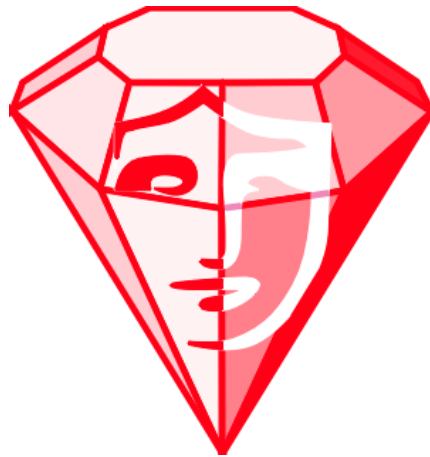




# **Gay and Lesbian Community Services of WA (Inc.)**

ABN 57 648 379 285



## **Annual Report 2005/06**



# Annual Report 2005/6

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<b>Name of Service:</b>	<b>Gay and Lesbian Community Services of WA (Inc)</b> ABN 57 648 379 285	
<b>Abbreviation:</b>	<b>(GLCS)</b>	
<b>Counselling Number</b>	(08) 9420 7201	Mon-Fri 7:00 pm - 10:00 pm General
<b>Administration</b>	(08) 9486 9855	Mon, Wed, Fri 9:00 pm - 5:00 pm
<b>Fax</b>	(08) 9486 9855	24 hours / 7 days
<b>Postal Address</b>	City West Lotteries House Room 1 2 Delhi Street West Perth WA 6005	
<b>Internet Address</b>	<a href="http://www.glcs.org.au">www.glcs.org.au</a> <a href="http://www.equalityrules.info">www.equalityrules.info</a>	
<b>Email Address</b>	<a href="mailto:admin@glcs.org.au">admin@glcs.org.au</a>	

Donations over \$2 are tax deductible. Registered charity 18087

## The Service

The Gay and Lesbian Community Services of WA (GLCS) has been providing support, information and resources to the Western Australian community for the past 30 years. We are a non-profit, community based organisation, financed primarily through fund-raising, donations, memberships and grants.

## Brief History

The 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.



# Annual Report 2005/6

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## GLCS Mission Statement

- The GLCS provides a positive image of the gay and lesbian lifestyle, identity and point of view to both the gay and lesbian 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 information provision, active listening, referrals and interviews.



# Annual Report 2005/6

## Acknowledgements

*GLCS acknowledges the generous support of the following individuals and organisations*

### Funding Bodies

Health Department of WA (Core Funding)  
Department for Community Development (Opening Closets SAAP Project)  
Public Purposes Trust of The Law Society of WA (Equality Rules II)  
Lottery West (Capacity Grant)  
Telstra (National 1800 Number)

### Partner Organisations

Freedom Centre, PFLAG, WA Aids Council (WAAC), Gay and Lesbian Equality (GALE), 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), UnitingCare West, Community Legal Centres Association, Youthlink, WA Centre for Health Promotion Research, Legal Aid, Out in Perth, Women Out West (WOW), Q Pages

### Volunteers and Individual Supporters

Pascale A, Craig B, Andre B, Sha B, Leonie B, Alex C, Deb C, John C, Colin C, Lanie C, Shane C, Jenny D, Jen F, Sandy F, Sarah F, Ian H, Janet H, Renae H, Michelle H, Clive K, Fiona K, Craig L, Colin L, Justin M, Kate M, Bev M, David M, Michelle M, Keith M, Jess M, Sarah N, Gen P, Franz P, Nasim P, Reece P, Liz R, Steve R, Adelheid S, Kerstin S, Bill S, Bonnie T, David T, Nadine T, Seb V, Ria V, Kevin W, Mark W, Tracy W, Robyn W, Zoe W, Pat & John W

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

### Board of Management

Robyn Walsh	Chairperson
Mark Woodman	Vice-Chairperson
Zoe Warwick	Secretary
John Carey	Treasurer
Shahira Brenner	Counsellor's Representative
Colin Connolly	Facilitator's Representative
Craig Lowe	Marketing
Pat Wilson	Community Representative (PFLAG)
Nadine Toussaint	Community Representative (Freedom Centre)

