



► SWITCHBOARD

ANNUAL REPORT

2016-17

ACKNOWLEDGEMENT OF COUNTRY

Switchboard is based on the lands of the Kulin nations, always and forever the home of the Wurundjeri, Boonwurrung, Wathaurong, Taungurong and Djadjawurung peoples.

We acknowledge that our work takes place on lands that are under colonial occupation and that Kulin Nation sovereignty was never ceded here. We hope to pay our respects to Kulin Nation elders, past and present and wish to extend this respect to any and all Aboriginal and Torres Strait Islander People.



SWITCHBOARD GRATEFULLY ACKNOWLEDGES THE SUPPORT OF:

- Department of Health
- Department Premier & Cabinet
- Department of Health & Human Services
- Broadtree Foundation
- Globe

And the kind donations from many over the year

SWITCHBOARD VICTORIA INC

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▶ OUR PURPOSE

The purposes of the Association are:

- a. to deliver a high-quality peer-based teleweb counselling service for the lesbian, gay, bisexual, trans* (an umbrella term that refers to all identities in the gender identity spectrum) and intersex community (the LGBTI community)
- b. provide a service without discrimination on the basis of sex, gender, ethnicity, age, ability, religion, health or social status, sexual orientation or political belief
- c. deliver a service accessible to people outside the established LGBTI community

▶ WHAT WE OFFER

Switchboard offers support to the gender diverse, sex diverse and same sex attracted communities, and their supporters, through our telephone and web counselling services, and our community visitor scheme. Our service is person-centred, non-judgmental, confidential and anonymous.

We affirm the experiences and aspirations and support the general health and wellbeing of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people. We offer support, not advice.

Switchboard is a partner in the national QLife project.

▶ WHERE WE CAME FROM

Switchboard continues to operate within the framework established in 1991 by our founders, a collective of motivated individuals who identified as LGBTIQ. From their own life experiences, our founders identified the value of establishing a peer-based volunteer counselling service that could affirm the experiences of LGBTIQ people.

With this aim in mind, they committed to delivering a fully inclusive service, open to all callers without discrimination on the basis of sex, gender, ethnicity, age, ability, religion, health, financial or social status, geographic location or isolation, sexual orientation or political belief.

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I need to
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connect. support. s



switchboard

▶ SWITCHBOARD

MILESTONES

ABOUT SWITCHBOARD

Switchboard Victoria Inc is a community based not for profit organisation that provides a peer based, volunteer run support service for the LGBTQI community and their allies, friends and families.

Switchboard began in 1991 as a volunteer telephone counselling and referral service, twenty-six years on, Switchboard remains volunteer driven and runs a range of services and projects. Switchboard has become an essential and beloved LGBTQI service to the Victorian LGBTQI community.

WHAT WE DO

Switchboard is the Victorian partner in the national telephone and web counselling, information and referral service **Qlife**. The phone and webchat service is available seven days a week, 365 days a year,

supporting the LGBTQI community through being a trained volunteer counselling and referral service that is here to listen and understand. Unique to any other phone counselling service all our volunteers must identify as LGBTQI.

Switchboard runs the social support service for older LGBTI Victorians called **Out & About**. Our volunteers visit older and isolated members of the LGBTQI community who live in aged and residential care and they provide social support which can include going out to an event or café, watching a movie together or just chatting.

Switchboard runs a **Queer & Trans Indigenous or People of Colour** program to support the unique needs of these communities.



IMAGE: Founding member Heather and Life members Chris and Carol, with Commissioner for Gender and Sexuality Ro Allen at the IDAHOBIT 2017 event at Governor House.

▶ COMMITTEE

OF MANAGEMENT

Switchboard's Committee of Management (CoM) provides the over-arching management of the organisation, particularly in the areas of governance and policy.

THE COMMITTEE OF MANAGEMENT FOR 2016-2017 COMPRISED:

PRESIDENT

Bridget Gargan

VICE-PRESIDENT

Kenny Yu

SECRETARY

Alistair Riddell

TREASURER

Warwick Eddington

EXECUTIVE GENERAL MEMBER

Nigel Baldwin

GENERAL MEMBER

Ayman Barbaresco

GENERAL MEMBER

Mary Koutzamanis

GENERAL MEMBER

Melita Ludekens

► PRESIDENT'S REPORT

It was a busy and exciting 2016-17 for Switchboard starting with our 25th birthday celebration at the start of July. We had a lovely event at Loop with past and present volunteers joining with special guests from the community to celebrate the past 25 years of the service.

We welcomed new members to the committee with Nigel Baldwin joining as executive general member and Mary Koutzamanis, Melita Ludekens and Ayman Barbaresco as general members. Warwick Eddington continued as treasurer, with Alister Riddell and Kenny Yu stepping up to executive as secretary and vice president respectively. We farewelled Warwick at the close of the financial year and thanked him for his six years as treasurer.

Switchboard was the recipient of a generous *Victorian State Government LGBTI Community Grant*. This is enabling us to undertake an organisational review over the next two years.

We were also grateful to receive a *GLOBE community grant* to help purchase new computers.

Switchboard enjoyed a number of social occasions this year. Volunteer week in May was celebrated in style at St Kilda Town Hall as Switchboard joined *Joy FM* and *VAC* for the first L.O.V.E (LGBTIQA+ Organisations Volunteer Event). CoM members and staff enjoyed attending the *Dykes on Bikes* 5th anniversary party. It

was an entertaining evening with proceeds from the event donated to Switchboard. The *Vic Bears* made us their charity of choice this year as well and members of CoM and staff enjoyed their Southern HiBearnation event in June.

We had some staff changes over the year. In December our end of year party doubled as a celebration and farewell for general manager Leanne Renfree. Leanne ably managed Switchboard for seven years. From December we welcomed Jo Ball to the role of acting general manager. In October Maeve McNelis was appointed as Out & About coordinator. Caroline Ridler joined us in March as the 'Everybody Under the Rainbow' project coordinator created from the *LGBTI Multicultural State Government grant* Switchboard received. As we said goodbye to Emily Briggs as Volunteer Coordinator in May, we welcomed Delsi Moleta into the role. We also farewelled our counselling supervisor Carol-Ann Allen at the end of June.

