



# IMPACT REPORT

2018/2019

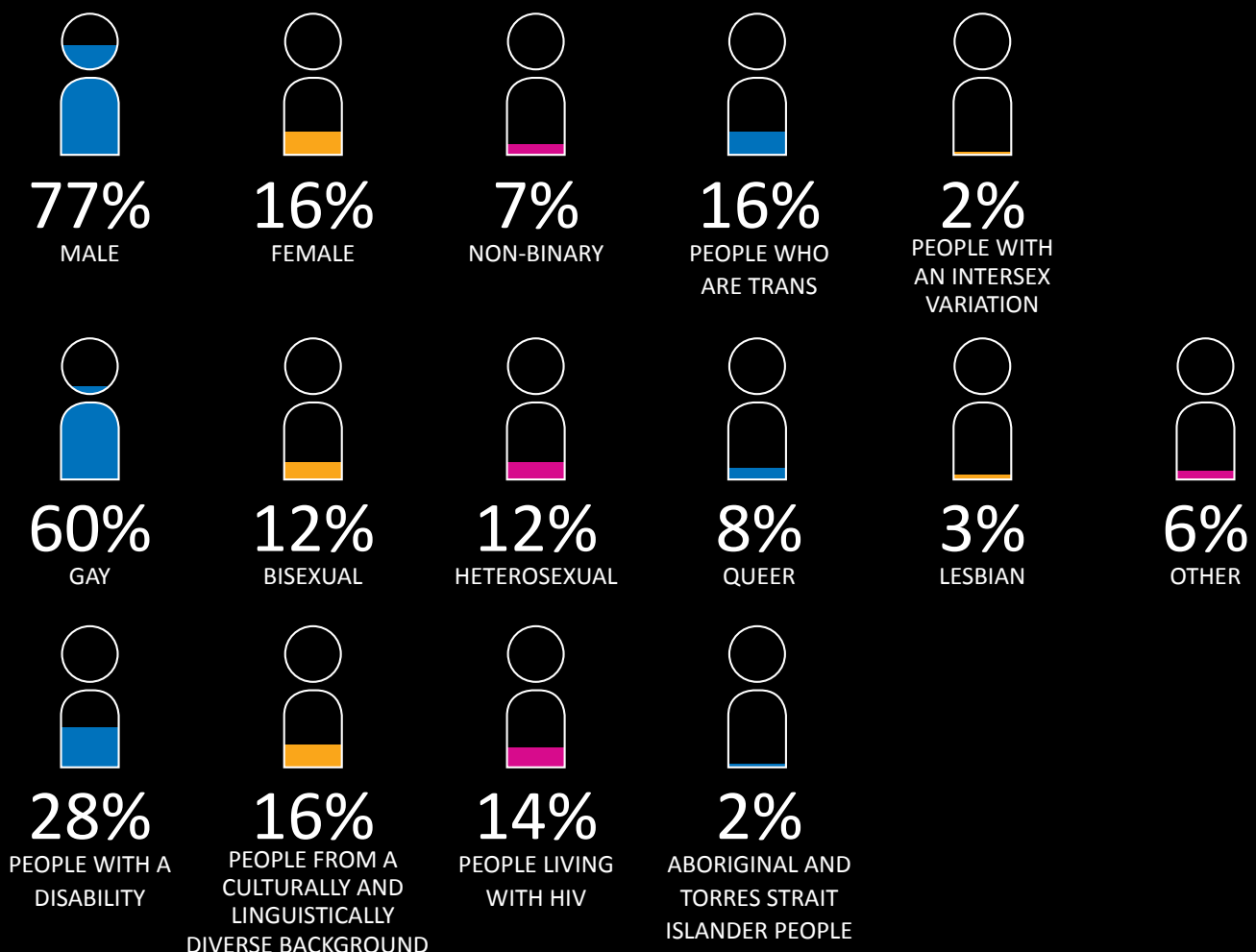


# MEASURING THE IMPACT OF THE COUNCIL

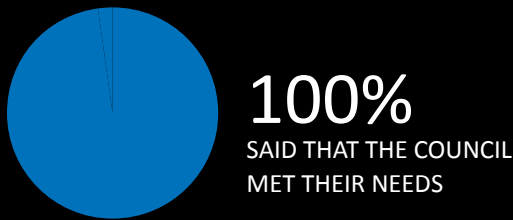
In 2017, the Council partnered with Collective Action, a social impact consultancy, to develop and implement an impact measurement system – the Contribution to Change (C2C) Framework. In its second full year, C2C is going from strength to strength. Everyone who interacts with our organisation, from clients and volunteers to event and workshop participants, can now regularly provide feedback about our services and programs. This information is available to our staff in real time, allowing us to continuously monitor and review our programs and services. This feedback ensures that our work is of the highest quality and meets the needs of our community members.

