

Polare

MAGAZINE



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 **The Gender Centre**
Est.1983



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EXECUTIVE DIRECTOR'S UPDATE

Welcome back to Polare.

It has now been a few years since we have published our longstanding magazine of the Gender Centre, and we are happy to see it return. The feedback from the community about its absence and the need for it to once again be an integral part of the resources was heard very clearly and the team were excited to look at what a new design could look like.

This edition is just a pilot of what the team felt the community has been asking for by way of the magazine. However, you may find, as you read through this edition, gaps or areas where you feel more information or articles are important. I urge you to jump on the link on the back of this magazine and let us know your thoughts. Our goal is to make the return of Polare a community driven process where



your feedback about the magazine informs us on what you want to read, know and even contribute to.

After so long an absence I thought I would share with you a quick update about the Centre. Since the last edition we have relocated to Marrickville. The new offices are located on site in the heritage part of the old Marrickville hospital behind the library. We are excited to be in such a beautiful space, where we have been able to make our spaces more welcoming and safe for all who come in. Windows, not a shop front, gardens behind us for events to spread out into and counselling rooms that allow for a range of therapies to be delivered are only a few of the improvements we have been able to make.

Phinn Borg
Executive Director
The Gender Centre



In other news, we have started the process of expanding our regional outreach program to deliver face to face services beyond our long time partner health district of Western NSW. The hope is that within the next 12 months face to face services will be delivered on a 4 monthly basis across 4 more regional and rural area health districts.

We have also undertaken an external review of our family program. Briana, our researcher for this project has written an article for this edition. The research outcomes has provided us with recommendations for growing and improving our family program. As we enter into our next three year planning cycle it is feedback, research and data such as Briana's report that gives us suggestions for

improvement and growth. We value your feedback for the same reason, so always feel free to click the link on our website, send an email or drop a note in our feedback box in the front office in Marrickville to let us know how we can be a better service for the community.

In closing, I am glad to see the return of one of our most treasured projects and hope you enjoy reading it and find it worthwhile and informative.



SAFE HOUSING

At The Gender Centre

Greetings, I'm excited to introduce myself as the Senior Housing Manager at the Gender Centre (GC), having joined in July 2024. It's a pleasure to share information about our housing programs and the vital support we provide.

Since 1983, the Gender Centre has offered safe accommodation to thousands of transgender and gender diverse people. Our first site, Tiresias House in Petersham, was Australia's first government-funded service specifically for transgender individuals. Initially, it housed young transgender people who had experienced trauma, family rejection, or had come to the Inner-City seeking community and identity. Due to high demand, we quickly expanded to accommodate more residents. By mid-1984, Tiresias House became the Gender Centre, and the NSW Government provided two additional houses to support crisis and medium-term housing for homeless transgender people.

Today, the GC operates three crisis houses, offering safe and supported accommodation for thirteen individuals over a three-month period. One house is dedicated to young adults (18-25 years), while the other two accommodates people over age twenty-five. Residents receive casework support to help

them achieve goals such as improving health, financial stability, education, and employment. This stabilisation period also prepares them for the next step—transitional housing aimed at long-term independent living. Our crisis accommodation properties are managed by Bridge Housing, and casework services are funded by the NSW Specialist Homelessness Service (SHS) program.

After completing the twelve-week crisis program, clients can move into our transitional housing program, which includes twenty-two studio or one-bedroom apartments. Casework support is gradually reduced over eighteen months as clients develop independent living skills and secure long-term, affordable housing. We partner with community housing providers such as Bridge Housing, St George Community Housing, Amelie Housing, and Metro Housing to manage these properties. In addition to housing, we provide casework support for people at risk of homelessness, helping them sustain their tenancies as part of our homelessness prevention efforts. With the ongoing national housing crisis, strong collaboration with community housing partners remains essential. By working together, we can continue offering stable and affordable housing solutions, ensuring trans and gender diverse people have the support they need to thrive.

Zed Tintor (they/them)
Senior Housing Manager
The Gender Centre

FREE TO BE ME

Celebrating our pride at
Mardi Gras 2025



On Saturday the 1st of March 2025 parents, young people and community members gathered to march with The Gender Centre in Mardi Gras.

We met in the afternoon at a venue in Darling Harbour for a bit of a pre-party. This venue was generously provided by The Commonwealth Bank, they also supplied some wonderful food and a relaxing place for our marchers to prepare for the event.

