

THE GENDER CENTRE INC

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ANNUAL REPORT

2022/23

Index

Gender Centre at a

Glance:

60,031	total episodes of service delivery
3619	crisis accommodation bed nights
7056	medium term accomodation bed nights
1525	visitors to the centre
1062	PHN sessions provided
161	PHN clients
593	families supported
1722	Episodes of service to families



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104 specialist homelessness service clients

365 counselling clients

1728 counselling sessions provided

212 outreach clients

1184 occasions of service provide by outreach

19,055 injecting equipment distributed

19,833 safe sex packs distributed

Who We Are



Prof. Kerryn Phelps AM, MBBS(Sydney)

FRACGP, Hon D Litt (UWS)

OUT-GOING PATRON

Prof. Kerryn Phelps AM is one of Australia's best-known doctors, health communicators and public health and civil rights advocates. In 1994 she served as a member of the executive committee on the AIDS Council on NSW. She and her wife Jackie Stricker-Phelps began the Australian conversation on marriage equality back in 1998 and fought for a equality for almost two decades. They were involved in the Wear It With Pride campaign in 2010 celebrating the end of almost all discrimination under Federal law, and helped to lobby for same sex adoption in New South Wales before becoming one of the first same sex couples to

adopt under the new legislation. As first female President of the Australian Medical Association, Prof Phelps pioneered the first AMA policy on gender and sexual diversity and has been a prominent media advocate for LGBTIQ+ health issues.

Prof Phelps is a GP and a conjoint Professor in the National Institute of Complementary Medicine at University of Western Sydney.

Prof. Phelps stepped down as the Patron of GC at the end of 2022/2023. Her valuable contribution to the lives of TGD people and families has been greatly appreciated.

A message from the ED Phinn Borg

As we approach the significant milestone of the Gender Centre's 40th anniversary, I am grateful to be able to reflect on the remarkable journey that has shaped our organisation, our community, and the broader landscape of gender diversity and inclusivity.

In 1983, when the Gender Centre was first established as Tiresias House, our mission was clear: to provide a safe-space for trans sex workers in an era when marginalised communities did not access even the most basic healthcare and social support. Over the past four decades, the GC has evolved, paralleling the seismic changes in attitudes, policies, and societal recognition regarding trans and gender diverse (TGD) people.

Today, we are witnessing substantial change at both the state and federal levels, laws are being enacted to ensure TGD people's access to essential healthcare, gender-affirming care, and the right to alter documentation without exposing our personal identities. While the realm of children and families remains an ongoing area of conflict. New South Wales continues to expand clinical services, refine wait times, and dissolve barriers to gender-affirming care.

From the vantage point of health departments, dedicated professionals in the sector, and state and federal policymakers, the actual dialogue on trans lives is about access to gender-affirming clinical care and the essential provision of psychosocial support. In essence, trans individuals, healthcare practitioners, specialists, and policymakers are united in their commitment to delivering timely and best-practice care, while also ensuring that people across all life stages have

the tools to lead fulfilling lives, devoid of discrimination and the burdens of inadequate health and mental well-being.

As we celebrate our 40th birthday, the Gender Centre stands as a beacon of pride, having played a pivotal role in this ongoing journey. While significant strides have been made, our work is far from done. The next 40 years will be a testament to our dedication to constructing and reinforcing our achievements. We will continue to foster a community of support and empowerment, a place where individuals can find solace, resources, and opportunities for growth. We will strive to amplify the voices of those often marginalised, ensuring their stories are heard and respected. We will collaborate with health professionals, policymakers, and advocates to forge a future where equality, respect, and understanding are not just ideals but realities.

In conclusion, I extend my heartfelt gratitude to all who have stood by the Gender Centre throughout these four decades – our dedicated staff, volunteers, supporters, partners, and the incredible individuals who make up the trans and gender diverse communities. Together, we have not only witnessed history unfold but have actively shaped it. As we move forward, let us continue to build upon our foundation, fostering a world that celebrates diversity, empowers individuals, and exemplifies the true essence of equality.

