

OUTCOMES REPORT 2023



**INNOVATIVE
COLLABORATIVE
SUSTAINABLE**

PRESIDENT'S REPORT

This is now my fourth year as President at Arthritis NSW, and while much has changed in the world since 2019, our unrelenting commitment to help people with arthritis has not.

With a settled and skilled board, and expert team, allied with generous supporters, we can increasingly balance traditional models of support with new approaches.

Much of the innovation from the past few years has been digital, but our support in person (exercise, seminars, support groups etc.) will remain important to our future. It's pleasing to see client numbers rise and stories of change continue.

The Board of Directors – like the staff – will drive and support innovation in our quest towards 'Freedom from Arthritis'.



Nigel Corne // President

Arthritis NSW

In the past year, that has included preparation for a new digital portal (an 'Arthritis Hub'), the emergence of other services, and a closer alliance with other Arthritis Affiliate organisations, particularly Arthritis QLD with whom we now share multiple programs, staff and other resources.

These changes, all with the aim to help more people in more profound ways, relies on a broad group of kind and committed people, so I will conclude with thanks to my fellow Directors and to donors, volunteers and staff.

CEO'S REPORT

More than ever, to effectively deliver on our Mission, it is vital that we retain good staff members, and build deep engagement with the work they do.

So, Arthritis NSW has been investing in team bonding, culture and training. This has revealed some interesting outcomes that I want to share as I reflect on the year that's been.

Firstly, ALL of the ANSW team – staff, board and volunteers – are inspired and energized most by the stories we hear from clients and donors.

Clients like Tom who, after attending a webinar, lost 20kg, changed his diet to address his pain, and is now sharing his experience as a peer mentor to others.

Donors like Donna: *I give whenever I am asked to support kids camps. It expresses my gratitude for everything that ANSW does. I feel I'm helping children with juvenile arthritis get the best start in life.*

Another of our uniting motivations is being 'Mission Driven' – our belief that we should always strive to do more, do better, and help more people with arthritis.



Alex Green // CEO

Arthritis NSW

To that end, several new initiatives featured in FY23 to ensure Arthritis NSW contributes to a sustainable society.

These included growth in core programs like Warm Water exercise and our seminar/webinar offerings, new services such as chatbox, peer mentoring, and early work on our Pain Packs and the Arthritis Hub which will emerge in 2023/24.

More details on our impact throughout 2022/23 are described in this report, and none would be possible without the generosity of our donors, including those who make a gift in their Will, and volunteers, and our outstanding Board of Directors.

To all who play a role in changing the lives of people like Tom, I thank you.

'I hobbled into your seminar feeling very sorry for myself and came out saying "I can do this." I took everything Arthritis NSW advised: the Mediterranean diet, the gentle exercise, the cold packs for pain, and put them into practice and I'm feeling so much better.'

'It's challenging to get out of a chair when I'm having a flare. Arthritis keeps me housebound. Walking aggravates it and stairs are a problem. But I can do the dance classes. They strengthen me and build my confidence. I think: If I can do this class, maybe I can go for a 20-minute walk.'

OUR PERFORMANCE



INFOLINE CALLERS 1,350

GENTLE EXERCISE



Warm water venues	12
Classes per week	29
Participants	293
Strength & Balance per week	4
Participants	38
Motion & Flow per week	1
Participants	21

PUBLICATIONS



Arthritis Matters circ.	2,400
eNews subscribers	7,822
Website users	166,320

SOCIAL MEDIA



6,706



1,896



430

CAMP FOOTLOOSE



Appin: September 22	20
Coffs Harbour: April 23	29

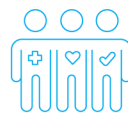


7 CAMP TWINKLETOES FAMILIES



14 SUPPORT GROUPS

COMMUNITY HEALTH/WEBINARS



Education sessions	26
Registrations	3,288
Attendees	1,136

RURAL HEALTH PROGRAM



Tamworth: Aug 22	92
Cooma: Nov 22	62
Mittagong: Feb 23	77
Grafton: May 23	59

FUNDRAISING



Winter Appeal	\$45,469
Christmas Appeal	\$20,288
Big Give	\$40,000

This **Outcomes Report** provides an overview of the performance of Arthritis NSW for the 2022/23 financial year. Complete audited financial statements are published in our **Financial Report** for the year ended 30 June 2023. This **Outcomes 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.

