

ANNUAL REPORT 2018



EMPOWERMENT
GROWTH
SUSTAINABILITY



This Annual Report provides an overview of the performance of Arthritis & Osteoporosis NSW for the 2017/18 financial year and an outlook for the year ahead. Performance is tracked against the principal activities of health promotions, fundraising and the provision of support across NSW. Complete audited financial statements are published in our Financial Report for the year ended 30 June 2018. To obtain a copy of the Financial Report, please call **9857 3300** or email **info@arthritisnsw.org.au**. This Annual Report has not been audited, but it contains extracts from the audited financial statement. It is also available online at **<https://arthritisnsw.org.au/about/annual-reports/>**

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ARTHRITIS & OSTEOPOROSIS NSW

Arthritis & Osteoporosis NSW is a charitable and membership-based organisation that works to improve the lives of those affected by arthritis, osteoporosis and other musculoskeletal conditions. We work to empower the individual to manage their own condition and health, to achieve their personal meaning of our vision, *Freedom from arthritis*.

The organisation is a trusted source of evidence-based and up-to-date information on arthritis and its treatment, with education programs delivered via community awareness sessions and webinars. Our health services team develops and delivers exercise programs tailored to the needs of people affected by arthritis, such as the popular Warm Water Classes and Strength and Balance Classes. We deliver two annual camps for children affected by juvenile arthritis: Camp Twinkletoes for children under 8 years old and their families, and Camp Footloose for children and young people aged 9 to 18 years.

We engage with the community through our membership program, publications such as *Arthritis Matters*, eNewsletter subscriptions, social media such as Facebook, Instagram, Twitter and LinkedIn, and our toll-free Arthritis Infoline which connects callers with health professionals via a call-back service.

Our Vision

Freedom from Arthritis

Our Mission

To provide excellence in services that promote the prevention and management of arthritis and osteoporosis in NSW.

Our Values

- Compassion
- Integrity
- Accessibility
- Commitment
- Transparency

Our Priorities

- Provide support, advice and information for people with arthritis or other musculoskeletal conditions and their families
- Provide programs to raise awareness of issues associated with arthritis for the community and health professionals
- Empower people to develop skills to manage their own health
- Work with health professionals to improve management of arthritis and early diagnosis
- Support and conduct research into the effective management of arthritis and other musculoskeletal conditions.

OUR REACH



Warm Water Classes

- Campsie
- Castle Hill
- Epping
- Lane Cove
- Potts Point
- Ryde/Putney

KidsFlix

- Ballina
- Bondi Junction
- Brookvale
- Castle Hill
- Miranda
- Newcastle
- Orange
- Penrith
- Shellharbour
- Tuggerah

Children's Camps

- Berry
- Manly

PRESIDENT'S REPORT

The 2017–18 financial year was a time of growth and expansion for Arthritis & Osteoporosis NSW. We began to deliver our new corporate strategy and more firmly positioned the organisation as a source of evidence-based health promotion services and programs for arthritis within the health sector and general community.

This period of growth and consolidation has been exciting and challenging and I commend CEO Sandra Vincent, her management team and staff for their dedication to successfully delivering new programs and developing valuable relationships with new business and health partners.

Organisational Performance

The financial result for 2017–18 showed a decline on the prior year. This result illustrates the organisation's financial dependency on the generosity of bequestors and donors and proved 2017–18 to be a difficult year. We have built the business, expanded our service offering and improved efficiencies and yet our operations still remain reliant on large bequests and donations.

In the area of research, we invested just over \$165K in research activities which represented 13.3 per cent of our total income and nine per cent of our expenditure.

Our Support Groups fulfil an important role in the organisation, offering information, understanding and social connection to their members. I extend my thanks for the important grass roots work that they do, and to the many who have continued to raise funds in their local communities for our programs and appeals.

On a structural level, 98 per cent of our Branches have transitioned to Support Groups, with the remainder to transition by 2020. All of them were financially independent as of 31 December 2017.

Membership and community

A key organisational focus for 2017–18 was to review the organisation's membership program. An evaluation of the membership packages in terms of community reach, performance, and value to members was undertaken, however it was ultimately decided to keep the current value proposition.

A strategic objective throughout the year was to extend our community reach, not only to establish new sources of funding and sponsorship, but also to encompass a greater audience for our education programs. Our fast-growing social media following has met this objective, as will our Rural Health

Initiative touring five regional centres on dates aligned with local agricultural shows.

The organisation is continuing to develop partnerships and explore mutual marketing opportunities with businesses whose customer base align with the member base of Arthritis & Osteoporosis NSW.

Future plans

The business has completed the first year of our three-year strategic plan and is on track following a review of our health services and subsequent review of our corporate identity. The development of a Clinical Governance Framework has ensured that the organisation is operating in line with the National Safety and Quality Health Service Standards. Also, our Research Governance Framework will ensure that we are contributing to research across various platforms.

Thank you

Thank you to all who contributed to the organisation this year, donors and sponsors, volunteers and support groups, members, presenters and our health professional champions. In particular, I would like to thank the staff of Arthritis & Osteoporosis NSW for their skills and expertise in delivering the programs and keeping the organisation sustainable.

Thank you also to all members of the Board for their contribution, in particular to Rebecca Partington of Coleman Greig Lawyers for stepping in following the resignation for health reasons of our Secretary Andrew Mok, and to Director Murray Smith, who took on the position of Treasurer. Welcome also to our new Directors Dr Davinder Singh-Grewal and Robert Lagaida who joined the Board in early 2018.

As this is my last year as President, I am looking forward to seeing the organisation meet its goals of financial sustainability and business growth, enabling Arthritis & Osteoporosis NSW to continue to be of service to our Members and community.



Allan Ryan // President

Arthritis & Osteoporosis NSW

CEO'S REPORT

All I can say is: Wow what a year! As they say, it takes a village to raise a child, and that is true of our organisation. The engagement this year has been very positive and we are well on track to building our profile and engagement across NSW.

Strategy and business update

We have done significant work to realise our strategy to empower people living with arthritis and expand our community reach, while working towards business growth and sustainability.

