

November 2019 - 30 June 2020 ANNUAL REPORT

TRANSCEND AUSTRALIA LTD



Our mission

Transcend Australia's purpose is to support, affirm and celebrate the lives of trans and gender diverse and non binary (TGDNB) children and their families and carers.

Transcend Australia aims to help young TGDNB lives flourish by providing opportunities for:

- peer and family support,
- the development and dissemination of information and resources, and
- advocating for change to services and systems.

Our Vision

Transcend Australia's vision is that

Trans, gender diverse and non binary children are embraced and given every opportunity to thrive and flourish

Our History

Transcend was founded in 2012 by Rebekah Robertson when she was desperately searching for information that would help her to support her child, Georgie. Since then, Transcend has been operating as a volunteer-based peer support and advocacy group for parents with trans, gender diverse and non-binary (TGDNB) children.

This support network was named Transcend to positively affirm that families and the children they love and support could overcome the difficulties they may face in raising a TGDNB child and not simply survive, but transcend them and thrive.

Since 2012 Transcend has connected hundreds of families to medical, legal and educational support services and parent/carer communities around Australia. In this time, there has been an increased awareness and improved understanding of the needs of trans, gender diverse and non-binary people. Service systems are improving and there is a greater acceptance and celebration of TGDNB people. But there is still a long way to go and Transcend is determined that TGDNB children, their families and carers are embraced and given every opportunity to thrive and flourish.

Transcend Australia Ltd grew out of the work that Rebekah Robertson had begun earlier in the decade. Transcend Australia became a Public Company Limited by Guarantee under the Corporations Act and was issued with a Certificate of Registration by ASIC on 1 November 2019. The Company has been a Registered Charity with the ACNC since 4 December 2019. The Company's inaugural Board of Directors first met on 15 February 2020.

Transcend Australia has grown from its earliest days with a parent seeking the best knowledge and care for her child to the largest charity working for the rights and wellbeing of TGDNB children and their families in Australia today. Its peer-to-peer platform has reach into every State and Territory in Australia supporting hundreds of families. The Transcend Australia community, allies and volunteers play an important role in advocacy, service development, legal reform, resource development, and family and child support.

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AN OVERVIEW OF TRANSCEND AUSTRALIA LTD

ABOUT US

Transcend Australia is an organisation that is devoted to:

- supporting and affirming the lives of TGDNB children and young people through work with families,
- the development and dissemination of educational resources, and
- advocacy for improvement to services and systems relevant to the lives and needs of TGDNB children and families.

Transcend Australia was originally conceived as, and remains principally focussed on, a direct parent-to-parent support system. Parent-to-parent advice, service referral, and community development remain the cornerstone of daily activity in the network of online groups established by Transcend Australia throughout the country.

Transcend Australia believes that TGDNB children are best supported when their parents/carers are well-informed and provided with up-to-date information on current services, resources, and strategies that support their child's growth and development in their affirmed gender identity.

In our first year of operations we have been active in creating resources for families and schools. We will be engaged in a project in 2020/21 aimed at designing specific resources for Relationships and Sexual Health for TGDNB young people. We hope this will be amongst the most up-to-date co-designed resources of its kind for young TGDNB people in Australia today.

Transcend Australia continues to play a strong role in advocacy to government, service providers, and other institutions and organisations which intersect with the lives of TGDNB children and young people. We are committed to ensuring that children and young people are supported in their self-understanding and enabled to be active participants in the decisions and practices and policies that affect them.

The Company's Strategic plan notes that we take a "nothing about us without us" approach in all that we do in advocacy and we place particular pride in recognising the rights of children and young people to be participants in matters that affect them and to speak out when those rights are threatened or denied.

