



CEO Update



Dear supporters,

As I reflect on the year that has passed, I am filled with gratitude for the strides we've made in supporting Queenslanders living with arthritis. Despite navigating a challenging fundraising landscape exacerbated by the pressures of rising living costs, I'm thrilled to share that we've been able to extend our reach and impact significantly in 2023.

Our partnership with Arthritis New South Wales continues to flourish, marked by alignment in service delivery and the sharing of resources. This improves our efficiency and effectiveness, maximizing the impact of every dollar and better supporting those in need.

I'm delighted to report that our online exercise programs have experienced unprecedented success, with a 90% increase in participation compared to the previous year. This growth underscores the growing demand for accessible, digital health solutions, reaffirming our commitment to leveraging technology to enhance the well-being of individuals living with arthritis. The growth of our mentoring program, Arthritis Assist, shows its value, as do the increasingly popular Webinar series.

Our dedication to our vision of Freedom from arthritis remains unwavering, fueled by the support of our generous donors, dedicated volunteers, board members and passionate staff.

As we look ahead to the future, I'm filled with optimism and excitement for the opportunities that lie ahead. With your continued support, I have no doubt that we will build upon our successes and continue to make a meaningful difference in the lives of Queenslanders affected by arthritis.

Thank you for your ongoing commitment and dedication. Here's to a bright and prosperous future for Arthritis Queensland and the communities we serve.

Warm regards,

Alex Green

Our Performance Overview

8,812 subscribers learning ways to live well with arthritis through our Arthritis E-News



6,641 social media followers



2,184 information inquiries through our Infoline, web chat, Arthritis Connect calls and information pack orders



2,794 members accessing support through our Online Support Groups



225 hours of telephone support provided through Arthritis Assist



8,091 hours of exercise completed with Arthritis Moves and Dance Moves



Net Promoter Score of **80** across all information, support and exercise services.



Chair Update

Kate Templeman



Dear Supporters, Partners, and Friends,

It gives me immense pleasure to share with you the strides we've made at Arthritis Queensland over the past year. 2023 was a year of significant progress on multiple fronts, as we continue to pursue our ambitious vision while acknowledging the scale of the challenges ahead.

Our strategy remains unwavering: to provide care and seek cures for those affected by arthritis. This mission is not just a statement; it's the cornerstone of everything we do. Throughout the year, we've stayed committed to this cause, investing in digital supports such as webinars and digital exercise programs. These initiatives have not only seen impressive growth but have also established sustainable models that will serve us well into the future. At the same time, we've maintained our core services, constantly seeking efficiencies to ensure that every dollar spent goes toward maximizing impact.

One of the highlights of this year has been our deepening engagement with the University of Queensland (UQ). Our continued partnership with UQ, particularly through the leadership of the Arthritis Queensland Chair of Rheumatology, Professor Ranjeny Thomas, fills us with excitement as we witness the progress being made in research and treatment. This collaboration underscores our commitment to staying at the forefront of innovation and knowledge in the fight against arthritis.

On the governance front, we've faced challenges with the loss of our esteemed colleague, Dr Phil Robinson, whose impact was deeply felt within our organization. Phil served as Director, a donor and a guide and his influence on both the AQ and Rheumatology community at large was profound and always positive. Additionally, the departures of David Bryant and Dr Jennifer Schafer necessitated changes within our board. However, I'm proud to say that despite these setbacks, we've welcomed a new Director, Dr Hashim Abdeen, whose expertise and passion have further strengthened our board.

Our engagement with organizations like Arthritis Australia (AA) and Arthritis New South Wales (ANSW) remains robust, as we continue to collaborate and provide oversight to our growing partnership. Together, we are better positioned to address the complex needs of those living with arthritis across the country.

In closing, I want to extend my heartfelt gratitude to our Directors, supporters, and partners. Your unwavering dedication and support have been instrumental in driving our progress this year. As we look ahead, let us remain steadfast in our commitment to making a difference in the lives of those affected by arthritis.

