



Health Pathways for Trans & Gender Diverse People in Victoria

Acknowledgement of Country

Transcend Australia acknowledges the Traditional Owners of the lands on which we live and work in Naarm: the Gunaikurnai People, Taungurung People, Yorta Yorta People, Bunurong People, Wurundjeri People, Dja Dja Wurrung People, Wadawurrung People, Eastern Maar People, Gunditjmara People, Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagalk Nations, First Peoples of the Millewa-Mallee, being Latji Latji and Ngintait Traditional Owners.

We honour and pay our respects to their Elders, past, present. We recognise that sovereignty was never ceded. Always was, always will be Aboriginal Land.

The project partners extend our respect to all Aboriginal and Torres Strait Islander Peoples reading this guide. The project partners extend their respect to all Aboriginal and Torres Strait Islander Peoples reading this guide. We particularly acknowledge and pay our respects to gender-diverse Aboriginal people—including Sistergirls, Brotherboys and trans mob—past and present.

The purpose of this guide is to enable health and medical professionals to support trans, gender diverse and non-binary young people to access the services they need at the right time, and to navigate health and social support systems more broadly.

This guide is not a service directory and the list of services in this guide is not exhaustive. Key, mainly trans-specific, publicly funded and private services have been included as possible referral options. However, there are other services both public and private that might also be available.

Collaborating Partners



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Introduction

1.1 Acronyms

ADHD	Attention Deficit Hyperactivity Disorder
AOD	Alcohol and Other Drugs
ASD	Autism Spectrum Disorder
ATO	Australian Taxation Office
AusPATH	Australian Professional Organisation for Trans Health
BCH	Ballarat Community Health
BDM	Births, Deaths and Marriages Registry
CAMHS	Child and Adolescent 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
LGBTQ+	Lesbian, Gay, Bisexual, Trans and Gender Diverse, Queer
NDIS	National Disability Insurance Scheme
OT	Occupational Therapy/Therapist
PGDC	Parents of Gender Diverse Children
RCH	The Royal Children’s Hospital Melbourne
TGD	Trans and Gender Diverse
TGDNB	Trans, Gender Diverse and Non-Binary
THH	Thorne Harbour Health
WPATH	World Professional Association for Transgender Health
YAT	Youth Access Team
YourCH	Your Community Health

1.2

About This Guide

The TGD Service and Referral Guide was developed as part of the Care and Referral Pathways Project, led by Transcend Australia in partnership with The Royal Children's Hospital Gender Service, Monash Health Gender Clinic, Orygen and Transgender Victoria.

The project sought to improve care experiences for trans, gender diverse and non-binary young people by equipping families, services and health professionals with information about the care pathways available to trans, gender diverse and non-binary young people, as well as tools and resources to support appropriate referrals, more coordinated care, and a responsive and integrated service system.

This guide has been developed through an extensive co-design process with trans, gender diverse and non-binary people of all ages, parents and carers of TGDNB young people, health and medical professionals and other experts working in services and organisations that work directly with trans, gender diverse and non-binary people to improve their lives, experiences and outcomes.

Purpose

The purpose of this guide is to enable health and medical professionals to support trans, gender diverse and non-binary young people to access the services they need at the right time, and to navigate health and social support systems more broadly.

The guide includes a map of the service pathways available to trans, gender diverse and non-binary young people at different stages of their affirmation journey, and an overview of the specific services and supports available to meet their needs and priorities at each stage. This guide also includes best practice recommendations for collecting information to improve the quality of referrals.

This guide is not intended to be a comprehensive directory of services available to Victorian trans, gender diverse and non-binary young people and the service guide is not an exhaustive list of providers. There are many private healthcare providers and further providers working in community health and hospital settings beyond the publicly funded specialised gender affirming health services included in the service guide. When seeking providers, please consider contacting one of the funded peer navigation services included in this guide as they maintain service directories and can assist.

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. It is also intended to be accessible to users, and to de-pathologise the identities and experiences of trans, gender diverse and non-binary people.

However, 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

1. ACON (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 (2025). *Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy. Version 2*. Australia: Australian Professional Association for Trans Health.

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

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

Gender affirmation, sometimes discussed as gender transition, describes the different ways a trans, gender diverse or non-binary person may express, explore and live in alignment with their gender. Gender affirmation is unique to each individual and can be enabled by many factors, including a person's family and social circumstances, their individual needs and choices, and the support they have available and accessible to them.

By the time they 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. Not all trans and gender diverse people will seek or require medical affirmation. It is also possible that a young person may decide to reaffirm their gender identity as they grow, re-evaluate what options are right for them and their circumstances or take some time to continue exploring their identity. Every person's experience of gender affirmation is valid. Access to appropriate mental health, family and clinical support should be based on each person's individual needs and choices.

Parents, families, friends, peers and professionals all have an important role to play in supporting young people to affirm their gender. 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 affirmation.¹

Social Affirmation

Social affirmation relates to the ways trans and gender diverse people express and share who they are with others. This may include using their name and pronouns, sharing their identity with other people, changing clothes or hairstyles, modifying body shape, or changing their voice. It may also involve how a person participates in different areas of their life, including at school, work, sports clubs, online and in other social settings.

Medical Affirmation

Medical affirmation relates to the health and medical care that trans and gender-diverse people may choose to help their bodies align more closely with their gender. This can include taking gender affirming hormones such as oestrogen, testosterone, or progesterone, puberty blockers, and affirming surgeries, such as chest, genital and facial surgery. It can also include some other minor cosmetic procedures such as laser hair removal. Medical affirmation involves various health and medical professionals, including general practitioners, mental health practitioners, nurses and medical specialists, and requires that they work in partnership with trans and gender diverse people to provide access to safe and affirming care. If a trans or gender diverse person is under the age of 18, then parental involvement in the decision making process is needed. Family support is critical for a trans and gender diverse young person.

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, such as those used by Medicare and Centrelink. It also includes being affirmed while engaging with legal and government systems, such as health, justice and immigration.

1.4 Understanding Gender Affirming Healthcare

2. 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 (2025). *Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy*. Version 2. Australia: Australian Professional Association for Trans Health.

