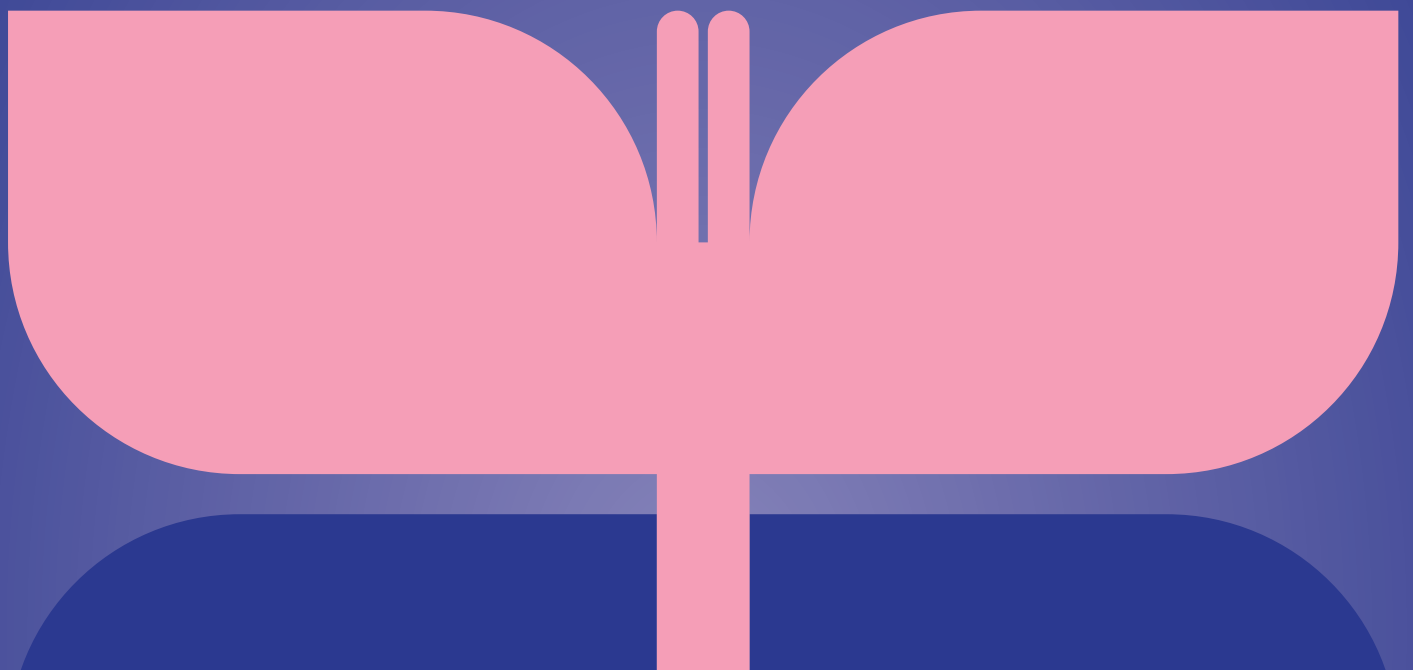


Queensland TGD Service and Resources Guide



Transcend Australia would like to thank the Queensland Mental Health Commission and the members of the Project Working Group involved in the governance and co-design process, including: Jack McWilliam – Social Worker - Rainbow Affinity; Tas Handsaker – Social Worker; Madelaine Turner – AOD Program Manager – Youth Empowered Towards Independence; 2Spirits – Aboriginal and Torres Strait Islander Corporation for Queensland LGBTIQ+ Sistergirl and Brotherboy Health and Wellbeing and PWG youth members.

Acknowledgement of Country

Transcend Australia acknowledges the Traditional Owners of Country where we live and work and their continuing connections to lands, waters and communities. We recognise that sovereignty was never ceded. We pay our respect to all Elders, past and present, and all trans, gender diverse and non-binary First Nations peoples, including Brotherboys and Sistergirls.

Always was and always will be, Aboriginal land.

Honouring Trans communities

We pay our respects and offer deep thanks to all the trans, gender diverse and non-binary leaders who came before us and helped pave the way. We acknowledge that our work wouldn't be possible if not for the tireless advocacy and activism of the trans, gender diverse and non-binary heroes and allies who precede us.

We honour and are grateful for those families who listen to and affirm their trans, gender diverse and non-binary children. Most importantly we honour and respect the lived experience of all trans, non-binary and gender diverse children and young people across Australia. Thank you for having the courage to be yourselves.

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S1

Introduction

1.1 Acronyms

ADHD	Attention Deficit Hyperactivity Disorder
AOD	Alcohol and Other Drugs
ASD	Autism Spectrum Disorder
AusPATH	Australian Professional Association for Trans Health
BDM	Births, Deaths and Marriages Registry
CYMHS	Child and Youth Mental Health Services
CATT	Crisis Assessment and Treatment Team
ENT	Ear, Nose and Throat
GAHT	Gender Affirming Hormone Therapy
GP	General Practitioner
IPU	Integrated Practice Unit
LGBTIQA+	Lesbian, Gay, Bisexual, Trans and Gender Diverse, Intersex, Queer, Asexual with the + sign representing other diverse identities
NDIS	National Disability Insurance Scheme
OT	Occupational Therapy/Therapist
CHQ	Children's Health Queensland
QCGS	Queensland Children's Gender Service
GS (RBWH)	Gender Service – Royal Brisbane and Women's Hospital
QMHC	Queensland Mental Health Commission
TGD	Trans and Gender Diverse
TGDNB	Trans, Gender Diverse and Non-Binary
WPATH	World Professional Association for Transgender Health

1.2 About this Guide

The Queensland TGD Service and Resources Guide was developed as part of the Queensland Connected Communities Project, led by Transcend Australia and governed by a Project Working Group comprised of local community service providers and lived and living experience representatives.

The project aimed to enhance to care experiences of transgender (trans), gender diverse and non-binary (TGDNB) young people by mapping different care journeys and providing families, services and health professionals with clear information on available care pathways.

This guide has been informed by trans, gender diverse and non-binary people, parents of TGDNB young people, health professionals, and other experts working in services and organisations to improve the lives, experiences and outcomes for trans, gender diverse and non-binary people.

Purpose

The purpose of this guide is to strengthen the resources available to trans, gender diverse and non-binary young people and their families in Queensland by making it easier to understand their experiences and to navigate health and social support systems to find the right help and support.