With warm regards,

Kate

Volunteer Update

In 2023, Arthritis Queensland had the privilege of working with over 43 volunteers taking part in over 50 roles, including Peer Mentors, Fundraising Support, and Online Moderators. These dedicated volunteers contributed over 3600 hours of their time, which is equivalent to a yearly volunteer replacement cost of more than \$155,800. Our volunteers played a crucial role in delivering our support services, providing governance to the board and management, and maintaining meaningful contact with our supporters. Before starting their work, each

volunteer has a comprehensive recruitment, training, and induction process. To keep in touch and connect with our volunteers, departments held online catchups and invited them to discuss their roles. Additionally, we kept our volunteers updated with relevant news through our quarterly volunteer emails and volunteer surveys.

Volunteer support and generosity make a real difference for people all over Queensland living with arthritis. Arthritis Queensland is grateful to all our volunteers for their contribution.

Volunteer Experience

Arthritis Queensland asked volunteers to take part in surveys to measure their satisfaction and experience. In 2023, they continued to show high satisfaction within their roles and training. Arthritis Queensland volunteer roles allow them to be based at home allowing flexibility to work around their schedules.

Volunteer feedback continues to support this with Active 2023 peer mentor volunteers saying, "I like that I can do this role from home and when available."

"I think the training relies on a certain level of capacity with technology however the training was friendly and helpful."

Volunteer Survey Results 2023

Category	Survey 1	Survey 2
Overall Volunteer Experience	8.7/10	8.6/10
Training Received	8.1/10	9.1/10
Support Given to Volunteers by Arthritis Queensland	9.3/10	9.2/10
Volunteer Fulfilment	8.9/10	8.9/10
Volunteer Recognition and Appreciation	9.3/10	9.3/10

