



CONNECTING THE LGBTIQ+ COMMUNITY



ANNUAL REPORT 2017-18



ACKNOWLEDGMENT 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.

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SWITCHBOARD GRATEFULLY ACKNOWLEDGES THE SUPPORT OF:

- > Department of Health
- > Department Premier and Cabinet
- > Department of Health and Human Services
- > Broadtree Foundation
- > Globe

And the kind donations from many over the year

Switchboard Vic is a proud partner of QLife

1800 184 527

qlife.org.au

Photography by Breeana Dunbar / @breeanadunbar
Graphic Design by Jacq Moon / @plumpdesign

SWITCHBOARD VICTORIA INC

PO Box 2129, Little Lonsdale Street,
Melbourne Victoria 8011

switchboard.org.au

admin@switchboard.org.au

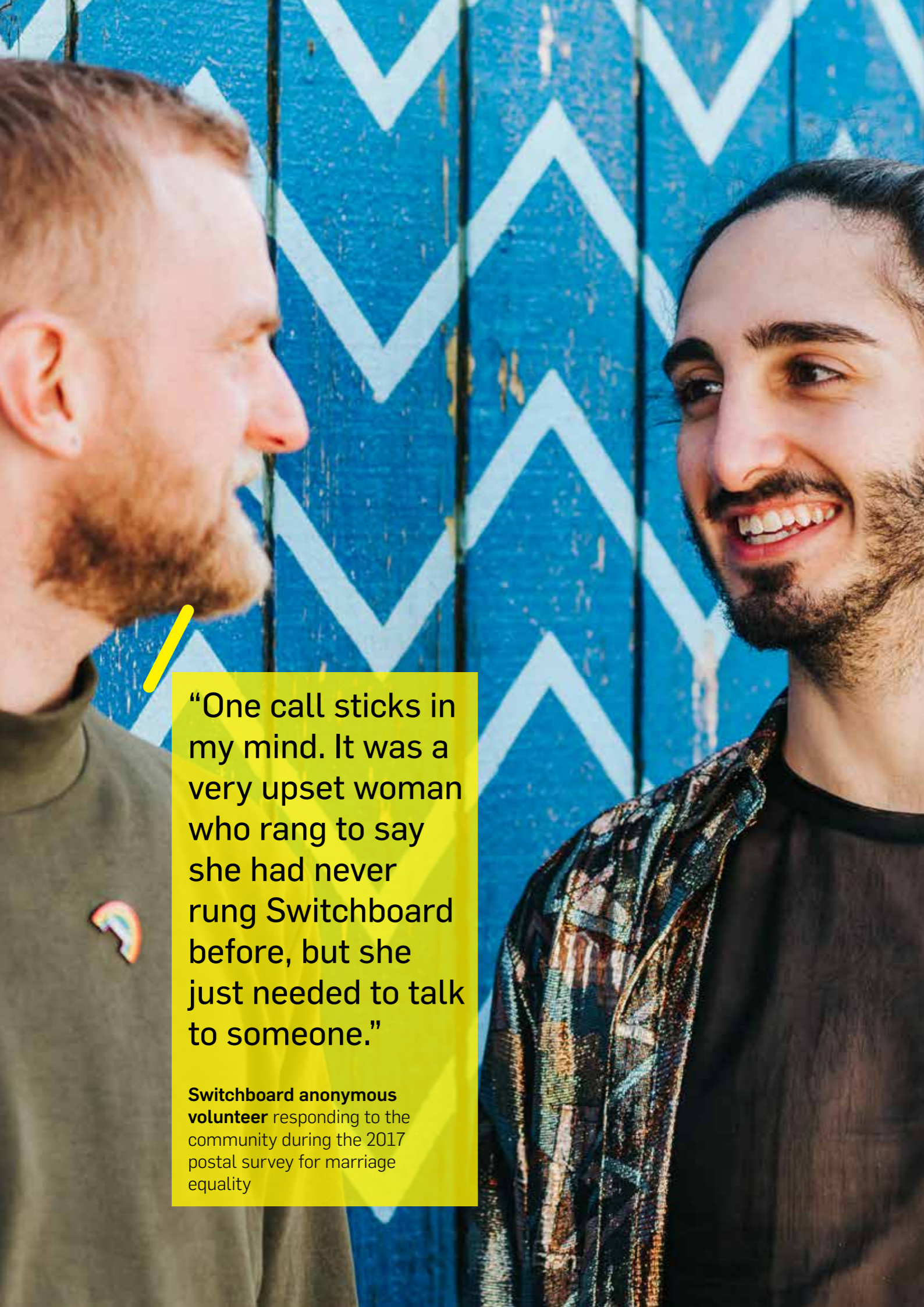
(03) 9663 2474 (administration)

 @switchboard_vic

 @switchboard_victoria

 @switchboardvictoria

Switchboard (Victoria) inc
A.B.N. 81 367 786 099



“One call sticks in my mind. It was a very upset woman who rang to say she had never rung Switchboard before, but she just needed to talk to someone.”

Switchboard anonymous volunteer responding to the community during the 2017 postal survey for marriage equality

CONNECTING THE LGBTIQ+ COMMUNITY

PURPOSE

We serve lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQ+) people, their families, allies and communities.

MISSION

To provide peer-driven support services for lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQ+) people, their families, allies and communities.

VALUES/PRINCIPLES

WE ARE

/ INFORMED.

We listen, we reflect and we are well informed.

/ ACTIVE.

We contribute to our community and the world around us (we lean in and reach out)

/ ACCOUNTABLE.

We keep our promises to our members, to our LGBTIQ+ communities, to funders and to ourselves.