This guide provides families, services and health professionals in Queensland with clear information on available care pathways and tools to contribute to appropriate referrals.

Who is this guide for?

This guide is for anyone who provides care or support for trans, gender diverse and non-binary young people, including health and medical professionals, social service professionals, allied health professionals, mental health workers, peer workers and peer navigators.

A note on language and terminology

The language used in this guide is based on principles of affirmation and cultural safety, and recognises the right of all trans, gender diverse and non-binary people to self-determination, autonomy and social justice.

We acknowledge that language and terminology evolve constantly, and that some of the terms used in this guide may not reflect the specific identities, experiences or preferences of all trans, gender diverse and non-binary people.

A glossary of key terms used is provided at the end of this guide.

1.3 Understanding gender affirmation

Everybody affirms their gender. Gender affirmation is a term that describes the range of actions and decisions a person makes to express their gender identity. For example, wearing earrings, tattoos, make-up, working out at the gym, etc.

For trans, gender diverse and non-binary (TGDNB) people, gender affirmation (sometimes referred to as gender transition) is a term used to describe the range of actions and decisions they make to live their authentic gender. Gender affirmation is unique to each individual and can be influenced by many factors, including a person's family and social circumstances, culture, availability of services, and the supports they have available and accessible to them.

By the time TGDNB young people express feelings about their gender identity and experience to family and other people in their lives, they have likely already formed a strong sense of who they are. Parents, families, friends, peers and professionals all have an important role to play in supporting young people to become who they truly are. There are many ways that trans, gender diverse and non-binary people can affirm and be supported to affirm their gender, including social, medical and legal affirmation¹. However, each journey is unique and gender affirmation can look different for everybody.

Social affirmation

Social affirmation relates to the ways trans and gender diverse people introduce and share who they are with the world. This can include using a chosen name and pronouns, coming out or inviting in, changing clothes or hairstyles, modifying body shapes (for example, going to the gym), and changing their voice. Social affirmation is also about trans and gender diverse people being able to participate in life as their true selves, including at school, work, sports clubs and other social settings.

Medical affirmation

Medical affirmation relates to the health and medical treatments or procedures that trans and gender diverse people may choose so their bodies or appearance match their gender identity. This might include taking gender affirming hormones such as estrogen, testosterone, or progesterone, puberty suppressants, or affirming surgeries. Medical affirmation involves various health and medical professionals, including general practitioners, nurses, medical specialists and surgeons, and requires working in partnership with trans and gender diverse people and their families to provide access to safe and affirming care.

Legal affirmation

Legal affirmation relates to the ways trans and gender diverse people are known and referred to legally, which can include changing names and gender markers on legal documents, identification documents, personal government records and data collection systems (i.e. Medicare, Centrelink). It also includes being affirmed while engaging with legal and government systems, such as health, justice and immigration.

¹ACON (2021). TransHub Information and Resource Platform. Available from <https://www.transhub.org.au/> Sydney: ACON.

Telfer, M.M., Tollit, M.A., Pace, C.C. & Pang, K.C (2020). Australian Standards of Care and Treatment Guidelines for Trans and Gender Diverse Children and Adolescents Version 1.3. Melbourne: The Royal Children's Hospital.

AusPATH (2022) Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy. Australia: Australian Professional Association for Trans Health.

Transforming Families <https://transformingfamilies.org.au/>

Trans.au <https://trans.au/>

1.4 Understanding gender affirming healthcare

Gender affirming healthcare is an evidence-based approach to clinical care and social support for trans and gender diverse people, which is informed by peer-reviewed evidence, clinical standards and wide consensus by health professional bodies, including the Australian Professional Association for Trans Health (AusPATH) and the World Professional Association for Transgender Health (WPATH). There is a growing body of evidence showing that gender affirming healthcare leads to improved health outcomes and quality of life for trans, gender diverse and non-binary people².

Gender affirming healthcare is guided by standards of care and clinical guidelines appropriate for trans, gender diverse and non-binary people at different ages and developmental stages. These include:

- [The Australian Standards of Care and Treatment Guidelines for Trans and Gender Diverse Children and Adolescents](#) (The Royal Children's Hospital Melbourne)
- [The Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy](#) (AusPATH)
- [Protocols for the Initiation of Hormone Therapy for Trans and Gender Diverse Patients](#) (Equinox)
- [Standards of Care for the Health of Transsexual, Transgender, and Gender Nonconforming People](#) (WPATH)

²Telfer, M.M., Tollit, M.A., Pace, C.C. & Pang, K.C (2020). *Australian Standards of Care and Treatment Guidelines for Trans and Gender Diverse Children and Adolescents Version 1.3*. Melbourne: The Royal Children's Hospital.

AusPATH (2022). *Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy*. Australia: Australian Professional Association for Trans Health.

³In 2025, the Australian Federal Government requested the National Health and Medical Research Council (NHMRC) to develop new national clinical practice guidelines for the care of trans and gender diverse people under 18 with gender dysphoria (Gender Guidelines).

Gender affirming medical care for children and adolescents is generally provided through specialist gender services. Best practice gender affirming healthcare is delivered through a multidisciplinary care approach, involving a range of clinicians, including paediatricians, psychiatrists, psychologists, social workers, counsellors, endocrinologists and other specialists, and is guided by *The Australian Standards of Care and Treatment Guidelines for Trans and Gender Diverse Children and Adolescents*.³

In Queensland, gender affirming healthcare for people aged 18 and over can be provided through specialist gender services as well as by general practitioners and other clinicians working in private practice. Within specialist gender services, it is best practice to deliver gender affirming care through a multidisciplinary care approach involving a range of clinicians, including psychiatrists, psychologists, social workers, counsellors, endocrinologists, fertility specialists and surgeons.

⁴AusPATH (2022). Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy. Australia: Australian Professional Association for Trans Health.

Coleman, E., Bockting, W., Botzer, M., et al. (2022) 'Standards of Care for the Health of Transgender and Gender Diverse People', Version 8, *International Journal of Transgender Health*, 23:sup1, S1-S259, DOI:10.1080/26895269.2022.2100644.

