

ANNUAL REPORT 2018/19



#ThanksToYou

OUTLINE.ORG.NZ
0800 OUTLINE



Mā whero mā pango ka oti ai te mahi

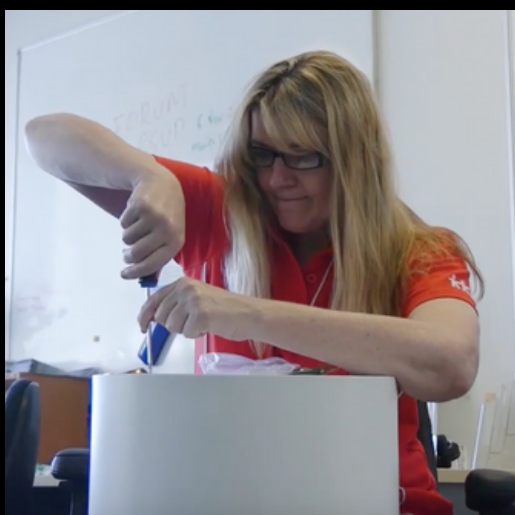
With red and black the work will be complete



Spark's #ThanksToYou campaign with Hunter & Dee



Volunteer Forum, June 2019



The Warehouse Group making over our counselling room



James Malcolm celebrating 1 year working at OUTline



#OurMarch with Spark as part of Auckland Pride Festival



Big Gay Out with Spark as part of Auckland Pride Festival

Moira Clunie - Chair Report

It's my privilege to be presenting my first Chair's report at OUTLine, to share our achievements over the last year and our direction forward. The last year has been a continuing time of change, and I'm confident that OUTLine is now in a good position for the future.



To borrow a hashtag from our friends at Spark, thanks to you.

Thanks to all of the volunteers who are the backbone of our phone support service, to our staff who keep the organisation going, to our Board who keep us moving forward, and to all of our supporters and partners.

We began the year with a changed staff structure and new people, who brought new energy and ideas to the organisation. I want to thank Duncan Matthews who joined us as Interim Manager for 2018. In this role, he helped to define new staff roles and embed new focus areas on communications, finances and administration, counselling coordination and management of the support line. Thanks to Alice, Ange and James, our staff team who all joined us in 2018 and have embraced and developed their roles fully.

I also want to thank the other staff and volunteers who have left during the past year. Adam Bouman, Kaitoa Te Wheoro and Alexander Stevens II all brought a range of skills and ideas to their roles, and helped to develop the organisation's processes and ways of thinking and being.

OUTLine's 0800 support line is one of the key services we provide to Aotearoa's rainbow communities. This year we brought on 37 new volunteers in four training intakes. We answered thousands of calls from rainbow New Zealanders and their whānau from every region in Aotearoa. Thanks to all our volunteers, those who've been with us for decades as well as those who joined us in March, for your work listening to and affirming people who are coming to terms with their identity, finding ways to connect with rainbow communities, and navigating discrimination and judgement, and the problems that result like mental distress, addiction, suicidality, homelessness and social isolation.

Thanks to our strategic partner Spark, late last year we installed a new call centre system. This means that our 0800 number is supported by robust digital technology, and we will be in a position in the next year to add other methods of contact with our peer support volunteers: online chat initially, and potentially SMS and social media.

We are anticipating that these options will expand the range of people who access the OUTLine service. It will mean those with disabilities, young people who prefer to use text-based modes of communication, and just people who don't tend to use the phone, will be better served with more options.

Spark have also helped to promote our service and kaupapa, with their brilliant #thankstoyou campaign for Pride season. Their advertisement sharing the story of Hunter's mother coming to terms with his gender transition reached 600,000 people online, and was played on TV as well. Spark supported us to develop the Community Embrace resource, a new pamphlet for parents and whānau of transgender young people listing sources of support and information.

Our staff and volunteers marched with Spark staff in Auckland's Pride march, and we had planned to walk together in Wellington's Hikoī before it was cancelled because of the attacks in Christchurch. We welcome Spark's friendship, support and aroha, even in the face of the public criticism they faced online, and through unsuccessful complaints to the Advertising Standards Authority, for sharing Hunter's story.

Thanks to our counselling team in Auckland and Paparoa: Tommy, Hayden, Ange, James and Vicky.