/ CONNECTED.

We connect and engage and mobilise communities, stakeholders and partners (we mobilise people power to empower our community).

/ RESPONSIVE.

We respond to the diversity of community need.

/ RESPECTFUL.

We are empathetic and meet people where they're at.

OUR EXISTING PROGRAMS

/ PHONE AND WEB COUNSELLING AND REFERRAL SERVICE

Switchboard is the Victorian partner in the national telephone and web counselling, information and referral service QLife. This free peer based service is for LGBTIQ+ identifying people and those who have questions or concerns about LGBTIQ+ issues. This includes families, friends, teachers and coworkers of LGBTIQ+ people. This service is funded by the Commonwealth Department of Health.

/ OUT & ABOUT COMMUNITY CONNECTIONS FOR OLDER PEOPLE

Switchboard runs Out & About, a social home visiting service for LGBTIQ+ Victorians at risk of social isolation. This free service is coordinated in partnership with the National Community Visitors Scheme and is funded through the Commonwealth Department of Health.

/ QTIPoC PROJECT

Switchboard runs a QTIPoC project aiming to build greater equity for Queer and Trans Indigenous Peoples and/or People of Colour and People of Faith.

/ W/RESPECT

Switchboard is a partner in the newly developed Victoria wide LGBTIQ+ family violence and intimate partner violence prevention service. This service, launched on September 3 2018, is called w/respect. This service is managed in partnership with Drummond Street Services, Thorne Harbour Health, Transgender Victoria and Switchboard. Switchboard's primary service delivery role in the consortia is to manage the after-hours telephone support line.

/ SUICIDE PREVENTION

Switchboard is running its own postvention plan following the tragic suicide of our beloved staff member Ingrid Zhang. Going forward Switchboard will be developing suicide prevention resources for the broader LGBTIQ+ communities.



/ OVERVIEW

64

VOLUNTEERS
TRAINED*

35

INFO SESSIONS RUN
FOR VOLUNTEERS
& SWITCHBOARD
SERVICES

32

COMMUNITY
OUTREACH
EVENTS

\$32,712

DONATIONS
FOR 2018

1,420
HOURS+

CONNECTING TO
THE COMMUNITY

5,442

COLLECTED CONTACTS
IN ICAROL FOR VICTORIA



"I felt that by being there to take the call and listen showed that Switchboard was providing much needed support. I was surprised by how emotional I felt because of the postal survey on marriage equality. Volunteering at Switchboard helped me as well as the callers."

Switchboard anonymous volunteer responding to the community during the 2017 postal survey for marriage equality



THE SWITCHBOARD JOURNEY

“When you need more than straight answers”

Switchboard Victoria Inc is a community based not for profit organisation that provides a peer based, volunteer run support service for the lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) community and their allies, friends and families.

Originally called Gay and Lesbian Switchboard, the organisation was established in 1991 as a volunteer telephone counselling and referral service with seed funding from the ALSO foundation. Twenty-seven years on, Switchboard remains volunteer driven and runs a range of services and projects.

The original Gay and Lesbian Switchboard was inspired by our founder David Sampson's realisation that there was an unmet need in the community. David's vision was to create a service for gays and lesbians who had not yet come out to themselves or others, or who were socially isolated. Based on an existing service in London called London Gay Switchboard, David envisaged a service that would have a major focus on reducing isolation.

In 1991, a community meeting was held to establish a core group of people to assist David in the set up. The founders insisted that lesbians had to be at the forefront of the service, in positions of power and influence and not just as “token members”.

At the meeting, Heather Morgan came forward. Heather had worked for Crisis Line, a general telephone counselling service in Melbourne, and she became the core trainer, bringing with her ideas about telephone counselling from Crisis Line. Heather is still active with Switchboard today.

Switchboards founders identified the value of establishing a peer-based volunteer counselling service that could affirm the experiences of LGBTIQA+ 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, gender expression, ethnicity, age, ability, religion, health, financial or social status, geographic location or isolation, sexual orientation or political belief.

2013-14 marked a watershed moment, with the organisation joining with other state based LGBTI phone lines to form Australia's first national LGBTI teleweb counselling service, now known as QLife. By this time it had also become glaringly apparent that the organisations name did not reflect the sexuality and gender diversity of both callers and volunteers. In 2014, members agreed it was time for a name change, and the decision was made to drop the “Gay and Lesbian” and call the service Switchboard.

2014 was also the year Switchboard significantly expanded its services to provide a volunteer-based home visiting service for older LGBTI Victorians. Now known as the “Out and About” program, it's aim is to reduce isolation and improve

community connectedness for older Victorians. *Out and About* volunteers visit on a regular basis to undertake activities such as talking and sharing life stories, reading, watching television or going out for a walk.

In 2017 Switchboard developed the QTIPoC project. QTIPoC stands for Queer and Trans Indigenous and/or People of Colour. The program was established to further understandings on issues that affect accessibility and inclusion with the aim to create a safer and genuinely equitable environment for everybody involved with Switchboard.

In 2018 Switchboard joined Queerspace/ Drummond Street Services, ThorneHarbour Health and Transgender Victoria in launching w/respect. w/respect is Australia's first LGBTIQA+ integrated services response to LGBTIQA+ family and intimate partner violence. Switchboard manages the after hours support line for w/respect.

Also in 2018, as a legacy project, Switchboard is establishing a suicide prevention project.

Today Switchboard proudly continues the tradition of our founders by providing a support service to the LGBTIQA+ communities.