Phinn Borg.

GC President

The Gender Centre Annual Report for 2023 occurs at an exciting time for the Centre – celebrating 40 years of service, the recent move into new office space in Marrickville and additional funding for services. For the

Gender Centre Board of Directors, it has been a time of stability with no changes to membership this year. I would like to thank my fellow Board members, Col Eglington, Maria Attard, Chris Westworth, Mengdi Dai, Charlotte Hespe, Virginia Makay, Eva Karaginnis and Jo Holden for their time, expertise and unique blend of wisdom and energy that make the Board a pleasure and honour to work with. Thank you.

The 40-year history of the Gender Centre, initially named Tiresias House is a wonderful achievement and testament to the many people who have shaped and been involved in the Centre's colourful and dedicated service to the Transgender Community over these four decades. The Gender Centre will always be grateful and honour the memory of Roberta Perkins who campaigned and eventually gained initial funding for Tiresias House in 1983 and who was a tireless supporter and advocate for the Gender Centre and the Trans community throughout her life and throughout the Centre's

history.

In 2022/2023 the Gender Centre participated in a number of public

activities: The Trans Day of Remembrance; A stall at the Sydney Gay and Lesbian Mardi Gras Fair Day; A float in the Sydney Gay and Lesbian Mardi Gras Parade; A revamp of the Gender Centre's Website; and numerous media and community representations.

At a time where debate around Transgender and Gender Diverse experiences can be misrepresented these public activities are important and valued and I would like to express a very warm and loud cheer to those who marched in this year's Mardi Gras parade. I also make special mention to Eloise Brook, the Gender Centre's Health and Communications Manager who has spoken so eloquently and passionately in media appearances and community events throughout the year.

Whilst the Transgender and Gender Diverse community is strong and resilient, we can face barriers to health, well-being and life without discrimination and stigma and to this end the Gender Centre continues the broad scope of work across four domains of service provision:

Health – The Gender Centre continues to provide and expand the provision of Counselling, Psychology, Case Management, Speech Pathology, Outreach Services, and the Needle Syringe Program.

Support – Support Groups across the Transgender, Gender Diverse and Non-Binary spectrum are a key source of support and connection for many people and thankfully in 2022/2023, post covid-19 are again offered in person. Support and connection for parents and family members of Transgender and

Dash Gray

Gender Diverse people is also thriving and is an especially in demand and valued service.

Education – The Gender Centre promotes evidence based and trauma informed education and training to individuals, service providers, educational institutions employer organisations and similar. The Centre's website and factsheets are often a first point of contact for community members or allies and are an important resource. The Polare magazine is a welcome light and always a delight to read.

Homelessness – The Gender Centre continues to provide crisis and transitional accommodation to for the Transgender and Gender Diverse community who face unique barriers and disadvantage in the middle of a real and current housing crisis.

None of this work would be possible without the dedication and passion of the Gender Centre's staff and leadership. On behalf of the Board, I would like to thank all the current and past staff who have contributed to so much work, to achieving the certificate of excellence during accreditation processes and who are such a resource and valued part of the organisation. I also thank Phinn Borg for another year of exceptional leadership and for his

unwavering dedication to the Gender Centre.

2022/2023 sees the Gender Centre in a strong position as the organisation maintains the commitment (& achievement of excellence) so central to all that the Centre endeavours. In 40 years of service the Gender Centre has changed and adapted to internal and external forces, and I have every confidence that the Gender Centre will continue to proudly support and provide services to the Transgender and Gender Diverse community in familiar and new ways. Whilst awareness and support of the Transgender and Gender Diverse community continues to expand there seems to also be a coordinated negative and toxic debate from multiple sources and origin. Whilst we are no strangers to these attacks our community needs to stand together and meet this challenge with all the evidence, insight and strength that have brought us so much to celebrate and acknowledge. Please reach out to the Gender Centre for support and community and information and know that know matter where you are in your journey (or a loved one's) you will be met with respect, safety and support from all at the Gender Centre.

