2025

ANNUAL REPORT



ACKNOWLEDGEMENT OF COUNTRY

Living Proud acknowledges the Traditional Owners of Country throughout this land we refer to as Western Australia and recognise their continuing connection to lands, waters and communities.

We pay our respects to Elders past, present and emerging and acknowledge the strength and resilience of all Aboriginal and/or Torres Strait Islander peoples who identify with LGBTIQA+SB communities, particularly Brotherboys and Sistergirls.





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BOARD

REPORT

The Board of Living Proud is delighted to endorse this Annual Report and would like to express its gratitude to the Chief Executive Officer and all the staff and volunteers for their passion, dedication and commitment to the organisation and to the LGBTIQA+SB community across Western Australia.

Reflecting on the progress we have made over the past year allows us a moment of celebration; our inaugural CEO completed 1-year service, Living Proud reached a significant 50-year milestone, we continued to deliver critically needed front-line services and initiatives, and we remained at the forefront of strong community advocacy driving legal and societal change.

Even after 50-years, the organisation continues to grow, innovate, and fight, reliably underpinned by an incredible team of staff and volunteers. As always, the Board recognises the lead role that Living Proud continues to play within the broader LGBTIQA+SB sector and the unique place it has in the hearts of the community at large.

In addition to monthly Board meetings, our Board and Staff came together with our new CEO for valuable and productive joint sessions focussed on sharpening the organisation's strategic goals, increasing our service provision, and improving our operational foundations.

That foundation was further stabilised through renewed funding for which the Board would like to extend its thanks to the Cook Government.

We acknowledge there is still much more work to do, however we also acknowledge the progress made, including the vital work underway to develop a whole-of-Government LGBTIQA+SB Inclusion Strategy.

With our Chairperson reaching the maximum term limit, the Board took the opportunity to encourage all Board Members to step up and lead Board meetings and activities as part of ongoing professional development and sustainable capacity building. We were particularly pleased the outgoing Chairperson remained on the Board to provide advice, stability and guidance while the search for a permanent Chairperson continued.



BOARD

REPORT

continued

In closing, the Board would like to give deep thanks to all our staff, our volunteers, our members, our supporters and our stakeholders – both past and present. Without you, Living Proud would not exist.

Board Membership 2024/2025

The Board wishes to thank **Barry Cosker** who stood down as Chairperson at the last AGM, having reached the term limit for that role, and expresses its thanks to Sarah Turner and Ben Nowrojee who also stood down during the year.

We would also like to extend a warm welcome to Jonathan Banks who joined as Treasurer, and to Calvin Fu, Zeina Jamaleddine and Mason Rothwell who joined as a new Ordinary Members.

The Board wishes to thank Barry Cosker who stood down as Chairperson at the last AGM, having reached the term limit for that role, and expresses its thanks to Sarah Turner and Ben Nowrojee who also stood down during the year.

We would also like to extend a warm welcome to Jonathan Banks who joined as Treasurer, and to Calvin Fu, Zeina Jamaleddine and Mason Rothwell who joined as a new Ordinary Members.

We are always keen to strengthen our Board and to continually improve diversity of representation, with a particular focus on intersectionality and regional voices.

If you are passionate about making a difference, then we'd love to hear from you! Please send a brief Expression of Interest to chairperson@livingproud.org.au

BOARD 2024/2025

- Barry Cosker Chairperson (to December 2024)
- Jonathan Banks Treasurer
- Grace Cayley Acting Secretary
- Daniel Smith Ordinary Member
- Laurene Coller Ordinary Member
- Calvin Fu Ordinary Member
- Zeina Jamaleddine Ordinary
 Member
- Mason Rothwell Ordinary Member
- Sarah Turner Ordinary Member (resigned February 2025)
- Ben Nowrojee Ordinary Member (resigned March 2025)

CEO

REPORT

Over the 2024/2025 period, Living Proud continued to deepen its support for LGBTIQA+SB people across Western Australia.

I had the privilege of undertaking numerous community consultations across WA, speaking to community about issues that impact them - health, mental health, safety, systems and relationships. Community told me clearly that safe, nonjudgement and informed peer services were critical to their wellbeing. Community told me of barriers they faced in accessing and the importance supports mainstream services working with community organisations to build capacity.

We spent time reflecting on our history, recognising our roots and understanding the people and events that have impacted our community and organisation.

We also have been very future focused. We worked hard to strengthen the foundations that allow us to deliver our services with improved systems, stronger IT security and enhanced governance mechanisms. We rebranded, refreshing the face of Living Proud to ensure it reflects the organisation we are today.