836 surveys were completed in the last financial year. 504 of those were completed by clients and participants who attended a wide range of events and activities, such as CBR Fair Day, Encampment and Play and Pleasure. The remainder were completed by staff, volunteers and organisational stakeholders.

## KEY DEMOGRAPHICS\*



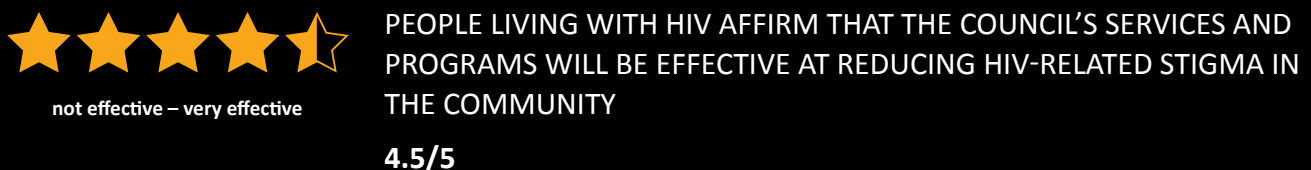
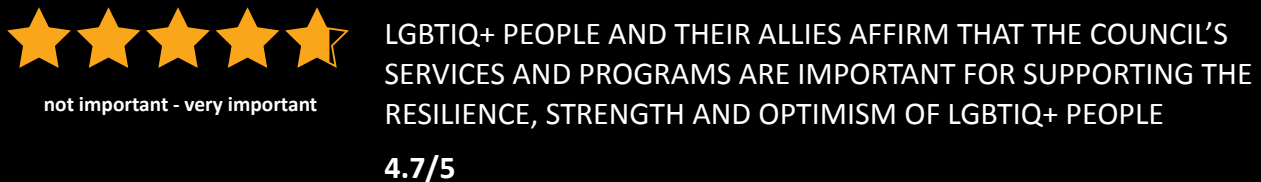
## QUALITY INDICATORS



## HEALTH AND WELLBEING OUTCOMES



## COMMUNITY IMPACT



\* Demographics do not include CBR Fair Day attendees, as this one-off event distorts the demographics of the regular service users. Percentages have been rounded up.

# WE ARE REDUCING NEW HIV TRANSMISSIONS

While the national goal of virtually eliminating HIV transmissions by 2020 remains just out of reach, we're still making excellent progress. Through landmark research projects and advocacy efforts, and as champions of HIV testing and safer sex practices, we remain steadfast in our commitment to seeing new HIV transmissions become a thing of the past.

## TESTING SERVICES

We work with our partners to provide free STI and blood-borne virus (BBV) testing, particularly targeting priority populations, including gay, bisexual and other men who have sex with men (GBM), people from culturally and linguistically diverse (CALD) backgrounds, and Aboriginal and Torres Strait Islander people.

