episodes of service within a twelve month period". So the client will be counted once and only once, and the episodes of service will be added on to the data base each time a service provision has been provided to that client.

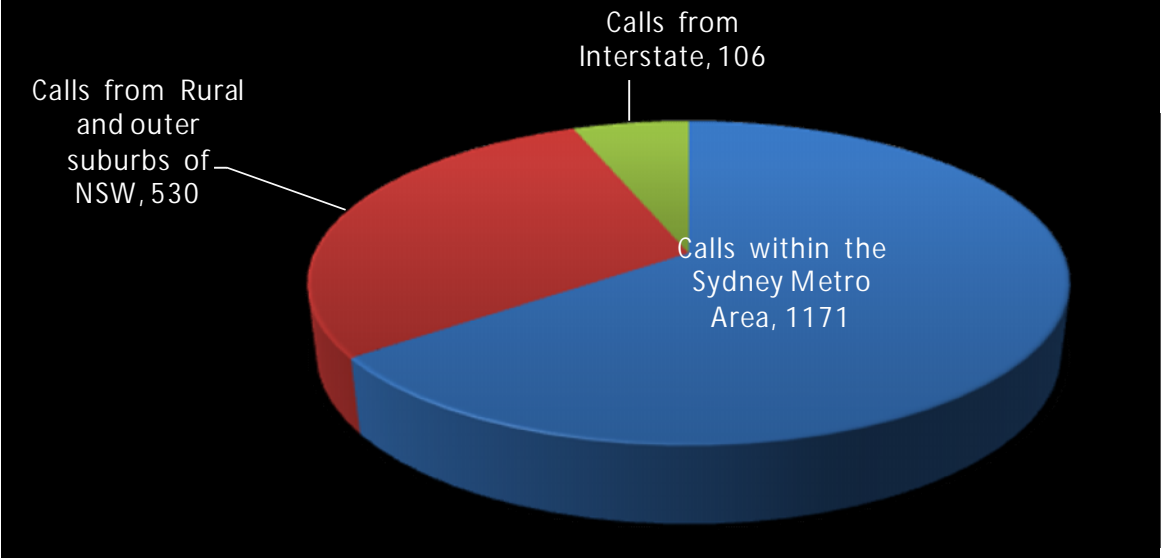
4'323 occasions of service were provided to recurring clients accessing the Gender Centre during 2010/2011



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



Geographical Coverage of Client Contacts via phone



## Our Funders

The Gender Centre would like to thank our funding bodies, Department of Family and Community Services (SHS 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

The Gender Centre is a community based organization governed by an elected committee of management who are committed to developing and providing services and activities which enhance the ability of people with gender issues to make informed choices

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 2010/2011 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 during the 2010-2011 Financial year:

Mr Col Eglington:  
President

Ms Lesley Findlay:  
Vice President

Ms Kimmi Everson:  
Treasurer

Ms Joanne Holden  
Committee member

Ms Maggie Smith:  
Secretary

Ms Elizabeth Riley  
Committee Member

As Manager of the Gender Centre I wish to record my gratitude to all members of the 2010/2011 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 the manager, 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.

## Staff

Our successful funding submissions to the NSW AIDS/Infectious Diseases Branch of the NSW Health Department and Department of Community Services SHS 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 Part Time /Full Time & Contracts

Manager	Phinn Borg
Financial Administrator	David Burke
Counsellor	Gaye Stubbs (Resigned) Anthony Carlino
Senior Case Manager	Elizabeth Ceissman
Case worker	Joanne Ball (resigned) Anna Rico (current)
Outreach Education Officer	Nicola Slone
Outreach Education Officer	Ekarach Thirapat (Birdie)
Resource Information officer	Katherine Cummings
Reception	Rust Nannup
Webmistress	Nicole Moore (contract)
I T specialist	Russell Cox (contract when needed) (most of the time)
Volunteers	Che Bishop Belinda Marchesello