After re-evaluating our health services, we've improved and built on our offerings. This includes running a successful pilot for a new land-based strength and balance program and adding an educational component to our warm water exercise classes. The review also helped to define the minimum skill level required for leaders and the development of their education and training needs. I would like to thank the Royal North Shore Hospital, and in particular the Rheumatology Department, for allowing one of their physiotherapists to work with us to develop the programs and improvements that align to best practice.

The AONSW Clinical Governance Framework is now in place and underpins all of our programs and services. This ensures that everything we do is safe, efficient, effective, appropriate, person-centred and equitable.

This year we optimised our business practices, such as a full review of our cyber security. There is more about this review within this annual report

We have continued to sit on committees in the NSW health sector to ensure that our member and consumer concerns are at the forefront of policy making on ageing, employment issues, pediatric services, and best practice for musculoskeletal health in hospital and the community. Our presence at the table provides you with a voice and access to the latest developments and practices which we publish in *Arthritis Matters*, eNews and on social media.

Thank you for your financial support

Thank you to our member support groups who have worked hard to raise funds to support our delivery of services.

A hearty thank you to those who donated to the Rural Health Appeal over Christmas 2017. It is well known that there is a shortfall of information, service delivery and education across

rural NSW for people living with arthritis and other related conditions. Your generosity enabled us to plan for five regional NSW towns to have access to educational talks to help them to have freedom from arthritis in the new financial year.

Thank you to those wonderful people who donated to Camp Footloose and Camp Twinkletoes. These camps are always popular and were well attended, with smiles all around. The camps offer our young people a place where they can test their own boundaries in a safe environment, with support and education on how they can live well with arthritis.

Financial result

Our financial result for 2017–18 was a shortfall of almost \$338K. This result occurred across a landscape of spending to enhance our services and expand our community reach.

The challenges we face in raising funds through bequests and donations are common to all charities in the Australian environment today. There is strong competition for donor dollars with more than 55,000 charities in the country, leading to greater and more difficult choices for donors. There is also economic uncertainty that affects giving, such as the future of mortgage interest rates and the stability of the global share market. Finally, there is wavering trust in the charity sector. We are addressing this by displaying our spending areas and allocations in this report, and our new website will allow donors to choose the area in which they wish their donation to be spent.

Thank you

I would like to thank our major benefactors, corporate sponsors and those who have contributed to the organisation. I would like to thank the members for their support and loyalty in continuation of their membership. I thank the Board for their support and for having the courage to continue to refresh and refine as the environment dictates.

Thank you to our staff whose enthusiasm, resilience and support is inspiring and unwavering. Thank you to those who volunteer their time to support the delivery of services and support.



Sandra Vincent

Sandra Vincent // CEO

Arthritis & Osteoporosis NSW

BOARD MEMBERS: 1 JULY 2017 – 30 JUNE 2018



Allan Ryan
President

BSc (Hons), MEng. Sci., MAICD

Appointed: 28 March 2012

Allan Ryan is a leading researcher and consultant who provides expert advice

to businesses to improve performance and to be sustainable in today's rapidly changing world. He is an Adjunct Professor at the UTS Business School, founder and Executive Director of Hargraves Institute and Director at Managed Innovation International. Before starting research at the Australian Graduate School of Management he spent 13 years in senior executive roles in a leading not for profit organisation.



Peter Ricketts
Honorary Treasurer (former)

B. Com., MBA, CA, FGIA, FCIS, FAICD, CFTP (Snr)

Appointed: 28 August 2013

(Resigned 24 October 2017)

Peter has extensive financial leadership

responsibility across various-sized businesses, mostly multinational, and predominantly engaged in manufacturing, industrial, consumer goods and distribution. Peter's mother had severe arthritis before passing away due to its consequences. For this reason and the desire to give back to the community, Peter was pleased with the opportunity to provide his financial and business expertise to the Board. He is also Chair of the Arthritis & Osteoporosis NSW Finance, Risk and Audit Committee.



Nigel Corne
Vice President

BE, FCIA, GAICD

Appointed: 26 October 2016

Nigel is an experienced and qualified Chairman and Director of listed public, unlisted public and private

companies. Past roles include National Chair of the Australian Hotel Association (Accom), Vice President of AHA NSW, Director of Sydney Convention & Visitors Bureau and Managing Director of Tourism, Hotels and Leisure Limited. Nigel has extensive non-executive committee and management experience in the industries of tourism and hospitality, franchising and trade and investment, together with community service organisations and not for profits. Nigel is Vice President of Arthritis & Osteoporosis NSW and Chair of the Governance and Strategy Committee.



Prof. Nick Manolios
Director (former)

MD BS, PhD, FRACP FRCPA

Appointed: 18 July 2007

(Retired: 28 November 2017)

Professor Manolios is Director of

Rheumatology at Westmead Hospital and Professor in Medicine, University of Sydney. Nick possess a wealth of knowledge, direction and perspective pertinent to the needs and concerns of arthritis patients and can convey information about medicines, treatments and protocols. Professor Manolios retired at the 2017 Annual General Meeting.



Cosimina Pupo
Director

Cert (Mgt), Dip (Counselling)

Appointed: 19 December 2007

Cosi is a senior probate paralegal and former director of the Independent Living Centre. She is involved in the

Tutor Patient Partner Program, and is also a member of the National Arthritis Consumer Reference Group (NACRG). Cosi applies her experience of living with chronic pain to assist others, especially working adults.



Lynn Garlick
Director (former)

BA Social Work, MA Journalism

Appointed: 30 November 2016

(Resigned: 21 July 2018)

Lynn is an experienced communication, engagement and consultation

professional. She has a depth of expertise in the health, corporate communication and education industries and she has lectured at university in the fields of writing and social work. She is also an International Yoga Teachers Association (IYTA) qualified yoga teacher. Lynn resigned on 21 July 2018.