The Commonwealth Bank have supported our families, young people and community members in preparing to march in Mardi Gras for many years now. Providing a safe and welcoming space and kind staff to assist us. We also had 4 amazing volunteers from Sephora who worked their magic with some fabulous makeup to add the finishing touch to our lovely participants. This space, food and makeup, care and attention left us all feeling like VIPs.

Lisa Cuda

Proud parent

Parent Peer Support

Glitter foam and glue gun extraordinaire

The Gender Centre

After a few hours we headed up to Hyde Park and the marshalling area, the sights and sounds began to get everyone excited about marching that evening. The festival theme for Mardi Gras was “Free to Be”, and it couldn’t be more relevant to the trans, non-binary and gender diverse community. The Gender Centre float chose “Free to Be Me!”, and the visual theme for this was butterflies. Marchers wore large butterfly wings in a cape-style in the trans and non-binary colours, t-shirts with a butterfly logo, and light-up headbands; all representing freedom, transformation and the celebration of just ‘being’.

Some marchers proudly carried our flags and some carried light up signs. The messaging on the signs was varied from “Super Proud Parent”, “Free to Be Me”, “Protect Trans and Non-Binary Kids” but the sign that seemed to get the most attention, cheers and applause from the crowd during the parade was “Not Your Political Scapegoats! Just Kids” Mardi Gras is both a celebration of pride and a protest.

Costumes were worn by 2 community members who proudly marched up front setting a joyous theme for us all to follow. They wore open-hoop skirts decorated in butterflies and lights in the trans and non-binary colours - expressing the true self; who



we are at heart, under the layer of exterior appearances.

As we headed off in the parade there was a sea of colourful wings, a mountain of pride, so much excitement and a clear message of love and support for the TGD community.

One marcher carried a sign “Super Proud Grandparent” and as she marched she managed to find her wonderful grandchild who is trans in the crowd cheering their grandma on so loudly and proudly. It made for an amazing moment in the march. I am the parent peer support worker at the Gender Centre and I have organised the floats and marched in 6 Mardi Gras for the centre over the last 9 years. I am always struck by the incredibly supportive response from the crowd for our floats, our community, kids, parent’s, friends, family and special guests.

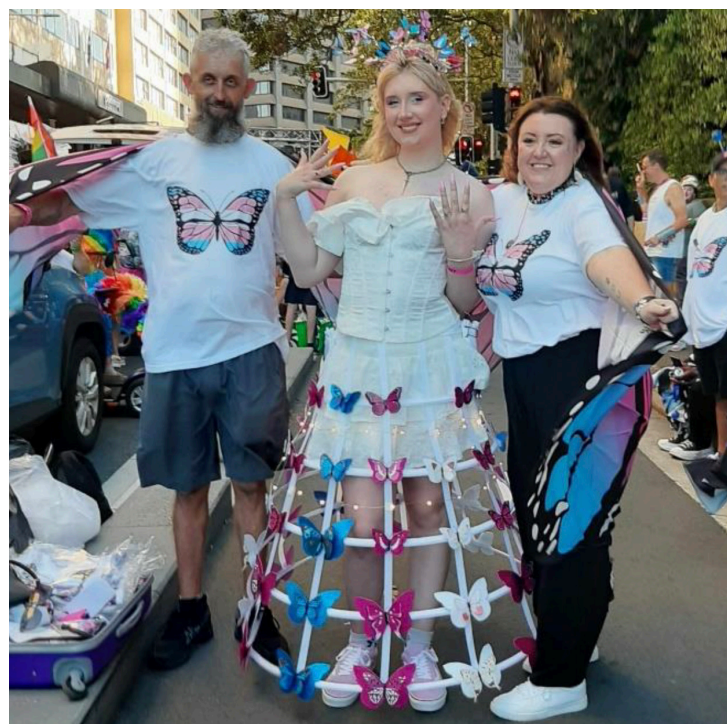
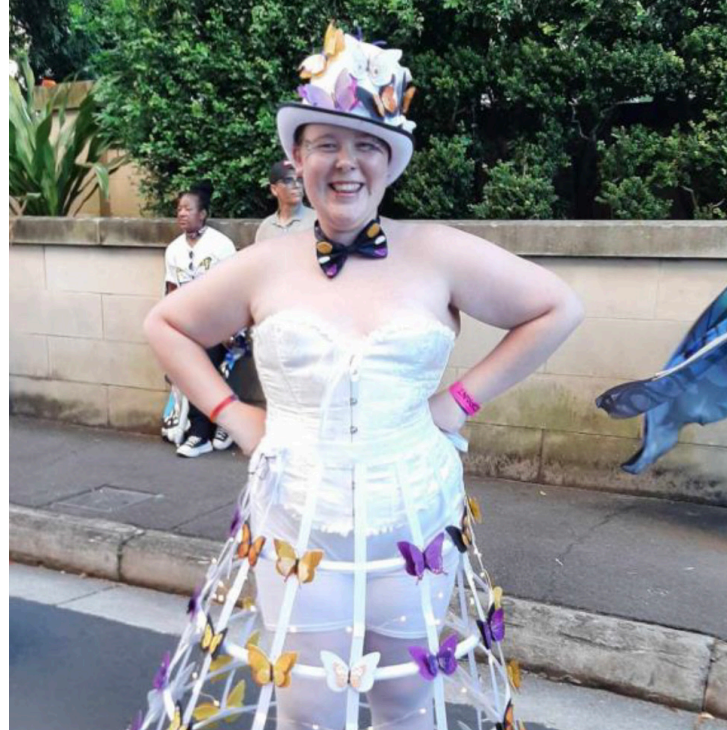
To have our children and their community seen, heard and celebrated in this way is simply a joy to witness. Many who marched felt solidarity, support and love when participating. This type of celebration and support is often not what folks encounter in their everyday lives so to be part of this event can be very empowering and leave a long lasting positive effect.