## 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

# 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	Redfern Community Health
City of Sydney Council	Ashfield Mental Health
Marrickville Council	Marrickville Mental Health
Aurora Group	The Missenden Unit
Street Smart	RPA Sexual Health
Oz Harvest	Sydney Sexual Health
Hepatitis C Council of NSW	Kirketon Road Centre
Inner City Legal	Community Health Clinics
Marrickville Legal	Langton Centre
Women's and Girls' day drop-in emergency Centre	Albion Street Clinic
City Women's Hostel	Schools & school counsellors
B Miles	Social workers at the following hospitals
Twenty Ten	St Vincent's Hospital
Samaritan House	Royal Prince Alfred Hospital
Foster House	Prince of Wales Hospital
CRC Broadway	Concord Hospital
Stepping Out	Liverpool Hospital Brain Injury Unit
Marrickville Youth Centre	Positive Living Centre
Vincillian Village	Office of Community Housing
Metropolitan Community Church	Redfern NSEP
YWCA	Homelessness NSW
PFLAG	Correctional Institutions
Tafe's, Meadow Bank, Nirimba ,Ultimo & Petersham Tafe	Mulawa
	MRRC
	Silverwater

G P's , Psychiatrists, Counsellors	Long Bay
Endocrinologist	Junee
ACON	Kirconnel
Sex Workers' Outreach project	Bathurst
Bobby Goldsmith Foundation	Dept of Housing
Probation and Parole	Broadway, Surry Hills, Burwood,
NSW Police Force	

## 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

### 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

### 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.

### NSW Police department

In May 2011 The Gender Centre launched our first formal partnership project with the NSW Police Force: The Transgender Anti-Violence Project (TAVP). Other key partners are the Inner City Legal Centre and City of Sydney. The innovative approach to conducting this project brings community and government together to provide much needed information and support to transgender people who have experienced violence. Relationships between members of the transgender community and police continue to improve with ongoing training being provided to the GLLOs (Gay and Lesbian Liaison Officers) and other police officers in key locations. The TAVP representation of a senior police officer standing alongside members of the transgender community, inviting people to speak out about violence, is extremely powerful. Importantly, the NSW Police Force has also formally included transgender and intersex people in its new policy, also released this year: NSW Police Force Policy on Sexuality and Gender Diversity 2011-2014. Working with gay, lesbian, bisexual, transgender and intersex people.

## Inner City Legal Centre

The Gender Centre has a very strong positive working relationship with the ICLC staff and board. We have a formal Memorandum of Understanding in place in which the Manager of The Gender Centre sits on their board of Management. The team at ICLC often provide legal advice clinics at the Gender Centre when needed.

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

The Gender Centre has started working closely with the Kirketon Road Centre on the L8 clinic with the introduction of the Gender Centre's Outreach Case-Management service being positioned at the Kirketon Road Centre on the first Thursday of each month from 6pm till 10pm. We hope to make case management accessible to all transgender and gender diverse people living and working within the inner city area and to link them in with our services and those of the Kirketon Road medical services.

## Swop

The Gender Centre has started working closely with SWOP on extended outreach services after the L8 clinic which also takes place on the first Thursday of each month from 10pm till midnight. We hope to make outreach more accessible to all our clients within the inner city and outer metropolitan areas of Sydney

## 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

The Gender Centre has a strong working relationship with the community centre and as a result there have been a number of new workshops and support group's addressing coping with a mental illness and depression workshops.

## Bridge Housing

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

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.

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

We have formed a very strong and positive partnership with the Women's and Girls' Emergency Service this partnership seems to grow and grow every year, the woman and girl's emergency center has provided several clients of The Gender Centre with brokerage and we hope that this will continue into the future for the benefit of our community

## 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 events are always successful and well attended; good food is always a great motivator

# 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](http://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.
- The Centre is 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

# Services provided to the community

## Residential program

The Database for the residential service has been analysed as follows

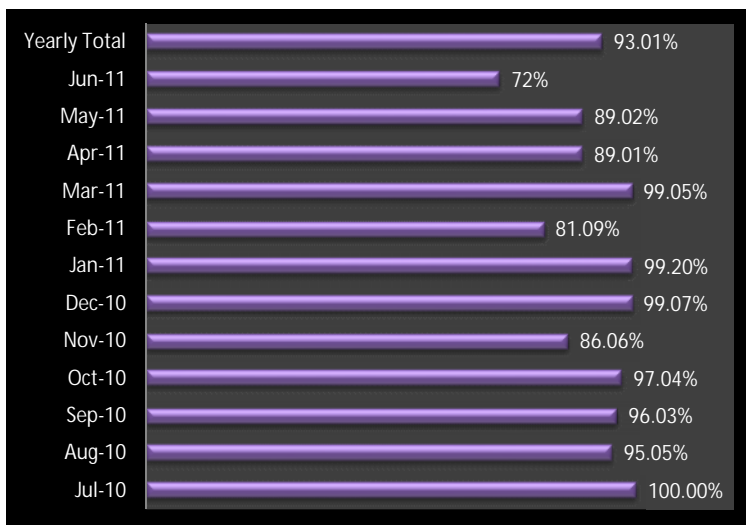
Available bed days 09/10	4026	Available bed days 10/11	4017
Bed days utilized 09/10	3835	Bed days utilized 10/11	3740
Occupancy rate 09/10	95.6%	Yearly Occupancy rate 10/11	93.1%

