

# ANNUAL REPORT

2018

# The Gender Centre at a Glance...

**3468**  
Short Term  
Accommodation  
Nights

**7626**  
Medium Term  
Accommodation  
Nights

**130**  
Families  
Supported

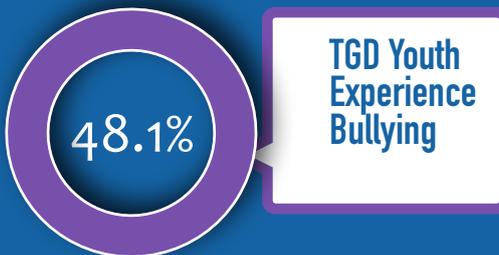


**1463**  
Counselling  
Sessions

**528**  
Parents  
Attending  
Support GROUPS



**159**  
Counselling  
Clients



**48**  
Schools  
Supported

**132**  
Psychological  
Clients

**426**  
Psychological  
Sessions



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**Over view of the  
Gender Centre**

2

**Who we are**

3

**Services**

4

**Training &  
Community**

5

**Governance**

6

**Acknowledgments**

**Our Patron:**

**Professor <sup>the</sup>  
Honourable Dame  
Marie Bashir**



*Professor Bashir was the first woman appointed Governor of New South Wales. She taught at the Universities of Sydney and NSW, working with children's*

*services, psychiatry and mental health services, and Indigenous health programs. At the time of her appointment as Governor of New South Wales, she was Clinical Professor of Psychiatry at the University of Sydney; Area Director of Mental Health Services Central Sydney; and Senior Consultant to the Aboriginal Medical Service, Redfern and to the Aboriginal Medical Service, Kempsey. She was appointed an Officer of the Order of Australia in 1988 for her services to child and invested a Commander of the Royal Victorian Order (CVO) in 2006.*

*In June 2014, Professor Bashir was named as a Dame of the Order of Australia for extraordinary merit in service to the administration, public life, and people of New South Wales, and as an advocate for improved mental health outcomes for the young, marginalised and disadvantaged.*

# Welcome from the Chair:

**Rainer Jardin**

## **The Gender Centre has been busy...**

We are the peak service for transgender and gender diverse people, their families and support people. From our roots as Tiresias House—refuge with 12 bed spaces—to our current position as a frontline, community service the Gender Centre continues to grow. There have been some set backs. Last year, funding ceased for our over 55s project and the Centre was no-longer able to fund a dedicated role for senior trans people.

At the same time the Gender Centre has grown other services, particularly through the Primary Health Network. We've added 2 psychologists, expanding our services to 4 days and soon to 5 days a week.

This year we've experienced more support requests by more people from across the lifespan. That has meant seeing more families, children, adolescents. More workplaces needing

assistance with workplace transition. More schools requesting help to accommodate trans students.

It's not so long ago that, that the Gender Centre lost its home of 30 years and was thrust into an unstable commercial market. To be able to meet commercial rent funding, we lost a full time staff member.

Now however the Gender Centre is working with Inner West Council to secure a bigger building - with office space and medical rooms to continue to expand the Gender Centre's health services, in line with the Centre's overarching aim to provide a one-stop, wrap around service for the transgender community.

**Its been an exciting year.**

**Rainer Jardin**

Board Chair

President of the Gender Centre

## Overview:

# Phinn Borg Executive Director

**What a year its been for transgender young people and families...**

In September last year the community experienced some of the worst back lash against trans people seen in years. Worse still was the way young people, children and families were targeted by an influx of negative marriage equality media and specifically aimed at trans youth.

The Gender Centre sees first hand just how bad it can get for trans families. Something corroborated by the Perth Children's Hospital's September 2017 report: *Trans Pathways*. One of the largest surveys of transgender and gender diverse young people in Australia, *Trans Pathways* found that almost half of Australian TGD young people have attempted suicide. Add to this that 74.6% of TGD young people have been diagnosed with depression, and that a staggering 60% of these youth feel isolated from medical and mental health services.

This is a dangerous combination, though hardly surprising. Trans

young people continue to be portrayed poorly in the media. Either trans people don't exist, or as Rainbow Rights Watch's February 2018 *Translating Transphobia* report shows only 12% of nearly 5,000 written news articles about trans people were positive.

But there are reasons to be hopeful too.

From last November Transgender adolescences no longer needed to apply to a judge to undergo hormone treatment. Equally as important, in October Georgie Stone was announced as Victorian Young Person of the Year. And in October as well, the acclaimed short film *First Day* premiered starring talented young trans actress Evie McDonald.

Its an exciting time, and the Gender Centre is looking forward to another year helping transgender families, young people and the community as a whole to find their feet and grow.

Phinn Borg  
Executive Director.

