



**EMPOWERMENT
GROWTH
SUSTAINABILITY**

PRESIDENT'S REPORT

As I look back on the 2019/20 year it is hard to believe what a tumultuous 12 months we have had. This was a year in which so much changed.

Organisationally, we had significant changes, with CEO Sandra Vincent finishing her tenure, an Interim CEO in Samantha Challinor steering us through the early days of COVID-19, and preparing for Alex Green's leadership from May 2020. Alex shares the values of the organisation and is achieving very pleasing early results in ensuring COVID-19 safe environments for staff and participants, positioning the organisation for the future and working with the Board on strategy to address the new 'normal'.

Thanks to the generosity of supporters and commitment of staff, we continued to provide services that helped people living with arthritis. It has been a pleasure to read positive comments on the impact they have created.

Despite such a challenging 19/20, we enter 20/21 with renewed confidence. My new role as Chair of the Arthritis Australia Council of Advice will help provide a cohesive and beneficial approach for NSW. With our new CEO, the Board and I have created a strategic plan that puts Arthritis NSW on the right path to better serve clients, in a collaborative, impactful and sustainable manner. I know Alex would be happy to detail those plans with anyone who is interested (his email address is below).

CEO'S REPORT

What an unusual year!

Whilst bushfires and a pandemic defined the news, Arthritis NSW, and our clients, had to adapt to the end of 'business as usual'.

After beginning the 19/20 year with a traditional suite of services; face to face information sessions, exercise classes, kids camps and other programs were paused when COVID-19 hit. Staff vacated the office, moving to a remote working model. Services moved online or adapted to meet government restrictions, and we accelerated our commitment to digital communication through web, email and social media. As classes often provide social as well as health benefits, we redirected staff to call Members and clients to ensure they received the support they needed.

As restrictions began to lift in winter 2020, some face-to-face programs recommenced, but we know it will be a slow process for services to get back up and running. We know many of our Members and clients are among the most vulnerable communities, so we cannot rush things.

Financially, closing classes meant subscriptions were hit, and many of our donors and sponsors were unable to support us this year. While government subsidies helped, Arthritis NSW turned a trading deficit of \$317,860 for the



Nigel Corne // President

Arthritis NSW

ncorne@arthritisnsw.org.au

Thank you to our Arthritis NSW members and supporters, my fellow Directors and the hard working staff. We all share a commitment and passion to help people living with arthritis that will never falter.

Board Members: 1 July 2019 – 30 June 2020

President: Nigel Corne

Vice President: Murray Smith

Secretary: Richelle Massey

Director: Davinder Singh-Grewal

Director: Robert Lagaida

Director: Anne Carroll

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

Director information is current as at 30 June 2020.



Alex Green // CEO

Arthritis NSW

agreen@arthritisnsw.org.au

year. This informed our future planning which includes a focus on sustainable and scalable service funding.

The *National Strategic Action Plan for Arthritis*, released by the Department of Health, included an expanded role for Arthritis NSW and our state affiliates to deliver more under priority areas of 'Awareness, prevention and education' (think Infoline) and 'High-value person-centred care and support' (think camps for children with juvenile arthritis). It is reassuring to see commitment to impactful services, but there is much to be done to obtain government funding for all services needed for people with arthritis.

In the meantime, the Board and management of Arthritis NSW remain hugely appreciative for the continued support of donors, members, volunteers and others whose commitment helps ensure we can continue with our Mission 'to help people living with arthritis'.

Thank you!

PERFORMANCE OVERVIEW

The first priority of Arthritis NSW is to deliver our health and education services to people living with arthritis, such as our gentle exercise classes, children’s camps, and rural seminars. The onset of COVID-19 caused us to switch to online services and we were heartened by the community’s response to digital sharing of information. Our yearly performance includes running fundraising appeals, delivering our health services, raising our online profile and lobbying government for improved funding and services to treat juvenile arthritis.

OUR PERFORMANCE



Support groups 17

Fundraising



Mid-year appeal \$14,349

Christmas appeal \$20,283

General donations \$90,570

Publications



Arthritis Matters issues 3

eNewsletter subscribers 3,407

Website visitors 30,068

Social Media



5,575



1,513



1,628



276



Camp Footloose

Attendees 29

Community Health



Education sessions 30

Participants 470

Gentle Exercise



Warm water venues 9

Warm water participants 222

Strength & Balance venues 3

Strength & Balance participants 23

Get Moving! online visits 4,458



Rural Program

Mudgee attendees 133



Infoline callers 609

FUNDING

Thank you to all who gave generously to help people living with arthritis in 2019/2020.