AustPATH, Transcend Australia (2024) *Living True, Living Better* resource pack, available at <https://transcend.org.au/resources/evidence/>

Gender-affirming healthcare is a recognised evidence-based approach to clinical care and social support for trans, gender diverse and non-binary people. It is informed by peer-reviewed evidence, clinical standards and guidance from professional bodies, including the Australian Professional Association for Trans Health (AusPATH) and the World Professional Association for Transgender Health (WPATH). Evidence indicates that gender-affirming healthcare can improve health, wellbeing and quality of life for trans, gender diverse and non-binary people.²

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)
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 Transgender and Gender Diverse People ↗	(WPATH)

Gender affirming medical care for children and adolescents has traditionally been provided through specialist gender services such as The Royal Children's Hospital Gender Service. Within this setting, gender affirming healthcare is delivered through a multidisciplinary care approach, involving a range of clinicians, including paediatricians, psychiatrists, psychologists, social workers, nurses, endocrinologists and other specialists, and is guided by The Australian Standards of Care and Treatment Guidelines for Trans and Gender Diverse Children and Adolescents. There are some general practitioners in private practice who can also provide care to trans and gender diverse young people. These GPs can be accessed through the peer navigation services listed in this guide.

Gender affirming healthcare for older adolescents (aged 16 and 17 years) and adults (aged 18+) can be provided through specialist gender services (such as the Monash Health Gender Clinic), as well as by general practitioners and other clinicians working in private practice or in community health services and organisations. Within specialist gender services, gender affirming care is delivered through a multidisciplinary care approach involving a range of clinicians, including psychiatrists, psychologists, social workers, counsellors, endocrinologists, fertility specialists and surgeons.

Within private practice or community health services such as Your Community Health and Ballarat Community Health, gender affirming care is led by general practitioners as part of a multidisciplinary team that may also involve mental health clinicians, counsellors, social workers, peer workers and other specialists.

1.4

3. AusPATH (2025). Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy. Version 2. 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.

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), as well as supporting access to 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 practice.³

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 Transgender and Gender Diverse People should be used to guide gender affirming care for clients who require a mental health assessment.

Some people may choose to seek a mental health support for other reasons, including:

- For support with co-occurring mental health issues;
- For support with their gender affirmation journey;
- To access other gender affirmation services available in comprehensive gender care settings and hospitals;
- To explore and reflect on their gender identity;
- To receive assistance and guidance to develop coping strategies related to the experience of gender transition and potential stressors caused by lack of support, rejection from loved ones or other negative experiences.

Informed Consent Models of Care

All gender affirming health care requires informed consent and all health care providers, including those conducting WPATH assessment ensure they have informed consent from their patients. The language related to the 'Informed consent model of care' is derived from patient advocacy in efforts to depathologise gender affirming healthcare and to increase accessibility and patient empowerment. Informed consent models of gender affirming health care recognise that trans, gender diverse and non-binary people should have the choice to access gender affirming healthcare in primary care and respects their right to bodily autonomy and agency, and 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 aged 18 years and over where they have legal capacity to consent, and they agree to the treatment;
- Gender affirming hormone therapy can commence for people aged under 18 when they have capacity to consent to this, and in Victoria, when their parent(s) or legal guardian(s) also provide consent. Currently, there are different state-specific laws that govern the consent process for under 18s.

S2

Gender Affirming Care Pathways

		● Under 8 Years				● 8–15 Years				● 16–17 Years				● 18+ Years					
Social Affirmation	Needs/Priorities	Information and resources; support to explore identity; understanding chosen names/pronouns; peer connections and play opportunities; parent support groups; support for schools; support with family relationships.				Information and resources; support to explore identity; understanding chosen names/pronouns; support with gender expression/presentation (hair, styling, clothing); peer connections/social activities; parent support groups; support for schools and sports clubs; support with family relationships. *12+				Information and resources; support with gender expression/presentation (binding and tucking); peer connections and support; social activities; safe sport and fitness clubs; voice feminisation or masculinisation; hair removal. Transcend AustraliaTransgender Victoria				Information and resources; support with gender expression/presentation (binding and tucking); peer connections and support; social activities; safe sport and fitness clubs; voice feminisation or masculinisation; hair removal.					
	Options	Transcend Australia				Transcend Australia		Orygen TGD Service*		Gateway Health Gender Service		YourCH	BCH	Transgender Victoria		Orygen TGD Service			
		Queerspace		QHub		Queerspace	Gateway Health Gender Service			La Trobe Communication Clinic		Minus18		QHub	La Trobe Communication Clinic		YourCH	BCH	
		Switchboard	Parents of Gender Diverse Children			Switchboard	Parents of Gender Diverse Children			Monash Health Gender Clinic		Orygen TGD Service		Monash Health Gender Clinic		Minus18		QHub	
Medical Affirmation	Needs/Priorities	Medicines are not needed at this time. The support of a health practitioner may not be needed, but families may want support for mental health or to discuss future medical options.				Education, support and informed care planning regarding medical affirmation options, which may include mental health assessments and support; reversible pubertal suppression; gender affirming hormone education and planning; menstrual suppression; fertility counselling. *12+				Education, support and informed care planning regarding medical affirmation options, which may include mental health assessments and support; gender affirming hormone education and planning; menstrual suppression; fertility counselling.				Support to access medical care, which may include mental health assessments and support; discussions regarding gender congruence; gender affirming hormone education and access; voice feminisation or masculinisation; fertility counselling; gender affirming surgeries					
	Options	RCH Gender Service		Private Paediatrician		RCH Gender Service		Private Paediatrician		Monash Health Gender Clinic				Monash Health Gender Clinic		Equinox Health			
		Gateway Health (primary care)				Gateway Health Gender Service				Mental Health Practitioner		Orygen TGD Service		Private Surgeons		Orygen TGD Service			
		Mental Health Practitioner		GPs		Mental Health Practitioner		Orygen TGD Service*		Speech Pathology		YourCH	BCH	GPs	Mental Health Practitioner		YourCH	BCH	GPs
Legal Affirmation	Needs/Priorities	Information and resources for parents and carers on updating documentation and personal records to chosen name.				Information and resources for parents and carers on updating documentation and personal records to chosen name.				Information and resources on trans rights; changes to name and/or gender marker on birth certificate; changes to ID and legal documents; changes to name and ID on personal records. Transcend AustraliaTransgender Victoria				Information and resources on trans rights; changes to name and gender marker on birth certificate; changes to ID and legal documents; changes to name and ID on personal records.					
	Options	Transcend Australia		Justice Connect		Transcend Australia		Justice Connect		Justice Connect		Q+Law		Justice Connect		Q+Law			
		Victorian Legal Aid		Q+Law		Victorian Legal Aid		Q+Law		Victorian Legal Aid		YourCH	BCH	Victorian Legal Aid		YourCH	BCH		
		Registry of Births, Deaths & Marriages				Registry of Births, Deaths & Marriages				Registry of Births, Deaths & Marriages				Registry of Births, Deaths & Marriages					
Mental Health	Needs/Priorities	Support to discuss gender identity; psychological distress, anxiety, self-harm, disordered eating and eating disorders, support relationships with parents and families. *12+				Support to discuss gender identity; psychological distress, anxiety, self-harm, suicidal ideation, disordered eating and eating disorders, support relationships with parents and families. RCH Gender ServiceQueerspaceQLife				Support to discuss gender identity and congruence; mental health support for psychological distress, anxiety and depression, self-harm, suicidal ideation, disordered eating and eating disorders, WPATH assessments; support with family relationships. YourCHBCHQueerspaceQLife				Support to discuss gender identity and congruence; mental health support for psychological distress, anxiety and depression, self-harm, suicidal ideation, eating disorders, WPATH assessments; support with family relationships (including partners). YourCHBCHQueerspaceQLifeGPs					
	Options	RCH Gender Service		QLife		Orygen TGD Service*		Rainbow Door		GPs	Orygen TGD Service		Switchboard		Orygen TGD Service		Switchboard		
		Queerspace		Switchboard		Gateway Health Gender Service			Switchboard		Monash Health Gender Clinic		Rainbow Door		Monash Health Gender Clinic		Rainbow Door		
		Mental Health Practitioner		Rainbow Door		Mental Health Practitioner				Mental Health Practitioner		GPs		Mental Health Practitioner		Equinox Health			
Allied Health	Needs/Priorities	Nutritional support to promote growth, healthy bodies and strong bones, support for anxiety, communication and sensory needs.				Nutritional support to promote growth, healthy bodies and strong bones, support for anxiety, communication and sensory needs.				Nutritional support to promote growth, healthy bodies and strong bones, support for anxiety, communication and sensory needs; address pain and discomfort related to binder use; fitness and weight training; voice and communication training.				Nutritional support to promote growth, healthy bodies and strong bones, support for anxiety, communication and sensory needs; address pain and discomfort related to binder use; fitness and weight training; voice and communication training.					
	Options	La Trobe Communication Clinic				La Trobe Communication Clinic				La Trobe Communication Clinic				La Trobe Communication Clinic					
		Community Health Services		RCH Gender Service		Community Health Services		RCH Gender Service		Community Health Services		YourCH	BCH	Community Health Services		YourCH	BCH		
		Private Allied Health Clinics				Private Allied Health Clinics				Private Allied Health Clinics				Private Allied Health Clinics					

