



Gay and Lesbian Community Services of WA (Inc.)

ABN 57 648 379 285

ANNUAL REPORT

2009/10

Name of Service	Gay and Lesbian Community Services of WA (Inc) ABN 57 648 379 285 Registered charity 18087
Telephone	(08) 9486 9855
Fax	(08) 9486 9855
Counselling Line	(08) 9420 7201
Postal Address	City West Lotteries House 2 Delhi Street West Perth WA 6005
Websites	www.glcs.org.au www.equalityrules.info www.openingclosets.com
Email Address	admin@glcs.org.au

THE SERVICE

Gay and Lesbian Community Services of WA (GLCS) 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, financed primarily through a Health Department of WA grant supplemented by fund-raising, donations, memberships and project grants.

BRIEF HISTORY

GLCS was established in 1974 as the Homosexual Counselling and Information Service of WA. In 1984 the 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 in 1990 to the Gay and Lesbian Counselling Service of WA (Inc). In 1999 the name was changed again to the Gay and Lesbian Community Services of WA (Inc) to reflect the wider range of services that GLCS provides.

GLCS MISSION STATEMENT

Gay and Lesbian Community Services of WA (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.

ACKNOWLEDGEMENTS

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

FUNDING BODIES

Health Department of WA

PARTNER ORGANISATIONS

Freedom Centre, National LGBT Health Alliance, Gay and Lesbian Equality (GALE), WA AIDS Council (WAAC), Pride WA, PFLAG, Prime Timers, GLBTI Retirement Association (GRAI), Same Sex Domestic Abuse Group (SSDAG), Club West, Gay and Lesbian Archives WA, Perth Inner City Youth Service (PICYS), Injury Control Council of WA (ICCWA), Prime Timers, UnitingCare West True Colours Program, Community Legal Centres Association, Youthlink, WA Centre for Health Promotion Research, Legal Aid.

MEDIA SUPPORTERS

Out in Perth

All Things Queer RTR FM

VOLUNTEERS AND MEMBERS

The GLCS Board acknowledges all of our volunteers who have worked tirelessly on the telephone counseling line, on events and fundraising, in administration support, volunteer coordination, group facilitation and on the board of management. We thank you for your time and dedication. We would also like to thank all of our financial members for your ongoing support.

FUNDRAISING & EVENTS SPONSORS AND CONTRIBUTORS

The following businesses, individuals and organizations contributed to our fundraising events and efforts throughout the year in the form of in kind support, prizes and other donations.

Bree Maddox and the Court Hotel; Alex Maltby and the staff at Business Exposure; Amy Henderson and the staff at OUT In Perth; Paul Hayter and the Bears Perth; Julia Pelegoti and the staff at Cupids Delight; My Yummy Vice; Adult Shop; Fai Kur at Sexual Focus; Anthony Georgeff and the staff and Spice Magazine; The Bayshore Candidasa Resort; Feminem Hygiene; Gay In WA; Luna Palace Cinemas; Planet Books; The Home Provedore; Upper crust Cooking and Catering; Animal Rights Advocates Inc; OUT Dance Perth; The Cooking Professor; Mondo Nougat; Coode St Café; Source Foods; Le Chic Hair Studio; Behind the Monkey; WASO; WA AIDS Council.

BOARD OF MANAGEMENT

Chairperson	Nadine Toussaint
Vice-Chairperson	Lex Randolph
Secretary	Dani Wright
Treasurer	David Green
Ordinary Member	Mel Jenkins
Ordinary Member	Claire Padley
Ordinary Member	Colin Longworth
Ordinary Member	-
Community Rep.	Dani Wright (Freedom Centre)
Community Rep.	Clyde DuBois (WA AIDS Council)
Community Rep.	-

OFFICE ADMINSTRATOR/S

Sandra Norman (July 09 – Feb 10)

Zoe Carter (Feb 10 – June 10)

TRAINING & POLICY PROJECT OFFICER

Sandra Norman (Feb 10 – June 10)

CHAIRPERSON'S REPORT

NADINE TOUSSAINT

The year started well for GLCS, with the organisation being awarded the Best Community Award at the 2009 Pride Ball in August. It was an honor to be recognised for our work and it highlighted the esteem and respect with which we as an organisation are held by the LGBTIQ community for 35 years of service. I would like to acknowledge and thank Pride WA for the award as well as the WA AIDS Council for sponsoring the award and donating the \$500 prize money.

