



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

ABN 57 648 379 285

**ANNUAL REPORT**

**2007/08**

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

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

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

## BOARD OF MANAGEMENT

Chairperson	Mark Woodman
Vice-Chairperson	Liz Randolph
Secretary	Davina Morley (to April 2008)
Secretary	Laura Mitchell (from April 2008)
Treasurer	Kris Adrian
Ordinary Member	John Lovett
Ordinary Member	Colin Connolly
Ordinary Member	Shaun Mays
Ordinary Member	John Carey (to December 2007)
Community Rep.	Pat Wilson (PFLAG)
Community Rep.	Dani Wright (Freedom Centre)
Community Rep.	Kevin Whitton (INCLUSION)

## OFFICE ADMINSTRATOR

Sandra Norman

## CHAIRPERSON'S REPORT

**Mark Woodman**

*I don't believe in Gays and Lesbians, but I won't treat them any differently*

Police Cadet at GLCS training session May 2008

After picking my jaw off the floor, resisting the urge to reply "we're not the f\*\*king tooth fairy!" and re-assuring myself that this sort of comment (and the underlying beliefs and attitudes) is exactly what our training hopes to elicit, I gently explained that in order to act professionally and lawfully in executing our duties at work we often have to put aside our own beliefs and attitudes.

This brings me to the first highlight of what has been a very solid and successful year for GLCS - the further development of our **Opening Closets (OC) training and consultancy** service. We have recently completed our contract to provide six regional and one metropolitan OC training sessions for the Injury Control Council of WA (ICCWA) as part of a large, Federally-funded suicide prevention project. The workshops were very successful for a number of reasons. Firstly, they earned GLCS about \$10,000 which is now available to be invested in further development and promotion of our OC product. Secondly, the OC Facilitators Sandra Norman and Jaye Edwards devised an innovative partnership between GLCS and UnitingCare West's *True Colours* program that beautifully merged GLCS's diversity workshop expertise and True Colours' extensive South West local knowledge and network of service providers. Finally, the ICCWA OC workshops provided us with more insights into the unique challenges we face in promoting OC training to other service providers. Many thanks to Sandra Norman, who has not only delivered the training but also managed the project extremely effectively and within budget, and to Jaye Edwards and Kerstin Stender for their Co-Facilitation.

The other exciting major training outcome was our delivery of two training sessions to Police Cadets at the Police Academy in May as part of their 3-day diversity training. We have subsequently been asked to provide another six sessions up to December 2008. This means that by the end of 2008, approximately 240 new WA police officers will have at least a rudimentary understanding of diverse sexuality and gender (DSG) and how this applies to their work. Most importantly we have established an excellent working relationship with the Police Diversity Unit and hope to use this to agitate for further changes to the diversity training and to Police policies and procedures.

*"You mean you don't get paid! What do you do that for!?"*

Friend at the Court Hotel, August 2008

This brings me to our tireless **phone counselling** and **group facilitator** volunteers who are the mainstay of GLCS and provide a vital and unique service to our community, dealing as they do with often very complex and challenging calls and difficult situations while facilitating the 26 Up social support group for men and the WOW course for women. I am often asked if these traditional GLCS services are still necessary but for anyone who works on GLCS's frontline, this is a ludicrous proposition. Many thanks as always to our key volunteers who receive almost no recognition for their efforts.

Other significant achievements of the past year include:

- Renewal of our triennial Department of Health funding agreement

- A \$10,000 IT upgrade for the GLCS office thanks to a successful Lotterywest grant application, including a laptop that will be vital for our Opening Closets training sessions. Thanks to all involved and to Dani Wright for finalising the application.
- GLCS website re-design and content upgrade. Thanks to Scott Cain for the design and Nadine Toussaint for assisting with content updates.
- A new set of stationary for GLCS, just in time to replace our old logo and stationary which is running low. Again, a huge thanks to Scott Cain.
- The use of a generous \$5000 donation to fund a PR campaign, leading to a primetime interview with Howard Sattler about our phone counselling line, a promotional video on [www.perthnow.com](http://www.perthnow.com) and an upcoming promotion of our Opening Closets training in the South West. Thanks to John Lovett.
- A highly successful Pride 2007, including a great Fairday stall and a spectacular *Paris Hilton in LA Country Jail* float designed and organised by John Carey.
- Discussions with WAAC to provide a modified version of our Counsellor Training course for their Mensline volunteers.
- Support for numerous community groups, including aupsicing funding applications by several groups, such as the successful *LesBiVisible* group's upcoming art therapy workshops and retreat for women.
- Vastly improved financial management systems and careful budget management. Thanks to Kris Adrian and Sandra Norman.