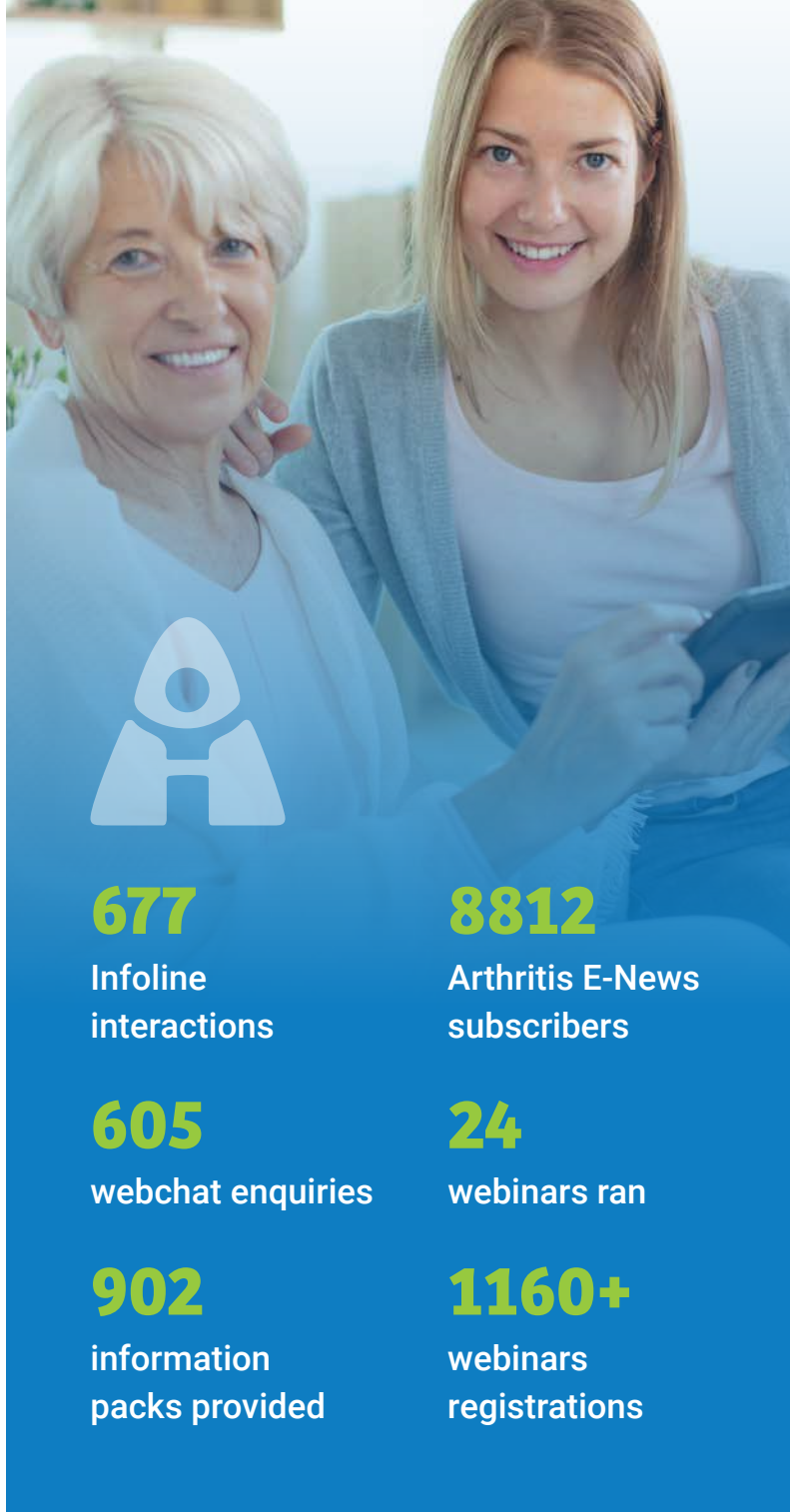


Our annual Big Give 4 Arthritis held on World Arthritis Day on October 12th was another huge success and helped to raise over \$125,000. A big shout out to our amazing donors and especially our matched givers that enabled donations to be doubled on the day, including Morgan's Financial, The Crommelin Family Foundation and the Australian Rheumatology Association Queensland. The money raised is helping to support people through services such as Online Support Groups, Arthritis Assist and the Infoline, as well as our digital exercise classes (Arthritis Moves and Dance for Arthritis).

Info Services Update

“Rather than be left in the dark, Arthritis Queensland assists me with the correct information to manage my osteoarthritis in the right way.”

Our Arthritis Infoline had 677 interactions in 2023. This included calls to the 1800 011 041 Infoline, as well as check-in calls made by our Arthritis Connect volunteers to Queenslanders accessing our information. Through our website chat, we responded to 605 enquiries. In 2023, we also provided 902 information packs to Queenslanders looking for information on arthritis and the ways it can be managed. Our followers and subscribers continued to grow in 2023, reaching 6,641 social media followers and 8812 Arthritis E-News subscribers learning about the many types of arthritis, its risk factors, and ways to live well with arthritis. In collaboration with Arthritis NSW, we ran 24 webinars throughout the year aimed at helping people learn about the ways their condition and symptoms can be treated or managed. Over 1160 registrations were received for the webinars from Queenslanders living with arthritis.



How our information services are helping people living with arthritis

191 people who accessed our services in 2023 completed a questionnaire to tell us about their experience and how our services helped them:

- 91% of respondents agreed or strongly agreed that Arthritis Queensland increased their understanding of how to manage their condition.
- 95% of respondents agreed or strongly agreed that Arthritis Queensland helps them have an open mind about different ways to manage their condition.
- 85% of respondents agreed or strongly agreed that Arthritis Queensland helps to motivate them to effectively manage their condition.

Peer Support Program

Arthritis Assist

"I very much enjoy, and benefit from the mentor program experience in terms of learning about the condition, and the psychological support provided. In particular the relaxed and thoughtful approach adopted in the phone conversations - like talking with a close friend."



The Arthritis Assist telephone peer-support service connects Queenslanders seeking support for living with arthritis with someone who understands what they're going through. The service is led by trained, volunteer Peer-Mentors who provide emotional and social support, education on ways to manage arthritis, and referrals to suitable services or health professionals. This year, we had 28

volunteer Peer-Mentors providing support to people living with arthritis through the Arthritis Assist program.

Over the year, 173 people living with arthritis spoke with a Peer-Mentor. In total, 225 hours of one-to-one peer-support were provided across 311 phone calls.



Online Support Groups

Our online support groups provide a caring space for Queenslanders living with arthritis to connect and share support. Our three groups include the Arthritis Men's Support Group, Swell Gals, and the Juvenile Arthritis Parents and Families group. During 2023, the number of people accessing support across the groups increased by 11% to 2794 members. Our groups were supported by a team of 7 volunteer Moderators.