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# Over view of the Gender Centre

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**Who We are:**

**Gender Centre**

**Mission:**

**Work to achieve equality for transgender and gender diverse people and their families.**

**Vision:**

**To help build a society that is inclusive of transgender and gender diverse people, their families and allies.**

**Principles:**

**To provide confidential, client centred services and promote a holistic, integrated and strength based approach to service provision for the transgender and gender diverse community. We operate within a strong, transparent and accountable governance framework, Code of Conduct.**

**Who We are:**

**Gender Centre**

## **Us**

*The Gender Centre is the peak state-wide specialist multi-purpose service supporting TGD people at any stage of their transition (pre-mid-and post transition).*

***‘NSW Growth continues to be extraordinary.’***

Phinn Borg, Executive Director

## **Clients**

*Between July 2017 and June 2018 the Gender Centre provided over 43,584 occasions of service provision provided to 3095 individual transgender gender diverse gender questioning people and their family members and work colleagues .*

## **Parents, Families, Schools**

*During the 2017/2018 financial year the Centre worked with 130 families providing front line support and wrap around services to engage both families and youth to remain connected. the Centre provided support to 48 schools.*



## Who We are:

## The Gender Centre and Families

Every year we report on the increase in demand for services for transgender young people, children and their families. This past 12 months has seen a dramatic increase in demand. From general questions and basic information, to advocacy, peer support initiatives, pathways for psychological referrals and counselling support.

The Gender Centre has worked with our partners to deliver two new regional NSW parents support groups. One in Nowra for families further South of our Wollongong parents group.

### 2017/18 Parents Groups Attendance:

<b>Sydney</b>	<b>373</b>
<b>Wollongong</b>	<b>91</b>
<b>Katoomba</b>	<b>44</b>
<b>Dubbo</b>	<b>10 New Group</b>
<b>Nowra</b>	<b>10 New Group</b>

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# Services

We Provide

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# Services

## We Provide

### Health

Counselling (including drug and alcohol counselling service)

Needle, Syringe program

Outreach to transgender sex workers

Rural & Regional support services

Safe Space Project

Transgender Anti-Violence reporting project

Nutritional service

Psychological support services

Speech therapy

RPA Sexual Health Service

T150 clinic with Albion St Health Centre

Dubbo Sexual Health Service

Orange Sexual Health Service

Outreach to transgender sex workers

### Advocacy & Support

Social events and workshops; Ad+Support

Advocacy service A&S

Aged and ageing support care services; A&S

Support groups for men, women, youth, seniors and parents Ad+Support

### Education

Training and support for clients, service providers partners and loved ones

Training and support for HR departments

Training for psychologists and counsellors

Ed Outreach (including support to schools)

Policy development

Resource development service (library, kits and fact sheets, magazine, website)

### Homelessness

Case management (including to residents, community clients and inmates)

Crisis accommodation program

Homelessness prevention and early-intervention program

Tenancy support program

Transitional accommodation program; Ho

### Homelessness & Health

Outreach (including night outreach, court, cell and gaol outreach)

Far Western Sydney support services

Greater Western Sydney support service

Outreach (Including support for families in remote and regional NSW)

School support services

# Services

We Provide

Health:

Counselling  
18-75+

Counselling  
5-18

Needle & Syringe

Health  
Promotion  
Project

Psychological  
Support

Nutritional  
Clinic

Dubbo Sexual  
Health Clinic

T-150  
Clinic

Outreach  
Services

Nutrition  
Clinic

Counselling  
Age Range: 18-75+

The Gender Centre sees individuals dealing with mental health issues such as depression, anxiety, post-traumatic stress and personality disorders; those suffering from traumatic brain injuries with permanent and debilitating effects; and those on the autism spectrum. The Gender Centre offers specialist gender therapy, with a wide variety of approaches, to meet the needs of such a diverse clientele.

This past year, the occurrence of depression, anxiety and suicide ideation, all relating to gender identity and presentation, has once again been very high.

We offer therapeutic approaches to mental health issues, but also provide specialist knowledge and referral options to clients who wish to embark on medical (hormone replacement therapies and surgery) or legal transition (name and birth certificate changes).

‘The most common comment we hear about counselling at the Gender Centre, is that we provide a “safe space” for clients to come and be themselves.

— GC Counsellor

‘Parents have brought gender diverse children to counselling, offering their kids somewhere safe to discuss and explore their identity, and to build relationships for future therapy if and when required.

— GC Counsellor

## Counselling Age Range: 5-18

This year the Gender Centre continued to offer counselling to youth and families.

We continue to support schools, parents and young people with our 'transition at school' process, where families and educators are able to access knowledge and resources to help make transition easier for their young person.

The Gender Centre is working to build community around trans families. We launched our Play Date project, where trans and gender diverse children and their families participated in a picnic with facilitated games, face-painting, snacks and music. This was a fantastic opportunity for parents of gender diverse children to meet other families and make ongoing connections.