OUR PEOPLE

Board members/Trustees

Name	Position	Dates acted (if not for whole year)	Board Meetings attended ¹
Dr Rachel Richardson	Director (Chair)	15 February 2020 - present	3
Ms Rebekah Robertson, OAM	Director (Secretary & Founder)	1 November, 2019 - present	3
Ms Stasia Telford	Director (Treasurer)	15 February, 2020 - 29 August,2020	3
Ms Michele Lark	Director (new Treasurer)	21 November, 2020 - present	N/A
Ms Georgie Stone, OAM	Director	15 February 2020 – present	3
Ms Joanne Foster	Director	1 November, 2019 – present	3
Ms Naomi McNamara	Director	1 November, 2019 – present	3
Ms Merrin Wake	Director	15 February, 2020 - present	3

Employees

Name	Position	Dates acted (if not for whole year)
Susanne Prosser	Consultant	As contracted from time to time.

¹ There were 3 meetings up to 30 June, 2020: 15 February; 29 March; 16 May.

The Board²



Dr Rachel Richardson Board Chair



Rebekah Robertson, OAM Founder & Secretary



Stasia Telford Director & Treasurer (Retired)



Michele Lark Director and *Incoming* Treasurer



Joanne Foster Director



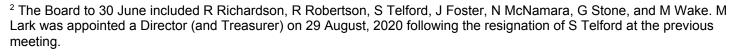
Naomi McNamara Director



Georgie Stone, OAM Director



Merrin Wake, MEdT (DU), MNsg (DU), BSc (RMIT) Director



STRUCTURE & MANAGEMENT

The Structure of Transcend Australia

Transcend Australia Ltd is a Company Limited by Guarantee. It is registered with the Australian Charities and Not-for-profits Commission (ACNC) and currently holds status with the Australian Taxation Office as a Designated Gift Recipient.

The Company is managed by a Board and meets approximately 4 times per year with various Committees undertaking work as directed by the Board across the year. Although all work of Committees and specific strategic work (e.g., meetings with Government, other stakeholders, attending conferences) engaged in by Board members is done in a voluntary unpaid capacity, the Company has from time to time employed a Consultant to undertake particular work on behalf of the Company.

Susanne Prosser Consulting has provided the Board and the Company with invaluable assistance over the course of its first year of operation. Susanne has to date been engaged in a range of tasks related to support with governance, policy development, resource development and the Company's strategic planning.

The Company aims over the course of this first year to expand its Board membership to include new Directors with the skills and talents necessary to drive the management of the Company forward and to ensure that the Board is trained and well established as a governing body, compliant with the expectations of regulators and legislation, and robust in the face of the considerable demands placed upon a Company and its Executive in its initial years of operation.

Management Considerations

As the Company grows and its activities increase across key areas in advocacy, support and resource development, it is the intention of the Board to establish a position to manage the day to day operations of the Company. The widening ambit of the Company's activity and responsibility has become such that a dedicated paid employee is necessary to effectively manage the diverse operations of the Company on a day to day basis. To that end, the Company has made and will continue to make representations to Government and other potential financial supporters to help us finance the position of an Executive Officer or equivalent.

At this point in time the major part of the work of Transcend Australia relates to the key objective of offering family support, guidance and referral to bona fide professionals who can assist families supporting a TGDNB child. The Company's online peer-to-peer forums remain a vital link for families and the unpaid volunteer base managing the forums is a key component of the online advice system. The Company understands the demands placed upon volunteers managing these fora and the Board has considered and will continue to explore and develop ways to support our volunteer online group administrators through policy, registration and training, and also through relationships with Community Health and other Family Support services.

As 2020 has unfolded - in both a political and public health sense - the work of advocacy has increased with the Chair and Secretary and Transcend Family members engaged in a range of meetings with MPs, Advisers, Health Experts, and other advocates. As a number of significant legislative issues and public media attention increases, the Board's expectation is that these demands will intensify as the year progresses. While the

Board's leadership is well placed and specifically empowered through its media policy to attend to these issues, the management of the corpus of issues emerging across various state and territory jurisdictions and the substantial office work and coordination required is another reason to consider the need for a paid Executive Officer.

CHAIRPERSON'S REPORT



Rachel Richardson Dip Teach, BA, MEd, PhD Snr Fellow, HEA, Member, AusPATH

I'm delighted to be able to present the first Annual Report to Members. It has been an honour to serve thus far on the Board and amongst such a committed and able Board of Directors. I am also greatly honoured and deeply moved to have been elected the Board's first Chairperson.