Throughout the year training took place for new Out and About visitors and telephone and webchat counsellors. I would like to recognise everyone that has taken a call, a chat or visited during the last year for their involvement with Switchboard. Volunteer organisations can't exist without the volunteers and, so I take this opportunity to thank every volunteer for giving their time and energy back to our community.

Bridget Gargan
PRESIDENT

► TREASURER'S REPORT

Heartfelt congratulations to the management team, staff, and volunteers for the on-going success of Switchboard. This year is no exception, with sincere thanks due for the diligence and hard work given by all over the past twelve months.

Switchboard celebrated its 25th Anniversary. 2016-17 was a dynamic and challenging year for Switchboard, with a number of critical players leaving the organisation for greener pastures, including the General Manager, Leanne Renfree, and Treasurer, Warwick Eddington. Sincere thanks to the personal sacrifices and contributions they have made to Switchboard over their tenure. FY17 was another sound financial year for Switchboard, the end of year demonstrating a \$13,758 in surplus, despite the significant increases in labour costs and volunteer support to facilitate the transition.

The major contributing sources to the surplus income were continuing QLife funding (from the QLife project); and the Out and About Volunteer Home Visiting scheme. In addition, donation has gone up significantly (\$47890; up 270% from FY16), with a number of partnering organisations naming Switchboard as donee of choice. This is a testament of the brand equity Switchboard has developed over the past 25 years. Furthermore, Switchboard was awarded a number of one-off grants (e.g. Globe and Multicultural), which helped diversify Switchboard's sources of funding.

On-going Switchboard funding has been confirmed by the Victorian Department of Health and Human Services until 30th June 2018. QLife funding has again been extended with the funding being rolled over. The Out and About Home Visiting Program is being funded for a further year. Credit is due to the team for all their hard work and in meeting the overall challenge of finding / locating clients who are in need of Switchboard's wonderful Out and About volunteers visiting scheme.

The incoming Committee of Management are recommended to address the following:

- (1) Knowledge and Human Capital management to retain critical financial and operational information within the organisation;
- (2) consider the perpetuity of existing financial support and continue to diversify sources of funding to ensure on-going concern; and
- (3) strategic planning to manage expanding demands for service provision.

I would like acknowledge and thank Ryk Eksteen from Collins & Co for their support with the annual audit of the financial statements.

Kenny Yu

VICE PRESIDENT AND ACTING TREASURER

COMMITTEE OF MANAGEMENT REPORTS:

► BUSINESS DEVELOPMENT SUB-COMMITTEE REPORT

The Financial year 2016-2017 has been financially rewarding. With the capacity to deliver consistently services to the LGBTI community, Switchboard has been during the year rewarded in a variety of ways, not the least of which is the financial support generated through donations and the continuation of funding agreements.

In the May funding for the in-home community visitor scheme Out and About, was extended for a further twelve months, into a second year of operation. Re-negotiations of the agreement with QLife are underway, with an expectation it will fund a further two years of activity.

In June our Treasurer Warwick Eddington tendered his resignation. Warwick had fulfilled this role at Switchboard for just on seven years and in that time witnessed many changes. The Chair of the Committee of Management Bridget Gargan, thanked Warwick for his service as he pursues new interests.

With Warwick's departure Kenny Yu stepped up to become acting Treasurer until the AGM. In this period of change the Switchboard Committee of Management agreed to the transfer its accounting data to the Cloud and seek the services of a bookkeeper. This process is now being finalised.

I would like to thank my colleagues on the Business Development Committee for their generosity in both time and advice. I would also like to thank the entire Switchboard Committee of Management for their support in the last twelve months.

Nigel Baldwin
CHAIR – BUSINESS DEVELOPMENT COMMITTEE



COMMITTEE OF MANAGEMENT REPORTS:

► GOVERNANCE SUB-COMMITTEE REPORT

In the past year, the governance sub-committee undertook a number of activities including completion of the service agreement compliance for a grant received from the Department of Health and Human Services and arranging auditing services for the financial report from the previous year.

A grant from the Victorian Government for organisational development saw Switchboard receive funding to engage a consultant to develop strategies and governance across organisational domains. For this reason, the governance sub-committee in this year limited activity to conducting usual functional

operations and suspended development of any new processes.

Thank you to Mary Koutzamanis, Alistair Riddell and Jo Ball for sitting on the sub-committee and your efforts throughout the year.

Melita Ludekens
CHAIR, GOVERNANCE SUB-COMMITTEE

► VOLUNTEER SUPPORT & TRAINING SUB-COMMITTEE REPORT

We had a social year with graduation for the 41st telephone training course and recognition of our newly trained Out and About visitors. This continued in December with our annual end of year party. We enjoyed mingling with human and canine friends before the Midsumma Pride march.

This year we ran a number of professional development sessions included a walk through a sex on premises venue to assist our volunteers answering any questions they may receive. Our monthly supervision sessions continued with Carol-Ann Allen. These additional learning opportunities also gave the volunteers time to catch up between events.

Our numbers continued to grow with Out and About visitors trained throughout the year. The 41st telephone counselling training was held with a large group competing the course. Webchat training was also conducted throughout the year. As part

of Qlife we continued to receive call and webchats from around Australia. Our volunteers continued to maintain excellent shift coverage.

A special thank you to all who have been involved in the support and training of our volunteers from the peer supporters, reviewers, assessors, trainers and buddies. It wonderful having such a giving and supportive group of people to nurture our new trainees through the process.

Thank you to Ayman Barbaresco, Emily Briggs, Maeve McNelis and Delsi Moleta for their work on the subcommittee throughout the year.

Bridget Gargan
**CHAIR, VOLUNTEER TRAINING AND SUPPORT
SUB-COMMITTEE**

► COMMUNITY ENGAGEMENT SUB-COMMITTEE REPORT

The Community Engagement subcommittee continued its public presence this year, attending a number of events.

