



Living Proud

LGBTI Community Services of WA
formerly Gay & Lesbian Community Services

ANNUAL REPORT 2016/2017

Living Proud (Inc.)

ABN 57 648 379 285

Chairperson's Report – Reuben Edmonds

Overview of the board's activities during the 2016/2017 financial year.

After the rapid growth over the last few years, the board of Living Proud saw the need to review the policies and procedures of the organisation to ensure they were adequate for an organisation that had significantly increased its number of staff and ongoing costs as a result. This led to strong and thorough budgeting including a review of coding and cost allocation, a complete review of human resources policies and changes to board procedures.

Board Membership:

The board had several new members join during the year.

- Dr Russel Date (August '16)
- Adam Ehm (August '16)
- Mel Praciak (April '17)
- Mark Hodge (April '17)

The board also said farewell to several members who resigned from the board.

- Phillip Hampton (December '16)
- Adam Ehm (January '17)
- Trish Langdon – Vice Chairperson (February '17)
- Dani Wright Toussaint (May '17)
- Dane Renner (May '17)

All of these members brought differing perspectives and expertise and it was with disappointment that we saw them leave. Special thanks to Dani for their significant contributions to the board for over ten years; to Phil as a past chairperson of Living Proud; to Trish Langdon as the sitting Vice Chairperson and previous manager of Living Proud; and to Dane Renner for his tireless efforts to write policies and procedures for Living Proud using his corporate expertise.

In September '16 the annual general meeting was held and elected myself as Chairperson, Trish Langdon as Vice-Chairperson, Bev Fabb as Secretary and Sheldon Smith as Treasurer. However, after Trish Langdon's resignation the position of Vice Chairperson has remained vacant.

Living Proud Manager

At the end of June '16, Bella Broadway resigned as Manager of Living Proud. The board immediately stepped in as temporary managers and took on the operational duties of the manager to the best of their abilities. After a rigorous employment process, Ruth Wernham was employed as Manager at a 0.5FTE. This decision was by far the best the board made all year. Ruth has been tireless in her work and has made significant improvements to the human resource policies and procedures, the budget, financial reporting, grant applications and office culture. Despite challenging financial constraints Ruth has worked to improve and grow Living Proud and the board could not be happier with her work.

Policies and Procedures

This year the board has worked hard to update and develop several key policies and documents outlining the process of the board. A Board Processes document was developed to provide all board members with an overview of the roles and responsibilities of a board member and to calendar

several important agenda items such as Risk Register review and AGM preparation. A Board Skills matrix was developed to ensure that new board members could be sought to complement the skills of the elected board members. A drop box for board documentation was initiated and has been successfully implemented. A communications strategy was developed to enable publications and press releases to be developed that meet the target audiences.

Strategic Review

In the previous financial year, a grant had been successfully gained from Lotteries West to complete a Strategic Review for 2016 – 2018. This involved consultation with various stakeholders including community members, volunteers, training clients and contract managers. The Strategic Plan was adopted at the November 2016 board meeting. It included an overview of the vision, mission and values of the organisation as well as outlining six strategic goals. These are:

1. Communicate Our Value: developing our strategic communications management
2. Confidence, Security, and Growth: transforming our finance strategy, plan and system
3. Develop our Human Resource Capability: developing good processes and tools for all our HR needs.
4. Valued Volunteer Community: continuing to demonstrate, maintain and promote the significant benefits and value of being a Living Proud Volunteer
5. Proactive Training and Professional Development Services: transforming our professional services to proactively offer a full range of professional development interventions
6. Create WA LGBTI Community Hub: by leading the way towards the collaborative development of a WA LGBTI Community Hub tender.

To start working on achieving these goals the board set up five sub committees Governance, Finance, Marketing and PR, Volunteers, and Fundraising. Each of these committees have been working towards developing action plans and actioning ideas to fulfil the strategic plan.

Copies of the Strategic plan are available to members and can be provided with the report upon request.