Umbre
Multicultural Commulticultural Commultural Commulticultural Commultural Commultu

QLife remained a vital source of support for people seeking someone to talk to, reassurance, or connection during difficult moments. Our Pride in Respect Specialist Support Service played an important role in shining a light on family and intimate partner violence within LGBTIQA+SB communities and provided support to community sector to provide safe and inclusive support. Our training program supported organisations and services across many sectors to develop safer, more affirming environments.

This was also my first year as CEO, and I am incredibly honoured to have the opportunity to contribute to the work of Living Proud.

I want to sincerely thank our incredible Board for their steady guidance and support. I want to thank our partners across the government and community sector for standing alongside us and inviting us in to work together, to have discussions and to contribute to the many projects that impact the LGBTIQA+SB community.

I also would like to sincerely thank our dedicated staff and volunteers who show such care in everything they do. Their commitment is the heart of Living Proud, and I feel honoured to work with such a generous and passionate team.

I am excited for the year ahead and the many plans we have to continue to develop and support our diverse and resilient LGBTIQA+SB community in WA.

Meaghan Holden CEO

TREASURER

REPORT

The 30 June 2025 year marked another year of growth and success for Living Proud. Throughout the year, we remained guided by our values of Pride, Respect, Integrity, Community & Connection, Working Together, and Building Capacity of Others. Building on the excellent work of previous Treasurers and Boards, these values shaped the way we deployed our funds to support both immediate program delivery and long-term organisational growth, ensuring we can continue to serve the West Australian LGBTIQ+SB community for years to come.

I am pleased to report a net profit of \$13,307 for the 30 June 2025 financial year. As an LGBTQIA+SB organisation grounded in Community & Connection, we remain committed to delivering services that directly support the people we walk alongside. This modest profit reflects our continued focus on Integrity, ensuring the funding we receive is used responsibly and transparently, and in ways that stay true to our work.

The QLife Program remains the cornerstone of Living Proud's work, underpinned by our Pride in supporting our community in Perth, regional Western Australia and nationwide. Our strong program outcomes, such as taking 4046

(calls and webchats) contacts hours of support providing 3067 community, highlight our commitment to ensuring people have access compassionate and knowledgeable assistance when they need it most. We have also worked closely with other Perth LGBTQIA+SB community groups, such as Rainbow Future's WA, aligned with our goal of Building the Capacity of Others, so that we canall work towards supporting the community we care so deeply for.



The Board has also continued to make strategic investments in our long-term sustainability. One significant step has been enhancing how we record, manage and report our financial position. This work is part of a multi-year program underpinned by our values of Integrity and Working Together.

TREASURER

REPORT continued

For the 30 June 2025 year, we introduced new balance sheet line items: "Grants Received in Advance" and "Funds Accrued." While this change increases our reported liabilities, it does not indicate additional debt or financial pressure. Instead, it reflects our Respect for transparent reporting and ensures our future financial statements clearly show which funds are already committed to future service delivery.

For example, QLife funding is received quarterly. When those funds arrive, our accounts would traditionally show a shortterm profit, even though the funds are already allocated to the delivery of the program. Under our new approach, these funds are now recognised as liabilities until delivered, better reflecting the integrity of our financial position. This improved process ensures our net assets provide a clearer picture of what funds are genuinely available for strategic investment. By making these changes, we continue to balance immediate program delivery with future-focused investment, an approach that is only possible through working together across our Board, staff and volunteers.



TREASURER

REPORT

continued

I would like to thank all our funders and contributors, including the local, state and federal government agencies, corporate donors and community fundraisers. Your support enables Living Proud to continue its vital work with and for the Western Australian LGBTQIA+SB community

In closing, I extend my fulsome thanks to my Board colleagues, our CEO, our staff and our volunteers. Your dedication, your Pride in our work, and your commitment Community and Connection keep Living Proud on track and thriving. With strengthened financial processes and a commitment to responsible stewardship, we are well-positioned to support our communities in the year ahead. In the coming year, we will continue refining our financial reporting processes and plan enhancements further to program budgeting and reporting, ensuring we keep building our organisation's capacity to show-up and support the Western Australian LGBTQIA+SB community, no matter where you live or work.

