



# Living Proud

LGBTI Community Services of WA  
formerly Gay & Lesbian Community Services

## Annual Report 2020-2021

**General and administrative enquires**  
**Ph:** (08) 9486 9855  
**E:** [admin@livingproud.org.au](mailto:admin@livingproud.org.au)

**QLife Telephone Counselling Line**  
1800 184 527  
3pm – 12am, 7 Days

**Postal Address**  
Living Proud  
City West Lotteries House  
2 Delhi Street  
West Perth WA 6005  
ABN 57 648 379 285  
Registered charity 18087

**REGISTERED CHARITY**



## **Chairperson's Report – Lena Van Hale**

Overview of the board's activities during the 2020/2021 financial year.

Living Proud board continued to trial and implement new strategic directions over this financial year, progressing the same goal we've been working on for the past few years: Transitioning the board from an operational board into a more strategic entity working to advance the whole organisation. This was perhaps a watershed year for the Living Proud board, with the organisation bringing in two large project grants and the implementation of more strategic infrastructure to support this goal.

We oversaw the digitisation of board activities maturing, with the influence of the global pandemic pushing us to rapidly modernise some of our key board activities with new software solutions, better delegation, and of course the ongoing support of our fantastic staff.

### **Board Membership**

This year was a challenging year for board membership, with three of our longest standing board members bidding farewell to Living Proud as they move onto other endeavours. Bev Fabb, Russel Date, and Mark Hodge each chose to leave the board this year after years of careful custodianship, we wish them all the best and thank them wholeheartedly for their dedicated service. Following this, board recruitment and upskilling new board members will remain a key strategy for Living Proud throughout the next financial year.

We also welcomed two new board members this year, with Sam Gibbings joining the board in the Secretary role at the last AGM, and Barry Cosker joining the board earlier this year.

The Living Proud Board for 2020-2021 consisted of:

- Lena Van Hale (Chairperson)
- Sheldon Smith (Treasurer)
- Sam Gibbings (Secretary)
- Sarah Jane Hithersay (Vice Chairperson)
- Julia Morgan (Ordinary Member)
- Russell Date (Ordinary Member)
- Jane Pritchard (Member)
- Mark Hodge (Member)
- Barry Cosker (Member)

This was my second year in the Chairperson role, and I have seen the organisation change in some vital and inspiring ways in that time. I believe we have become more forward thinking and less introspective, but we continue to nurture the incredible values of this organisation. Living Proud has an incredible heart, providing care and holding space for the LGBTIQ+ community for so many years. I hope that we can continue to grow the organisation strategically whilst holding onto that heart that makes Living Proud so special in the years to come.

## **Strategic Plan 2019-2021**

This year was a challenging year for any organisation in reacting to the global pandemic, an environment which the LGBTI community knows far too well the impact of. It is times like these that should serve as a reminder of the importance of our work. Despite the challenges relating to the pandemic, we continued to progress our strategic plan faithfully throughout this financial year.

### **1. Communicate Our Value**

The board remains committed to communicating our brand, our values, and remaining relevant to the LGBTI community through this communication.

Throughout this year this goal was met through our continued advertising, our participation in community events, our broad contributions to consultations, developing our relationships with government and our strategic alliances.

Our radio advertising continues through a partnership with RTR fm. We are called upon more and more each year to provide expert advice on LGBTI issues to all kinds of groups and organisations, from government to service providers to the arts. And our bond with the LGBTI community remains as strong as ever, with our continued involvement and contribution to LGBTI organisations across Perth.

### **2. Financial Confidence, Security, and Growth**

Despite significant resources dedicated to coping with the COVID-19 pandemic this year, the organisation is in a better financial position than it has been for quite some time. The recruitment of our consultant Deb discussed in last year's report proved to have immense value for the organisation, bringing the organisation two large project grants in the past year, these in turn enabled the organisation to grow further through strategic recruitment – bringing more expert community advocates into our team and further enhancing Living Proud. Under the careful management of our financial team and the aspirations of our board and project officers Living Proud looks set to continue to grow.