Within private practice, gender affirming care is often led by general practitioners as part of a multidisciplinary team that may also involve mental health clinicians, counsellors, endocrinologists, peer workers and other specialists. Gender affirming medicine forms part of general practice within Australia, and GPs have a critical role to play in providing culturally safe and gender affirming care to trans, gender diverse and non-binary people within the primary care system. This includes prescribing and supporting ongoing access to gender affirming hormone therapy (GAHT), providing referrals, as well as supporting them to access peer and social support, counselling, case management, mental health and other therapeutic services.

All general practitioners are able to provide gender affirming medical care and are encouraged to use the Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy to guide their practice⁴.

In situations where a person is not able to provide informed consent, due to cognitive impairment, brain injury, disability, complex mental health issues and other reasons, a mental health assessment is required before gender affirming hormone therapy and/or other medical treatments can be provided. WPATH's Standards of Care for the Health of Transexual, Transgender and Gender Non-Conforming People should be used to guide gender affirming care for clients who require a mental health assessment.

Informed Consent Models of Care

Informed consent models of gender affirming health care recognise that trans, gender diverse and non-binary people are experts on their own lives and gender identity, and respects their right to bodily autonomy and agency, and ability to make decisions about their health and affirmation needs.

Using the informed consent model:

- Care planning and coordination is led by a general practitioner
- A multidisciplinary care team may be involved in providing care and support, but are not required to commence gender affirming hormone therapy
- Gender affirming hormone therapy can commence for people over 18 where they have legal capacity to consent, and they agree to the treatment
- Gender affirming hormone therapy may commence for people aged under 18 and over 16 where they have legal capacity to consent, and they and both parents or legal guardians agree to the treatment
- As with all medical interventions, commencement of care will depend on the individual seeking treatment and their unique circumstances.

1.5

Supporting families and carers

⁵Russell ST, Pollitt AM, Li G, Grossman AH. Chosen Name Use Is Linked to Reduced Depressive Symptoms, Suicidal Ideation, and Suicidal Behavior Among Transgender Youth. *J Adolesc Health*. 2018 Oct;63(4):503-505.

Ryan C, Russell ST, Huebner D, Diaz R, Sanchez J. Family acceptance in adolescence and the health of LGBT young adults. *J Child Adolesc Psychiatr Nurs*. 2010 Nov;23(4):205-13

SAMHSA's Protective Factors for Resilience, American Foundation for Suicide Prevention <https://www.samhsa.gov/resource/dbhis/risk-factors-protective-factors-warning-signs>

Simons L, Schragger SM, Clark LF, Belzer M, Olson J. Parental support and mental health among transgender adolescents. *J Adolesc Health*. 2013 Dec;53(6):791-3.

Strauss, P., Cook, A., Winter, S., Watson, V., Wright Toussaint, D., & Lin, A. (2020a). Associations between negative life experiences and the mental health of trans and gender diverse young people in Australia: Findings from trans pathways. 50(5): 808-817.

Amos, N., Lim, G., Buckingham, P., Lin, A., Liddelow-Hunt, S., Mooney-Somers, J., Bourne, A., on behalf of the Private Lives 3, Writing Themselves In 4, SWASH, Trans Pathways, Walkern Katatdjinn, and Pride and Pandemic teams (2023). *Rainbow Realities: In-depth analyses of large-scale LGBTQA+ health and wellbeing data in Australia*. Melbourne, Australia: Australian Research Centre in Sex, Health and Society, La Trobe University.

A substantial and growing body of evidence demonstrates the critical role of family support in improving outcomes for trans, gender diverse and non-binary young people. Research consistently shows that parental acceptance significantly improves mental health, reduces risk behaviours, and enhances engagement with care. Conversely, lack of understanding or support increases vulnerability to homelessness, discrimination and poor mental health.

When a child or young person comes out as trans, non-binary, or gender diverse, it can be a time of significant emotional adjustment for families. Many families experience joy, pride or relief, even if they are not sure what to do to support their child. Some parents or carers may experience what is known as ambiguous grief – a sense of loss for the expectations, hopes, or identity they had previously imagined for their child. Ambiguous grief is a kind of feeling that can be hard to name. It might show up as struggling to let go of the hopes, expectations, or picture a parent once had for their child's future, or nostalgia for early memories. Parents can commonly become stuck in this feeling, due to the messages we've all grown up with about gender and what life is 'supposed' to look like, related to cisnormativity and heteronormativity.

It is important to help families move through those feelings and find places that are safe to express them so they don't become harmful to their connection with their child. Please note that while language around ambiguous grief can be useful for parents or carers to understand their own internal processes, it is not helpful for all. It can also be harmful or invalidating for their child to hear, and for members of the wider trans community, as it may imply that their identities represent a loss rather than an authentic and whole self.

Family rejection can lead to emotional or physical abuse, withdrawal of care or support, being forced to leave home or choosing to leave to escape unsafe conditions. Early support can prevent this. Providing structured, evidence informed education and peer support to parents and carers strengthens protective factors, enhances health literacy and promotes wellbeing for both young people and their families. Peer centred support has been repeatedly identified as one of the most effective mechanisms for reducing isolation and increasing families' capacity to advocate for and support their child.

Helping families move from fear to understanding may keep the young person safe, loved, and housed.

In some cases, parents and carers might disagree on how to best support their child, and this can give rise to, or exacerbate, situations of family violence. Practitioners should always prioritise the safety and wellbeing of the child and report safety concerns to child protection services.

Family Violence Supports	Contact Details	Service Details
DV Connect	1800 811 811	24 hours, 7 days a week (women's line) https://www.dvconnect.org/women-sline
	1800 600 636	9am – midnight, 7 days (men's line) https://www.dvconnect.org/men-sline
1800 RESPECT	1800 737 732	24 hours, 7 days a week https://1800respect.org.au
Rainbow Sexual, Domestic and Family Violence Helpline	1800 497 212	24 hours, 7 days a week https://fullstop.org.au/get-help/ourservices/rainbowviolenceand-abusesupport
13YARN	13 92 76	24 hours, 7 days a week https://www.13yarn.org.au
MensLine Australia	1300 789 978	24 hours, 7 days a week https://mensline.org.au
Sexual Assault Helpline	1800 010 120	7:30am to 11:30pm, 7 days https://www.dvconnect.org/sexual-assault-helpline
Kids Helpline	1800 551 800	24 hours, 7 days a week https://kidshelpline.com.au
Lifeline	13 11 14	24 hours, 7 days a week https://www.lifeline.org.au
Inner Boy App		innerBoy app : A free men's mental health app
Brother to Brother Crisis Line	1800 435 799	24 hours, 7 days a week