Exercise Programs

Arthritis Moves

“Both the Arthritis Moves classes and Dance Moves classes have really helped - the stretching and different moves have been very beneficial. Dance Moves has been particularly good for my mental health.”



Arthritis Moves

Throughout 2023, 35 new Arthritis Moves classes commenced. A total of 413 participants attended a class, collectively completing 3725 hours of exercise.

Dance Moves

With the support of the ActiveKIT Round 2 funding grant from Queensland Department of Tourism, Innovation and Sport, and Health and Wellbeing Queensland, the online Dance Moves program delivered in partnership with Queensland Ballet commenced in 2023.

Dance Moves is a 12-week online dance program designed to help people living with arthritis learn new, safe ways to move while having fun. Each dance class is delivered by a Queensland Ballet Teaching Artist.

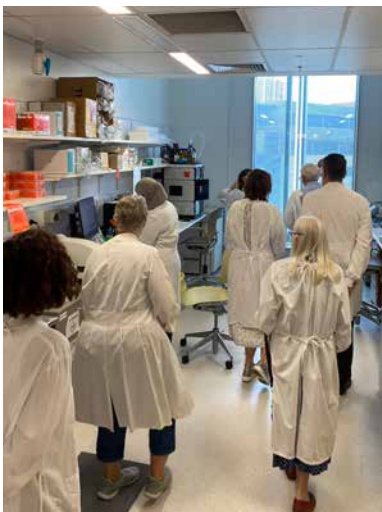
In the first year of the program, 34 new Dance Moves 12-week programs commenced. A total of 725 participants attended a class, collectively completing 4366 hours of dance.

Of those who completed our program questionnaire in 2023:

- 72% agree or strongly agree that their body is stronger because of Arthritis Queensland
- 73% agree or strongly agree that their body is more flexible / mobile because of Arthritis Queensland
- 68% agree or strongly agree that they have more energy / less fatigue.



Research Update



There's been an exciting development in the research of immunotherapy for Rheumatoid Arthritis (RA).

Late last year, the successful trial in Queensland of a vaccine-style immunotherapy for RA triggered a seed grant for further development of the treatment. Professor of Rheumatology at the University of Queensland, Ranjeny Thomas, developed the vaccine with her team and Dr Hanno Nel.

The team can now develop and test a second-generation liposome immunotherapy in the lab. 'It's fantastic because the grant gives us momentum to develop the product,' she said.

In 2017, Professor Thomas began human trials of the immunotherapy that targets the cause of RA. RA develops when the body's immune system mistakes joint tissue as foreign and attacks it. Professor Thomas's work uses dendritic cells to 're-educate' the body to not attack its own benign tissue.

For several years, the trial team assessed the safety of the treatment, known as DEN-181, and the trial patients' immunological responses to it.

In 2022, the trial found the immunotherapy was safe and regulated RA immunity. 'The RA immunotherapy that we are developing is designed for people who are in the early stage of the disease, to maintain remission with reduced requirement for other drugs.

'We're also in the process of manufacturing a vaccine for Type 1 diabetes and hope to start clinical trials this year,' she said.

Advocacy Update

Arthritis Queensland works with medical, health and government agencies and not-for-profits on mutual goals and projects. Often, we use these relationships to help us advocate for people with arthritis, to secure better services and health options.

Our advocacy work falls into two categories.

In the first category, we work to support other organisations, for example, the Juvenile Arthritis Foundation of Australia (JAFA) or the Australian Rheumatologists Association (ARA).

Arthritis Queensland has supported JAFA's call for more health services for families

with JIA. And we supported the ARA when they lobbied for more specialists.

The second category of advocacy enabled the rollout of effective or unfunded necessary services. Currently Arthritis Queensland is advocating for people who are struggling to get referrals and diagnosis services from rheumatologists because of long waitlists. A proposal has been submitted to QLD Health to fund a specialist rheumatology nurse to support their diagnosis, which is one of the ways we engage with government for currently unfunded necessary services.

Donor Story

Thank you to all the amazing donors who gave so generously to the Arthritis Queensland Appeals in 2023. As a result of the generosity of our donors in response to our 2023 Tax Appeal, more young people with juvenile arthritis will have the chance to experience the fun and support of Camp Footloose in the future.