Murray Smith
Honorary Treasurer (from February 2018)

BA Bus, CA, GAICD, FAPI
Appointed: 26 October 2016

Murray is a non-executive company director and chartered accountant with specialist restructuring and insolvency skills. Murray was previously a partner at McGrath Nicol and KPMG, having spent over 30 years working with troubled and impaired businesses, and advising banks, corporations and Government. After retiring from professional practice in 2014, Murray commenced non-executive director roles with Slattery Auctions Australia and the Independent Liquor & Gaming Authority. Murray has both personal and family experience with osteoarthritis. Murray was appointed Treasurer in February 2018.



Andrew Mock
Company Secretary (former)

B Com, LLB, LLM
Appointed: 15 May 2015
Resigned: 20 February 2018

Andrew is an experienced corporate and commercial lawyer who provides commercial, governance and regulatory advice to clients ranging from start-ups and not-for-profit charities to large multinational organisations. Andrew is passionate about providing his professional skills and expertise to the Board and giving back to the community.



Dr Davinder Singh-Grewal
Director

MBBS FRACP MMedSci PhD MAICD
Appointed 15 May 2018

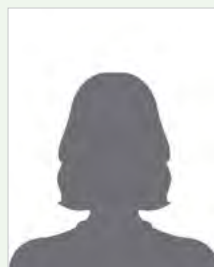
Dr Davinder is a paediatric rheumatologist. He is appointed at The Children's Hospital at Westmead, The Sydney Children's Hospital at Randwick and The John Hunter Children's Hospital in Newcastle. Davinder is a Clinical Associate Professor at both The University of Sydney and The University of New South Wales. He has completed a PhD in the field of Juvenile Arthritis and also a Masters in Medical Science.



Robert Lagaida
Director

BEC, MCom, Grad Dip Information Systems, FCPA, GAICD
Appointed: 15 May 2018

Robert is a former Executive Director of Finance, Commercial and Corporate Services of HealthShare NSW and eHealth NSW. He retired in late 2017 and was recognised in the 2018 Australia Day Honours list and awarded the Public Service Medal for outstanding public service to financial management in the health care sector in NSW.



Rebecca Partington
Company Secretary (former)

LLB
Appointed: 15 May 2018
Resigned: 31 July 2018

Rebecca was appointed Company Secretary on a temporary basis after Andrew Mock resigned due to ill health in February. She resigned on 30 June when the permanent Company Secretary Peter Stewart was appointed. We thank her for her time and expertise.



Peter Stewart
Company Secretary

MA MBA Bachelor of Laws LLB
Appointed: 30 June 2018

Peter is an accomplished commercial lawyer who brings broad-ranging legal expertise, extensive senior management experience, and a high level of commercial acumen to his role as Company Secretary. Peter also has extensive experience in advising within the for-profit and not-for-profit sectors.

The Board is currently supported by three committees, the Clinical Governance and Research Committee, the Finance, Risk and Audit Committee and the Governance and Strategy Committee. These committees support the Board and management team to oversee and implement principal activities.

Director information is current as at October 2018.

PERFORMANCE OVERVIEW

The first priority of Arthritis & Osteoporosis NSW is to deliver health and education services, such as exercise classes and children's camps, to people living with arthritis. In addition, AONSW's yearly performance includes running fundraising appeals, developing business partnerships, sitting on professional committees within the health sector and raising AONSW's online profile to ensure the organisation's messages reach the widest possible audience. Thanks to AONSW's generous donors, these objectives were met in 2017–18.

Memberships



2,442

Memberships including 144 families



18

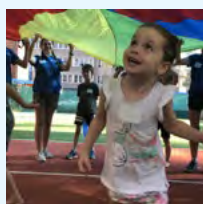
Branches and support groups

Children's Camps



20

Children @ Camp Footloose



11

Families @ Camp Twinkletoes

Publications



3

Issues of *Arthritis Matters* magazine published and sent to members



2,200

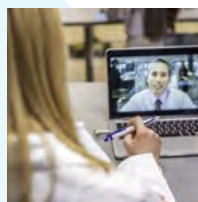
Subscribers to monthly newsletters

Health promotion



700

Community education participants across 50 sessions



100

Participants across 5 webinars



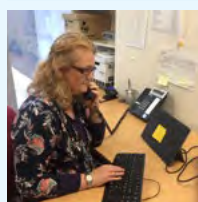
192

Participants in warm water classes across 6 locations



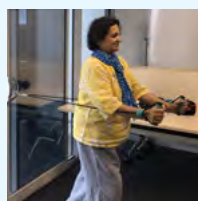
6

Warm water leader training



250

Arthritis infoline callers



10

Strength and Balance class participants

Social Media



3,463



1,430



721



157

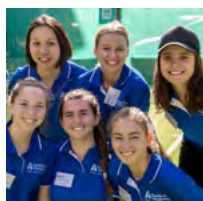
Our Office



10

FTE Staff

Regular Volunteers



82

5 regular, 20 for camps, 52 Kidsflix and 5 peer educators.

Partnership Development

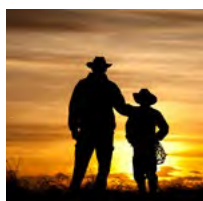


Abbvie
Aids for Daily Living
Bowls NSW
CSR Gyprock
Nuance Communications
Riverside Business Chamber

Professional committees

Musculoskeletal Advisory Committee
Agency for Clinical Innovation
Paediatric Rheumatology Network
GAP Standing Committee on Productive Ageing
Transport Advisory Group

Fundraising appeals



Rural Appeal 2017: **\$19,503 ***
Camp Twinkletoes Christmas Appeal 2018: **\$13,243**
Tax appeal 2017: **\$57,267**

*While the Rural Appeal funds were raised in 2017–2018, they are not included in the 2017–2018 Financial Statements in this report. They will be applied to the Rural Health Initiative in 2019 and accounted for in the Financial Statements of the 2018–2019 Annual Report.

