

2018/19 ANNUAL REPORT

LIVING PROUD INC.

Chairperson's Report – Reuben Edmonds

Overview of the board's activities during the 2018/2019 financial year.

Living Proud has had another strong year with a continued focus on building stronger reserves and diversifying our funding sources. The staff continue to work very hard and support the board by seeking out grant opportunities and taking initiative to develop new clients and volunteer support mechanisms. The board remained very consistent this year but had clear goals to expand the board, develop a new strategic plan and plot succession for the executive positions.

Board Membership

The board remained very consistent with no new members and no farewells. It consisted of:

- Reuben Edmonds (Chairperson)
- Mel Praciak (Vice Chairperson)
- Sheldon Smith (Treasurer)
- Mark Hodge (Secretary)
- Bev Fabb (Ordinary Member)
- Russell Date (Ordinary Member)

I am very grateful for the support and hard work of a small but dedicated group. That said it was recognised that this was not sustainable and so since the end of the financial year the board has gained another 5 members and is now full. This has enabled the board to better consider succession planning for key executive roles.

In October '18 the annual general meeting was held and re-elected Reuben Edmonds as Chairperson and elected Mark Hodge as Secretary, Russel Date as an Ordinary Member and Bev Fabb as an Ordinary Member.

Strategic Plan 2016-2018

This financial year brought our strategic plan to an end. Overall the board made good progress on many of the goals however the financial constraints and a smaller operational board limited the capacity to complete some activities:

1. Communicate Our Value: developing our strategic communications management

Communication has continued to develop, and we have worked hard to improve our networking with the LGBTI community and the broader mental health community. This has led to an increase in awareness of Living Proud and its services particularly with key stakeholders.

2. Confidence, Security, and Growth: transforming our finance strategy, plan and system

Work here has continued building on our strengths. Our bookkeeper has ensured that invoices are paid promptly by us and by our clients. This has ensured a string cash flow for the organisation.

3. Develop our Human Resource Capability: developing good processes and tools for all our HR needs.

This was largely completed in the previous year and HR is running smoothly.

4. Valued Volunteer Community: continuing to demonstrate, maintain and promote the significant benefits and value of being a Living Proud Volunteer

Our volunteer coordinator has continued to support and develop our volunteer pool by training new counsellors along with volunteers to help with administration and events.

5. Proactive Training and Professional Development Services: transforming our professional services to proactively offer a full range of professional development interventions

A stronger cohort of causal facilitators has enabled more training to occur and fee for service training has continued to develop and increase.

6. Create WA LGBTI Community Hub: by leading the way towards the collaborative development of a WA LGBTI Community Hub tender.

This goal was always aspirational and has not been progressed during the last financial year.

Strategic Plan 2019-2021

With the end of the last strategic plan the board prioritised developing a new one to drive the board and organisation forward as strategically as possible. Many of the goals have been included again as the board felt that there was more work that needed to be completed.

1. Communicate Our Value

This goal has remained very similar as the board is keen to further develop our brand awareness and target key stakeholders particularly as these change with the changing funding climate.

2. Financial Confidence, Security, and Growth

While the finances are in a strong position the board has largely focused on cash flow and short-term costs. The renewed goal targets medium- and long-term financial goals to better plan for the future.

3. Development of Living Proud Board

This is a new goal aimed at developing the board to be more strategic and to reduce the number of operational tasks that the board undertakes.

4. Valued Volunteer Community

This goal has been retained as a volunteer community cannot be taken for granted. The goal includes more strategies and activities for developing our volunteers and attracting new ones.

5. Proactive Training and Professional Development Services

This goal has been retained and will be a focus as the board looks to expand the training we offer and to continue to develop our existing training. In particular we want to explore and achieve accreditation with organisations such as the Royal College of Physicians.

6. Create WA LGBTI Community Hub: by leading the way towards the collaborative development of a WA LGBTI Community Hub tender.

This goal has been retained as an aspirational goal of the organisation and the broader community.

A copy of Strategic Plan is available upon request during the meeting or from the office at any time.