Finally, I would like to thank what has been a very hard working and balanced Board which has tackled some quite challenging and complex decision making with diligence, intelligence and humour. While I generally don't like to single out individual members of a team, I can't thank our Treasurer Kris Adrian enough for her professionalism and the ease with which she solves money matters that baffle innumerable like me.

Finally, thanks to Mathew Mitchum and the other Olympic divers who gave me inspiration while finishing this report.

## Telephone Counselling and Information Line

This year our volunteer phone counsellors provided almost 800 hours of brief supportive counselling and specialist information and referral to people struggling with issues related to diverse sexuality and gender. In addition, our counsellors and administration officer responded to an average of 100 information and accommodation support requests per month. This included mailing out dozens of educational booklets and fact sheets to individuals and organisations state-wide and providing many referrals to GLBTI-friendly services and professionals.

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. Two successful phone counseling courses in 2007 and the addition of several experienced professional volunteers have contributed to fewer missed sessions due to illness or lack of counselor availability than in the preceding 12 month period. The Board thanks our counselling volunteers who give up their weekday evenings to provide this unique service. Below are examples of calls taken over the past 3 months, that highlight the difficulties .

### Sample Example calls to the GLCS phone line

- A lesbian caller seeking advice about how to tell her 10 year old son that she's gay. He's figured it out and she's not sure how to deal with it. The caller was looking for books we could recommend.
- A young lesbian who has recently come out and thrown herself headlong into two relationships that haven't worked out. She reported being isolated, depressed and unsure of her future.
- A young man called to ask how he should tell his friend that he has feelings for him. He's too frightened to make a move in case his friend reacts badly or doesn't feel the same way.
- A mother called about her son who has recently "come out". While she has accepted it but is still come to terms with it. Her son expects her to be ok with it now that he's come out and wants her to meet his boyfriend. She doesn't feel ready for that and they're having conflict. **GLCS is receiving an increasing number of calls from the family and friends of GLBT people.**
- A man aged in his 70s who has recently divorced and is exploring his same sex attraction for the first time. He is looking for companionship with men of a similar age and, not "young things who want to stand in bars". **Perth is fortunate to have a very active *Primetimers* social group for older gay men.**
- A new visitor to Perth wants to know where to go to meet people other than "clones" in tight t-shirts....
- A lesbian couple called for information about the legalities of surrogacy.
- A gay man called to talk about his family and friends not accepting his sexuality and acting aggressively toward his partner. He wanted to know how to tell them to "deal with it" or lose him in their lives.

- A father called about his daughter who has separated from her husband and started a relationship with a woman. He was seeking help for himself and his wife as they try to deal with this situation.
- A man called who has just “come out” and has no gay friends. He reported feeling very stuck and unsure how to begin exploring the GLBTI community, how to make friends and to feel comfortable with himself. **With such a focus on “coming out”, many GLBT people are unprepared for the challenges of “coming in” to the GLBT community, particularly as they try to shed self-stereotypes/”internalised homophobia” and truly come to accept and understand their own sexuality.**
- The caller had just told his girlfriend that he’s bisexual. He wants to keep the relationship going but also to explore his “other side”. The caller has lots of questions about safe sex. **Many callers want**
- A country caller reports being “too scared” to be open about their sexuality in the small town in which she lives. She discusses her fears about the possible consequences of coming out in a small community, including verbal abuse and physical assault, salacious gossip and changing perceptions . **Same sex attracted and gender diverse people living in rural and regional areas of WA experience more**
- A young woman calls to discuss feelings of guilt in relation to her attraction to another woman. She does not feel comfortable talking to her parents because she is not out and is “scared” to come out at school as she doesn’t want to get picked on.
- A caller who was previously married but has been with another woman for 8 years calls because of Some of her kids have reacted badly and moved in with their father instead. He girlfriend has also been with other women and she’s just found out. Finds that very hard to accept as well as betrayal by children.
- Caller is looking for GLBTI-friendly churches. She has struggled to reconcile her very strong faith with her sexuality and reported being frustrated and angry with the judgement that sometimes goes with it.
- Man called, saying that his wife has recently introduced another man into their relationship. He was fine with it but is now seeing the man without his wife’s knowledge. He reports mixed feelings of excitement and guilt, and concerns about the level of risk he is taking in relation to STIs. **Many calls to GLCS involve both an exploration of the caller’s feelings and options in relation to a problem situation as well as the provision of information and targeted referral to equip them with the information they need to make decisions (e.g., referral to WAAC services for**
- A young girl called to discuss how she might write to her parents to tell them she’s gay. Her family live in a country town and she said she is too frightened to do it in person or over the phone, as she believes her family will never accept her or speak to her again. She reported having attempted suicide twice previously.