### EVALUATION FINDINGS

OF PEOPLE WHO COMPLETED THE SURVEY

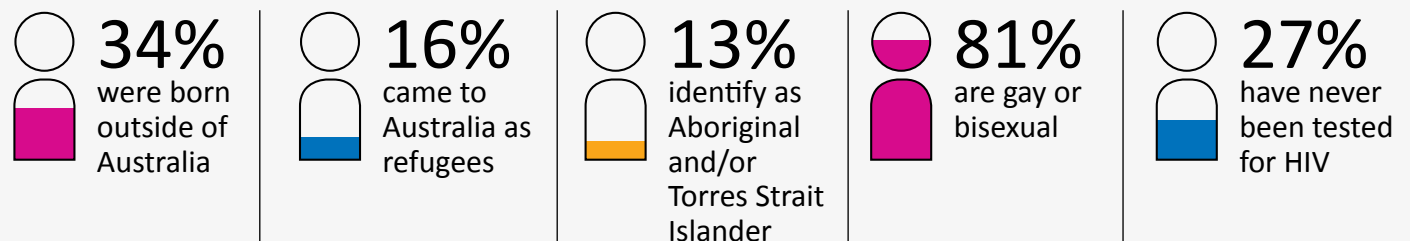
AVERAGE RATING OF THE TESTING EXPERIENCE



# 72%

are more likely to test again in the future because of our services

OUR TESTING SERVICES ARE REACHING PRIORITY POPULATIONS

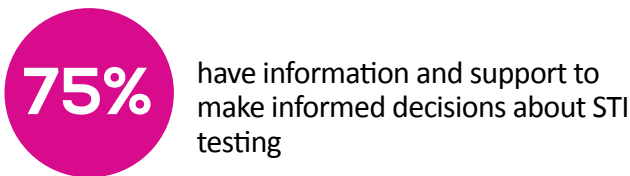
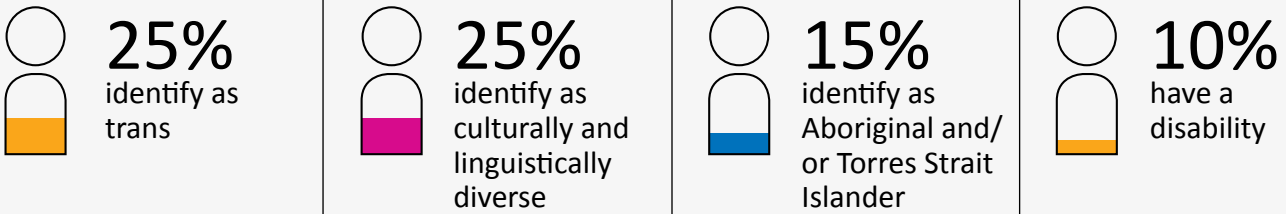


## THE SEX WORKER OUTREACH PROGRAM (SWOP)

SWOP ACT is a peer-based community organisation whose primary purpose is the prevention of hiv and other sexually transmitted infections (stis), through education and referral.

### EVALUATION FINDINGS

OF PEOPLE WHO COMPLETED THE SURVEY



## NEEDLE AND SYRINGE PROGRAM (NSP)

As NSP providers, the Council and SWOP ACT provide safe injecting equipment and sharps disposal containers at Havelock House. As a secondary NSP, the Council provides packs with sterile injecting equipment. SWOP ACT, as a primary NSP, provides additional specialised equipment, advice and referrals.

### UNITS OF SAFE INJECTING EQUIPMENT DISTRIBUTED



## INCREASING ACCESS TO CONDOMS

We promote the use of condoms through regular reinforcement campaigns, distributing free condoms and information at university and community events, festivals and expositions, and as part of our education and training programs.



# WE ARE IMPROVING ACCESS TO APPROPRIATE, QUALITY SERVICES FOR PEOPLE LIVING WITH AND IMPACTED BY HIV AND AIDS

We are a crucial point of contact and a trusted source of counselling, peer support, and peer navigation services for people living with and impacted by HIV and AIDS. We provide peer-based, professional and non-judgmental assessment, support, advocacy, and referral services, with the aim of improving the physical, mental, and social wellbeing of people impacted by HIV and AIDS in and around Canberra.



## COUNSELLING AND CASE MANAGEMENT SERVICES

We support our clients through the many stages of their lives, including prior to testing, the time following a positive diagnosis, working through the implications of a diagnosis, managing relationships, and maintaining quality of life into the future.



## POSITIVE WOMEN'S ACTIVITIES

We create safe spaces and opportunities for women living with HIV to come together, build supportive relationships, and share their unique experiences.



## GENESIS

Our Genesis program supports gay and bisexual men coming to terms with living a long and healthy life with a new HIV diagnosis.



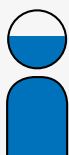
## PEER SUPPORT NETWORK (PSN)

The PSN is a monthly gathering of Canberra's HIV-positive community members. It fosters genuine social engagement in a non-judgmental atmosphere.

### HIV SUPPORT EVALUATION FINDINGS

OF HIV+ CLIENTS WHO COMPLETED THE SURVEY

**756**  
CLIENT  
INTERACTIONS  
PROVIDED TO **130**  
PEOPLE LIVING WITH  
OR IMPACTED BY HIV



**82%**  
feel more  
empowered  
and supported  
to achieve  
their goals



**76%**  
are more  
optimistic  
about the  
future



**82%**  
feel listened  
to, understood  
and accepted



**82%**  
have improved  
health and  
wellbeing

# WE ARE CREATING A SAFE COMMUNITY WHERE THERE IS RESPECT FOR ALL PEOPLE, REGARDLESS OF HIV STATUS, SEXUAL ORIENTATION, OR GENDER IDENTITY

We facilitate an incredible range of programs, events, and workshops to keep our community members connected with each other and the broader community. We are driving important research to help build knowledge around the issues affecting our communities. We offer critical counselling services to our LGBTIQ+ community members. And we provide extensive training and education sessions across the ACT, building the capacity of workplaces, businesses, and the service industry to better cater for our community members' diverse, complex and intersectional needs. When it comes to creating a safer and more inclusive Canberra, we are leading the way.