Community fundraising



Move it in May 2018: **\$13,764**

Financial Result

Revenue 2017/18:

\$1.23m

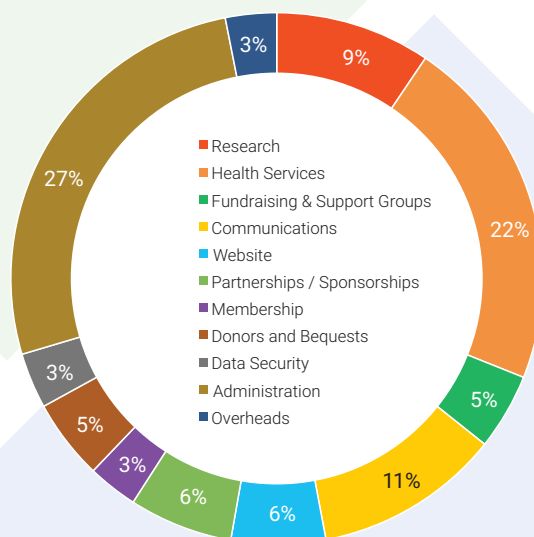
(2016/17: \$2.33m)

Net result 2017/18:

-\$337,880

(2016/17: \$740,971)

How resources were used



Resource application descriptions

Research: Development of Clinical Governance and Research Framework; review, evaluation and development of programs; Rural Health Initiative Q4

Health Services: Development, delivery and promotion of health services. Includes Infoline, warm water exercise, Strength and Balance, community education, children's camps

Fundraising and support groups: Community fundraising and liaising with support groups

Communications: Publications (*Arthritis Matters* x 3 and Annual Report), social media, eNewsletter, eDMs, PR / media

Website: Development of website and integrated systems

Partnerships / sponsorships:

Development and management of partnerships and supporting materials

Membership: Review of Membership model. Promotion of membership. Administrative costs of Memberships

Donors and bequests: Engaging with donors and processing donations, engaging with bequestors and processing bequests

Data security: IT support, database management, security upgrade

Administration: Learning and development, administration and finance, accounting fees, stationary, postage, printing, AGM, expos, meetings

Overheads: Utilities, insurances

STRATEGIC DIRECTION 2017–2020

FREEDOM FROM ARTHRITIS

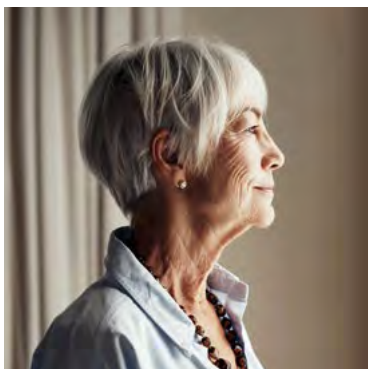


Structuring for Growth

- Development of consumer engagement model
- Development of corporate partnerships
- Realignment of systems for growth

Empowering the Individual

- Full review and evaluation of programs
- Development of new services
- Development of clinical governance and research framework



Sustainability and Growth

- Development of bequests and major donor program
- Identification and development of new communities across NSW
- Development of internal capabilities to support growth
- Development of brand value



“ I couldn't have learned the same volume of relevant information that I received from Camp Twinkletoes' presenters if I had tried to research it for 12 months.' Parent who attended Camp Twinkletoes ”



SUPPORTING COMMUNITY

Arthritis & Osteoporosis NSW serves the community through membership, health services, support group network, publications such as *Arthritis Matters*, eNewsletter subscriptions, social media, and a toll-free Arthritis Infoline which connects callers with health professionals.

The organisation's vision Freedom from arthritis is realised through the following four priorities:

- prevention of disease
- management of conditions
- understanding and support
- research towards clinical, social and quality improvements



Support Groups and Branches

Across NSW there are 18 support groups and branches who are a collective of like-minded people with a daily challenge of arthritis and/or osteoporosis in their lives. They can also be carers for family and friends with these conditions.

The NSW support groups and branches provide:

- Social and friendship support where members have a common understanding of their conditions.
- Sharing of current and new information for their condition within their group and local communities.
- Some groups have guest speakers to their meetings, such as physiotherapists and dieticians.
- Fundraising support for Camp Twinkletoes and Camp Footloose.

Warm Water Exercise

Therapeutic warm water exercise classes are offered over six Sydney locations: Campsie, Castle Hill, Epping, Lane Cove, Potts Point and Ryde. This year, the number of classes was increased to 16, including a women's only class once a week at Canterbury Hospital.

The program has been designed specifically for people affected by arthritis. All classes are led by trained health professionals, the minimum qualification being a Fitness Certificate IV covering hydrotherapy. Some classes are run by physiotherapists.

There has been an additional ongoing education component to the physical program, following a review of the health services in 2017. The report found that continual reinforcement of health education messages contributed to better self-management. The messages help improve the participants' awareness of their condition and the strategies they can use to better manage their condition and health.

Classes are 45 minutes long and are held weekly during the school term.

“ *I am finding the warm water exercises absolutely marvellous. Our instructor at Lane Cove is a very lovely person, with great expertise and, for the first time in 25 years I am able to manage so many tasks that I haven't been able to do comfortably, due to the constant and debilitating pain of inflammatory osteoarthritis.* ”

Telephone Support

Arthritis & Osteoporosis NSW operates a toll-free call back service which connects callers with a member of our Health Services Team who can provide the most up-to-date information and reference material on their condition. This service is provided in agreement with Arthritis Australia and its network of affiliates.

Online Support Groups

Arthritis & Osteoporosis NSW moderate two online support groups on Facebook for children and young adults with arthritis.

- Juvenile Arthritis Support Group: 93 members
- Young Adults with Arthritis Support Group: 5 members.

These closed groups provide a platform which enable people to freely ask questions and share experiences.

Social media community

Arthritis NSW has an engaged and growing community on Facebook, Twitter, Instagram and LinkedIn. Facebook is a strong platform for awareness campaigns and dissemination of health information and services.

There is a strong focus on building Instagram audiences, a great platform for connecting with a younger audience and important for building our future community.

Arthritis Matters

Arthritis Matters is the organisation's member magazine. There were three editions produced during 2017–18.



eNewsletter Subscribers

Each month Arthritis & Osteoporosis NSW delivers an electronic newsletter to 1200 members and 1000 subscribers.

