



Living Proud

LGBTI Community Services of WA

formerly Gay & Lesbian Community Services

ANNUAL REPORT - 2015/16

Living Proud (Inc.)

ABN 57 648 379 285.

www.livingproud.org.au



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Formerly Gay & Lesbian Community Services

Living Proud Inc.

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Registered charity: 18087

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Website

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ORGANISATIONAL SUMMARY

THE SERVICE

Living Proud (Inc) has been providing support, information and resources to the Western Australian community since 1974. We are a non-profit, community based and volunteer operated organisation funded by a recurrent grant from the WA Department of Health, non-recurrent grants from the Mental Health Commission of WA, Lotterywest and the Commonwealth Department of Health and Ageing through the National LGBTI Health Alliance. These funds are supplemented by fee for service activities, donations, memberships and project grants.

BRIEF HISTORY

Living Proud Inc. was originally established in 1974 as the Homosexual Counselling and Information Service of WA. In 1984 our name was changed to the Gay Counselling Service of WA (Inc.) and the organisation became an incorporated body. In keeping with worldwide trends to recognise the contribution and needs of women in the community, the name of the service was changed to the Gay and Lesbian Counselling Service of WA (Inc.) in 1990. In 1999 the name was changed again to the Gay and Lesbian Community Services of WA (Inc.) and, finally, became Living Proud in 2013. This most recent name change reflects the wider range of services that Living Proud provides and aims to reflect the true diversity of the LGBTIQ community.

LIVING PROUD MISSION STATEMENT

Living Proud (Inc.) is a non-profit organisation which aims to promote the wellbeing of lesbian, gay, bisexual, trans, intersex, queer and other sexuality, sex and gender diverse people in Western Australia.

Objectives

- Provide a range of quality services, support and resources which promote the health and wellbeing of lesbian, gay, bisexual, transgender and intersex and other sex, sexuality and gender diverse people (collectively LGBTI);
- Provide advocacy and leadership aimed at reducing disadvantage and discrimination among LGBTI people;
- Encourage and empower LGBTI people to actively participate within the Association, partner organisations and the community;
- Provide consultancy, information, education and training to a range of professionals and service providers which promotes access to services and improves the quality of services for LGBTI people;
- Develop the capacity of groups, organisations, businesses and other institutions to be inclusive of LGBTI people; and,
- To establish an ongoing structure to finance the above aims.

ACKNOWLEDGEMENTS

Living Proud acknowledges the hard work and generous support of the following individuals and organisations.

FUNDING BODIES

Lotterywest

WA Department of Health

WA Mental Health Commission

WA Mental Health Commission through the OneLife Suicide Prevention Project

Commonwealth Department of Health and Ageing through the National LGBTI Health Alliance

Private donors and financial members

VOLUNTEERS AND MEMBERS

The Living Proud Board acknowledges all of our volunteers who have worked tirelessly on the QLife telephone counselling line, events and fundraising, in administration support, volunteer coordination, group facilitation and the Board of Management. We thank you for your time and dedication.

We would like to give special thanks to the legacy provided by our Life Members: Colin Longworth, Dr Vivienne Cass and Hon. Giz Watson. This year we pay particular tribute to Dr Franz Pribl, a long-time member and volunteer who passed away during the year.

WA LGBTI GROUPS AND ASSOCIATIONS

Bears (Gay Men's Group)

Cross Campus Queer Network (CCQN)

Freedom 2B

Gay and Lesbian Singers WA (GALS WA)

GLBTI Rights in Ageing Incorporated (GRAI)

Loton Park Tennis Club

Parents and Friends of Lesbians and Gays (PFLAG)

Playgroups with Pride

Pride WA

Primetimers

Outdance

Sapphic Trampers

Transmen of WA

Umbrella Community Care Services

University Ally Programs

WA Wanderers

ALLY ORGANISATIONS

Curtin University

Equal Opportunity Commission of WA

Freedom Centre

Headspace

Injury Control Council of WA

Lifeline

Living Works Education

National LGBTI Health Alliance

Relationships Australia

Uniting Care West - True Colours program

WA AIDS Council (WAAC)