Conclusion

Overall, Living Proud has continued to consolidate and achieve a sustainable financial position. Living Proud is blessed with incredible staff which enable the board to consider new opportunities for grants and projects. After 3 years as chairperson and seven years total on the board I have decided to resign. It has been a privilege to be on the board of Living Proud and lead it for the last three years. I am proud to leave the organisation in a strong position for the future and I look forward to supporting the new chairperson in their transition into the role.

Operations Report – Reuben Edmonds

Overview of the operational activities of Living Proud during the 2018/2019 financial year.

During this period the operational area of Living Proud focused on delivering a high standard of service provision in the project areas listed below. Beyond the various projects operationally, we also looked to seek out new opportunities particularly in our training. New clients and a range of new grants have led to an increase in the training we deliver.

Staff Changes

Living Proud welcomed Kathrine Butler into a project officer role for the WAPHA contract from August 2018 to June 2019. We look forward to continuing to work with Kathrine as a facilitator for our workshops.

Living Proud QLife Counsellor names are withheld to protect confidentiality.

Q Life Project (National LGBTI Health Alliance)

Living Proud has continued to partner with the National LGBTI Health Alliance to deliver the QLife Project (funded by the Commonwealth Department of Health and Ageing). The QLife Project provides a national telephone counselling and a web chat service for people to discuss sexuality, sexual orientation, gender expression, sexual health and other sex, sexuality and gender diversity issues.

The aims of the QLife service are:

- To reduce the risk of depression, self-harm and suicide amongst people having difficulty with diverse sexuality and gender;
- Enhance the individuals' capacity for mental health and community engagement; and
- Facilitate access to a range of health and community-based services for people of diverse sexuality and gender.

During the period of July 2018 to June 2019, 2,837 telephone calls or webchats was answered by Living Proud staff and volunteers. During the same period 751 QLife shifts were filled by Living Proud staff and volunteers.

The senior counsellor organised 5 professional development sessions (with guest speakers) and reflection and development sessions for the volunteers. Staff attended 11 group supervision sessions (1 per month).

There were 8 volunteer graduates from the QLife training delivered from February to May 2018.

Supporting Volunteers

QLife Volunteers:

Building our volunteer community through

- increased opportunities for volunteers outside of QLife shifts, e.g. National Volunteer Week Event, bimonthly film club, anniversary of marriage equality event (supported by the National LGBTI Health Alliance);
- giveaways from performing arts and film distribution companies; and
- developing new volunteer roles (office support, events) which support Living Proud but also provide a pathway for people wanting to volunteer with QLife but having to wait for the next intake, or those who are not yet ready for the Peer Supporter role.

Other Volunteering:

- first office support intake occurred in July 2018. These volunteers support Living Proud staff in administration, reporting, training prep, etc.; and
- corporate volunteering with Shell employees, preparing Opening Closets training resources for the year.

Volunteer Program Management

- Updated and implemented new procedures for documenting training/PD attendance, police checks and other volunteer milestones, enabling us to better track volunteer involvement and screening.

MHC GRANTS – Opening Closets Jan 2018- Nov 2018

Project funded by the Mental Health Commission to provide free half day Opening Closets training for community workers, especially individuals and those from smaller organisations which could not afford fee-for-service training

Project started in January 2018, last 6 training sessions delivered July-November 2018.

WAPHA July 2018-June 2019

The project was a collaboration with Richmond Wellbeing project, which partnered with 4 AOD organisations to mentor them to be more LGBTI inclusive. Workforce Development for Alcohol and Other Drug (AOD) was made possible through funding provided by the WA Primary Health Alliance through the Australian Government under the Primary Health Network Program. Half day Opening Closets training (AOD version) and an optional one hour follow up session tailored to the needs/questions of each training group were supplied throughout the project resulting in delivering 23 training sessions to 289 workers and 20 follow up sessions to 154 workers. 2 project officers were employed (a total of 0.6 FTE).