The following table lists a limited number of publicly available service options. This list is not exhaustive and serves as a guide only. In addition, there are private gender affirming service providers that can also be used, and services listed might have wider service offerings.

The Health Pathways for Trans and Gender-Diverse People in Victoria were developed through the Care & Referral Pathways Project, with support from the Victorian Government.

2.2

Under 8 Years

Social Affirmation	Needs & Priorities	Information and resources on gender identity; support to explore and experiment with identity; using pronouns and chosen/preferred name; peer connections and play opportunities; parental connections and support; support for schools; supporting relationships with family.		
	Suggested Supports	Peer support groups; social groups and clubs; parent support groups; family support groups; online and social media support networks; advocacy support organisations; play groups; family therapy.		
	Referral Options	Transcend Australia ↗	Queerspace ↗	QLife ↗
		Parents of Gender Diverse Children (PCGD) ↗	Switchboard ↗	Proud 2 Play ↗
		Minus18 ↗	QHub ↗	
Medical Affirmation	Needs & Priorities	Medicines are not needed at this time. The support of a health practitioner may not be needed, but families may want support for mental health or to discuss future medical options.		
	Suggested Supports	Gender Services; general practitioner; child and adolescent psychologist or psychiatrist; paediatrician.		
	Referral Options	RCH Gender Service* ↗	GPs	Gateway Health Gender Service ↗
	GP referral required	Private Paediatrician		Mental Health Practitioner*
Legal Affirmation	Needs & Priorities	Information and resources for parents and carers on updating documentation and personal records to chosen name.		
	Suggested Supports	Public legal services, lawyers and other private legal professionals, advocacy organisations.		
	Referral Options	Transcend Australia ↗	Q+Law ↗	Victorian Legal Aid ↗
		Registry of Births, Deaths and Marriages (BDM) ↗		Justice Connect ↗
Mental Health	Needs & Priorities	Support to discuss gender identity, gender dysphoria, psychological distress and co-occurring or co-existing mental health concerns: depression, anxiety, self-harm, disordered eating and eating disorders, and support relationships with parents and families.		
	Suggested Supports	Gender service; general practitioner; child psychologist; psychiatrist, family therapists; counsellors.		
	Referral Options	RCH Gender Service* ↗	Switchboard ↗	QLife ↗
		Queerspace ↗	Rainbow Door ↗	
	*GP referral required	Mental Health Practitioner		
Allied Health	Needs & Priorities	Nutritional support to promote growth, healthy bodies and strong bones, support for anxiety, communication and sensory needs.		
	Suggested Supports	Occupational Therapy; Speech Pathology; Psychology; Dietetics; Physiotherapy.		
	Referral Options	RCH Gender Service ↗	Private Allied Health Clinics ↗	
		Community Health Services ↗		

2.3

8–15 Years

Social Affirmation	Needs & Priorities	Information and resources; support to explore identity; understanding chosen names and pronouns; support with gender expression/presentation (hair, clothing, styling, voice); education on safer binding; peer connections and social activities; parent support groups; support for schools and sports clubs; support with family relationships.				
	Suggested Supports	Peer support groups; social groups and clubs; parent support groups; family support groups; online and social media support networks; advocacy organisations; family therapy; TGD safe sports teams; TGD safe fitness coaches/gyms.				
	Referral Options	Transcend Australia ↗	Minus18 ↗	Queerspace ↗	QLife ↗	QHub ↗
		Gateway Health Gender Service ↗		Switchboard ↗	Proud 2 Play ↗	
Parents of Gender Diverse Children (PCGD) ↗		Orygen TGD Service (12+ Only) ↗				
Medical Affirmation	Needs & Priorities	Education, support and informed care planning regarding medical affirmation options which may include mental health assessments and support; reversible pubertal suppression; gender affirming hormone education and planning; menstrual suppression; fertility counselling.				
	Suggested Supports	Gender Services; general practitioner; child and adolescent psychologist or psychiatrist; paediatrician; paediatric endocrinologist; gynaecologist; family counsellor; speech pathologist.				
	Referral Options	RCH Gender Service* ↗		Mental Health Practitioner	Private Paediatrician	
	*GP referral required	Gateway Health Gender Service ↗		Orygen TGD Service (12+ Only) ↗		
Legal Affirmation	Needs & Priorities	Information and resources for parents and carers on updating documentation and personal records to chosen name.				
	Suggested Supports	Legal aid services; lawyers; advocacy organisations; Registry of Births, Deaths and Marriages.				
	Referral Options	Transcend Australia ↗	Q+Law ↗	Victorian Legal Aid ↗		
		Registry of Births, Deaths and Marriages (BDM) ↗			Justice Connect ↗	
Mental Health	Needs & Priorities	Explore affirmation goals and readiness for medical affirmation, support medical affirmation journey, support to discuss gender identity; psychological distress and co-occurring or co-existing mental health concerns: depression, anxiety, self-harm, disordered eating, eating disorders, and support relationships with parents and families.				
	Suggested Supports	Gender services; general practitioner; mental health practitioner; occupational therapist.				
	Referral Options	RCH Gender Service* ↗		Queerspace ↗	Mental Health Practitioners*	
		Gateway Health Gender Service ↗		Switchboard ↗	Rainbow Door ↗	
	*GP referral required	Orygen TGD Service (12+ Only) ↗		General Practitioners ↗		QLife ↗
Allied Health	Needs & Priorities	Nutritional support to promote growth, healthy bodies and strong bones, support for anxiety, communication and sensory needs.				
	Suggested Supports	Occupational Therapy; Speech Pathology; Psychology; Physiotherapy; Dietetics.				
	Referral Options	La Trobe Communication Clinic ↗		RCH Gender Service ↗		
		Community Health Services ↗		Private Allied Health Clinics ↗		