### Staff

Liz Randolph	Administration Officer
Sandra Norman	Opening Closets Project Officer & Equality Rules Project Officer
Kerstin Stender (PICYS)	Opening Closets Coordinator
Sarah Newbold	Equality Rules Project Officer



# Annual Report 2005/6

## Chairperson's Report

### Robyn Walsh

The last 12 months have been exciting and exhausting for the board and, personally, as the newly elected Chairperson the learning curve has been very steep. Just as the new board was elected this time last year, GLCS had been funded for two projects. This required many additional management tasks and I took on the SAAP Opening Closet's diversity training project while Mark Woodman the Equality Rules responsibilities. Establishing both projects and ensuring they fitted with the core business of GLCS was challenging and recruiting staff not for the faint hearted! It did however lead us to employing Liz Randolph and the Goddesses were truly smiling on us when she came along. We also briefly employed a second project worker for the Equity Rules Project.

Over the past 12 months we have had many Board members and staff do extraordinary things. John Carey stepped in and filled the mammoth task of Treasurer with little idea quite how arduous this would be. He has worked with Liz and Gavan Wood to get the budget into a format that the Board and members can read AND understand and has been a highly motivated and energetic addition to the board. We even peeled onions together at Riffos!

Liz and Sandra also rate our hugest appreciation and thanks for their exceptional professionalism. Sandra has trained hundreds of people in the Opening Closets training and is a great ambassador for GLCS and an exceptional role model and champion of diversity. Liz has just done all that's been asked and warrants special mention for the organization of The *Brokeback Mountain* Fundraiser.

To all the other Board members and staff thanks for your commitment to making GLCS such an excellent organization. Thanks also to the volunteers of GLCS for your efforts. Without you we have no telephone counselling, we have no 26 up, WOW, or admin support. Every little bit helps and makes a difference to the health of the Gay and Lesbian community. Recently Mark and I ran a telephone counselling training course and we now have 6 new trainee telephone counsellors preparing to undertake supervised telephone counselling. The participants in the training were highly experienced in allied services and have remarkable skills, knowledge and insight.

So to the year ahead. In addition to making our core operations as professional as possible, we have recently submitted grant applications for a suicide prevention project and a Lottery West IT grant. I also hope that our membership push will produce dividends now that we have made membership free for our hard working volunteers and introduced Gold and Corporate categories. Please encourage those who cannot volunteer time to support our vital work by becoming financial members and even gold or corporate members. My biggest goal is to sell our training to government and allied non-government organisations to help train people about diverse sexualities and genders and bring money into GLCS.

And now to a sad part of this year ending is that we must farewell Zoe. It's Zoe's fault I'm here and it's very sad to lose her from the Board but she will stay on as a volunteer and support



# Annual Report 2005/6

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## Review of Operations: Core Services & Activities

### Telephone Counselling and Information Line

Our telephone counselling and information line remains a unique resource for the GLBTI and general communities, with our trained volunteer counsellors providing brief supportive counselling and specialist information about sexual and gender diversity five nights a week.

The service relies on the ongoing contribution of our dedicated team of volunteer counsellors who tirelessly contribute to one of the most challenging volunteer roles available in the sector. Keeping our counselling stocks energised and renewed is a constant struggle. This year's counselling course was again an outstanding success and we have six very high quality graduates who we anticipate they will progress rapidly to ratification and independent practice, easing the pressure on our more experienced telephone counsellors.

### Accommodation Register

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

### 26 Up

26UP is a unique social support group established by GLCS in 1997 that allows guys aged 26 years and over to explore their attraction to other guys in a supportive, social and friendly environment. In 2005/06 an average of eight guys attended 26 Up activities, but depending on the event the number of attendees was up to 20. 75% of new contacts were referred via the GLCS counselling line and 25% via WAAC's Mensline.

This year's social activities have included dinners at Northbridge restaurants, BBQs and DVD nights at member's homes, bush walks and Winery and Brewery tours. Many of the guys in 26UP have come from heterosexual relationships or marriages and the understanding and support to members who have 'come out' from a similar situation is a key strength of the group.