Groups of volunteers and staff attended Goulburn Valley Pride in Shepperton, Chill Out in Daylesford and pride events at La Trobe University.

Switchboard was lucky to be invited on both the Department of Premier and Cabinet Roadshow. Leanne and Maeve shared the time on the road in November 2016 and Jo was on the bus for a number of weeks throughout the first half of 2017. From all reports this was a fantastic opportunity to connect with people throughout the state.

Midsumma was a busy time with Switchboard spreading the word at Midsumma carnival, Carol-Ann Allen presenting 'Courageous Conversations' and volunteers and supporters marching in the annual Pride parade.

We continued to promote our service to parents and friends of LGBTIQ+ individuals as part of our work since PFLAG Melbourne closed their chapter last year.

Thank you to Susie Thorne, Justin Young, Maeve McNelis and Jo Ball for sitting on the sub-committee and their efforts throughout the year.

Bridget Gargan
CHAIR, COMMUNITY ENGAGEMENT
SUB-COMMITTEE



IMAGE: Switchboard march with VicBears at ChillOut festival, Daylesford 2017.



IMAGE: Switchboard's Emily, Bridget, Maeve and Leanne at the Dykes on Bikes 5th birthday party.

▶ GENERAL

MANAGER REPORT

THE END OF AN ERA

In December 2016 I took over the Switchboard reins from the previous general Manger Leanne Renfree. Leanne Renfree was and remains a beloved member of the Switchboard community who in her time grew Switchboard into a multi program service through the adoption of the Out & About program and the multicultural internal position now known as the QTIPoC Coordinator. Leanne also oversaw the transition of Switchboard into the Qlife partnership and within this continued to champion the Switchboard ethos of being a 100% volunteer based service. Leanne's years of service were marked at a well-attended farewell in December 2016.

MIDSUMMA

With training wheels still on I was thrown into the joyful business of organising Switchboard's participation in Midsumma 2017. As part of the Midsumma program Switchboard sponsored the event Courageous Conversations. This event was a live talk by Switchboard's Counselling Supervisor Carol-Ann Allen and with over 80 people in attendance marked a thought provoking and meaningful contribution by Switchboard and Carol-Ann into the Midsumma festival.

As always staff and volunteers joined together to provide the essential promotion and outreach work at both the Midsumma Carnival stall and raising the banner for the Pride march.

OUTREACH

Switchboard staff and volunteers continued this outreach work throughout the annual LGBTI calendar events including Maeve and I joining volunteers to run a stall and march around the round bout in Daylesford for the Chillout pride parade. I also gave public addresses about the Switchboard programs at IDAHOBIT and Wear it Purple day events.

LGBTI RURAL ROADSHOW

For a total of six weeks I had the amazing experience of joining the Commissioner Ro Allen and their team and traveling throughout regional Victoria for the LGBTI rural roadshow. Over this time, I travelled to 23 regional centres and town and met hundreds of LGBTIQ people, their friends, families, colleagues and

allies. I witnessed life changing conversations and met amazing contacts who dismayingly admitted they had never heard of our service before. Through our brief interaction took armfuls of Switchboard materials away with them as they declared their love for what we do and with promises to become our regional advocates.

LGBTIQ INTIMATE PARTNER AND FAMILY VIOLENCE

This year Switchboard joined the LGBTIQ intimate partner and family violence Demonstration project. The consortia is a partnership with Queer Space (A service of Drummond Street Services), Victorian Aids Council, Transgender Victoria and Switchboard. The aims of the project are to reduce LGBTIQ+ Communities experience of intimate partner and family violence; to provide effective and responsive services to survivors/victims and their children. As an initial step on the way to establishing this service/response Switchboard sponsored the theatrical production 'Another Closest', which is a cabaret exploring intimate partner violence in a gay male relationship. I spoke at the premier night alongside Commissioner Ro Allen and other representatives from the consortia. Some Switchboard volunteers attended performances on other days.

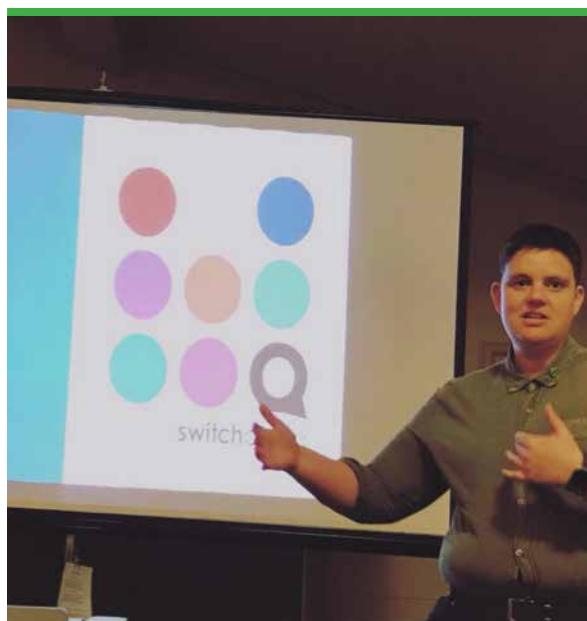


IMAGE: Jo Ball presenting at the LGBTI rural roadshow

All services recognize that Switchboard has an important role to play in addressing intimate partner and family violence and that we have for 26 years been facilitating the pre-contemplative conversations that have seen people exploring ways to leave or change violent or harmful relationships. With LGBTQI family and intimate partner violence tracking at the same rates as those in heterosexual relationships I look forward to furthering this important work into the following years.

TELEWEB COUNSELLING AND REFERRAL SERVICE

Throughout this year Switchboard has continued its 26 years of unbroken service to the LGBTQI community through the provision of a volunteer based phone and webchat counselling and referral service. This year we saw the classes of 41 and 42 graduate. These classes represent a total of 42 training courses successfully run and completed. These classes rely on the hard work of Switchboard volunteer trainers who give up six Saturdays and numerous nights in the planning. This year we farewelled Emily Briggs, someone who had kindly played a role in inducting me into my own role at Switchboard and welcomed in Delsi Moleta.