S2

Gender Affirming Care Pathways

		Under 8 Years	8 - 15 Years													
Social affirmation	Needs/Priorities	<p>Needs and priorities</p> <p>Information and resources; support to explore identity; understanding chosen names and pronouns; peer connections and play opportunities; parent support groups; advocacy to schools; support with family relationships</p>	<p>Needs and priorities</p> <p>Information and resources; support to explore identity; understanding chosen names and pronouns; support with gender expression/presentation (hair styling, clothing); peer connections and social activities; parent support groups; advocacy to schools and sports clubs; support with family relationships</p>													
	Options	<p>Referral options include</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q Life</td> <td>Parents of Gender Diverse Children</td> </tr> <tr> <td>PFlag</td> <td>Transcend Australia</td> </tr> <tr> <td colspan="2">Gay Skate</td> </tr> </table>	Q Life	Parents of Gender Diverse Children	PFlag	Transcend Australia	Gay Skate		<p>Referral options include</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Gay Skate</td> <td>Parents of Gender Diverse Children</td> </tr> <tr> <td>Open Doors Youth Service</td> <td>Minus 18</td> <td>Q Life</td> </tr> <tr> <td>YETI-SSAY-IT</td> <td>PFlag</td> <td>Transcend Australia</td> </tr> </table>	Gay Skate	Parents of Gender Diverse Children	Open Doors Youth Service	Minus 18	Q Life	YETI-SSAY-IT	PFlag
Q Life	Parents of Gender Diverse Children															
PFlag	Transcend Australia															
Gay Skate																
Gay Skate	Parents of Gender Diverse Children															
Open Doors Youth Service	Minus 18	Q Life														
YETI-SSAY-IT	PFlag	Transcend Australia														
Medical affirmation	Needs/Priorities	<p>Needs and priorities</p> <p>Medicines are not needed at this time. Health practitioner support may not be needed. Support for the family to understand gender identity. Information and education.</p>	<p>Needs and priorities</p> <p>Information and education, mental health assessments and informed care planning which might include gender incongruence diagnosis; psychological support; reversible puberty suppression; menstrual suppression; GAHT assessment; fertility counselling</p>													
	Options	<p>Referral options include</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">QCH Gender Service</td> </tr> <tr> <td>Private healthcare providers</td> <td>Private paediatrician</td> </tr> <tr> <td colspan="2">Private mental health providers</td> </tr> </table>	QCH Gender Service		Private healthcare providers	Private paediatrician	Private mental health providers		<p>Referral options include</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">GPs</td> <td>QCH Gender Service</td> </tr> <tr> <td>Private healthcare providers</td> <td>Private paediatrician</td> </tr> <tr> <td colspan="2">Private mental health providers</td> </tr> </table>	GPs	QCH Gender Service	Private healthcare providers	Private paediatrician	Private mental health providers		
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GPs	QCH Gender Service															
Private healthcare providers	Private paediatrician															
Private mental health providers																
Legal affirmation	Needs/Priorities	<p>Needs and priorities</p> <p>Information and resources on rights for trans people; using and recording preferred pronouns / preferred name if any.</p>	<p>Needs and priorities</p> <p>Information and resources on rights for trans people; using and recording preferred pronouns/name, changes to name and / or gender marker on birth certificate</p>													
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Transcend Australia	QLD LGBTI Legal Service															
QLD Legal Aid	BDM															
Justice Connect resources																
Mental health	Needs/Priorities	<p>Needs and priorities</p> <p>Identity exploration; support with gender incongruence; psychological distress, anxiety, support relationships with parents and families</p>	<p>Needs and priorities</p> <p>Identity exploration; support with gender incongruence; psychological distress, anxiety, self-harm, suicidal ideation, disordered eating and eating disorders, support relationships with parents and families</p>													
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GPs	QLife	13YARN														
Private mental health providers (GP referral required)																
Allied health	Needs/Priorities	<p>Allied Health is unlikely to be needed at this age.</p>	<p>Needs and priorities</p> <p>Support with diet and metabolism, bone and muscle health, voice and communication training</p>													
	Options		<p>Referral options include</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">GPs</td> <td>Private mental health providers</td> </tr> <tr> <td colspan="2">Queensland Community Health Services</td> </tr> <tr> <td colspan="2">Private clinics</td> </tr> </table>	GPs	Private mental health providers	Queensland Community Health Services		Private clinics								
GPs	Private mental health providers															
Queensland Community Health Services																
Private clinics																

16 - 17 Years

Needs and priorities

Information and resources; support with gender exploration, expression/presentation (hair styling, clothing, etc.); peer connections and support; social activities; support with family relationships and school safety, safe sport and fitness clubs; voice feminisation or masculinisation; hair removal

Referral options include

Transcend Australia	Many Genders One Voice		
Open Doors Youth Service	Minus 18	2 Spirits	
YETI-SSAY-IT	PFlag	QC	Gay Skate

18+ Years

Needs and priorities

Information and resources; support with gender expression/presentation; peer connections and support; social activities; safe sport and fitness clubs; voice feminisation or masculinisation; hair removal, advocacy in employment and housing

Referral options include

QTrans	Transcendence (Relationships Australia)	
Open Doors Youth Service	headspace	2 Spirits
YETI-SSAY-IT	QC	Gay Skate

Needs/Priorities

Options

Social affirmation

Needs and priorities

Information and education, mental health assessments and informed care planning which might include gender incongruence diagnosis; psychological support; menstrual suppression; GAHT; voice feminisation or masculinisation; fertility counselling

Referral options include

GPs practicing informed consent	
Private speech pathologists	QCH Gender Service
Private healthcare and private mental health providers	

Needs and priorities

Information and education, mental health assessments and informed care planning which might include gender incongruence diagnosis; psychological support; menstrual suppression; GAHT; voice feminisation or masculinisation; fertility counselling, gender affirming surgeries

Referral options include

Qld Gender Clinic	GPs practicing informed consent
Private surgeons	Private speech pathologists
Private mental health providers	

Needs/Priorities

Options

Medical affirmation

Needs and priorities

Information and resources on rights for trans people; changes to name and / or gender marker on birth certificate; changes to ID and legal documents; changes to name and ID on personal records