Jonathan Banks Treasurer



SERVICES

QLIFE



*Delivered by Living Proud staff

From 1 July 2024 to 30 June 2025, Living Proud continued its vital role as the Western Australian partner of QLife, Australia's national LGBTIQA+SB peersupport service coordinated by LGBTIQ+ Health Australia and funded by the Australian Department of Health, Disability and Ageing. QLife provides free, anonymous and confidential phone and webchat support to LGBTIQA+SB people, as well as to their families, friends, teachers and co-workers seeking guidance.

This year has been one of significant growth, strengthened capacity, and record performance for the Living Proud QLife team. With a renewed staffing model, refreshed training, and improved operational structures, Living Proud provided thousands of moments of connection and support for community members across Australia.



QLIFE

Service Demand & Performance

QLife remains a critical and in-demand support service for LGBTIQA+SB people navigating a wide range of experiences, emotions and challenges. The need for safe, knowledgeable, peer-led support remains high, and in many cases continues to outstrip national funding capacity. Despite this, Living Proud delivered exceptional service outcomes throughout the year.

Across the 2024-2025 reporting period:

- 4046 contacts were managed by the WA QLife team
 - o 2421 phone calls
 - ∘ 1625 webchats
- 3067 hours of service were delivered by Living Proud staff.

Living Proud recorded the highest answer rate in our QLife history! "Love, love, love this it makes me feel so much better and I can openly talk about things like my sexuality, gender and mental health all in one."

- QLife user

This achievement reflects the organisation's investment in strengthened staffing, improved program structures, and targeted training. More calls and chats were answered than ever before—meaning more people reached a human voice or supportive peer when they needed it.

Rainbow Future's WA, aligned with our goal of Building the Capacity of Others, so that we canall work towards supporting the community we care so deeply for.

The Board has also continued to make strategic investments in our long-term sustainability. One significant step has been enhancing how we record, manage and report our financial position. This work is part of a multi-year program underpinned by our values of Integrity and Working Together.

- As at June 2025



Team Structure & Workforce Development

This year saw major improvements to operational capacity. Living Proud implemented a restructuring of the QLife team, implementing a two staff per shift structure. We increased the Team Leader hours to ensure there was a support and guidance for staff 7 days a week.

These positions were filled by existing Peer Supporters, providing career progression and professional development opportunities with staff attending QLife Team Leader training.

A refreshed national QLife training package was developed, focused on the foundations of single-session peer support. Several of our QLife team also participated in the 2025 Suicide Prevention Conference (Boorloo/Perth), supported by bursaries from the Mental Health Commission. This

QLIFE'S VISION
IS THAT EVERY
LGBTIQ+SB PERSON
FEELS CONNECTED
AND VALUED,
NO EXCEPTIONS.

provided important learning, sector updates and opportunities for collaboration.

Over the past year, the Living Proud QLife team consisted of 8 paid staff and 10 active volunteers, all contributing to daily service delivery.

"It's such a struggle for me where
I live... This is one of the few places
I feel safe at the moment. To
actually not be judged for just
being a human."

- QLife user

Despite increasing pressure on the service, our staff and volunteers continue to show extraordinary dedication. Their empathy, professionalism and lived experience create a safe, inclusive and affirming space for thousands of people across Australia.

What People Contact Us About

Demand for QLife's peer-led support continues to grow. The service plays a critical role in supporting community members experiencing stress, isolation, identity questions, relationship challenges, mental health concerns and general wellbeing issues.

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QLIFE

This year, callers reached out to discuss:

- · Sexuality and gender identity
- Family and relationship pressures
- · Loneliness and isolation
- · Mental health and emotional distress
- Safety concerns and lack of local support
- The need for connection and affirmation

Many service users told us that QLife is the only safe space available to them, especially those living in remote regions, unsupportive households or areas with limited LGBTIQA+SB resources.

Community Impact

The true impact of QLife is found in the experiences of the people who reach out for support. This year, callers told us that QLife helped them feel "seen", "heard", "validated" and "able to keep going". Many shared that the service is essential to their mental health and sense of safety.

"This service is essential for me. It's the only resource I have where I can get support from people who really understand the LGBTIQA lived experience. Internalised shame and isolation is pretty bad for my mental health.

Acknowledgements

Living Proud extends deep gratitude to our dedicated staff and volunteers who show up every day with empathy, professionalism and courage. Their commitment ensures that every person who contacts QLife is met with respect, non-judgement and genuine care.

We also acknowledge our national partners – Twenty 10 (NSW), Diverse Voices (QLD), Switchboard (Vic) and LGBTIQ+ Health Australia. We thank the WA Mental Health Commission for bursaries enabling staff to access vital professional development.

