

Trans and gender diverse support referral matrix

Making appropriate and culturally safe referrals is crucial to supporting trans and gender diverse children and their families. One of the biggest issues they face is, at best having to educate health professionals, and at worst, having to challenge discriminatory practices. Making an initial phone call to ensure the service is an appropriate referral is good practice. Practitioners should also check in with the child and family on follow up visits to ensure that the service is providing adequate support.

The trans community often have to act as educators for the services they are seeking support from. The child and their family should not have to educate you about their experience. This matrix includes suggestions for websites and organisations to further your understanding about supporting trans and gender diverse people.

Parent support	
ACT	No parent group but local trans and gender organisation A Gender Agenda (AGA) will be able to provide localised advice and connections https://genderrights.org.au/about-aga/
NSW	The Gender Centre has a case work support program for families, including access to counsellors and an assigned case worker. https://gendercentre.org.au/services/family-support-services
NT	No parent group but NT Government website has some information about TGD https://nt.gov.au/wellbeing/transgender-and-gender-diverse-services
QLD	No parent group but contact the Australian Transgender Support Association Queensland (ATSAQ) for connections and advice about local GPs and other health providers. https://www.facebook.com/ATSAQ.INC/
SA	Shine SA's free Gender Wellbeing Service includes a peer support program and non-crisis confidential counselling service. https://www.shinesa.org.au/community-information/sexual-gender-diversity/gender-wellbeing/
TAS	Working it Out has a parent support group and offers individual support and professional learning http://www.workingitout.org.au
VIC	Transcend provides parent/carer support, community connection, information, advocacy & fundraising. https://transcendsupport.com.au/ Parents of Gender Diverse Children provides confidential, non-judgemental direct peer support to families through monthly catch-ups and an online "Parent Hub". https://www.pgdc.org.au/
WA	TransFolk of WA is a support service for all transgender people and their loved ones in Western Australia. It is volunteer run. https://www.transfolkofwa.org/parents-family/
Australia-wide	Gender Help for Parents was created by Australian parents and includes links to films, books, articles, FAQs and resources in your State or Territory. http://www.genderhelpforparents.com.au/

Schools Support

ACT	<p>A Gender Agenda (AGA) can provide advice and support in schools https://genderrights.org.au/about-aga/ Safe and Inclusive Schools program https://www.shfpact.org.au/about-us/news-updates/284-sscact-2016 Fact sheet on legal rights in ACT schools https://justiceconnect.org.au/resources/your-legal-rights-at-school-act/</p>
NSW	<p>No specific support in schools The Gender Centre provides support to schools https://gendercentre.org.au/services/schools-support-service Twenty10 provides some information about supporting trans students in schools https://www.twenty10.org.au/trans-students/</p>
NT	<p>No specific support in schools</p>
QLD	<p>No specific support in schools The Australian Transgender Support Association Queensland can work alongside parents to provide and advocacy support in schools. http://www.atsaq.com/ True provides some training and education relating to schools and young people. Not children specific. https://www.true.org.au/Education/Course-Catalogue/education-community-services</p>
SA	<p>No specific schools support. Part of broader antibullying strategy to be released in 2019 https://www.education.sa.gov.au/supporting-students/health-e-safety-and-wellbeing/keeping-children-safe-bullying</p>
TAS	<p>Working it Out provides resources, counselling, education programs, and information sessions for students http://www.workingitout.org.au</p>
VIC	<p>Safe Schools Department of Education and Training provides staff training, assistance to schools to support gender affirmation in schools, and secondary consultation https://www.education.vic.gov.au/safeschools</p>
WA	<p>Inclusive Education WA offers staff professional development and training, support for schools and families with trans or gender diverse students, and policy advice and guidance https://waaids.com/item/773-inclusive-education-wa.html</p>
Australia-wide	<p>Student Wellbeing Hub Safe Schools Coalition Australia's official resources are available from the Student Wellbeing Hub https://studentwellbeinghub.edu.au/</p>

Gender Specialists

ACT	A Gender Agenda (AGA) will be able give advice about appropriate local GPs and other health providers https://genderrights.org.au/about-aga/
NSW	Westmead Children's Hospital Gender Service offers referrals through the Adolescent Medicine Unit http://www.schn.health.nsw.gov.au/find-a-service/health-medical-services/adolescent-medicine/chw
NT	No specific gender service but call NT AIDS and Hepatitis Council (NTAHC) for referral suggestions https://www.ntahc.org.au/contact
QLD	Lady Cilento Children's Hospital Children's Gender Clinic Phone: (07) 3069 7377 Email: LCCHgender@health.qld.gov.au GP referral via hospital website https://www.childrens.health.qld.gov.au/chq/health-professionals/referring-patients/referral-forms/ or letter to email address above
SA	Trans Health South Australia (SA) list specialists on their website. Call to find out the most appropriate place to refer to. http://www.transhealthsa.com/
TAS	Tasmanian Gender Service (TGS) Phone: (03) 6166 7193 https://www.dhhs.tas.gov.au/sexualhealth/tasmanian_gender_service
VIC	Royal Children's Hospital Gender Service https://www.rch.org.au/adolescent-medicine/gender-service/

Other useful web links

National LGBTI Health Alliance is the national peak health organisation in Australia for organisations and individuals that provide health-related programs, services and research focused on lesbian, gay, bisexual, transgender, and intersex people (LGBTI) and other sexuality, gender, and bodily diverse people and communities: <https://lgbtihealth.org.au/>

Zoe Belle Gender Collective (ZBGC)'s website includes a national referral directory, online forum, and fact sheets on topics from housing to healthcare. They also provide training and consultation on inclusive service delivery: <https://www.zbgc.com.au>

Ygender is a Victorian-based a peer led social support and advocacy group for trans/gender diverse young people. Their website has lots of resources including short videos about being trans/gender diverse: <https://www.ygender.org.au/>

Qlife provides anonymous, LGBTI peer support and referral for people in Australia wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. The website also has a range of resources called Qguides. It is not child-specific but still useful.

National phone counselling service: 1800 184 527 (between 3pm-12am) <https://qlife.org.au/>

ReachOut.com offers national as well as state and territory-based services with volunteers and staff who have had personal experience of or training in dealing with LGBTQUI problems. It is not child-specific but still useful: <https://au.reachout.com/articles/lgbtqi-support-services>