/ SWITCHBOARD LIFE MEMBERS

- › David Sampson (1991 founding members)
- › Heather Morgan (1991 founding members)
- › Carol Oxley
- › Chris Wilkinson
- › Brian Murray
- › Michelle O'sullivan
- › Libby Jamieson
- › Paul Cosgrave
- › Chris Mier
- › Julie Dyer
- › Brian Murray
- › Bruce Beet
- › Peter O'Grady 2016
- › Nate Reid 2016
- › Margaret Cannington 2018
- › Bec Harris 2018

Heather Morgan
Switchboard Vic
founding member

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.

President
Bridget Gargan

Vice President
Nigel Baldwin
(resigned May 2018)

Secretary
Alistair Riddell

Treasurer
Kenneth Yu
(appointed July 2017)

Executive General Member
Mary Koutzamanis

General Member
Deborah May

General Member
Nat Taylor

General Member
Christine Haag

General Member
Sarah Marlowe

General Member
Emma Dardick

General Member
Amelia Arnold

General Member
Melita Ludekens
(Resigned February 2018)

General Member
Lisa Sarmas



Switchboard staff, CoM and friends of Switchboard getting ready to march in Pride March 2018.

PRESIDENT'S REPORT

COMMITTEE OF MANAGEMENT REPORTS

Each year it seems the president opens by saying what a big year it has been for Switchboard and 2017-18 was no exception. It was a challenging year for our community in many ways and I am proud of how the Switchboard community was able to come together and support each other during these difficult times.

An enthusiastic new committee was elected in November. Returning to CoM were Alistair Riddell, Kenny Yu, Nigel Baldwin, Mary Koutzamanis and Melita Ludekens. They were joined by Amelia Arnold, Christine Haag, Deborah May, Emma Dardick, Nat Taylor and Sarah Marlowe. Part way through the year we were also joined by Lisa Sarmas.

As a CoM we continued to work on our organisation review from the Victorian Government LGBTI Community Grant. During the postal survey we elected to run an additional telephone counselling training course to ensure we had the

resources to support our community during the tumultuous time.

As always it was a social year at Switchboard with a number of professional development opportunities and events. A number of volunteers attended "My Other Closet" and a discussion on family violence in our community. We enjoyed a fun end of year event at Loop bar on a wet night in December. Volunteer week was celebrated with the second L.O.V.E (LGBTIQA+ Organisations Volunteer Event), joining with Joy FM, ThorneHarbor (previously VAC), TGV and Gay and Lesbian Archives to celebrate and enjoy performances from ShOUT! and Raina Peterson all expertly MC'ed by Dani Weber.

Switchboard showed our pride at a number of marches this year. We sweltered down Fitzroy Street in January, many of us enjoying a quick dip in the sea to cool off afterwards.

Committee members and volunteers road tripped to ChillOut in Daylesford and to Castlemaine Pride. We also had a presence at the football for both the women's and men's Pride matches.

Once again we were the grateful recipient of fund raising from a number of individuals and organisations. VicBears and Mr Rubber 2017 Liam Clark both presented us with generous cheques. Many businesses and individuals donated to us during the postal survey including goodies for our volunteers for helping our community. As our organisation grew, so too did our staff. Jenna Tuke joined us as counselling supervisor in August. We welcomed Ada Castle in September who took over from Maeve McNelis as the Out and About Coordinator. George joined us as Office Manager in April.

Ingrid Zhang became our teleweb volunteer coordinator in December. Delsi Moleta then stepped in as

temporary teleweb volunteer coordinator in May. Caroline Ridler continued as our QTIPoC project coordinator. In acknowledgment of the organisation's growth Joe Ball became the inaugural Chief Executive Officer of Switchboard. I would like to thank the staff for all of their work behind the scenes to keep us operating smoothly and for continuing to broaden Switchboard's reach by educating our wider community and the public at large about our services.

I would like to acknowledge our volunteer coordinator Ingrid Zhang who died this year. She was a caring part of our organisation for many years and is greatly missed.

Before writing this report I looked back over past president reports. It's amazing to see how far we've come. In the last five years we've partnered with other states LGBTIQA+ phone services as part of QLife, launched and continued to grow Out and About and educated our volunteers, staff and the wider community through our QTIPoC project. Our volunteer numbers continue to grow across the programmes. Financially we have continued to strengthen our position to ensure we are around for many years to come. I look forward to the changes the future brings for Switchboard, knowing we are still the best placed to serve and support our community.

As my term as president ends I would like to thank all of the volunteers for making this organisation the wonderful and powerful place it is. This year particularly has been an example of how generous you are with your time and your kindness, reaching out to each other and to our wider community to ensure we were supported. It's been a privilege to represent all of you over the past two years.

Bridget Gargan
President

It's amazing to see how far we've come. In the last five years we've partnered with other states LGBTIQA+ phone services as part of QLife, launched and continued to grow Out and About and educated our volunteers, staff and the wider community through out QTIPoC project

FINANCIAL REPORT

Switchboard is enjoying a much-needed period of growth and expansion. The financial statement reflects this growth. The total income for Switchboard in the 2017-18 financial year (including carried forward funds from the 2016-17) is \$578,800, which represents an increase of 114% (or 308K) from the previous financial year, due to the continued successful obtainment of funds through grants and donations. The increase in total expenditure in FY18 reflects the expansion in service provision to the community during the challenging past year. Nevertheless, I am pleased to report a net surplus of close to \$200,000 in last financial year.

There are three important points to note about the expenditure and the surplus:

- (1) A number of grants cover a period beyond the end of this financial year
- (2) A significant increase in wages as a result of additional employees (from 4 in FY17 to 7 in FY18)
- (3) Switchboard is undertaking strategic planning to set priorities and ensure efficient allocation of resources

Over the last year much attention has been paid to developing and improving financial governance. An important step in this direction was the hiring of a bookkeeper, Andre Theron of Superlative Business. This was further formalised in our current strategic plan where one of the goals is to further the financial sustainability of Switchboard into the future.