2.4

16–17 Years

Social Affirmation	Needs & Priorities	Information and resources on gender identity; support with gender expression/presentation (hair styling, clothing, binding and tucking); peer connections and support; social activities; parental connections and support; advocacy to schools; advocacy to sports clubs; voice feminisation or masculinisation.					
	Suggested Supports	Peer support groups; social groups and clubs; parent support groups; family support groups; online and social media support networks; advocacy organisations; family therapists; TGD safe sports teams; TGD safe fitness coaches/gyms; gender affirming voice services.					
	Referral Options	Transcend Australia ↗	Transgender Victoria ↗		La Trobe Communication Clinic ↗		
		Gateway Health Gender Service ↗			Queerspace ↗		Switchboard ↗
		Parents of Gender Diverse Children (PCGD) ↗			YourCH ↗		Minus18 ↗
Orygen TGD Service ↗			QHub ↗	BCH ↗	QLife ↗		
Medical Affirmation	Needs & Priorities	Support to access medical care, which may include mental health assessments and support; discussions regarding gender congruence; gender affirming hormone education and planning; voice feminisation or masculinisation; fertility counselling.					
	Suggested Supports	Gender Services; general practitioner; mental health practitioner.					
	Referral Options	Gateway Health Gender Service ↗			Mental Health Practitioner		
		Orygen TGD Service ↗			Monash Health Gender Clinic ↗		
		GPs practising informed consent ↗			Private Paediatrician		
Legal Affirmation	Needs & Priorities	Information and resources on trans rights; changes to name and/or gender marker on birth certificate; changes to ID and legal documents; changes to name and ID on personal records.					
	Suggested Supports	Legal aid services, lawyers, advocacy organisations; peer support organisations; peer navigators.					
	Referral Options	Transcend Australia ↗	Transgender Victoria ↗		Victorian Legal Aid ↗		Q+Law ↗
		Registry of Births, Deaths and Marriages ↗			Justice Connect ↗		YourCH ↗ BCH ↗
Mental Health	Needs & Priorities	Explore affirmation goals and readiness for medical affirmation, support medical affirmation journey, support to discuss gender identity and congruence, mental health support for psychological distress and co-occurring or co-existing mental health concerns.					
	Suggested Supports	Gender services; general practitioner; mental health practitioner; occupational therapist.					
	Referral Options	Monash Health Gender Clinic ↗		Rainbow Door ↗		QLife ↗	Orygen TGD Service ↗
		Mental Health Practitioners		Switchboard ↗	Queerspace ↗		Gateway Health GS ↗
Allied Health	Needs & Priorities	Nutritional support to promote growth, healthy bodies and strong bones, support for anxiety, communication and sensory needs; address pain and discomfort related to binder use; fitness and weight training; voice and communication training.					
	Suggested Supports	Occupational Therapy; Speech Pathology; Psychology; Dietetics.					
	Referral Options	La Trobe Communication Clinic ↗			YourCH ↗		BCH ↗
		Community Health Services ↗			Allied Health Clinics ↗		

2.5

18+ Years

Social Affirmation	Needs & Priorities	Information and resources on gender identity; support with gender expression/presentation (hair styling, clothing, binding and tucking); peer connections and support; social activities; safe sport and fitness clubs; voice feminisation or masculinisation; hair removal.					
	Suggested Supports	Peer support groups; social groups and clubs; parent support groups; family support groups; online and social media support networks; advocacy organisations; relationship services and therapists; social workers; TGD inclusive sports teams; TGD fitness coaches/gyms; gender affirming voice services; laser hair removal clinics.					
	Referral Options	Transcend Australia ↗	TGV ↗	La Trobe Communication Clinic ↗		QHub ↗	
		Monash Health Laser Hair Removal ↗		YourCH ↗	BCH ↗	Orygen TGD Service ↗	
Parents of Gender Diverse Children (PCGD) ↗				Queerspace ↗			
Medical Affirmation	Needs & Priorities	Support to access medical care, which may include mental health assessments and support; discussions regarding gender congruence; gender affirming hormone education and access; voice feminisation or masculinisation; fertility counselling; gender affirming surgeries.					
	Suggested Supports	Gender Services; general practitioner; mental health practitioner; endocrinologist; voice services; speech pathologist; private surgeon.					
	Referral Options	Monash Health Gender Clinic ↗		Mental Health Practitioner		Private Surgeons	
		GPs practising informed consent ↗		YourCH ↗	BCH ↗	Equinox Health ↗	
		Orygen TGD Service ↗	Speech Pathology		La Trobe Communication Clinic ↗		
Legal Affirmation	Needs & Priorities	Information and resources on trans rights; changes to name and/or gender marker on birth certificate; changes to ID and legal documents; changes to name and ID on personal records.					
	Suggested Supports	Legal aid services, lawyers, advocacy organisations; case worker/social worker; peer support organisations; peer navigators.					
	Referral Options	Transcend Australia ↗	Transgender Victoria ↗		Victorian Legal Aid ↗		Q+Law ↗
		Registry of Births, Deaths and Marriages ↗			Justice Connect ↗	YourCH ↗	BCH ↗
Mental Health	Needs & Priorities	Support to discuss gender identity and congruence; mental health support for psychological distress, anxiety and depression, self-harm, suicidal ideation, WPATH assessments; mental health provider to support informed consent option; support with family relationships (incl. intimate partners).					
	Suggested Supports	Gender services; general practitioner; mental health practitioner.					
	Referral Options	Monash Health Gender Clinic ↗		Queerspace ↗		QLife ↗	GPs ↗
		Orygen TGD Service ↗		Switchboard ↗		Rainbow Door ↗	
		Gateway Health		YourCH ↗	BCH ↗	Equinox Health ↗	
Allied Health	Needs & Priorities	Nutritional support to promote growth, healthy bodies and strong bones, support for anxiety, communication and sensory needs; address pain and discomfort related to binder use; fitness and weight training; voice and communication training.					
	Suggested Supports	Dieticians; exercise physiologists; physiotherapists; osteopaths; speech pathologists.					
	Referral Options	La Trobe Communication Clinic ↗		YourCH ↗		BCH ↗	
		Community Health Services ↗		Allied Health Clinics ↗			