Looking Forward

While QLife remains a lifeline for many, demand continues to exceed current national funding capacity. Living Proud remains committed to advocating for sustained and expanded investment, ensuring that LGBTIQA+SB people can continue to access this essential service whenever they need it.

The achievements of this year demonstrate what is possible when we are resourced to do our best work. Living Proud is honoured to deliver QLife in Western Australia and to hold space for thousands of community members seeking support, affirmation and hope.

SPECIALIST SUPPORT SERVICE

The 2024-2025 year has been one of substantial establishment, growth and achievement for Pride in Respect, Living Proud's specialist family and domestic (FDV) violence support service LGBTIQA+SB people. This initiative. delivered in partnership with Ruah Community Services, was designed to address significant gaps in specialist and affirming FDV responses for LGBTIQA+SB communities in Western Australia.

Throughout this reporting period, the foundations have been laid for a high-quality, sustainable and community-informed service. Strong recruitment, a collaborative partnership model, robust sector engagement and the development

of an inclusive practice framework have all contributed to the program's readiness to support LGBTIQA+SB community.

Workforce and Recruitment

A central achievement this year has been the successful recruitment of two highly skilled and passionate specialist staff. As a peer-led organisation, Living Proud prioritised candidates who brought both professional experience and lived experience, as well as an understanding of the intersectional pathways through which LGBTIQA+SB people encounter family and domestic violence.



SPECIALIST SUPPORT SERVICE

One team member relocated from Victoria specifically to take up this role, bringing interstate expertise while actively growing their understanding of WA's FDSV systems, and referral pathways. Both staff members completed comprehensive inductions across Living Proud and Ruah, including:

- Attendance at Ruah training sessions
- Shadowing across multiple Ruah locations
- Participation in multidisciplinary meetings
- Co-location at the Ruah Engagement Hub, enabling integrated service delivery and immediate client support

The emerging Pride in Respect team is already functioning with strong capability, cultural safety and a commitment to community-led practice.

A Strong and Collaborative Partnership

The partnership between Living Proud and Ruah Community Services has been a standout achievement. Built on shared values and a commitment to addressing inequity in FDSV responses, the partnership has demonstrated:

- Genuine collaboration
- Sector leadership
- · Effective capacity building
- · Deep organisational support

A formal Memorandum of Understanding (MOU) and a joint Steering Group of senior leaders have created a structured, governance-based approach to service planning and monitoring. Ruah's generosity, expertise and willingness to invest in the establishment of Pride in Respect have significantly accelerated the service's readiness and impact.

Secondary Consultations and Capacity Building

A core component of Pride in Respect is supporting the broader FDSV sector to better understand and respond to the needs of LGBTIQA+SB individuals experiencing violence. During this reporting period, the team delivered secondary consultations to professionals working in:

- Government hospitals
- Alcohol and Other Drug (AOD) services
- WA Police
- Community service organisations

These consultations provided guidance on inclusive practice, risk assessment considerations, appropriate referrals and the unique forms of violence encountered by LGBTIQA+SB people.

SPECIALIST SUPPORT SERVICE

Early feedback shows a demand from providers seeking specialised advice—affirming the need for a dedicated service of this kind.

Sector Engagement and Community Partnerships

From inception, Pride in Respect has generated significant interest across the FDSV, health, mental health and community sectors. This year, the team responded to multiple invitations to present, partner and contribute:

- WA Police invited Pride in Respect to deliver a presentation to officers in Perth following a rise in LGBTIQA+SB presentations and a need for better referral pathways.
- Pride in Respect featured on a Domestic Violence Awareness Day panel alongside Sussex Street Legal (Rainbow Legal) and the WA AIDS Council.
- Living Proud's CEO was invited to join the Family & Domestic Violence Collective Action Group, an executivelevel body working to strengthen system-level responses across the state.
- Presentations were delivered to several FDV networks, including the FDVRT Family Safety Service (FSS) – Joondalup, which resulted in further

- engagement and secondary consultation requests.
- Pride in Respect has already been invited to speak at four additional network meetings in the next reporting period.

Further capacity building activities included:

- Co-location of the trainee worker at the Ruah Engagement Hub
- Targeted support and advice to Support Workers and Team Leaders at Ruah
- Capacity building with Living Proud's QLife peer support team to strengthen responses to FDSV-related contacts.
- An organisational survey across all Ruah staff to map confidence, knowledge and inclusive practice skills when supporting LGBTIQA+SB service users



SPECIALIST SUPPORT SERVICE

Service Development and Frameworks

Significant progress has been made in establishing a strong, trauma-informed and community-affirming foundation for Pride in Respect. Key achievements include:

PRACTICE FRAMEWORK AND PROGRAM LOGIC

Living Proud has worked closely with Jackson Fairchild, a leading national specialist in LGBTIQA+SB FDV, to develop the Pride in Respect practice framework.