Please look out for the Gender Centre's official opening of the new premises in November and come along to celebrate and honour all who have been involved in the Centre throughout its history. The public opening of the Gender Centre's new building will coincide with the annual November Trans Week of Visibility and Trans Day of Remembrance events – both of which remind us that whilst we are resilient, strong, and fabulous, we

Our 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, NSW Ministry of Health and the Central and Eastern Sydney PHN.

We look forward to continuing these partnerships to continue to enhance and improve service delivery to the transgender and gender diverse communities into the future.

Department of Community and justice

Funded Projects:

- Homelessness prevention and community awareness of homelessness;
- Early intervention homelessness support (i.e. case-management);
- Post crisis support;
- Supported homelessness accommodation; and
- Supported independent living (i.e. case-management).

NSW Ministry of Health

Funded Projects:

- Providing Family and Youth Support services.
- Counselling Service
- Peer Support

Sydney Local Health

Funded Projects:

- Providing mental health services
- Supporting clients experiencing gender and health related issues.
- Providing services that raise awareness of gender and health related issues.
- Maintaining links with other support organisations.
- Providing Outreach services to TGD clients and sex-workers
- Counselling Service

Central and Eastern

Sydney PHN

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

Link/Wentworth Housing

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

Management Committee

The management committee is constituted in the terms of the "Associations Incorporation Act 1984" and the organisation in general, including the management committee functions as required by the act and the regulations. The constitution and rules of the organisation comprise the "Model Rules" provided in the regulations, and these provide clear statements of structure, election and conduct of office bearers and committee, rights and responsibilities and the like, and provides the delegation of day-to-day managerial matters to the general manager by the management committee through the Gender Centre's Policy and Procedures Manual.

The management committee holds the ultimate legal and managerial responsibility for the Gender Centre Inc. The Gender Centre recognises the importance of maintaining an effective and active committee. As such, clarity in the roles and responsibilities of committee members is essential.

Members of the management committee accept a fiduciary relationship with the organisation, and recognise and comply with their responsibilities.

In order to ensure that management committee provides adequate support to the Gender Centre's staff and manager, the Gender Centre's manager ensures that the management committee is regularly and adequately informed of the activities of the Gender Centre and of any issues facing the Gender Centre, both internally and externally and informs the committee of any situations where a judgment or decision made by the Manager is contentious or may have repercussions for the Gender Centre Inc.

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, and as Manager of the Gender Centre I look forward to many more years of committed and dedicated management committee members assisting the service to function effectively.

Management Committee

President
Vice President
Secretary
Treasurer
Treasurer

Dash Grey
Dr Col Eglington
Maria Attard
Chris Westworth
Mangdi Dai,
Dr Charlotte Hespe, Joanne Holden,
Virginia Makay, Eva Karagiannis

Staff

Executive Director:
**Senior Programs Manager/
Child and Family Case Worker:**

Phinn Borg

Health & Communication Manager:

Elizabeth Ceissman

Senior Counsellor

Eloise Brook
Candy Jacques

Counsellor:
Parent Online Peer Support:
Case Worker, Families:
Case Workers:

Katie Empson
Lisa Cuda
Edwina Smith
Viola Leyshon
Chris Terry
Jordan Fletcher
Birdie Thirapat

Outreach:

Clinical Psychologist:
Psychologist

Dr James Morandini
Naomi Radom
Arnie Collison, Chiu Lau, Mark Anns

Speech Pathologists

Claire Layfield

Volunteers:

Jay Cruz, Aurora Green, Gaye Stubbs,
Naomi Crellin, Hanna Dockrill, Natalie
Smith

Students:

Tess, Emma, Jessie Farrell,
Jules Joy Camilleri

Contractors:

Tim Kitto, Serena Cooray,
Aquila Wolf Wild, Trent Cla

Resigned 22/23:

Robert Knapman, Annika Mai,
Eilish Fitzpatrick

Clients and Families

The Gender Centre has been dedicated to serving the transgender and gender diverse communities of NSW for four decades. We are deeply committed to enhancing the capabilities of these communities by offering an extensive array of services, activities, information, and resources.

