



Nau mai, haere mai.

Welcome to all gender diverse and transgender people and their whānau/family attending Auckland Sexual Health Service (ASHS). We are proud to support Hauora Tāhine, the DHB services that together provide gender affirming healthcare across the Auckland region.

Here we recognise that you are the expert around your own gender identity, whether you're a binary trans person, non-binary, transsexual, agender, tāhine, fa'afafine, fakaleiti, genderqueer or however else you might like to describe yourself. Clinicians will work with you to establish your transition related health goals and provide support to access other services such as: fertility, voice therapy, mental health, and surgical services as needed.

Support is provided around exploration of gender identity, social transition, whānau support, starting puberty blockers and/or hormone therapy. We work closely with your primary care health team and after each appointment a letter is sent to your GP as they will be responsible for your general healthcare and hormone prescribing in the future.

The Team

Auckland Sexual Health Service consists of nurses, nurse practitioners, sexual health doctors, a psychologist and a counsellor. There are also training doctors (registrars) who see people under supervision. ASHS has regular case discussion meetings within the team.

Clinics are held at Greenlane Clinical Centre, Glenfield, New Lynn, Mangere.

What to expect at your first visit

Your first visit will be with a doctor or nurse practitioner for a holistic psychosocial consultation – basically getting to know you and understanding your personal goals. There is no need to prepare anything – just be yourself.

You are welcome to bring whānau or a support person to the appointment. The team may ask to speak to you on your own at some stage to ask more personal questions.

As with any treatment, you will need to provide health information and may need to undergo an examination before starting medication. This can include:

- Review of any pre-existing health conditions
- Height, weight and blood pressure checks
- Physical exam – this may include a genital exam. It is your right to refuse an examination, although if offered, it would be recommended as part of good medical care. If you would like a chaperone to be present during your examination, please let the clinician know.
- Routine baseline blood tests

Further visits

You may need to have more than one visit to work out what your personal goals are or to get support for your whānā. Your blood test results will be discussed and the team will provide information about the options for fertility preservation and the risks and benefits of starting puberty blockers and/or hormonal therapy.

Once you feel you have all the information you need you can make a decision about whether starting medication is right for you.

Readiness for hormones

Starting transition can be a stressful time for people. Assessment and support for your mental health is provided before starting hormones. Having mental health problems doesn't stop you getting started but it is important to get the support you need.

At ASHS you usually meet with a psychologist or counsellor after your first appointment for up to three sessions. If you need additional support then options for a referral to other mental health agencies will be discussed with you.

A further meeting with the psychologist/counsellor is required before referral for some gender affirming surgeries.

Appointments are in high demand so we ask that you value them as much as we do. Late cancellations and not arriving means someone else might miss out. We appreciate that unforeseen events occur but please let us know as soon as possible.

Contacting the clinic

To contact ASHS phone 0800 739432 - ask to speak to reception if it is about your appointment. If you want to make a follow up appointment, let them know that you have already been seen so that they can book you directly.

For new referrals – if you do not attend your first appointment you will be offered one further appointment only.

More information

Visit the Hauora Tāhine page on Healthpoint: <https://www.healthpoint.co.nz/public/sexual-health/hauora-tahine-pathways-to-transgender-healthcare/>

Find out more about the Auckland Sexual Health Service: <http://www.ashs.org.nz/>

The Ministry of Health website also has information for transgender people accessing affirming care in New Zealand: <https://www.health.govt.nz/your-health/healthy-living/transgender-new-zealanders>