Our Company

Transcend Australia has achieved a great deal in its first 8 months of operation. The Company was incorporated on the 1st of November, 2019 and became a Registered Charity on the 4th of December that same year. Moreover, it managed to achieve status as a Designated Gift Recipient with the Australian Taxation Office by the 27th of April, 2020 (which was made effective from the date of our registration as Charity with the ACNC - 4 December, 2019).

These are significant achievements for any organisation and doubly so for an organisation working in an area of support to families and children that is still yet to receive proportionate and ongoing public funding. Our capacity as an organisation historically based on the work of volunteers, however, can only go so far. Further development of Transcend Australia's capacity, reach, and advocacy is directly linked to the financial power we can bring to bear on the resourcing of that effort. As noted above, the Company must pursue, with every effort, the employment of an Executive Officer to manage the already substantial and increasingly demanding load related to the operational work of the Company.

There is a great deal to do within the workspace Transcend Australia has set itself. The Company's Objects as set out in its Constitution cover a range of matters from family and child support, to advocacy, and the provision of up-to-date and accurate advice and resources on a range of matters that affect the growth, welfare and agency of TGDNB children and young people growing up in Australia now and into the future. That they are all necessary areas of work goes without saying, however our task as a Board has been to determine how best to competently and sustainably approach such a work list. To that end, the Company, after consultation with its community of families, produced its three year Strategic Plan. The Strategic Plan provides a framework for action and activity in response to our Objects, the identified strategic need, and the consideration of reasonable deliverables.

In the first eight months of its existence the Company has, in its operations, continued to move toward a more sustainable model of peer-to-peer support in its online platform. Changes to Admin arrangements in response to Board membership have been undertaken, plans to expand regional coverage are underway, and connections with and between our State and Territory Transcend groups and allied groups continue to grow. The Company is engaged in the preparation of parent and school resources and efforts were undertaken to seek funding for specific projects around admin training and youth leadership. A major

element of operational activity over the first eight months has been fundraising through campaigns and events such as GiveOut and GLOBE. The Company's DGR status greatly assisted donations from many individuals and will facilitate our profile as a donor preferred option in the TGDNB child and family support space into the future.

Responding to Crisis

The period to 30 June 2020 saw Australia - and the rest of the world - face one of the most serious threats to public health in over a hundred years. The COVID 19 pandemic has created uncertainties and difficulties few, if any, were prepared for when the first waves of infection and response began in earnest in Australia in early 2020. Infection fears, "lockdowns", quarantining measures and their knock on effects in so many aspects of life took a severe toll on the mental health of many Australians. For Transcend families the COVID 19 containment measures added multiplier effects to things like social isolation, access to medical and counseling services, and finding and maintaining community.

Like many organisations dealing with vulnerable populations, Transcend Australia worked hard to offer support to its client base. The organisation was uniquely positioned to continue its day to day online support work but planned face-to-face events had to be abandoned. Beck and Georgie's idea to establish novel online events to replace face-to-face Transcend community events offered a real solution to maintaining connectedness and emotional support at a time when many TGDNB kids and their families were suffering under the weight of the lockdown measures.

The Board in this time continued its work unabated by moving to a videoconferencing system for all meetings and the Executive maintained its engagement in the advocacy space also through videoconferencing and other non face-to-face communication methods. Indeed the shift to virtual meetings arguably improved the ability of Transcend to engage directly in the advocacy space, when face-to-face meetings previously imposed significant access issues for Executive and other Transcend representatives spread around the country.

While Victorians - and Melbournians in particular - faced the longest lockdown in Australia, the signs are that the measures undertaken have been effective and with the administration of vaccination in Australia the situation over 21/22 is expected to improve markedly. The effect, however, of the pandemic and lockdown measures on Transcend families in matters such as assessment and treatment delays has been *and remains* extremely serious and the Board has been mindful to pursue this particular issue in various fora.

The take away from the experience of the pandemic is that Transcend Australia was able to adapt quickly to the social restrictions applied by the health measures employed and that our work remained effective in that time. Nevertheless, the demand on those in the organisation who provided direct support to families in various forms in the online space during the lockdown has been substantial and the Board is aware that the care of those offering support must be a paramount consideration as we go forward.

