

ANNUAL REPORT 2021



**EXTEND
CREATE
TRANSFORM**

PRESIDENT'S REPORT

As the pandemic settled more deeply into our world in 2020/21, Arthritis NSW redoubled our commitment to help people with arthritis, regardless of the level of restriction that bound us.

We've made good progress on the Strategic Plan, with a considered Transformation Strategy that revisits sustainability and improved performance over coming years. The Arthritis NSW Therapeutic Service was launched, offering mobile occupational therapy and exercise physiology options. The service was slow to gain traction, and the Health Services Team plans to build a substantial client base once restrictions are lifted in 2022.

Our collaboration with Arthritis Queensland developed effectively, with shared staff and projects, such as The Joint Movement, creating efficiencies and accord.

This year we rejuvenated the ANSW Board with substantial diversity in background, experience, education, gender and skills. Welcome to our new Directors Michelle Uhlhorn and Jayne Senior, and farewell to our much-valued colleague, Robert Lagaida. As the financial year drew to a close, we began to prepare for Constitution renewal which will offer changes to our Membership model.

Last year I accepted the role as Chair of the Council of Advice, a committee comprised of affiliates from other states. It aims to leverage outcomes to better support people with arthritis and to advise Arthritis Australia.



Nigel Corne // President

Arthritis NSW

Thank you to my fellow Board Directors, the Arthritis NSW team, our donors, members, volunteers and all who share our vision.

Board Members: 1 July 2020 – 30 June 2021

Nigel Corne: President, Chair of the Board and member, Finance Risk and Audit Committee and Nominations and Remuneration Committee

Murray Smith: Vice President, Treasurer and Chair of Finance Risk and Audit Committee

Anne Carroll: Director and Chair Nominations and Remuneration Committee and member Clinical Governance and Research Committee

Davinder Singh-Grewal: Director and Chair, Clinical Governance and Research Committee

Michelle Uhlhorn: Director and Member, Finance, Risk and Audit Committee

Jayne Senior: Director

Richelle Massey: Company Secretary

Robert Lagaida resigned as Director and Chair of Finance Risk and Audit Committee in March 2021.

CEO'S REPORT

In a year defined by pandemic for Arthritis NSW and its Members, our commitment to helping people with arthritis did not waver. Every day, Members learned how to manage their condition in a changing world, and we learned how best to support them.

Our exercise programs underwent radical change as we moved from away from face-to-face classes. Some warm water classes closed forever, however new ones opened up when restrictions were lifted in August 2020. Some of our members and clients adapted to digital delivery with reassuring speed and Arthritis NSW partnered with our Queensland affiliate to deliver online classes, Total Joint Movement, for those over 60 years. Our Health Team also expanded our online exercise program Get Moving! to include a rehabilitation focus for those recovering from injuries or joint replacement surgery.

With residential children's camps off the table, we remade Camp Footloose and Camp Twinkletoes into one day events that were jam-packed with activities and education. We converted a planned health seminar in Wagga to a Zoom event in 2020, then held it on location in May 2021.

Our financial challenges have remained, with Covid impacting donations and bequests as well as historic



Alex Green // CEO

Arthritis NSW

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revenue sources such as exercise programs and fundraising events. However, sustainability is our priority and a return to balanced finances is a key part of our planning.

While we have a lot of work to do, I am heartened by the strong, well-qualified and compassionate team at Arthritis NSW. They engage enthusiastically with members, supporters and clients and I believe we, with the Arthritis NSW Board, will build an exciting future to help more people in even more impactful ways. We can track that impact using the outcome measurement tool we developed this year. Early results affirmed our positive impact and gave insights into how to improve it.

Thank you to everyone whose feedback and generosity help us fulfil our mission to help people with arthritis.

PERFORMANCE OVERVIEW

Arthritis NSW delivers health and education services, such as our gentle exercise classes, children's camps, and health seminars, to help people live better lives with arthritis. As we have all adapted to the impacts of the pandemic, online services and education are now as much a part of our delivery as face-to-face modes and we continue to be inspired by our community's response to these digital necessities. Our yearly performance includes running fundraising appeals, delivering health services across all channels, raising our online profile to expand our audience reach and sharing information to all who are living with arthritis who seek to improve their lives.