Our counselling service continues to provide support and education to school counsellors including rural areas and placement opportunities to student counsellors to support trans kids.

"Thank you from the bottom of my heart for providing a unique opportunity to build and grow this wonderful community, for both the parents and kids. It is so important that we continue to do so."

— Play Date Project Parent.

### Counselling Topics:

Anxiety

Cross Dressing

Drug & Alcohol

Bullying

Religion

Accommodation

School Issues

Depression

Violence

Passing

Fear

Relationships

Surgery

Transition

Suicide

Sexual Assault

Self Harm

Hormones

Gambling

Family

159

## COUNSELLING

Individual  
Counselling  
Clients

1463

Counselling  
Sessions, Contact  
Support and Email

155

Aged 16-25  
Counselling

789 409

Face to Face  
Counselling  
Sessions

Email  
Counselling  
Support

220

Telephone  
Counselling  
Clients

45

Skype  
Counselling  
Clients

## Psychological Support Services

The Gender Centre provided Free, short-term face to face psychological services for under serviced groups. Clients presenting in this program were commonly facing issues surrounding gender, as well as high rates of suicide ideation, depression, anxiety and trauma. The individual sessions had a Cognitive Behavioural Therapy focus, and showed a high success rate in improving mental health outcomes for these clients.



## PSYCHOLOGICAL

132

Individual Psychological Clients

426

Face to Face Counselling Sessions

## Nutritional Clinic

The Gender Centre's Nutrition Clinic strives to close the gap of health outcomes by providing free nutrition consultations for clients of the Centre.

We believe education is a key preventative measure against chronic illness and exacerbation of existing conditions.

Nutrition Clinic provides health support and facilitates improvement for clients with chronic pain, mobility issues, HIV/AIDS, hepatitis C, degenerative diseases, mental health conditions, insomnia, general stress, and more.

## Outreach Services

The Gender Centre's Outreach service provides help for members of the community confined to hospital, homes, and in correctional facilities within N.S.W.

The outreach service is of significant benefit to clients in addressing their health needs and concerns, through the development and implementation of holistic case plans the outreach team provide wrap around service models that allow health and welfare concerns to be discussed and dealt with in a safe and honest manner.

Wednesday night outreach to "at risk" street based sex workers who can access the outreach services from a number of locations from the surrounding areas of Surry hills and Darlinghurst, Newtown, the Great Western Highway Eastern Creek, Canterbury Road and Penrith.

## OUTREACH SERVICES

### SAFE USING

Safe equipment Where the need arises

HOSPITAL & PRISON VISITS  
Trans People are Often Most Vulnerable When in Hospital or Prison

### HOME VISITS

For clients confined at home.

### HEALTH INFORMATION

HIV injecting Hormones  
STDs. Safe Sex Work  
Transgender Health Concerns

### INFORMATION REFERRALS

About all things TGD Health Related.

### COURT/CELL OUTREACH

Available to all TGD clients

## Dubbo Sexual Health Clinic

The Gender Centre provides on site face to face services with Dubbo Sexual Health Clinic providing specialised outreach to transgender and gender diverse people in this region on a regular basis.

Gender Centre drive in and conduct services with pre-arranged clients.

# T150 Service

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In 2017/2018 The Gender Centre entered into partnership with the Albion Centre to provide clinical health services to the Transgender and gender diverse community

The T150 clinic is an innovative specialist HIV and Sexual Health service providing holistic care for transgender and gender diverse people in a dedicated clinical space.

## T150 SERVICES

SAFE  
INJECTING  
EDUCATION

HIV, SEXUAL  
HEALTH &  
BLOOD BORN  
VIRUS SCREENING

HIV POINT OF  
CARE  
TESTING

PEER  
SUPPORT

SEXUAL  
HEALTH ED  
With a TGD  
focus

INFORMATION  
REFERRALS

About all things TGD  
Health Related.

TREATMENT  
OF any  
Diagnosed

CASE  
MANAGEMENT

TGD  
REPRODUCTIVE  
ADVICE

CERVICAL  
SCREENING

Immediate  
HIV & HEP C  
Management  
Treatment

HEP A & B  
VACCINATIONS

HIV PrEP &  
PrEP Provision &  
EDUCATION

BLOOD  
MONITORING  
Hormones etc.

## Health Promotion Project

The Health Promotion project ensures that members of the transgender community who engage in high risk behaviours are provided with appropriate information and resources to safeguard themselves and others from the risk of contracting or spreading HIV/AIDS, Hepatitis C, Sexually Transmitted Infections (STIs) and other Blood Borne Viruses (BBVs).