Webinars

The webinar program delivers information that is accessible from people's homes or offices. In 2017–2018, health professionals delivered sessions on the most relevant and practical information available on arthritis management. Topics included Ankylosing Spondylitis and complementary medicines.

In 2018-2019, due to the decreasing number of people using this channel, there will be a review of our webinar program.

Strength and balance



Following the health services review in 2017, the Health Team developed a new land-based strength and balance exercise program in line with the latest clinical practice.

After running a pilot program for seven participants over six weeks in March 2018, evaluation allowed for a refinement of the exercises to offer a second pilot at Ryde Royal Rehab in May. This has led to the scheduling of a full program at the YMCA Epping. The Strength and Balance program will continue into the new financial year as a permanent addition to the health services schedule.

Rural Health Initiative

A strong and pleasing result to the Christmas 2017 appeal for rural health enabled the planning and development of the Arthritis & Osteoporosis NSW Rural Health Initiative. This is a community health education program that will take place in five regional centres in NSW later in 2018. The schedule is aligned with agricultural and industry shows in Bathurst, Parkes, Macksville, Henty and Albury and aims to provide the latest information on arthritis self-management to people living with arthritis in country NSW.

Camp Twinkletoes

Camp Twinkletoes is an annual weekend designed to help families caring for young children with juvenile arthritis. The program provides education for parents, fun for the children and their siblings, and experience sharing between families.

This year's Camp Twinkletoes was held at Royal Far West's' Drummond House, Manly from 13–15 April. Guest speakers included Paediatric Rheumatology Nurse Anne Senna, Occupational Therapist Mandy Hanna, Clinical Child Psychologist Meg Farnsworth and Child Life Therapist Kristy Goymour.

Camp Footloose



Camp Footloose is a week-long sport and recreation camp for kids aged nine to 18 who have arthritis. Apart from having a lot of fun and meeting others like them, the children share experiences in a supportive environment and gain a sense of control over arthritis and their lives.

In September 2017, 20 children attended Camp Footloose at Berry Sport and Recreation Centre on the South Coast. They were supervised by dedicated team leaders and staff through activities such as basketball, indoor rock climbing, kayaking and tug-of-war. Education sessions gave them the opportunity to ask questions of trained professionals and strategies to help them manage their condition at school and at home.

KidsFlix

Kidsflix is a program enabling children with disabilities to have an 'out of the ordinary day' with their families at the movies. In addition to the film screening, family entertainment includes costumed performers, face and hand painting, balloon twisting, and in December, children receive a visit from Santa.

WARILLA SHELLHARBOUR BRANCH

Our support groups and branches help the organisation, and each other, in so many ways. They welcome new members and give them a social and supportive space to talk about their condition and be understood. They also fundraise for our programs, such as our children's camps, contributing in any way they can, running baking and craft stalls.

The Warilla Shellharbour Branch began in 1988, formed by a group of local people who had arthritis and wanted to deal with the health issues concerning the condition within the community. Meetings were first held at Oakleigh Park Hall and later at Warrigal Care Hall.

The Warilla Shellharbour Branch meets at the Warilla Bowling Club on the third Thursday of the month from February to November. They invite guest speakers and hold activities for attendees and also organise bus trips, luncheons, Christmas parties and social get-togethers.

Branch membership has fluctuated over the years, and now sits at 50. It is still very active, due to a lot of hard work from our committee who do a lot of the branch fundraising from stalls at local shopping centres.

The branch would like to thank Warilla Bowls and Recreation Club, who quite generously provide the venue for meetings and functions, and Wals Pharmacy which generously pays for the branch newsletters to be mailed out.

Thank you

In 2017–2018 a number of our branches and support groups closed. We were sad to see them go and would like to acknowledge the contribution they made to Arthritis & Osteoporosis NSW over the years. Collectively they raised more than \$40,000 over the past five years for our health services and we hope that they accept our heartfelt thanks and appreciation. They were: Bowral, Charlestown, Grafton, Kogarah, Lower Clarence, Molong, Orange, Port Macquarie, Quirindi, Southern Highlands, Tamworth, and Wollongong.



(from left) Denise McBride, Gail Feltam and Selma Yusuf.



(from left) Vicki Cannon, Sheila Morris and Jill Majkowycz.

FUNDRAISING

Arthritis & Osteoporosis NSW would like to extend our wholehearted gratitude to the donors and supporters who gave so generously in 2017–2018 to help us improve the lives of people affected by arthritis, osteoporosis and other musculoskeletal conditions.

A total of \$70,510 was raised over two appeals for this year: \$57,267 from the 2017 Tax Appeal for Camp Footloose 2017; and \$13,243 from the Christmas 2017 Appeal for Camp Twinkletoes 2018. Additional income from camp registrations of \$7,393 further contributed to the funding of these programs. [Note: The \$19,500 raised from our inaugural Rural Health Appeal in November 2017 will be used to take education and support out to country NSW in the 2018–2019 financial year.]

A community fundraising initiative – Move It In May – encouraged people to get moving and involve their personal networks to raise money for our health services. A total of \$15,814 was raised largely from our new social media communities.

In addition to the appeal funds, over \$90,000 was received in donations including regular giving and general contributions. Thank you to all those generous souls who gave to our organisation this year. We appreciate your ongoing support to help improve the lives of people living with arthritis.

Support groups and branches were another valuable source of income for the organisation as they held their own fundraising drives in their local communities. The members of these groups sold their craftwork and baking and ran raffles and barbeques to raise more funds for AONSW appeals. We thank them for their hard work and loyalty.

Arthritis today

Here are the latest statistics on arthritis, a reminder to us all why your support is so important to the work we do.

- 3.85 million Australians have arthritis, this is 18% of the population or 1 in 5 Australians.
- 2.2 million Australians have osteoporosis.
- Arthritis is the single most significant cause of chronic pain and disability in Australia.
- People of any age and background can get arthritis, including children and young people.

- In NSW there are 3000 children currently being treated for juvenile arthritis.
- Among adults living with arthritis, two-thirds are of working age.
- Arthritis is responsible for a known 25% of workplace absenteeism, and is also the second most common cause of retirement due to ill-health.