Looking to the Future...

Instantiating good governance - training, recruitment, maintaining good advice channels

In this first half year of the Company's life, our focus as a Board has had to ensure that the functional basics of the Company have been established. Moving ahead on matters related to establishing our banking arrangements and accounting systems, embarking on a suite of policies, pursuing grants, and responding to immediate need in the Transcend Family community, especially as the effects of the pandemic and the lockdowns took their toll on mental health, connectedness, and access to healthcare. Our focus as a Board as we move forward must be on building skills amongst the Board membership that will strengthen decision making, streamline strategic activity, and marshall the membership's diverse skills so that the most efficient use of individual Director's time achieves the best productive output. The Board is able to establish Committees with Board Directors and other members outside the Company to advance its interests in efficient ways. Such Committees also serve as skill development points for Board Directors. The Board will, in time, establish a number of Committees to manage - in an ongoing way - key elements of the business.

We are a small organisation, with limited resources and that necessarily means that much of what is able to be achieved has been done through the voluntary labour of those in the organisation - key Board members, in fact. The Company has achieved much to date on that basis. But it is not a sustainable basis upon which the Company can rely in the long term - especially as we aim to build our operational profile going forward. As explained earlier, in moving to the next phase of the Company's profile and activity, we need to find the resources to employ an Executive Officer and move our day-to-day support operations to a more secure, trained and supported system.

Building sustainability into the Board and succession planning

Our Board consists mostly of parents of TGDNB children and young people. There are two members, Georgie Stone and Rachel Richardson, who have lived experience as Trans women. In time, recruitment onto the Board may begin to work towards adding Directors with other lived experience who come from the TGDNB community.

Boards remain vibrant because they consist of skilled people, willing to offer their time and expertise, and who have the capacity to take on the demands required of managing an organisation. No one can be expected to remain forever as a Director on any Board. While some Directors may have repeated appointments, turnover is a reality and planning for that must be a serious goal of the Company going forward. Succession planning is an essential for any organisation focussed on sustainable management. As the Board moves forward, either through processes of recruitment or 'shadowing' or direct training, there needs to be an active engagement with protecting the organisation from knowledge and skill attrition - especially in areas where it would be vulnerable (i.e., finance, fundraising, advocacy).

Advocacy

A significant part of the work undertaken to date by the Board Executive has been directed to one of the key Objects of the Company:

providing medical, legal, social and community referral services to transgender and gender diverse children and young persons, and their friends, carers and families

- Transcend Australia Constitution 3 (a) (i)

This Object might be thought of as a guiding principle for the Company. It is a significant statement of the Company's intent in relation to the provision of *essential* services to TGDNB children and young people and their families. It guides us in at least two ways. Firstly, the Object makes it clear that Transcend Australia is committed to the provision of referral and support services connecting people to *medical, legal, social and community referral services*. Indeed our system of support via online groups, established well before the Company as such existed, speaks to such a commitment.

However, in addition to the Company's direct provision of such support, the Object also empowers the Company to *advocate* in society for the provision of those services through, for example, public and private health providers, community services and existing support services.

This is an important point about our work. As a relatively small organisation we must marshall our resources as best we can to achieve the levels of support *that TGDNB children and young people and their families* **deserve**. We can't, as a small Company, be expected to provide that directly but we *can* use our influence and relationships to prioritise support for TGDNB children and young people in public funding decisions, service development, and the provision of best practice care.

TGDNB human rights and services are the *Nation's* responsibility - not just the 'niche' interest of 'special interest groups' like Transcend. We will, at every step, continue to remind governments and service providers that the *full* social and legal recognition and support of TGDNB people is an urgent national priority, and not something to be left to a footnote in future policy. Reports by the Australian Human Rights Commission, Commonwealth Guidelines, the advice of peak medical bodies like the RACP and AusPATH, instantiated International and National Standards of Care in Specialist medical practice, Commissioned reports to State Governments, recent legislative protections and inclusions throughout the Commonwealth, and Australia's acknowledgment of, and signatory status with, International statements on Human Rights principles all support a call to urgent practical relief for TGDNB people in the population, especially the most vulnerable and least empowered: TGDNB children and young people.