## OUTREACH

217

Outreach Clients

3051

Episodes of Service Delivery

20,718

Safe Sex Equipment Items Distributed

10,106

Items of Injecting Equipment Distributed

355

Health Information sessions provided on safe sex, Blood born viruses, Alcohol, Drugs, HIV, HEP C, Mental Health, legal issues, Housing, discrimination

629

Safe Sex Packs distributed

# Services

## We Provide

**Advocacy & Support:**

**Support Groups**

**Support Groups**

*The Client Support program plays a crucial role in providing assistance to clients whose needs are less intensive than those provided through counselling.*

*The Gender Centre provided a wide range of support groups, workshops and events throughout the 2017-2018 financial year. These services were provided through the Centre's Client Support Program and aimed to provide clients with access to meaningful*

**Legal System**

**Assistance Advice:**

**Accommodation Assistance DoH**

**Referral Advice**

**Centre Link**

**Courts**

**Employment Assistance**

**Housing Agencies**

**Referral Advocacy**

# SUPPORT GROUPS

PARENTS  
GROUP  
METRO

TRANSGENDER  
YOUTH GROUP  
Transtopia

INFORMATION  
TALKS WITH  
GUEST SPEAKERS

PARENTS  
GROUP  
Wolloongong

F TO M  
CONNECT  
GROUP

QUEER  
AGENDA  
GROUP

WALK  
INS

PARENTS  
GROUP  
Dubbo

WOMEN'S  
GROUP

INTERNATIONAL  
TRANSGENDER  
Day of Visibility

PARENTS  
GROUP  
Nowra

YOUNG  
WOMEN'S  
GROUP

TRANSGENDER  
DAY OF  
Rememberance

PARENTS  
GROUP  
Katoomba

OVER 55s  
GROUP

# Services

We Provide

**Education:**

**Resource  
Development**

**Polare  
Magazine**

**Service  
Evaluation**

**Anti-Violence  
Project**

**Web Site**

**Resource  
Development**

*The library continues to purchase new books and receive donations from members of the community. The Gender Centre greatly appreciates the generosity of the community and our supporters.*

*Information kits play an important role in providing information or raising awareness of the issues facing transgender people. There remains a high demand for kits from employers, students and professionals.*

## INFORMATION KITS

**1981**

**Feminising  
Hormone  
Fact Sheets**

**1397**

**Documents  
of Identity**

**391**

**Facial  
Feminisation  
Info Sheets**

**2,477**

**Extra Fact Sheets  
Downloaded**

**333**

**Breast  
Augmentation  
Sheets**

**1346**

**Masculinising  
Hormone  
Information**

**528**

**Exploring Gender Kit**

**443**

**Hysterectomy  
Oophorectomy  
Info Kit**

# Polare Magazine

Polare magazine 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.

## POLARE

# 1697

Downloaded  
From GC  
Website

# 1440

Magazines  
posted to  
Mailing List

# 3,827

Magazines Printed

# 400

Magazines  
Distributed  
from the GC

# 290

Magazines  
Posted to  
Subscribers

# Website

The GC website is one of the most comprehensive Transgender websites in the world. The website is the key to distributing information via kits and information sheets, news of upcoming events, support for clients and loved ones and services provided by the Gender Centre.

The website provides other service providers information about the Gender Centre and is a resource for networking purposes and to assist other service providers with a transgender client of their own.

## WEBSITE

# 303,534

Unique  
Visitors

# 191,102

Number of  
Visits

# 874,876

Pages  
Viewed

# 6,320,400

Hits

## Anti-Violence Project

The Transgender Anti -Violence project addresses all forms of violence that impact on the TGD community. Domestic violence, sexual violence, anti-transgender harassment and hate crimes.

The project provides on line and telephone support for community members who have experienced crime and discrimination. The project also delivers training to service providers and NSW Police.

## Service Evaluation

All staff at the Gender Centre provide optimal service for 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.

# SERVICE EVALUATION

RESIDENTIAL DATA  
COLLECTION &  
ANALYSIS

COLLATERAL  
FEEDBACK

FROM OTHER  
AGENCIES &  
SERVICE PROVIDERS

DATA COLLECTION  
RELATING TO  
REFERRAL  
PATTERNS

STRENGTHENING  
FOCUS ON CASE-  
MANAGEMENT  
PRACTICES

LEVEL OF DEMAND  
FOR PARTICIPATION NATIONAL, STATE &  
LOCAL MECHANISMS,  
STRATEGIES & ACTIVITIES

MONITORING  
DATA RELATING TO  
ATTENDANCE

INCREASED  
AWARENESS &  
FOCUS ON WH&S

MONITORING OF  
CIRCULATION LEVELS  
OF PRINT RESOURCES

FEEDBACK FROM CLIENTS  
REGARDING COMPLAINTS  
COMPLEMENTS & SUGGESTIONS

ONGOING COMMITMENT TO  
ENGAGING in  
QUALITY IMPROVEMENT

ANALYSIS  
OF REASONS FOR  
DISCHARGE

# Services

## Homelessness:

Specialist Housing

Tenancy Support

Case Management

Transitional Accommodation

Homelessness Prevention

## Specialist Housing

The Gender Centre delivers services that assist vulnerable transgender individuals and their families to avoid the risk of homelessness as well as assisting people experiencing homelessness to break the cycle of homelessness. We achieve this by delivering client centered services that build service responses around the needs of individual clients, this includes individually tailoring the intensity and duration of support and accommodation setting in which support will be delivered within and family capacity skills and