### **3. Development of Living Proud Board**

This was a new goal aimed at developing the board to be more strategic and to reduce the number of operational tasks that the board undertakes, and it has been well met through multiple offerings this year. Living Proud created an executive officer role as a non-voting board member to attend board meetings and help with the basic administration of many operational board related tasks. This role assists in modernising the board bringing expectations on individual board members more in line with similar

organisations.

We also moved the board online – utilising Microsoft office packages to create a better digital filing system for all board related documents and providing us with a back up tool for meeting management were we to fall into lockdown again.

Finally the board continues to prioritise strategic recruitment – tracking expressions of interest for new board positions through the financial year.

#### **4. Valued Volunteer Community**

This goal includes strategies and activities for developing our volunteers and attracting new ones. We continue to meet this goal through the dedicated work of our volunteer coordinator as well as all other staff. Living Proud boasts an amazing rate of volunteer retention rivalled by almost no other volunteering organisation; and despite the significant challenges of retaining volunteers throughout a global pandemic all was not lost this year. The organisation effectively restarted its volunteer activities from before the pandemic and successfully retained many of its volunteers even after having to put this on hold for most of a year. The next 1-2 financial years will show great progress in how Living Proud can retain and provide for volunteers even within the context of a pandemic.

#### **5. Proactive Training and Professional Development Services**

Interest in Living Proud's training continues to grow every year and this was no exception, with much of the year booked out solid in our training calendar, requiring the organisation to take on two new training facilitators early in 2021. The organisations training coordinator and facilitators have begun to develop a strategic focus on providing services in regional areas, and investigations into further development of training modules and online training delivery options have commenced.

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

This goal is an aspirational goal of the organisation and the broader community. Interestingly the LGBTI Hub seems closer than ever before – with Living Proud putting in a pilot proposal for the hub at the end of 2020 it finally seems possible to realise this goal. Despite that proposal failing at the time, it seems like an LGBTI Hub is on many people's minds – with the Pride committee of the Perth City Council proposing their own Pride Hub during 2021. Its entirely possible that this aspirational goal may be closer than ever before.

**Conclusion**

Despite significant challenges related to the COVID-19 pandemic Living Proud has continued to grow, becoming more strategic, and expanding its core team of staff and volunteers to greater numbers than have been possible for many years. We cannot rest yet as there is much more to be done, but we are all very proud to have been here for this point in time where it seems the organisation may be able to grow beyond anything it has been able to achieve before.



## **Operations Report 2020-2021 – Lena Van Hale**

Overview of the operational activities of Living Proud during the 2020/2021 financial year. During this period the operational area of Living Proud focused on continuing to deliver a high standard of service provision in each of its project areas, while managing the organisation through the COVID-19 pandemic, reducing its effects on the organisation and wider community.

### **Staff Changes**

Living Proud welcomed Katherine Butler into an additional admin officer role during this financial year, to assist with day-to-day administration of the organisation.

Living Proud welcomed Jack Meakins into a project officer role this year to assist with the acquittal of the grant received from ILC.

Living Proud welcomed Sage Harlow into a project officer role this year to assist with the acquittal of the grant received from LotteryWest.

Living Proud also welcomed both Deb Costello and Jaye Edwards into training facilitator roles to help in the provision of Living Proud's opening closets training.

Living Proud QLife Counsellor names are withheld to protect their confidentiality. Living Proud extends its thanks to all of our new and returning counsellors who worked with the organisation over the past year.

### **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 2020 to June 2021, 1309 QLife shifts were filled by Living Proud staff and volunteers.

The manager of counsellor organised 18 professional development session (with guest speakers) and 8 reflection and development sessions for the volunteers.

QLife staff attended 12 group supervision sessions during this reporting period.

## **Supporting Volunteers**

### **ASIST training 2020**

- 10 participants
- QLife volunteers and volunteers from other LGBTI organisations

### **ASIST training 2021**

- 11 participants
- QLife volunteers and volunteers from other LGBTI organisations

## **Volunteer Program summary**

Ensuring volunteers could return to working safely during the pandemic was the focus of the volunteer program over this financial year.