S3

TGD Health
Services

3.1

The Royal Children’s Hospital (RCH) Gender Service

About	The RCH Gender Service provides individualised, family-centred, multidisciplinary care, for trans and gender diverse children and young people. Their team work together to improve the physical and mental health of trans youth. They support each young person and their family throughout their unique journey, until they reach adulthood.	
Service Delivery Locations	• The Royal Children’s Hospital (Parkville) • Telehealth available	
Eligibility	• Trans, gender diverse or exploring gender identity. • Accepts referrals made up until the 16th birthday. Those who turn 16 whilst on the wait list will still be seen. • The RCH may still see some patients before their 18th birthday, however when a young person turns 18, their care will be transitioned to an adult service • Patients without a Medicare card who are seeking asylum are eligible for this service.	
Exclusion Criteria	• Aged 16 years and over at the time of referral.	• Family lives outside of Victoria.
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.	
Referral Process	• GP or paediatrician referral is required. • Referrals should be made using the RCH Gender Service Referral Form then faxed to (03) 9345 5034. • The referring GP is notified via SMS when the referral is accepted. • The referring GP is sent a resource pack to provide to the family whilst awaiting their appointment. • Further information can be found at: www.rch.org.au/adolescent-medicine/gender-service www.rch.org.au	

3.2

Gateway Health
Gender Service

About	The Gateway Health Gender Service supports young people aged 8–16 years and their families with compassionate, evidence-informed care. They provide psychosocial support alongside medical affirmation options. Gateway Health also provides access to a range of primary care services , including mental health, social, and community services. They work in partnership with the Royal Children’s Hospital, with some aspects of care delivered on-site at the Royal Children’s Hospital in collaboration with their specialist teams, to ensure coordinated and high-quality support.	
Service Delivery Locations	Gateway Health (Wodonga)	
Eligibility	• Trans, gender diverse or exploring gender identity. • Aged 8-16 years at time of referral. • All ages (primary care).	
Exclusion Criteria	• Aged 17 years and over at the time of referral (Gender Service).	
Average Waiting Times	Wait times depend on intake capacity. For up to date wait times, please contact the service directly.	
Referral Process	For referrals and enquiries, please: • Email GenderService@gatewayhealth.org.au • Free call 1800 657 573 • Visit Gateway Health reception at 155 High Street, Wodonga Complete the Counselling and Wellbeing External Referral and submit it via email to GenderService@gatewayhealth.org.au gatewayhealth.org.au/services/lgbtqa-community/gender-service	

3.3

Orygen TGD Health Service (headspace)

About	The Orygen TGD Health Service provides access to safe and gender-affirming care and support to young people (aged 12 - 25) who are transgender, gender diverse or questioning their gender. This can include support from peer workers, mental health clinicians and a General Practitioner. Orygen TGD Service provides assessment for access to Gender Affirming Hormone Therapy for people aged under 18 years. Orygen TGD service provides access to Gender Affirming Hormone Therapy via the Informed Consent Pathway for people aged over 18 years.	
Service Delivery Locations	• headspace sites in the north-west of Melbourne (Sunshine, Melton, Werribee, Craigieburn, Glenroy)	
Eligibility	• Aged 12-25 years.	
Exclusion Criteria	• Located outside Victoria.	
Average Waiting Times	Current wait times depend on headspace intake capacity, and the assessment pathway you are eligible for. For up to date wait times contact the service directly.	
Referral Process	• Self-referral by contacting any of the following headspace centres: Glenroy, Sunshine, Melton, Werribee, Craigieburn (these are headspace centres linked with Orygen).	orygen.org.au

3.4

Your Community Health
(YourCH)

About	Your Community Health clinics provide primary care and allied health services, as well as specialist endocrinology services to trans, gender diverse and non-binary people across Victoria. The service is part of a consortium involving: Your Community Health, Ballarat Community Health, Austin Health and Thorne Harbour Health.
Service Delivery Locations	• wulempuri barring - East Reservoir Health Centre • wulempuri dhumba - Northcote Health Centre • balit wurun - Preston (PANCH) Health Centre
Eligibility	• All ages (General primary care). • 18+ years (specialist GP services and Peer Navigation).
Exclusion Criteria	Aged under 18 years, without a responsible adult.
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. Please refer to their intake page for live updates on waiting times.
Referral Process	• Clinician and self-referrals can be made via the Gender-Affirming Care Service Access Form www.yourch.org.au/services/tgdic/

3.5

Ballarat Community Health
(BCH)

About	Ballarat Community Health clinics provide primary care and allied health services, as well as specialist services to trans, gender diverse and non-binary people across Victoria. The service is part of a consortium involving: Your Community Health, Ballarat Community Health, Austin Health and Thorne Harbour Health.	
Service Delivery Locations	• Multi-disciplinary services are available in Ballarat and linked to sites in Lucas, Wendouree and Sebastopol. Services are delivered in partnership with Your Community Health in Preston, alongside specialist support from Austin Health. • Some services are also available via telehealth or phone.	
Eligibility	• All ages (General primary care). • 18+ years (gender affirming care services).	
Exclusion Criteria	• Aged under 18 years, without a responsible adult.	
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.	
Referral Process	• Clinician and self-referrals can be made via the Gender-Affirming Care Service Access Form. • Enquiries: tgdhealth@bchc.org.au www.bchc.org.au/service/trans-gender-diverse-services/	