this framework we also consider the needs of the family or household in achieving a long-term housing outcome including building individual. Housing influences physical and mental health directly and indirectly, transgender people have different needs at different stages of their life and require customised and coordinated responses rather than one-size fits all staff at the Gender Centre work on all aspects of the clients life to achieve measurable housing outcomes this requires a coordinated approach to service delivery to address the multidimensional and complex nature of the clients disadvantage with ongoing support to ensure that the individual client progressively builds skills to address their housing crisis

## HOMELESSNESS RESPONSE

1. INTERVENE EARLY

2. CRISIS & TRANSITIONAL RESPONSE

3. RAPID REHOUSING RESPONSE

4. INTENSIVE RESPONSES FOR CLIENTS WITH COMPLEX NEEDS

## Residential Crisis & Transitional Services

Housing influences physical and mental health directly and indirectly and transgender people have different needs at different stages of their life that require customised and coordinated responses. Staff at the Gender Centre work on all aspects of the clients life to achieve measurable housing outcomes to address the multidimensional and complex nature of disadvantage.

### CRISIS ACCOMODATION

**3** Crisis  
Residence

Crisis  
Beds **13**

**21** Transitional  
Properties

**35**  
SHORT  
TERM  
CLIENTS  
ACCOMMODATED

**7626**  
MEDIUM  
TERM  
BED  
NIGHTS  
PROVIDED

**3468**  
SHORT  
TERM  
BED  
NIGHTS  
PROVIDED

**39**  
SHORT  
TERM  
CLIENTS  
ACCOMMODATED

## NEEDS IDENTIFIED:

**884**

ASSISTANCE  
WITH CHALLENGING  
BEHAVIOUR

**1961**

OTHER  
SPECIALISED  
SERVICE

**1466**

CULTURALLY  
SPECIFIC  
SERVICES

**697**

ASSISTANCE  
FOR TRAUMA

**532**

SPECIALIST  
COUNSELLING  
SERVICES

**484**

LIVING  
SKILLS/  
PERSONAL

**1477**

ASSISTANCE  
TO CONNECT  
CULTURALLY

## SUPPORT PROVIDED:

**822**

ASSISTANCE  
WITH CHALLENGING  
BEHAVIOUR

**1928**

OTHER  
SPECIALISED  
SERVICE

**1438**

CULTURALLY  
SPECIFIC  
SERVICES

**618**

ASSISTANCE  
FOR TRAUMA

**479**

SPECIALIST  
COUNSELLING  
SERVICES

**414**

LIVING SKILLS/  
PERSONAL  
DEVELOPMENT

**1443**

ASSISTANCE  
TO CONNECT

# Tenancy Support Program

Transgender people are among the most marginalised in society and many of our crisis accommodation clients, and some of the community clients present with a complex range of needs. As a result many of these clients require and use a wide range of services and different forms of assistance including. Case management has been particularly useful in providing assistance to clients with a complex range of needs in the past year.

We can provide early intervention support for tenancy providers such as landlords, real estate agents and community housing providers when they have identified issues that place their tenant at risk of becoming homeless, as well as early intervention and support for tenants who are experiencing difficulties with rent or rental arrears by arranging brokerage for the tenant.

We can also provide support for tenants who are experiencing life issues that place their tenancy at risk - such as difficulty with neighbours.

The successful management of tenancies means long-term tenants, lower vacancy rates and less need for

# Case Management

Case-management is provided to all clients who access the Gender Centre; this encompasses the three levels of support. Clients are able to access community early Intervention case management in order to prevent homelessness, crisis support in accommodation provided by the Centre or post crisis support to re-establish stability once a housing crisis has been resolved. Case management has been particularly useful in providing assistance to clients with a complex range of needs in the past year.

Transgender people are among the most marginalised in society and many of our crisis accommodation clients, and some of the community clients present with a complex range of needs.

As a result many of these clients require and use a wide range of services and different forms of assistance including housing, income, health, employment, education and



For clients residing in our accommodation programs, our case management process reinforces the progress-based nature of our residential service, providing a mechanism whereby realistic goals can be formulated and a comfortable level of progress can be gained by each resident. Support planning assists each client and our staff in working effectively with each other in order to facilitate progress on the part of our clients.

The case management service enables clients to formulate their own individual support plan with the assistance and encouragement of the case worker.