## WESTLUND COUNSELLING

As a core service of the Westlund Exchange, we provide safe and inclusive strengths-based psychosocial support and gender affirming counselling care to the LGBTIQ+ community.



“I always felt welcome from the moment I walked in the front door.”

COUNSELLING  
OCCASIONS OF SERVICE

1038

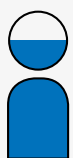


65%  
increase in  
counselling hours



## COUNSELLING EVALUATION FINDINGS

OF PEOPLE WHO COMPLETED THE SURVEY



80%  
have improved health and  
wellbeing



100%  
are satisfied or very satisfied  
with the service

## MAGNET (MATURE AGED GAY MEN'S NETWORK)

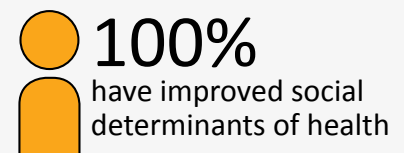
MAGNET currently has 47 members aged between 40 and 80. Eighty percent of members identify as gay and are single, live alone, and report feelings of loneliness and isolation. MAGNET gives them an opportunity to come together and celebrate life.



“I found it refreshing to be able to talk about issues without being judged and finding like-minded people that shared my problems.”

### MAGNET EVALUATION FINDINGS

OF PEOPLE WHO COMPLETED THE SURVEY



## ENCAMPMENT

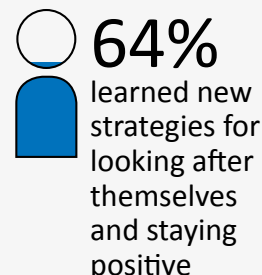
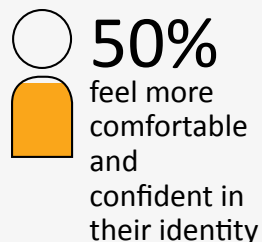
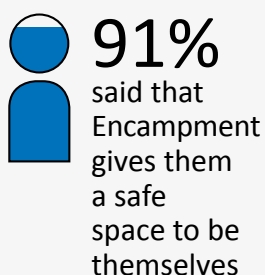
Delivered in partnership with a variety of community organisations, including AGA, our Encampment program is Canberra's only weekend-long camp designed by young LGBTIQ+ people, for young LGBTIQ+ people.



“It was really great to be in an environment of like-minded people. Even just for a weekend, I was fully accepted by everyone, which means a lot.”