OUR PERFORMANCE



16 **SUPPORT GROUPS**

FUNDRAISING



Winter Appeal	\$33,390
Christmas Appeal	\$16,964
General donations	\$37,805

PUBLICATIONS



Arthritis Matters issues	2
eNews subscribers	3,713
Website visitors	23,042

SOCIAL MEDIA



6,116



1,646



342



12 **CAMP FOOTLOOSE**
Attendees



5 **CAMP TWINKLETOES**
Families



COMMUNITY HEALTH

Education sessions	40
Participants	516

GENTLE EXERCISE

Warm water venues	10
Warm water classes	20 per week
Participants	151
TJM* classes online	8 per week
TJM participants	109
Get Moving online visits	7,623

*Total Joint Movement



RURAL PROGRAM

Wagga Wagga seminar **66**



INFOLINE CALLERS 1,038

This Annual Report provides an overview of the performance of Arthritis NSW for the 2020/21 financial year. Complete audited financial statements are published in our Financial Report for the year ended 30 June 2021.

This Annual Report hasn't been audited, but contains extracts from the audited financial statement and is available online at: arthritisnsw.org.au/about/annual-reports. For a copy of the Financial Report, please call **02 9857 3300** or email info@arthritisnsw.org.au.

NEW DEVELOPMENTS

Therapeutic services

To support more people living with arthritis, Arthritis NSW introduced in early 2021 a mobile National Disability Insurance Scheme (NDIS) service for adults with rheumatoid arthritis. This involved the expansion of our Health Services Team to include an increased allied health provider portfolio and the growth of our local marketing channels and professional networks.

In March 2021, to support people with other forms of arthritis, such as osteoarthritis, the program evolved to become ANSW Therapeutic Services, which allowed for non-NDIS clients to access support through out-of-pocket expenses and/or private health insurers.

Our Therapeutic Services include exercise physiology and occupational therapy services for clients who live in the Sydney metropolitan area, particularly the lower north shore, inner-west and western suburbs. Clients who ANSW is unable to help due to geographical limitations are guided to local supports.

Following the impact of Covid-19 on access to health services, ANSW shifted therapeutic services to the convenience and safety of telehealth.

Measuring outcomes

Another strategic priority undertaken in 2020/21 was the development of a Tool for Outcome Measurement (TOM). Outcome measurement identifies and measures the impacts of ANSW's services and supports on clients. TOM helps ANSW to more effectively deliver on our mission: To help people living with arthritis.

With TOM, Arthritis NSW is able to:

- deliver and enhance services of greater value to people living with arthritis
- make informed decisions to refine and improve services
- identify areas of unmet need leading to potential new services.

The team consulted with many crucial stakeholders and canvassed our service users to understand how arthritis impacted their lives, what truly mattered to them and how ANSW could improve their outcomes.

The outcomes framework identified the areas (domains) that could be affected by our programs, the tools to confidently measure these impacts, and the ways to implement this approach into people's experiences through our services and supports.

Why measuring outcomes is important

TOM puts our participants in the driver's seat. Their feedback and insights help ANSW to improve and develop programs that better meet their needs and work towards our vision of *Freedom from arthritis*.



What is measured

Arthritis NSW has identified six outcome domains or areas that our services and supports could influence. They are:

- Knowledge and understanding
- Independence, choice and control
- Motivation and inspiration
- Community connection
- Pain and symptom management
- Physical wellbeing.



The following pages look at these outcome domains that our services impact. All domains contribute to ***Freedom from arthritis***.

ON THE RIGHT TRACK

Arthritis NSW collected data using TOM (Tool for Outcome Measurement) from 14 April to 30 June 2021. The results represented feedback from 105 consumers of eight ANSW services, plus family members and carers.

Research quality

To enhance the quality of our research, ANSW collected data from three sources.