Referral options include

Transcend Australia	QLD LGBTI Legal Service
QLD Legal Aid	BDM
Justice Connect resources	

Needs and priorities

Information and resources on rights for trans people; changes to name and gender marker on birth certificate; changes to ID and legal documents; changes to name and ID on personal records

Referral options include

Transcend Australia	QLD LGBTI Legal Service
QLD Legal Aid	BDM
Justice Connect resources	

Needs/Priorities

Options

Legal affirmation

Needs and priorities

Identity exploration; support with gender incongruence; psychological distress, anxiety, self-harm, suicidal ideation, disordered eating and eating disorders, WPATH assessments; support with family relationships

Referral options include

GPs	CYMHS
Private mental health providers	QLife
13YARN	ReachOut

Needs and priorities

Identity exploration; support with gender incongruence; psychological distress, anxiety, self-harm, suicidal ideation, disordered eating and eating disorders; WPATH assessments; support with family relationships (including partners)

Referral options include

GPs	Private mental health providers
Qld Gender Clinic	QLife
13YARN	ReachOut

Needs/Priorities

Options

Mental health

Needs and priorities

Support with diet and metabolism, bone and muscle health, binder and tucking education; physiotherapy; fitness and weight training; voice and communication training

Referral options include

GPs	QC
Private clinics	2 Spirits
Queensland Community Health Services	

Needs and priorities

Support with diet and metabolism, bone and muscle health, binder and tucking education; physiotherapy; fitness and weight training; voice and communication training

Referral options include

GPs	QC
Private clinics	2 Spirits
Queensland Community Health Services	

Needs/Priorities

Options

Allied health

S3

TGD Health Services

3.1 Queensland Children’s Hospital (QCH) Gender Service

About this service	<p>The QCH Gender Service is a Queensland statewide service providing multidisciplinary, family-centred care, including comprehensive assessment and management plans.</p> <p>The QCH Gender Service provides care based on the Australian Standards of Care and Treatment Guidelines for Trans and Gender Diverse Children and Adolescents.</p>
Service delivery locations	<ul style="list-style-type: none"> • The Queensland Children’s Hospital (South Brisbane) • Telehealth options available
Eligibility for this service	<ul style="list-style-type: none"> • Anyone living in Queensland that identifies as trans, gender diverse or exploring gender identity • Age 17 and under at the time of referral
Exclusion criteria	Living outside of Queensland
Average waiting times	Most services experience wait times due to intake capacity and these will vary from time to time and from service to service. Wait times can range from a few months to over a year. For up to date wait times, please contact the service directly or a relevant peer navigation service.
About this service	<p>GP referral is required</p> <p>Referrals should be made using the CHQ Specialist Referral or via Smart Referrals.</p> <p>Website: https://www.childrens.health.qld.gov.au/services/gender-service/gender-service-queensland-childrens-hospital</p> <p>Phone: 07 3069 7377</p> <p>Email: CHQ-Gender@health.qld.gov.au</p> <p>GP Referrals Email: LCCHgender@health.qld.gov.au</p>

3.2 Queensland Gender Service

About this service	The Gender Service is a multi-disciplinary service based at the Royal Brisbane and Women's Hospital. The service is available to people in Brisbane and throughout Queensland (via telehealth)
Service delivery locations	Telehealth and in person at Royal Brisbane and Women's Hospital Gender Service, Herston
Eligibility for this service	<ul style="list-style-type: none"> • Referrals must come from a patient's primary care provider, or their GP must have knowledge of the referral • Patient must be aged 18 years or above, at the time of referral • Patients must be eligible for Medicare, or have appropriate health cover
Exclusion criteria	<ul style="list-style-type: none"> • Aged under 18 at the time of referral • Living outside of Queensland
Average waiting times	Most services experience wait times due to intake capacity and these will vary from time to time and from service to service. Wait times can range from a few months to over a year. For up to date wait times, please contact the service directly or a relevant peer navigation service.
About this service	Either fax referral to 07 3646 3357 or email to: genderservice@health.qld.gov.au Website: https://metronorth.health.qld.gov.au/rbwh/healthcare-services/gender-service

S4

TGD Services & Organisations

4.1 Transcend Australia

About this service	Transcend Australia is a national charity and community service organisation that works to create a safe space for families to connect, share experiences and talk to someone that can help build confidence and skills to navigate a young person's journey in a supportive way.
Service locations	Online and telehealth, Queensland wide Online and telehealth, Australia wide In-person support groups, Queensland In-person events, Queensland
Eligibility	Parent, caregiver or legal guardian of a trans, gender diverse or non-binary young person aged under 25 years.
Supports provided	<ul style="list-style-type: none"> • Information, tools and resources about the trans experience, and tools to support families' understanding of how they can advocate for their child/young person • Peer navigation support and advice and information about referral pathways • Peer support via online and in-person group sessions • Information about services available for young people and families • Education and skills development • Social support and events • Advocacy support
Out of Scope	<ul style="list-style-type: none"> • Clinical services and support • Ongoing case management support • Therapeutic support
Referral process	Self-referral using the online Referral Form Website: http://transcend.org.au

4.2 Transcendence Groups

About this service	Social support group run by Relationships Australia
Service locations	Spring Hill, Robina and Maroochydore
Eligibility	18+ and belong to the TGDNB Community or questioning their identity
Supports provided	<ul style="list-style-type: none"> • Connection to community • Peer support
Out of Scope	No clinical service provided
Referral process	Call 1300 364 277 to have an intake call with a facilitator. Website: https://raq.org.au/courses/transcendence-social-and-emotional-support-group/

4.3 Transilience Groups

About this service	Social support group run by Relationships Australia
Service locations	Spring Hill, QLD (in person only)
Eligibility	Transgender and gender-diverse children between ages 8 and 12 and their parents and/or caregivers.
Supports provided	Social support and information
Out of Scope	No clinical service or advice provided
Referral process	Registration and intake call required to join group. Website: https://raq.org.au/courses/transilience/ Email: rainbowenquiries@raq.org.au

4.4 QTrans

About this service	QTrans stands for Queensland Transgender Gender Diverse and Non-Binary Association and it is a confidential, non-profit community organisation
Service locations	Brisbane based social events
Eligibility	Service for trans, gender diverse and non-binary folk, allies and professionals with an interest in gender diverse communities
Supports provided	Social events, advocacy, peer led exchange of information
Out of Scope	QTrans does not provide clinical, therapeutic, medical or other professional services.
Referral process	Website: https://qtrans.org/ Email secretary@qtrans.org for enquiries