### ENCAMPMENT EVALUATION FINDINGS

OF PEOPLE WHO COMPLETED THE SURVEY



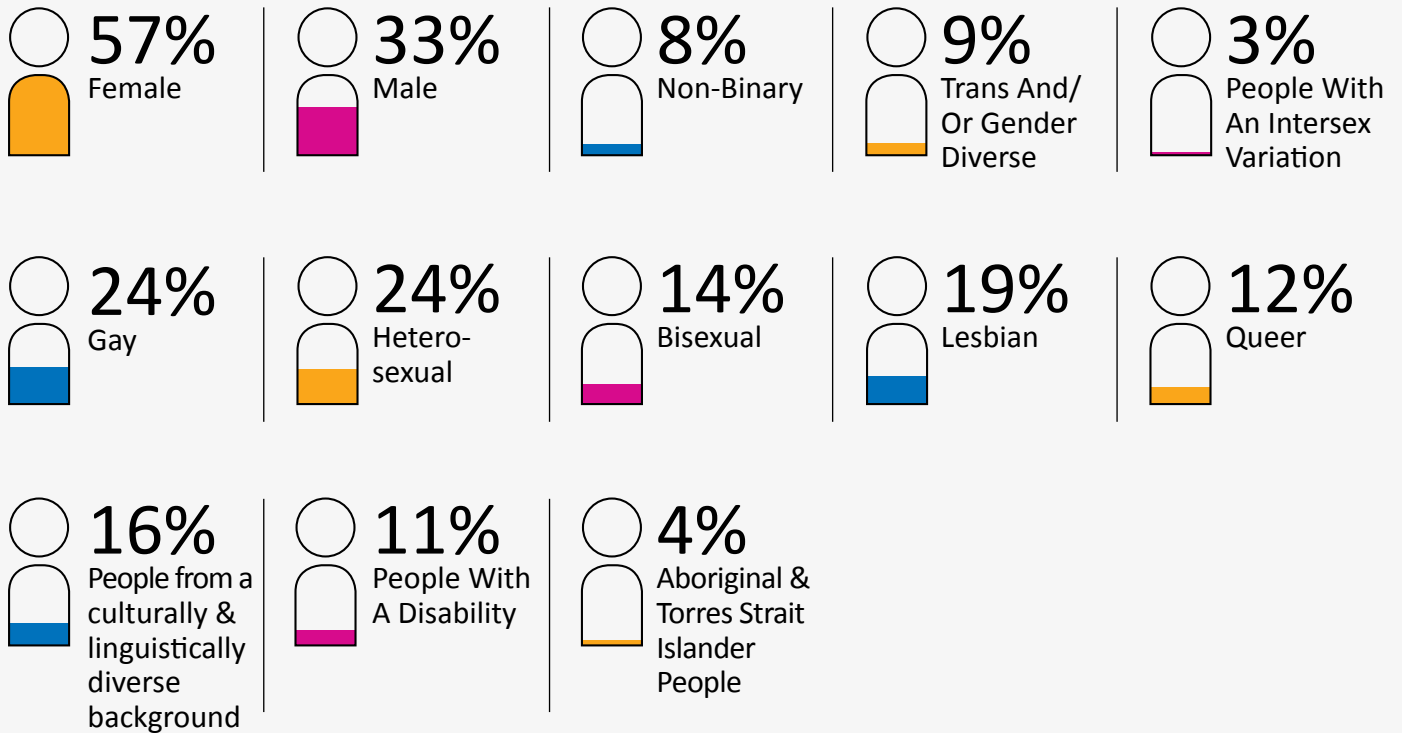


## CBR FAIR DAY

Marking the beginning of the SpringOUT Pride Festival, this annual celebration of Canberra’s diversity has been running for more than 10 years. In addition to celebrating diversity and fostering community connection, CBR Fair Day connects attendees with relevant information and services. Roughly 2000 people attended CBR Fair Day this year.

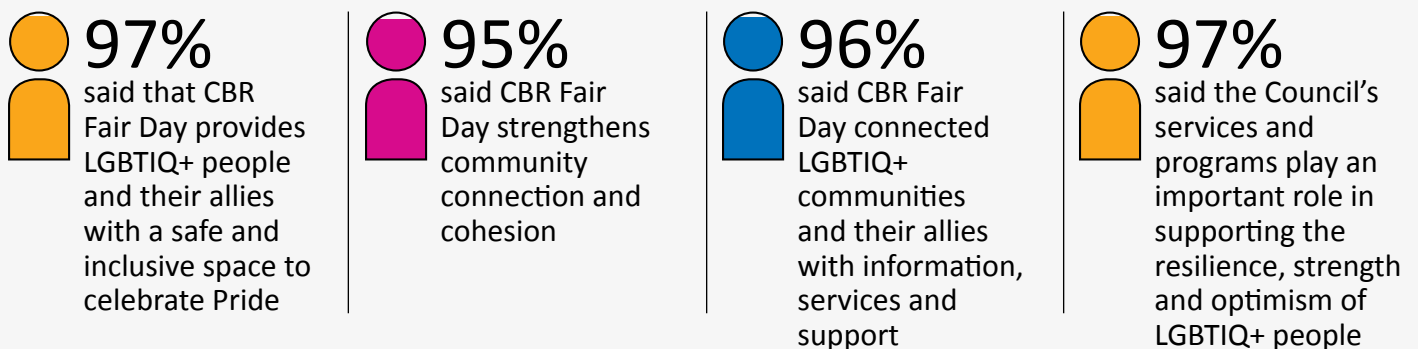
### KEY DEMOGRAPHICS\*

\* Percentages have been rounded up.



### CBR FAIR DAY EVALUATION FINDINGS

OF PEOPLE WHO COMPLETED THE SURVEY



“CBR Fair Day is the BEST opportunity for LGBTIQ people in Canberra to celebrate what makes them unique, amazing, loving individuals.”