**Mardi Gras is a protest
and a celebration of pride.**

The TGD community young and old, their friends and families stood together and marched with a clear message of pride, support, love and solidarity. We showed the crowds and those who watched the broadcast that the TGD community is loved, celebrated and their freedoms are worth fighting for always.

Free To Be!

Polare **MAGAZINE**



TRANS DAY OF VISIBILITY

At The Gender Centre



On the evening of Trans Day of Visibility, Monday the 31st of March, the Gender Centre's main hall filled out to celebrate trans lives, past and present.

Professor Emerita Raewyn Connell and Dr Jess Hooley, accomplished trans academics and activists both, were invited to talk about the history of trans experiences and transitions in Australia and across the world.

Raewyn Connell, who as Jess Hooley proudly attested to, is quite possibly one of the most prolific and important authors of sociology in the world, presented us with a series of Moments from Trans history.

We heard about Hatshepsut, a female pharaoh of ancient Egypt who took on traditionally male roles and presented herself as male, to fit in to the traditionally patriarchal role of pharaohs. And of Joan of Arc in the

14th century who crossed gender roles and dressed almost exclusively in male attire. Of the historical acceptance of transition and trans identities in India, prior to its colonization by the British Empire. And closer to home, of the story of the Australian adventurer Herbert Dyce Murphy who was known to live for extended periods of time as Edith Murphy, and who was part of the inspiration for Patrick White's *The Twybourne Affair*.

Although some of these examples are quite different from how we have come to understand trans identities in the modern day, the point is that gender diversity and gender transitions have always existed, and that they are various.

Raewyn also spoke of more recent and local trans history, in particular, Roberta Perkins' incredible ethnography of the emerging trans community in the 80s in Kings Cross,