Our accounts for the second year in a row have been audited by Ryk Eksteen of Collins & Co. I can confirm that the auditor has signed off on the financial reports and they are in the process of being submitted to the relevant regulatory bodies.

As the outgoing Switchboard treasurer, I would like to give a special thanks to Switchboard employees, especially Joe Ball for their tireless efforts, as well as the volunteers, partners, and generous donors for your continual support.

Kenny Yu
Treasurer

GOVERNANCE SUB-COMMITTEE REPORT

The Governance subcommittee has been busy making our contribution to upgrading policies, practices and procedures to strengthen governance of Switchboard. As we grow and our services expand, good internal governance assists the organisation to manage better, to meet the expectations of our funders and regulatory authorities and to better serve our communities.

We are undertaking a complete review of Governance. We see that our structure and Rules of Association need to assist in meeting the greater demands of management and strategic planning, as our services evolve. The role of the General Manager has become more professional and sophisticated and so the position has been upgraded and redefined as Chief Executive Officer. As the CEO has operational responsibility, the Committee of Management needs to operate as a Board with planning, strategic, governance and ultimate responsibility for Switchboard. We have rewritten the Rules of Association to reflect these developments and to meet various other requirements. They come to the membership for consideration.

To assist Board members to fulfil their functions, we have created a new set of position descriptions. The Governance and Community Engagement subcommittees have revised our Terms of Reference. We have begun reviews of insurances and policies, working with the CEO. Our new Treasurer will be involved in revising the TOR of the Finance subcommittee.

We have entered into negotiations with the Pride Centre and signed a Memorandum of Understanding. Both organisations have agreed to use our best endeavours to reach a mutually satisfactory arrangement for our occupancy of the Pride Centre, on completion. We are grateful to the Chair of their Board, Jude Munro, for her assistance with our current and future tenancies.

Thank you to Sarah Marlowe, Emma Dardick, Mary Koutzamanis and Joe Ball for their work on Governance.

Christine Haag
Chair, Governance Subcommittee

COMMUNITY ENGAGEMENT AND FUNDRAISING SUB-COMMITTEE REPORT

Due to a number of factors the Community Engagement and Fundraising subcommittee [CE] delayed its operations until 2018. The first CE meeting was held 7 June 2018. The Community Engagement and Fundraising subcommittee (CE) is comprised of enthusiastic and passionate volunteer community advocates. The ongoing priorities for the community engagement subcommittee into 2018-19 are as follows:

- > Developing a Fundraising Strategic Plan and Switchboard Fundraising Guidelines
- > Establish consistency and strategy behind sponsorship, partnership and fundraising goals
- > Apply for grants to further community engagement through outreach events and activities
- > Self-nomination for community awards

Within the 2017-18 year, Community Engagement and Fundraising committee members have continued to attend LGBTIQ+ events to ensure Switchboard is well represented in the community, including but not limited to;

- > Midsumma 2018 Carnival and Pride March, stall and participation
- > Chill Out Festival, stall

- > Castlemaine Pride, stall
- > Minus18 Queer Formal, stall
- > AFL Pride Cup, attendance and stall
- > AFL The Welcome Game, stall
- > AFLW Pride Cup
- > Mr Diamond fundraising and support meeting of thanks
- > GLOBE Community Awards, attendance
- > VAC 35th Anniversary and rebrand to Thorne Harbour Health, attendance
- > LGBTIQ Women's Health Conference presented by Thorne Harbour Health and ACON
- > Pride Centre Information Night

I am grateful to Bridget Gargan, Nat Taylor, Joe Ball, Switchboard staff, Switchboard Volunteers and friends of Switchboard for their passion representing our organisation.

Amelia Arnold
Chair, Community Engagement and Fundraising sub committee



Amelia Arnold and Delsi Moleta at the Minus 18 Queer formal



Switchboard CEO Joe Ball and founding member Heather Morgan.

CEO REPORT

“nobody wanted the postal survey, most of all us. There were plenty of ways to contribute to gaining the yes vote, but not a lot of formal ways of really looking after each other.”

Volunteering with switchboard for me was a healing process. I got as much out of it as callers may have. It was a self care process to connect and listen and to feel as though I was helping.”

Switchboard Volunteer

Standing in the way of Control

The Marriage Law postal survey was a defining and dominant moment for Switchboard in 2017-18. During this time Switchboard played a leading role in supporting our community and reaffirmed ourselves as the service we have always been, a service that leans into adversity and reaches out to those in our community who are most isolated.

After the announcement of the postal survey, close to fifty Switchboard volunteers and staff met to discuss what an unwanted postal survey would mean for our community. From this meeting onwards we built our resilience and reserves into what the Commissioner Ro Allen would later call “*the LGBTIQ+ communities secret army*”. Secret because no-one knows who are volunteers are due to the need for counsellors’ identities to remain confidential.

From September onwards we saw many current volunteers step up and take on considerably more shifts, and at times this was outside of what we in Victoria normally cover as part of the national QLife service.

In this period, we saw life members return and get on the phones and we also conducted what we came to call the fast track intake. In only four weeks, we selected, trained and inducted fifteen new volunteers to the service.

Although the demands on our service were high, many volunteers expressed that they found the experience rewarding.

Diversity

Diversity is woven into Switchboard’s fabric and over the last two years there has been a renewed focus on diversity at Switchboard. Volunteer training has covered topics including disability, Aboriginal and Torres Strait Islander rights and racial equity.