### 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. In 2007/08 an average of eight guys attended 26UP activities, but depending on the event the number of attendees was up to 20. New group members are typically referred via the GLCS counselling line, WAAC's Mensline or a community listing in *Out in Perth*.

26UP social activities include dinners at Northbridge restaurants, winery tours, BBQs and movie nights at member's homes. Many of the men who access 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 26UP facilitators, Craig B, Justin M and Collin C, for their outstanding commitment to GLCS, 26UP and to the peer support they provide the group's members.

### Women on Women (WOW)

WOW is GLCS's popular six-week personal development course for same-sex attracted women. A major priority for 2007/08 was to run at least one WOW course and this has been achieved, with experienced WOW Facilitators Adelheid S and Leonie B running a very successful course. A bonus was that two new

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e unable to run a WOW course this year. However, plans are in place to offer two courses in the coming financial year, with several experienced volunteer facilitators now available.

### Community Events and Forums

The past year has seen GLCS organise and contribute to a number of community events and forums, including our popular *Becoming a Parent* Community Forum, forums on workplace discrimination and "Gay Facto" relationships, a "Gay 101" Workshop at the 2006 LGBT Workers' Rights Conference and stalls at the 2006 Big Day Out and University O-Days.

Our 2007 Pride WA presence was another huge success with John Carey heading up 35 Paris Hiltons

elaborate in many years, with over 40 members, family and friends traversing the Parade on our *Pirates of Queerbean* Float and over 400 people entering our *Biggest Loser* competition at Fairday. Special thanks to John Carey for his tireless efforts, creativity



and ingenuity in planning and coordinating our Pride events. Also, thanks to Sandra Norman who has organised and facilitated many of our community forums and public speaking gigs.

Former Office Administrator Liz Randolph has provided GLCS with a presence in the local GLBTI media with her monthly columns for *Women Out West* and *Out in Perth* kindly provided a ¾ page Community Profile in their August issue. The Board would like to thank Liz for her ongoing contribution to GLCS and to acknowledge the support of our strong GLBTI media community: *WOW*, *Out in Perth* and *Gay in WA*.

### Community Support and Partnerships

GLCS continued to auspice the *Inclusion* GLBTI disability advocacy and to work collaboratively with a number of long-time partner organisations including PFLAG, Freedom Centre and GALE, including co-sponsoring GALE's declared relationships project and the *equality rules* website. A relatively new group on the scene is the Diverse Sexuality and Gender (DSG) Networking Group which has been the driving force behind many great initiatives in our community over the past few years, including the *free2be* website.

GLCS also continues to provide partner organisations with access to City West Lotteries House meeting facilities. Groups who have taken advantage of this include Prime Timers, GALE, Inclusion and GRAI.

Unfortunately, this will likely be the last year that

## TRAINING AND CONSULTANCY

### *Opening Closets* Training and Consultancy

GLCS is very proud of the success of the recent *Opening Closets* project, completed in partnership with Perth Inner City Youth Service (PICYS) and funded by the Department for Community Development. The project delivered full-day training in diverse sexuality and gender to over 200 supported accommodation workers across the state, from Albany to Broome. The project also led to the development of the [www.openingclosets.com.au](http://www.openingclosets.com.au) website, publication of the *Simply Trans* educational booklet and a contribution to the DSG Network's [www.free2be.com](http://www.free2be.com) youth website.

The project evaluation was overwhelmingly positive and the project won a 2006 *Community Services Industry Award* in the highly contested category of "strengthening the community services industry". The Board would like to acknowledge the work of Kerstin Stender and Sandra Norman during the life of the project and their ongoing commitment as OC trainers. The quality of the training package is due to their commitment to the project, their intelligence and inquisitiveness as researchers and integrity as trainers. Kerstin and Sandra have also presented an overview of the project and its outcomes at the 2006 WACOSS Conference and the International Human Rights Conference in Montreal and, in 2007, at the Health in Difference Conference in Queensland.

