



**Gay and Lesbian Community Services of WA
(Inc.)**

ABN 57 648 379 285

ANNUAL REPORT

2008/09

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
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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

- The GLCS provides a positive image of the gay and lesbian lifestyle, identity and point of view to both the gay and lesbian and general community.
- The GLCS provides a service which allows people to explore homosexuality as it relates to them personally, without judgement or prejudice. Included in this are issues specific to homosexuality such as identity formation and coming out, as well as general issues such as relationship difficulties.
- The GLCS sees itself as a part of the gay and lesbian community and considers it vital that strong links are maintained with the community.
- In some areas the GLCS may adopt the position of acting as a voice for the gay and lesbian community. The GLCS has an educational as well as counselling role, both in the gay and lesbian community and in the general community.
- The GLCS is able to provide a range of counselling options including brief intervention telephone counselling, information provision and referrals

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, PFLAG, Gay and Lesbian Equality (GALE), WA AIDS Council (WAAC), Pride WA, Inclusion, 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), Queers 4 Reconciliation (Q4R), UnitingCare West, Community Legal Centres Association, Youthlink, WA Centre for Health Promotion Research, Legal Aid, The Court Hotel.

MEDIA SUPPORTERS

Out in Perth, GayinWA, Q Pages

VOLUNTEERS AND INDIVIDUAL SUPPORTERS

Ash A, Kris A, Craig B, Andre B, Leonie B, Deb C, Colin C, Ruth C, Scott C, Anita D, Jaye E, Les G, Renae G, Tony G, John H, Leon H, Michelle H, Paula H, Robin H, Leela J, Clive K, Fiona K, Colin L, John L, Kim L, Justin M, Kate M, Laura M, Shaun M, Yoge M, Sandra N, Gen P, Franz P, Liz R, Adelheid S, Nick S, Kerstin S, Charles S-M, Nadine T, Dani W, Mark W, Pat & John W

And to all our financial members for your ongoing support...

And special thanks to Bree Maddox and the Court Hotel and to Alex Maltby and Zoe Carter at *Out in Perth* for their ongoing support.

BOARD OF MANAGEMENT

Chairperson	-
Vice-Chairperson	Liz Randolph
Secretary	Laura Mitchell
Treasurer	David Green
Ordinary Member	John Lovett
Ordinary Member	Colin Connolly
Ordinary Member	Shaun Mays
Ordinary Member	Nadine Toussaint
Community Rep.	Dani Wright (Freedom Centre)
Community Rep.	-
Community Rep.	-

OFFICE ADMINSTRATOR

Sandra Norman

CHAIRPERSON'S REPORT

LIZ RANDOLPH

"*And the glammy goes to . . . GLCS!*". It was an honour to receive the award for best community group at the Pride 2009 Glammys, acknowledging the key role GLCS plays in the West Australian LGBTIQ community. Our achievements this year certainly demonstrate that there is still a need for the services we provide, and that the GLCS team provide those services with excellence.

GLCS core services of peer telephone counselling, information and referral are chugging along nicely, with stats (in the full report below) that indicate there is still a great need for these services.

Training and consultancy is one area that GLCS would like to expand. Throughout the year, the *Opening Closets* training package (or associated training sessions) has been presented to various agencies. In the currently political climate it is vital that organisations like GLCS continue to provide services and information to build the capacity of the community to overcome systemic and societal discrimination.

In order to raise the profile of GLCS within the LGBTIQ community (and raise some funds!), we have been running monthly CAMPus events at the Court Hotel - sometimes a raffle, sometimes a quiz, and overall a bit of fun! So look out for our Pride month CAMPus events and come along! Many thanks go to Cath Daymond for sourcing amazing prizes, Kyle Dessent for his fabulous singing voice and performance, and drag queen Feminem Hygiene for hosting our quiz.

Huge thanks must go to the outstanding contribution of our volunteer team of counsellors, facilitators, office volleys and board members. Without the skill set, expertise and hard work of this team, GLCS would not exist. In particular, I would like to acknowledge the long term commitment of the 26UP facilitators, who are ending their term, but who have provided a much needed social space for same-sex attracted men. Also, the WOW facilitators and WAWOW moderators must be thanked. It is great to see an avenue for same-sex attracted women to explore their sexuality and have a safe online space to socialise.

I would also like to mention the extraordinary commitment, to this organisation, of Sandra Norman. Sandra's extensive knowledge base and initiative assists GLCS in providing stable and consistent delivery of services. Thank you Sandra.

The current board, although small, has been an incredibly inspiring group to work with – thank you. There are a number of exciting plans for 2009-10. As always there is a focus on maintaining our high standard of core services - peer-based telephone counselling, support groups and courses, referral, information and resource provision to the LGBTIQ and general community. We have developed the *Opening Closets* training and associated consultation over the last few years, and I am keen to see this community capacity building work continue and expand.