As we move ahead, Transcend Australia will be focussed on building our presence in the public and private sector and, where possible, seeking an advisory or co-design role in the planning for, development of and instantiation of Affirmative Care and allied support services in Australia. When, for example, the RACP provided its advice to Federal Health Minister, Greg Hunt in March 2020, about the urgent need for services for Trans children and young people, we wrote to the Minister advocating to progress the RACP's advice. On Minister Hunt's advice, we then wrote to every State and Territory Health Minister and other MPs seeking to clarify their support for the RACP's conclusions and seeking to meet to set the needs of families and their children on the table before them.

The results of that campaign and other engagements with government since then serve to remind the Board and the Company that even in the early stages of the Company's life there is good sense in taking every opportunity for advocacy and to raise wherever we can the need for an urgent and unequivocal response to addressing the needs of one of the most disadvantaged, misunderstood, and vulnerable groups in Australian society.

Building relationships with our partners

Transcend Australia has a good reputation as an honest broker. Whether the Company is advocating, fundraising, or developing resources for children and their families, we are an organisation that is clear on our vision and focussed on our mission. People and organisations we deal with know this about us and our relationships with others - particular partners - are predicated on it.

The work the Company has done with the Strategic Plan, our plans for website development, and connections we are making around different advocacy campaigns all serve to increase our reach and 'brand recognition' into the future. Continuing our work as a reputable, trusted, and responsible organisation will ensure that our reputation will continue to grow in the public health and welfare space and the voices of TGDNB kids will be listened to carefully and *justly*.

Thanks and acknowledgments

Firstly, I would like to thank Stasia Telford for her role in establishing the Company's banking and financial system and I am grateful for her guidance in explaining various aspects of the set up in the early days of the

Company's financial life. Stasia's work as Treasurer allowed for a smooth transition for our Board's new Treasurer, Michelle Lark, who is ably managing our banking and financial reporting arrangements now. Stasia continues her work for Transcend in her home state of Western Australia and is a member of the Board's Advocacy Committee.

Secondly, I'd like to acknowledge the support I have received from our consultant, Susanne Prosser. Susanne has been with the Company since its inception. She has been a constant source of good advice, wise counsel and insightful comment and productive output on all that has been put before her in regards to her work for the Company. She is a delight to know and a committed ally in the work we do here at Transcend Australia. I look forward to Susanne working with us as we move forward with the Company's agenda.

Lastly, I want to offer special thanks and an acknowledgment to our Founder, Rebekah Robertson, OAM. On a personal level, I'd like to thank Beck for her guidance, forthrightness, and wisdom. And I am very grateful to her for her feedback on all aspects of the role I occupy and the work we are attempting to do. We are all on the Board guided by the Founder and Initial Members' vision for the Company and, as Chair, I'm mindful to ensure that Transcend stays true to its Objects and the intentions that they are built on in everything that we do.

As a Trans Woman and an Elder in my Community I want to express my deep gratitude to Beck, who, in spite of having done so much for and with her daughter, Georgie Stone, to promote the cause of Trans kids in the preceding decade - somehow found the energy and the drive to establish Transcend Australia. And further, she sought to have the Company registered as a Charity *and then* achieve DGR status with the ATO. All of us who work on the Board or for the Company or who receive some service from Transcend benefit from that achievement. Importantly, having a Company which is a charity *and* a DGR places us in a unique position with respect to any other organisation or community group in Australia working towards similar goals.

I trust that the Board in its first 8 months has gone some way toward realising some of what our Founder, Rebekah Robertson, had in mind. As the current Chair, I'm committed to furthering the achievement of the Company to date and continuing the work toward a future that is dear to the hearts of all Members, Directors and the wider TGDNB child community, their families and supporters.

Trans, Gender Diverse, and Non-Binary children are born every single day. Like any child, they should be supported and cherished and nourished in their families and communities. Their lives deserve to be lived freely, safely, and joyously. With our commitment and love, let's help them do that.