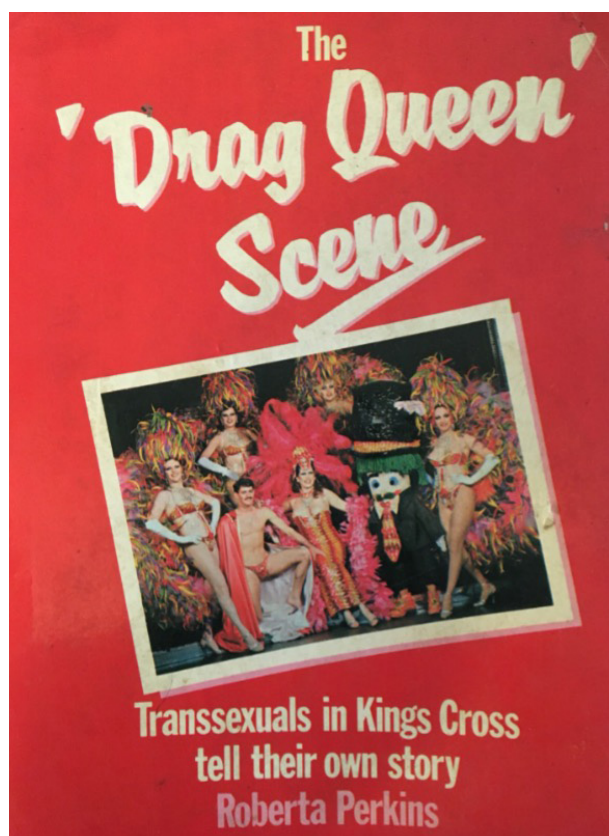
Raili Haagensen
The Gender Centre



The Drag Queen Scene, a book that Raewyn herself helped launch back in 1983. The book is a vivid picture of an early trans community full of life-history interviews that Perkins conducted, in their homes, with twelve trans women from the Kings Cross scene: show girls, strippers, bar girls and sex workers. It is an exceptional account of the incredible life stories of a group of trans women, each with their own sense of trans embodiment, and their community.

We then finished the evening with the launch of Briana Shorten's research into the Family Program of the Gender Centre, of which Briana will talk more about in another article in the magazine.

All in all, the evening was a great success and we hope went some of the way to doing justice to the incredible history, the strength and the pride of our community.



COMMUNITY & CELEBRATION

June

June is Pride month. Taking place from 1–30 June 2025, the aim of Pride month is to celebrate diversity, unity, and equality. The theme of this year's Pride month is *Love, Respect, Empower*.

This month-long event aspires to will bring together the LGBTQIA+ community and allies to honour love in all its forms, encourage mutual respect, and empower individuals to embrace their authentic selves. For information about what's happening in pride month check out: www.sydneypride.com

As the program manager at the Gender Centre its my role to share with the community the activities and services that the Centre provides. Starting with the busiest part of our community activities; between June and August we of course will be running our regular groups. Check out the next page for all of the dates of the groups for the next three months.

On top of these regular activities, there a certain dates within the next three months that are important to many members of the community and the Gender Centre takes the time to acknowledge and where possible celebrate.

Liz Ceissman
Program Manager
The Gender Centre

June 3

Mabo Day is the last day of reconciliation week. This is a significant day for Aboriginal and Torres Strait Islanders alike. On this day in 1992, the High Court decision overturned the colonial concept of terra nullius, Latin for 'nobody's land'. At the time of European settlement of Australia, terra nullius was used to justify the British Crown's claim on the land - as though it was previously unoccupied territory. The Mabo decision was a watershed moment in Australian history.

In addition to overturning a long-held colonial myth, it paved the way for subsequent native title claims. The Australian Parliament passed the Native Title Act 1993 the following year.

July

July is Disability Pride Month. This year, this time is even more important to the Transgender and Gender diversity community as the theme this year follows on from this years Marid Gras theme of free to be; the theme for Disability Pride month is: "Proud and Free to Be Me," a call for a society where LGBTQIA+ people with disability are free to be themselves.

Check out the link to see more about events happening in this month:
www.disabilitypridesydney.com

July 14

This is International Non-Binary People's Day, where we celebrate and acknowledge the rich diversity of gender expression and gender identities that exist outside the traditional gender binary. This is a day for the Non-Binary community to celebrate their unique experiences and identities, and to create visibility and understanding.

For information on some events happening on this day check out:
www.lgbtiqhealth.org.au/international_non_binary_people_s_day

July 6-13

NAIDOC week: the theme for this year is 'The Next Generation: Strength, Vision & Legacy'. The focus of this theme is to not only celebrate the achievements of the past, but to look forward to a hopeful and the bright future ahead. The empowerment of our young leaders, the vision of our communities, and the legacy of our ancestors only serves to strengthen the ideals of this projected future.

For events in your local area, check out:
www.naidoc.org.au/local-events/local-naidoc-week-events

August 29

Wear it Purple Day. This day was founded in 2010 in response to the number of teenagers and children taking their own lives after suffering bullying and harassment due to their gender or sexual identity. The movement aims to show young people that they are not alone, and helps them by offering support and affirmation that everyone has the right to be accepted for who they are.

Check out the website to learn more and see what is happening for this day
www.wearitpurple.org

I have not made mention of any events the Centre may be hosting in relation to these significant times, as at the time of writing this update, the team are still looking at possible opportunities to host activities or events. As much as we would like to offer activities in recognition of all of these significant dates, it is just not possible for us to do so. We do hope to have some activities available. And while they may not be for all dates, it does not mean that those days of significance are any less important. I urge you to keep an eye out on our website as we will advertise any activities as soon as possible through this primary medium of communication.