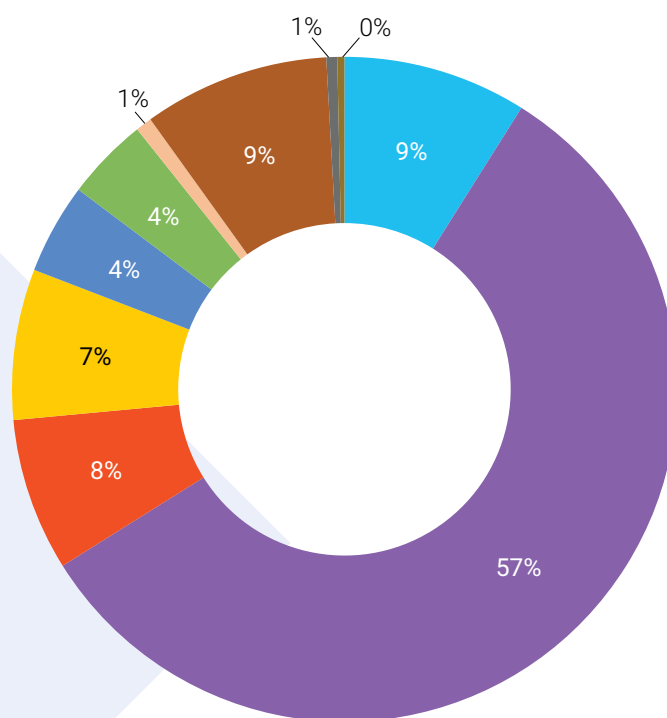
Bequests

To the families of those who chose to leave a gift in their Will to Arthritis & Osteoporosis NSW, we extend our deepest thanks and appreciation.

Leaving a gift in your Will is a very personal decision and perhaps the greatest commitment you can make to help people living with arthritis and related musculoskeletal conditions in NSW.

In 2017–2018, AONSW received legacies from 10 donors totalling \$706,596. These bequests made up the majority of our donated income and were critical to the continuation of our services.

Source of income



■ Health Services
 ■ Bequests
 ■ Appeals & Community Fundraising
 ■ Donations
 ■ Memberships
 ■ Trusts, Foundations and Grants
 ■ Support Group Fundraising
 ■ KidsFlix
 ■ Partnerships
 ■ Other - including advertising

move it [IN MAY]

This year, Arthritis & Osteoporosis NSW (AONSW) joined a nation-wide initiative that challenged people to 'get moving' to raise awareness and money for arthritis during the month of May.

The community fundraising campaign Move It In May was run Australia-wide by AONSW and affiliates in each state, with the Medibank Better Health Foundation coming on board as a national sponsor. The challenge was to get people moving and find sponsors to raise money to improve the lives of people who live with arthritis.

In the lead up to the campaign, media coverage included a full page in the *Sydney Morning Herald* which promoted Move it in May and included a story on the impact of arthritis on people's lives and the importance of physical activity in managing arthritis. Weight Watchers magazine was also used to promote the event and raise awareness.

Move It In May asked people with and without arthritis to set themselves a physical challenge and to leverage their networks to sponsor their efforts. Participants signed-up on the online Move It In May fundraising platform, set up their donation pages and kept track of their sponsors.

AONSW used Facebook and other social media to raise awareness, attract participants and share their stories, and to thank donors.

Support loved ones

The NSW campaign attracted 24 participants who raised \$13,764. Some participants live with a musculoskeletal condition themselves, others joined the campaign to support loved ones. One woman challenged herself to walk 50,000 steps per week as part of her rehabilitation for a broken ankle that required full reconstructive surgery. Another, the mum of a 10-year-old girl who lives with juvenile arthritis, raised money with help from her eldest daughter. A 20-year-old whose mother suffers from ankylosing spondylitis arthritis walked 15,000 steps a day to raise her goal of \$800.

The Arthritis NSW team was inspired by our participants' stories and goals to design their own challenge – a virtual walk

up the coast from their North Ryde office to Port Macquarie. Our enthusiastic staff members undertook the simulated 370km trek, each walking one kilometre per day for the 23 working days of May.

The money raised has been allocated to our health services programs, including community education and exercise classes.

Arthritis & Osteoporosis
NEW SOUTH WALES

5 REASONS TO GET MOVING IN MAY

- 1. FEEL BETTER**
Exercise reduces joint pain and produces endorphins for a "feel-good", pain-killing effect.
- 2. STRENGTHENS MUSCLES**
Exercise reduces joint load and stabilises joints.
- 3. CAN HELP REDUCE WEIGHT**
Every extra kg of weight = 4kg of force on the knee.
- 4. STAVES OFF JOINT DAMAGE**
Exercise does NOT make arthritis worse; in fact a study of 75,000 runners showed they had significantly LESS arthritis of the hip and knee.
- 5. REDUCES THE RISK OF FALLS**
—through improved coordination and balance

DID YOU KNOW?
Walking up to 30 minutes six days a week is an ideal weight-bearing activity.

WARM WATER EXERCISE
is therapeutic for joint pain and flexibility.

- Warm Water classes are only \$20 (\$15 for Members) through Arthritis NSW.
- Go to www.arthritisnsw.com.au or phone 02 9557 3300 to find a class near you.

WIN!
Register for Move It In May before 1 May 2018 and go in the draw to win a Fitbit Ionic worth \$449.95! Go to www.moveitinmay.org.au

AONSW used this infographic as a campaign image to promote the benefits of exercise for people with arthritic conditions.

Crystal Sammons with her 10-year-old daughter Keelie who has juvenile arthritis. Crystal joined the Move it in May campaign to raise funds for our children's programs.



RESEARCH UNDERTAKEN WITH BEQUEST FUNDING

This year, Arthritis & Osteoporosis NSW reviewed and evaluated existing services and developed new and expanded services. The funding to undertake these activities was made possible through a generous bequest by the late Nancy Somerville who specifically tied her gift to research activities.

In 2017–18, the organisation completed three research projects and planned a fourth which will be delivered in 2018–19.