4.5 Many Genders One Voice

About this service	Many Genders One Voice is a Trans, Gender Diverse and Non-Binary Social and Support Group. The group is made up of volunteers from across the Trans, Gender Diverse and Non-Binary communities and their allies.
Service locations	Meanjin / Brisbane
Eligibility	Anyone who identifies as trans, gender diverse, non-binary, Sistergirl or Brotherboy and their families. Must be based in Queensland or Northern NSW.
Supports provided	<ul style="list-style-type: none"> • Binder Project • Social support for trans masc or Brotherboy • Events
Out of Scope	No clinical service or advice provided
Referral process	Website: https://www.manygendersonoice.org/ Email: manygendersonoiceqld@gmail.com

S5

LGBTIQA+ services and supports

5.1 Open Doors Youth Service

About this service	Non-for-profit organisation providing LGBTQIASB+ young people (aged 12-24) with access to appropriate and safe supports.
Service delivery locations	Fortitude Valley and Logan, Southeast Queensland
Services and supports provided	<ul style="list-style-type: none"> • Service navigation and advocacy • Social groups, individual support, counselling, family support • Workshops
Out of scope	<ul style="list-style-type: none"> • Clinical, medical and diagnostic services • Crisis or high intensity supports • Legal or financial services
Contact information	Website: https://www.opendoors.net.au Phone: 07 3257 7660 – Fortitude Valley Phone: 0478 672 274 – Logan Email: opendoors@opendoors.net.au Online referral form

5.2 YETI SSAY-IT

(Same Sex Attracted Youth Intersex and Transgendered)

About this service	YETI (Youth Empowered Towards Independence) is a nonprofit support agency for young people aged 12-25 years old living in Far North Queensland.
Service delivery locations	Cairns and surrounding areas
Services and supports provided	<ul style="list-style-type: none"> • Peer-led support • Social connection and activities • One-on-one counselling and advocacy support • Information and workshops
Contact information	Website: https://yeti.net.au/programs/ssay-it/ Phone: 07 4051 4927 Email: referrals@yeti.net.au Online referral form

5.3 Brisbane Youth Service

About this service	Brisbane Youth Service are an LGBTIQ+ inclusive nonprofit organisation providing homelessness crisis support services.
Service delivery locations	Fortitude Valley, Brisbane
Services and supports provided	<ul style="list-style-type: none"> • Crisis and Immediate Support • Housing support and emergency relief • Free medical clinic (including mental health and drug and alcohol support) • Mental health care • Support services for domestic violence, safe relationships and safe and connected futures • SAGE+ is a group-based program for LGBTIQA+ young people aged 18 - 25 who have experienced domestic, family or sexual violence. • Support services for young families and parents
Contact information	Website: https://brisyouth.org Phone: 07 3620 2400 (9am - 5pm weekdays) Email: admin@brisyouth.org

5.4 QC

(Queensland Council for LGBTI Health)

About this service	Community-led health service for the LGBTI, Sistergirl and Brotherboy communities.
Service delivery locations	Meanjin (Brisbane), Naamba (Sunshine Coast), Jagera, Giabal & Jarowair Land (Toowoomba), Gimuy (Cairns), Gurambilbarra (Townsville)
Services and supports provided	<ul style="list-style-type: none"> • Health and wellbeing services (sexual health, mental health) • Service navigation • Group activities, peer networks and events • Health and wellbeing promotion and education • Services available for 18+ or 16+ (with parental consent)
Contact information	Website: https://www.qc.org.au Phone: 07 3017 1777 Email: info@qc.org.au

5.5 2 Spirits

About this service	Non-profit service working with Aboriginal and Torres Strait Islander, Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy Communities
Service delivery locations	Face to face locations across Qld (see website for details)
Services and supports provided	<ul style="list-style-type: none"> • One-to-one support • Yarns Heal (Suicide Prevention) • Referrals to appropriate Aboriginal and Torres Strait Islander and LGBTIQ Sistergirl and Brotherboy services • Links and referrals to Aboriginal and Torres Strait Islander LGBTIQ Sistergirl and Brotherboy peer support groups • Advocacy for Aboriginal and Torres Strait Islander LGBTIQ Sistergirl and Brotherboy people
Contact information	Website: https://www.gc.org.au/2spirits https://www.2spirits.org.au/ Phone: 07 3017 1777

5.6 QLife

About this service	QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships.
Service delivery locations	National telephone and webchat service
Services and supports provided	<ul style="list-style-type: none"> • Counselling and peer support (including for families and friends) • Referral services • Resources and information
Contact information	Website: https://qlife.org.au/ Helpline: 1800 184 527 (3pm to 9pm every day) Webchat (3pm to 9pm every day)

5.7 Minus 18

About this service	Minus18 is a charity organisation providing health and wellbeing support and a safe environment for LGBTIQ+ young people through programs addressing social inclusion and connection, empowerment and confidence.
Service delivery locations	Online support, check their website for event locations
Services and supports provided	<ul style="list-style-type: none"> • Life-affirming support groups and spaces • Social support groups and events • Mental health support • Gender affirmation support • Leadership skills and social connection • Information, resources and advice
Contact information	Website: https://www.minus18.org.au Email: info@minus18.org.au

5.8 LGBTIQ+ Social Groups

(headspace Australia)

About this service	headspace Australia is a national youth mental health service that provides a range of healthcare services for young people. headspace centres are independent of each other and their offering might vary from location to location.
Service delivery locations	While headspace Australia has various locations all over Queensland, only certain locations may offer LGBTIQ+ social groups: SHOUT (Maroochydore), Crystal Queer Support Group (Bribie Island) Online Service: Qheadspace - young people aged 12-25 years
Services and supports provided	Check their website to find a centre and services they provide. SHOUT: Social Group that runs alternate weeks for young people aged 12-17 years and 17-25 years Crystal Queer Support Group: Support group for LGBTIQ+ young people aged 12-17.
Contact information	Website: https://headspace.org.au Phone: (07) 5409 4900 (Maroochydore) Phone: (07) 5428 1599 (Bribie Island) Phone and online support: https://headspace.org.au/online-and-phone-support/ Email: hsmreception@youturn.org.au (Maroochydore) Email: hsBlreception@youturn.org.au (Bribie Island) To register: https://headspace.org.au/register/