Over the course of 2010/2011 there were 17 admissions to the residential program and 16 discharges a total of 9 clients were continuing their residence as at 1<sup>st</sup> of July 2011.

The occupancy rate of 93.1% for a yearly total represents a high overall occupancy rate for a SHS service. (Specialist Homeless Service)

## Monthly Housing Data Base

Medium term on call 24/7 Supported residential housing program within the Gender Centre



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.

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)

Episodes of service provision Case Management sessions with residential clients	205
Episodes of service provision Case management sessions with exit program	114
Episodes of service provision Phone case management sessions residential	129
Episodes of service provision Phone case management sessions exit program	99
Episodes of service provision House Visits	102
Total episodes of service provision 2010-11	649

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

Episodes of service provision with Community Case Management clients	245
Episodes of service provision Homelessness prevention	150
Episodes of service provision Early intervention	139
Episodes of service provision Post crisis	93
Episodes of service provision to clients sustaining tenancies or accessing housing support to maintain their tenancy	268
Total episodes of service provision 2010-11	895
Episodes of service provision Community awareness	37

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 2010-2011 there were 45 prison visits to a number of correctional facilities throughout NSW

## Street

Our Thai speaking outreach worker has enabled the service to effectively communicate with Thai street-based transgender sex workers.

The outreach team has delivered a number of educational programmes on safe sex and harm minimisation in Thai. The Thai community in the past have had minimal contact with the Centre due to language difficulties.

Outreach to sex workers, while delivered in a casual manner, has a more practical motive. Over the course of 2010/11 the outreach workers and front-of-house distributed more than 8'888 condoms and 950 tubes of lubricant to help minimise the risk HIV/AIDS BBV STI's.

## Outreach statistics

Episodes of service provision night outreach	410
Episodes of Service provision -General Support /Referral information Health info / Accommodation /service info	240
Episodes of service provision Private clients	66
Episodes of service provision outreach case management	47
Episodes of service provision phone contact case management	113
Episodes of service provision at Hospital/Home	11
Episodes of service provision at KRC	17
Episodes of service provision through SWOP	27
Total occasions of service provision 2010/2011	931

The outreach team see on average ten to fifteen street-based workers per outreach shift. The team know 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 a total of 410 recurrent episodes of service provision (face to face contacts) with transgender street based sex workers, delivered 240 education and information sessions while on outreach on a range of topics including safe sex, safe injecting, HIV, hep C, mental health, AOD as well as 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.

## Great Western Highway & Canterbury Road Outreach

The Gender Centre provided services to 21 individual clients in and around the Canterbury Road region and 12 along Huntingwood Drive off the Great Western Highway. Needs were identified through regular engagement with these clients.

A number of their requests ranged from meals, bottles of water, various condoms and bulk injecting equipment. There have been further requests for on-going support which is continued, these requests were in relation to housing and on-going long term homelessness. Medical referrals were made to relevant services and further support has been provided to the clients from the sexual health clinics.

The outreach team services the streets and when permitted the local brothels in the area. There are regular client bases working in these areas to which they are now familiar with the services The Gender Centre offers and express their appreciation of the support.

## Outreach to KRC

There has been a steady increase in Thai clients accessing the Gender Centre through the Kirketon Road Centre. Clients are accessing us for support with employment, education, sexual health advice, immigration and laws in relation to working on a student visa and homelessness support. There is now an on-going regular clientele who meet with the outreach team at Kirketon Road once a month as it is more accessible for them and their routines. A number of private clients are now also accessing us via Kirketon Road as a result of the outreach service being provided on the Wednesday nights. These clients have identified the need for further supports from The Gender Centre and are now scheduling in the Thursday evening as part of their contact and follow up on information requests.

## Outreach partnership with S.W.O.P

The Gender Centre partnered with S.W.O.P for a combined outreach on the first Thursday of each month from 10pm – 12am in the Kings Cross and Darlington areas. Thus far the outreach has been a success in working together as two out three of the main outreach teams servicing the area. There has been a good rapport built between the two services with the clients. In total there have been 27 clients accessed in partnership with S.W.O.P on the Thursday evenings.

