

# STRATEGIC PLAN

2022-2025

**THE** GENDER  
**HC** CENTRE  
**INC**

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# GEN DER CEN TRE



# SERVICES

The Gender Centre is recognised as a centre of excellence in NSW ( ASES Award Accreditation) and nationally in the delivery of specialist multi-purpose services aimed at supporting the transgender, gender diverse & gender questioning community across all stages of transition (pre, mid, and post-transition). The service offers support from staff with highly specialised qualifications, skills, experience and capabilities. Allowing the team to respond to the unique needs of this client group through the provision of specialist counselling, psychological and other allied health services, outreach support, case management, family support, homelessness prevention and intervention services, and referrals to help people navigate the health care system in a safe and culturally competent space. The Gender Centre also undertakes advocacy work, resource development, stakeholder training and corporate education. We operate as a secondary needle & syringe program (NSP) outlet.

# VISION

A society that is inclusive and respectful of transgender and gender diverse people, their families and allies, celebrating them in all their diversities.

# PURPOSE

The Gender Centre is a frontline service that provides a unique perspective and is responsive to the needs of transgender and gender-diverse communities, delivering a range of services to meet current and emerging psychosocial, housing and other wellbeing needs.

# VALUES

The values we work by are the four core values that underpin good citizenship and human rights for everyone.

# VALUES

## RESPECT

We apply these behaviours to ensure people are treated respectfully; we listen, we affirm, we serve and we are honest.

1

## INCLUSIVITY

We promote and provide equal access to opportunities and resources for people who might otherwise be excluded or marginalised.

2

## EQUITY

We recognise that we do not start from the same place and must acknowledge and adjust imbalances. We treat all people with fairness and justice.

3

## DIGNITY

We promote and foster the ideas that all people have inherent value and worth.

4

# STRATEGIC PILLARS

## QUALITY SERVICES

Providing innovative  
quality services to deliver  
effective outcomes.

1

## PARTNERSHIP & REPUTATION

Engaging our partners  
and enhancing our  
industry leadership.

2

## PEOPLE & CULTURE

Supporting our people  
and improving  
workplace wellbeing.

3

## LEADERSHIP & GOVERNANCE

Governing and  
managing effectively  
and sustainably.

4

# SERVICE DOMAINS

## HEALTH

- **Counselling (including drug and alcohol & mental health counselling service ).**
- **Psychological support services.**
- **Outreach court, cell gaol & street.**
- **Community Case management.**
- **NSP service.**

1

## SUPPORT

- **Support groups trans and gender diverse people including; men, women, youth, seniors, parents & partners.**
- **Youth & Family services.**
- **School support services.**
- **Rural & Regional support services**
- **Community Engagement &Support.**
- **Aged and ageing support services.**
- **Psychosocial support.**

2

3

## EDUCATION

- **Resources development services (library, kits and fact sheets, magazine, website).**
- **Transgender Anti-Violence reporting project.**
- **Training and support for clients, service providers, partners and loved ones.**
- **Social events and workshops.**

4

## HOMELESSNESS

- **Crisis accommodation program**
- **Transitional accommodation program.**
- **Homelessness prevention and early-intervention program.**
- **Tenancy support program**
- **Greater Western Sydney support services.**

# GOALS

## QUALITY SERVICES

- Implement client centred and trauma informed practice across all our programs.
- Maintain a high-quality service that is grounded in evidence-based practice.
- Expand the range of programs offered.
- Acquire NDIS registration and provide NDIS services.
- Establish satellite offices.

1

## PARTNERSHIP & REPUTATION

- Utilise our strong brand and reputation effectively.
- Expand partnerships with academic institutions and other key service providers.
- Strengthen our position as a Centre of Excellence,
- Strengthen use of the media to promote the interests of our communities and the Gender Centre.

2

3

## PEOPLE & CULTURE

- Attract, recognise and retain quality staff.
- Develop, train and support our staff and board.
- Create a more flexible, fit for purpose workplace to support service delivery and growth opportunities.

4

## LEADERSHIP & GOVERNANCE

- Maintain strong corporate governance and organisational management.
- Maintain strong financial management, risk management and operational performance through ongoing assessment, review and management approaches.
- Effectively seek growth and development opportunities.
- Maintain ASES accreditation and enhance quality services.