3.6

Equinox Gender
Diverse Health Centre

About	Equinox is a peer-led trans and gender diverse health service operated by Thorne Harbour Health. Equinox provides a range of physical and mental health services and supports. Equinox provides Hormone Initiation using the Equinox Informed Consent Model of Hormone Initiation (for people aged 18+ years).	
Service Delivery Locations	• 200 Hoddle Street (Abbotsford)	
Eligibility	• Resident of Victoria	
Exclusion Criteria	• Young people aged under 16 years.	• Young people aged under 18 years who do not have signed consent from legal guardians/parents.
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.	
Referral Process	• The Equinox waitlist holds 50 people. Referrals are closed when it reaches this limit, and then re-opened once all 50 people on the waitlist have been cleared. • Referrals are not accepted when the waitlist is full. • Endocrinology accepts external referrals; this is a time limited service (up to 5 appointments) and then care is transferred back to external GP. The endocrinology clinic runs separately to the general practice and does not hold a wait list. Appointments can be made via Hot Doc directly or by contacting reception 03 9416 2889. equinox.org.au	

3.7

Monash Health
Gender Services

About	The Monash Health Gender Services are a service that provides individualised, person-centred care for trans, gender diverse and non-binary people, their families, partners and broader community.	
Service Delivery Locations	• Victorian Pride Centre (St Kilda) • Monash Medical Centre (Clayton) • Monash Hospital (Moorabbin)	• Casey Hospital (Berwick) • La Trobe University (Bundoora) • Telehealth available for some services
Eligibility	• Aged 16+ years at the time of referral. • Resident of Victoria. • Eligible for Medicare or has a Reciprocal Health Agreement. • Non urgent referrals only. • Patients without a Medicare card who are seeking asylum are eligible for this service.	
Exclusion Criteria	• Aged under 16 years at the time of referral.	• Lives outside of Victoria.
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.	
Referral Process	• Referral to Monash Health Gender Clinic required from a GP, specialist, or allied health professionals. • Referrals must be made using the HealthLink Referral Form.	• Referral to other Monash Health TGD Services can only be provided by Monash Health Gender Clinic with the exception of laryngology which can be done with an external referral. monashhealth.org/services/gender-clinic

3.8

La Trobe Communication
Clinic TGD Service

About	The La Trobe Communication Clinic provides speech pathology services, including an individualised program of voice and communication training for trans and gender diverse people. Their clinical programs are delivered by students working under the direct supervision of qualified and experienced clinician educators at La Trobe University.	
Service Delivery Locations	• La Trobe University (Bundoora Campus) • Telehealth options available	
Referral Process	• Self-referral using the Service Enquiry Form. • Referrals from Monash Health Gender Clinic (the costs of assessment and training are subsidised).	www.latrobe.edu.au/school-allied-health-human-services-and-sport/clinics/communication-clinic

S4

TGD Services & Organisations

4.1 Transcend Australia

About	Transcend Australia is a national charity and community-led service organisation that supports, affirms and celebrates trans and gender-diverse children and young people and their families and carers. It provides information, support and resources to families across Australia and works to empower trans and gender-diverse children and young people.	
Service Locations	• Online and Telehealth, Victoria-wide • Online and Telehealth, Australia-wide • In-person support groups, Victoria • In-person events, Victoria	
Eligibility	• Parents, caregivers, legal guardians and other family members of trans, gender-diverse or non-binary children and young people aged 0–25 years. • Trans, gender diverse and non-binary children and young people aged 0-25 years.	
Services & Supports	• Intake and assessment of needs. • Information, tools and resources to develop understanding. • Peer navigation support and advice and information about referral pathways (not a referring organisation). • Peer support via online and in-person group sessions.	• Limited case management (i.e. individualised, tailored support). • Education and skills development. • Social connection and events. • Advocacy support. • Capacity building.
Out of Scope	• Clinical services and support	• Ongoing case management support • Therapeutic support
Referral Process	• Self-refer using the online Referral Form • Professionals and service providers Enquiry Form • transcend.org.au	

4.2

Transgender Victoria
(TGV)

About	TGV is Victoria's leading body for trans and gender diverse people. They work to achieve justice, equity and inclusion for trans and gender diverse communities, their partners, families, friends, and allies. Their aim is to achieve better social, economic, health, wellbeing and mental health outcomes for trans and gender diverse communities.	
Service Locations	• Melbourne - Peer navigation, workshops and social groups • Statewide - Online and in-person peer navigation, workshops and social groups	
Eligibility	• Trans, gender diverse, and/or non-binary people aged up to 18 in targeted youth workshops and social groups • Trans, gender diverse, and/or non-binary people aged over 18 • Trans, gender diverse, and/or non-binary people of all ages for peer navigation (parental consent and attendance required for under 16s) • Lives in Victoria.	
Exclusion Criteria	• Aged 11 years or younger. • Lives outside Victoria.	
Services & Supports	• One-on-one Peer Navigation to connect TGD people with adequate services, supports and pathways (not a referring organisation). • Affirming and therapeutic workshops. • Information and resources for TGD people.	• In-person and online social groups. • Social and information sharing events. • Employment support & training. • Advocacy support.
Out of Scope	• Clinical Services • Therapeutic Support	• Medical Advice • Legal Advice
Referral Process	• Self-referral for peer navigation using the intake form on the webpage: https://www.tgv.org.au/peer-navigation • Email: coordinator@tgv.org.au • Workshops and social groups at https://events.humanitix.com/host/transgender-victoria tgv.org.au	

S5

LGBTIQA+ Services
& Supports

5.1

Thorne Harbour Health

About	Thorne Harbour Health is a community controlled LGBTQIA+ health service, providing a range of primary care and other health services and supports to gender and sexually diverse people.	
Service Delivery Locations	• Main Office and Therapeutic Services (Abbotsford) • The Centre Clinic (Pride Centre, St Kilda) • LGBTQ+ Community Hub and Services (Bendigo)	
Services & Supports	• Mixed billing general practice clinic (The Centre Clinic) • Counselling • Therapeutic Groups • Family violence services	• Peer and social support groups • Drug and Alcohol support • Sexual health services • Rapid HIV testing • GP Training
Contact	Web: thorneharbour.org/contact Phone: 03 9865 6700 (Main Office) / 03 9525 5866 (Centre Clinic)	

5.2

Queerspace

About	Queerspace is an LGBTQIA+ health and wellbeing support service, providing information and access to services with a focus on relationships, families, parenting and young people.	
Service Delivery Locations	• Main Office (Carlton)	
Services & Supports	• Counselling (individual, relationships, family) • Case management • Advocacy and support services	• Peer support groups and education (including for parents and families) • Family violence support and services
Contact	Web: www.queerspace.org.au/contact Phone: 03 9663 6733	