## 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 2010/2011

Face to face counselling sessions	487
Phone counselling sessions	50
New counselling clients for 2010/2011	54
Counselling inquiries	373

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 2010/2011

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))  
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

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

In June of 2010 Gaye Stubbs our counsellor for the past 5 years resigned and Anthony Carlino became the centre's new counsellor, Anthony has quickly become an asset to the centre.

## Service magazine (Polare)

The 88<sup>th</sup> edition of Polare was published in June of 2011 and this marks Katherine Cummings 52nd edition as editor of the magazine.



Polare is now entering its eighteenth year of publication. 245 Polare's are delivered to twenty-three outlets across Sydney, and xxx are posted to subscribers through our mailing list as well as being available on line in PDF form on our website at [www.gendercentre.org.au](http://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 2010/2011 the website had over 6 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

## Training Provided to

- NSW Police Force  
x 3 training sessions
- NEAMI
- ACT Family Planning  
Conference
- Central Coast  
Community Legal Centre
- Liverpool Hospital Social  
Workers Team
- Sexual Health Clinics
- Social Workers
- ACON Newcastle  
(representatives from  
diverse welfare services  
in the Hunter region)
- University of Sydney  
Masters of Medicine  
Students
- Nepean High School
- Government Departments
- Australian Defence Force
- Private Employers
- Flight Centre
- Rail Corp
- School Counsellors
- Tafe
- Nepean Campus  
(Students in the following  
Diplomas(D/A Welfare Youth  
Work and Mental Health)
- Pride in diversity
- Australian Federal Police
- Westpac,
- IBM,
- Suncorp
- Victorian Corrections

# City of Sydney Funded Transgender Anti-Violence Project

In May for 2011 The Gender Centre, along with partners The City of Sydney (Major Funders of this project) The NSW Police Force and The Inner City Legal centre launched the inaugural Transgender Anti-Violence project the first of its kind anywhere in the world specifically for the Transgender and gender questioning community.

The mission of the Transgender Anti-Violence Project is to provide education, support, referrals and advocacy in relation to violence and oppression based on gender identity. This project addresses all forms of violence that impact on the transgender and gender-questioning community, including (but not limited to) domestic violence, sexual violence, anti-transgender harassment and hate crimes.

The Objectives of the project are to:

- Increased reporting of violence by transgender and gender-questioning people.
- Providing support and referrals to transgender and gender-diverse people.
- Creating improved awareness among transgender and gender-questioning people about the nature of bias-motivated crimes and suggesting options available for reporting.



- Increased the capacity of police and support services to assist transgender and gender-questioning people who have experienced violence because they are transgendered.
- To increase data on the nature and extent of violence against transgender and gender-questioning people.
- To improve the relationship between the transgender and gender-questioning communities, the NSW Police Force and the criminal justice system.
- To Increase the awareness in the general community about violence against the transgender and gender-questioning communities.



To report or to find out more about the project go to [www.tavp.org.au](http://www.tavp.org.au)

## 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
- City Hub
- The Big Issue

### Radio

- ABC Radio National

### Television

- ABC Hungry Beast

## Support Groups run at The Gender Centre

As always the support groups for the year continue to be a success.

The following provides an overview of the groups conducted throughout the year.

415 episodes of service provision were provided to clients attending in house events workshops and groups.

## Safety Workshops/ Self defence



3 self-defence workshops were provided in 2010/2011, with Fight Like a Girl which were held at the Gender Centre all on Saturday afternoon's and were funded and supported by the City of Sydney

## Parents of Gender Questioning Children

This support group has steadily been on the increase in numbers with concerned parents of gender questioning children each, month a special guest facilitates the group with a trained counsellor special guest have been Rachel Wallbank, Attorney at law and mentor of True Colours (a group of young Australians who experience transsexualism, their parents, loved ones and supporters), Dr Matthew Lynch specialist transgender, child Psychiatrist- and Superintendent Donna Adney NSW Police Force.