The support plan may encompass short, medium and long-term goals and strategies. Each support plan attempts to address the needs of the client and to work from the client's own view of progress, taking into account any current social, emotional and/or physical limitations that the client may be experiencing, while also assisting them to progress within the Gender Centre's housing program.

## CLIENT SUPPORT

19,141

SUPPORT  
PERIOD  
DAYS

158

DISTINCT SHS  
CLIENTS

## GREATER WESTERN SYDNEY

24

Total  
CLIENTS

1095

Total  
Support  
DAYS

## Greater Western Sydney

The Greater Western Sydney (GWS) position is held in partnership with Wentworth Community Housing and connects The Gender Centre more directly with clients in Western Sydney and the Blue Mountains.

This role focusses on the key elements of early intervention and tenancy support. An underpinning process for the GWS role is to stop city drift by helping clients to resettle within the GWS area, reducing the strain on inner city resources.

Early intervention in the GWS area has included increasing support of families again with transgender youth and working with their high schools to support transition. Transition in high schools involves working separately with the student cohort and the staff to ensure a smooth, supportive and successful transition. set up new

The GWS worker has forged relationships with other key support organisation in the GWS area including Platform Youth, Mission Australia, Anglicare and Katoomba Women's Centre. Outreach engagement in the GWS area has included reaching out to clients during homelessness awareness week, and providing access to services for clients in outer suburbs areas with a high complexity of needs.

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# Training & Community

# Training & Community

## Training:

Committees & Consultations

Education & Training

Training for Service Providers

Agency Networking

Staff Training & Development

## Agency Networking

*Staff at the Gender Centre have continued to network with a wide range of services over the 2017-2018 year. Some of these services include:*

Royal Prince Alfred (RPA) Sexual health, St Bede's Home South Hurstville, **Anglicare**, Wise Employment Marrickville, **APM Employment Services**, Ingleburn Community Care Northern Beaches, SW Sutherland Hospital, SW ACAT South Care, Department of Corrective Services, **Westmead Children's Hospital**, Resource and Education Program for Injecting Drug Users (REPIDU), Taylor Square Medical Clinic, the Asylum Seeker Centre, NSW Department of Education & Training, Sex Workers' Outreach Project (SWOP), NSW Anti-Discrimination Board, Youth Block, **Catholic Care (ALIVE Program)**, NSW Department of Housing Burwood, NSW Police Surry Hills, NSW Department of Housing Surry Hills, Taylor square medical centre, Dr Hespe Glebe Family Medical practice, **Cerebral Palsy Association**, Wentworth Housing, Hume Housing, The Marie Bashir Unit, Concord Hospital Mental Health Centre, The Royal Prince Alfred Hospital Renal Dialysis Unit, NSW Federal Police, **Bobby Goldsmith Foundation**, Employers Federation, NSW Police Service, Homelessness NSW, Salvos Gorman House, The **Women's Housing Company**, YWCA, Centrelink, Dubbo Sexual Health, Haymarket centre, AIDS Council of NSW (ACON), NCOSS, Oasis program, Sydney Women's homelessness alliance, Menai High School, **Inner City Legal**, Centre Twenty 10, Ashfield Community Health Centre, Uniting Care, Marrickville Community Health Centre, **Marrickville police**, Aboriginal medical service, Aboriginal legal service, Tony Merritt (ATAPS program), Long Bay Jail, Head Space, **City of Sydney Council**, TAFE NSW, Wesley Mission, Medicare CAPS program, Women And Girls'

## 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:

# COMMITTEES & CONSULTATIONS

SHS  
Interagency  
meetings

Safe  
Relationships  
Project  
meetings

Professional  
counsellors  
meetings

the NSW LGBTI  
Domestic and  
Family  
Violence  
Interagency

Consumer &  
Community  
Advisory  
Council (SLHD)

Health  
Interagency

SHOW-NET  
MEETINGS

Asylum  
seekers  
interagency

DHIG: District  
Homelessness  
Itinerancy Group

Premier's  
Priority on  
Reducing

Greater  
Sydney  
ageing LGBTI  
interagency

# Education & Training for Service Providers

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

The aims of the education packages are:

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

The steady demand for education and training from the Gender Centre has served to reinforce the improved commitment of the wider community to become informed about transgender and gender diverse people.

The response from those attending the training has been overwhelmingly positive.

During the 2017-2018 financial year training was provided to over 600 individuals through the corporate sector, specialist women's services, universities, and employers.

Gender Centre staff also spoke at the forums, conferences listed below and provided a "webinar" (a seminar conducted over the Internet) sessions.

Staff training is conducted with the aim of strengthening staff skills in major areas of client service delivery and organisational development.

Clinical supervision is provided for all staff involved in client service delivery.