## PLAY AND PLEASURE

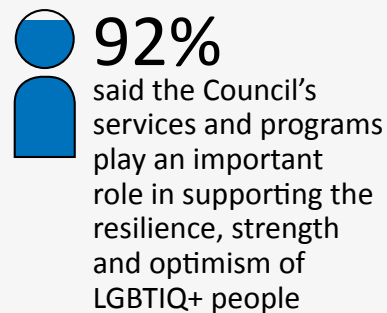
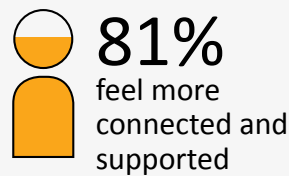
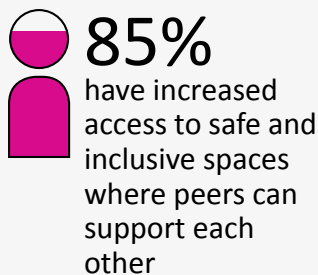
Play & Pleasure is a multi session skills and relationship building workshop for men who have sex with men. Inspired by the philosophy of sex positivity, our Peer Support Team have developed the program to help men build the confidence, knowledge and skills necessary to have the sex they want.



“Being an older guy I thought I was pretty up to date with information, WRONG! I learnt so much at this session.”

### PLAY AND PLEASURE EVALUATION FINDINGS

OF PEOPLE WHO COMPLETED THE SURVEY



## LGBTIQ+ EDUCATION AND TRAINING PROGRAMS

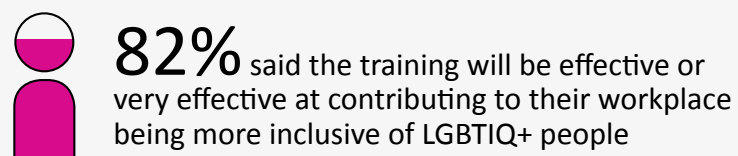
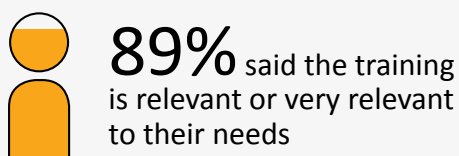
We deliver education and training across Canberra to schools, community groups, and public and private workplaces, including:

- LGBTIQ+ Awareness/Inclusivity Training
- VITAL
- Silver Rainbow LGBTI Aged Care Awareness Training



### LGBTIQ+ AWARENESS/INCLUSIVITY TRAINING EVALUATION FINDINGS

OF PEOPLE WHO COMPLETED THE SURVEY



“Amazing session, [the facilitators] ... were incredibly knowledgeable, approachable and jovial! Really got a lot out of this training - demystified some complex issues.”

OUR YEAR > 2018-2019

# SNAPSHOT



**14**  
STAFF



**245**  
MEMBERS

VOLUNTEER  
HOURS  
**1980**

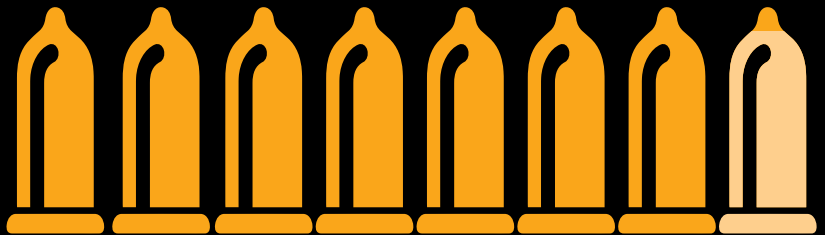


**392**  
LGBTQ WOMEN  
SURVEY PARTICIPANTS



EVENT  
PARTICIPANTS  
**1,025**

**71,008**  
SAFE SEX PACKS



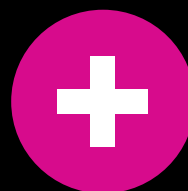
UNITS OF SAFE INJECTING EQUIPMENT



**4,856**

COUNSELLING  
OCCASIONS OF SERVICE

**1038**



**756**

EXCLUDING COUNSELLING  
HIV CLIENT  
INTERACTIONS

SOCIAL MEDIA GROUP ACTIVITY OVERVIEW IMPRESSIONS  
(FACEBOOK, TWITTER, INSTAGRAM)

**764K**  
IMPRESSIONS



**9,670**  
ENGAGEMENTS



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