Our core mission revolves around operating within a framework of social justice that wholeheartedly embraces equity and diversity, underpinned by a practice that leverages strengths. The Gender Centre specializes in delivering support for homelessness and health-related issues, offering transitional housing and healthcare services to the transgender and gender diverse communities of NSW.

Clients

Between July 2022 and June 2023 the Gender Centre provided 60,037 episodes of service to 2,446 individual transgender, gender diverse, gender questioning people, their family members and work colleagues.

Parents and Families

During the 2022/2023 financial year the Centre worked directly with over 593 families providing front line support and wrap around services to carers and youth. The Gender Centre provided online support to over 920 families.

The Centre also provided support to 148 schools and 409 young people. From general questions and basic information, to advocacy, peer support initiatives, pathways for psychological referrals and counseling support.

The Gender Centre continues to work with our partners to deliver services to NSW parents and expanding our online services to adapt to the ongoing increase in demand.

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 centered 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.

Services

Health

The Gender Centre continues to work with our partners to deliver services to the NSW TGD community and expanding our services to support the needs of TGD people and families.

Needle & Syringe Program

The Needle and Syringe Program exists to diminish the occurrence of bloodborne viruses and injuries associated with injection practices. This program is designed to ensure that individuals in the community engaging in high-risk behaviors or lifestyles receive comprehensive information and resources to protect themselves and others from the potential transmission of HIV/AIDS, Hepatitis C, sexually transmitted infections (STIs), and other bloodborne viruses (BBVs).

Counseling

The Gender Centre provides a high quality psychological service for the TGD community, including residential clients, community clients, partners, family members and friends of TGD people. Our counsellors sees individuals dealing with mental health issues such as depression, anxiety, post-traumatic stress and personality disorders

The Counselling service had another very busy year on the counselling front from

clients and service providers. Clients and potential clients access the service via the phone, in person and now on line.

Throughout the year the counselling team provides information, consultation and referrals in order to better assist their clients. Supervision, consultation and information for school counsellors, as well as counsellors working generally. Clients of the GC see the counseling team for a range of challenges in 2022/23 including;

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

During the 2022/2023 financial year our counsellors provided 1728 counselling occasions of service in a variety of forms to over 365 counselling clients.

During 2022/23 the GC delivered

1062 psychological therapy

Sessions to 161 clients

Psychological



2023 has been a big year for The GC Psychological Service.

In addition to The Gender Centre counsellor Candy Jacques, and Katie Empson, Naomi Radom, Mark Anns, myself, Gaye Stubbs (facilitator of our partners of trans folk group), and Liz Ceissman (working with parents), we have welcomed psychologists Chiu Lau and Arnie Collison to the team.

Chiu Lau is an experienced psychologist, with a specialist background working with young neurodiverse people (e.g., those experiencing ASD / ADHD). Her knowledge and expertise is greatly valued given the significant proportion of our young trans/NB/gender questioning clients who are neurodiverse.

Dr Arnie Collison, is a psychologist and academic, who has worked extensively in a school context including with gender-diverse young people. Arnie's PhD research and subsequent academic work, has focused on the experiences of LGBTIQ+ Australians, and it is wonderful to have Arnie's passion and experience on our team.

Our Clinical Psychology Masters internship program for 22/23 has now supervised 6 clinical psychology masters students from clinical programs across NSW. Our most recent group of students included Zoe Butt (UTS), Fabian Fredrich (ACU), Eleanor Crowther, and Chiu Lau (UNE). It has been a pleasure to support these students, and see their genuine passion to support trans/

NB/and gender questioning people and their families.