## FTM Connect Group

FTM Connect meets once a month on a Friday night the group is growing in numbers and participants dictate what the theme for the next get together will focus on, it's a mix of guys just starting out and those more experienced. FTM connect is an open support group run monthly by the GC of one and a half hours duration. It is facilitated by the Gender Centre Counsellor Anthony Carlino. Attendance is open to anyone identifying as a Transman and their partners. The aim of the group is multifaceted and includes:

Providing a safe, non-judgmental space for Transmen to discuss with others their transition and seek/ provide. To give those considering or just beginning transition an opportunity to talk to other Transmen and ask questions, education through guest speakers, and providing alternative means of self-expression and support through different modalities. As an example, one group in the past financial year has been co-facilitated by an art therapist



## The Women's group



The Women's group meets on the last Monday of each month at the Gender Centre. The Group is moderated by the Information Worker and usually functions as a support group and a means of sharing experience. Those who have questions or problems can come together and talk out their problems in an atmosphere of equality and without any suggestion that a "party line" is being imposed.



Guests have come to talk to the group on two occasions since the Group started meeting. On the first occasion this was Raewyn Connell, Professor of Sociology at the University of Sydney, and author of a number of books on gender, professor Connell is, herself, transgendered. The second guest was Dr Cornelis Greenway, a psychiatrist who has been consulted by many of the Gender Centre clientele. He preferred a discussion mode to that of lecturing and lively discussion followed. Both guests were much appreciated and the group looks forward to inviting more guests in the future.

## Transgender parents Group

The transgender parents group was started to provide information & support to parents who are transgender and are grappling with parenting issues from an unique perspective. The groups aim is to explore issues ranging from legal to psychological with the aim of developing and printing a resource for others transgender parents to use.

## Over 55 Groups



This group has recently started at the centre, the over 55 group aims at offering a social outlet participants come to the centre for a coffee and a chat, the group meets once a month

## Social

There were two BBQ's held this year at The Sargent Joseph Community hall at Erskinville 71 meals were provided to community members at both gatherings and again a Christmas lunch was provided for residential clients of the Gender Centre Housing program most of the clients in our housing program attended the lunch.

## Event's for 2010-2011

In November of 2010 the Gender Centre held the Transgender Day of Remembrance with a small memorial service at the centre in Petersham, with over 60 people in attendance.

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 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

## Fair day

Again this year the Gender Centre had a stall at the 2011 Mardi Gras fair day at Victoria Park with our partners in crime the staff and board members of the Inner City Legal Centre.



# 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.
- Feedback from clients regarding –Complaints-Compliments-Suggestions
- Ongoing commitment to engaging in Quality Improvement across all programs.

# Audit Report

**THE GENDER CENTRE  
Incorporated  
A.B.N. 60 374 877 609**

## **OFFICE BEARERS' DECLARATION**

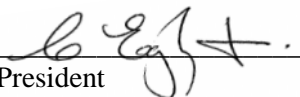
The Office Bearers have determined that the entity is not a reporting entity. The Office Bearers have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

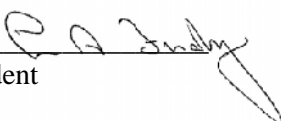
The Office Bearers of the entity declare that:

1 the financial statements and notes as attached give a true and fair view of the entity's financial position as at 30 June 2011 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements;

2 in the Office Bearers opinion there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Committee of Management and is signed for and on behalf of the Committee of Management by the duly elected Office Bearers and in accordance with the Constitution and Rules of The Gender Centre Incorporated:

  
\_\_\_\_\_  
President

  
\_\_\_\_\_  
Vice-President

Dated this ...23rd..... day of ...SEPTEMBER ..... 2011



**JACOBY CAMERON & CO.**  
CHARTERED ACCOUNTANTS

## **Independent Audit Report**

### **To the members of The Gender Centre Incorporated**

We have audited the accompanying financial report, being a special purpose financial report of The Gender Centre Incorporated., which comprises the balance sheet as at 30 June 2011, the consolidated profit and loss statement, for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the office bearers declaration.

### **Committee of Management's Responsibility for the Financial Report**

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

### **Auditor's Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### **Independence**

In conducting our audit, we have complied with the independence requirements of the *Australian Auditing Standards*.

## Opinion

In our opinion the financial report of The Gender Centre Incorporated.

- (a) gives a true and fair view of the company's financial position as at 30 June 2011 and of its performance for the year ended on that date; and
  
- (b) complies with Australian Accounting Standards to the extent described in Note 1.

## Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' statutory financial reporting responsibilities. As a result, the financial report may not be suitable for another purpose.

  
Jacoby Cameron & Co

  
Grant Thomson

Sydney 26/10/2011