Opening Closets Training (fee for service)

Fourteen half day Opening Closets workshops were delivered to Rise Network staff. Signed a 2 year contract with Rise Network to deliver mandatory LGBTI awareness training to all their staff. Twelve half day Opening Closets workshops delivered to other organisations, including one workshop in Busselton and two in Albany. Three full day Opening Closets workshops delivered, including one in Albany. Four full day Equal Not The Same workshops co-delivered with the National LGBTI Health Alliance MindOUT project. Eight short talks delivered

The feedback from the Opening Closets training shows participants value these workshops, with consistently high quantitative scores as well as overwhelming positive qualitative comments.

“The course provided a great atmosphere that made it easy to ask questions, it felt safe to admit you didn't know something, or the appropriate language to use. This made it a far more approachable course and much easier to take things in as there was no worry about saying the wrong thing and causing offence unintentionally.”

Community Events

Two stalls promoting QLife and Living Proud at Community and School Health Expos. For IDAHOBIT 2019 we attended City of Vincent rainbow flag raising event, the Neami National/Connection and Wellbeing Australia panel discussion and the Royal Perth Bentley Group rainbow flag raising to celebrate their attainment of the Rainbow Tick.

For Pride WA we attended the Pride event to launch their new strategic plan (for which Living Proud was part of the consultation process). Attended Pride festival launch, had a stall at Fairday 2019 and marched in Pride Parade 2019 with our new 'rainbow people', made by one of our volunteers.

We attended the LGBTI+ peer support network guide launch in August 2018 and the Rainbow Flag Raising at Richmond Wellbeing to celebrate their attainment of the Rainbow Tick.

Fundraising

Delusions of Gender Event presented by Strictly Hypothetical. Living Proud raised funds through activities/games and a raffle on the night.

Reference Groups & Consultation

A Living Proud representative is a member of WA LGBTI Health Strategy Reference Group for the Department of Health and a member of the WA Primary Health Alliance Metropolitan Community Advisory Council. We also provided input into Department of Communities Women's Plan and the Department of Communities Strategy to Reduce Family and Domestic Violence.

Conclusion

Living Proud continues to deliver a range of projects that focus on improving the wellbeing of LGBTI people and communities. We are also very blessed to have an incredibly dedicated and passionate staff who continue to deliver excellent service to both the LGBTI community and the broader community.

Treasurer's Report prepared for presentation at the Annual General Meeting of living Proud Inc.

AGM 24th September 2019

The Board and Members of Living Proud Inc.

Perth, Western Australia

24th September 2019

Note 1 EOFY statements are available in order to verify information as well as complement this report. These are available on request

Note 2 A report from the appointed Accountant is available to complement this report

Note 3 For the year ended 30 June 2019, the following are reported:

- A steadily increasing surplus
- Continued decrease in operating and general expenses

A significant organisational financial transition has taken place over the past 24 months and Living Proud has regained its position as a significant contributor to the health and well-being of the local WA community.

The planned migration from previous accounting services so as to keep the full business and transaction portfolio in-house has been successful. The appointment of a part-time book keeper has ensured that the day to day running and financial objectives have been met. This function has also facilitated constant contact with out accountant and has enabled troubleshooting and speedy analysis to take place regularly.

LP Staff have assisted in further curtailing expenses and even though some smaller items of equipment have been purchased and replaced, the general and salaried expenses up to the 30 June 2019 have declined in order to reflect a healthier bottom line and greater surplus.

While most of the key strategic financial goals were met, work still remains to be done on optimising areas of budgeting as well as staff leave and entitlements. These are key features and goals for the coming financial year.

My sincere thanks go to the entire Living Proud team, who work tirelessly in the office and who have embraced cost-cutting and savings mechanisms and have played a part in the financial rejuvenation

of the incorporation. Thanks also to book keeper Terry Andrews for her tireless efforts in ensuring that the business operations functioned fluidly over the last year. Thanks are also due to our accountant Catherine Pazvakawamba for answering questions and providing advice to the Board and operations staff.

A small, rectangular image containing a handwritten signature in black ink. The signature appears to be 'S. Smith'.

Sheldon Smith

LIVING PROUD TREASURER

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