To our knowledge, ours is the only clinical intern placement focusing on gender diversity in NSW. In providing this placement, the Gender Centre is assisting a new generation of clinical psychologists to be equipped to provide evidence-based, culturally aware, and holistic support to gender diverse/gender questioning clients as these psychologists move into private and public practice – allowing them to further develop and pass on this expertise in their future careers – and continue to support the community.

Our Psychology Service has also secured funding from the Central and East Sydney Public Health Network (CESPHN) to provide an 8-week "Tuning into Teens" parents group @ The Gender Centre tailored to parents of transgender, non-binary, or gender questioning kids starting October this year. This group will be facilitated by myself and our clinical interns Fabian Friedrich and Eleanor Crowther. Tuning into Teens is an emotion-focused parenting program. It provides parents and carers with skills in emotion coaching, which is about recognising, understanding and managing their own and their children's emotions. Such parenting skills are hugely impactful on adolescent mental health generally – and we believe we can assist parents support their trans/NB/and gender questioning children in navigating the emotional and social challenges of adolescent life.

As always, it's a pleasure to work with The Gender Centre whose genuine, holistic, and grassroots approach to supporting the community is an inspiration. Looking forward to 2023!

Dr James Morandini

Clinical Psychologist
Team Leader, Psychology Service
The Gender Centre Inc

Intern Clinic

The Gender Centre introduced a new training placement program two days a week.

Outreach Services

The Gender Centre's Outreach service provides help for members of the community confined to hospital, homes, and in correctional facilities within NSW. 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 is available to trans sex-workers in a number of locations including Surry hills and Darlinghurst, Newtown, the Great Western Highway Eastern Creek, Canterbury Road and Penrith. The Outreach Team distributes safe sex equipment, and provides support and referrals to other services.

Far West Services

The Gender Centre provides on site face to face services with Dubbo Sexual Health Clinic providing specialised outreach and group work to transgender and gender diverse people in this region on a regular basis. Gender Centre staff drive in and conduct services with pre-arranged clients over a four day period every three months in the Dubbo, Bathurst, Orange, and Parkes and surrounding towns.

T150

The Gender Centre has continued to partner with T150 at The Albion Centre by providing case work alongside T150's HIV and Sexual Health services for the transgender and gender diverse community. This case work is provided by a peer case worker and takes a holistic approach to cover the areas of: accommodation, health, education, employment, financial, legal, social and personal development. This case work can be short-term or long-term, ranging from 1-2 sessions to support across 3-6 months.

In the last 12 months, the case work support at T150 has encompassed:

- Assisting clients with legal name changes and updating legal documents
- Providing tenancy support and advocacy with real estate agents and landlords to prevent homelessness
- Providing material aid (food vouchers, clothing from Thread Together)
- Connecting clients with social groups
- Connecting clients with GPs, psychologists and other specialists
- Referring clients to COVID-19 vaccination clinics
- Referring clients to drug and alcohol services
- Referring clients to employment services

572 occasions of service

The Gender Centre provides on site face to face services with Dubbo Sexual Health.

Support groups

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

The Gender Centre provided a wide range of support groups, workshops and events throughout the 2022-2023 financial year. These services were provided through the Centre's Client Support Program.

Over a 12 month period, 108 Support Groups were held during 2022/23 financial year, this was . The Centre needed to adapt to the Most of these groups were held online due to the COVID-19 pandemic.

Groups:

**Parents Online Group
Sydney Metro Parents Group
Parents Group Wollongong
Metro Trans Youth Group
Parents Group Far West
Partners online
Non-binary Group
FTM Connect
Young Women's Group
Over 40s Group
Transtopia Youth Group
Young Adults Group**

Australian Parents Group

APG is an online peer lead support group for parents and care givers of transgender, gender diverse and gender questioning children of any age that has been fully supported by the Gender Centre for many years now, member numbers are currently at 920 and continue to grow.

APG has members from all across Australia, it is a safe and private place for parents and caregivers to receive support, understanding and guidance with how to best support their children.

