

# THE GENDER CENTRE INC

Annual Report  
2012-2013

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## Transgender Day of Remembrance 2012

Special points of  
Interest:

SHS Services

SLAHD Services

TAV Project

Support Groups



Celebrating 30 years of service

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# About The Gender Centre

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The Gender Centre has been providing services to the transgender and gender diverse communities of NSW for the past 30 years. The centre has been committed in providing services that build the capacity of the transgender and gender diverse community of NSW to make informed choices through the provision of a wide range of services, activities, information and resources. Our mission is to operate within a social justice context where equity and diversity are embraced and strength based practice is applied.

The Gender Centre is a Specialist Homelessness and Health related service providing supported transitional housing and health related services.

## HUMBLE BEGINNINGS OF THE GENDER CENTRE

The opening of Tiresias House was the ATA's (Australian Transsexual Association) proudest moment, the name "Tiresias House" decided upon in honour of the hero in Greek mythology whose sex was changed by the gods from man to woman.

With the premises in Petersham being provided by the Department of Main Roads, Tiresias House became the first government funded service specifically for transgenders in Australia.

The first group of residents consisted of young transsexuals that had been traumatised by being cast out of their parental homes or had drifted around Kings Cross searching for identity roots but before long, Tiresias House found itself bursting at the seams with prospective residents and had to increase the available bed spaces to sixteen by turning the lounge room into a fourth bedroom.

Soon after Frank Walker's department provided a second house located in Ashfield and a third house was also soon provided in Haberfield.

By mid-1984 we had a structured residential system from short-to-medium term accommodation.

Also by mid-1984 a new group sought accommodation. These were transsexuals who had spent time in gaol and were on parole.

Most of them had worked on the streets to support a heavy addiction. Tiresias House was registered as a halfway house for their benefit but the mix of the street-wise with the earlier group of naive middle-class kids proved to be a disaster.

Walker's department once more came to the rescue by providing a fourth house alongside the Petersham railway station. These premises became the official halfway house complete with a detoxification unit and residential nurse.

By 1993, DOCS and the NSW Department of Health entered into a joint funding agreement.

This meant that Tiresias House was funded to provide services to minimise the effects of HIV/AIDS on the transgender community.

These services included Outreach and a Community Worker position. At this time, Tiresias House was incorporated and renamed The Gender Centre Inc, to reflect the change in services and service philosophy.

Rather than targeting simply young transsexuals, the service began to target people exploring their gender, which included people who identified as transsexual or transgender, cross-dressers and any other person who experienced issues, problems or difficulties relating to the gender assigned to them at birth

The introduction of amendments to the NSW Anti-Discrimination Act in 1996 recognised the legal existence of transgender persons.

The term transgender replaced the term people with gender issues which had been used to identify the target group served by the Gender Centre.

By 1997, many links had been formed with both the public and the private sectors.

Training among employers and employees began to take steps in easing transgender individuals' path to maintaining their employment during gender transition and raised the awareness of gender issues throughout society.

Today the Gender Centre remains committed to the support and well-being of transgender people. Today the Centre employs 9 staff and housing for up to 17 residents at any one time, today the centre employs 9 staff housing up to 17 residents at any one time, in 3 shared houses and 6 exit units.

### SERVICES PROVIDED TODAY:

- Counselling:
- Outreach:
- Night Outreach:
- Gaol Outreach: and case management
- Court & Cell Outreach:
- Residential Case Management:
- Residential Program:
- Exit Housing program
- Community Case-Management:
- Transitional Housing Program:
- Aged and Ageing support care services
- Resource Development:
- Drug and Alcohol Counselling Service:
- Support to Partners Family-Members and Friends:
- TAV Project® (Transgender Anti-Violence project)
- Training for Clients, Service Providers and Others:
- Special Events:
- Support groups:

### 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 to the inner metropolitan area of Sydney

Gender Centre staff are available twenty-four/seven on call to all residential clients of the Gender centre's residential program

## FUNDING BODIES:

The Gender Centre would like to thank our funding bodies, Department of Family and Community Services (SHS program), and Sydney Local health District for their financial and ongoing support during the past year.

The following are the core objectives under which the Gender Centre has been funded.