1. Surveys completed after customers use our services. Respondents gave personal perspectives on how we influence change in the six domains and the nature of their life with arthritis.
2. Periodic interviews to dive deeper into client experiences to understand how services are supporting them, and where they could be improved.
3. We also sought feedback from instructors and service providers to gain perspectives on if and how programs were supporting participants.



Top line results

HIGH ACHIEVING DOMAINS

Knowledge and Understanding: 88%

Proportion of participants who have an increased understanding of how to manage their condition.

This is an encouraging result as raising people's level of knowledge and helping them understand their condition and how to manage it is at the core of ANSW's mission.

Motivation and Inspiration: 87%

Participants who agree that ANSW helps motivate them to effectively manage their condition.

Having a strong, positive influence over people's motivation to self-manage their condition is heartening. Motivation is also linked to improvements in other outcomes.

Community Connection: 70%

Participants who feel supported by ANSW community.

The results across exercise classes and camps are pleasing, and we will continue to foster a sense of connectedness across all programs.

ROOM FOR IMPROVEMENT

Physical Wellbeing: 56%

Participants who report that pain interferes with their ability to maintain a normal routine.

Strength, balance and mobility contribute to physical wellbeing and we are increasing access to, eg. ANSW's Strength & Balance program, that bring about these benefits.

Pain and Symptoms Management: 49%

Participants who experience a reduction in pain immediately after class.

Users of our physical programs, eg. warm water classes, report decreased pain. We encourage consumers of our education resources, Infoline etc. to exercise to manage pain and offer alternate approaches to reduce reliance on medication.

Independence, Choice and Control: 20%

Participants who agree ANSW has helped them feel more in control of their condition.

It's a challenge to improve feelings of control over arthritis. However, we are proud of the results for independence and choice, which can influence a person's sense of control.

TRUSTING AND SHARING KNOWLEDGE

Knowledge and Understanding

You understand your condition more comprehensively and can use this knowledge to achieve outcomes.

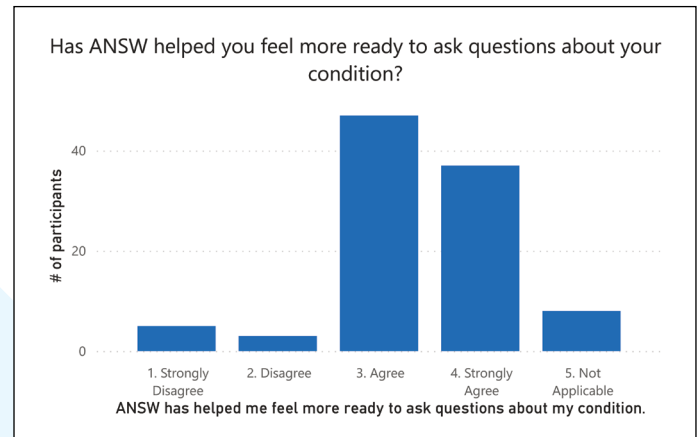
It's encouraging to know that 88 per cent of people responded that their knowledge and understanding of arthritis had increased after engaging with ANSW services.

Information is key to programs and supports which aim to improve self-management skills. Respondents shared that not only had their knowledge led to greater understanding about arthritis, they also had high levels of confidence in sharing information with others, and they felt more ready to ask questions about their condition.

The benefits of translating knowledge and understanding of arthritis into self-management was illustrated by the comment:

'...so I can work towards maintaining the best quality of life for as long as I can'.

82% of participants agree or strongly agree that Arthritis NSW helps them feel more confident sharing information about arthritis.



REPRODUCING CONNECTIVITY

Community Connection

You feel less isolated, more supported and this is likely to help you effectively manage your condition.

There is a strong link between a person's level of social interaction and their capacity to manage illnesses such as arthritis.