# The Gender Centre Training Attendance

12

Corner Youth Health

26

PHN TRAINING GLEBE  
MEDICAL CENTRE

6

Croydon Mental health  
team

42

North Sydney Youth  
Interagency

60

ACON panel  
(conference)

26

Orange/Dubbo Orana  
services

24

Facs Orange

39

SYDNEY  
THEATRE Co,

49

CARRIAGE  
WORKS

19

YARRALLA HOUSE  
(THE BRIDGE)

28

SYDNEY HOSPITAL

90

Health In  
Difference  
conference

20

University  
Sydney  
Masters

26

De-identified employer

9

Work skills Australia  
GROUPS

8

De-identified  
primary  
School

6

Un-named  
primary

5

De-identified  
High School

6

VERITAS HOUSE

50

Western  
Sydney  
University

25

Legal Aid

10

Un-named Primary  
school

15

ALBION ST  
CLINIC

5

Un-named  
public school

4

Un-Named  
school

15

Un-named  
College

## Staff Training & Development

Staff have attended the following training, seminars and forums during 2017-2018:

# STAFF TRAINING, SEMINARS & FORUMS

Domestic Violence and A.D.V.O.s, Clinical and Research Updates in Alzheimers and Fronto-Temporal Dementia, 2<sup>nd</sup> National LGBTI Ageing and Aged care forum, Case discussion complex trauma and co-occurring issues, Principles in practice-Supporting Survivors of Complex Trauma, Working Collaboratively to address the social and emotional wellbeing of older LGBTI people, Case discussion Dissociative Identity, Mental Health practitioner Course, Working together to support people who self-harm, Working collaboratively to manage co-morbid mental health and methamphetamine use Timely diagnosis of Dementia, Working with Clients with Hepatitis C - Hepatitis NSW, LGBTI Aging - Australian Association of Gerontology, The Aged Rights Service Forum, Living Well, Living Longer Seminar, The Suicide Closet Workshop, Fire Training, Governance workshop, Hoarding Workshop, Mental Health Recovery Workshop, Jung Society Workshop: Ageing; Planning Ahead Seminar; Client Information Management Systems, Trauma-Informed Care for Caseworkers, First Aid Course, Mental Health First Aid.

# Service Provider Training To:

**TAFE**

**POLICE  
FORCE OF  
NSW**

**MENTAL  
HEALTH  
UNITS**

**ACCIDENT &  
EMERGENCY  
DEPARTMENT**

**SCHOOLS**

**UNIVERSITIES**

# Training & Community

## Community:

Transgender Day of Remembrance

Fair Day

Student Shop Front Project

Transgender Day of Visibility

Transtopia Youth Group

Mardi Gras

## Mardi Gras

*Young transgender people, their parents, allies and friends proudly march in the 2018 Mardi Gras parade behind the Gender Centre's banner. The families and young people rallied together and met at the Commonwealth Bank nearby to prepare for the event. Commonwealth Bank staff kindly provided a safe venue for the meeting point and it was greatly appreciated by all of the marchers.*

*It was a colourful and enthusiastic group who marched, led by the two super hero trans defenders, Savannah Jackson in super hero outfit. All of the marchers identified that this was the most liberating and exciting experience they had been involved in where they felt respected, welcomed and acknowledged.*

*People on the side lines spoke with parents and allies in a show of support; one young person was comforted by a parent along the march, who had said they came to watch the parade after being made homeless by their family after coming out as transgender. They were hugged and supported by the parents on the march, and were smiling and said they felt better for knowing that families do care about transgender youth*



## Transtopia Youth Group

*This year we have seen the number of young people attending our Transtopia youth group increase, and it has stayed fairly consistent, with attendance generally in the early to mid 20's. This year the group has been predominately trans boys, but we have also had an increase in young trans women attend,*

*with a few identifying as non-binary. Each month Transtopia grows and grows with new comers; the group usually grows with 2-4 new kids each month, who have either heard about the group from friends who have attended or from their parents who attend our parent support groups.*

## Fair Day

*Again the Gender Centre was at fair day, our stall was staffed by Board Members, Staff, Parents, and Volunteers, it was a great day,*

# Transgender Day of Remembrance

For a number of years the Gender Centre, in partnership with the NSW Police Force, the City of Sydney and the Inner City Legal Centre observed the Transgender Day of Remembrance on two dates, one being on the actual day of remembrance (20 November) and the other being the closest Friday to that date, and held in Parliament House.

These two locations were important as the Police Force wished to dedicate a plaque to the “transgender, gender-diverse and other vulnerable communities who have experienced discrimination, abuse and violence” and assert the support of the Police Force for those who suffer discrimination, and because there was to be a street march from Harmony Park to Taylor Square where a candle-light vigil would be held. The march and the vigil were organised by Trans Sydney Pride.