Arthritis NSW's donations totalled \$128,950 this year. They comprised the Mid-year Appeal for Children's Camps (\$14,349), Christmas Appeal for Rural Health (\$20,283), and general giving and other donations (\$94,318).

Events

Although the COVID-19 pandemic disrupted our events schedule for 2020, Arthritis NSW held two successful events in the second half of 2019: the Mudgee Rural Health Seminar in August and Camp Footloose in October.

The Mudgee community embraced the event, keen for new information on how to manage their arthritis. The Health Team presented to them strategies around nutrition, exercise and pain management.

At Camp Footloose, the children were active, focusing on physical fun. They also benefited from self-management sessions with a life coach and food scientist, covering topics on nutrition, yoga and goal setting. The sessions gave the children relaxation techniques to reduce stress, make life plans and manage their diet to improve their condition and their lives. For more on how these events improved the lives of people with arthritis, see page 5.

Our children's camps program was set to expand in 2020 with events planned for both metro and regional centres. The ANSW team expects to run these camps in 2021, as well as our seminars in western and south western NSW.



General giving

The general and other donations total included regular giving, support from our 17 hard-working support groups, and other gifts. They covered provision of our events and services, development of our online community programs during the COVID-19 lockdown, and general expenses such as administration and overheads.

Income

Arthritis NSW receives income from the delivery of our programs and services. This year, camp registrations totalled \$8,119, while our warm water classes and Strength & Balance classes totalled \$84,345. Kidsflix raised \$42,498 and income from membership fees totalled \$39,570.

Our community health education presentations became a new income source for 2019/20, generating \$5,456.

Output in lockdown

When Australia went into lockdown in March, Arthritis NSW put all face-to-face events and services on hold, resulting in our earning and spending very little for the next three months. However, our team worked hard to remain relevant and of value to our members. We checked in by phone with all members over 70 to offer our support as they adapted to necessary physical and social isolation. We also developed an online community education program *Empowering You* and exercise program *Get Moving!* to help people remain flexible and mobile during lockdown. And they did. At 30 June, the *Get Moving!* webpage had received more than 4,400 visits.

The team also used this time to develop an online program to extend beyond 2020/21, which includes regular community education webinars with metro and rural audiences. Arthritis NSW had set this strategic objective to expand our services to online audiences long before the pandemic forced everybody indoors. So the team worked quickly and successfully to bring our long-held goal to fruition.

Bequests

Thank you also to those who chose to leave a gift to Arthritis NSW in their Will. We extend our deepest gratitude.

In 2019/2020, 13 bequests were realised, totalling \$779,140. Arthritis NSW honoured the wishes of the bequestors to the use of those funds. We would also like to extend our thanks to the families of those who left the legacies.

Leaving a bequest in your Will is a very personal decision and a serious commitment to help others living with arthritic conditions in NSW.

The bequests we received in 2019/2020 made up the majority of our donated income and were critical to the continuation of our services.

CAMP FOOTLOOSE BUILDS RESILIENCE

Laura returned from Footloose 2019 with more confidence at school and interest in sport.

Twenty-seven teens and tweens had a blast abseiling, rock climbing, and enjoying camp fires and movies over five days at the Broken Bay Recreation Centre. Laura, 11, (*left in pic*) was one of the five children new to the camp, with the other 22 returning for more fun, and connection with old and new friends.

For more than 20 years, Camp Footloose has invited children aged 9 to 18 to meet others living with juvenile arthritis (JIA), and gain control over their condition.

Laura's mother Roz, said Laura had an amazing time at Footloose 2019. 'Laura spent weeks afterwards talking about

everyone she'd met and the challenges they face. She had never spoken aloud about how difficult it was living with JIA before she attended the camp,' said Roz.

'Having the young mentors with arthritis at the camp was a huge benefit because Laura could see how others could be successful at school, university and in the workforce while living with arthritis.

'Laura looked relaxed and happy when I picked her up. She's kept in touch with some of the friends she made, her relationships at school have improved and she's happily engaging in sport and PE again when she is able to,' said Roz.

'Camp Footloose had a positive impact on Laura and our family'.



MUDGEES SEMINAR SUCCESS

The Mudgee community gave our health seminar a warm and enthusiastic welcome.

Community engagement and word of mouth brought the people of Mudgee to the Arthritis NSW education seminar held in August 2019. The event was part of ANSW's Rural Program to address the shortfall of health information in rural areas. Funded by the ANSW Christmas Appeal, the program has enabled events in seven rural centres since 2018.

More than 130 people heard the Health Team's overview of arthritis and the strategies they could use to manage their condition. The audience welcomed the opportunities it gave them to reduce their symptoms and improve their lives.