SUSTAINABILITY MATTERS

What is sustainability?

Sustainable development meets the needs of the present without compromising the ability of future generations to meet their own needs (WECD 1987).¹

Sustainability involves environmental protection, social responsibility, economic benefits, and resilience, promoting sustainable practices aligned with *People, Planet, and Profit* and evaluated through the broader ESG role to maximize stakeholder benefits for a prosperous future (AICD) 2022).²

Can we keep doing the same thing over and over forever?

If the answer is no, then it is not sustainable.

Why are we embarking on this journey?

Arthritis NSW is embarking on this sustainability journey to ensure our long-term wellbeing, align our strategies with responsible practices, and positively impact our stakeholders and the environment.

Why is this important?

This journey is important as it enables Arthritis NSW to foster a sustainable future for our community, promote

So far, we have implemented various sustainable initiatives. These initiatives include:

- waste reduction
- energy efficiency
- stakeholder engagement
- fostering culture and a can-do attitude.

We are taking steps in the following areas:

- adopting a green energy provider
- introducing zero waste cleaning products
- reducing waste in printing and rubbish disposal
- promoting the use of reusable takeaway cups
- engaging with a consultant for an ESG materiality assessment and future reporting
- encouraging zero emissions, leading supplier to start sustainability journey
- utilising FSC-certified printing paper
- participating in networking events, webinars and climate courses
- **becoming a finalist in workplace wellbeing awards**
- prioritising employee wellbeing and a healthy work/life balance to support their mental and physical health.



responsible stewardship and address pressing social and environmental challenges.

Why do we care?

We care deeply about sustainability because it aligns with our core values and creates a positive and lasting impact on the wellbeing of individuals, communities, and the environment. We recognise that authentically integrating sustainability within any organisation is a long road we are committed to taking.

1. *Our Common Future: Report of the World Commission on Environment and Development* (WECD) 1987, <http://www.un-documents.net/our-common-future.pdf>

2. Stutt, T, Fraenkel, H, & O'Rourke, E, 2022, *Bringing Together ESG: Board Structures and Sustainability*, Australian Institute of Company Directors, <https://www.aicd.com.au/risk-management/framework/climate/bringing-together-esg-board-structures-and-sustainability.html>

OUTCOMES SET NEW DIRECTIONS

Since 2020, Arthritis NSW has measured the impacts of our services using our Outcome Measurement Framework. The results inform our yearly planning and longer term strategies, helping to set, and sometimes re-set, our program direction.

We continue to measure our impacts against the original six domains of influence, because they are the drivers that impel people with arthritis to take action. The outcomes guide our program structures and help to broaden our reach to the arthritis community.

The domains of influence are:

- Knowledge and Understanding
- Motivation
- Choice and Control
- Community Connectivity
- Pain and Symptom Management
- Physical Wellbeing.

Programs and respondents

The outcomes in this report are based on the data received between 1 July 2022 and 30 June 2023, representing feedback from 298 respondents across nine programs, including families and carers.

The programs are:

- Warm Water exercise
- Strength & Balance
- Motion & Flow (dance)
- Community/health webinars
- Infoline
- Rural health
- Arthritis Matters
- Kids camps
- Online resources incl. eNews

HIGH ACHIEVING DOMAINS

Knowledge and Understanding: 94%

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

We are extremely pleased that we contribute such a positive influence on our consumers' knowledge and understanding about arthritis.

Motivation: 94%

Proportion of participants who agree that ANSW helps motivate them to effectively manage their condition.

Arthritis NSW is proud that increased motivation remains a consistent performer across all programs. We aim for all our services to give people opportunities for increased motivation.

Choice and Control: 91%

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

This much improved score may have been impacted by people's perception of increased choice in how they manage their arthritis (92%).

ENCOURAGING IMPROVEMENTS

Community Connectivity: 88%

Proportion of participants who feel part of the ANSW community.

This is an encouraging result from across our program range, as we know how important connection is within our community.

Pain and Symptoms Management: 88%

Proportion of participants who experience less daily disruption from pain due to using ANSW services.