Rural community research

One project involved researching the feasibility of developing education programs and services for people living with arthritis in rural communities, to enable them to better understand how to manage their condition and promote better health. Field work involved visiting selected rural areas, gathering community members for discussions to better understand where and how we can add value and maximise impact. Thanks to this research, the organisation developed our Rural Health Initiative – a program of regional community education events. An annual appeal has been established to fund the ongoing delivery of this initiative.

Exercise optimisation

Another project involved a thorough evaluation of how our therapeutic warm water classes and similar classes are run to ensure that the courses and instructors are focused and fully trained to deliver the best possible outcomes. A physiotherapist was commissioned to assess existing class content and to research the suitability of potential new courses and programs. As a result, the Health Services Team developed a new land-based strength program, piloted on-site in March 2018. The findings from the pilot program were used to refine a second trial, held off-site. The benefit to participants warranted the planning of a full program in 2018–2019.

Aligning to National Standards

AONSW has been undertaking studies and implementing procedures in how to align the business to the National Standards for best practice and safety requirements. This Clinical Governance Structure is a critical area of research to ensure the business offers professional services which meet all standards in its fields of activity. Governance is the structure and set of rules that outlines how an organisation is



managed – it incorporates relationships (people), structures (committees), systems, processes and culture that supports operations. Clinical governance relates more specifically to health services, focusing on quality and safety. Now that the project is complete, we know that we are following clear policies and processes that are used by hospitals and community health providers to ensure safety and quality.

Children's camps

An impact study research project funded by this bequest is to measure the impact of the camps on the lives of the children and determine new possibilities for their future direction. This is to be undertaken in 2018. Camp Footloose provides support, education and respite for families and children living with juvenile idiopathic arthritis. The research will look at developing an impact model to enable more accurate reporting of the program's impact, and a more refined method of implementing the educational elements. This project will go ahead in 2018–2019, beginning at Camp Footloose in October.

Thank you

The money bequested for these projects have made significant impacts to the ongoing development of health services. Thanks to the kindness of Nancy Somerville and her family, AONSW can plan programs with confidence that we are aligned with best practice and that our offerings are relevant and beneficial to our members and the community.

If this has inspired you to leave a gift in your Will to Arthritis & Osteoporosis, contact our relationships manager on **02 9857 3300** or email: bequests@arthritisnsw.org.au.

SAFETY AND QUALITY DEFINE OUR SERVICES

Development of the Arthritis & Osteoporosis NSW (AONSW) Clinical Governance Framework and Research Governance Framework were two of the earliest actions addressed by the organisation in its 2017–2020 Corporate Strategy.

Clinical governance is the system by which the governing body, managers, clinicians and staff share responsibility and accountability for the quality of care, continuously improving, minimising risks and fostering an environment of excellence in care for consumers.

The AONSW Clinical Governance Framework is underpinned by the goals of the Australian Commission for Safety and Quality in Health Care (ACSQHC), with outcomes being the internationally accepted domains for quality in health care.

The Clinical Governance Framework supports Strategy 1: Empowering the individual and consolidates alignment of our health services, such as the Infoline and our Strong exercise classes, to the strategy. The framework ensures that we are following clear policies and processes that are used by hospitals and community health providers to ensure that services are safe, risk is managed, and effectiveness is maximised.

Research Governance Framework

The Research Governance Framework is linked to the Clinical Governance Framework, in particular through the principle of 'Relevant services and resources through research support and development'. The AONSW Research Management Framework includes grant guidelines to establish a comprehensive understanding of the proposed research context, allocation, priorities and expected research conduct, along with templates for research grant applications, agreements and protocols.

The organisation identified the need for a research framework during strategic planning in 2017, to ensure the robust management of research to be funded where possible through significant AONSW operational surpluses. The Research Management Framework provides clarity regarding eligibility, funding application guidelines, along with transparency in the reporting of research and finances. The framework supports clinical, social and quality improvement projects, ensuring that each align with clinical governance principles, strategic goals and also AONSW vision. Governance components ensure compliance with the Australian Code for the Responsible Conduct of Research, conflict of interest and ethics requirements.

Background

The National Safety and Quality Health Service (NSQHS) Standards introduced the second edition in October 2017. The new edition strengthens clinical governance and focus on communication and comprehensive care, therefore it is an excellent time to introduce research governance that support new quality directions. The AONSW Research Management Framework reflects the second ACSQHC Framework principle to 'ensure the best available information to support programs and develop new policies and programs that will drive improvement in the safety and quality of healthcare'. AONSW is committed to consumer participation in research activities, along with communication of research findings to the community. Successful grant recipients will be asked to give a presentation of research to AONSW consumers and stakeholders. Selection criteria for applications currently focus on AONSW strategic objectives and the international domains for safety and quality.

SECURING OUR SYSTEMS

In 2017–2018 Arthritis & Osteoporosis NSW embarked on a program to secure our cyber environment after a series of attempts by cyber criminals to infiltrate our systems.

Cyber security is a top priority for all organisations to ensure that their customer data and other systems are safe from criminal activity. With attacks becoming noticeably more sophisticated and frequent, the organisation examined the attempts to hack through our firewall and activate malware (viruses) onto the server network.

We completed a variety of internal and external reviews of our policies, process and systems to look at how we can best protect the information that our members and customers entrust to us.

Following the review, we implemented tokenisation of payments within our client management system to ensure that full credit card details are not stored in our database. Instead,

data is sent encrypted to be processed elsewhere and our system is provided with a number to identify the transaction.

As a further refinement, the client management system can only be accessed from office computers that are protected by usernames, passwords and are equipped with antivirus software.

Internally, it is now organisational policy to report all phishing emails, which are then investigated and actioned to ensure the email sender is blocked. At our monthly staff and team meetings data security is regularly discussed and information shared on how to identify phishing emails, along with different methods of protecting data.

Our privacy policy was updated to include the introduction of the Notifiable Data Breach Scheme added to the Privacy Act in February 2018. The scheme requires any data breach that would result in serious harm to a person to be reported to the individuals involved, along with the Australian Information Commissioner.