The days and months I have noted are not all of the days of significance that can be recognised and celebrated or given respect and acknowledgment of impact. They are merely the ones which have been singled out by the team and community members as those which have great meaning. If there are days of significance for you that you feel the centre should also acknowledge as we plan the following three months for our next edition of Polare, email reception@gendercentre.org.au and let us know.



WFMH WORLD MENTAL HEALTH DAY
#WMHD2023



THE GENDER CENTRE GROUP DATES

The dates for the groups can always be found on our website and it is always important to check in on the dates, as sometimes they may change for unplanned or unexpected reasons. But here below is the dates as scheduled:

F2M Connect

Friday June 6
Friday July 4
Friday August 1

Starting from 6:00pm

Young Adults Group 18-24

Tuesday June 25
Tuesday July 29
Tuesday August 26

Starting from 6pm

Parents group

Monday June 16
Monday July 21
Monday August 11

Starting from 6:00pm

Transcend 40

Monday June 30
Monday July 28
Monday August 25

Starting from 6:00pm

Non binary group

Tuesday June 17
Tuesday July 22
Tuesday August 19

Starting from 6:00pm

Young women's group (25 -40)

Friday June 20
Friday July 18
Friday August 15

Starting from 6:00pm

Transtopia (11-14)

Thursday June 26
Thursday July 24
Thursday August 28

Starting from 4:30pm

Transtopia (15-17)

Thursday June 19
Thursday July 17
Thursday August 21

Starting from 4:30pm

Wollongong parents group

Wednesday June 4
Wednesday July 2
Wednesday August 6

Starting from 6:00pm
Meets at Wollongong Headspace



Photo Credit: ABC News

HEALTH INITIATIVES

In NSW

Below is a summary taken directly from the NSW government website about the fulfilment of promises made in the election pertaining to drug safety. While this information is not relevant to all our readers, it is still information that should be shared as we know that drug use is a concern whether it is personal experience or the concerns we have over those closest to us, who are affected by this issue.

The NSW Government made an election commitment to hold a drug summit in its first term to build consensus on the way NSW deals with drug related harms.

The summit brought together health experts, police, people with lived and living experiences, drug user organisations, families and other stakeholders to provide a range of perspectives. It built on the Government's commitment to better health outcomes for people impacted by drugs.

The summit included two days of regional forums – Griffith on 1 November, and Lismore on 4 November – and two days in Sydney on 4 and 5 December.

The regional forums provided a dedicated space to ensure the unique and valuable experiences and perspectives of people in regional NSW are heard.

Following on from the drug summit Minister Ryan Park has released a media statement that highlights the receipt of the summit findings and what the government is planning to do next with addressing the recommendations that came out of this inquiry.

If you are interested in further information about this summit, the findings or future actions, please email the centre: reception@gendercentre.org.au and we can link you into the communications and services focused on ensuring positive outcomes from the summit and the recommendations.

Key Focus Areas

The summit focused on:

- health promotion and wellbeing
- equity, respect and inclusion
- safety and justice
- keeping young people safe and supporting families
- integrated support and social services.

Attendance

While attendance at the summit was by invitation only, participants represented a broad range of interests and perspectives including community (families, carers and people with lived and living experiences), non-government organisations, support organisations, clinical experts, NSW Police, Communities and Justice, and other government departments.

In the lead up to the summit NSW Health also engaged with a variety of stakeholders to ensure diverse perspectives and views were heard.

SEXUAL HEALTH & WELLBEING

Showcasing a program for young Aboriginal and Torres Strait Islanders: *Young and Deadly*

Welcome back to Polare. Every edition I hope to share with you; health and well-being information that is targeted towards specific members of the Transgender and Gender Diverse community. In looking for ideas on what to write in this first regular feature of Polare, I came across a wonderful resource for your Indigenous young people that talks about sexual health, STI's, BBV's staying safe and getting tested. The Young Deadly Free Project is an on-line resource that targets Young Aboriginal and Torres Strait Islander People. The aim of the project is to increase knowledge and testing rates for young people across Australia. The focus is not only those young people living in the cities, but is has strong messaging that is targeted to those young people living in rural, regional and remote parts of Australia.

