

TGD Health Services

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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S1

TGD Health
Services

1.1

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	

1.2

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	

1.3

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

1.4

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/

1.5

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/	

1.6

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	

1.7

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

1.8

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

S2

TGD Services
& Organisations

2.1 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	

2.2 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	

S3

LGBTIQA+ Services
& Supports

3.1 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)	

3.2 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	

3.3 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)	

3.4 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	

3.5 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	

3.6 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	

3.7 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	

S4

Private Medical Clinics

4.0 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

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:
www.thorneharbour.org/services/workforce-training

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