*The Board wishes to thank the 26 Up facilitators, Craig B, Justin M and Collin C, for their outstanding commitment to GLCS, 26 Up and to the support they provide 26 Up members.*



# Annual Report 2005/6

## Women On Women (WOW)

WOW is GLCS's hugely popular six-week personal development course for same-sex attracted women. With our experienced and dedicated WOW Facilitators taking a well-earned break in the early part of this year, we have only been able to run one course. However, we hope to offer the community more courses in the coming financial year.

*The Board wishes to thank the WOW facilitators, Adelheid, Janet and Tracy for their hard work in making the course such a respected and in-demand community service.*

## Community Education Programme

In 2005/06 GLCS's skilled and experienced public speaking programme volunteers and staff provided a number of education sessions and personal perspectives talks, including:

- Information Stalls @ Queer Collaborations National Student Conference, Girrawheen Senior High School, Big Day Out
- Market day Stall @ Murdoch Uni Pride Month
- Personal Perspectives Talks @ Among the Urban Community Conference (Perth Baptist Church), Cert III Youth Work Students at Central TAFE, Year 12 English class @ Ballajura Community College
- Coming Out Workshop @ UWA Queer Dept
- Education Session for Notre Dame Uni medical students and Curtin Uni counselling staff

Many of these sessions were run in conjunction with the Freedom Centre with whom we hope to develop a long-term joint public speaking arrangement. Also, as part of the Equality Rules II project, Sandra Norman has developed a public speaking manual for our volunteers and streamlined administration support materials for our community education programme. We hope that the improved professionalism that these materials bring will allow us to include our personal perspectives talks as part of our planned training and consultancy expansion.

## Community Support and Auspicing

GLCS continues to provide partner organisations with access to City West Lotteries House facilities. Groups who have taken advantage of this include Prime Timers, GALE, Inclusion, SSDAG, WAAC, GRAI, Opening Closets and the Freedom Centre.

This year GLCS has entered into an auspicing agreement with Inclusion, a GLBTI disability support group founded by Kevin Whitton and David Tilbrook. This (initially) 12-month agreement provides Inclusion with the security of GLCS's established systems of governance and financial management while it establishes itself as an independent community organisation.

*The GLCS Board is proud to auspice Inclusion and congratulates David, Kevin and the other Inclusion members for their initiative in establishing this much needed group.*



# Annual Report 2005/6

## Community Events & Engagement

The past year has seen GLCS run a number of community events, including:

- A hugely successful *Brokeback Mountain* movie fundraiser @ Luna Leederville
- A Women's Health Day @ Zest Health Club
- Liz Randolph has written a regular column in Women Out West (WOW)
- Upcoming Pride 2006 events include a large community stall @ Fairday, *Pirates of Queeribbean* Float at the Parade and a Great Debate on the vexed topic of Gay and Lesbian Marriage
- There will be three upcoming Community Legal Forums on Gay and Lesbian parenting and reproductive technologies, "Gay Facto" relationship recognition and workplace discrimination.

## In-Service Training

We have run a number of in-service training sessions for our volunteers counsellors and facilitators, including an STI update from Sally Rowell at WAAC and a Community Policing update from Sergeant Frank Bell.

## Review of Operations: Funded Projects

### SAAP Opening Closets Project

**In partnership with PICYS. Funded by DCD.**

#### **Making SAAP services more accessible for people with diverse sexuality and gender**

This 12-month project, managed by Perth Inner City Youth Service (PICYS) in partnership with GLCS, aimed to improve access to supported accommodation for lesbian, gay, bi, transgender, intersex or queer people. It did this by providing training, support and coaching for services provided through the Supported Accommodation Assistance Program (SAAP), such as youth accommodation services, women's refuges, men's hostels and family accommodation.

Kerstin Stender and Sandra Norman completed 16 one-day Opening Closets sessions, one in Perth and 15 in regional and rural towns, including Albany, Katanning, Geraldton, Broome, Derby, Karratha, Port Hedland, Kalgoorlie, Esperance, Rockingham, Northam, Bunbury, Kununurra, Wyndham and Canarvon. Following the initial success of the project, DCD provided GLCS with additional funding to provide a further 12 OC training sessions to metropolitan SAAP services. To date Kerstin and Sandra have worked directly with approximately 350 people, either in OC training sessions or via coaching of agency staff to implement queer friendly policies and procedures.