- QLife volunteer shifts (which were suspended in March 2020) resumed in September 2020, initially with solo shifts and later with our usual 'buddy' system for supervising newer volunteers.
- Volunteers from the suspended 2020 intake were invited to return in 2021 alongside new trainees. 2021 intake held as usual with just minor interruptions due to a short lockdown
- Some volunteers have opted not to return, resulting in a small overall drop in volunteer numbers (Living Proud currently has 24 active volunteers)
- Prior to returning volunteers complete online COVID19 Infection Prevention Training, sign off on new COVID19 policies and procedures and attend a meeting with the Manager of Volunteering and the Volunteer Coordinator. Significant effort has been put into ensuring volunteers' skills and confidence are maintained after a long break in their volunteering
- COVID19 procedures for volunteers updated to reflect how different stages of restrictions affect QLife volunteer shifts
- Increased paperwork and new procedures for returning volunteers has been time consuming to develop and implement but has resulted in a robust system.

## **Opening Closets Training (fee for service)**

Eight full day and fifteen standard half day Opening Closets workshops were delivered in this year. A further seven tailored trainings were delivered; these ranged from 1 hour presentations to full day interactive workshops. In addition to our work in the metropolitan

area we were also able to deliver training in regional areas such as Kalgoorlie, Esperance and Albany.

Snap COVID lockdowns continued to interrupt training in the early part of 2021, however enquiries stayed strong and the service continued to see increasing requests for training over the whole financial year.

The grant from LotteryWest this year has brought with it new opportunities for training development, supporting the project to explore alternative delivery options for partially or wholly digitally delivered trainings. This in particular has helped the training reach further into regional areas as well, with more digital training provided this year to regional and remote services than ever before.

## **LotteryWest Project**

Living Proud were successful in their bid to LotteryWest, receiving funding to help us engage with the issues that the Covid-19 pandemic has presented us. This funding is being used to upgrade our IT infrastructure and our website. We are also engaging with the possibilities of online training. This project will be finalised over the next reporting period.

## **ILC Project**

Living Proud were successful in a bid for an Information, Linkages and Capacity (ILC) Grant from community grants. The project will investigate the accessibility of LGBTIQ+ and Pride spaces in WA as well as provide guidance around making these spaces for accessible for LGBTIQ+ people with disability. This project will be finalised over the next reporting period

## **Reference Groups & Consultation Community Events**

### **October 2020**

- Connected with WAPHA regarding the Alliances Against Depression (AAD) to ensure LGBTI community is represented.
- Attended Ishar seminar 'Let's Talk Culture – LGBTIQ+ in CALD Communities'

### **November 2020**

- (Pridefest) Delivered public talk "LGBTIQ+ : Deciphering the Alphabet Soup" as part of the Rainbow Talks program
- Participated in panel discussion/webinar on LGBTI & Intersectionality for ECU
- Hosted a stall at RPH Bentley Pride event. Provided resources for events at other RPH sites.
- Delivered short talks at Water Corporation and CWLH Lunch & Learn

### **March 2021**

- Launch of "Not Just Ticking a Box : What LGBTIQ+ People with Disability are Saying in 2021" report by Pride Foundation Australia & Deakin University



## June 2021

- Participated in the LGBTI Young Suicide Expert Panel for Telethon Kids Institute

## Reference Groups & Consultation

Living Proud is represented on the following ongoing reference groups:

- WA Primary Health Alliance's (WAPHA) Metropolitan Community Advisory Council
- WAPHA Diversity and Inclusion Reference Group
- LivingWorks Applied Suicide Intervention Skills Training (ASIST) – LGBTI adaptations
- Sexual Violence Expert Advisory Group
- Rainbow Futures Steering Group
- LGBTIQ+ Health Australia Board

Living Proud provided input to the following consultations:

- Department of Communities State Welfare Incident Coordination regarding COVID 19
- LGBTIQ+ Health Australia regarding engaging with Primary Health Networks
- Alliances Against Depression Imagined Futures
- Alliances Against Depression Planning Day