Switchboard continues our teleweb service through the national partnership of Qlife. Both the volunteer coordinator and I continued to work closely with all partners in a Qlife to ensure we continue to strive to strengthen and improve this important national teleweb service. This year also saw the departure of Carol-Ann Allen who championed the role of the first ever Switchboard Counselling Supervisor for three years. Carol-Ann brought her expertise and counselling guidance to the role which was appreciated by many, particularly the new volunteers who attended her training as part of their course.

PROFESSIONAL DEVELOPMENT

At Switchboard we are dedicated to lifelong learning and we understand that even as individuals who identify as LGBTQI we can't know all there is to know about LGBTQI issues. However, through induction training and ongoing Professional development nights volunteers are encouraged to deepen their understanding of our community. This year this PD training included a night with the disability activist and leader Jax Jackie Brown called Intersectional Identities.

OUT & ABOUT

I am proud to say that the Community Visitor Service, Out & About continues to grow and Maeve's work in establishing and growing the program over this year has ensured that Out & About remains an important and unique LGBTI elders service that all the Switchboard community can feel proud of. During

this year we began the process of promoting Out & About beyond the inner city onclaves and I took every opportunity throughout the roadshow to promote Out & About throughout regional Victoria. Please see Maeve's report for more details.

COMMUNITY PARTNERSHIPS

This year we continued to build partnerships within the LGBTQI community. This year a meaningful relationship forged between Switchboard and Vic Bears that saw not only the bears choose us as their principal organisation to raise money for, but also they invited me to speak twice at The Laird to address their Den meetings. Other important partnerships included:

- **Liam Clarke**, Mr RubberMan 2016 naming us as his charity
- **Victorian Public Service Pride Network** choosing us as the recipients for any funds raised through the sale of the rainbow lanyards during IDAHOBIT
- **Joy 94.9** and **VAC** co organising a volunteer thank you event for volunteer week the L.O.V.E party (LGBTI organisations Volunteer Event)
- **Broadtree foundation**

QTIPOC – (FORMELY EVERYBODY UNDER THE RAINBOW)

This year Switchboard turned a significant corner



IMAGE: Switchboard President Bridget Gargan, General Manager Jo Ball with Vic Bears title winner at IDAHOBIT event at Governors House.

with our adoption of the QTIPoC (Queer & Trans Indigenous People of Colour) Coordinator role. Most LGBTQI organisations are quick to acknowledge that they historically represented the interests of a predominantly white LGBTQI community. At Switchboard we recognised that an important step forward for the organisation was to look at ways to create an inclusive and diverse volunteer base that could reach out to our diverse LGBTQI community. Excitingly at Switchboard we are seen to be paving the way in this field. Caroline Ridler, a well-respected member of the Queer PoC community in Melbourne has begun the process of addressing diversity and inclusion within Switchboard. We have seen other health organisations and even government departments looking to us on this issue and are excited to see what we might achieve. Please see the QTIPoC report for more details.

I would like to finish by acknowledging the Switchboard Community and acknowledge that whether you are a partner to our service, a staff member, a member of the Committee of Management, or a volunteer you have all played an important role in the organisation.

To the staff at Switchboard, you are often the unsung heroes. Your enthusiasm and commitment to work and importantly to supporting the volunteers is commendable. To Maeve, Emily, Delsi and Caroline - thanks for your hard work in the office this year. To the staff we farewell this year, Leanne, Emily and Carol-Ann we wish you all the best and thank you for

your service. To Leanne in particular you have left an indelible mark on Switchboard and you will always be remembered in our collective history.

Thank you to our Qlife partners Diverse Voices, twenty 10, Living Proud and National LGBTI Health Alliance, I look forward to working with you into the future.

To the Switchboard Committee of Management (CoM), many of you are or have been phone counsellors or Out & About visitors and chosen to take the next step in your commitment to Switchboard. On behalf of the staff at Switchboard I would like to thank you for being our leaders and thinkers. I know you juggle your time on CoM with many other commitments, many of you are in full time work or study and yet you give your precious personal time back to Switchboard,

To the volunteers, you are the lifeblood of Switchboard. You make us the peer based community lead organisation we are proud to be. Whether you are an Out & About visitor, a peer supporter, a peer reviewer, a trainer, a volunteer counsellor, a member of CoM or an admin assistant your role is invaluable to the work we do together. You volunteer with little public recognition and as we know it is the work we do when no-one is watching that makes us who we really are. Much respect and admiration to you all.

Jo Ball
GENERAL MANAGER



IMAGE: Switchboard staff and volunteers at Midsumma, 2017.

▶ OUT & ABOUT LGBTI

COMMUNIT VISITOR SCHEME REPORT

The last 12 months have seen some changes with Out & About. We have increased staffing, increased service provision, had ongoing community engagement and had ongoing volunteer interest.

STAFFING

The Out & About coordinator role has expanded from 2 days a week to 4 days, allowing for greater promotion and volunteer support. We have recently had welcomed a new Out & About Coordinator, Ada Castle.

SERVICE PROVISION

Since October 2016 our service provision for Out & About has grown from 12 recipients to 22 recipients, with 14 new referrals. Unfortunately, two recipients passed away and two withdrew from the program for personal reasons. Of the eight recipients who have been with us for over 12 months, six are still being visited by their original volunteer.

PROMOTION AND ENGAGEMENT

Out & About continues to be involved with the aged care industry and the LGBTI ageing sector. Over the last 12 months the Coordinator has presented to seven aged care organisations, two LGBTI inclusive churches, and the National Ageing Research Institute.

Out & About has been promoted regionally through our participation in the LGBTI Equality Road Show, ChillOut Festival and Out in the Open Festival. In Melbourne we have participated in Midsumma Carnival, and promoted the service through Golden Days Radio, JOY 94.9, Melbourne Queer Film Festival, and by meeting with local government, other LGBTI community service providers and the LGBTI Inclusive Services Network. Out & About continues to be an active member of the LGBTI CVS Network and the Victorian CVS network. Out & About now has it's own facebook page with 290 likes, and a dedicated webpage.