**Personal Perspectives Talks**

We also provided training and consultation, often in partnership with the Freedom Centre, to the following organizations: Gosnells Youth Health Expo, UWA and Notre Dame medical students, Curtin University sexology students, RPH psychiatric nurses, Unions WA, and Central TAFE youth work students. We also ran a stall at the Big Day Out festival and several of our volunteer counselors offered themselves for loan to the public as part of the Melville Council's *Living Library*.

**3. BEHIND THE SCENES: MANAGEMENT AND ORGANISATIONAL SERVICES****New Logo and Stationery**

Graphic designer Scott Cain has given many hours of his time to design our great new logo, a full set of new Stationery, our wonderful new banner for training and public events and our new *QPages* advert. The Board would like to thank Scott for the high quality of his work and the effortless and easy going manner in which he completed it - in particular his capacity to work to frequently changing deadlines and priorities! We really cannot thank Scott enough and working with him has been a highlight of the year.

**Internal Training Resources**

In the past year we have delivered an unprecedented *two* telephone counsellor training courses and have further refined our streamlined 10-session course to better meet our training needs and to respond to changing patterns in volunteerism. We have also developed a public speaking training program and associated resources to improve our personal perspectives talks and better support our public speaking volunteers. Associated with this, we have produced or updated a number of fact sheets and resource kits about diverse sexuality and gender to be used during personal perspectives talks or in response to information requests.

**Improved Financial Management**

This year has seen a focus on improving and streamlining our financial management process thanks to the expertise of our Treasurer Kris Adrian. See Kris' report for more detail.

**Women's Advisory Network**

Sandra Norman has been appointed to a two-year term as GLCS's representative on the WA Women's Advisory Network. This will not only benefit the lesbian community and GLCS, but is a deserved reward for Sandra's hard work for GLCS as a staff member, trainer and volunteer.

**Donation and Public Awareness Campaign**

We received a \$5000

**Website**

Scott Cain

Nadine -

The website will require updating and editing early in the term of the new Board.

**Stationary**

Scott Cain has also produced a complete set of new stationary, including letterheads, with compliments slips

## TREASURER'S REPORT

### KRIS ADRIAN

GLCS ended 2007-08 in a very sound financial position, particularly given that our core Department of Health funding no longer covers our basic services. We recorded a profit of \$11,000 for the year, thanks to the ICCWA Opening Closets contract, unexpected donations, interest maximisation strategies and strict cost control, and have a significant amount of cash to put towards project work in 2008-09.

**Cash held** at 30 June 2008 was **\$103,000**. This amount included \$17,800 of funding carried forward from the Equality Rules II project, \$14,200 remaining from the ICCWA contract (of which approximately \$5,000 represents profit which will be recognised in 2008-09 when the work is completed), \$2,000 held on behalf of LesBiVisible and \$12,800 for the payment of creditors, GST, employee taxes and other liabilities.

Approximately **\$51,000** of the cash balance at year end was not earmarked for any particular use. This amount included a loosely-defined "reserve", the purpose of which has historically been to enable us to maintain our core services for a limited time in the event of loss of our core funding. The Board determined to formalise the "reserve" and set aside **\$40,000** in a medium-term term deposit for this purpose. A BankWest 7-month term deposit was established subsequent to the end of the financial year. At least part of the interest earned will be added to the principal each time the term deposit is renewed, to ensure the reserve isn't eroded by inflation.

**Income** Income for 2007-08 came primarily from the following sources:

Health Department funding	\$34,023
ICCWA Opening Closets contract	\$14,576
Donations	\$ 8,273 (including a generous \$5,000 from an anonymous donor)
Interest	\$ 5,633
Memberships	\$ 1,464

**Expenditure** The largest areas of expenditure were:

Employee wages and superannuation	\$21,656
Rent	\$ 8,289
Telephone	\$ 4,054

For the second consecutive year our rent at Lotteries House has been increased by 10%, placing further inflationary pressure on our funding arrangement.

### Financial Management

The Board instigated a number of strategies to minimise the projected budget deficit and improve GLCS's day-to-day financial systems.

- The Board reviewed monthly and year-to-date expenditure compared to budget at each board meeting. Sandra did an excellent job of minimising costs wherever possible, particularly in relation to the ICCWA workshops run in the south-west.

- We instigated processes to closely monitor our cash needs to ensure as much money as possible was held in a high-interest savings account rather than our cheque account, and generated a substantial amount of interest income over the year.
- Day-to-day financial processes are operating smoothly and Sandra is now very proficient at using MYOB!