Dr Rachel E Richardson Board Chair

20th February, 2021

Working towards a world where Trans, gender diverse and non binary children are embraced and given every opportunity to thrive and flourish.

OUR OBJECTIVES AND ACTIVITIES

In Transcend Australia's first Strategic Plan we identified the following five goals for the first five years:

- 1. Establish good governance and organisational policy and procedures
- 2. Expand on the provision of peer support
- 3. Develop an ambassador and leadership program with and for young people
- 4. Become a trusted source of accurate information for parents and carers, and TGDNB people through the development of resources and tools
- 5. Advocate strategically to improve services and systems for TGDNB children and young people

In the first eight months of the Company's operation the Board has established a regular meeting structure and routines which adapted well to the travel restrictions and loss of face-to-face meetings imposed by COVID 19 regulations. Organisational policy and procedures are being developed and the Company is in a good position to have a suite of policies in place by the end of the 20/21 reporting period. Peer support is planned to expand to a regional presence throughout Victoria and the Board is committed to reduce the potential conflict of interest that may arise for where Directors are also Admin for a Regional Parent support page. The Board is pursuing opportunities for funding and training to help recruit and establish new people to admin the FaceBook pages. The Board is also pursuing funding opportunities to allow the Company to offer the Ambassador and leadership program later in the year.

Transcend Australia is already regarded as a trusted source of accurate information to parents and carers and TGDNB people and we have commenced work on new resources for Parents and Schools which are scheduled for release later in 2020. Our strategic advocacy has commenced with a National campaign to engage with all State and Territory Health Ministers urging progress toward the goals for the care of TGDNB children and young people as outlined by the RACP and endorsed by the Federal Health Minister, Greg Hunt, in early 2020.

Over the 20/21 Financial Year, we expect to:

- Complete Board Governance training using a bona fide Governance training provider
- Approve a suite of priority policies and procedures manuals to support the Board and the quality of our operations
- Expand our peer support network regionally in Victoria
- Offer a Leadership and Youth Ambassador program
- Produce and distribute new resources for parents and carers across Australia
- Become a trusted voice for advocacy with State and Territory and Federal authorities and a partner with other state-based and national bodies working towards a comprehensive national system of referral and healthcare for TGDNB children and young people.

TREASURER'S REPORT



Michele Lark CA.ANZ

Transcend Australia became financial on receipt of a donation in May 2020.

The company received donations of \$14,241 during the financial year and incurred start-up and initial expenses of \$2,134.

The net cash position of the company at the end of the year was \$12,898.

There were minimal transactions during our first financial year however there are systems in place to ensure that going forward the finances of the company are well managed with oversight by the Directors.

I am very much looking forward to the next twelve months with this wonderful organisation.

Michele Lark CA.ANZ

FINANCIAL STATEMENTS

TRANSCEND AUSTRALIA LIMITED BALANCE SHEET AS AT 30 JUNE 2020

ASSETS	\$
Card Account	107
Donations Account	12,172
Transaction Account	619
Total Bank	12,898
LIABILITIES	
GST	116
Total Liabilities	116
NET ASSETS	13,014
EQUITY	
Current Year Earnings	13,014

PROFIT AND LOSS FOR THE PERIOD 1 NOVEMBER 2019 TO 30 JUNE 2020

Trading Income	\$
Donations received	14,241
Other revenue	906
Total trading income	15,147
Operating expenses	
Bank fees	8
Collection-fees and charges	63
Consulting & Accounting	800
General expenses	1,183
Subscriptions	80
Total operating expenses	2134
Net profit	13,014

OUR OTHER IMPORTANT INFORMATION

ACKNOWLEDGMENTS & THANK YOU

Transcend wishes to acknowledge and thank its volunteer admin across the Transcend peer-to-peer support network throughout Australia. The work of peer-to-peer support and advice remains the core activity of our organisation and without the dedication of those involved many families throughout Australia would not have the resources, knowledge or connections necessary to best support their Trans, Gender Diverse, or Non-Binary child.