VOLUNTEERS

We continue to receive a high level of interest in volunteering and have trained 21 new volunteers in the last 12 months. This includes one volunteer in Bendigo and one in Traralgon for our regional recipients. There have been several changes to volunteer management to streamline and improve support. Volunteers now complete an online CVS module as well as in-person LGBTI induction training. This reduces the coordinators time commitment & makes it easier to train regional volunteers. We have continued with quarterly support sessions and visiting volunteers have attended professional development and social events.

Maeve McNeil
OUT & ABOUT COORDINATOR



▶ VOLUNTEER

CO-ORDINATOR REPORT

PLEASE NOTE:

This report was combined with the previous General Manager report. This is due to staff change during the financial year. Switchboard acknowledges the dedication and passion of Emily Briggs and Delsi Moleta in 2016-17.



IMAGE: Switchboard staff- Maeve, Delsi, Caroline and Jo

▶ QTIPOC REPORT

(EVERYONE UNDER THE RAINBOW)

The QTIPoC Project aims to enhance understanding and build support for LGBTIQ people who are Indigenous and/ or People of Colour as well as People of Faith.

We've used an approach taken from Cultural Competency, Racial Literacy and Anti-racist organising to inform Switchboard's professional development, community consultation and recruitment.

Its overarching aim is to create a safer and genuinely equitable environment for everybody participating at Switchboard.

Funding has firstly gone towards the recruitment of the QTIPoC Project Coordinator, Caroline Ridler (March 2017) who works on this initiative 1 day a week with Switchboard.

A review of Switchboard's organisational service provision was established, through the creation and distribution of the Racial Autobiography Survey. This survey sought to record how Switchboard's Staff and Volunteer's lived experience with race, culture and inequality has come to shape our overall perceptions, ideas and interactions. It gauged the level of literacy on issues facing Multicultural LGBTIQ people and likewise the organisation's collective perception of it's diversity and representation. The survey was completed by 34 respondents whose answers were kept anonymous. These anonymous responses are accessible to the QTIPoC Project Coordinator and Switchboard's General Manager.

The approach of this survey was adopted from Racial Literacy Pedagogy used within Australian Indigenous Studies and African American Studies. The survey questions were tailored for LGBTIQ respondents and were largely sourced from "Courageous Conversations" (Singleton & Linton, 2006). Racial Autobiographies are generally assigned to students as an introduction to anti-racist theory as an exercise in critical thought and self-reflection. In Switchboard's case, we provided it as an introductory exercise but also as an important source of data that could inform the scope of the project.

The findings of this survey contributed to the development of educational content for professional development, volunteer resources, counsellor trainer

training as well as the counsellor training course we conduct bi-annually. The reviewed training course has hosted collaborations between Switchboard and LGBTIQ Faith, Multicultural and Indigenous community leaders who are presenting at the course and have provided feedback on educational content and approaches that are more intersectional.

Moreover, this resulted in a detailed review of Switchboard's volunteer counselling training course that is working towards more intersectional approaches in its representation of LGBTIQ client issues and needs.

Switchboard's Out and About program ("OAA": a social support service for older LGBTIQ Victorians) has received ongoing QTIPoC consultation. Much of this focussed on managing client's racism towards aged care staff, providing volunteers with educational resources on Race and Faith based discrimination. This provided volunteers with a grammar, a means of articulating the discrimination they were observing. It empowered volunteers to facilitate these situations with sensitivity and respect but without alienating OAA recipients.

At present Switchboard is looking to review the OAA induction training for volunteer visitors to make it more relevant and inclusive of clients who are Indigenous and/or are People of Colour and are from Faith backgrounds. This likewise aims to direct the public outreach of the OAA initiative, referring our information to places of worship and multicultural community centres for client referrals.

Funding has likewise contributed to Switchboard's public outreach on Multicultural LGBTIQ issues, including our presentations at RMIT University (May 2017) as well as at the LBQ Women's Health Conference (July 2017).

The workshop "Racism, white supremacy and settler colonialism within LGBTIQ service providers, organising and communities" was presented at LBQ women's conference: <https://lbq.org.au/2017-2/program/>. Switchboard received a scholarship to reimburse our travel, conference membership and accommodation. Here, Switchboard provided introductory information about how Racism and other forms of discrimination (including faith-based and settler colonial violence) play out within LGBTIQ

QTIPOC REPORT:

service provision. The workshop looked at the values and assumptions embedded within mainstream LGBTIQ advocacy and narratives: of coming out, of chosen family, of marriage equality, of sex positivity, and how this includes (or excludes) Indigenous and/or People of Colour and People of Faith. It then proposed equity building strategies for LGBTIQ organizations to adopt including: racial literacy and cultural competency training and Affirmative Action Plans. It was attended by up to 40 conference members and received positive and constructive feedback from participants, some approaching us for information regarding the Racial Autobiography Survey to introduce it to their workplaces.

We have trained and consulted with other LGBTIQ organisations seeking to build equity for Multicultural and of Faith clients. This entailed providing training with Sensewide (an LGBTIQ and People living with Disabilities based) employment service program. This training reached 20 staff who have since adopted Affirmative Action principles and strategic planning formally in staff meeting procedure. Likewise, through consultation with Co-Health on the ZBGC Youth Project, we consulted on Trans and Gender Diverse training delivery. We received positive feedback on this consultation from Co-Health and it is in the midst of re-editing this training package. The training is expected to reach hundreds of participants. We have likewise provided consultation and support to Minus18 (an LGBTIQ youth focussed organisation) for their QTIPoC youth events, receiving positive feedback and plans to collaborate and partner on future QTIPoC events and initiatives. This consultation reached approximately 20 staff and volunteers. We have also been invited to consult and conduct QTIPoC literacy training for Transgender Victoria's Inclusivity Working Groups. This is expected to reach 20-30 members of the working group. Similarly, to consult, review training packages and conduct training for Geelong's Red Cross volunteer base. This could potentially reach hundreds of volunteers, staff members and red cross referral services staff.