5.3 Switchboard Victoria

About	Switchboard Victoria is an LGBTQIA+ community-led organisation providing peer-based support for LGBTQIA+ people, their families and allies. Switchboard's programs include suicide prevention, family violence, anti-racism, mental health, older people, families, helpline services and case management.	
Services & Supports	Face-to-face, Online/Group and Helpline support services relating to: - Gender and sexuality - Diverse relationships - Suicide prevention and postvention - Mental Health support	- Domestic and family violence support - Sexual violence support - Anti-racism advocacy - Social inclusion for older LGBTQIA+ people - Rainbow families
Contact	Web: www.switchboard.org.au Email: admin@switchboard.org.au (Main office)	

5.4 Rainbow Door

About	Rainbow Door provides free, specialist support and referral to LGBTQIA+ people in Victoria experiencing family violence, abuse, mental health concerns and housing insecurity. Staffed by experienced LGBTQIA+ peers, Rainbow Door empowers LGBTQIA+ people and their loved ones to connect with, navigate and access services within a safe and affirming environment.	
Service Delivery Locations	• State-wide helpline service accessible through phone.	
Services & Supports	Information, advice and support, including short-term case management, related to: • Suicide prevention • Mental health and wellbeing • Family violence support and safety planning • Sexual violence	• Social isolation • Relationships • Disability support • Older LGBTQIA+ communities
Contact	Web: www.switchboard.org.au/rainbow-door Phone: 1800 729 367 Operating hours: 10 am - 5 pm, 7 days a week	

5.5 QLife

About	QLife is a national service, operated in Victoria by Switchboard, which provides anonymous and free peer support and referrals for LGBTQIA+ people wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.	
Service Delivery Locations	State-wide telephone and webchat	
Services & Supports	• Counselling and peer support (including for families and friends)	• Referral services • Resources and information
Contact	Web: qlife.org.au/contact-us Phone: 1800 184 527 (Helpline) Operating hours: 3pm - 9 pm AEST, every day of the year	

5.6 Minus18

About	Minus18 is Australia's national charity for LGBTQIA+ young people to live with pride. They deliver social support programs for young people to build connection and confidence, including online nationally and through Queer Formals in major cities. Minus18 also provides information, resources and insights online, shaped by the voices of young people themselves.	
Service Delivery Locations	Online nationally. Social spaces in Melbourne, Sydney and Adelaide. Main Office (Victorian Pride Centre, St Kilda)	
Services & Supports	• Online social support groups • Safe environments and events • Leadership skills and social connection	• Identity and wellbeing information and resources • National LGBTQIA+ social group directory • Pride and inclusion materials
Contact	Web: www.minus18.org.au Contact: www.minus18.org.au/contact	

5.7 QHub

About	QHub aims to create safe spaces for LGBTQIA+ young people in Victoria. It provide mental health and wellbeing services with two physical spaces in Geelong and Ballarat, along with outreach services for young people on the Surf Coast.	
Service Delivery Locations	• Geelong - 47 Yarra Street, Geelong • Ballarat - 801A Mair Street, Ballarat • Telehealth options available	QHub Geelong provides outreach to the Surf Coast (Torquay/ Anglesea)
Services & Supports	• Individual counselling • Family counselling • Peer support • Service navigation	• Case management • Drop-In space • Social connection groups and events • Community capacity building
Contact	Web: queerspace.org.au/our-programs/safe-spaces/ Email: QHub@ds.org.au	

S6

Private Medical Clinics

6.0 Private Medical Clinics

The following medical clinics provide gender-affirming care across Victoria, using informed-consent standards and the WPATH Standards of Care as relevant. They may also refer patients to other medical specialists who provide gender-affirming care as part of a multidisciplinary team.

Northside Clinic	Fitzroy North (St Georges Rd) northsideclinic.net.au Phone: 03 9485 7700	Northside Clinic is a general practice with a special interest in sexual health and a commitment to providing quality healthcare in a safe and inclusive environment for people of all sexual orientations, sexes and gender identities.
Prahran Market Clinic	Prahran (Corner Commercial Rd and Chapel St) prahranmarketclinic.com hello@prahranmarketclinic.com Phone: 03 9514 0888	Prahran Market Clinic hosts independent doctors and allied health professionals who share common goals and values, with a particular focus on sexual health and LGBTQIA+ health.
TG Health Clinic	Brunswick East (Brunswick Rd) tghealthclinic.com.au admin@tghealthclinic.com.au Phone: 0493 108 844	TG Health Clinic provides patient-centred, evidence-based care with a focus on clarity, respect, and continuity. Care is delivered through in-clinic and telehealth appointments.
The Crane General Practice	Clifton Hill (Queens Parade) www.thecranegp.com.au admin@thecranegp.com.au Phone: 03 9088 3258	The Crane General Practice is a multidisciplinary clinic providing general practice and allied healthcare, with a special interest in LGBTQIA+ health. It provides a safe space for patients of all sexual orientations, sexes and gender identities.
RMIT Medical Hub	RMIT University (Swanston St, Melbourne) www.medicalhubrmit.com.au Phone: 03 9999 2778	The RMIT Medical Hub is a multidisciplinary clinic providing general practice and allied health care, including culturally and clinically appropriate care and support for LGBTIQ+ people.
Kardinia Health	Belmont (Colac Rd) kardiniahealth.com.au Phone: 03 5202 9333	Kardinia Health is a not-for-profit, multidisciplinary GP Super Clinic providing primary medical and allied healthcare in the Geelong region, including GPs who specialise in gender-affirming care.

Finding a Gender Affirming GP

There are other general practitioners and medical specialists providing gender-affirming care across Victoria. For help finding a clinic, contact a TGD peer navigator at one of the following organisations or services. They can provide information about a gender-affirming GP near you.

- Transcend Australia
- Transgender Victoria (TGV)
- Trans and Gender Diverse in Community Health (TGDICH) Service through Your Community Health and Ballarat Community Health

S7

Guidance for Collecting Client Data and Referral Information

7.0

Guidance for Collecting Client Data and Referral Information

Collecting the necessary 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 currently not designed with the needs and experiences of trans, gender diverse and non-binary clients in mind. The Victorian government requirements for data reporting are outlined in the guidance on inclusive collection and reporting of sex and gender data⁴.

4. Victorian Department of Health
(2024). Inclusive Collection and
Reporting of Sex and Gender
Data. Melbourne. Victorian
Government. Available at
[https://www.health.vic.gov.au/
publications/inclusive-collection-
and-reporting-of-sex-and-
gender-data](https://www.health.vic.gov.au/publications/inclusive-collection-and-reporting-of-sex-and-gender-data)

Purpose of this Section

The purpose of this section is to support General Practitioners and other health care providers to make high quality referrals to public gender services.