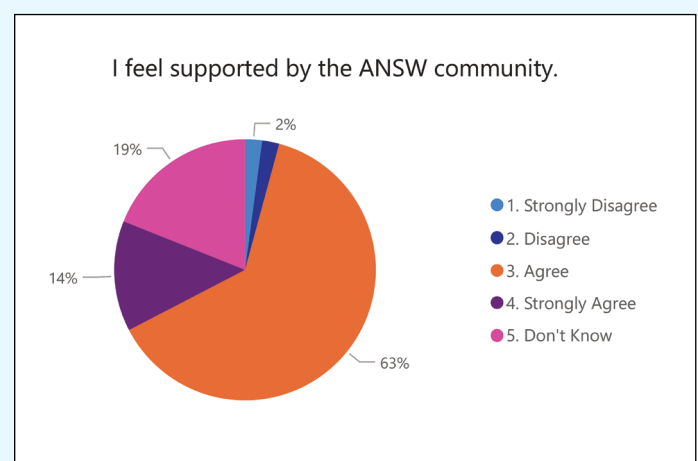
Analysis confirms that face-to-face programs have a higher level of community connection than our online services, as most people prefer the human interactions that occur face-to-face. However, our Health Services Team continues to work on reproducing this connectivity through our online programs.

We're encouraged that 70 per cent of people responded that they felt they were supported by the ANSW community. We will try to increase this number through interviewing participants on how they perceive their sense of belonging within a community and how ANSW's programs and services could heighten this connection.

The combined benefits of exercise and social interaction were highlighted in the following comment:

'My lower back pain prevents me from standing. Warm water exercising is the only place I can stand, move and enjoy exercising so it's vital for my sense of wellbeing and social enjoyment.'

58% of participants feel they belong in the ANSW community.



MOTIVATE TO MANAGE

Motivation and Inspiration

Your motivation to participate in activities that improve or maintain your condition is increased.

If motivation and inspiration improve, it is likely there will be progress in other domains. Motivation is key to managing arthritis and other chronic conditions. Given arthritis causes chronic pain and doesn't have a cure, motivation can be hard to achieve.

However, 87 per cent of our group agreed that ANSW motivated them to manage their condition. Our respondents consistently rated all programs highly.

Here is a comment that illustrated motivation in action:

'I enjoy interacting with others in the class, some of whom have similar conditions to me. I am more motivated to exercise when I attend a class. There are times to have fun which helps you forget about your problems and enjoy yourself.'



Most selected reason for using ANSW services: 'I think that this activity is good for me.'

MANAGING PAIN

Pain and Symptom Management

You experience less pain and feel more able to manage symptoms.

There is extensive research into the complexities of chronic pain, and how physical factors, motivation and connectivity interact to improve self-management. Fifty-six per cent of survey participants reported that pain interfered with their daily lives.

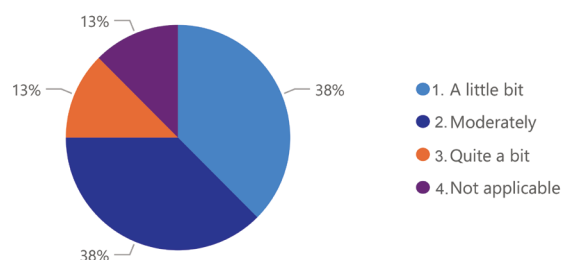
Our Therapeutic Services offers occupational therapy and exercise physiology to people who need more support to manage their condition. Our exercise-based programs encourage improved activity and other ways to manage pain beyond surgery and pharmaceuticals.

We aim to increase the percentage of people (currently 49%) who experience immediate pain relief through our programs and feel more capable of managing it.

An example of our positive influence was highlighted in this comment:

'The interaction with the other participants and the physiotherapists are also important as we share our concerns and learn how others have controlled pain or mobility problems. The friends I have met are also an important part of how to manage my arthritis pain and concerns.'

The extent that the participants' report their **mobility improves over time** when accessing ANSW services.



52% of participants agree or strongly agree that ANSW helps them know how to reduce their pain.

MAKING GAINS DAY-TO-DAY

Physical Wellbeing

Your mobility and strength are improved or maintained.

The results in this domain were based on how arthritis influenced respondents' daily activities, and were strongly influenced by their stage of life and demographics, eg. condition type, gender etc. Parents of young children at our camps reported that their child's condition affected their work, socialising and hobbies to a far greater extent than other program respondents. For example, arthritis-related work issues affected 50 per cent of camp parents but only five per cent of warm water exercise participants, who are older and less likely to work.