GLCS' core service, the peer telephone counseling and information line received a steady number of calls this year indicating there is still a great need for this service. However this service is only possible with the dedication of trained peer volunteers and in recent months the numbers of available volunteers has dwindled alarmingly. A new group of trainee counselors completed the counseling course in June 09 with a retention rate significantly better than courses of recent years. The board is working hard to support this new group but providing them with adequate supervision hours on the line is proving a challenge due to the low number of available counselors. Options for making the line more sustainable for volunteers and in general must be investigated by the incoming board.

The Board directed additional funds and resources towards the area of training, consultancy and policy development this year establishing and trialing a 12 month 0.4FTE Training and Development Project Officer position in addition to the 0.3FTE Office Administrator Position. The Training and Development Project, staffed by Sandra Norman aimed to redevelop, tailor and promote the Opening Closets training package and consultancy to a range of community and commercial sector audiences and develop a policy implementation toolkit. The DSG Policy Implementation Toolkit booklet was launched at the WACOSS conference in May where it was well received. Throughout the year, the *Opening Closets* training package (or associated training sessions) has been presented to various agencies and further trainings are booked for the new financial year. The Training and Development Position has been temporarily put on hold due to a staff resignation and will be reassessed by the incoming board. It is anticipated that project work will continue once staffing issues have been addressed.

To mark our 35th birthday GLCS held the very successful SWEET Bake Off at The Court in October, inviting individuals and community groups to take up the baking challenge and show their support. The October SWEET was an unexpected success, attended by over 300 people, receiving 37 outstanding bake off entries from amateur cooks, plus four professional entries and raising close to \$2000. Following the success of SWEET the board decided to make it an annual fundraising and profile raising event. A second SWEET bake off was held in May, again an enormous success, this time raising close to \$3000. The bake off also received publicity in mainstream media - The West, Community News, X Press Magazine, Spice magazine – further raising our profile and purpose to the wider community. A big thank you to all of our SWEET sponsors, our judges Narelda Jacobs, Mark Reid, Aram Hosie, Trish Langdon, Anthony Georgeff and Bree Maddox-Day and all of the volunteers involved in these events.

In addition to the SWEET Bake Off events GLCS held three other events at The Court in order to raise the profile of GLCS within the LGBTIQ community and raise some funds – a history mini quiz night during pride month, a raffle in November and Twistable - a Scrabble and Twister tournament in March. A special thank you to Mel J, Lex R Claire P and Colin L for organizing these events.

I would like to thank all of the volunteer phone counselors, admin volunteers, fundraising and event volunteers, facilitators and board members who have made an outstanding contribution to GLCS over the past year. I would also like to thank our staff Sandra Norman and Zoe Carter for their efforts and commitment to the service.

Finally, I would like to make special mention of the commitment and dedication of Lex R and David G who are standing down from the positions of Vice Chairperson and Treasurer. Both have been a pleasure to work with and a great asset to the GLCS Board for a number of years. Thank you both for your vital contribution.

REVIEW OF SERVICES

Telephone Counselling and Information Line

This year our volunteer peer phone counsellors answered almost 600 calls providing brief supportive counselling and specialist information and referral to people struggling with issues related to diverse sexuality and gender, either personally or in relation to a family member or friend. In addition, our counsellors and administration officer responded to an average of 100 information and accommodation support requests per month, provided many referrals to GLBTI-friendly services and professionals and sent educational booklets and fact sheets to individuals and organisations state-wide.

The service relies on the ongoing contribution of our dedicated team of volunteer counsellors who tirelessly contribute to one of the most challenging roles available in the volunteer sector and in the GLBT community. The Board thanks our counselling volunteers who give up their weekday evenings to provide this essential and unique service.

While we ran another successful phone counselling course in 2010, we continue to face challenges in providing sufficient support to new volunteers as they transition from trainees to independent phone counsellors. While the retention of trainees over this period was significantly better than 2009, and we are trialing new strategies to keep them engaged we are struggling to provide them with adequate supervision hours. This is due to a dramatic drop in available phone counselors with a number of our more experience counselors having resigned due to personal reasons; most significantly transportation issues. It is therefore taking longer for these counselors to graduate from trainees to independent peer phone counselors.