5.9 Third Queer Culture

About this service	Third Queer Culture is a space for LGBTQI+ refugees and asylum seekers where they don't need to choose between their sexual or gender identity and their cultural or faith identity but rather embrace both.
Service delivery locations	Events occur in Brisbane and outreach support is available to people in other areas of Queensland
Services and supports provided	<ul style="list-style-type: none"> • Social Gatherings • Advocacy • Information sessions, resources • Workshops
Contact information	Website: https://thirdqueerculture.com Email: thirdqueerculture@gmail.com Phone: 0470 721 980

5.10 Gay Skate

About this service	Gay Skate is an all-ages LGBTQIA+SB roller skating event series in Meanjin (Brisbane) hosted by queer and trans community members. Events are family friendly skate nights, pop-up events and community collaborations for queer and trans people and their families and allies.
Service delivery locations	Brisbane and surrounding Southeast Queensland area including Sunshine Coast
Services and supports provided	<ul style="list-style-type: none"> • Social connection • Peer support
Contact information	Website: https://gayskate.com.au Email: info@gayskate.com.au

5.11 Rainbow Families

About this service	Rainbow Families is a national organisation providing support, community and resources for LGBTQ+ families to thrive.
Service delivery locations	Brisbane and surrounding Southeast Queensland area including Sunshine Coast
Services and supports provided	<ul style="list-style-type: none"> • Social connection • Peer support and resources
Contact information	Website: https://www.rainbowfamilies.com.au Email: rainbow.families.qld@outlook.com

S6

Private Medical Clinics and Services

6.0 Private Medical Clinics and Services

The following currently provide gender affirming care and support services across Queensland, using informed consent standards and WPATH Standards of Care as relevant. They are also able to support referrals to other medical specialists providing gender affirming care as part of a multidisciplinary team.

Gender Health Australia	Holland Park West, Brisbane Telehealth available https://www.genderhealth.com.au reception@genderhealth.com.au	Gender Health Australia offers gender-affirming medical specialists, GPs, counselling and mental health services for people of all ages, genders and identities.
Kaleidoscope Clinic	17 Upward St, Cairns https://kaleidoscopeclinic.com.au kaleidoscope.clinic@ulfp.com.au Online booking (07) 4281 6959	Specialist GP service to coordinate and provide neurodiversity and gender affirming care.
Prism Health	Online only service www.prismhealth.com.au referrals@prismhealth.com.au or info@prismhealth.com.au contact via SMS 0483 951 456	National telehealth service providing assessments, hormone therapies (including puberty suppression) and brief interventions to TGDBN youth.
The Telehealth Gender Clinic (TTGC)	Telephone or video consultation. https://www.ttgc.com.au admin@ttgc.com.au	Online service providing gender care services for transgender, gender diverse and gender questioning people in Australia.
Stonewall Medical Centre	Brisbane https://stonewall.com.au mail@stonewall.com.au (07) 3857 1222	Offers Primary Care (GPs), allied health and counsellors providing gender affirming care following the informed consent model.
Gladstone Road Medical Centre (GRMC)	38 Gladstone Road, Highgate Hill www.grmc.com.au reception@grmc.com.au (07) 3844 9599	GP providing gender affirming care

For additional practitioners providing gender affirming care across Queensland visit the following pages or reach out to a TGD service listed above:

- AusPATH - <https://auspath.org.au/>
- TransHub - <https://www.transhub.org.au/doctor/>

S7

Public Allied Health Clinics

(University and Queensland Health Facilities)

7.0 Public Allied Health Clinics

The following currently provide free allied health support services across Queensland that are inclusive of LGBTIQ+ young people. Please check the web pages for up-to-date clinics that are currently available and timeframes to be seen.

**Griffith University
Health Clinic
(Gold Coast)**

Eligibility for Service: Children, adolescents and adults for Psychology, dietetics, social work and speech pathology
Location: See website for clinic locations
Website: <https://www.griffith.edu.au/griffith-health/clinics>

**The University of Southern
Queensland
(Toowoomba and Ipswich)**

Eligibility for Service: Children, adolescents and adults for Psychology and Counselling, Exercise Physiology and Interprofessional Health Clinics.
Location: See website for clinic locations
Website: <https://www.unisq.edu.au/about-unisq/schools/clinics>

**University of Sunshine
Coast
(Sunshine Coast)**

Eligibility for Service: Children, adolescents and adults for Psychology, Community Counselling, Occupational Therapy, Speech Pathology, Nutrition.
Location: See website for clinic locations
Website: <https://www.unisc.edu.au/community/unisc-clinics>

**Central Queensland
University Health Clinic
(Rockhampton)**

Eligibility for Service: Children, adolescents and adults accessing Occupational Therapy, Physiotherapy, Speech Pathology.
Location: See website for clinic locations
Website: <https://www.cqu.edu.au/engage/health-clinics>

**James Cook University
(Cairns and Townsville)**

Eligibility for Service: Children, adolescents and adults for Psychology, Occupational Therapy, Speech Pathology, Physiotherapy, Telehealth available.
Location: See website for clinic locations
Website: <https://www.jcuhealth.com.au/our-clinics>

**Qld Health Community
Health Services**

Eligibility for Service: Children, adolescents and adults for health outreach services, allied health, drug and alcohol services, sexual health, child health and safety, Indigenous health, refugee health, healthy lifestyle and weight management
Location: See website for clinic locations
Website: <https://www.qld.gov.au/health/services/community-health/services>

S8

Guidance for collecting client data and referral information

8.1 Guidance for collecting client data and referral information

Collecting client information in inclusive and affirming ways and making appropriate referrals to relevant services are critical to providing culturally safe and gender affirming care to trans, gender diverse and non-binary clients.

Across the health system, medical software and client data collection systems, including intake and referral systems, are often not designed with the needs and experiences of trans, gender diverse and non-binary clients in mind. In addition, mandatory data collection requirements for government funded services and programs contradict gender affirming principles and practices.

This section provides templates and guidance on collecting client information in ways that affirm trans, gender diverse and non-binary clients, whilst also considering mandatory data collection requirements to facilitate quality and timely referrals to TGD services.