This year our face-to-face specialist counselling service has continued to grow and strengthen its ability to support people with navigating their identity and experience as rainbow people in Aotearoa. This year we had 115 referrals to counselling, more than twice last year's total of 47. We are no longer providing face-to-face counselling in Wellington because of our counsellor moving away, but we have instead been able to offer Skype counselling to people across New Zealand. We've had a focus on upgrading processes and procedures around our counselling service, and hope to continue this in 2019-20.

We also need to thank The Warehouse Group, who visited last year and transformed our Auckland counselling room from a generic office space to a super welcoming lounge where people can hang out and talk with one of our specialist counsellors.

Thanks to our community partners - the rainbow community organisations and groups we work with. We have worked with a range of organisations to advocate to Government, for example on last year's Mental Health and Addictions Inquiry, and to promote belonging and inclusion for our communities. Through successful funding applications, we are about to establish a DHB-supported transgender peer support service with RainbowYOUTH, and we have also partnered with RainbowYOUTH and Body Positive to complete a feasibility study on the idea of an LGBTI+ Centre – a community centre and shared space for service delivery – in Auckland.

I am also immensely grateful for those who have sponsored OUTLine financially. Among others, Foundation North, Lotteries and COGS have continued to provide operational funding for our activities across the country. We've had support from Auckland Council's local boards, and from Spark's text to donate service during Pride season. As well as this, a whole lot of people have donated directly to us – through regular payments, payroll giving or one-off donations in appreciation of our work, in memory of tragedies like the Pulse shootings in the US or as a protest in the names of people who oppose our communities. Thanks to everyone who has supported us.

Lastly, a huge thanks to my colleagues on the Board. This year we've had a mix of old and new faces in governance roles. I had the privilege of stepping up to the Chair position after joining the Board in the last term, and I've been ably supported by Adam Walthaus, Toni Duder, Toni Reid, Aych McArdle, Allyson Hamblett, Stace Robertson, and more recently Frances Arns who has joined us as Treasurer.

I'm excited about where OUTLine is headed for the 2019-20 year, and looking forward to reporting back next year to reflect on how far we've come.

Moira Clunie, OUTLine Chair



Mental Health and Addictions Inquiry session on rainbow mental health

Frances Arns - Treasurer Report

This year has been a time of evolution and learning for OUTLine. We have been focussed on the inside of OUTLine, evaluating and developing our systems and implementing some exciting changes. This can be seen through the increased investment in salaries and IT expenses, which are up from the prior year. Financially we have been in a good position to focus on investing in the organisation, and our accumulated funds remain solid at \$74,413 as at 31 March 2019*.



With monthly operating costs of ~\$15k, the accumulated funds give us almost five months of operating if we needed it. This provides a fantastic level of security.

Our income remained reasonably consistent from prior year, reflecting the internal development focus. We are grateful to our core group of funders that continue to support our services year on year; Community Organisation Grants Scheme (COGS), Foundation North, The Lottery Grants Board, T G Macarthy Trust, The Rule Foundation, and the Auckland Council and Local Boards across Tāmaki Makaurau.

This year we were also supported by some amazing individuals, who donated to OUTLine regularly. Regular donors make a huge difference to the support and services that we're able to provide to Rainbow communities across Aotearoa, so want to extend a huge THANKS TO YOU to: Kevin J Sanderson, Nic Edge, Hamish Wood, Andie Morton, Murray R Smallfield, Sue M Fitchett, Hayden Bigelow, and K L Geater. We couldn't do it without you.

There are a few organisations we want to say THANKS to as well. Spark have been great allies to us this year, through payroll giving, running fundraisers and providing new upgraded phoneline technology for us. ANZ have also run some great fundraisers, alongside Fix & Fogg with their awesome pride peanut butter.

The outlook for the upcoming year looks positive, with a new DHB contract expected to be confirmed by July 2019, and an intention to focus on growing personal and organisation donations as well as accessing new grant opportunities.