It is important that referrals include relevant and accurate information to ensure they are accepted and processed in a timely manner. This will ultimately improve the experience of trans, gender diverse and non-binary people and their families in navigating the health care system and accessing the services they need.

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

7.1 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.

7.2 Minimum Information for Referrals to Specialist Services in Victorian Hospitals

The Victorian Government mandates the reporting of certain client and provider information, while health services determine what information they require for a referral request to be accepted. This includes The Royal Children's Hospital Gender Service and the Monash Health Gender Clinic. Health professionals should include the following information in their referrals to specialist services within Victorian Hospitals:⁵

- Patient demographic information
- Referrer demographic information
- Referrer information
- The reason for referral
- The presenting situation (or working diagnosis)
- The service(s) requested
- Required referral information specified by statewide or local referral criteria
- Current patient management
- The impact of the presenting needs or situation on the patient

7.3 Required Referral Information

Health professionals are required to provide the following referral information with their referral request:

- Date of referral
- Indication of whether the patient has agreed to the referral, and agrees to sharing their personal and health information with the health service
- Referring clinician's assessment of clinical urgency
- Required clinical information listed in any referral criteria for the presenting situation

They are also required to provide the main purpose of the referral if the main reason for the referral is:

- Requesting services to establish a diagnosis, provide clinical assessment or inform a treatment plan.
- Requesting partnership care between the patient, GP and the health service (such as patients with chronic or progressive conditions who require ongoing specialist advice or services to improve and optimise people's function and participation in activities of daily living).
- Requesting specific tests or investigations that cannot be ordered, accessed or interpreted through the primary care system
- Requesting treatments or an intervention

7.4 Required Patient Management Information

A summary of the current patient management needs and plan should be recorded, including:

- Current treatment
- Previous treatment and response to this treatment
- Complete and current medication list
- Allergies and previous adverse events
- Relevant medical history including any functional or cognitive impairment
- Relevant family history
- Relevant physical, psychosocial and structural barriers the person experiences which may impact on their access to services
- existing community supports (if any)
- existing advance care directive (if any).

For guidance on Inclusive collection and reporting of sex and gender data, see the Victorian Department of Health's [Guidance Note](#).

5. Victorian Department of Health (2023). *Access to Non-Admitted Services in Victoria*. Melbourne. Victorian Government. Available at <https://www.health.vic.gov.au/patient-care/access-to-non-admitted-services-in-victoria>.

7.5 Recommended Client Information Collection

This table was developed through extensive consultation and reflects community advice on preparing high-quality referrals and client records. Not all the information listed will be relevant or appropriate in every case. Before requesting information, consider the service being provided, the client’s needs and why the information is required.

	Fields	Reason for Collecting
Contact Details	Chosen or Preferred 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	
	Consent to contact via email	
	Preferred method of communication	
Identity	Gender Identity	Affirm the client’s gender and identity
	Pronouns	Minimum data requirement
	Do you identify as Aboriginal or Torres Strait Islander:	Minimum data requirement Inform decisions about priority access
Health ID	Full Name on Medicare Card	Minimum data requirement
	Sex/Gender Marker on Medicare System	
	Medicare Number; Reference Number; Expiry Date	
	Health Care/Pension Card CRN Number; Expiry Date	
Emergency Contact	Full Name	Support client care if required
	Relationship to Client	
	Address	
	Phone Number	

7.6

Recommended Referral Information

	Fields	Reason for Collecting
Referral Details & 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 18s only): • Birth sex assigned/assumed female: Pre menarche/Post menarche • Birth sex assigned/assumed male: Voice deepened/Voice not deepened	Required to prioritise gender affirming medical care at The RCH
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	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):	
Risk Assessment Screening	Is the person concerned about alcohol or drug use?	Minimum data requirement Inform care decisions
	Evidence of harm from alcohol or drug use?	
	Recent or current self-harm	
	Recent or current suicidal ideation or suicide attempts?	

7.6

	Fields	Reason for Collecting
Risk Assessment Screening (continued)	Currently engaged with a tertiary mental health provider?	Minimum data requirement Inform care decisions
	Any significant legal issues or court involvement?	
	Experiencing or concerned about family or intimate partner violence?	
	Any family violence intervention orders in place? As affected family member (Yes/No) As person using violence (Yes/No)	
	Does the person have any other concerns about their safety?	
Identity	Parent or guardian's name and contact (if applicable)	Minimum data requirement
	If the parents are separated, provide name and contact of second parent	Inform care decisions where legal court orders may be required
	Are there any legal orders in place (i.e. sole parental responsibility child protection)?	
	Is a parent/guardian aware of the request for referral (if client is under 16 years)?	Information required to attend The RCH service
Referrer Information	Name	Minimum data requirement
	Position	
	Organisation	
	Medicare Provider Number	
	Phone Number	
	Fax Number	
	Date of Referral	
	Signature	

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Glossary

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Glossary of Key Terms

Autism	Autism is a complex developmental condition that affects the way a person thinks, feels, interacts with others and experiences their environment. In diagnostic standards such as the DSM-5, autism is referred to as Autism Spectrum Disorder (ASD).
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 clinically significant distress or impairment related to gender incongruence, which may include desire to change primary and/or secondary sex characteristics. Not all transgender or gender diverse people experience gender dysphoria and every individual has different goals related to their gender affirmation process.
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	ICDM-11 diagnosis characterised by a marked and persistent incongruence between an individual's experienced gender and the assigned sex. Gender variant behaviour and preferences alone are not a basis for assigning the diagnoses in this group.
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 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. - for example, both lesbian and heterosexual Aboriginal and Torres Strait Islander women may refer to themselves as 'sistergirls'.
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 is it an identity. Processes of gender affirmation may or may not be part of a trans or gender diverse person's life.

If you are a practitioner, here is a list of resources and services that offer training and professional development opportunities:

Transcend Australia

Transcend Australia offers training and capacity building to service providers:
transcend.org.au/our-services/training-and-consultation

AusPATH

To become a member:
auspath.org.au/become-a-member

Thorne Harbour Health

Offer Contemporary TGD Health for GPs training and other resources:
thorneharbour.org/services/training-and-capacity-building/tgdich

Victoria's Primary Health Networks (PHNs) and their Health Pathways offer professional development opportunities and resources.

Victorian Government

Inclusive Language Guide

www.vic.gov.au/inclusive-language-guide/introduction-lgbtqa-inclusive-language-guide