The significant drop in the numbers of available phone counsellors is putting significant stress of a very small pool of volunteers. The incoming board will again need to address these issues. Options for remote access to allow volunteers to operate the counseling line from their homes are being explored as a means of making volunteering more accessible.

Accommodation Register

Our telephone counsellors and office administrator continue to provide a unique shared accommodation register to assist those who are seeking accommodation options that are respectful of diverse sexualities and genders.

26UP

26UP is a unique social support group established by GLCS in 1997 that allows men aged 26 years and over to explore their same-sex attraction in a supportive, social environment. The group has remained on hold following the resignation of the long-term facilitators late last year and there has been no volunteer interest shown in the facilitator positions. The current Board believes a social support group targeting same sex attracted men is still necessary and is exploring possible options for a collaborative model. In the mean time interested participants are referred to WA AIDS Council men's workshops and services as well as other community groups as appropriate.

Women on Women (WOW)

WOW is GLCS's popular six-week personal development course for same-sex attracted women. The course was redesigned and run by Anita D, Dani W and Nadine T over October/November and attended by 13 women. Many of these participants are still in regular contact and have formed their own informal social support network. Special thanks to our guest speakers and community panel who shared their personal perspectives with the group.

WA WOW Online Forum

The WA WOW (Western Australian Women on Women) online forum has been joined by over 200 women since its inception in 2009. The forum has provided an opportunity for a number of women to connect to their community. Content generation and moderation have been difficult to maintain to do volunteer limitations.

Community Events, Training and Forums

The past year has seen GLCS organise and contribute to a number of community events and forums, including training for medical students and TAFE colleges, as well as holding stalls at the 2010 Big Day Out, Equal Love rallies and Suicide Prevention Australia Strategy launch. Our 2009 Pride WA presence included a successful Fairday stall shared with the National LGBT Health Alliance. Special thanks to all the volunteers and staff who helped out with these events.

TRAINING AND CONSULTANCY***Opening Closets Training and Consultancy***

In the past financial year we have run *Opening Closets* training sessions for a number of organizations, including the WA Police Service (6 sessions: nearly 200 Officers). The current board thinks there is considerable potential to offer the OC training to a wider range of clients and further develop this as an income stream for GLCS.

DSG Policy Tool Kit

The Training and Development Office – Sandra Norman worked to develop a DSG Policy Toolkit aimed at supporting organisations to be inclusive of people of diverse sexuality, sex and gender, be they clients or staff. This toolkit booklet was presented at the 2010 WACOSS Conference and was well received.

Advanced Diverse Sexuality, Sex and Gender Training

GLCS collaborated with Freedom Centre to deliver a 3 hour training to GLCS and WA AIDS Council volunteers on sex and gender diversity. The workshop was very well attended and received and the project had a lot of positive feedback as well as providing an excellent opportunity for interagency volunteer networking.

Commonwealth Reference Group for Same Sex Law Reform

Sandra Norman has contributed to a national reference group that is assisting government agencies to implement the same-sex law reform, including meetings in Canberra and numerous teleconferences.

Brief Professional Training and Personal Perspectives Talks

We also provided modified brief training and consultation to a range of groups and organisations, often in partnership with the Freedom Centre, including Notre Dame medical students, UWA 3rd Year Medical Students, TAFE students and for the Growing and Developing Health Relationships, Sex Education Curriculum training.

BALANCE SHEET

Gay and Lesbian Community Services of WA

Balance Sheet

As of June 2010

Assets		
Current Assets		
Cash On Hand		
Cheque Account - Westpac	\$6,541.35	
ING Direct Account	\$94,151.90	
Petty Cash	\$100.00	
Total Cash On Hand		\$100,793.25
Total Current Assets		\$100,793.25
Fixed Assets		
Furniture & Fixtures at Cost	\$23,055.64	
Accumulated Depreciation	-\$12,225.93	
Computer and Photocopier	\$12,727.77	
Accumulated Depreciation	-\$8,042.71	
Telecommunications	\$575.00	
Accumulated Depreciation	-\$563.59	
Total Fixed Assets		\$15,526.18
Total Assets		\$116,319.43
Liabilities		
Current Liabilities		
Trade Creditors		-\$75.13
GST Liabilities		
GST Collected	\$7,527.26	
GST Paid	-\$5,447.25	
Total GST Liabilities		\$2,080.01
Total Current Liabilities		\$2,004.88
Payroll Liabilities		
Superannuation Payable		\$247.83
Provisions		
Provision for Annual Leave	\$4,162.17	
Provision for Audit	\$325.00	
Total Payroll Liabilities		\$4,735.00
Funding Carried Forward		
Equality Rules	\$17,810.89	
ICCWA	\$14,223.71	
Committed Funds		
Watson Browne Memorial Fund	\$5,000.00	
Total Liabilities		\$43,774.48
Net Assets		\$72,544.95
Equity		
Retained Earnings		
Retained Earnings	\$74,447.38	
Current Year Surplus/Deficit	-\$1,902.43	
Total Equity		\$72,544.95