Conclusion

Overall, the consolidation and strengthening of Living Proud and its administration has prepared it well for the upcoming financial year. Already we have faced significant changes to our sources of funding and a strong desire to improve the presence and awareness within the LGBTI community of the work that Living Proud does day in and day out. I look forward to facing the challenges of the upcoming year and believe the board is well placed to steer Living Proud to another successful year.

Operations Report – Reuben Edmonds

Overview of the operational activities of Living Proud during the 2016/2017 financial year.

During this period the operational area of Living Proud focused on delivering a high standard of service provision in the project areas listed below. Beyond the various projects operationally, we also looked to complete one of the strategic goals from the *Living Proud Strategy 2016-2018*, namely 'Develop our Human Resource Capability'. It was important for Living Proud to ensure staff attitudes are positive, morale was high and staff are passionate and fulfilled by their work. The Human Resources Review achieved great steps in achieving this goal.

Staff Changes

Living Proud had several new staff members join during the year.

- Ruth Wernham, Manager (October 2016)
- Kathrine Butler, Facilitator (April 2017)
- Katherine Darby, Facilitator (April 2017)
- Sarah Collins, Volunteer Coordinator (April 2017)

Living Proud also said farewell to several members who resigned from the organisation.

- Tyrone Atter, Administrative Support (August 2016)
- Lorna Graham-Gerahty, Training Team Leader (September 2016)
- Bella Broadway – QLife Volunteer Coordinator (November 2016)
- Chris Matthews – QLife Regional Connect Officer (December 2016)

Living Proud QLife Counsellor names are withheld to protect confidentiality.

Q Life Project (National LGBTI Health Alliance)

Living Proud has continued to partner with the National LGBTI Health Alliance to deliver the QLife Project (funded by the Commonwealth Department of Health and Ageing). The QLife Project provides a national telephone counselling and a web chat service for people to discuss sexuality, sexual orientation, gender expression, sexual health and other sex, sexuality and gender diversity issues.

The aims of the QLife service are:

- 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 2016 to June 2017, more than 4,000 hours of telephone and webchat counselling was delivered by Living Proud staff and volunteers. During the same period more than 820 QLife shifts were filled by Living Proud staff and volunteers.

There were 15 volunteer graduates from the QLife training delivered from February to June 2017.

Q Life – Regional Connect Project (National LGBTI Health Alliance)

LGBTI people in regional and remote areas have intricate local knowledge and are essential partners in engaging with other LGBTI people in those areas. This year the national LGBTI Regional Connect

developed a network of regional volunteers to represent QLife in their local communities. The project sought to build awareness of and access to QLife and related services in selected regional areas in each of the states and territories.

There were nine volunteers recruited from three regions in WA, the Great Southern, the South West and the Kimberley. Over the 12 months of the project the volunteers engaged with over 70 local organisations, agencies and health networks to provide information about QLife. The agencies were able to use QLife as a referral pathway for their clients. Plus, four regional organisations were added to the QLife database as LGBTI+ friendly services.

Safe and Inclusive LGBTI Groups (Department of Health WA)

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

The project focused on three main outcomes:

- LGBTIQ groups are safe, inclusive and accessible for all LGBTIQ people within Western Australia;
- Living Proud Inc. are confident to refer newly engaging or currently engaging LGBTIQ people to community groups and organisations; and
- LGBTIQ people will engage with LGBTIQ community groups resulting in a greater sense of wellbeing and reduced isolation.

Over the course of the year, Living Proud engaged with 17 different LGBTI organisations to assess the diversity of their membership demographics, if they had a positive community perception and if they had an inclusive policy or guideline frameworks. Living Proud also hosted two networking opportunities for these organisations to attend and included various speakers.

Opening Closets Training (fee for service)

Living Proud provided training to numerous organisations. Opening Closets aims to help organisations tackle homophobia, transphobia and improve their accessibility and services for LGBTI clients. Over the year, 21 Opening Closets half day trainings, one Opening Closets full day training and three presentations were conducted to a range of clients and organisations.