WA Police Diversity Unit

MEDIA SUPPORTERS

Out in Perth

QPages Directory

All Things Queer RTR FM

SCOOP

ORGANISATIONAL PROFILE

BOARD OF MANAGEMENT

Chairperson	Phillip Hampton
Vice-Chairperson	Reuben Edmonds (Acting from July 2015)
Secretary	Trish Langdon
Treasurer	Stephen Barr (July 2015 to December 2015) Alan Man (Acting January 2016-present)
Ordinary Member	Dani Wright Toussaint
Ordinary Member	Mikayla Jay McGinley
Ordinary Member	Alan Man (July 2015 to December 2015)
Ordinary Member	Dane Renner
Ordinary Member	Bev Fabb (from May 2016)
Ordinary Member	Emmé Wild (from May 2016)
Ordinary Member	Sheldon Smith (from May 2016)
Staff Representative/s	Bella Broadway / Sandra Norman

STAFF

Living Proud Manager	Bella Broadway (July 2014 – June 2016)
Training Team Leader	Lorna Graham-Geraghty (October 2015 - present)
Living Proud Trainer	Sandra Norman (April 2001- present)
Living Proud Project Officer	Nadine Wright Toussaint (September 2014- February 2016)
QLife Volunteer Coordinator	Bella Broadway (May 2014 – present)
QLife WA Paid Counsellors	<i>Names withheld to protect confidentiality</i>
QLife Connect Officer	Chris Matthews (May 2016 - present)
Administrative support	Catherine Cleary (June 2015 – May 2016)

CHAIRPERSON'S REPORT 2015 - 2016

(PHILLIP HAMPTON)

Living Proud has continued to consolidate its growth over the past year. In the face of uncertainty around funding and the changing community awareness of people with diverse sexuality, the organisation is proving to be adaptable to the requirements of the WA LGBTI community. The Board of Management welcomed three new members who add a wide array of skills and life experiences to the Board.

SERVICE PROVISION

In 2015-2016, Living Proud delivered four key services which are described later in the annual report:

- **QLife**

Living Proud is one of the partners in the Commonwealth funded project which provides telephone counselling and webchat services staffed by paid counsellors and volunteers;

- **Opening Closets Mental Health Training**

This training is funded by the Mental Health Commission and delivered to individuals, not for profit organisations private companies and professional groups in the metropolitan and rural and remote areas;

- **Specialist suicide prevention training**

Applied Suicide Intervention Skills Training (ASIST) and SafeTALK workshops were provided to participants throughout the state;

- **Community development and policy support**

Living Proud has participated in a number of formal committees, forums and events as well as engaged with local community groups offering opportunities for networking and liaison. Living Proud also participated in the annual Pride Fairday and Parade along with other LGBTI community groups in WA.

KEY ACHIEVEMENTS

- **2015 LiFE Award**

Living Proud (Inc) received a LiFE Award at the 2015 National Suicide Prevention Conference run by Suicide Prevention Australia for the Living Proud Project. Bella Broadway received the award on behalf of Living Proud which recognised the achievements of the project and services to the LGBTI community in innovative practices with regard to suicide prevention.

- **Strategic Planning**

The Living Proud Board, staff and volunteers have participated in a comprehensive and innovative strategic planning process conducted by an independent consultant, Rebecca Cotton and funded by Lotterywest. It is anticipated that the process will be completed by October 2016 and will inform the direction of Living Proud for the next five years.

- **Key Community Partnerships**

Living Proud continues to maintain good working relationships with Ally Organisations and local LGBTI groups and recognises that there are great opportunities for building relationships with corporate entities which are introducing or maintaining diversity policies and require direction or training in becoming LGBTI-aware.

- **Data Management System Project**

Living Proud has been provided with in-kind consultation time from Microsoft and an external IT consultant to develop plans for the creation of a 'whole of organisation' data management system. The project development aims to reduce the required time to generate reports and gather the necessary information for other tasks, with all of it available in a single place.

In conclusion, Living Proud has continued to achieve positive outcomes for the LGBTI community through the hard work and commitment of staff and volunteers. The Board acknowledges and thanks them for their contributions over the past year and in particular the work of Bella Broadway who stepped down from the role of part time Manager in June 2016. I would also like to thank my fellow Board Members for their ongoing work and wish them well into the future.

Phil Hampton



LIVING PROUD INC SERVICE DELIVERY 2015 - 2016

QLIFE TELEPHONE COUNSELLING

During the past year, Living Proud Inc. received funding from the Commonwealth Department of Health and Ageing via the National LGBTI Health Alliance to deliver the QLife Project and to provide a telephone counselling and a web chat service for people to discuss issues around sexuality, sexual orientation, gender expression, sexual health and other sex, sexuality and gender diversity issues.

The aim of the QLife service is:

- To reduce the risk of depression, self-harm and suicide amongst people having difficulty with diverse sexuality and gender;
- Enhance the individuals' capacity for mental health and community engagement; and
- Facilitate access to a range of health and community based services for people of diverse sexuality and gender.