Our foundational document from 1991

clearly states that the Gay & Lesbian Switchboard is established “*to ensure the equal representation and access to Lesbians and Gay men*”.

The intention of this statement was to recognise the needs of Lesbians with what was very much a gay cisgendered men’s movement and service sector. In those early days, diversity and inclusion was focused on the inclusion of women. In 2013 we recognised and furthered our commitment to diversity when we dropped Gay & Lesbian from out the front of our name and become *Switchboard Victoria*. This important change was to recognise and to breakdown any perceived or real exclusion of transgender, gender diverse, asexual, people of intersex variation, queer and bisexual members of our community. Now in 2017-18, we continue the original goal of our founders by continuing to centre diversity in all our work.

The QTIPoC (Queer and Trans Indigenous and/or People of Colour) project is just one way we are working towards equity and meeting the needs of our diverse communities.

Our own history tells us that there is no time to sit back and pat ourselves on the back when it comes to inclusion. Rather inclusion and equity is a way of being and operating, it is a permanent process and it is inherent to who we are at Switchboard. It speaks to our need to meet the individual community member where they are at, and to understand them as an individual.

Family violence

Over the last two years Switchboard has been involved in the LGBTIQ+ family violence consortia which is a partnership between *Queerspace/Drummond Street services*, *Thorne Harbour Health* (formerly Victorian Aids Council), *Transgender Victoria* and *Switchboard*.

This consortium, now known as the *w/respect service*, grew out of the LGBTI

CEO REPORT (CONTINUED)

specific recommendations in the 2014 Victorian Royal Commission into family violence. It is important to recognise that family violence in our community has been happening for as long as queer people have been in families, forming relationships, having children and hooking up.

At Switchboard, we have been talking about family violence with our callers for 27 years, and with our Out and About recipients for the last 4 years. We have heard about the elder abuse from our callers and those we visit; we listen as people tell us about power and control in their relationships; and we hear when they say that their parents/ carers/ community members have been physically, emotionally and financially abusing them. We bring this knowledge and expertise to our work in w/respect.

Our ongoing work in family violence through the w/respect service will influence and be embedded on all our services as we work to address this pressing issue in our community. This work will be realised with the support of our partner services and the Victorian state government. Going forward Switchboard will be running the after-hours support line for the w/respect service.

Strategic plan

We have launched our 2018-23 Strategic Plan. This plan has grown out of a strong year of growth in capacity and service provision. As we enter the next period we have a renewed vision to act from an evidence base, to evaluate all the work we do, partner with organisations in our sector and others related sectors to support the emerging needs of our community. We are driven to continue to build on the financial sustainability we have enjoyed over the recent years by continuing to look for recurrent funding and new funding sources. An important part of our vision is to build a united Switchboard. For many years, Out and About has been seen as an add on service to our core work, this is changing. Into the future all work will be considered inter-connected and part of the Switchboard identity.

I would like to recognise the work of our consultant Cath Smith, of *Changesmith, consulting* who continues to guide us through this project, as well as the Department of Premier and Cabinet Equality Branch, who helped fund our strategic plan as part of our LGBTI organisational development grant.

the QTIPoC (Queer and Trans, Indigenous and Non-indigenous People of Colour) projects is just one way we are working towards equity and meeting the needs of our diverse communities.

Switchboard President Bridget Gargan and CEO Joe Ball at the Globe grants event.



IDAHOBIT event 2018 with George Munro



“Switchboard is a kind of activism based in care, being there for each other in spite of all that gets hurled at our community, it’s bloody radical”

Switchboard life member Bec Harris

Our Staff

This last year, with all the combined challenges, growth and success it is important to acknowledge the dedication, professionalism, humour and deep care that has been shown by each of the staff towards myself, each other, the volunteers they manage and the community they serve.

Each and every individual staff member brings with them a wealth of knowledge and as a team we have carried the burdens and the joys of the last year. To Caroline, Delsi, Ada, Ingrid, Meredith, Libby, George and Jenna, I am honoured to have had the opportunity to work beside you this year.

Volunteers

I always say that volunteering at Switchboard is unlike any other volunteering role. Most notably because the work you do is largely unseen and un-recognised.

Yet every week I hear from our community about the work our volunteers do, and how much what they do means to not only those who we support, but those who love and care for those we support, and the community more broadly.

I know that the work of our volunteers brings a smile to the face of many, is the warmth in an individuals day and works to save an individuals life. It is the work of the volunteers that inspires me everyday to reach a little further. Thank you for all that you do.

Leadership

Progress in all its forms is only possible when there are great leaders. At Switchboard this leadership team is our Committee of Management. During the postal survey and later when Ingrid died, there was immense pressure on our organisation to respond, and sometimes this required daily communication. You have all played an important role and I thank you for being the CoM of 2017-18.

I feel like if there was a song to sum up the year that Switchboard has had I think that *Standing in the Way of Control* by Gossip would come pretty close. If Beth Dittos use of ‘control’ is a stand in for the powers that be, or in other words family violence, heteronormativity, homophobia, trans and bi phobia and other forms of systematic discrimination, marginalisation and abuse, than this is what we have done this year together.

Switchboard, we have lived our lives, trusted our friends and stood in the way of control.

*“It’s part not giving in
And part trusting your friends
You do it all again
But you don’t stop trying
We live our lives
Because we’re standing in the way
of control”*

Lyrics by Beth Ditto from the Gossip

Joe Ball
CEO Switchboard

OUT AND ABOUT

It's been a big twelve months for our program. We've increased our engagement with aged care services and the LGBTIQ community, hosted some wildly popular events and continue to support intergenerational friendships between our volunteers and recipients.