Living Proud provided LGBTI-inclusion advice to the following groups:

- Perth Institute of Contemporary Arts
- WAPHA
- Cancer Council WA
- MercyCare
- Rio Tinto
- Notre Dame School of Medicine
- State Library of WA
- Mental Health Commission
- Department of Health

## Conclusion

Living Proud continues to provide a varied range of services to enhance and support the quality of life of LGBTIQ+ people. Despite the challenges of snap lockdowns and ongoing concerns related to the global pandemic, Living Proud has bounced back incredibly well post pandemic and continues to grow the organisation with two large project grants. Our tireless and expert staff remain our most important asset, consistently delivering excellence in all areas of their work.



# Living Proud

LGBTIQ+ Community Services of WA

Living Proud Incorporated

The Treasurer

[Sheldon Smith]

[Treasurer@livingproud.org.au](mailto:Treasurer@livingproud.org.au)

0431007470

(08) 9486 9855

---

## TREASURER'S REPORT SEPTEMBER 2021

1. Updates
2. Finance Review
3. Balances
4. LP Finance Snap Shot
5. Recommendations

---

---

### 1. Updates:

- 1.1 Finance sub-groups are continuing, first meeting with Sage and project updates Monday 4<sup>th</sup> October. All other sub-groups [project management meetings] have had their second meeting
- 1.2 \$10,000 Donation [Jane Pritchard / Sheldon Smith update LP Board and staff at September Board meeting] and big cheque hand over arrangements/ suggestions. Jane has been liaising with Platinum Entertainment and they have made certain requests. To be discussed by Board.
- 1.3 Finance Team is looking at effective ways to cross-allocate and direct centralised expenses so as to ensure:
  - [i] Minimal deficit to central LP and operating budgets
  - [ii] Minimise return payments in lieu of underutilised grant budgets
  - [iii] Future hidden costs related to historic projects and grants e.g. greater accounting/audit fees in ensuing financial year
- 1.4 Individual and corporate sponsorship packages, Treasurer[s] will have a comprehensive report for November meeting a joint presentation between out-going and in-coming Treasurer

- 1.5 RTR sponsorship – up for renewal early 2022, perhaps and audit from RTR as well as a ‘community pulse’ to see if the ROI is effective.
- 1.6 Briefing Paper commissioned by LP with consultant Deb Costello is in the process of being approved and information verification. Once approved the paper will only be for LP circulation [**Briefing Paper** is based around changes to Governance Standards for Charities] it is likely that the paper will be reviewed and presented at the next LP Board Meeting
- 1.7 As per last LP Board meeting, Deb Costello has agreed to take on an additional 50-75 hours of Environmental Scanning and Grant Writing effective 01 October 2021

## 2. Finance Review

- 2.1 EOFY audit is underway but as indicated in last month’s Treasurer’s Report, the full audit will not be available for AGM. The Accounting Finance Team [Bookkeeper - Terry, Accountant – Catherine and Treasurer - Sheldon] will prepare a comprehensive finance report as per last AGM for presentation to membership and Board
- 2.2 Finance team October meeting planned Thursday 30<sup>th</sup> September – may be shifted to week 1 October 2021
- 2.3 Full audited statements will be available for November LP Board meeting
- 2.4 LP Board to request copies or access to any finance reports at any time, email request to Treasurer – these include any aspect of the financial management of the organisation. LP Board members are reminded of the joint financial responsibility of the Board in the financial management of the organisation
- 2.5 LP Finance Team to arrange WESTPAC handover, after incoming LP Board, a reminder of previously agreed to protocols:  
**Terry Andrews**[bookkeeping role] – primary approver and officer responsible for payment / payee / salary setting up  
**Incoming Treasurer** – approver [seconder]  
**Chairperson or delegate** – alternate approver  
 All payments will still require 2 stage approval

