



TransGuidance SA

A Model for Providing Volunteer Peer Support Services for Transgender and Gender Diverse People and Their Supporters

(Supported by the Department for Communities and Social Inclusion)

Dr Stephanie Russell

Operations Manager – TransGuidance SA

(I have no actual or potential conflict of interest in relation to this presentation)

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Who provides the service?

10 trained volunteer peer support workers; 1 clinical psych, 1 Op Manager

Who are the clients?

Adult trans & gender diverse, their partners & parents.
31% referred from our psych; the rest were external

How to manage RISK?

Professional referral or intake assessment; volunteer supervision

Why is it needed?

Lack of services in SA for severely vulnerable & marginalised group





A Personal Story

She identifies female

Hardly dares to go outside dressed female

Has no friends or relatives

Mother said '*You will go to HELL*' every day since 3y

Attempted suicide a few years ago

Lost job & means of livelihood through anxiety

Lives alone, off NEWSTART allowance only

TransGuidance SA is her lifeline

...I contacted Suicide Help Line when she was losing all hope. SHE is why TransGuidance SA is needed.





Outcomes (over 5 months of services)

- 128 contact hours
- 48 clients
- 56% returned once or more
- 100% positive Feedback

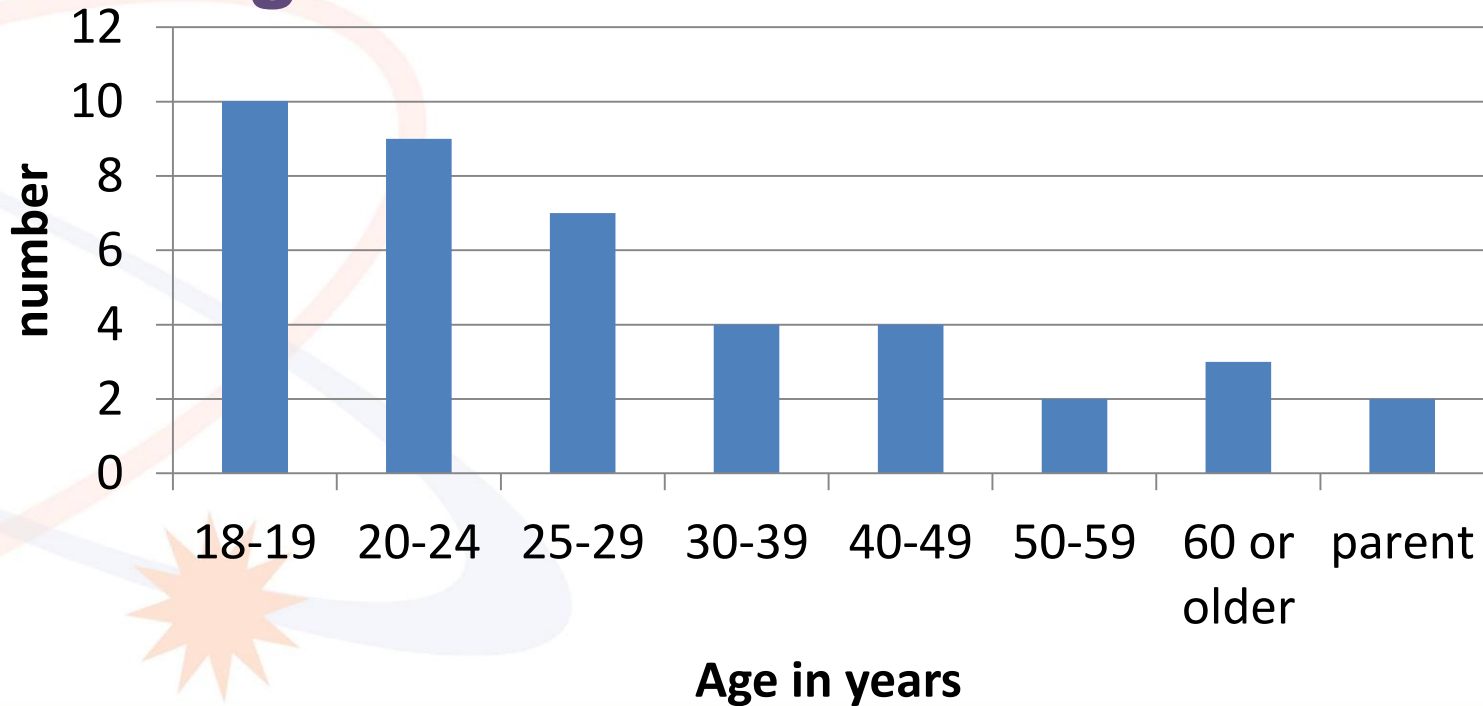


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Ages

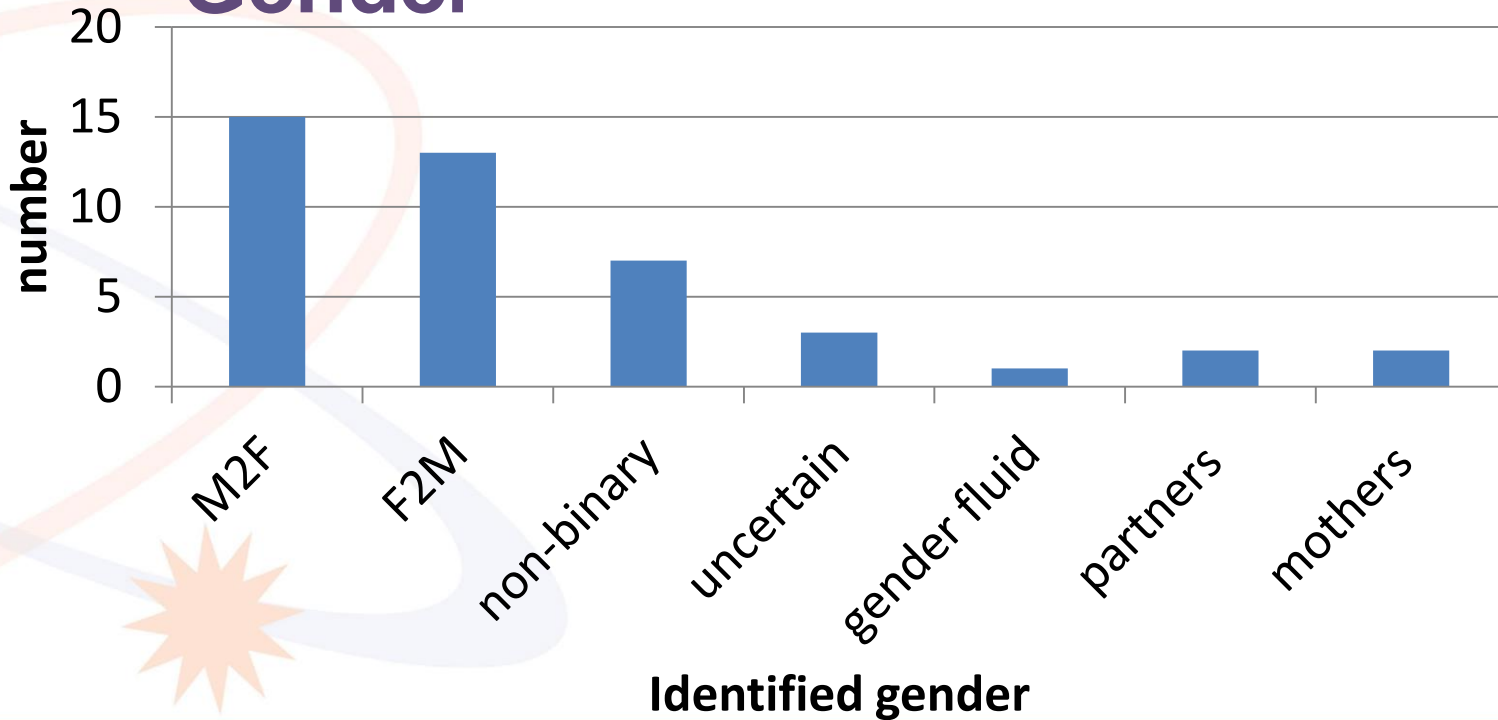


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Gender

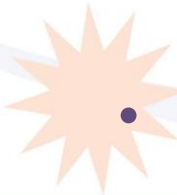




Conclusion

This service model:

- Fulfills a serious need
- Costs little to run
- Manageable risk
- Clients love it





QUESTIONS?



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Co-authors

Holley Skene and Alison Bruer

Contact

Dr Stephanie Russell

Operations Manager TransGuidance SA

Email: scrussell56@gmail.com

Web: <http://www.shinesa.org.au/community-information/sexual-gender-diversity/transguidance-sa/>