Frances Arns, OUTLine Treasurer

**figures from draft financial statements currently being audited*

#ThanksToOurTeam

Board Members

Moira Clunie - Chair

Stace Robertson

Toni Reid

Frances Arns - Treasurer

Adam Walthaus

Aych McArdle

Toni Duder - Secretary

Allyson Hamblett

Staff

Angelique Bull - Counselling Coordinator

James Malcolm - Communications Coordinator

Alice Dawson - Finance & Fundraising Administrator

Duncan Matthews - Interim Manager (left January)

Alexander Stevens II - Chief Executive (left May)

Kaitoa Te Wheoro - Support Line Coordinator (left October)

Adam Bouman - Support Line Manager (left April)

Counsellors

Hayden Oswin

Thomas Hamilton

James Slawson

Angelique Bull

Training & Supervision

Diana Rands - Training Facilitator

Vicky Clothier - Counselling Supervisor

Board Profile



Name: Aych McArdle

Pronouns: They/Them

How long have you been part of the OUTLine whānau? 8+ years

Why do you think OUTLine's mahi is important? OUTLine provides a hub of support and connectivity for our Rainbow whānau, often in some of the toughest

times in our lives. OUTline was there for me when I really needed it so it feels like a huge honour to be able to give back.

Staff Profile

Name: James Malcolm

Pronouns: He/Him

How long have you been part of the OUTLine whānau? 1 year

What has been the highlight of your year with OUTLine? I loved organising and promoting the events for Transgender Week of Awareness. Julia Clement's one woman show was amazing and was so cool to see everyone from different backgrounds coming out for the movie night!



Counsellor Profile

Name: Tommy Hamilton

Pronouns: He/Him

How long have you been part of the OUTLine whānau? 13 years

Why do you think OUTLine's mahi is important? Every week I have

conversations with people about the barriers they may face. I hope the work we

do contributes to greater awareness of our communities' mental health and wellbeing needs across Aotearoa. We reach people that other mental health services cannot reach.



Volunteer Profile

Name: Mark Easthope

Pronouns: He/Him

How long have you been part of the OUTLine whānau? 3 years

What has volunteering at OUTLine taught you? Volunteering for OUTLine has

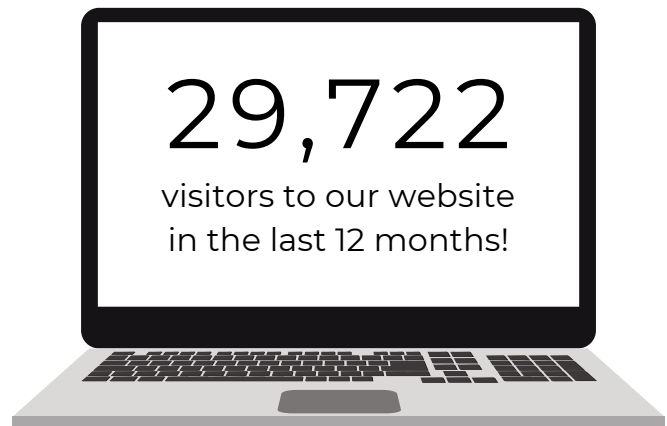
expanded my knowledge and

understanding of our transgender whānau,

especially young people who find they don't fit into the binary equation. I've grown a lot as a person through taking calls.

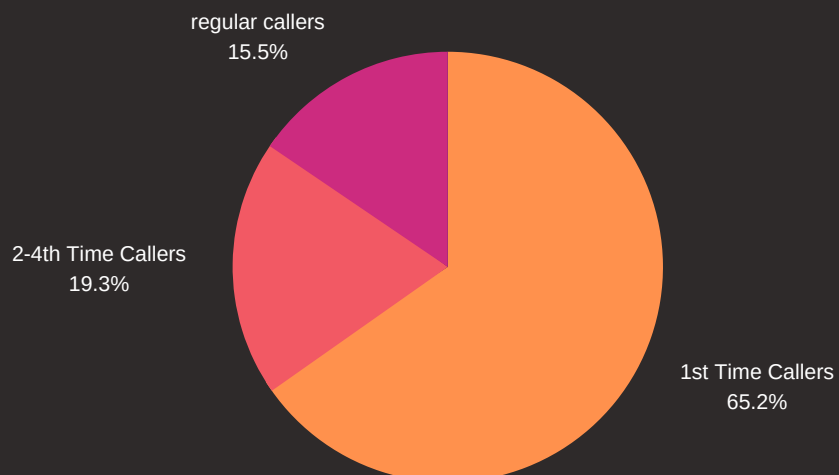


#ThanksToOurCallers



Check out our reach! We've received calls from all of these locations across Aotearoa and provided support to our Rainbow whānau from Whangarei to Invercargill!