PROFIT AND LOSS STATEMENT

Gay and Lesbian Community Services of WA

Profit & Loss Statement

July 2009 through June 2010

Income	
Donations	\$4,310.78
Fundraising	\$4,460.25
HDWA	\$38,417.25
Prize money - Glammys	\$500.00
Self Generated Training Income	\$140.00
Interest	\$3,501.51
Membership Dues	\$1,213.62
WOW	\$309.09
Car Parking Reimbursement	\$1,486.36
Rent	\$466.56
Total Income	\$54,805.42
Cost of Sales	
Gross Profit	\$54,805.42
Expenses	
Operating Expenses	
Advertising	\$1,228.42
Auditing Fees	\$375.00
Bank Fees	\$54.50
Books & Publications	\$35.00
Computer & Internet	\$687.21
Depreciation	\$5,254.71
AGM	\$21.20
Workshop Catering	\$273.17
Insurance	\$3,486.20
Postage	\$324.78
Pride Events	\$491.87
Printing and Stationery	\$2,537.37
Rent	\$10,714.83
Subscriptions & Memberships	\$150.91
Telephone	\$2,384.31
Fundraising Expenses	\$428.24
Volunteer Amenities	\$54.44
Employment Expenses	
Superannuation	\$2,054.85
Wages & Salaries	\$24,617.25
Workers Compensation Insurance	\$815.17
Staff Training and Development	\$363.64
Total Employment Expenses	\$27,850.91
Faciliator Fees	\$354.78
Total Expenses	\$56,707.85
Operating Profit	-\$1,902.43
Other Income	
Other Expenses	
Net Surplus / (Deficit)	-\$1,902.43

AUDITORS REPORT

2 Vladich Court
BALCATTWA WA 6021

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Email: pb.cahill@bigpond.com

PETER B. CAHILL
ACCOUNTING AND AUDITING
SERVICES



3 September 2010

TO: THE MEMBERS, Gay and Lesbian Community Services of WA (Inc)

SCOPE

I have audited the attached Financial Statements, being the Profit and Loss Statement for the year ending 30 June 2010 and Balance Sheet as at 30 June 2010 for the Gay and Lesbian Community Services of WA (Inc). The Financial Statements form part of a financial report prepared in order to satisfy the reporting requirements of the Associations Incorporation Act.

The Committee is responsible for the preparation and presentation of the Financial Statements and the information contained therein, and has determined that the basis of accounting used is appropriate to the needs of the members. I have conducted an independent audit of the Financial Statements in order to express an opinion on it to the members. No opinion is expressed as to whether the basis of accounting used is appropriate to the needs of the members.

The Financial Statements have been prepared for distribution to the members of the Association for the purpose of fulfilling the Management Committee's accountability requirements. I disclaim any assumption of responsibility for any reliance on this report or on the Financial Statements to which they relate, to any other person other than the members, or for any other purpose other than that for which they are prepared.

My audit has been conducted in accordance with the Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the Financial Statements, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all material respects, the Financial Statements, which will form part of a financial report, are presented fairly in accordance with the requirements of the Associations Incorporation Act.

Qualification

In common with many other organisations of this nature, a proportion of the organisations income is voluntary donations and fundraising, which cannot be fully controlled until entered in the accounting records. Accordingly, it was not practical in my examination relating to such receipts, to extend beyond the amount recorded in the organisations Financial Statements.

AUDIT OPINION

Subject to the qualification stated above, in my opinion, the Financial Statements of the Gay and Lesbian Community Services of WA (Inc) presents fairly the position as at 30 June 2010 and the results of the operation of the association for the year then ended in accordance with the requirements of the Associations Incorporation Act.

PETER B CAHILL, FPA
ACCOUNTANT
Registration No. 116663

Date Opinion Formed: 3 September 2010
Perth