The feedback from the Opening Closets training shows participants value these workshops, with consistently high quantitative scores (between 86% and 94% across five statements). As well as overwhelming positive qualitative comments.

"This is the best training I have ever done in my whole career."

ASIST and Opening Closets Training (Mental Health Commission)

Living Proud received project funding for one year (July 2016 to June 2017) from the Western Australian Mental Health Commission to deliver the 'Opening Closets Mental Health Training' and 'ASIST'.

Over the year, six Opening Closets half-day trainings were conducted, which were delivered to government and non-government mental health, allied community services workers and volunteers.

There were also three ASIST trainings conducted. The ASIST workshops were free of charge and targeted people who identified as LGBTI, peer volunteers of LGBTI community services and people who support LGBTI people and families.

Human Resources Review and Update (LotteryWest)

Living Proud were successful in receiving a capacity building grant from LotteryWest to update our human resources processes, including contracts, policies, procedures and templates. Living Proud worked with an external HR provider (Janet Cooper from All 4 People) to ensure expert human resources guidance and support were provided as part of this project.

Conclusion

Living Proud continues to deliver a range of projects that focus on improving the wellbeing of LGBTI+ people and communities.

Treasurer's Report prepared for presentation at the Annual General Meeting of
living Proud Inc.

AGM 5th December 2017

The Board and Members of Living Proud Inc.

Perth, Western Australia

5th December 2017

It should be noted that 2016/7 EOFY statements are available in order to verify information as well as complement this report.

For the year ended 30 June 2017, the following are reported:

- A net loss of \$7,428.86 (from a reported loss of \$45,632 in the previous period)
- Net assets of \$48,044.55 (from \$55,473 in the previous period)
- Cash balances \$47,227.54 (from \$108,673 in the previous period)
- Yielding total equity of \$48,044.55

During the past financial year a great deal of effort and weekly reporting has taken place so as to ensure the continuity of the organisation. Stricter financial controls were implemented in order to control excess spending and a comprehensive monthly review of expenses was undertaken in order to rationalise and streamline the administrative functions of the organisation.

During the course of 2016/7 regular consultations between the Chairperson, Treasurer and Manager were undertaken to maintain control over the financial standing as well as preparation of an accurate budget for the 2017/8 period. Regular meetings were held with our accountants Preston Corporate Accounting in order to make adjustments to existing salary structures and an external HR Provider (All 4 People) was appointed to provide expertise on award rates and industry standards.

Significant control mechanisms have curtailed expenses and I am pleased to report that the loss from the previous period has significantly decreased.

During 2016/7, a comprehensive budget process, which was introduced during financial year, was revised and updated. As a consequence, the Board has been better informed regarding the detail of

all income and expenditure and is able to plan more accurately. For the forthcoming financial year, 2017/8, a working Budget has been developed and it is anticipated that it will continue to be a useful management tool for the Board as it can be updated as required until there is a regular pattern of income and expenditure.

Great care and caution have been exercised throughout the 2016/7 period in order to ensure the continuity of the organisation and the processes and structures implemented during the 2016/7 period have enabled sound financial outcomes as anticipated.