### NSW Department of Family & Community Services

- a. Homelessness Prevention & Community Awareness
- b. Early Intervention support
- c. Post crisis support
- d. Supported Homelessness accommodation
- e. Supported independent living

b and e are in the context of case management

### NSW Health /Sydney Local Health District

- a. Provide a service that supports clients experiencing gender & health related issues
- b. Provide a service that raises awareness of gender and health related issues
- c. Ensure the organisations structure is clear and accountable
- d. Ensure ongoing evaluation of the service
- e. Maintain service links with support organisations

We look forward to continuing these partnerships to enhance and improve service delivery to the transgender community, in the future.

## ONE OFF GRANTS

- City of Sydney
- Aurora

## VICE PRESIDENTS REPORT:

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I would like to start this report by thanking all of the Board members for their many hours of commitment to the ongoing roles in keeping the Gender Centre a unique, innovative and strong service. Your tireless support and work is appreciated and valued. I also thank the staff of the Gender Centre for their ongoing commitment to the Centre and the Transgender community. The combination of the work of both the Board and the Staff has ensured the Gender Centre has provided relevant and worthwhile services to Transgender and gender diverse people across the state on New South Wales

The past year has seen a number of new and innovative changes occur within the centre. One of these has been the provision of federal funding for an aged and ageing specialist worker. This three year funded position will allow for greater understanding of the unique needs of the ageing transgender population. It will also allow for the community to establish strong ties with aged and ageing services across Australia, which will in turn allow for more pathways in to the aged sector.

The Centre also introduced a specialist worker to promote and develop the Transgender Anti- Violence Project (TAVP). This role is one which is an important step in bringing transphobic violence into the spotlight so that changes can be made to ensure that transgender people have the same Right to be safe in wider society.

The implementation of the centres new strategic plan also commenced this year. The focus of this plan is to increase the effectiveness of the services the centre offers. The first review of the strategic plan also took place and this highlighted that the centre is well on its way to achieving all of the goals and outcomes identified in the plan. It also provided the framework for the next 12 months that will continue to keep the Centre on track to achieving its plan for excellence and exceptional service delivery.

The number of people that accessed the service in this past year was 711. This number of people accessing the service is reflective of the need for support the transgender community has. The services provided were as diverse as the clients who came through the door. The capacity of the staff of the Centre to deliver specialised services tailored to the specific and unique needs of every individual who contacted us. The Centre will continue to maintain its commitment to strive for better practices that allow for the growth and enhancement of the quality of life for the community it represents. This model of promoting better practises has been instrumental in the Centre championing acceptance of transgender people in mainstream services.

Through the promotion of better practice guidelines new and innovative ideas have been shared with other agencies and opened up opportunities for transgender people. The Centre strives for evolving and continuous improvement As such a best practice ideology is a static system suggesting there is no room for improvement, The Centres use of better practice guidelines has encouraged not only the staff of the centre but also other service providers to recognise that improvement is an ongoing process and the current "best" we can be can always be made better. Holistic care and support that follows the ideology of wrap around support with an early intervention focus on addressing homelessness has driven much of the practice model of the service. This model of support has been developed not only in keeping with the Requirements as set out by our funding bodies,

but it goes deeper into meeting the framework of the overarching ideology for addressing homelessness in Australian society.

It is these ideologies of continuous improvement and wrap around holistic care that has allowed the Gender Centre to achieve so many positive outcomes for the Transgender community throughout the past 12 months.

Staff changes also happened throughout the year. The centre said goodbye to David Burke, the financial/ administrative worker after many years in this role. Anna- Rica Floro also left and Renee Clout took on the role of Residential worker. Michelle Wood also joined the team in the role of Outreach worker.

I also as vice chairman offer up my thanks to Joanne Holden, who was president of the board for a number of years but unfortunately had to resign from the position due to a conflict of interest between her role on the Board and her paid employment within the Department of Health.

Her years of dedication and service are greatly appreciated and have been invaluable to the organisation.

As I conclude my report one sad note remains. The Board, The Gender Centre and the Transgender community as a whole lost one of its most wonderful members. The Centre bids a sad farewell to Leslie Findlay, who passed away this year.

Leslie had been a staunch advocate and supporter of the Gender Centre for many years. Her contributions to the Transgender community included her ongoing participation and involvement with the Gender Centre through her role on the Board. Her gentle openness and fabulous humour was key in her capacity to support others within the transgender community.