BRAND IDENTITY

An exciting refresh of the Arthritis & Osteoporosis NSW corporate identity was delivered this year, in support of the strategic plan to give the business clear brand guidelines, improve marketability and attract sponsorship through clear brand values.

The branding project addressed three key areas:

1. Overall corporate identity
2. Branding for an expanding suite of health services
3. A cohesive family of visual devices for fundraising

Here are the refreshed logo designs which you'll see across the new marketing and communications materials.

Corporate identity

The key considerations in the design refresh of ANSW's corporate branding were:

- continued link to Arthritis Australia through the common 'A' design
- modernity
- colour – health, authoritative, clinical
- representation of 'Arthritis' and 'Osteoporosis' to reflect the balance of activity
- ability to adapt for different applications while maintaining overall corporate identity, that is 'Arthritis NSW' and 'Arthritis & Osteoporosis NSW'

**Arthritis
& Osteoporosis**
NEW SOUTH WALES

Arthritis
NEW SOUTH WALES

Health services branding

STRONG
BEYOND ARTHRITIS
EDUCATION • EXERCISE • SUPPORT

The health services branding project aimed to create a stand-alone brand – to be protected via trade-market registration – to market the expanding suite of services developed and delivered by the health team.

After a process of briefing, design submission, review, redesign and testing with various audiences, the result is a tiered branding hierarchy for the health services portfolio.

Children's camps

Camp Footloose
Freedom from arthritis for young people **Arthritis**
NEW SOUTH WALES

Camp Twinkletoes
Freedom from arthritis for children and their families **Arthritis**
NEW SOUTH WALES

We have refreshed the children's camps logos to incorporate the Arthritis NSW logo and taglines.

Fundraising visual devices

**WAYS OF
GIVING**
BEYOND ARTHRITIS
Arthritis
NEW SOUTH WALES

Consistency in the theme and presentation across our various 'Ways of Giving' has been established.

The central theme for fundraising is 'Giving' and, similarly to health services, this theme will be linked to aspiration: 'Beyond Arthritis'.

Purple has been chosen as the signature umbrella colour for the fundraising activity, and incorporated our new corporate logo for Arthritis NSW into all designs.

The new branding guidelines for all three areas are now being implemented across the organisation.

STATEMENT OF PROFIT OR LOSS

and other comprehensive income
for the year ended 30 June 2018

	2018 \$	2017 \$
Revenue	1,234,240	2,327,879
Other income	216,976	215,887
Employee benefits expense	(1,097,315)	(978,099)
Depreciation and amortisation expense	(56,675)	(53,861)
Education expenses	(59,989)	(74,391)
Marketing and fundraising expenses	(137,915)	(189,200)
Other expenses	(437,202)	(507,244)
(Loss) before income tax	(337,880)	740,971
Income tax expense	-	-
(Loss) for the year	(337,880)	740,971
Other comprehensive income:		
Changes in fair value of available-for-sale financial assets	102,420	111,652
Other comprehensive income for the year, net of tax	102,420	111,652
Total comprehensive income for the year	(235,460)	852,623

STATEMENT OF FINANCIAL POSITION

as at 30 June 2018

	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,419,754	1,808,953
Trade and other receivables	53,438	50,807
Inventories	-	890
Other assets	4,211	12,447
TOTAL CURRENT ASSETS	1,477,403	1,873,097
NON-CURRENT ASSETS		
Financial assets	5,016,464	4,799,801
Property, plant and equipment	1,090,653	1,147,328
TOTAL NON-CURRENT ASSETS	6,107,117	5,947,129
TOTAL ASSETS	7,584,520	7,820,226
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	146,125	159,413
Employee benefits	48,472	35,430
TOTAL CURRENT LIABILITIES	194,597	194,843
TOTAL LIABILITIES	194,597	194,843
NET ASSETS	7,389,923	7,625,383

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2018

	2018 \$	2017 \$
EQUITY		
Reserves	201,187	98,767
Retained earnings	7,188,736	7,526,616
TOTAL EQUITY	7,389,923	7,625,383

	Retained Earnings \$	Fair Value Reserve \$	Total \$
2018			
Balance as at 1 July 2017	7,526,616	98,767	7,625,838
(Loss)/profit attributable to members of the entity	(337,880)	-	(337,880)
Net Change in fair value of available for sale financial assets	-	102,420	102,420
Balance at 30 June 2018	7,188,736	201,187	7,389,923
2017			
Balance as at 1 July 2016	6,846,356	(12,885)	6,833,471
Opening Adjustment	(60,711)	-	(60,711)
Profit attributable to members of the entity	740,971	-	740,971
Net Change in fair value of available for sale financial assets	-	111,652	111,652
Balance at 30 June 2017	7,526,616	98,767	7,625,383

STATEMENT OF CASH FLOWS

for the year ended 30 June 2018

	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts	1,193,670	2,318,204
Payments to suppliers and employees	(1,723,541)	(1,695,123)
Interest received	18,542	4,432
Dividends received including franking credits	236,373	200,763
Net cash provided by (used in) operating activities	(274,956)	828,276
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	-	(23,228)
Purchase of available-for-sale investments	(114,243)	(742,183)
Net cash provided by (used in) investing activities	(114,243)	(765,411)
Net increase (decrease) in cash and cash equivalents held	(389,199)	62,865
Cash and cash equivalents at beginning of year	1,808,953	1,746,088
Cash and cash equivalents at end of financial year	1,419,754	1,808,953



CONTACT INFORMATION:

Arthritis & Osteoporosis NSW

Street address: suite 1.15, 32 Delhi Road,
North Ryde NSW 2113

Postal address: Locked bag 2216, North Ryde NSW 1670

Telephone: 02 9857 3300

Fax: 02 9857 3399

Email: info@arthritisnsw.org.au

CONNECT WITH US:

Arthritis Infoline: 1800 011 041

Sign up for our monthly eNewsletter: eepurl.com/9rFd5

Web: arthritisnsw.org.au

Facebook: facebook.com/ArthritisNSW/

LinkedIn: au.linkedin.com/company/arthritis-&-osteoporosis-nsw

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