A huge portion of our callers this year have been first time callers, which means we're doing a great job at reaching new people who need our support!



#ThanksToOurVolunteers

Our amazing team of volunteers is what really makes our organisation tick! Our support line is entirely answered by an epic group of trained volunteers. As we continue to expand, opportunities to volunteer are increasing too, so be on the lookout as chances to volunteer outside of Auckland pop up in the future!

37

new volunteers
in the last 12 months!



Common topics our volunteers have helped with this year:

- Exploring sexual orientation and gender identity
- Coming out
- Navigating romantic relationships and sex
- Supporting a whānau member or friend
- Family rejection and violence
- Gender transition and accessing gender-affirming healthcare
- Loneliness and social isolation
- Discrimination and harassment at work or school
- Distress and thoughts of self-harm
- Looking for connection with local community groups and events



OUTLine holds regular Volunteer Forums to give our Support Line volunteers the opportunity to raise any questions they might have and discuss any difficult calls from the last month.



#ThanksToOurSupporters



Our partners at Spark really showed the love this year, with their #ThanksToYou campaign which highlighted the need for our service through the incredible true story of Hunter and his relationship with his mum Dee as he came out as transgender. The promotion received over 600,000 views on Facebook and even made it onto our TV screens. It reminds us when we talk, love wins.

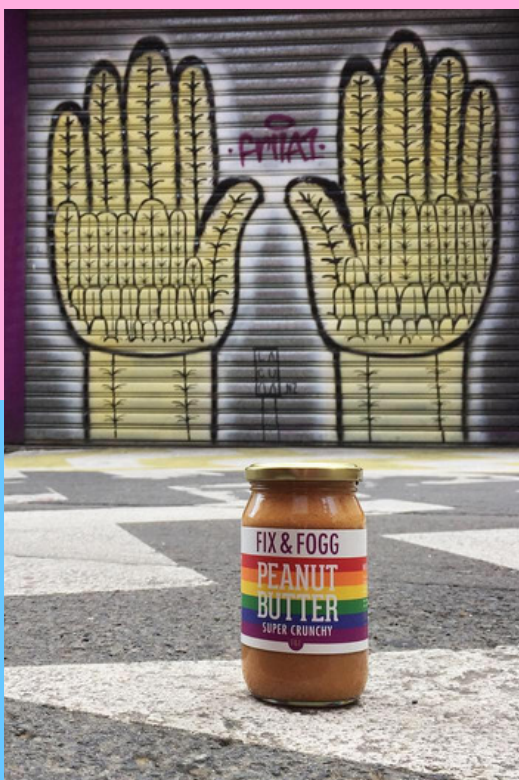
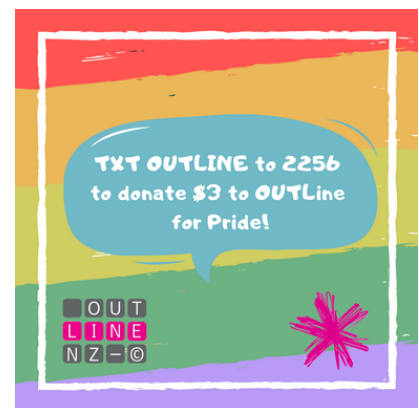


In fact Spark has really brought it to the party in a number of ways this year. They've given our phone systems a full revamp, so things run super smoothly for our volunteers. Plus they accompanied us to Auckland Pride Festival where we got to show off our partnership at #OurMarch and Big Gay Out!



Another project Spark helped out with was the first of our Community Embrace resources, this one focused on parents with rainbow children. Thanks to their help we were able to print and distribute 1,000 copies of this brochure and the feedback we have received around it has been extremely positive. We look forward to creating more Community Embrace resources in the future.

This year saw our first TXT-To-Donate campaign set up by Spark, which meant during Pride Festival we were able to receive \$3 donations via TXT message! We raised \$936 so thank you to everyone who donated!



The awesome folks at Fix & Fogg brought back their famous Pride Peanut Butter this year and this time they donated \$1 to us for every jar sold, raising us a total of \$149 from that peanut buttery-goodness.