## 3. Balances

- 3.1 Balances as per WESTPAC accounts as at 10.30am Wednesday 29<sup>th</sup> Sept. 2021
- 3.2 Total cash in hand **\$778,087** as at 10.30am Wednesday 29<sup>th</sup> Sept. 2021
- 3.3 Projected balance **NOT INCLUDING** \$10,000 donation from Platinum Entertainment

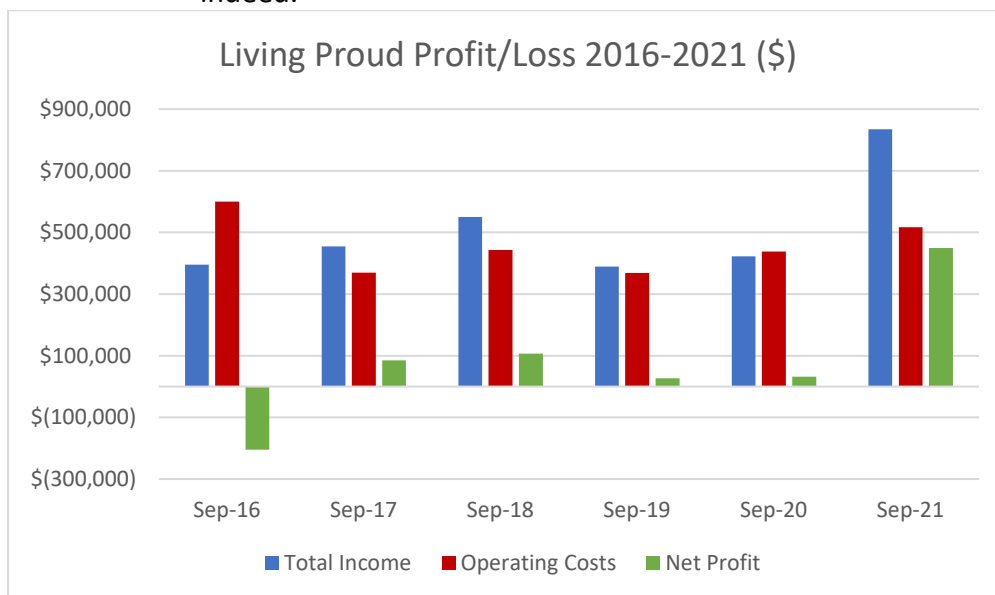
**Good morning**  
LIVING PROUD INCORPORATED