Arthritis NSW is pleased that 88% of people who use our services feel that their pain interferes less with their capacity to live the life they want.

Physical Wellbeing: 78%

Proportion of participants who agree that ANSW services improve their physical wellbeing: Strength, flexibility, mood, and energy.

Across these components of physical wellbeing, this is an improved and robust proportion of participants who feel that using Arthritis NSW services supports their overall wellbeing.

LITERACY DRIVES UNDERSTANDING

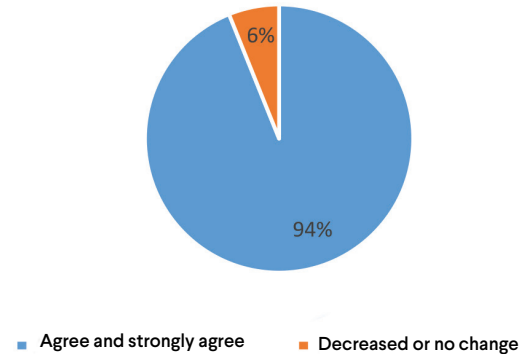
Knowledge and Understanding

Learning and understanding about their arthritis is the key step people take to better manage their condition.

Ninety-four percent of respondents know more about their arthritis and the effective and safe ways they can manage it, eg. through exercise and nutrition. This new understanding has naturally increased their confidence with sharing that information and making decisions.

Arthritis NSW focused in 2022/23 on delivering our information and resources to our community at appropriate health literacy levels, eg. information that could be understood by people with varying levels of health comprehension. Our 94% scoring on this domain suggests we are on the right track.

ANSW has increased people's knowledge and understanding about their condition



'I attended your pain management seminar to understand how pain can present itself. Doctors don't go into this detail, even when you ask questions. I'll go over the notes and really work out how I will manage things.'

CONNECTION AND BELONGING

Community Connectivity

The arthritis journey can be long and challenging, and at Arthritis NSW we know how important connection is between people who are living with the condition.

Eighty-eight percent of our respondents feel they belong in the Arthritis NSW community, and 86% feel they have a personal connection with others who use the same service, eg. exercise program or webinar.

This past year, Arthritis NSW has worked with the programs that have moved online, eg. Strength & Balance and Motion & Flow, to encourage the participants to connect with each other, despite the lack of physical closeness. We have done this by building in opportunities for informal conversations and sharing experiences, for our online programs and face-to-face events such as our kids camps.



'She feels she can't keep up with her friends at school, playing and running around. So Camp Twinkletoes was wonderful for her. She loved meeting other kids who were like her, who had medicines every day and had to go to hospital a lot. It was also useful to talk to other parents who were having similar experiences to us.'

INSPIRED TO ACTION

Motivation

Motivation is essential to manage a chronic condition like arthritis and is influenced by a range of factors, eg. knowledge about management and opportunity to influence required changes.

People's motivations will vary. Some address their arthritis because it's been recommended by a health professional or they've been encouraged by a loved one. Within our community, 72% of respondents used our service because they thought it was important and that it was for their own good. Or they enjoyed the activity (31%), which is very positive.

This shows how knowledge and understanding influences their motivation because they better understand what sort of strategies and supports might help them to manage their condition. This increases

their belief in their ability to do what needs to be done and their motivation to do it.



'She came back with a wealth of information about her pain management and had connected with people who understood her, so she felt motivated to take new action. She's now returning to school on-site next term.'

FOCUS ON PAIN EDUCATION

Pain and Symptom Management

Pain is a major demotivating factor and affects people living with all types of arthritis.

Fortunately, for 77% of respondents within our exercise program, they report experiencing less pain immediately after an activity, and feel increased benefits of the exercise over time.

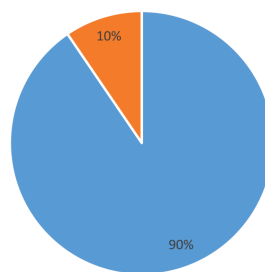
Ninety percent of respondents said that they had gained knowledge about additional pain solutions, such as mindfulness and sleep hygiene, and felt more motivation to try them.

Eighty percent of respondents said that Arthritis NSW services helped them with their non-pain related symptoms such as inflammation, stiffness and fatigue.