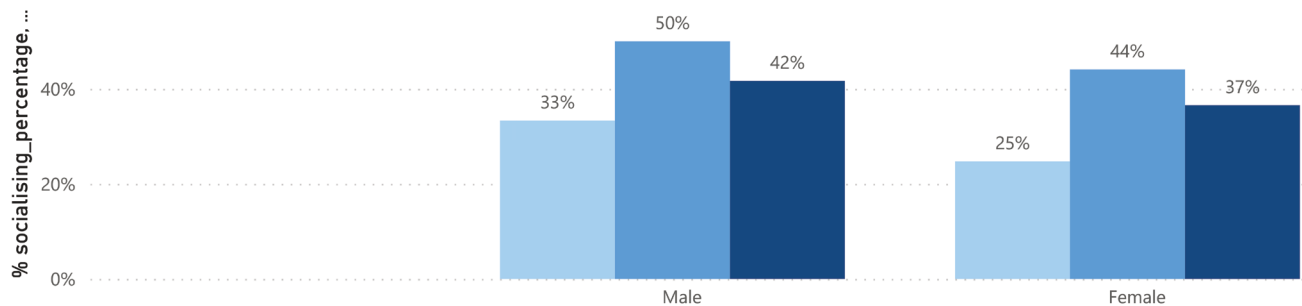
While our land-based exercise programs scored 100 per cent for achieving motivation, 75 per cent of participants reported that pain interfered with their normal routines. A high volume of our warm water class participants reported that the activity improved their physical function.

Given their varied demographics, our participants' comments help ANSW to plan future services:

'I couldn't do these exercises on land and I feel so much better when I do them. They improve my balance. I feel I get an all over workout.'

Percentage of participants who have had problems with the following activities, per gender of participant

● % socialising_percentage ● % hobby_inside ● % hobby_outside



MORE CHOICE, MORE CONTROL

Independence, Choice and Control

Your control over your life and choices increases your independence and improves the outcomes that can be achieved.

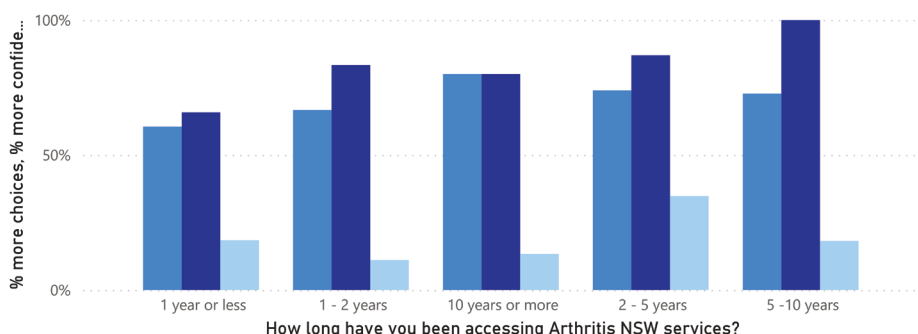
ANSW is pleased that 69 per cent of respondents felt that they had more choices in self-management and 79 per cent felt more confident in managing their condition after using our services. Also, those who had engaged with our services for longer, had correspondingly higher ratings for

their experiences of both choice and confidence.

Understanding 'control' is difficult and individuals have varying degrees and interpretations of this. Only 20 per cent of participants reported feeling more in control of their condition. It is why we also focus on positively influencing a participant's sense of independence and choice. We can help consumers to achieve their best 'versions of control' and achieve *Freedom from arthritis*.

Percentage of participants who report ANSW has made them more confident, more in control or has offered more choices per time spent at the ANSW

● % more choices ● % more confident ● % more control



We're encouraged by comments such as these:

'I'm told there is no cure for rheumatoid arthritis, therefore I need to manage the disability so I can lead an enjoyable life. I wish to take advantage of the gained knowledge that can be passed on.'

REPORT AND REFLECT

Feedback through TOM provides a new level of insight and understanding, which will allow quality improvements to services, new program design, and enhance participant outcomes.