Promotion and engagement

Over the last twelve months the Out and About Coordinator has promoted the service at LGBTIQ community events, residential care facilities, aged care forums, conferences, seniors festivals, discussion panels, health services, LGBTIQ events, network meetings, seniors dances, training days, advisory committee meetings and beyond. We've promoted the service right across Victoria, from metro Melbourne to Geelong, Bendigo, Warrnambool, Shepparton, Daylesford, Leongatha and further.

Events

Many Out and About participants attended the *Coming Back Out Ball* in October 2017, right in the middle of the postal survey. Many people were thrilled to have a night of celebration and friendship, and talked about the night for months.

We hosted an exclusive luncheon at the Hotel Windsor at the end of the postal survey, to gather and celebrate our program participants. This was made possible due to financial support from the Victorian Government and fundraising by *All the Queens Men*.

We received positive feedback for our efforts, which included organizing taxis, mobility support, frequent communications and more.

Out and About and Alice's Garage collaborated to produce the "Never a Crime" workshop in June. This intergenerational story telling event involved creating masks to celebrate pride in identity. This day was especially a highlight for our recipients who are not able to be open about their LGBTIQ identity in their homes (in residential aged care).

Volunteers

Out and About continues to have a huge amount of community support and volunteer interest. Over the last year we've trained and supported twenty eight volunteers, including four in regional/rural areas. Our volunteers continue to go above and beyond in their commitment to building friendships and support of the program.

Service Provision

We continue to receive new referrals. Unfortunately a number of the referrals have been ineligible for our program due to our mandated eligibility criteria. Happily, most of the successful referrals this year have been matched with friendly volunteers and continue to report enjoying their experience.

Sadly, two people passed away over the last year. Although tragic, we understand that this is a reality of the work we do when we support people in Out and About, as we knowingly visit those in our community who do have advanced health conditions or are nearing the end of their life.

I would like to take this opportunity to thank all volunteers for the work you do, it has been a pleasure working with you.

Ada Castle

Out and About Project Coordinator

Ada Castle

Out and About project coordinator

Over the last year we've trained and supported 28 volunteers, including four in regional/rural areas.

Our volunteers continue to go above and beyond in their commitment to building friendships and support of the program

ut&about
ty Visitors Scheme

Connecting
with older
GBTIQ people
across Victoria
witchboard.org.au



"Switchboard is needed and knowing it is there, for that chat, especially for those that live in rural and regional Victoria is important to me and the work I do."

Sally Conning

Switchboard ambassador
previous Out and About volunteer

QTIPOC

We aim to enhance understanding and build equity for Queer and Trans Indigenous Peoples and/ or People of Colour (QTIPoC) & QTIPoC of Faith. We use an approach taken from Racial Literacy and Anti-Racist organising to inform Switchboard's professional development, community consultation and recruitment. This seeks to create a safer and genuinely equitable environment for everybody participating at Switchboard.

"I found most topics interesting especially the section where the panelist spoke about the problems in the community and health industry. Really validated my experiences and felt heard for the first time in public"

Race and Community Care event Participant

Steering Committee and Advisory Committee

We have established our Steering Committee (QTIPoC community based membership and run autonomously) and an Advisory Committee (drawing membership from the Multicultural, LGBTIQ+, Community Development and Health Sector).

Committee members have provided integral advice, guiding this project based on lived experience and peer-based knowledge expertise in the sector and communities we work with.

Ongoing reviews and consultation on services

The QTIPoC project have consulted on Switchboard's services' equity approaches to volunteer recruitment, selection, induction, training and educational resources.

Some recommendations have included anti-racist updates to the Counsellor Training Course as well as the delivery of an Intersectionality Training day. Volunteers were empowered to participate in discussions about power, inequality and intersectional theory and peer-counselling.

Volunteer Development

We have coordinated professional developments on Intersectionality and Self Reflexivity and Anti-Racist and De-colonial Practices in Mental Health. These have engaged Switchboard members with complex themes, linking them with our organizations' structure, priorities and services through group discussions.

"fantastic way to enhance our language around racism and to unite us as a team to discuss how it affects Switchboard"

Professional development training Participant 1

We have delivered training about *Intersectionality and Whiteness for LGBTIQ+ community based organisations* and presented on Racism in LGBTIQ+ Communities and service providers at LGBT Health and Multicultural Conferences.

What I found useful: *"Diversity strategies, and some of the more concrete guidelines for white people like myself to work towards uplifting and supporting solidarity."*

Professional development training Participant 2

Events:

In June we hosted a panel discussing Race and Community Care with local QTIPoC community workers, writers, activists and performers; receiving positive coverage from a Djed Press Article and a 3CR Women On The Line Interview.

Project participant feedback from the broader LGBTIQ+ and Multicultural public as well as from within Switchboard have identified shifts in perceptions, understandings and cultures of inequality. Participants of Colour and Faith have voiced a sense of validation and inclusion through project activities which are paramount to Switchboard's work as an equitable LGBTIQ+ peer-based service.

Caroline Ridler

QTIPoC Project Coordinator

Caroline Ridler
QTIPoC project coordinator

"The QTIPoC Project has been doing great work to build community and support within Victorian LGBTIQ+ spaces for queer and/or trans, Indigenous or people of colour. Starting from within, the project has allowed Switchboard to review and reflect on its existing programs and services with the aim of creating a more equitable and inclusive organisation. As a peer-run, volunteer based service, Switchboard recognises the importance of centering the voices of those with lived experience. It has been great to be a part of that process."