The group runs 24/7, offering an extremely valuable resource to these parents and caregivers in navigating all that is involved with supporting their children.

This support is especially valuable to families who live in rural and regional areas who otherwise have no access to available resources needed to support their children.

APG is a community built with the support of the Gender Centre parents support groups that offer a wraparound support service for these families that often have no other supports from services, community, family or friends.

APG members share their lived experiences, celebrate their children's successes and milestones as well as comfort each other with genuine understanding through the most difficult of times.

These families often face much stigma and discrimination around supporting their children and also experience extreme stresses, emotionally, financially, socially, mentally, spiritually and physically.

"The APG community is a much needed support for hundreds of families. For many of us it has been a lifeline for genuine support, practical advice, education and understanding. It has gotten us through some of the hardest days and helped us to support our kids with the best possible outcomes. They are still with us and we celebrate that everyday."

Lisa Cuda

Parent Online Peer Support-worker

Advocacy & Support

Transgender Day of Remembrance

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The 2022 Transgender Day of Remembrance Event held on the grounds of Sydney University marked a poignant moment of solidarity and remembrance after a challenging period of COVID-19 restrictions. In collaboration with Sydney University Pride Network, the City of Sydney, Trans Pride Australia, ACON, SWOP, and Twenty10, this event was a powerful testament to the strength and resilience of the transgender and gender-diverse (TGD) community.

Our memorial continued the tradition of honouring the memory of TGD individuals who tragically lost their lives over the past year. The event served as a heartfelt tribute, acknowledging the struggles and discrimination faced by the TGD community while highlighting the importance of unity and support.

The candlelight vigil, a central feature of the event, symbolized hope, solidarity, and the enduring spirit of the TGD community. It fostered an atmosphere of remembrance and celebration, reminding attendees of the vital need for inclusivity, understanding, and empathy. The 2022 Transgender Day of Remembrance Event exemplified the strength of collective resilience, offering solace and empowerment to all who participated.

Transgender Day of Visibility

The 2023 Trans Day of Visibility event, co-organized by the Gender Centre, took an important step in amplifying the voices of Indigenous trans women. Through a yarning circle, our community elders shared their experiences of violence and discrimination, shedding light on the challenges they face. In partnership with SWOP and the ACU, the event culminated in a comprehensive report examining hate crimes and violence in NSW from 1970 to 2011. This initiative not only highlighted the resilience of Indigenous trans women but also aimed to drive meaningful change by addressing systemic issues and advocating for a safer, more inclusive future for all.

Transgender Day of Remembrance

Attendance: 58

Organisations involved:

Sydney Uni Pride Network

City of Sydney

Trans Pride Australia

ACON

SWOP

Twenty10

Homelessness service

The Gender Centre supports transgender persons at any stage of transition (pre, mid, post transition) aged 18 years and over who are homeless or at risk of becoming homeless.

The Gender Centre maintains three supported crisis housing facilities providing eleven bed spaces with an additional 21 supported transitional housing facilities providing a further 21 bed spaces for transgender and gender diverse people who find themselves in need of our residential service. The centre also provides support to a large number of community clients seeking our services to remain in their tenancies.

Issues include:

- Housing affordability stress
- Housing crisis (eviction)
- Time out from family/other situation
- Domestic and family violence
- Mental health issues
- Employment /Unemployment
- Lack of family or/community support

Total number of clients supported: 104

Our core responses include:

Early intervention to prevent homelessness.

We work in conjunction with relevant services to provide personal, emotional and practical support to help people at risk of becoming homeless to stay housed and providing and facilitating access to post-crisis support to sustain clients in their accommodation.

Rapid rehousing which includes:

We collaborate with real estate agents and social housing providers to facilitate access to long-term accommodation.

We assess all clients within 24 hours of becoming homeless to determine whether a rapid rehousing service response is feasible and or appropriate.

‘When we started our journey, we didn’t know where to turn to, the Gender Centre was our rock. We were so grateful and still are to belong to a community who understood us.’