The resources tab opened up an array of things that were suitable for both young people, workers and parents or other family and carers. The videos were engaging and easy to watch. Auntie Crystal from the Tiwi islands is present in a number of them and for Sister Girls in particular having an elder speak about health care who is recognised and

relevant is a great way to ensure safety. Below, I have taken directly from the website the explanation of the videos and other resources that are available.

Young Deadly Free resources have been developed with input from communities participating in the Project, to ensure that they are culturally appropriate for the target audiences – young people and people of influence in the community. The key messages of these resources focus on STI and BBV testing and treatment, and the need to address the stigma and shame that can be associated with discussing sex and sexuality. Young Deadly Free clinician videos have been developed to support the induction, training and professional development of clinicians and health workers who are new to remote practice, including videos featuring experienced practitioners sharing insights and tips on engaging with young people on the need to test regularly for STIs and BBVs.

While reading and utilising the resources website, you may see that some resources are specific to other states, but the general information of the project is targeted towards Mob, no matter where they live. The diseases that this project is hoping to educate people about do not stop at a state border. They affect people across Australia. So the aim of the project is to start yarning about sexual health and hopefully change behaviour by introducing safer practices everywhere.

In signing off I urge people to check this invaluable resource out as a way of becoming more aware of and informed about how you can make healthy and safe life choices. Read more about Young Deadly Free project at www.youngdeadlyfree.org.au/about-us/

Young & Deadly



GET TESTED

**YOUNG DEADLY FREE RESOURCE
ORDER FORM – STI AND BBV
HEALTH PROMOTION**

YOUNGDEADLYFREE.ORG.AU

TO SCROLL OR NOT TO SCROLL

Is That Even A Question?

Did you know that we are not as addicted to our phones as some people think?

Well, it's not that we aren't addicted to checking our phones, it's that the addiction is more about how our brains have been trained for leisurely distraction than the actual phone itself.

Studies performed in the UK¹ have recently shown that humans have become so accustomed to pausing work and picking up our phones, that even when phones are removed from reach, individuals will pause at the same rate and find some other way to distract and connect with social media or scroll through a news feed. This may be on the computer, or via a tablet or other device. Sadly, at a time like this, scrolling through anything online can pose risks to our mental health.

I always like to remind my clients, that with awareness comes choice.

We have developed habits that reward us every 15 seconds; Tik Tok, Insta, the list goes on. The problem many of us are facing at the moment, is that we are stuck in a vicious cycle. When life feels hard, we want to reach for what feels easy. We instinctively jump on

social media, but also onto news websites, and other feeds that pump out social and current affairs. Unfortunately, when those tiny bites of information are the cause of life feeling so hard, we find ourselves stuck in a never-ending vortex; a rabbit hole of doom.

You may have tried in the past to limit your phone use, or the time spent reading news bites, but it probably felt kind of pointless if you were following advice such as “physically distance yourself from your phone”, or “manage your notification settings”. The study that I mentioned above showed that we don't even wait for notifications anymore, there is almost an automatic buzzer going off in our brains telling us to stop working and start scrolling...

If we acknowledge that our brains genuinely are behaving in this habitual way, then we can use this knowledge for good. One of the best ways to face a habit that we want to change, is to:

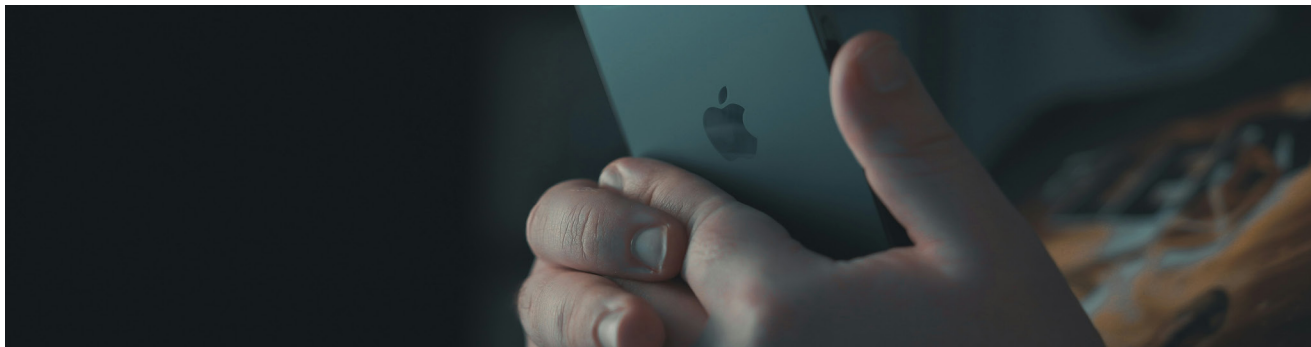
RECOGNISE

REMOVE

REPLACE

Candy Jacques
Senior Counsellor
The Gender Centre

¹ Heitmayer, M. (2025). When the phone's away, people use their computer to play: distance to the smartphone reduces device usage but not overall distraction and task fragmentation during work. *Frontiers in Computer Science* (7).



1. RECOGNISE

What are we doing when we stop work and pick up a device? Ask yourself what you are hoping to achieve, then see if you can figure out the need that you are fulfilling when you open your feed.

Is it simply a distraction from the work you are doing? Do you want to find out if someone has answered a text, or laughed at that meme you shared a few minutes ago?

If you find yourself scrolling aimlessly through pages of content, you're probably engaging in, or skirting very close to, doom-scrolling. The news and current international affairs are far from joyous at the moment, and for the Trans and Gender Diverse (TGD) community, I think we could safely say that the reading material feels even more glum.

Getting caught in a spiral of bad news and related comments (for goodness' sake, **DON'T READ THE COMMENTS!!!**) can have some really negative impacts, including

triggering depression and anxiety, sleep disturbances and even reduced self-esteem.

In addition, those who have ADHD – which we know is more common amongst the TGD community – are even more prone to distraction and dopamine-rewards for procrastination. Unfortunately, the negative effects for our neuro-sparkly friends are higher, with risk of more dangerous addictions and high-risk behaviour.

2. REMOVE

Ok, so you've recognised a habit, and you want to change it. How do you remove the behaviour so that it has less impact on your wellbeing?

I'm sure you've read about timing your scrolling, slowing down and concentrating on what you are actually reading, turning off notifications, and even moderating your feed. These are all really good places to start, but the most effective way to avoid doing an unhelpful behaviour is to **REPLACE** it with something better.





3. REPLACE

So, do you remember that I asked you to think about what scrolling on your phone is actually offering you? Is it a quick dopamine hit, or is it a sense of feeling 'in-control' by information seeking despite the negative consequences?

Once you know what your brain is hoping to receive, you are in a much better place to REPLACE the behaviour with something similar but hopefully more positive.

If you are looking for news and updates on current affairs, then seek out positive ways to engage with this information, such as following writers that make you laugh, or who have a different spin on things. Curate what you see, removing international politics for example, as something that you can't control can make you feel helpless or hopeless. Then sign up for positive news, such as ABC's Bright Side; or eclectic news, such as Nautilus newsletter. This way you know you will be offered some hope and positivity as a counter to the doom and gloom the headlines want you to experience.

If you are looking for real connection with people, then choose to send a direct message rather than reading memes and engaging in the comments. This way, you're more in control of the people who communicate back.

With awareness comes choice – so acknowledge your likeliness to do something, and mould it into something you want, rather than suffering the effects of something you didn't take control of.

Some good news – Scientists in Hungary have recently found that stopping for these little distraction breaks isn't actually detrimental, if you are completing tasks that aren't too attention demanding or complex. So, if you find your mind spontaneously wandering off every now and then, you could even be benefiting your performance on daily tasks.

¹ Heitmayer, M. (2025). When the phone's away, people use their computer to play: distance to the smartphone reduces device usage but not overall distraction and task fragmentation during work. *Frontiers in Computer Science* (7).

A WIN FOR ANTI-DISCRIMINATION

LGBTQA conversion practices banned in NSW: Anti-Discrimination NSW to administer new civil complaints scheme

Harmful LGBTQA conversion practices seeking to change or suppress an individual's sexual orientation or gender identity are banned from today.

The Conversion Practices Ban Act 2024 prohibits LGBTQA conversion practices in NSW and creates criminal offences for delivering or arranging conversion practices and a civil complaints scheme which will be administered by Anti-Discrimination NSW (ADNSW).

Conversion practices, which are sometimes referred to as 'conversion therapy' or suppression practices, are based on the false ideology that LGBTQA people have a 'disorder' or require treatment.

These practices can include psychological or medical interventions, counselling, or subtle and repeated messages that LGBTQA people can change or suppress their sexual orientation or gender identity with faith or effort.