In the table below are the outcomes for Arthritis NSW programs in the six domains.

OUTCOME DOMAIN	Warm water classes	Community Education	Strength & Balance/ TJM	Infoline	Children's camps	Online resources	Arthritis Matters
Knowledge and Understanding	91%	86%	81%	67%	100%	83%	88%
Pain and Symptom Management	71%	14%	44%	0%	0%	17%	38%
Motivation	88%	86%	100%	67%	100%	67%	75%
Independence, Choice and Control	24%	36%	12.5%	0%	0%	17%	0%
Community Connection	78%	64%	61%	67%	25%	50%	75%
Physical Wellbeing	62%	43%	75%	44%	25%	67%	25%

While pleased with the results, ANSW will use the report and reflect on the scores and ratings to identify, investigate, improve or develop new ways to help people in NSW live well with arthritis.

Inspiring action

Based on the first report, ANSW will address three priority areas for improvement and growth.

- 1. Community Connection:** As it is stronger in face-to-face programs, we will look at increasing engagement through our online platforms or increasing interactive strategies that connect participants.
- 2. Pain and Symptom Management:** We will explore strategies to promote more effective self-management, eg. increase health literacy on complex pain, decrease barriers to exercise, and thereby reduce how much pain affects daily activities.
- 3. Independence, Choice and Control:** Interviews with participants will allow us to better understand how we can influence control within a person's life. As there is no cure for arthritis, ANSW will strive to maximise a person's sense of choice and confidence, through services to increase individual perceptions of control. Or, as an internal quality improvement, ANSW may modify the TOM survey to better assess its impacts in both independence and choice.



STATEMENT OF PROFIT OR LOSS

and other comprehensive income for the year ended 30 June 2020

	2021 \$	2020 \$
Revenue	881,564	1,325,650
Other income	187,862	187,073
Employee benefits expense	(912,134)	(1,066,214)
Depreciation and amortisation expense	(36,875)	(42,179)
Education expenses	(107,839)	(90,782)
Marketing and fundraising expenses	(55,338)	(73,192)
Other expenses	(337,848)	(558,216)
(Loss) before income tax	(380,662)	(317,860)
Income tax expense	–	–
(Loss) for the year	(380,662)	(317,860)
Other comprehensive income:		
Changes in fair value of available-for-sale financial assets	401,954	(322,957)
Other comprehensive income for the year, net of tax	401,954	(322,957)
Total comprehensive income/(loss) for the year	21,292	(640,817)

STATEMENT OF CASH FLOWS

for the year ended 30 June 2021

	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts	912,425	1,252,823
Payments to suppliers and employees	(1,411,551)	(1,847,586)
Interest received	2,737	9,350
Dividends received including franking credits	185,125	279,980
Net cash provided by/(used in) operating activities	(311,264)	(305,433)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	(3,418)	–
Purchase of financial assets	9,831	144,314
Net cash provided by/(used in) investing activities	6,413	144,314
Net increase/(decrease) in cash and cash equivalents held	(304,851)	(161,119)
Cash and cash equivalents at beginning of year	887,312	1,048,431
Cash and cash equivalents at end of financial year	582,461	887,312

STATEMENT OF FINANCIAL POSITION

as at 30 June 2021

	2021 \$	2020 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	582,461	887,312
Trade and other receivables	19,524	49,385
Other assets	36,666	16,177
TOTAL CURRENT ASSETS	638,651	952,874
NON-CURRENT ASSETS		
Financial assets	5,260,023	4,868,050
Property, plant and equipment	965,282	998,739
TOTAL NON-CURRENT ASSETS	6,225,305	5,866,789
TOTAL ASSETS	6,863,956	6,819,663
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	91,914	62,860
Employee benefits	35,200	41,253
TOTAL CURRENT LIABILITIES	127,114	104,113
TOTAL LIABILITIES	127,114	104,113
NET ASSETS	6,736,842	6,715,550

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2021

	2021 \$	2020 \$
EQUITY		
Reserves	386,638	(15,316)
Retained earnings	6,350,204	6,730,866
TOTAL EQUITY	6,736,842	6,715,550



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