# Annual Report 2005/6

PICYS and GLCS are very proud of the Opening Closets Project and training package. Recognition of the high quality of the project and staff has come with the project being short-listed for a **Community Services Industry Award**. Kerstin and Sandra have also presented an overview of the project and its outcomes at this year's WACOSS Conference and the International Human Rights Conference in Montreal.

## **Equality Rules II Project** **Funded by The Law Society of WA**

This second phase of the original Equality Rules project provided money to update existing resources related to the recent State Law reform affecting GLBTI people and to build partnerships between GLCS and the legal sector. Outcomes to date include:

- Update of the Equality Rules website and booklet.
- Statewide distribution of over 300 copies of the Equality Rules booklet.
- Survey of the training needs of Community Legal Centres in relation to diverse sexuality and genders.
- Initial contact with the private legal sector.
- Update of the Clearing the Way/Opening Closets training package to include legal case studies.
- Preparation of In-Service training on law reform for the volunteers of GLCS and other GLBTI community organizations.
- 3 x Public Forums to be run during the upcoming Pride month informing GLBTI people of their rights in relation to Gay and Lesbian parenting and reproductive technologies, "Gay Facto" relationship recognition and workplace discrimination.
- Developed a partnership with Legal Aid around access to their legal resource database.
- Assisted in the development of *Free to Be* website for young people with diverse sexuality and gender, particularly providing material for the legal section.
- Formalisation of the GLCS public speaking program, including developing a volunteer training package and manual, collating resources and legal examples and creating a streamlined administration system.

The remaining ERII project money will be used in the first 6 months of 2007 to market the Opening Closets training package, including to the legal sector and to increase its flexibility so it can be delivered in a range of settings.



# Annual Report 2005/6

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## Review of Operations: Training & Consultancy

### Opening Closets Training - Esperance

We have already had the opportunity to expand on the success of the DCD funded SAAP Opening Closets training, by providing a Health Department funded workshop to a range of health, education and community services workers in Esperance.

We believe this serves as an ideal model for our planned expansion of our fee-paying training services in the next financial year. We are already in negotiation with another large organisation to provide two Opening Closets training sessions for their staff.

## Review of Operations: Organisation & Management

There have been a number of improvements to our behind-the-scenes systems, notably the improvement and streamlining of our volunteer coordination and support procedures. Liz Randolph and Zoe Warwick have been working hard to improve the way we match potential volunteers to job descriptions and look after the needs of existing volunteers. This process has involved improving orientation materials and writing job descriptions for all volunteer roles.

## Special Report: Membership and Marketing

### John Carey

This year there has been a renewed emphasis on building a broader membership base for GLCS and developing stronger brand awareness in 2006/07 financial year.

### Membership Target and Fee Structure

GLCS has set itself a membership target for the upcoming financial year of 150 financial members. This would see the organisation *double* its membership in one year.

GLCS has committed more funding this financial year to promoting membership as well as a stronger organisational focus on membership recruitment. In addition, GLCS has changed its fee structure to maximise both membership and revenue. Firstly, in recognition of the active contribution volunteers make to the GLCS they now receive free membership. For those wanting to make a more substantial financial contribution to the organisation, a new gold membership is available at a \$100. So far a number of members have decided to take up this membership. The Board has also committed to a new monthly newsletter for all members, which will begin distribution in January 2007.



# Annual Report 2005/6

## GLCS Brand and Logo

In developing a stronger brand for GLCS, the Board decided to update the marketing of the organisation, including a new logo. The Board held a brain storming session to identify the key features of the GLCS brand.

As with any organisation, the adoption of a new logo has brought considerable debate to the organisation – and at this stage, the new logo currently being used may continued to be developed into a final design early next year.

## GLCS Marketing Campaign

GLCS has focussed on promoting the organisation and membership in the key period for the community - Pride Month in October. This is clearly the best time for GLCS to target new member, with community attention and awareness at its peak.