This framework provides:

- A clear conceptual model for service delivery
- Evidence-based guidance
- Specialist considerations for risk, safety and the impacts of social stigma
- Alignment with national best practice standards

A program logic model has also been completed to articulate inputs, activities, outcomes and measurement pathways for the service.



SPECIALIST SUPPORT SERVICE

POLICIES, PROCEDURES AND SYSTEMS
To ensure high-quality and safe service
delivery, Living Proud has developed a full
suite of operational documents, including:

- Intake processes
- Consent and rights/responsibilities forms
- · Practice guidance notes
- · Safety protocols

Policies and procedures tailored specifically for LGBTIQA+SB FDV contexts Additionally, customised Client а Information System is being developed to data handling secure streamlined reporting. This system will best-practice information support management and accountability.

Conclusion

The establishment phase of Pride in Respect has exceeded expectations. With dedicated staff, a strong partnership with Ruah, extensive sector engagement and a robust practice framework, the service is well-established to deliver high-quality support for LGBTIQA+SB people experiencing family and domestic violence. The work undertaken this year lays the essential groundwork for a service that will not only support individuals but also uplift

the entire FDV system through specialist knowledge, capacity building and inclusive practice leadership.









HALF DAY WORKSHOPS

FULL DAY WORKSHOPS

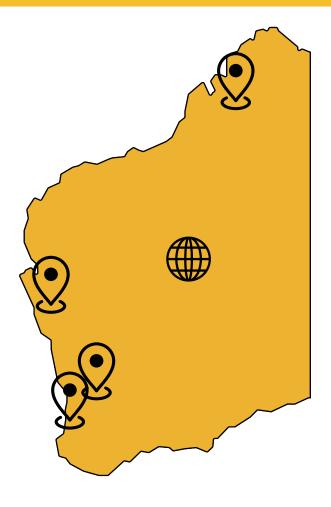
SHORT TALKS/ PRESENTATIONS

29

3

9

Over the reporting period, a total of 9 short talks and presentations and 32 formal training workshops were delivered across metropolitan, regional and remote communities. The program combined deep community knowledge, trauma-informed practice, and a peer-led approach to create safe, respectful and engaging learning environments.



Short Talks & Presentations

Delivered across:

- Geraldton
- Broome
- Busselton
- Online

These sessions focused on foundational LGBTIQA+SB inclusion principles, emerging trends, and practical steps for safer service delivery. The regional sessions were particularly valuable in engaging local services seeking guidance on culturally responsive and affirming practice.

Key Partnerships & Collaborations

Partnerships were central to the success of this training cycle.

Major Partners

- Rise Network
- Neami National
- WACHS Midwest (supported workshops in Geraldton)
- LHA MindOut Program supported training in Broome, co-delivered with Kimberley Blak Pride

These partnerships enabled greater reach, cultural relevance, and positive sector engagement, especially in regional and remote communities.



Participant Feedback& Impact

Feedback from participants across all training formats was overwhelmingly positive.

UNDERSTANDING & CAPABILITY GAINS

("Strongly Agree" or "Agree")

Understanding of LGBTIQA+ issues increased



Capability to make appropriate referrals increased



Capability to support
LGBTI clients increased

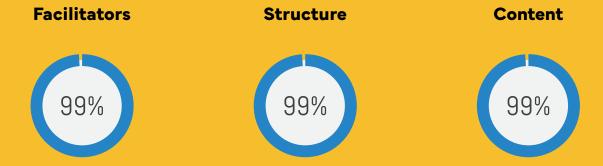


Capability to treat LGBTI people with respect increased



QUALITY OF TRAINING DELIVERY

("Excellent" or "Good")



"Fantastic training. Loved the conversations and activities. Both facilitators were authentic and engaging."

"I wish it was mandatory for the organisation — and a full day course! Loved the resource links and QR codes."



OPERATIONS

OPERATIONS

REPORT

The past year has been a period of significant operational development for Living Proud, with major improvements implemented across IT infrastructure, information management, branding, office functionality and organisational systems. These projects have strengthened efficiency, improved security, and created a more professional and consistent operational foundation to support the

organisation's expanding programs and partnerships.