Col Eglinton

Vice President

## STAFF /CONTRACTORS & VOLUNTEERS 2012-2013

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Manager	Phinn Borg
Senior Case Manager	Elizabeth Ceissman
Residential Case Worker	Renee Clout Anna Rica Floro (resigned)
Outreach Education	Michelle Wood Ekarach Thirapat (Birdie) Nicola Sloane (resigned)
Resource Information /Polare	Katherine Cummings
Front of House	Rusty Nannup
Contractors	Russell Cox I.T. Specialist Nicole Moore Gender Centre Wed mistress Serena Cooray Bookkeeper
Volunteers	Ashley Caccamo Che Bishop Ittipol Pakudloh (Tiffany) Zane Evans

## THE COMMITTEE

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The Gender centre Inc. Is an incorporated Body registered under the NSW Associations Incorporated Act, 1984. The constitution provides clear statements of structure, election and conduct of the office bearers, and membership the board of director's rights and responsibilities

This necessarily imposes various legal responsibilities on the persons who occupy a position on the board of directors. The Gender Centre's Board of Directors (Board) recognizes these responsibilities, and ensures that they comply with these responsibilities at all times, which fundamentally encompasses a duty to act honestly, exercise reasonable care and skill, exercise due diligence, and accept a fiduciary relationship with the organisation.

The Gender Centre's Policies & Procedures (P & P) provide for the delegation of day-to-day managerial matters to the Manager by the Board. Copies of the constitution are held in the office and are available to all members and staff of the Gender Centre.

No service can function well without an effective and committed Management Committee. As manager of the centre I look forward to many more years of committed and dedicated Management Committee members assisting the service to function effectively.

## MEMBERS OF THE COMMITTEE 2012-2013

- Ms Joanne Holden President
- Mr Col Eglington Vice President
- Mr Neil Lightfoot Treasurer
- Ms Margret Smith Secretary
- Ms Lesley Findlay Committee member
- Ms Kimmi Everson Committee member

Again this year the Gender Centre's goals and projects were achieved and again the centre exceeded all aspects of its funding agreements and obligations.

In 2013 the Gender Centre underwent an accreditation process with the Registrar of Community Housing for our class 4 renewal ,I am pleased to say that we passed with flying colours below is a summary of the assessment findings

*Fairness and client Satisfaction*-----Compliant  
*Sustainable Tenancies and Communities*-----Compliant  
*Asset Management*-----Compliant  
*Sound Governance*-----Compliant  
*Protection of Government Investments*-----Compliant  
*Efficient and Competitive Delivery of Community Housing*-----Compliant

While maintaining our normal services the Gender Centre has also:

- Established & maintained a strong and positive relationship with a wide range of agencies and service providers.
- Continued to review 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 with a special emphasis on issues facing transgender people in prison
- Issues of early intervention with families and youth
- 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.
- Re-designed and updated our website at [www.gendercentre.org.au](http://www.gendercentre.org.au) and the TAVP website at [www.tavp.org.au](http://www.tavp.org.au)
- Continued to provide placements for students and engage in on site training at both TAFE and Universities.
- Worked closely with the Management Committee and through Polare to ensure every opportunity for community input.
- Conducted numerous training sessions for both NGO's and government organisations as well as training in the corporate and private sectors.
- Have been involved in advocacy across a wide range of issues.
- Upgraded our computer and data collecting systems.
- Overhauled the centre's systems, including the redesign of standard forms and policy documents,
- Presentations at National Conferences

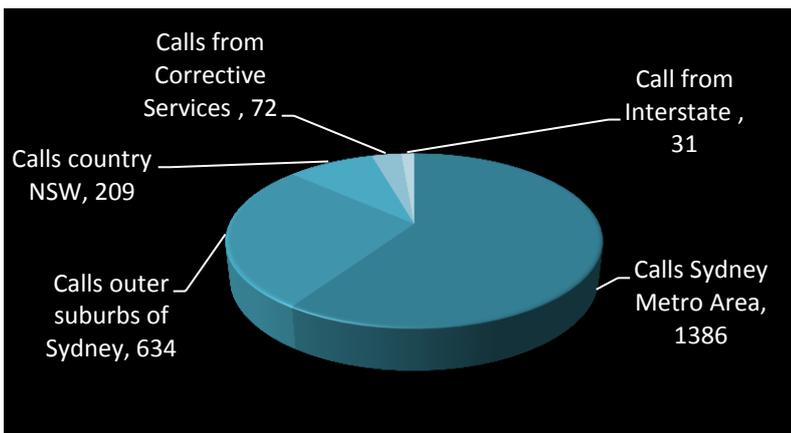
- Review of all client data collection systems.