We have sought partnerships with the Multicultural Centre for Women's Health, Marhaba (a queer Muslim support Collective), Refugees, Survivors and Ex-detainees (RISE) and the Asylum Seekers Resource Centres (ASRC) to sustain future projects that seek to centre consultation and collaboration.

We have received positive feedback on the project from Switchboard volunteers, Trainers, project partners, other LGBTIQ partners and organisations and from workshop attendees. The following demonstrate the positive cultural shift occurring within Switchboard and the broader Multicultural and LGBTIQ service provider sector.

Some anonymous feedback recorded from volunteer counsellors and trainees included the following:

"I enjoyed today's session- it was quite challenging but extremely useful"

"It made me really notice racial and other differences in all my universities, work places, friendships and at Switchboard"

From these testimonies we can observe a shift in peoples overall perceptions of LGBTIQ Multicultural and Multifaith people. Within Switchboard, volunteers have voiced an enthusiasm to continue their education on these matters and support the equity of QTIPoC volunteers and clients alike. This fosters Multicultural community harmony, encouraging people of diverse backgrounds to support and understand one another.

Caroline Riddler
QTIPoC COORDINATOR



St Kilda
ALP

I need to
tell you
something

support. sexuality. gender.

switchboard

switchboard



▶ QLIFE VICTORIA SUMMARY: JULY 2016 – JUNE 2017

TELEPHONE-ONLY (TELSTRA) TOTALS FOR VICTORIA

TOTAL NUMBER OF ATTEMPTS TO CALL 1800 184 527 during the period, whether successful or unsuccessful:

VICTORIA 2016-17	VICTORIA 2015-16	NATIONALLY 2016-17
18,799	9,768	52,545

TOTAL NUMBER OF NON-METROPOLITAN attempts to call 1800 184 527 during the period, whether successful or unsuccessful:

VICTORIA 2016-17	VICTORIA 2015-16	NATIONALLY 2016-17
4,595	4,432	20,304

TOTAL NUMBER OF METROPOLITAN attempts to call 1800 184 527 during the period, whether successful or unsuccessful:

VICTORIA 2016-17	VICTORIA 2015-16	NATIONALLY 2016-17
14,204	5,336	32,150

Of the successful calls, **TOTAL HOURS** spent on the phone:

VICTORIA 2016-17	VICTORIA 2015-16	NATIONALLY 2016-17
874	900	2,917

ALL RECORDED CONTACT TOTALS FOR VICTORIA

A recorded contact is where a report was raised in iCarol and submitted due to an interaction or an attempted interaction with QLife. An interaction can be through the telephone, web chat or email (note that email contacts are predominantly through the ask@qlife.org.au address and processed by the national team).

VICTORIA 2016-17	VICTORIA 2015-16	NATIONALLY 2016-17
4,416	3,615	17,869

TOP 5 RECORDED ISSUES FOR VICTORIA

Note: Does not include "other", "regular callers", "hang up" & "general conversation" categories.

1. Family relationships
2. Mental health issue
3. Loneliness and Isolation
4. Relationship Issues
5. Social Relationships



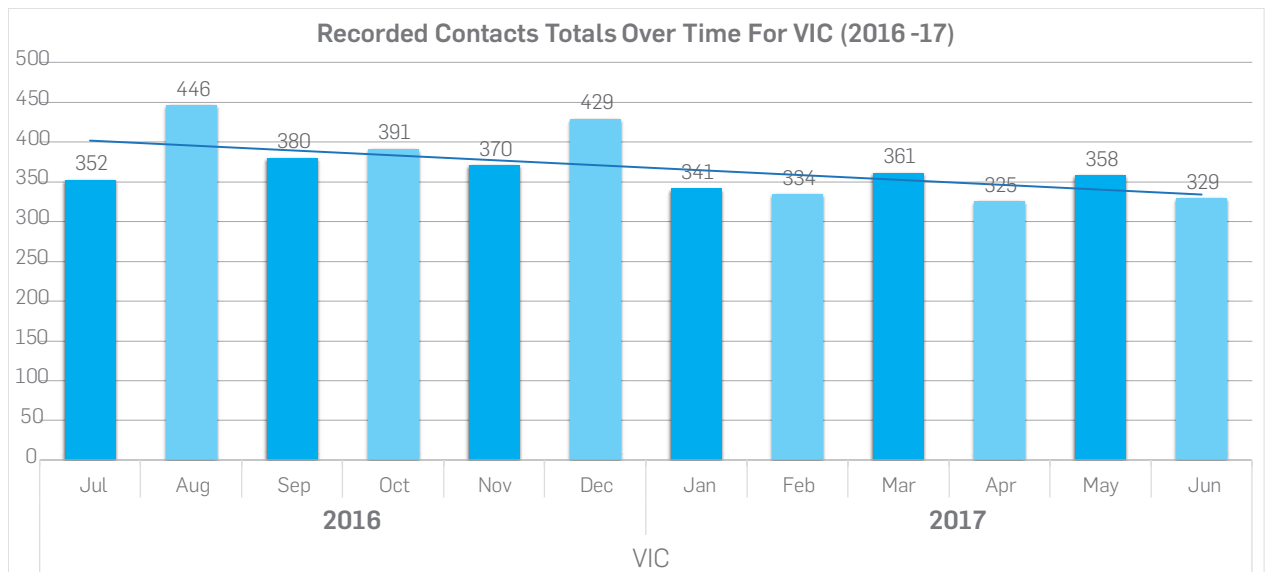
DEMOGRAPHIC CHARTS FOR VICTORIA

As QLife is an anonymous service, demographic data may not be collected from every contact. In web-chat contacts, data is by self report prior to connection to the counsellor. For phone contacts, data is recorded by the counsellor when asked and has been given by the caller. However, if the postcode is not collected