Working closely with key partners the Operations portfolio has delivered upgrades that modernise the organisation's digital environment, streamline communication systems, and enhance service delivery capability.

MAJOR PROJECTS

Fit-Out of Office 20B

The new office fit-out represented one of the year's largest logistical undertakings. Key achievements included:

- Coordinating layout, furniture, equipment and functional workspaces.
- Ensuring the office environment aligned with Living Proud's updated branding and needs.
- Supporting staff relocation and with minimal disruption to service delivery.
- Troubleshooting technology setup and integration with the new space.

The result is a more cohesive and comfortable and workplace that supports staff wellbeing and productivity.



OPERATIONS

Migration of Server to SharePoint

Modernising IT systems was a central operational priority this year. The shift to SharePoint represented a major step toward secure, cloud-based, collaborative file management. Achievements include:

- Accessing and reviewing existing server structures.
- Conducting extensive file and folder reorganisation on the old server.
- Creating and updating a comprehensive SharePoint Permissions Matrix to ensure staff have the right level of access.
- Migrating files to SharePoint in structured, logical and secure formats.
- Updating permissions as roles and project needs evolved.

This migration positions Living Proud for long-term digital resilience, improved collaboration and enhanced security.

Rollout of New Branding Guidelines

With the launch of Living Proud's updated branding, Operations played a key role in ensuring consistency across digital and physical assets. Key actions included:

- Updating logos across all digital collateral, templates and documentation.
- Supporting staff to align email signatures, presentations and internal files with brand requirements.
- Producing new printed materials including t-shirts and promotional items—to showcase the refreshed brand.
- Assisting teams in applying the new guidelines across programs and community events.

This work has significantly enhanced the organisation's professional presence, visibility and helped make an old organisation new again!.





EVENTS

50 YEARS OF LIVING PROUD

In December 2024, Living Proud celebrated its 50th anniversary at our AGM and Annual Celebration.

The evening offered a warm and thoughtful look back on our journey — from our beginnings in CAMP to the many people, faces, and milestones that have shaped us over the last five decades.

We were honoured to share this moment with so many community members, partners, and representatives from government who joined us to mark the occasion.

The night also included the official launch of our new logo, designed to refresh Living Proud's identity and reflect who we are today.





PRIDEFEST 2024



















VOLUNTEERING

COLIN LONGWORTH

2025 WA Lifetime Contribution to Volunteering Award

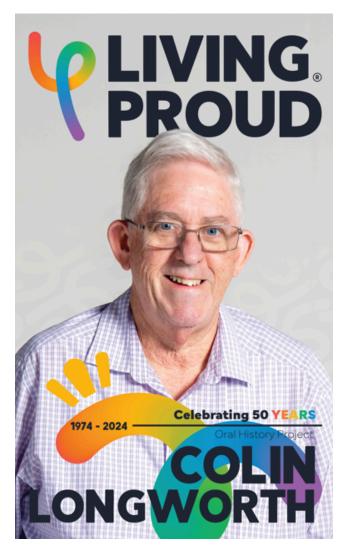
Living Proud was honoured to celebrate the extraordinary contribution of our long-serving volunteer, **Colin Longworth**, recipient of the 2025 WA Lifetime Contribution to Volunteering Award.

This prestigious honour recognises individuals who have dedicated more than decades to strengthening Australian enriching the Western community through their volunteer work. Colin embodies the spirit of this award with over forty years of service, commitment, to supporting the LGBTIQA+SB community.

Colin began volunteering with the Homosexual Counselling and Information Service—now Living Proud—in 1981, at a time when homosexuality remained criminalised in WA and community support networks were scarce. Motivated by his own experience of coming out in a climate of profound stigma and isolation, he stepped forward to offer support, care and safety to others.

Beyond his work on the QLife phones, Colin has mentored, trained and guided countless other volunteers. His commitment, compassion, leadership and warmth have helped define the peer-support ethos at the heart of Living Proud's work. In recognition of this legacy, Colin was awarded Life Membership in 2011.

More recently, in 2023, he transitioned from QLife to supporting Living Proud in other areas including helping plan Living



Proud's 50th anniversary celebrations—finally giving space for his own contributions to be publicly recognised.

Colin is a much loved and respected member of Living Proud and we are grateful for his many contributions over the decades. We are immensely proud to see Colin receive this well-deserved honour and extends heartfelt congratulations on his recognition as the 2025 WA Lifetime Contribution to Volunteering Award recipient.





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