Continued to monitor and 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

Obtained Class 4 Housing Re -Registration

As from July 2012 to June 2013 the Gender Centre provided over 10,000 occasions of service provision to 681 individual transgender and gender questioning people and their family members.

With over 2437 phone calls coming into the centre from all over the state

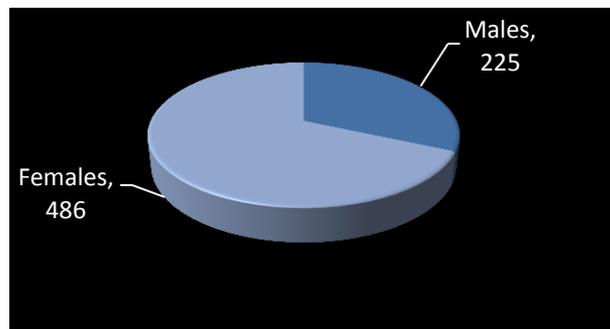


All visitors entering the Gender Centre are entered onto our database, which enables us to accurately reflect the numbers of episodes of service provision delivered to each client accessing the service for support.

Of the 711 individual distinct clients

225 were male identified

486 were female identified



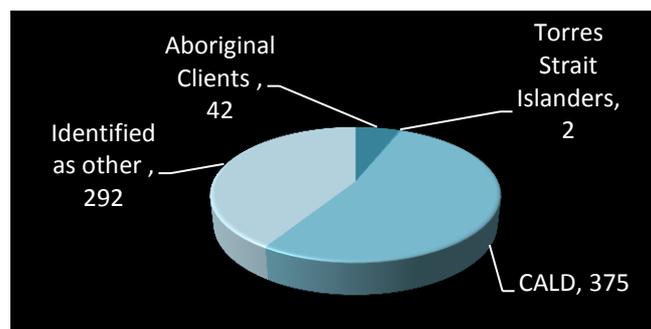
Nationality of the 711 clients....

42 were of Aboriginal decent

2 were Torres Strait Islander

375 were CALD

292 identified as other



### Within the 711 clients

86 presented with a current mental health diagnosis

30 presented with a physical disability

A further break down of the 711 clients

163 Individual Counselling Clients *this is an increase from last year*

166 Individual Outreach clients,

185 Individual Community and Residential Clients

- 37 families
- 25 in workplace transition
- 34 Medium term residential clients
- 62 Early intervention & post crisis clients
- 12 transitional residential clients
- 15 Pre- release planning & support

197 Clients attending the youth group the over 55+ group the parents group, FTM connect and the woman's support group as well as our BBQ's

### COMMITTEES & 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 SHS Interagency meetings
- Safe Relationships project
- Sydney Local Health District meetings
- National LGBTI Health Alliance
- Professional counsellors meetings
- Shownet meetings

### AGENCY NETWORKING

Staff at The Gender Centre have continued to network with a wide range of services over the 2012-2013 year. Some of these services include:

- |  |   |
|--|---|
| <input type="checkbox"/> City of Sydney Council                            | <input type="checkbox"/> WAGEC                |
| <input type="checkbox"/> City Women's Hostel                               | <input type="checkbox"/> B. Miles             |
| <input type="checkbox"/> Samaritan House                                   | <input type="checkbox"/> RPA Sexual Health    |
| <input type="checkbox"/> Department of Corrective Services                 | <input type="checkbox"/> REPIDU               |
| <input type="checkbox"/> NSW Department of Education and Training (NSWDET) | <input type="checkbox"/> SWOP                 |
| <input type="checkbox"/> The Anti-Discrimination Board                     | <input type="checkbox"/> Probation and Parole |
| <input type="checkbox"/> Department of Housing                             | <input type="checkbox"/> Youth Block          |
| <input type="checkbox"/> Department of Community Services                  | <input type="checkbox"/> The Missenden Unit   |
| <input type="checkbox"/> Bobby Goldsmith Foundation                        | <input type="checkbox"/> NCOSS                |
| <input type="checkbox"/> Correctional Institutions                         | <input type="checkbox"/> Employers Federation |
|  | <input type="checkbox"/> Homelessness NSW     |

- |   |                               |
|---|-------------------------------|
| <input type="checkbox"/> NSW Police Service                   | <input type="checkbox"/> ACON |
| <input type="checkbox"/> The Women's Housing Company          | <input type="checkbox"/> YWCA |
| <input type="checkbox"/> Inner City Legal                     |                               |
| <input type="checkbox"/> Twenty 10 Gay & Lesbian Youth Refuge |                               |
| <input type="checkbox"/> Ashfield Community Health Centre     |                               |
| <input type="checkbox"/> Marrickville Community Health Centre |                               |

## SPECIALIST HOMELESSNESS SERVICES (SHS) PROGRAMES

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- Homelessness Prevention
- Community Awareness
- Case Management Early Intervention
- Case Management Post Crisis
- Supported Transitional Housing

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.