Our friends at The Warehouse Group really saved the day when we were in need of an Extreme Makeover: Counselling Room Edition! They took care of interior design, furniture, artwork and assembled it all for us like the legends they are! Now our counselling room is a much more comfortable space for those who need it.



Thanks to the huge effort from Diversity Church with support from Spark and NZME, who toured the movie Boy Erased around NZ and raised us \$4110! It's so exciting to see fundraising opportunities that involve an element of fun and community gathering! Thanks to Craig Watson for going above and beyond on this!

EXCLUSIVE PRIDE SCREENINGS OF

BOY ERASED

IN SUPPORT OF OUTLINE AND RAINBOWYOUTH

AKL | WGN | CHCH



We were excited to provide some community events for the first time as part of Transgender Week of Awareness at the end of last year. Thanks to Julia Clement for bringing back her fantastic one woman show about her transition '50 Years Before The Frock' and thanks to Queer Scenes for their free screening of 'A Kid Like Jake'



Thanks to our regular donors who help support OUTLine throughout the year. Your contributions make such a huge difference to our organisation and we are so grateful that you put your hard earned money towards our cause so we can keep up with the mahi.

Kevin J Sanderson

Murray R Smallfield

Nic Edge

Sue M Fitchett,

Hamish Wood

Hayden Bigelow

Andie Morton

K L Geater



#ThanksToOurSponsors



**FOUNDATION
NORTH**

*Te Kaitiaki Pūtea ō
Tāmaki ō Tai Tokerau*



the
**Southern
trust**



**Community Organisation
Grants Scheme**



Spark

RULE FOUNDATION

rulefoundation.nz

#ThanksToAucklandCouncil

**Manurewa
Local Board**



Auckland Council

**Waitākere Ranges
Local Board**



Auckland Council

**Kaipātiki
Local Board**



Auckland Council

**Puketapapa
Local Board**



Auckland Council

**Devonport-Takapuna
Local Board**



Auckland Council

OUTLine AGM 2018 Minutes

6:28pm – Beginning of proceedings

0) Introductions

1) Approval of list of full members

Motion: That the list of members proposed for full membership is approved

First: Aych McArdle

Seconded: Moira Clunie

Outcome: Passed

2) Apologies for absence: Toni Reid, Soul Mehlhopt, Allan Sendles, Jock Scott

Motion: That the apologies are accepted as received

First: Mark

Seconded: Hayden Bigelow

Outcome: Passed

3) Minutes from the last meeting

Motion: That the minutes are accepted

First: Laura Olsen

Seconded: Allyson Hamblett

Outcome: Passed

at 6.33pm

4) Chairperson's Report - Cissy Rock

Motion: That the report is accepted

First: Toni Duder

Seconded: Stace Robertson

Outcome: Passed

5) Treasurer's Report - Hayden Bigelow

Motion: That the report is accepted

First: Samuel Tsang

Seconded: Genevieve Groult

Outcome: Passed

6) Managers' Report - Duncan Matthews

Motion: That the report is accepted

First: Leah Jennens

Seconded: Andy Morton

Outcome: Passed

7) Constitution Changes

Amendment: section c) - instead of “reasonable” costs, change to “justifiable” costs

Question: section a) Why remove “telephone”? To capture more general support that OUTLine provides

Amendment: section c) 2nd bullet point should say: diverse gender identity and/or expression

Amendment: section 27 i) change to remove “telephone” to add “general peer-support”

Suggestion: that people send changes they would like to make ahead of next year’s AGM
- remove “newsletter”

Motion: That the changes to the constitution are accepted

First: Allyson Hamlett

Seconded: Taine Polkinghorne

Outcome: Passed

8) Current Board stand down

Motion: That the current board stand down

First: Victoria Trow

Seconded: Mark

Outcome: Passed

9) Election of chairperson

Standing: Moira Clunie and William Ruru

10) Election of up to six Board Members

Motion:

That Moira Clunie (Chairperson),

and

Adam Walthaus

Allyson Hamblett

Toni Reid

Aych McArdle

Toni Duder

Stace Robertson

are voted onto the 2018/19 Executive Board.

First: Cissy Rock

Seconded: Toni Duder

Outcome: Passed

Proceedings closed: 7.55pm



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