REVIEW OF SERVICES

Telephone Counselling and Information Line

This year our volunteer peer phone counsellors again provided almost 800 hours of 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 early 2009, we continue to face challenges resourcing the course adequately and providing sufficient support to new volunteers as they transition from trainees to independent phone counsellors. The retention of trainees over this period was particularly poor this year.

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. This year has seen the group go into hiatus following the resignation of the long-term facilitators. The current Board believes a social support group targeting same sex attracted men is still necessary and hopes that the new Board will review the current 26UP model and seek to re-model and reinvigorate the group in consultation with the community and partner groups who also provide services to same sex attracted men.

Women on Women (WOW)

WOW is GLCS's popular six-week personal development course for same-sex attracted women. This year saw a very successful course being run by Liz R and Anita D. Dani W, Nadine T and Anita are updating the course content and design and a new course is scheduled to start in October and run through Pride month with a view to linking the participants into Pride events.

WA WOW Online Forum

This year has seen the development of an online forum, WA WOW (Western Australian Women on Women). The forum is slowly developing with over 120 registered users since its inception in March 2009. The WA WOW community is planning to organize some social meet-ups and is proving to be a valuable resource and online social space for women who wish to link in with their community.

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 2009 Big Day Out and University O-Days. Our 2008 Pride WA presence included a successful Fairday stall, including our always popular *Biggest Loser* competition. Special thanks to all the volunteers who helped out and to Sandra Norman who has organised and facilitated many of our community forums and public speaking gigs.

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 Women's Law Centre, the Department of Housing and Works and the WA Police Service (12 sessions: nearly 400 Officers). We have developed an excellent working relationship with the Police Diversity Office and have provided input into a number matters, including the review of the Police policy on searching Trans people. 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.

Commonwealth Reference Group for Same Sex Law Reform

Sandra 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.

Phone Skills Training for WAAC Volunteers

We provided WAAC phone line volunteers with 18 hours of training in phone helping skills, using a modified version of our phone counselling course.

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 to the Primetimers group, UWA and Notre Dame medical students, sexology students at Curtin University, TAFE students and for the Growing and Developing Health Relationships, Sex Education Curriculum training.

OTHER ACTIVITIES AND HIGHLIGHTS

- We have finalised a new contract with the Health Department for 2009-2012, with the option of two 1-year extensions.
- We won a 2009 Pride Glammy Award for "Best Community Group"!
- We have run monthly CAMPus @ The Court events with the great support of The Court and Bree
- Sandra Norman continued to represent GLCS and same sex attracted women as a representative on the WA Women's Advisory Network, at least until it was recently disbanded by the Government.
- We co-hosted a Human Rights Act review consultation with WAAC.
- Continued a close working relationship with *Out in Perth*, with regular adverts and articles to promote GLCS services and advertise events such as CAMPus.
- We auspiced the *Lesbi Visible* arts workshops for women.
- Sandra N and Deb C presented a workshop on the *Opening Closets* training at the recent Copenhagen World Outgames Conference on Human Rights.

TREASURER'S REPORT**DAVID GREEN**

GLCS maintained its strong financial position in 2009, with a \$5,000 surplus for the year and a healthy cash balance at year's end. 25% of income was from non-grant sources, such as fees for training, bank interest and donations. Spending has been tightly monitored with costs generally maintained at, or below, 2008 levels.

Sound internal control procedures remain in place to monitor cash flow and spending on a regular basis, with the Board reviewing the organisation's financial status at each monthly board meeting.

A new 3-year funding contract with The Health Department of WA is expected to cover the costs of the organisation's core services until June 2012, and existing cash reserves can be used to fund strategic initiatives in the 2009/10 year.

ASSETS AT 30/06/2009

Cash Balances	\$64,000
Health Department & Other Funds receivable	\$36,000
Furniture & Office equipment	\$21,000
TOTAL	\$121,000

DEBTS AT 30/06/2009

Payable to suppliers	\$3,000
GST payable	\$2,000
Payroll liabilities	\$5,000
Unacquitted grant funds	\$27,000
TOTAL	\$47,000

NET ASSETS AT 30/06/2009 (ASSETS LESS DEBTS) \$74,000

INCOME

Health Department Funding	\$36,000
Computer Equipment Grant	\$9,000
Training Income	\$6,000
Interest	\$5,000
Donations, Fundraising & other	\$3,000
TOTAL	\$59,000

EXPENSES

Admin staff costs	\$22,000
Rent	\$9,000
Telephone	\$4,000
Depreciation of furniture & computer equipment	\$5,000
Advertising	\$3,000
Insurance	\$3,000
All other costs	\$9,000
TOTAL	\$54,000

SURPLUS (INCOME LESS EXPENSES) \$5,000