— PARENT, TGD YOUNG PERSON

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Crisis and Transitional Housing

We provide safe short-term (Crisis) and medium-term (Transitional) accommodation while the client's homelessness is resolved.

We provide case management and support to mitigate the impact of the immediate crisis in helping to connect the client to other services, including employment, education and training, and to positive and safe family and community networks, while working with the client towards exiting these temporary arrangements into safe and affordable long-term housing. We also provide post-crisis support as required to help the client to stay housed after crisis.

Intensive responses for clients with complex needs

Our caseworkers provide intensive, multi-disciplinary support for clients entrenched in homelessness, providing a 'housing first' approach based on helping the client to access and establish permanent housing linked to intensive and integrated support.

We work with the client and other agencies to undertake multidisciplinary case planning where multiple providers work together to wrap around the services needed to address the client's needs.

Residential service statistics for 2022-23 financial year

- 42** Residents housed in short-term emergency accommodation
- 34** Residents housed in medium-term emergency accommodation
- 3619** Occupied bed nights in short-term emergency accommodation
- 7056** Occupied bed nights in medium-term transitional accommodation
- 104** Total number of clients supported
- 10,675** Total number of bed nights provided

Greater Western Sydney

The Greater Western Sydney (GWS) position is held in partnership with Link Wentworth formally known as Wentworth Community Housing and connects The Gender Centre more directly with clients in Western Sydney and the Blue Mountains. This role focuses on the key elements of the Going Home Staying Home reforms; 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 with transgender youth and working with their

high schools to support transition.

Reasons for seeking assistance:

- Financial difficulties
- Housing affordability
- Housing crisis
- Relationship/family breakdown
- Domestic/family violence
- Mental health issues
- Lack of family/community support

National Regulatory System Community Housing

We work with the client and other agencies to undertake multidisciplinary case planning where multiple providers work together to wrap around the services needed to address the client's needs

The Gender Centre has maintained its registration as a Tier 3 community housing provider under the National Regulatory System for Community Housing for its three crisis accommodation properties on behalf of the NSW Land and Housing Corporation and have maintained our nomination rights for 21 single, one-bedroom transitional dwellings through our partnership arrangements with Metro Housing, St George Housing and Amelie Housing

Our compliance was based on an assessment of the evidence submitted by The Gender Centre Inc and obtained through other authorised sources to determine compliance with the requirements of the National Law and the National Regulatory Code. In accordance

with the Registrar's functions under section 10 (1)(d) of the National Law 'to monitor compliance by registered community housing providers with community housing legislation', the assessment concluded that the community housing provider The Gender Centre Inc is compliant with the Regulatory Code as required under section 15 (2)(a) of the National Law.

Type of compliance assessment: Standard
Areas of focus: PO1, PO2, PO7

Compliance Outcomes

Overall Assessment Compliant.
Overall Determination: Compliant.

Individual Performance Outcome Assessments

Tenant and housing services: Compliant
Housing assets: Compliant
Financial viability: Compliant

Training & Communication



Advocacy & Support

Gender Centre Website

This resource has played an indispensable role in providing support, reducing the isolation often experienced by those navigating gender diverse issues. Additionally, the website offers access to archived editions of Polare, spanning from the inaugural edition to the most recent one. It also serves as a crucial platform for promoting upcoming events and workshops to our Centre's clients.

In addition to the website, the Gender Centre maintains an active presence on Instagram and Facebook, enabling clients of the Transgender Anti-Violence website to receive real-time updates about the Centre's daily activities. Overall, the Gender Centre's website stands as a remarkable asset, significantly enhancing our information and education services

Facebook and Instagram

Gender Centre Facebook page increased from 3.6K to 3.8K likes, and 4.4 K followers.

This year the Gender Centre began to expand into Instagram to better allow us to connect and communicate with younger members of the community. Going forward we will continue this expansion. Currently the GC's Insta account has grown to just under 1000. In the next financial year we are looking to expand to over 6000 followers.