## RESIDENTIAL & COMMUNITY CLIENTS SHIP RECORDED

The Database for the residential service has been analysed from the Specialist Homelessness Information Platform and is as follows.

### Tire 1 Supported Medium term Residential Program

Over the course of 2011/2012 there were 34 clients housed within the Gender Centre's medium term residential program.

- 5 were short term emergency accommodations distinct stays, totalling 104 bed nights.
- 29 were medium term distinct stays totalling, 3517 bed nights.

In total there were 34 distinct stays during 2012-2013 totalling 3621 bed nights

### Tire 2 transitional housing exit units

Over the course there were 12 clients housed within the Gender centre's exit program totalling 2190 bed nights

The Data below reflects the number of Community \* and Residential clients supported through our SHS funding (Specialist Homelessness Services Funding)

*\*community clients are those people seeking early intervention and post crisis supports to clients in order to sustain a tenancy or prevent a tenancy breakdown*

There were a total of 80 distinct persons these persons are in keeping with the data collected by the SHS AIHW Ship data collection system over the course of the 2012-2013 financial year.

Of the 80 clients recorded on ship

- 14 were male identified and
- 66 were female identified.

9 clients were of Aboriginal decent having 142 contacts with staff, and 207 hours of case work time

There were 64 clients neither Aboriginal nor Torres Strait Islander receiving 780 contacts with staff and 2286 hours of case work time

- 7 clients were not recorded receiving 57 contacts with staff

Below is an indication of client contacts

- 59 Client walk ins
- 199 Accommodation support
- 109 Appointments
- 122 Informal interactions
- 305 Phone supports
- 90 Home/Outreach visits

All 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 two 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 second level during their stay.

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

The second 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.

### Community Engagement

There was an additional 105 distinct persons accessing the community case management services, these numbers are not in keeping with the data collected by the SHS AIHW Ship data collection system as many of these clients did not fall into the criteria as set out in the Ship data collection tool operations, however all of these groups are significant by way of addressing issues of homelessness.

Of the 105 clients,

- 34 Community clients over 25 –early intervention & post crisis supports
- 37 Families with a transgender child or child under the age of 25 seeking individual support/Early Intervention
- 15 pre- release planning and support for inmates in correctional facilities across NSW
- 19 transgender people in the workforce /Early Intervention focal point of maintaining employment

**Community Clients over the age of 25:** Most of these clients fell within the AIHW Ship data collection framework of early intervention and post crisis definitions except for the 34 identified above who

were primarily people exiting hospital or other forms of institutional care and did not meet the data collection criteria.

**For families and young people:** many of these clients came to the centre seeking support to prevent family breakdown and disengagement from School. Without the case work support offered to these clients many of the young people would have become disengaged or entered the homelessness system due to their families feeling unable to support them as they addressed their gender identity issues.

**Inmates in NSW Corrections:** pre- release and parole support became essential in 2012- 2013 to ensure the safe transition of these clients to accommodation and support post release, or to ensure success navigating the issues presented when managing their parole conditions. Again the case work support offered these clients ensured better pathways for ex- prisoners post release and lessened the potential for longer terms of engagement within the homelessness sector

**Transgender people in the workforce:** while this may not seem to be an early intervention, but for these transgender clients the issue of 'coming out' at work is fraught with fear and concern. Some transgender people would resign before coming out in their workplace. This places them at risk of homelessness as loss of income and job security means financial instability and a limited capacity to sustain secure housing. Thus through supporting transgender people and their employers to ensure successful transition in the workplace practices, a transgender person is kept employed, and as such they are able to maintain their financial security, which in turn affords them greater opportunity to sustain secure stable housing

## SYDNEY LOCAL AREA HEALTH DISTRICT

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- Counselling
- Outreach
- Resource Development
- Condom & Lube Program
- Support

During the 2012-2013 financial year, our Local Area Health funded services had a total of 541 distinct individual clients accessing health services provided by The Gender Centre Inc.