Sheldon Smith

LIVING PROUD TREASURER

2016/7 Treasurer's Report AGM 2017

Living Proud Incorporated
Profit & Loss Statement
July 2016 through June 2017

4-0000	Income	
4-1000	Donations	\$1,991.10
4-3200	HDWA	\$75,191.00
4-3400	Qlife Funding	\$234,864.83
4-3405	QLIFE Project Funding	\$20,000.00
4-3560	Mental Health Funding	\$22,306.05
4-3600	Training Income	\$41,750.00
4-3700	Straplan 2015 Funding	\$9,120.00
4-3800	Lotterywest HR Grant	\$9,000.00
4-4000	Interest	\$309.84
4-5000	Membership Dues	\$145.45
4-6400	Expense Reimbursement	-\$2,313.68
4-7000	Miscellaneous Income	\$181.82
	Total Income	<u>\$412,546.41</u>
5-0000	Cost of Sales	
	Gross Profit	<u>\$412,546.41</u>
6-0000	Expenses	
6-1000	Operating Expenses	
6-1095	Accounting	\$9,360.50
6-1100	Advertising	\$1,627.50
6-1350	Computer & Internet	\$9,234.28
6-1370	Consultancy Fee	\$9,525.00
6-1380	Contractors	\$437.50
6-1500	Events	\$1,990.91
6-1535	Catering	\$4,576.71
6-1600	Insurance	\$6,810.93
6-2000	Postage	\$685.86
6-2200	Printing and Stationery	\$7,636.82
6-2250	Cleaning	\$3.64
6-2300	Rent	\$17,266.35
6-2325	Resources	\$714.00
6-2500	Subscriptions & Memberships	\$118.18
6-3400	Telephone	\$1,678.42
6-3405	Training Expenses	\$291.68
6-3500	Travel	\$2,457.45
6-3600	Volunteer Amenities	\$817.79
6-4000	Employment Expenses	
6-4020	Superannuation	\$27,706.66
6-4030	Wages & Salaries	\$279,431.47
6-4031	Wages - Facilitator Fees	\$7,491.74
6-4032	Mileage Allowance	\$966.42
6-4035	Workers Compensation Insurance	\$1,404.55
6-4050	Staff Training and Development	\$5,250.23
	Total Employment Expenses	<u>\$322,251.07</u>
6-6100	Faciliator Fees	<u>\$22,490.68</u>
	Total Expenses	<u>\$419,975.27</u>
	Operating Profit	<u>-\$7,428.86</u>
8-0000	Other Income	
9-0000	Other Expenses	
	Net Surplus / (Deficit)	<u>-\$7,428.86</u>

Living Proud Incorporated

Balance Sheet

As of June 2017

1-0000 Assets		
1-1000	Current Assets	
1-1100	Cash On Hand	
1-1111	Cheque Account - Westpac	\$5,843.74
1-1112	Westpac CS Cash Reserve	\$40,160.36
1-1113	Deposit Bearing Interest 49839	\$1,551.19
1-1170	Petty Cash	\$118.00
1-1190	Electronic Clearing Account	-\$445.75
	Total Cash On Hand	<u>\$47,227.54</u>
	Total Current Assets	\$47,227.54
1-2000	Other Current Assets	
1-2005	Receivable	\$53,161.52
	Total Other Current Assets	<u>\$53,161.52</u>
1-3300	Fixed Assets	
1-3310	Furniture & Fixtures at Cost	\$23,055.64
1-3320	Accumulated Depreciation	-\$23,055.65
1-3400	Computer and Photocopier	\$20,563.91
1-3410	Accumulated Depreciation	-\$18,454.23
1-3500	Telecommunications	\$575.00
1-3510	Accumulated Depreciation	-\$575.00
	Total Fixed Assets	<u>\$2,109.67</u>
	Total Assets	<u>\$102,498.73</u>
2-0000 Liabilities		
2-1000	Current Liabilities	
2-1200	Trade Creditors	\$6,426.74
2-1290	Sundry Creditor - ATO	\$16,136.00
2-1300	GST Liabilities	
2-1310	GST Collected	\$4,831.35
2-1330	GST Paid	-\$448.34
	Total GST Liabilities	<u>\$4,383.01</u>
	Total Current Liabilities	\$26,945.75
2-1400	Payroll Liabilities	
2-1410	Superannuation Payable	\$1,968.36
2-1425	ABN Withholding	\$0.29
2-1600	Provisions	
2-1602	Provision for L Service Leave	\$3,165.31
2-1604	Provision for Annual Leave	\$22,374.47
	Total Payroll Liabilities	<u>\$27,508.43</u>
	Total Liabilities	<u>\$54,454.18</u>
	Net Assets	<u>\$48,044.55</u>
3-0000 Equity		
3-8000	Retained Earnings	\$55,473.41
3-9000	Current Year Surplus/Deficit	-\$7,428.86
	Total Equity	<u>\$48,044.55</u>