Monique Hameed
Switchboard QTIPoC Steering Committee Member

...ctfully acknowledge the
...al Owners of the Land, the
...ri people of the Kulin Nation.



VOLUNTEER COORDINATOR/ TELEWEB MANAGER

These conversations are difficult and will be challenging but we will have them, and we will continue to be that place where people go to tell their stories and grapple with the challenges that they face.

If you or someone you know is or has ever been effected by family violence, intimate partner violence or elder abuse in Victoria you can call **w/respect 1800 542 847**

Thanks to Delsi and Ingrid for the great work that they did in the year to support Switchboard volunteers.

Switchboard course #43 was a fast track course in response to the increased demand of service during the marriage equality postal survey. As a former trainer and phone counsellor at Switchboard I was contracted to deliver a two-day training course in Aug of 2017 with Vanessa Robertson, also a former trainer to a group of experienced counsellors to boost the numbers of people staffing the Teleweb service. To the delight of many of us that course saw the return of two founding members of the service.

Early this year I delivered a one-day Skills refresher session to some of the people in the current training team and some staff with Michelle O'Sullivan, former co-President, trainer and now life member. The session focused on skill development and team building.

I am so happy to be back working at Switchboard in the role of Teleweb manager, I have been tasked with the responsibilities of supporting the current workers, as well as recruiting and training the future workers of the service.

Family Violence

In 2017-18 Switchboard has participated in the LGBTI Family Intimate Partner

Violence Prevention consortium - w/respect. In my role as Teleweb manager I am managing Switchboards transition to working in the Specialist LGBTIQ Family Violence sector. Switchboard has a long history of talking to people about relationship issues and having conversations about family violence, whether it is parent to child, sibling to sibling, elder abuse, abuse from extended family, lateral violence or intimate partner violence. While we have been having these conversations with our community for a long time, as a service we need to get better at naming the violence that callers experience and holding to account those callers who use violence to control their partners, children or other family members. These conversations are difficult and will be challenging but we will have them, and we will continue to be that place where people go to tell their stories and grapple with the challenges that they face.

One of the main reasons I wanted to come back and work at Switchboard was to be a part of this community and peer-based service that has cared for the LGBTIQ community for so long. Working in this space, for me, is about enacting my vision for the world that I want to live in. A world where we reach out to each other and take the time to listen and share stories and actively demonstrate to each other that we can take care of ourselves and each other.

Libby Jamieson
Teleweb Manager

Jenna Tuke, Switchboard Counseling Supervisor delivering a workshop at the LGBTIQ conference, 2018.

REMEMBERING INGRID

Ingrid Zhang was a committed Switchboard volunteer for five years, and the Switchboard Volunteer Coordinator for six months until she passed away on the 11th of April 2018.

Ingrid was so many different things to so many different people. For a person so shy, her presence and impact was so large.

I have always thought that Ingrid's super power was in her ability to have so many different and at times difficult conversations. She really cared for people and she showed it through her ability to reach out to people, to connect with people, to hold people. She was truly a queer leader in our queer community. Volunteering at Switchboard, due to the confidential nature of Switchboard, is something that requires such dedication to the cause. Such love for other queers, because no-one will ever really know

what you have done to help another person. It is in those quiet moments, in our phone room, by the light of a desk lamp, that you change the world, conversation by conversation. And so today we honor those hours she gave up so willingly and we as a community will be grateful for the work she has done.

And that is what I want us all to take away today, is not to think so much about what is gone or what is no more of Ingrid but what still remains in the world because of her.

Words by Joe Ball
Spoken at the Switchboard memorial for Ingrid Zhang.



When I have to spend time in a place, or with someone, I lack confidence in for whatever reason, I try to imagine a circle of protection around me as I go off to sleep. And in the morning in bed, I imagine a very beautiful garden had flourished in my heart, overnight, because the space in which I slept - which I created with the circle of protection around me - was so life giving. I then visualise how the garden supplies the rest of my body, strong, constant currents of strength, love and courage that let me pass through anything unperturbed. It sounds crazy I know, but the mind potently enables us to float above and through any negative waves.

- Ingrid Zhang

If you or someone you know is thinking about suicide it's important you both get support and help.

You can call switchboard **QLife on 1800 184 526** or **Suicide Call Back service on 1300 659 467**