Information & Resource Development

Information kits serve a crucial function by disseminating

knowledge and fostering awareness about the challenges confronted by trans folk. There continues to be a strong demand for information among various groups, including employers, students, and professionals.

This demand reflects a positive trend wherein individuals who do not identify as transgender are increasingly responsive to understanding and respecting the needs and rights of transgender people.

Most notably, individuals seeking information, including those representing employers, are doing so with a firm commitment to inclusivity, marking a noticeable shift in attitude from the recent past.

During the 2022-23 financial year the Centre, updated all of the websites our sheets and this process is still ongoing.

This year there was a total of 593,112 pages downloaded.

website

4,599,75

Website hits

128,26

Website unique visits

Info kits

feminising hormone fact sheet

masculinising hormone fact sheet

documents of identity fact sheets

breast augmentation fact sheet

family support fact sheet

Surgery fact sheet

The Australian Parents Group is quite simply life saving. It's a safe space to share stories and receive advice. We all benefit from each other's experiences as the practical information provided is so needed. As a family with young gender diverse twins this is one of very few places available to us that supports both the children, and the parents and carers in their lives!

— PARENT, TGD YOUNG PERSON

Training & Communication



Advocacy & Support

Agency Networks

Staff at the Gender Centre have continued to network with a wide range of services over the 2022-2023 year.

Committees & Consultation

Staff have maintained their representation on or liaised with a number of committees, inter-agency groups and working parties that address issues of priority to the client group of the Gender Centre.

Training at the Gender Centre

The Gender Centre has consistently delivered training to a diverse range of services on various aspects related to gender, transgender, and gender-diverse individuals. The educational packages have specific objectives:

1. Encouraging service providers across all sectors to effectively engage with transgender and gender-diverse clients while offering support to employers during staff transitions.
2. Promoting employer adherence to anti-discrimination laws and the hiring of the most qualified transgender and gender-diverse individuals.
3. Advocating for equitable treatment of all individuals, including those who are transgender or gender-diverse.
4. Assisting organizations in crafting policies and procedures that ensure transgender and gender-diverse individuals have equal rights, opportunities, and access.

The consistent demand for our education and training programs underscores the broader community's increasing commitment to understanding transgender and gender-diverse people. Feedback from participants has been overwhelmingly positive. In the 2022-2023 fiscal year, we provided training to over 600 individuals spanning the corporate sector, specialized women's services, universities, and employers.

Communications Department

The Gender Centre Media Team worked hard this year delivering speaking and training, news articles, interviews, podcasts, radio and television appearances.

The importance of having trans representation in the media and talking to business and government cannot be overstated. There continues to be a vital roll for trans folk to speak of our experiences, to offer a relatable, human face, and for our voice to be heard in the middle ground of politics and by the wider Australian community.

While toxic media continues to frame trans lives as incomplete, broken or invalid the Gender Centre continues to speak up and out. Most importantly it isn't just our allies drawing inspiration from our words, but our young people, hearing that they that they are valid, they are enough and that they loved.

Eloise Brook,
Health and Communications Manager



Photography by Carroll Muller

Carol Muller trained in photography in the early 80s and after a 40 year pause returned to her training during lockdown. Her work is predominantly architectural, exploring line, pattern, colour and shadow. She says, 'I try to look up, move closer, observe patterns, to not only see what others see but to engage my own perspective, often seeing the same thing in different places and subjects.'

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‘The Gender Centre has been an anchor point and I consider it an essential service. It offered instant acceptance and support, lack of judgement, professional support and advice. We’ve connected with a network of families who have shown the same values. I went from feeling completely lost to feeling positive about my Son’s future.’

— PARENT, TGD YOUNG PERSON

All Photography by Carroll Muller

Carol’s latest work will be at Sydney Contemporary 2023 and at Head On Photo Festival 2023 where she is an Open Exhibitor.