During the period of July 2015- June 2016, 1245 hours of telephone and webchat counselling was delivered by Living Proud volunteers over a period of 415 QLife shifts (shifts per counsellor). During this period there were over 10 000 telephone calls and webchats received nationally by the counselling line. During this period there were 1656 contacts that originated from WA.

During 2015-2016 financial year there has been a 47% increase in our QLife volunteer workforce with 12 people graduating. In addition to the QLife volunteers engaged by Living Proud, two paid counsellors provided over 3000 hours of telephone and webchat support. Data for the number of contacts taken by the paid counsellor are calculated nationally and are not able to be individually reported.

Twenty (20) volunteer telephone counsellors are currently completing their induction, bringing the total to 41. Call volumes have been steadily increasing, with the current average standing at between 40-60 per week and a highest weekly total to date of 89. Sharp spikes in calls were particularly noted around the public debate of the Safe Schools Coalition Group and the Orlando mass shooting. The highest weekly contact totals received in Western Australia occurring in the last week of June 2016 (89 contacts - the highest number of weekly contacts since the implementation of the QLife project).

Call categories that were received in the highest numbers were: Coming out, Exploring Sexual and Gender Identity, Loneliness and Isolation, Mental Health Referrals, Regular Callers and Relationship Issues. There has also been a steady increase in suicide support and crisis call.

QLife CONNECT

LGBTI people in regional and remote areas have intricate local knowledge and are essential partners in engaging with other LGBTI people in those areas. During the upcoming year the Country Wide LGBTI Regional Community Connections project (the Connect project) will develop a network of regional volunteers to represent QLife in their local communities. The project seeks to build awareness of and access to QLife and related services in selected regional areas in each of the states and territories. The Connect project will also support the four metropolitan-based QLife partners to best design and provide access to services for that state's regional population.

LGBTI GROUPS PROJECT

Following on from the Safety, Diversity and Inclusion in LGBTI Groups Safe Spaces project delivered as part of the One Life project, Living Proud has provided further support to local LGBTI groups. This activity was funded by the WA Department of Health in order that individuals who contact the QLife telephone counselling line can be confidently referred to local groups for further support and connection.

Baseline data has been captured through survey monkey and used to inform a networking event which was held in March 2016 attended by forty (40) people representing twenty (20) local LGBTI community groups. It was a very successful event where groups shared resources and expertise, venue advice, grants and funding experience, advice on obtaining and maintaining membership promotion methods and disbanding methods.

Following the networking event there were (20 half day training sessions offered by Quiip designed to promote LGBTI group inclusivity, social media management, communication management, facilitating groups online, assessing risks and responses and self-care. Twenty six (26) individuals attended this training which was delivered over two (2) sessions.

Living Proud was pleased to be involved in the establishment of two new LGBTI groups in Perth namely Rainbow Rights WA, a dedicated LGBTI human rights group for WA that will replace the former Gay and Lesbian Equality group (GALE) and Transwomen of WA, which evolved out of the Chameleon Society and as an arm of the Transmen of WA, with the ultimate aim of merging into a single Transfolk of WA group to represent all trans and non-binary people. Living Proud has also worked with Connect Groups, a peak body which supports volunteer groups in their efforts to promote LGBTI inclusivity in other support and self-help groups in WA.

In addition to these events Living Proud staff attended ten (10) community stalls and events, twenty eight (28) forums, seminars and reference groups.

OPENING CLOSETS MENTAL HEALTH TRAINING OUTPUTS

Living Proud received project funding from the Western Australian Mental Health Commission to continue to deliver the 'Opening Closets Mental Health Training' and 'Opening Closets Full Day Training'. The training aims to raise awareness of the specific needs of people of diverse sexualities, sexes and/or genders, including Lesbian, Gay, Bisexual, Trans* and Intersex (LGBTI) populations, and to increase accessibility to mental health services by individuals. This project has been delivered to government and non-government mental health, allied community services workers and volunteers.

The objectives for the project are:

- To increase the accessibility of mainstream mental health services for LGBTI clients with particular attention to frontline and telephone counselling services;
- To increase the competency of mainstream mental health service workers in working appropriately with LGBTI clients;
- To strengthen relationships between mainstream mental health services and Living Proud in order to better support LGBTI clients.

The Opening Closets Training package helps organisations to:

- Increase their knowledge of the needs of LGBTI people;
- Understand their obligations under the revised Equal Opportunity legislation; and
- Promote their service as an LGBTI friendly environment for staff and clients.