Of the 541 clients:

- 163 Were individual counselling clients
- 166 Were individual outreach clients
- 15 Were residing in correctional facilities across NSW
- 197 Clients attending support groups

## OUTREACH SERVICE

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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.

The outreach team delivered 364 education and information sessions whilst on outreach to clients on a range of topics including safe sex, safe injecting, HIV/AIDS, Hep C, Mental Health issues, BBV's AOD, housing, health, discrimination and legal issues

### CONDOM & LUBE

The primary aim of the Condom & Lube Project is to ensure that those members of the transgender community who engage in high risk behaviours or lifestyles are provided with appropriate information and resources to safeguard themselves and others from the risk of contracting HIV/AIDS, Hep C STI's and other BBV's.

The work of the Outreach team is key to the success of this project. Outreach targets those clients who are most likely to be exposed to risk and who are least likely to access the Gender Centre during normal business hours, by engaging with these clients in their own environments and during hours that suit them, the outreach workers are effectively able to provide information, education and advice along with appropriate harm minimisation resources

A significant quantity of supplies was distributed to the clients during the reporting period.

- 19,060 Safe sex packs distributed  
and
- 5,155 Injecting equipment distributed  
and
- 1,417 Used injecting equipment returned

There were 1,295 episodes of service delivery delivered in 2012-2013 through the outreach team 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 services otherwise.

### JAIL OUTREACH

Staff, work with Probation and Parole, and social work staff to facilitate appropriate health and welfare services and supports prior to release of transgender inmates.

During the course of 2012-2013 there were 49 visits to correctional facilities within NSW

The centre supported 6 clients released from correctional centres across NSW of these clients 3 were newly released and 3 were a continuation of support from the previous financial year and all are provided with ongoing support to maintain their independence and health needs.

Total number of individual outreach clients for 2012-2013 was 166

### RESOURCE DEVELOPMENT

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Resource development and distribution of resources is of critical importance in addressing the needs of the transgender community to relevant and up-to-date information.

## POLARE

- Polare is a primary source through which clients have access to community information, as well as comprehensive health information with regular contributions provided by health professionals; the response has been extremely positive and reflective of the importance of the magazine in reaching many clients who would otherwise be isolated.



During the course of 2012-2013 there were

1012 -Polare's were delivered to 25 outlets across the metropolitan region

1008 -Polare's were posted to subscribers through our mailing list

372 -Polare's were emailed out to subscribers on our email mailing list

3200 Polare's were printed during 2012-2013

## INFORMATION KITS

Information kits play an important role in providing information or raising awareness of the issues facing transgender people. While a number of kits are available, there is an encouragingly high demand for kits from employers, students and professionals.

This demand signals an improving response from non-transgender individuals in a range of capacities to recognising and acknowledging the needs and rights of transgender people.

Again overwhelmingly, people seeking information, including those representing employers, are doing so with a clear commitment to being inclusive of transgender people and this signifies a clear shift in attitude from those exhibited in the recent past.

## WEBSITE

The Website: has undergone several appearance and structural changes since it was first commissioned and has now grown to become arguably the most comprehensive website of any Gender Centre in the world.

The website is a key area for distributing information and has continued to be a very valuable resource which is available to the wider transgender and gender questioning community; the site provides all the information that might otherwise be available in hard copy from the centre, including Polare, kits and fact sheets.

The website reaches an international audience with over 30 countries accessing information from the United States, Great Britain, Canada, Germany, Netherlands, France, China, Italy and so on, as is the case with all websites the Gender Centre website creates the capacity for a number of Gender Centre resources to be available nationally and worldwide.

The site provides other service providers with information about the services provided by the Gender Centre and is therefore useful for networking purposes and to assist other service providers should they have contact with a transgender client of their own.

During the course of 2012/2013 the website had over **14 million** hits and shows a large proportion of the visitors are located within Australia a large portion of them are within New South Wales, the most popular pages are those containing information relating to surgery, the process and steps of transition and support for family members, friends and youth.

The website also provides access to previous editions of Polare with key articles from editions 1 to our current edition available on our website.

The site also serves as an essential way to promote events and workshops to clients who access the Centre.