We also wish to thank the Victorian Government for the necessary seed funding that has allowed us to establish the Company, seek registration as a Charity, and set the Company on a firm Governance footing in its first year of operation. We especially wish to thank the Hon. Martin Foley, MP, Minister of Health, Commissioner Ro Allen and the Equality Branch, and the vision and leadership of the Premier of Victoria, Hon Daniel Andrews, MP whose commitment to equality, fairness and justice for LGBTIQ+ people has given so much hope to Victorians in the Rainbow family, including the youngest and most vulnerable.

Our thanks also go to the many individuals who have generously donated to Transcend Australia in the lead up to this first financial year of our operations. We are grateful for their donations and look forward to their continued support in the future.

Members

Ms Georgie Stone, OAM, Bentleigh, VIC

Ms Rebekah Robertson, OAM, Bentleigh, VIC

Ms Joanne Foster, Brisbane, QLD

Ms Naomi McNamara, Taggerty, VIC

Dr Rachel Richardson, Wodonga, VIC

HOW YOU CAN HELP

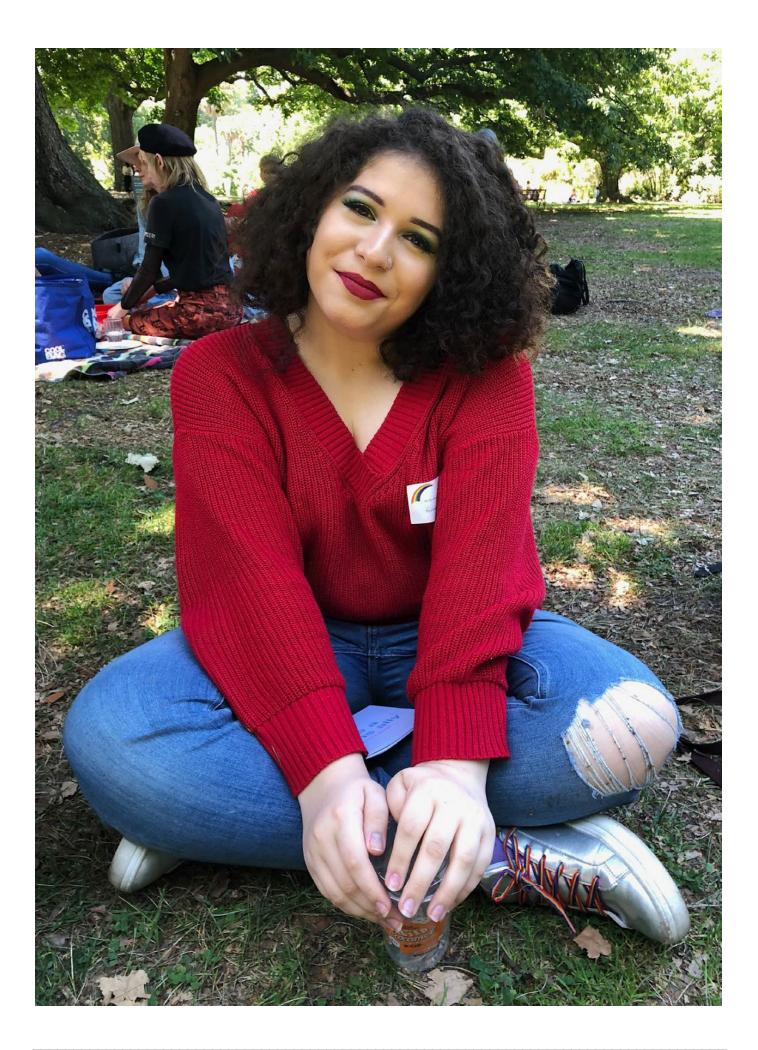
Volunteer your time Contact us here: info@transcend.org

Make a donation https://transcendaus.org/donate/

Leave a bequest Contact us here: info@transcend.org

Support an event or fundraising activity Contact us here: info@transcend.org

Become a corporate partner Contact us here: info@transcend.org





CONTACT US

Web: https://transcendaus.org/ Email: info@transcend.org FB: https://www.facebook.com/transcendsupport1/ TWITTER: @Transcend2012