Full Day Opening Closets Mental Health Training was delivered to:

There were seven (7) full day Opening Closets training delivered in 2015-2016 with 103 participants. Those marked with an (*) were fully funded by the MHC and the others were provided to not for profit organisations and individuals on a fee for service basis.

Location	Number of sessions	Number of participants
Albany*	1	20
Armadale*	1	13
Exmouth*	1	4
Metropolitan	4	66
Total	7	103

Half Day Opening Closets Mental Health Training was delivered to:

There were fifteen (15) half day Opening Closets training provided in 2015-2016 to 214 participants.

Those marked with (*) were fully funded by the Mental Health Commission and the other were provided to a wide range of not for profit organisations, professional bodies and individuals on a fee for service basis.

Location	Number of sessions	Number of participants
Albany*	1	15
Kalgoorlie*	2	13
Metropolitan*	5	78
Metropolitan	7	108
Total	15	214

EVALUATION OF OPENING CLOSETS

During the year, an independent evaluation of the Opening Closets Training package was completed by Dr Jude Comfort. The report concluded that Opening Closets provides an essential service to organisations across Western Australia, particularly in the community based mental health sector by delivering staff training on awareness raising and sensitivity of LGBTI issues for more inclusive service provision. The course is delivered by trained trainers utilising a standardised training package although with individual tailoring of material as required. There has been short term evaluation completed after each training session concentrating on process and impact measures.

Dr Comfort's report stated that Living Proud, is in a unique position to deliver such training in WA and therefore grow it. However, long term outcome measures are required as evidenced by the continued demand for this training indicating the need for LGBTI awareness raising. It also indicates the social expectation and legal requirements under Equal Opportunity that this is now an area that organisations need to be able to demonstrate inclusive practice.

A suite of evaluation tools have been presented to support the implementation of a more robust evaluation plan for Opening Closets. It is expected such an evaluation plan, while requiring resourcing and training within the organisation, especially at the initial implementation stage will provide Living Proud with valuable markers on the success of the program.

Recommendations for the future are:

1. Clarification of the goals and objectives of Opening Closets is undertaken. This needs to be done at a whole of organisation level and reflected in future strategic planning.
2. That Living Proud agrees to pilot test the proposed evaluation plan for the Opening Closets training.
3. That a short evaluation training session is offered to all Opening Closets trainers and/or more broadly to Living Proud staff.
4. Living Proud accepts that a more robust evaluation plan is likely to require additional resourcing and this is provided to support the proposed evaluation plan. Most of the resource needs revolve around staff time to deliver and manage the evaluation plan including software requirements.
5. Living Proud ensures that relevant systems are put in place to support long term evaluation of Opening Closets. Much of this will require improved data collection and management.
6. That Living Proud uses the evaluation data that will be generated to both disseminate the success of Opening Closets and to support funding proposals.

SPECIALIST SUICIDE PREVENTION TRAINING

Applied Suicide Intervention Skills Training (ASIST) and safeTALK suicide awareness training was provided as part of the OneLife Suicide Grants Initiative funded by the Mental Health Commission.

ASIST

There were two (2) two-day ASIST trainings offered in July 2015 and May 2016 with 35 participants in the metropolitan area. Both were funded by the Mental Health Commission.

Location	Number of 2 day ASIST	Number of participants
Metropolitan	2	35
Total	2	35

SafeTALK

There were twelve (12) half day safeTALK training sessions offered in 2015-2016 to 141 participants.

Location	Number of sessions	Number of participants
Broome	1	17
Cockburn	1	20
Kalgoorlie	2	13
Midland	1	14
West Perth	7	77
Total	12	141

TREASURER'S REPORT – 2015/16

Alan Man

For the year ended 30 June 2016, Living Proud reported a net loss after tax of \$45,632 and net assets of \$55,473. In addition:

- Cash balances declined during the year from \$182,241 down to \$108,673.
- Retained earnings decreased from \$119,242 to \$55,473.

Living Proud has faced a challenging year from a financial perspective, with almost all of its revenue being utilised for administrative expenses (primarily composed of salary and wages), the net loss after tax of \$45,632 primarily representing the fixed costs of the organisation. This has in turn contributed to a worsening of the financial position.

As a result of the above, the Board of Living Proud have undertaken a number of initiatives to improve the financial performance and financial position of the organisation with a view of ensuring the organisation remains sustainable in the long-term and continues to provide valuable services to the community.

Nevertheless, sound internal control procedures remain in place to monitor cash flow and spending on a regular basis, with the Chair/Treasurer approving all payments and the Board reviewing the organisation's financial status at each monthly Board meeting.