✖ Your Westpac eStatement is now ready to view online >

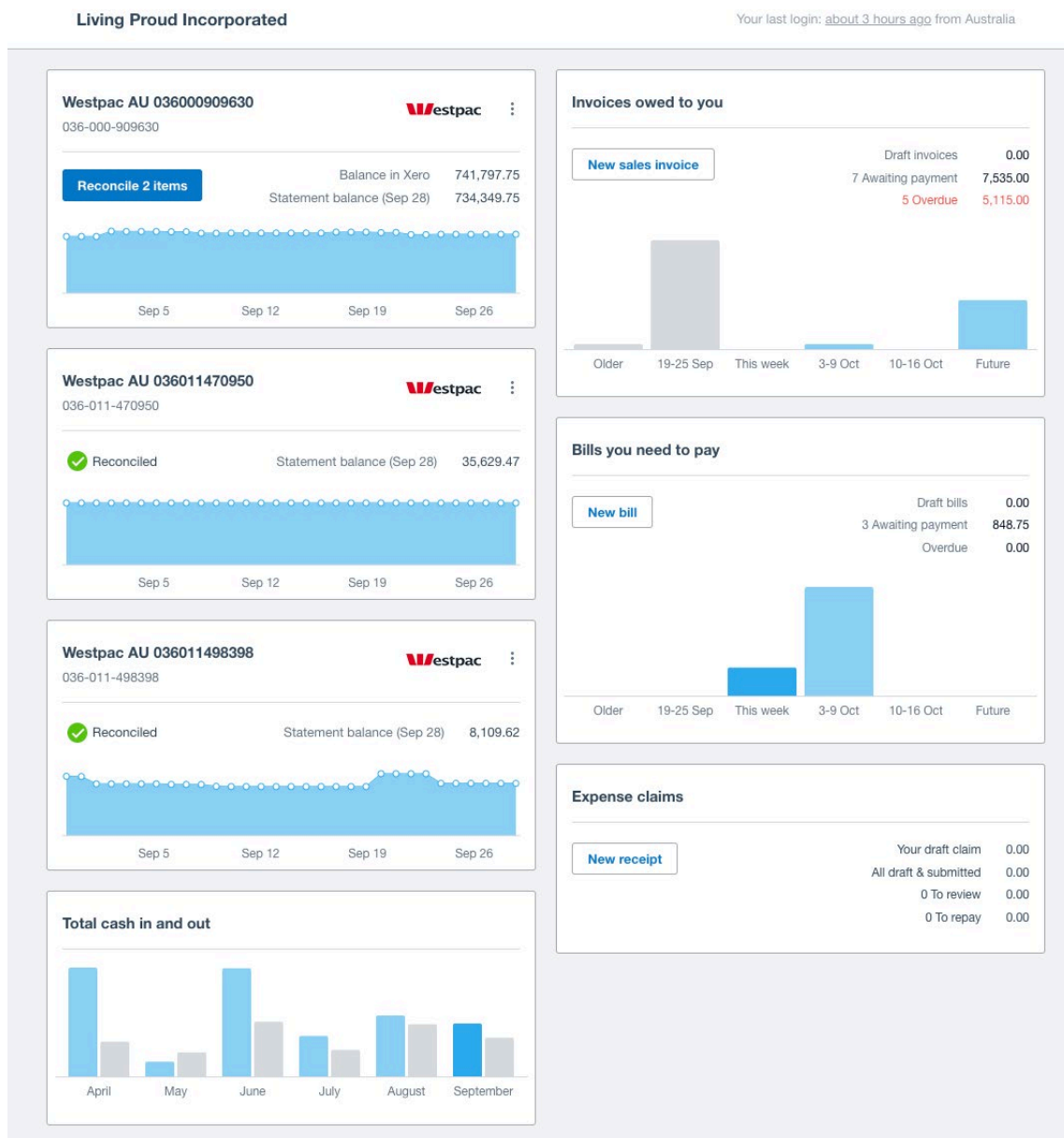
Cash	
<b>Westpac Community Solutions Cash...</b> 036-011 470950	<b>\$35,629.47</b>
<b>Westpac Community Solutions One</b> 036-000 909630	<b>\$734,349.75</b>
<b>Westpac Community Solutions One</b> 036-011 498398	<b>\$8,109.62</b>

**4. Finance SnapShots from Xero Accounting**

- 4.1 LP Board Members can at any time request current up to the minute finance reports, these include: [but are not limited to]
  - 4.1.1 Balance Sheet [month, year YTD]
  - 4.1.2 Profit and Loss [month, year YTD]
  - 4.1.3 De-identified leave data and leave liability
  - 4.1.4 Debtor and Creditor reports
- 4.2 In this report a 6 year snap shot of P&L movement has been provided for your information to show the P&L tracking over this time, please refer any questions to Sheldon [Out-going Treasurer] As well as the 'finance health snapshot dashboard' The dashboard shows flatlines – the flatter the lines the more stable and more predictable income vs expenditure is. LP is tracking very well indeed.



## Financial Health SnapShot from Xero Dashboard



### 5. Recommendations

- 5.1 All LP Board members should read and familiarise themselves with the roles, duties and responsibilities of no-for-profit Board membership as part of due processes after new LP Board is elected at AGM
- 5.2 RTR sponsorship contract extension until 31/12/2022, at current rates and using current terms and conditions
- 5.3 Consider similar marketing in **OutInPerth** or equivalent request budget of \$2,500-3,000

Link to Financial Governance from 5.1 above:

<https://www.acnc.gov.au/tools/guides/governance-good-acncs-guide-charity-board-members>

***Sheldon Smith***

***Treasurer***

***Member of Living Proud Board and Executive***