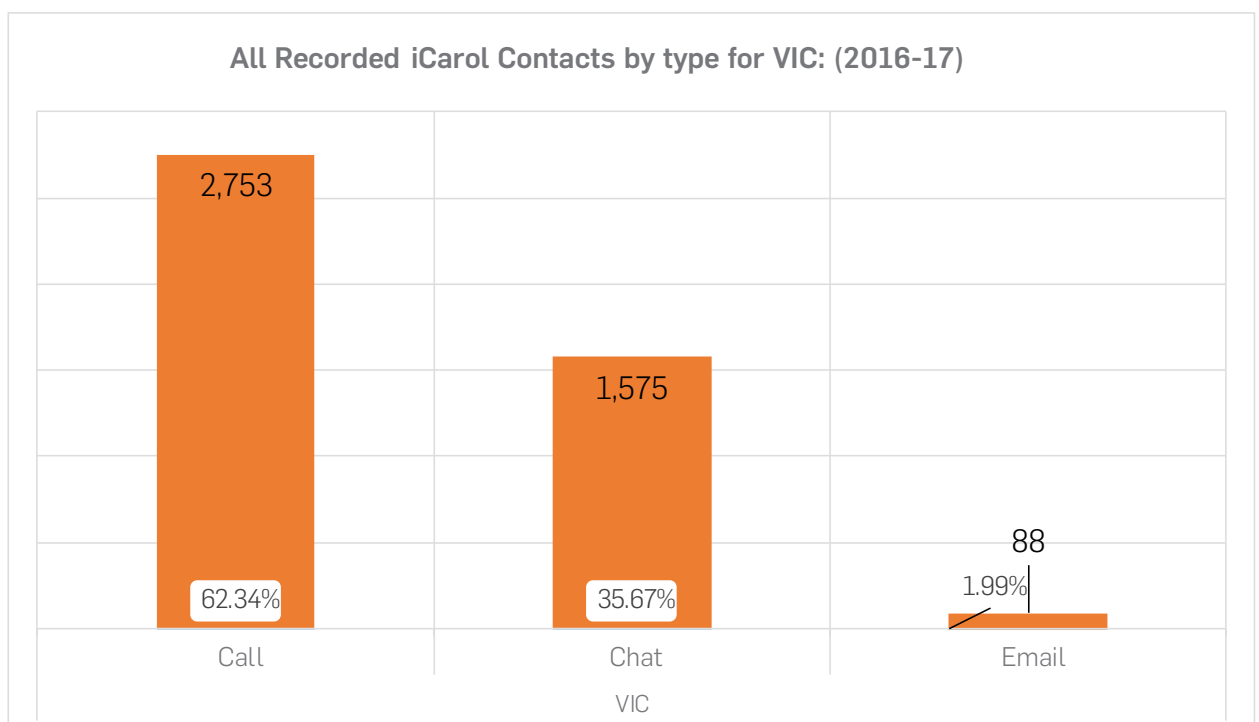
from the caller, the counsellor enters the postcode of counsellor's state GPO.

Therefore, this data is a mixture of postcode or origin and postcode of answer point.