These included a psychiatrist, an academic trans-artist, a counsellor, an MTF, the MTF’s wife, the mother of a transgender child and a transgender policewoman. Approximately 200 people attended the Day of Remembrance and most of these took part in the walk from Harmony Park to Taylor Square as evening fell, and more joined in to light their candles and take part in the vigil.

The principal organisers of the march and vigil were The Gender Centre, Trans Sydney Pride, NSW Police and the City of Sydney. There were more than 300 people taking part in Taylor Square.



## **Student Shop Front Project**

*An animated video was created to educate health care workers about providing culturally appropriate services to transgender clients, in a hospital setting the students also designed identity guidelines to support the development of future videos along with a dedicated microsite we now use this audio at all health training events*

## **Media Activity**

*The Gender Centre has enjoyed a strong presence in the media and in public conversations with the following contributions:*

*SBS world news, ABC Radio, 2SER Radio, ABC-North Coast, Sydney Morning Herald, Guardian, ABC PM, ABC -SA,*

*This year the Gender Centre has continued to build its media profile. In June the GC launched the Valorie Awards to raise awareness of good reporting in the media. The Valorie awards will be announced in December.*

*The Gender Centre was able to also purchase podcasting equipment and has been working on the production of TGD related podcasts with the aim of launching in October/November 2018.*

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**Governance**

# Governance

## Board Of Directors

The directors are constituted in the terms of the "Associations Incorporation Act 1984" and the organisation in general, including the director's functions as provided by the act and the

No service can function well without an effective and committed Board, and as Executive Director of the Gender Centre I look forward to many more years of committed and dedicated Board members assisting the service to function effectively.

## Current Board

<i>Rainer Jardin</i>	<i>President</i>
<i>Kimmi Eversson</i>	<i>Vice-President</i>
<i>Caroline Bugg</i>	<i>Treasurer</i>
<i>Maggie Smith</i>	<i>Secretary</i>
<i>Lisa Cuda</i>	
<i>Dr Col Eglington</i>	
<i>Eva Karagiannis</i>	
<i>Virginia Mackay</i>	
<i>Danielle Miller</i>	



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## **Acknowledgements**

# Acknowledgements

## Our Supporters

*I would like to thank all the individuals and organisations who kindly donated their time, effort, patience, goods and services and/or cash donations to the Gender Centre throughout this financial year*

*Your efforts and assistance are greatly appreciated.*

*We would also like to thank the Brown Family for allowing us into their home and agreeing to be photographed.*

## Funding Bodies

*The Gender Centre would like to thank our funding bodies, the Department of Family and Community Services (Specialist Homelessness Service (SHS) program), Sydney Local Area Health District for their ongoing financial support during the past year, Wentworth Community Housing, Far West LHD and Central and Eastern Sydney Primary Health Network*

**NSW Department  
of Family &  
Community  
Services  
Funded  
Projects**

**Homelessness prevention and  
community awareness of  
homelessness;**

**Early intervention homelessness  
support (i.e. case-management);**

**Post crisis support;**

**Supported homelessness  
accommodation service ;**

**crisis and transitional**

**Supported independent living (i.e. case-  
management).**

## NSW Health/ Sydney Local Health District Funded Projects

Supporting and providing services to clients experiencing gender and health related issues;

Providing individualised specialist counselling services

Providing specialised support groups for transgender youth, parents and families

Providing wrap around health support services to transgender and gender diverse people

Provided a secondary NSP program

Provide expert consultancy and advice to school counsellors and principals to retain gender questioning youth in the education system

Provide outreach support to transgender and gender questioning sex workers

Maintaining links with other support organisations

## Central & Eastern Sydney Primary Health Network Projects

Supporting and providing services to clients experiencing gender and health related issues;

Supporting and providing services to clients experiencing gender and health related issues;

Provide short term face to face psychological therapies to transgender gender divers and gender questioning people experiencing mild to moderate mental health concerns

Provide group based psychological services

## Wentworth Community Housing Projects

Homelessness prevention and community awareness of homelessness;

Early intervention homelessness support (i.e. case-management);

Post crisis support;

Supported homelessness accommodation service ; crisis and transitional

Supported independent living (i.e. case-management).

## Far West Local Health District

Provide Western NSW LHD community's access to the state-wide specialist counselling support services of The Gender Centre.

Provide a Specialist Case Worker to engage transgender and gender questioning clients with specialist case management, support, information, referrals and access to resources

Provision of on-site visits to Dubbo Sexual Health Service.

Provision of on-site visits to Orange Sexual Health Service.

## One Off Grants

Aurora

Inner-west Council

Street Smart



**THE GENDER CENTRE**  
SERVICES FOR THE TRANSGENDER AND GENDER DIVERSE COMMUNITY **INC**

**REPORT DESIGN** by Eloise Brook

**PHOTOGRAPHY** by Robert Knapman