QLIFE VICTORIA SUMMARY

TOP 5 MOST RECORDED ISSUES FOR VICTORIA

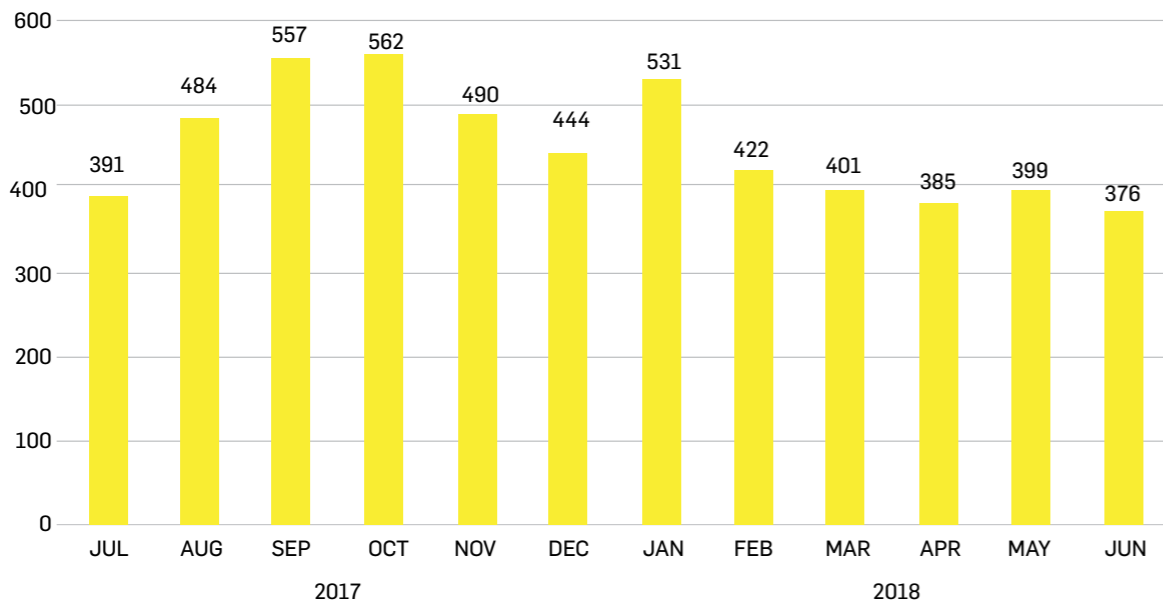
1	Family relationships
2	Mental health issue
3	Loneliness and Isolation
4	Relationship Issues
5	Exploring sexual identity

TOP 5 MOST RECORDED RESPONSES TO GENDER

Not recorded	1580
Male	1219
Trans Woman	859
Female	746
Unsure / questioning	168

/ RECORDED MONTHLY ICAROL CONTACT TOTALS FOR VICTORIA FOR FY 2017-18

There was a total of 5,442 collected contacts in iCarol for Victoria for the period. The chart below shows the variance in contact number for records identified from or in Victoria.



/ ALL RECORDED ICAROL CONTACT TOTALS FOR VICTORIA

	FY 17-18 (VIC) & % Var from prev. period	FY 16-17 (VIC)	FY 17-18 National & % Var from prev. period	FY 16-17 National
Total number of attempts to call 1800 184 527 during the period, whether successful or unsuccessful	22,468 ↑ 20%	18,799	70,905 ↑ 35%	52,454
Total number of non-metropolitan attempts to call 1800 184 527 during the period, whether successful or unsuccessful	3,669 ↓ 20%	4,595	26,272 ↑ 29%	20,304
Total number of attempts from the metropolitan region to call 1800 184 527 during the period, whether successful or unsuccessful	18,799 ↑ 32%	14,204	44,616 ↑ 39%	32,150
Of the successful calls, total hours spent on the phone	796 ↓ 9%	874	3,009 ↑ 3%	2,917
Total of all recorded contacts, whether phone, chat or email, where a postcode was recorded from any Victoria postcode for the period was	5,442 ↑ 23%	4,416	20,864 ↑ 17%	17,869

/ FINANCIALS

/ INCOME STATEMENT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018

	2017 \$	2016 \$
REVENUE		
Grant Funding Income	503,342	234,743
Other Income	75,458	35,256
Donations	66,993	30,255
Interest received	2,560	2,431
Training course fees	5,905	2,570
TOTAL INCOME	578,800	269,999
EXPENDITURE		
Administrative and Operational Expenses	118,843	59,489
Amortisation and Depreciation	1,554	354
Staff Related Expenses	266,349	191,489
TOTAL EXPENDITURE	386,746	251,332
Net surplus/(deficit) attributable to the Association	192,054	18,667

/ BALANCE SHEET AS AT 30 JUNE 2018

	2017 \$	2016 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	587,930	563,073
Prepayments	11,636	-
TOTAL CURRENT ASSETS	599,566	563,073
NON CURRENT ASSETS		
Property, plant and equipment	5,066	2,256
Total non-current assets	5,066	2,256
TOTAL ASSETS	604,632	565,329
LIABILITIES		
CURRENT LIABILITIES		
Trade and other creditors	15,501	36,504
Amounts received in advance	185,053	331,691
Provisions	22,976	11,092
TOTAL CURRENT LIABILITIES	223,530	379,287
NON-CURRENT LIABILITIES		
Provisions	3,807	801
TOTAL NON-CURRENT LIABILITIES	3,807	801
TOTAL LIABILITIES	227,337	380,088
NET ASSETS	377,295	185,241
EQUITY		
Accumulated members funds	377,295	185,241
TOTAL EQUITY	377,295	185,241

/ FINANCIALS

/ STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2018

	Accumulated Members Funds	Total
	\$	\$
Balance as at 1 July 2016	166,574	166,574
Surplus/ (Deficit) attributable to the Association	18,667	18,667
Balance as at 30 June 2017	185,241	185,241
Surplus/ (Deficit) attributable to the Association	192,054	192,054
Balance as at 30 June 2018	377,295	377,295

/ STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	Note	2017 \$,000	2016 \$,000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from funding agencies and grants		356,704	453,888
Receipts from other sources		72,898	32,825
Payments to employees and suppliers		(400,684)	(243,003)
Interest received		2,560	2,431
Net cash generated from/(used in) operating activities	(i)	31,478	246,141
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(6,621)	(1,389)
Net cash (used in)/provided by investing activities		(6,621)	(1,389)
Net increase/(decrease) in cash held		24,857	244,752
Cash and cash equivalents at beginning of financial year		563,073	318,321
Cash and cash equivalents at end of financial year	(ii)	587,930	563,073

/ FINANCIALS

/ AUDITORS REPORT

Auditor's Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.

Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal controls that I identify during my audit.

Name of Auditor: Frederik R. L. Eksteen

Address: Collins & Co
127 Paisley Street
Footscray VIC 3011

Date: November 2018



@switchboard_vic



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