Evidence shows that conversion practices are dangerous and damaging.

From today, it is against the law for someone to try to change or suppress – or make you change or suppress – your sexual orientation or gender identity, even if you ask for help to do so.

Anyone who provides a conversion practice that causes substantial mental or physical harm, or endangers a person's life, can face up to five years in prison.

The ban does not prevent general religious teaching or expressions of religious principles, or parental discussions with their children related to sexual orientation, gender identity, sexual activity or religion. It is targeted at a practice, treatment or sustained effort directed at someone to change their sexual orientation or gender identity.

ADNSW acting President Chris D'Aeth said that under the civil complaints scheme, Anti-Discrimination NSW will investigate reports about conversion practices which occur on or after 4 April 2025.

"Formal complaints about conversion practices may lead to conciliation between the people involved, targeted education or further investigation," Mr D'Aeth said.

"We can also guide individuals towards resources and support services for ongoing healing and assistance in navigating any challenges related to their experience," Mr D'Aeth added.

Anti-Discrimination NSW has developed a range of resources and will also deliver information sessions to educate and inform the public about the new law.

Information about the LGBTQA conversion practices ban and the new civil complaints scheme can be accessed via www.antidiscrimination.nsw.gov.au/discrimination/conversion-practices.html

FAMILY PROGRAM EVALUATION REPORT

My name is Briana Shorten, and I have recently undertaken a student placement from Charles Sturt University with The Gender Centre. Throughout my placement I was tasked with creating a project to evaluate the Family Program delivered by The Gender Centre.

The following article contains a snapshot of the information and data from the surveys completed during the evaluation process. The results of the project provide an insight into the participants experience of the Family Program as well as offering several suggestions and recommendations for the future of the program.



The Family Program is delivered as a threefold approach, the design of which aims to support the child, the parent(s) and the families as they come together to navigate the journey of gender identity. The Family Program consists of counselling, case management, and peer support.

Two surveys were produced, one for past or present service users of the Family Program and another for stakeholders (other organisations, agencies or services that interacted or referred to the Family Program).

The results of the survey indicated that when contacting the Gender Centre in the first instance, the majority of respondents were in search of information for transgender and gender diverse individuals, followed by seeking of family support, and support group assistance.

“Many parents, myself included, are in a crisis when they encounter The Gender Centre...it is literally lifesaving work done by the people there.”

Participants were asked to rate their level of satisfaction when engaging with each component of the Family Program. The peer support service offered by a parent with lived experience of the transgender journey with their child received the highest rating of satisfaction with 97% of respondents reporting they were satisfied or very satisfied with the service. With comparable results, the case work program has a reported 93% level of satisfied or very satisfied, 89% level of satisfied or very satisfied for the counselling program and 80% of satisfied or very satisfied for the peer support program delivered by an individual with lived experience of the transgender journey.

“It saved our child and our family, with prompt services and we felt that we were not alone, and we had these amazing people to support us.”

The stakeholder survey results indicated similar levels of satisfaction in the program, with 86% of respondents rating both their experience of the Gender Centre and their experience of the Family Program as five out of five stars.

“The whole team were incredibly helpful and informative, going above and beyond to ensure I felt welcomed and well educated”

It was clear and apparent that participants of both the service user survey and the stakeholder survey were overwhelmingly supportive and appreciative of the Family Program delivered by the Gender Centre. Recommendations and suggestions from the data analysis included an increase in funding, more staff to handle the growing need of services and a staff handover policy so that continuity of service and expertise is maintained. Other suggestions include improvements to the Gender Centre website, a streamlined referral process and more rural and regional supports.

Thank you to all those that participated in the surveys, the feedback received will assist to shape the service moving forward and will be included in applications for continued funding for the Family Program.

ABOUT THE GENDER CENTRE

The Gender Centre is committed to providing services and activities which enhance the ability of gender diverse people to live their best, most authentic lives. The Gender Centre is also committed to educating the public and service providers about the needs of gender diverse people.

We offer a wide range of services to gender diverse people and their partners, TGD families and organisations, as well as service providers. We aim to provide a high quality service which acknowledges human rights and ensures respect and confidentiality.

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We are a free publication that depends upon community volunteers. Please consider donating to Polare to help us keep up the important work of promoting the voices of TGD people and families.

Donations can be made through the Gender Centre Website: www.gendercentre.org.au

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