ALL CONTACT COUNTS



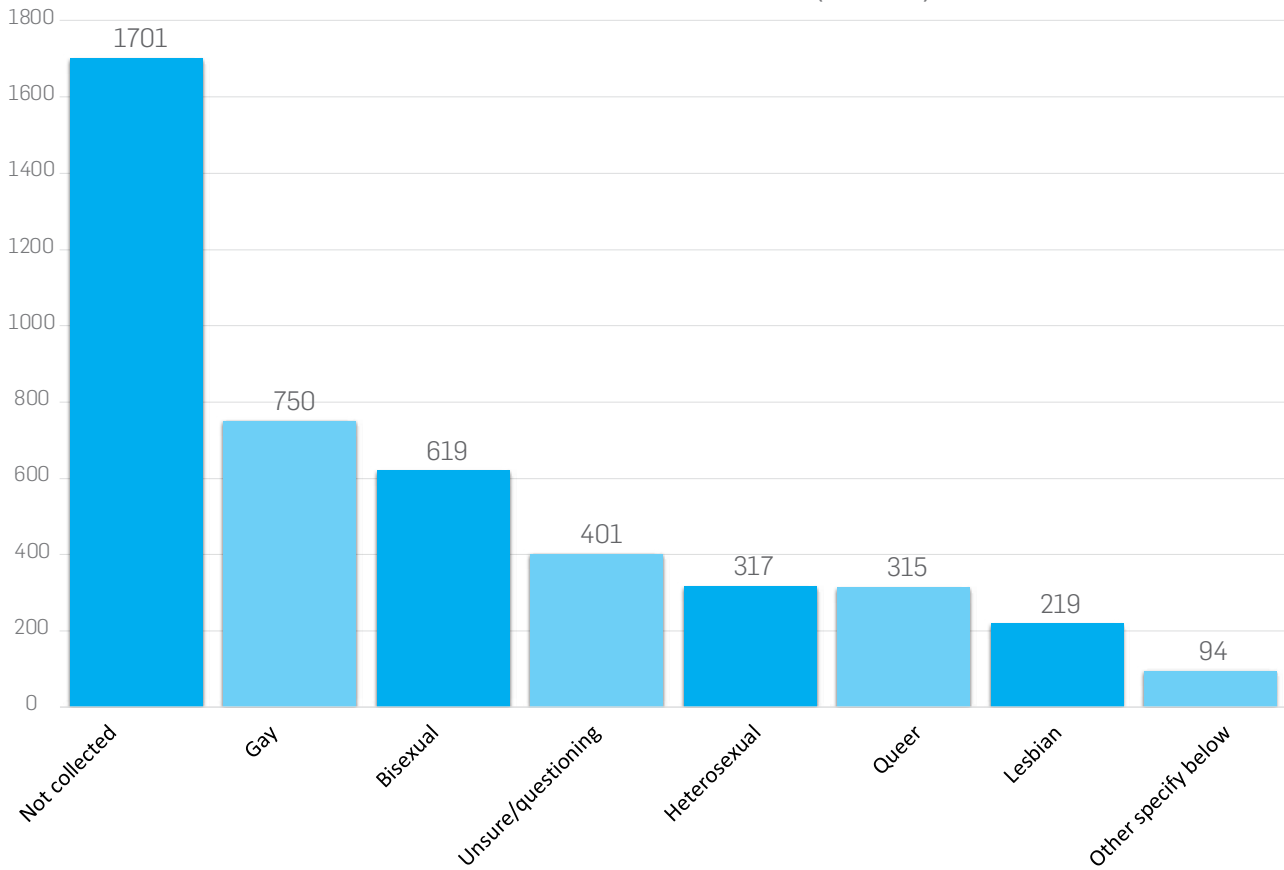
CONTACT TYPE





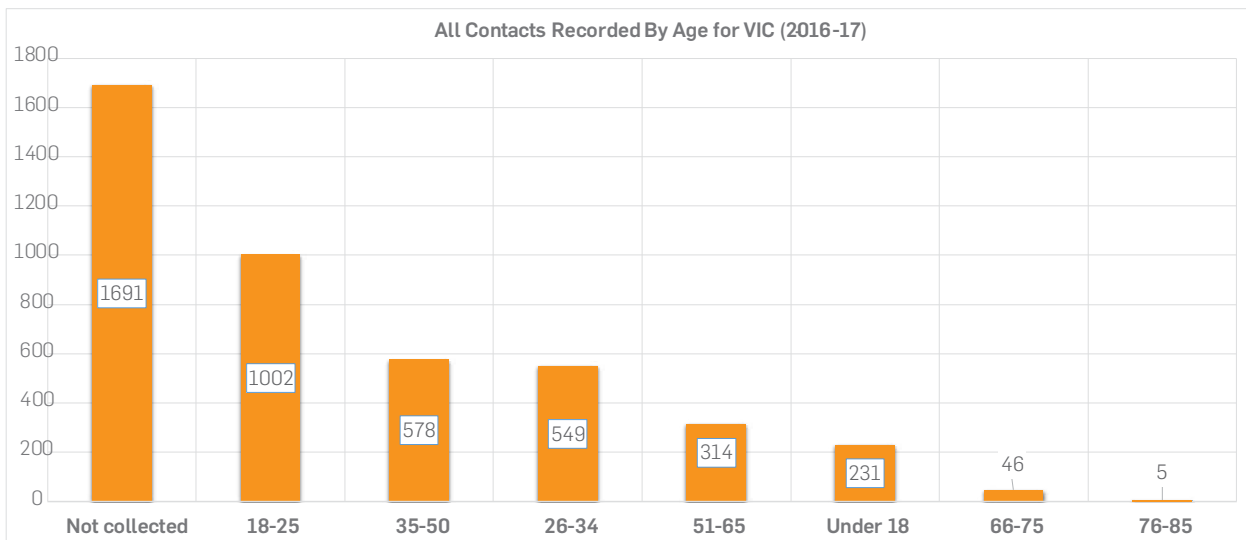
SEXUALITY

All Recorded Contact Counts for VIC (2016-17)



AGE

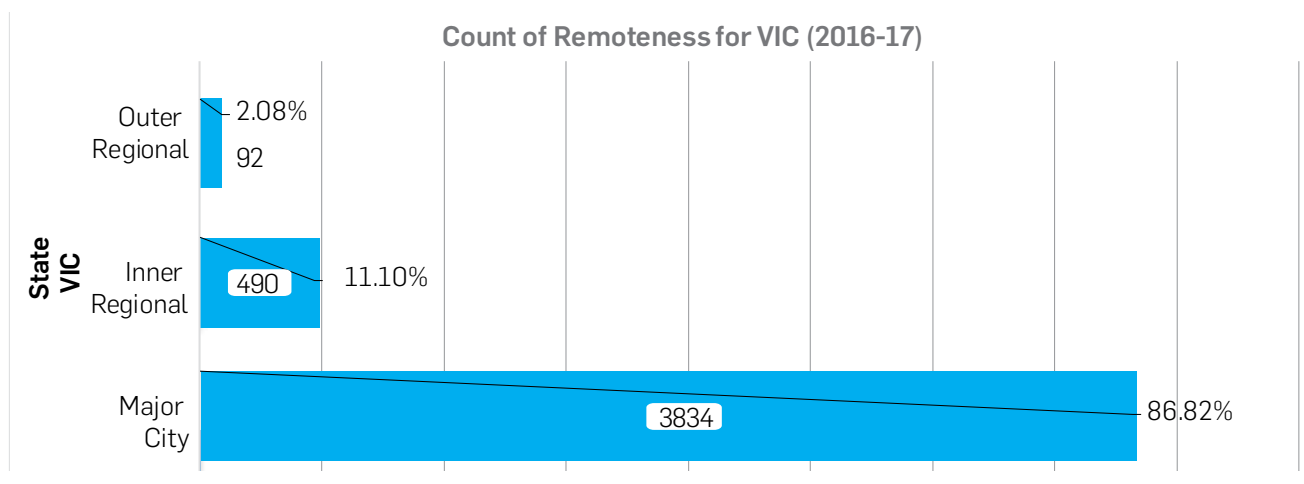
All Contacts Recorded By Age for VIC (2016-17)





REMOTENESS

Qlife uses the Australian Statistical Geography Standard (ASGS) remoteness structure.



GENDER

Since gender has so many responses, the following table shows the top 20 responses for the gender field and the gender-other field.

GENDER	COUNT
Male	1322
Not collected	975
Female	768
Trans	287
Femals;Trans	286
Trans Woman	261
Unsure/questioning	161
Genderqueer	45
Female; Trans Woman	42
Trans female	35
Not specified	32
Trans Man	26
Male; Trans	24
Other specify below	23
Male; Unsure/questioning	20
Non-binary	16
Female; Unsure/questioning	8
Prefer not to answer	6
Trans male	6
Female; Trans female	5

GENDER OTHER	COUNT
Not collected	4369
nonbinary	13
Agender	3
Non binary	2
non-binary (they-them pronouns)	1
Androgynous female pronouns	1
Trans Masc	1
demisexual	1
Agender/Non-binary	1
Female	1
Nonbinary; Unsure/questioning	1
Female with gender confusion	1
Transgender MtF	1
Fluid	1
crossdresser	1
A bit of androgynous	1
Formerly identified as transwoman now just female	1
Non-binary	1
FTM	1
Nonbinary transmasculine	1



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