There remains a portion of our community who still struggles with pain, which is complex and challenging for many people living with arthritis.

In 2022/2023, we focused on more supports to help our community better manage pain. Our webinars and eNews have featured this topic specifically and we are connecting people with tools and organisations to help them better manage their pain.

ANSW has helped me increase my awareness of alternative methods of pain management



■ Agree and strongly agree ■ Decreased or no change

'I really enjoy your dance class Motion & Flow. It works through the pain using movement and has helped me reduce my pain medication over the past year. I look forward to each weekly class and am very sad when I can't attend.'

77% of participants agree or strongly agree that they experience less pain immediately after their ANSW activity, and feel the benefits over time.

GETTING THEIR LIVES BACK

Physical Wellbeing

Arthritis NSW measures physical wellbeing in terms of participants' strength, flexibility, energy and mood (mental health). Routine physical activity is recommended for people with arthritis to maintain proper joint function and health.

These elements of physical wellbeing help us better track how our services help people in this way. Across these components, 78% of participants agreed that using ANSW services improved their overall wellbeing.

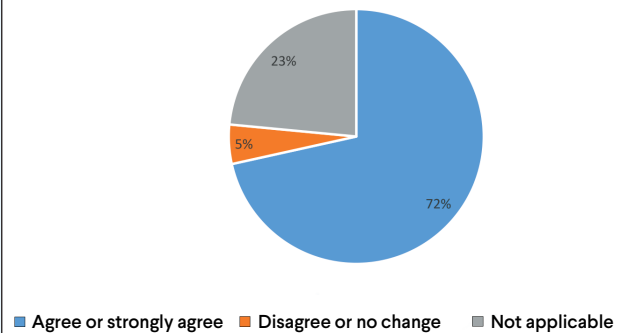
Our Warm Water Program and exercise programs (Strength & Balance and Motion & Flow) are the primary sources for this outcome. Respondents also reported indirect benefits to their physical wellbeing as a result of, eg. webinars that motivated them to exercise independently outside of class.

Seventy-two percent of respondents said that their physical strength had improved due to using ANSW programs, while 75% reported improved flexibility and mobility.

Some of the main improvements were in energy (81%) and mood (85%).

In 2022/2023, Arthritis NSW introduced dance program Motion & Flow online, and warm water exercise to Wagga Wagga. And we saw an increase in people from regional areas joining our online exercise classes.

My body is stronger as a result of engaging in an ANSW program



'The dance classes have been life-changing for me. They've taught me new ways to move that I can incorporate into other exercises. Since starting the classes I've lost 7 kgs, I get out of bed with a mostly straight back and I think I've regained a centimetre in height. I walk with a bounce and I don't feel old anymore.'

CHOICES LEAD TO GREATER CONTROL

Choice and control

In order for someone to feel they're experiencing the freedom and independence needed to live their life, they need a good sense of choice and control.

Living with a chronic disease can impose a range of challenges on people, which can also contribute to a loss of control and independence and significantly reduce their quality of life.

Ninety-one percent of people using ANSW services feel they have more control over their condition. They

may have been influenced by their perception of increased choice in how they manage their arthritis, as 92% of respondents feel they have more choice in how they manage their condition.

Arthritis NSW's ability to support people's sense of choice and control could have contributed to their overall sense of freedom to live their life as they desire. This is evidenced by the 88% of respondents who said that ANSW helped them to live the life they want.

We recognise that there are members of our community who still don't enjoy the freedom from arthritis they may desire and we continue to look for ways to increase their sense of control and choice across all our programs and services.

'Your exercise classes taught me how to engage different muscles and parts of my body, so I could manage everyday things again. My understanding improved as well. Now I know that arthritis is something I live with, not something that defines me, and isn't something I did to myself.'



REPORT AND REFLECT

The table below shows the outcomes for Arthritis NSW programs in the six domains for 2022/23.

