



glcs

ANNUAL REPORT - 2010/11

Gay and Lesbian Community Services of WA (Inc.)

ABN 57 648 379 285

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 contract and 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

Community Legal Centres Association, Equal Opportunity Commission, Freedom Centre, Gay and Lesbian Equality (GALE), GLBTI Retirement Association (GRAI), Injury Control Council of WA (ICCWA), Legal Aid, National LGBTI Health Alliance, Perth Inner City Youth Service (PICYS), Pride WA, PFLAG, Prime Timers, UnitingCare West True Colours Program, WA AIDS Council (WAAC), WA Centre for Health Promotion Research, WA Gender Project, Youthlink,

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, events and fundraising, in administration support, volunteer coordination, group facilitation and 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.

OTHER SUPPORTERS

The following businesses, individuals and organisations contributed to GLCS throughout the year in the form of in kind support and donations. Alex Maltby and the staff at Business Exposure; Graeme Watson and the staff at OUT In Perth; Bree Maddox and the Court Hotel; Paul Hayter and the Bears Perth, OUTDance, The WA AIDS Council.

BOARD OF MANAGEMENT

Chairperson	Nadine Toussaint
Vice-Chairperson	Claire Padley
Secretary	Dani Wright
Treasurer	Leanne Selby
Ordinary Member	Colin Longworth
Ordinary Member	Davina Morely
Ordinary Member	David Bright
Ordinary Member	Rebecca Leighton – <i>September to February</i>
Community Representative	Dani Wright (Freedom Centre)
Community Representative	Clyde DuBois (WA AIDS Council) – <i>September to December</i> Gavin Tsai (WA AIDS Council) – <i>April to present</i>
Community Representative.	Leon Harrison (Prime Timers)

STAFF

OFFICE ADMINISTRATOR/S

Sandra Norman (*September 10 – present*)

Zoe Carter (*July 10 – September 10*)

TRAINING & POLICY PROJECT OFFICER

Sandra Norman (*July 10 – September 10*)

CHAIRPERSON'S REPORT

BY NADINE TOUSSAINT

GLCS' core service, the peer telephone counseling and information line have 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. A new group of trainee counselors completed the counseling course in June 11 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 GLCS have been and continue to be investigated. A remote access phone line option has been explored and will be implemented in the coming year to allow volunteers to work from home.

I would like to acknowledge the work of Sandra Norman in coordinating the counseling course, and Claire Padley, Mark Woodman and James Atkinson for assisting with the course facilitation.

Throughout the year, the *Opening Closets* training package (or associated training sessions) has been presented to various agencies including supported accommodations services, the WA Police, TAFE student groups and Medical Students. Demand for these training has increased recently and a number of trainings have been booked for the new financial year. Thank you to Sandra Norman for facilitating these trainings along with the support of co-facilitators Dani Wright, Zoe Carter and Regan Smith.

Finally 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 give special thanks to Colin Longworth, as 2011 marks 30 years of his dedicated service to GLCS as a telephone counselor. Colin has also served many terms on the GLCS board over the years and brings with him much experience and knowledge of the history of our organisation and the GLBTI community.

REVIEW OF SERVICES

Telephone Counselling and Information Line

This year our volunteer peer phone counsellors answered 689 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 administration officer responded to an average of 50 phone and email information 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. Our website www.glcs.org.au also received an average of 1200 unique visits per month.

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 GLBTI community. The Board thanks our counselling volunteers who give up their weekday evenings to provide this essential and unique service.

Accommodation Register

Our telephone counsellors and office administrator continue to provide a the shared accommodation register to assist those who are seeking accommodation options that are respectful of diverse sexualities and genders. Whilst this service is still offered it is now rarely used. The board is monitoring and reassessing this service.

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. Due to the resignation of long-term facilitators in 2009 the group has been on hold. Whilst GLCS is currently ill-equipped due to lack of volunteers to run 26up the board believes a social support group targeting same sex attracted men is still necessary and has been in discussion with the WA AIDS Council Gay/MSM education team to continue with this group. As of September 2011 26up will be trialed by the WA AIDS Council under the men's workshops program.

Women on Women (WOW)

WOW is GLCS's popular six-week personal development course for same-sex attracted women. Another successful course was run by Dani Wright and Nadine Toussaint over February/March 2011 and was attended by 18 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.

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 events such as the 2011 Big Day Out. Our 2010 Pride WA presence included a successful interactive Fairday stall.

TRAINING AND CONSULTANCY

Opening Closets Training and Consultancy

In the past financial year we have run *Opening Closets* training sessions for a number of organisations, including the WA Police Service. 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.

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. An additional Diverse Sexuality, Sex and Gender training was delivered to the Pride WA Board.

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.