As well as the website the Gender Centre operates a Twitter account and Face Book account, and the Transgender Anti-Violence website clients are now able to access this site to obtain instant updates of what's happening on a daily basis at the Gender Centre.

## LIBRARY

The library continues to purchase new books for the library that are of interest to the community, 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.

We have also received a number of books donated by members of the community and we thank those people concerned for contributing to our resources.

## SUPPORT SERVICES

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Staff at the centre provided 79 occasions of assistance to support clients in accessing outside specialist medical, psychiatric, counselling and endocrinology services as well as providing 1684 occasions of support and general health information to clients during 2012-2013.

## EVENTS

- Transgender Day of Remembrance held at Parliament house
- BBQ's held at Sargent Josephs Hall Erskinville
- Christmas lunch for residential clients.

## SUPPORT GROUPS

As always the support groups for the year continue to be a great success, our support groups are a place for people to give and receive both emotional and practical support from each other as well as to exchange information.

While providing important emotional support, these groups are more than just a safety net for the participants attending; they can even improve the physical health and wellness of participants, they are an integral part of helping others to cope with social or emotional barriers and to stay motivated to reach their goals.

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.

During the 2012-2013 financial year the centre provided 60 specialized support groups to a total of 212 individuals

- Transgender youth
- Parents
- Over 55+
- Woman's
- And the
- FTM connect group



Over 55+



Women's Group



Parents group



Transtopia



COUNSELLING

The Counselling service is available to all transgender people, their partners and family members.

The Gender Centre counsellor participates in a 3 monthly professional meeting with other counsellor's endocrinologists, psychiatrists; GP's who have a relationship with our clients, as well as attending monthly supervision for personal development opportunities

From July 2012 to June 2013 the counsellor had a total of:

- 163 distinct persons attending counselling (individual counselling clients)
- 775 face-to-face counselling sessions
- 7 telephone counselling sessions
- 28 Skype counselling sessions
- 66 new clients attending counselling for the first time
- 80 counselling sessions were conducted for clients between the age of 14 to 25
- 72 counselling sessions were conducted for clients between the ages of 25 to 30
- 19 clients were at risk of harm
- 1 clients was referred on to mental health crisis teams for further support

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.

Supervision and assistance is also provided to Rural & Regional service providers in the provision of service delivery to transgender and or gender questioning people.

## EDUCATION, TRAINING & PROFESSIONAL SUPPORT

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The Centre has continued to provide training to a broad range of services regarding a variety of issues relating to gender and to transgender persons.

The aims of the education packages are:

- To encourage service providers in all areas to work effectively with transgender clients, and provide support to employers in workplaces where a staff member is in transition.
- To encourage employers to uphold Anti-Discrimination Legislation and employ transgender persons who present as the best person for a position.
- To encourage all organisations to treat all people, including transgender people, equitably.
- To support organisations to develop policy & procedures with the intent of affording transgender people equitable rights opportunities and access.

The steady demand for education and training from The Gender Centre has served to reinforce the improved commitment of the wider community to become informed about transgender people. The response from those attending the training has been overwhelmingly positive.

During the 2012-2013 there were 28 formally scheduled training sessions provided to the corporate sector, specialist women's services and universities, to a total of 670 individuals

The staff also spoke at forums, conferences and provided webinar sessions

During the 2012-2013 periods the centre provided 1 student with a placement for 6 months of the year

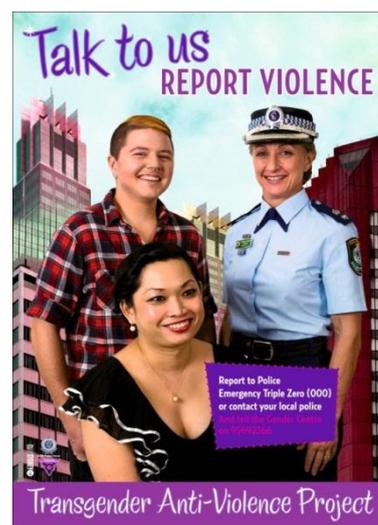
## TRANSGENDER ANTI- VIOLENCE PROJECT

The aim of the project is to raise awareness of transphobia, provide advocacy and support to people who are victimised or discriminated against due to their gender identity and to encourage and increase the rate of reporting of incidents of violence and transphobic experiences.

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 TAVP would like to thank the City of Sydney for all the support they have provided to this project during the year and would like to thank the steering committee for their on-going support and feedback.



## Service Evaluation

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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.