OUTCOME DOMAIN	Knowledge & Understanding	Physical Wellbeing	Pain & Symptom Management	Choice & Control	Motivation	Community Connectivity
Warm Water Program	96%	86%	88%	93%	98%	74%
Strength & Balance	96%	91%	88%	93%	98%	93%
Motion & Flow Program (Dance)	100%	100%	100%	100%	100%	67%
Rural Health Program	89%	56%	75%	83%	89%	83%
Online resources incl. eNews	95%	67%	75%	89%	84%	79%
Kids camps	100%	75%	25%	67%	100%	100%
Community Health/Webinars	91%	67%	92%	91%	87%	79%
Infoline	83%	0%	100%	100%	83%	83%
Arthritis Matters	90%	50%	85%	87%	93%	65%

Lessons learned

In 2022/23, Arthritis NSW took the lessons learned from serving our community in lockdown and incorporated them into an invigorated program of on-site offerings. We are delighted with their attendance and enthusiasm, and the cumulative benefits reflected in this *Outcomes Report*.

We still have work ahead of us supporting people with fresh opportunities to connect with our community, increasing our information output on pain management, and encouraging more people to experience the wellbeing benefits of exercise.

From an advocacy perspective, Arthritis NSW also measures the degree to which our community feels

they can access sufficient support to manage their condition, beyond what we offer.

We found that there is room for further improvement in this area as only 79% of respondents felt that they had sufficient access, while 21% felt they didn't have sufficient access.

This finding points to various aspects of life (financial, cultural, geographical) that may obstruct appropriate levels of support. This is something that ANSW will continue to try and change where possible.

STATEMENT OF PROFIT OR LOSS

and other comprehensive income for the year ended 30 June 2023

	2023 \$	2022 \$
Revenue	2,786,220	911,567
Other income	246,112	1,184,015
Employee benefits expense	(993,512)	(883,862)
Depreciation and amortisation expense	(6,217)	(42,208)
Education expenses	(237,330)	(58,628)
Marketing and fundraising expenses	(72,577)	(127,771)
Other expenses	(778,255)	(467,365)
Profit (Loss) before income tax	944,441	515,748
Income tax expense	–	–
PROFIT (LOSS) FOR THE YEAR	944,441	515,748
Other comprehensive income:		
Changes in fair value of available-for-sale financial assets	406,218	(428,138)
Other comprehensive income for the year, net of tax	406,218	(428,138)
TOTAL COMPREHENSIVE INCOME (LOSS) FOR THE YEAR	1,350,659	87,610

STATEMENT OF CASH FLOWS

for the year ended 30 June 2023

	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts	2,700,922	921,833
Payments to suppliers and employees	(2,037,826)	(1,501,079)
Interest received	16,262	216
Dividends received including franking credits	229,205	191,491
Net cash provided by/(used in) operating activities	908,563	(387,539)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Sale/(Purchase) of property, plant and equipment	–	1,915,311
Sale/(Purchase) of financial assets	433,606	(1,425,858)
Net cash provided by/(used in) investing activities	433,606	489,453
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payments for lease liabilities	(29,760)	(9,920)
Net cash provided by (used in) financing activities	(29,760)	(9,920)
Net increase/(decrease) in cash and cash equivalents held	1,312,409	91,994
Cash and cash equivalents at beginning of year	674,455	582,461
Cash and cash equivalents at end of financial year	1,986,864	674,455

STATEMENT OF FINANCIAL POSITION

for the year ended 30 June 2023

	2023 \$	2022 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,986,864	674,455
Trade and other receivables	93,556	8,257
Other assets	28,509	30,058
TOTAL CURRENT ASSETS	2,108,929	712,770
NON-CURRENT ASSETS		
Financial assets	6,231,001	6,257,744
Property, plant and equipment	3,215	9,432
Right of use asset	74,882	102,963
TOTAL NON-CURRENT ASSETS	6,309,098	6,370,139
TOTAL ASSETS	8,418,027	7,082,909
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	126,988	119,117
Lease liability	28,991	28,991
Employee benefits	39,560	35,871
TOTAL CURRENT LIABILITIES	195,539	183,979
NON-CURRENT LIABILITIES		
Lease liability	47,377	74,478
TOTAL LIABILITIES	242,916	258,457
NET ASSETS	8,175,111	6,824,452
EQUITY		
Reserves	364,718	(41,500)
Retained earnings	7,810,393	6,865,952
TOTAL EQUITY	8,175,111	6,824,452



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