Gender affirming principles

When collecting client information for trans, gender diverse and non-binary people, your forms and processes should support the following:

- Recording and using a person's chosen or preferred name, which means allowing for the use of names that are different to what is listed with Medicare or on other legal documents.
- Recording non-binary genders, using a two-step process that asks how a person describes their gender (gender identity), followed by the gender recorded for them at birth (assigned/assumed).
- Recording and using a person's pronouns.
- Only recording sex markers when these are required, for example when documenting Medicare information or making a referral to a Medicare funded service.
- Maintaining privacy and confidentiality by only sharing client information with people who need to access it, and confirming whether the person agrees to their information being recorded on centralised systems such as MyHealthRecord.
- Maintaining the safety of clients by confirming whether it is safe to communicate with them via the contact details recorded, including whether it is safe to send letters to the address provided, to leave voice messages or send messages.

8.2 Recommended client information collection

	Fields	Reason for collecting
Contact details	Chosen name	Affirm the client's gender and identity
	Last name	Minimum data requirement
	Date of birth	
	Address	
	Phone (home)	
	Phone (mobile)	
	Email address	
	Safe to send a letter to the address provided above	Ensure the client's safety
	Safe to leave a voice message	
	Safe to send an SMS	
Preferred method of communication		
Identity	Gender identity	Affirm the client's gender and identity
	Pronouns	Affirm the client's gender and identity
	Are you of Aboriginal and / or Torres Strait Islander origin	Minimum data requirement
	Are you of Australian South Sea Islander Origin?	Inform decisions about priority access
Health ID	Full name on Medicare Card	Minimum data requirement
	Sex marker on Medicare system	
	Medicare number; Reference Number; Expiry Date	
	Health care card/Pension card CRN Number; Expiry Date	
Emergency Contact	Full name	Support client care if required
	Relationship to client	
	Address	
	Phone number	

8.3 Recommended referral information

	Fields	Reason for collecting
Referral details and purpose	Person requesting the referral (i.e. client, parent)	Inform care decisions and consent requirements
	Client consents to referral and sharing of information?	Minimum data requirement
	Provide a brief description of the reason for referral	
	Is the person seeking gender affirming medical care?	Inform care decisions
	What is the person's pubertal status (under 18's only): Birth sex assigned/assumed female Pre menarche Post menarche Birth sex assigned/assumed male Voice deepened Voice not deepened	Relevant to prioritise gender affirming medical care
Access needs	Does the person speak a language other than English? Is an interpreter required? Specify language required	Minimum data requirement Enables planning for access support needs
	Does the person require a cultural support person?	
	Does the person have a carer/support person?	
	Are other access supports/accommodations required? Specify support required	
Mental health and other care providers	Is the person seeing a mental health provider?	Minimum data requirement Supports coordinated care
	Details of mental health provider:	
	Is the person currently on a mental health care plan?	
	Details of usual GP (if not the referring provider):	

Fields	Reason for collecting
<p>Risk assessment screening</p> <p>Is the person concerned about alcohol or drug use?</p> <p>Evidence of harm from alcohol or drug use?</p> <p>Recent or current self-harm</p> <p>Recent or current suicidal ideation or suicide attempts?</p> <p>Currently engaged with a tertiary mental health provider?</p> <p>Any significant legal issues or court involvement?</p> <p>Experiencing or concerned about family or intimate partner violence?</p> <p>Any family violence intervention orders in place?</p> <p>As affected family member YES / NO</p> <p>As person using violence YES / NO</p> <p>Does the person have any other concerns about their safety?</p>	<p>Minimum data requirement</p> <p>Inform care decisions</p> <p>May impact service eligibility</p>
<p>Parent/guardian details</p> <p>Parent or guardian's name and contact (if applicable)</p> <p>If the parents are separated, provide name and contact of second parent</p> <p>Are there any legal orders in place (i.e. sole parental responsibility; child protection)?</p> <p>Is a parent/guardian aware of the request for referral (if client is under 16 years)?</p>	<p>Minimum data requirement</p> <p>Inform care decisions where legal court orders may be required</p> <p>Information may impact service eligibility</p>
<p>Referrer Information</p> <p>Name</p> <p>Position</p> <p>Organisation</p> <p>Medicare provider number</p> <p>Phone number</p> <p>Fax number</p> <p>Date of referral</p> <p>Signature</p>	<p>Minimum data requirement</p>

S9

Glossary of key terms

9.0

Glossary of key terms

Brotherboy	A general term used in Aboriginal and Torres Strait Islander communities to describe transgender people and as a way of validating their gender identities and relationships. This term may also be used by non-conforming or non-binary Aboriginal and Torres Strait Islander peoples. Brotherboy describes gender diverse people that have a male spirit and take male roles within the community.
Gender dysphoria (diagnosis)	A DSM-5 diagnosis characterised by a marked incongruence between one's experienced gender and physical characteristics, and a strong desire for medical affirmation.
Gender dysphoria (experience)	The experience of distress or unease due to incongruence between a person's gender identity and sex assigned/assumed at birth, and/or from being misgendered or not treated as the gender they are.
Gender expression	The way a person publicly expresses or presents their gender, which can include using a chosen name and pronouns, coming out, changing clothes or hairstyles, modifying body shapes, and changing their voice.
Gender identity	A person's innermost or innate sense of their gender, which can be the same or different from their sex assigned/assumed at birth.
Gender incongruence	A marked and persistent incongruence between an individual's presumed and experienced gender.
Gender non-conforming	An individual that does not follow gender stereotypes or norms based on the sex they were assigned/assumed at birth.
Gender marker	The classification recorded on legal documents when a birth is registered.
Non-binary	An umbrella term for gender identities that sit within, outside of, across or between the spectrum of the male and female binary.
Sex assigned / assumed at birth	The assumption made at the time of a person's birth (generally by a physician) and recorded on a birth record, where individuals are typically categorised as being either male or female, based primarily on visual inspection of the genitalia.
Sistergirl	A general term used in Aboriginal and Torres Strait Islander communities to describe gender diverse individuals who have a female spirit and take on female roles within the community. Sistergirls may engage in traditional roles such as looking after children and family, and the term is not universal; it can vary in meaning and usage across different regions and cultures.
Trans and gender diverse	Inclusive umbrella terms that describe people whose gender is different to what was presumed for them at birth. For some trans people 'being trans' is a history or experience, and for some it is an identity. Processes of gender affirmation may or may not be part of a trans or gender diverse person's life.



transcend.org.au
info@transcend.org.au