Other Activities

GLCS has been engaged with both the Equal Opportunity Commission and the One Life Suicide Prevention Strategy since late 2010 in order to promote the health and wellbeing of GLBTI Western Australians.

FINANCIAL STATEMENTS

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.

Gay and Lesbian Community Services of WA

Balance Sheet

As of June 2011

Assets			
Current Assets			
Cash On Hand			
Cheque Account - Westpac	\$17,896		
ING Direct Account	\$86,415		
Petty Cash	\$200		
Total Cash On Hand	\$104,512		
Total Current Assets		\$104,512	
Other Current Assets			
Receivable	\$200		
Total Other Current Assets		\$200	
Fixed Assets			
Furniture & Fixtures at Cost	\$23,056		
Accumulated Depreciation	-\$14,817		
Computer and Photocopier	\$12,728		
Accumulated Depreciation	-\$10,690		
Telecommunications	\$575		
Accumulated Depreciation	-\$575		
Total Fixed Assets	\$10,276		
Total Assets			\$114,988
Liabilities			
Current Liabilities			
Trade Creditors	\$1,755		
Sundry Creditor - ATO	\$1,896		
GST Liabilities			
GST Collected	\$18		
GST Paid	-\$126		
Total GST Liabilities	-\$107		
Total Current Liabilities		\$3,544	
Payroll Liabilities			
Superannuation Payable	\$586		
PAYG Withholding Payable	\$670		
ABN Withholding	\$87		
Provisions			
Provision for L Service Leave	\$4,233		
Provision for Annual Leave	\$5,700		
Provision for Audit	\$400		
Total Payroll Liabilities	\$11,676		
Committed Funds			
Watson Browne Memorial Fund	\$5,000		
Total Liabilities			\$20,220
Net Assets			\$94,768
Equity			
Retained Earnings		\$68,649	
Current Year Surplus/Deficit		\$26,119	
Total Equity			\$94,768

FINANCIAL STATEMENTS

Gay and Lesbian Community Services of WA

Profit & Loss Statement

July 2010 through June 2011

Income		
Donations	\$828	
HDWA	\$38,068	
PPT / Equity Rules Part 2	\$17,811	
ICCWA Opening Closets	\$14,224	
Self Generated Training Income	\$3,636	
Interest	\$4,313	
Membership Dues	\$827	
Counsellor Course Fees	\$236	
WOW	\$768	
Expense Reimbursement	\$71	
Car Parking Reimbursement	\$2,280	
Total Income		\$83,063
Cost of Sales		
Gross Profit		\$83,063
Expenses		
Operating Expenses		
Accounting	\$472	
Advertising	\$1,476	
Auditing Fees	\$450	
Bank Fees	\$21	
Computer & Internet	\$933	
Depreciation	\$5,250	
AGM	\$27	
Workshop Catering	\$206	
Insurance	\$2,658	
Postage	\$231	
Pride Events	\$575	
Printing and Stationery	\$889	
Rent	\$12,587	
Rounding	\$1	
Security	\$84	
Subscriptions & Memberships	\$212	
Telephone	\$3,621	
Training Expenses	\$2	
Fundraising Expenses	\$80	
Volunteer Amenities	\$37	
Employment Expenses		
Superannuation	\$1,937	
Wages & Salaries	\$22,121	
Mileage Allowance	\$71	
Workers Compensation Insurance	\$655	
Leave Accruals	\$1,875	
Staff Training and Development	\$200	
Total Employment Expenses		\$26,859
Faciliator Fees		\$275
Total Expenses		\$56,944
Operating Profit		\$26,119
Other Income		
Other Expenses		
Net Surplus / (Deficit)		\$26,119

AUDITORS REPORT



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INDEPENDENT AUDIT REPORT

To: Gay and Lesbian Community Services of WA (Inc.)

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Gay and Lesbian Community Services of WA (Inc.), which comprises the balance sheet as at 30 June 2011, and the income statement, statement of recognised income and expense and cash flow statement for the year then ended, a summary of significant accounting policies, and other explanatory notes.

Management Committee's Responsibility for the Financial Report

The Management Committee is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the constitution and are appropriate to meet the needs of the members. The Management Committee's responsibility also includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Management Committee's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Management Committee's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Management Committee as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Management Committee's financial reporting requirements under the constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

AUDITORS REPORT

Independence

In conducting our audit, we have complied with the independence requirement of the Australian professional accounting bodies.

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Gay and Lesbian Community Services of WA (Inc.) as of 30 June 2011 and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 of the financial statements.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Boards' financial reporting responsibilities. As a result, the financial report may not be suitable for another purpose.

Dated the 29th day of September 2011 in Perth, Western Australia



Peter Barrett, MIPA
Managing Partner