Key initiatives include:

- 1) Full page advertising in the *Pride Guide* and *Q Pages*
- 2) A larger, stronger presence at Pride Fair Day, including:
  - 1000 balloons for distribution;
  - Screen printed t-shirts for GLCS volunteers;
  - 1000 stickers for distribution;
  - A competition (with \$150 dinner voucher prize) to encourage potential member registration;
  - Special discounted membership during Pride Fair Day; two-for-one membership.
- 3) Great Debate event: An event targeted at our key membership market - politically and socially conscious members of the community;
- 4) Large Pride Float: Stronger awareness of the organisation in key party event through well-organised, large float. (*Pirates of Queerribean*)

GLCS will look to further membership recruitment opportunities during the remainder of the 06/07 financial year, but the key aim is to reach the 150 membership target by the end of the Pride Month.

Craig Lowe is also pushing forward on corporate sponsorship initiatives, including working with businesses within the community to foster strategic relationships.



# Annual Report 2005/6

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## Treasurer's Report

### John Carey

Following a vacancy in this position for five months, I nominated to undertake this position until September this year. My first step on taking this position was to meet with last year's auditor, to discuss any potential areas that needed attention - and potential improvement.

#### **Change to the budgeting process**

As members will be aware, the funding for the organisation can change significantly from year to year. Our only consistent funding - of just over \$30,000 - has been funded by the Department of Health.

However, GLCS applies for a range of grants which if successful can provide significant additional funds for the organisation's activities. This did apply to the financial year 05/06, in which funding was received not only from the Health Department, but also from the Department for Community Development (DCD), The Law Society of WA and Lottery West. Additional funding was also received from training workshops and our highly successful *Brokeback Mountain* fundraiser.

Unfortunately, previous budgeting processes hampered the Board's ability to track expenditure for each particular project. Budget reporting to the Board had presented expenditure across the organisation as a whole, rather than provide ongoing information on specific expenditure for each grant project. The Board agreed to move to a system that considered the income and expenditure of each grant within its own budget. This was a very logical step. However, it took considerable time for administration staff to reallocate all previous expenditure to particular a grant project. I wish to thank Mark Woodman and Liz Randolph for their hard work in ensuring this was completed successfully.

#### **Training**

As is with all community organisations, our members come and go and, as a result, history and consistency can be lost. To ensure this is limited in regards to the organisation of GLCS, the board approved funding this year to provide ongoing financial training to Liz Randolph, to ensure consistency in financial reporting. Accountant Gavan Wood has provided excellent ongoing assistance in this regard and Liz Randolph has again done fantastic work to help manage the day-to-day financial processes of GLCS.



# Annual Report 2005/6

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## Budget position and 2006/07 Budget

Attached to this report, is the following financial information:

- Balance Sheet (as of June 2006)
- Profit and Loss Statement (July 2005 through June 2006)
- Depreciation Schedule

GLCS is in relatively sound budget position. However, the incoming board must continue to watch expenditure attached to particular grant projects to ensure expenditure is contained and meets predicted levels.

As for previous financial years, key expenditure for the financial year 05/06 was primarily generated by employee salaries (\$35, 735), printing and stationery (\$10 564), and rent (\$6,706).

Due to the recent re-organisation of the GLCS financial reporting process, the audit is currently being undertaken. A full audit report will be available to all members once completed.

The 2006/07 GLCS budget reflects the Board's key desire to strengthen the organisation through generating more revenue, a key objective of our 2005-2007 Strategic Plan. As a result, the Board has decided to invest the balance brought forward from 2005/06 into two key areas which can generate future income as well as broaden the capacity of the organisation; Marketing of our Opening Closets training package and membership.

Clearly there are significant opportunities to generate stronger levels of income through training and consultancy programs, like the Opening Closet program. In addition, the board has set a new membership target (150 members) for this financial year and introduced a new \$100 gold membership category. Clearly, such a new membership campaign requires marketing expenditure, and more funding has been allocated this financial year in comparison to previous financial years.

## Thank you

I know this may sound cliché, but I genuinely wish to thank to all Board members for their support and assistance in regards to my role this year as Treasurer. In particular, thank you to Robyn Walsh for the way she has overseen and guided the board.