Mudgee locals Terry and Marie praised the seminar. 'The Health Team really knows their subject and pitched at the right level for the audience,' said Marie, (*third from right*) whose husband lives with osteoarthritis.

Another local, Jenny (*far left*), said the seminar was useful because it demystified her symptoms. 'I live with rheumatoid arthritis and osteoarthritis and I'm never sure which of my symptoms relate to which condition,' Jenny said. 'Thanks to ANSW, I have a much clearer understanding. They made easy explanations of a complex

topic, helping us learn to live with arthritis and get on with it.'



WARM WATER SOOTHES MUSCLES AND MINDS

Our warm water classes helped Jan build strength and reduce her arthritic lower back pain.

Our warm water exercise classes expanded this year to nine locations: Castle Hill, Turrumurra, North Turrumurra, Lane Cove, Wollongong, Campsie, Ryde, Epping, Potts Point and Waverley. The 23 classes helped our 222 participants with arthritis to build strength, ease stiff joints and relax their sore muscles.

Arthritis NSW member Jan Condell (*pictured with husband Kevin*) joined our warm water classes in Wollongong in early 2020 to help manage pain caused by degenerative osteoarthritis of the spine. The warm water was soothing and supported her while acting as a weight to strengthen her muscles.

'The problem began in September 2019, when I suddenly couldn't get out of bed without Kevin's help,' Jan said. 'A neurologist diagnosed arthritis and operated on my back to release a nerve. This was successful but I still had lower back pain when walking a distance.

'The warm water exercises have been a lifesaver. Each week I can do more physically than the week before. I've brought along Kevin and a friend, who both have osteoarthritis and they've noticed the difference. After the class, we feel so good.

'The specialist told me that I may have trouble in another area of my spine, so I see the warm water classes, plus walking, as a hopeful deterrent.'



STATEMENT OF PROFIT OR LOSS

and other comprehensive income for the year ended 30 June 2020

	2020 \$	2019 \$
Revenue	1,325,650	1,270,635
Other income	187,073	346,379
Employee benefits expense	(1,066,214)	(1,048,960)
Depreciation and amortisation expense	(42,179)	(52,081)
Education expenses	(90,782)	(78,366)
Marketing and fundraising expenses	(73,192)	(128,334)
Other expenses	(558,216)	(449,283)
(Loss) before income tax	(317,860)	(140,010)
Income tax expense	–	–
(Loss) for the year	(317,860)	(140,010)
Other comprehensive income:		
Changes in fair value of available-for-sale financial assets	(322,957)	106,454
Other comprehensive income for the year, net of tax	(322,957)	106,454
Total comprehensive income/(loss) for the year	(640,817)	(33,556)

STATEMENT OF CASH FLOWS

for the year ended 30 June 2020

	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts	1,252,823	1,168,587
Payments to suppliers and employees	(1,847,586)	(1,748,209)
Interest received	9,350	18,893
Dividends received including franking credits	279,980	404,157
Net cash provided by/(used in) operating activities	(305,433)	(156,572)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	–	(2,348)
Purchase of financial assets	144,314	(212,403)
Net cash provided by/(used in) investing activities	144,314	(214,751)
Net increase/(decrease) in cash and cash equivalents held	(161,119)	(371,323)
Cash and cash equivalents at beginning of year	1,048,431	1,419,754
Cash and cash equivalents at end of financial year	887,312	1,048,431

STATEMENT OF FINANCIAL POSITION

as at 30 June 2020

	2020 \$	2019 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	887,312	1,048,431
Trade and other receivables	49,385	78,815
Other assets	16,177	37,657
TOTAL CURRENT ASSETS	952,874	1,164,903
NON-CURRENT ASSETS		
Financial assets	4,868,050	5,335,321
Property, plant and equipment	998,739	1,040,919
TOTAL NON-CURRENT ASSETS	5,866,789	6,376,240
TOTAL ASSETS	6,819,663	7,541,143
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	62,860	136,286
Employee benefits	41,253	48,490
TOTAL CURRENT LIABILITIES	104,113	184,776
TOTAL LIABILITIES	104,113	184,776
NET ASSETS	6,715,550	7,356,367

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2020

	2020 \$	2019 \$
EQUITY		
Reserves	15,316	307,641
Retained earnings	6,730,866	7,048,726
TOTAL EQUITY	6,715,550	7,356,367



CONTACT INFORMATION:

Arthritis 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 eNews on our website

Web: arthritisnsw.org.au

Facebook: facebook.com/ArthritisNSW/

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

Instagram: Instagram.com/arthritisnsw/