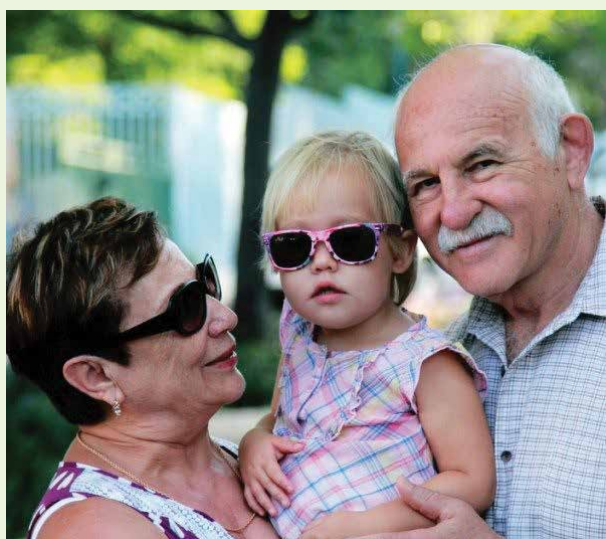


The response to the story of Orlando and his family was heartwarming. The 12-year-old made a network of new friends at Camp Footloose in October 2023 who support each other to this day. This had a powerful impact on Orlando, who had never met another child with juvenile arthritis. Orlando attended the next Camp Footloose at Easter, joining 23 teenagers. The Easter camp was the first Camp Footloose for 11-year-old Jack who was diagnosed with juvenile arthritis aged six. He was excited to make new friends with similar challenges and keep up with the group

as they had fun throughout the week. His mother Soph said Jack had a great time and made everlasting friendships. 'Jack believes that he and his new friends from Camp Footloose have superpowers, because they face so many challenges that others take for granted,' she said.

'Being in the company of kids with arthritis helped Jack understand that he's not different. At the camp he was able to slow down if he needed to and wasn't looked at differently for doing that.'

Orlando's mum Kadia thanked all who gave to the Tax Appeal. 'It's a wonderful camp that makes a real difference to kids with juvenile arthritis.'



Consider leaving 1% of your estate to our charity in your Will, ensuring a lasting legacy for those living with arthritis.

For a private discussion call Ultan O'Dwyer, General Manager on 0439 816 277 or visit arthritis.org.au /how-you-can-help/bequests

Financials

Arthritis Queensland Ltd
ABN:74 885 335 121

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 31 December 2023

		2023 \$	2022 \$
Revenue	4	1,389,700	948,833
Finance income	5	162,360	154,618
Other income	4	20,318	-
Depreciation and amortisation expense		(59,760)	(36,474)
Education & health		(110,671)	(76,166)
Employee benefits expense		(693,111)	(592,043)
Finance expenses		(1,968)	(4,530)
Fundraising expense		(198,322)	(118,370)
Other expenses		(111,416)	(99,148)
Research		(150,000)	(150,000)
Profit before income tax		247,129	26,720
Income tax expense		-	-
Profit from continuing operations		247,129	26,720
Profit for the year		247,129	26,720
Other comprehensive income, net of income tax			
Changes in the fair value of equity investments at fair value through other comprehensive income		117,563	(190,879)
Other comprehensive income for the year, net of tax		117,563	(190,879)
Total comprehensive income for the year		364,692	(164,159)

Statement of Financial Position

As At 31 December 2023

		2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	347,862	344,765
Trade and other receivables	7	50,680	23,672
Other assets	11	21,731	27,980
TOTAL CURRENT ASSETS		420,273	396,417
NON-CURRENT ASSETS			
Other financial assets	8	2,404,478	2,051,590
Property, plant and equipment	9	12,736	4,113
Intangible assets	10	42,098	38,247
Right-of-use assets	12	29,147	58,293
TOTAL NON-CURRENT ASSETS		2,488,459	2,152,243
TOTAL ASSETS		2,908,732	2,548,660
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	13	49,908	46,001
Lease liabilities	12	32,296	31,032
Employee benefits	14	52,675	37,369
TOTAL CURRENT LIABILITIES		134,879	114,402
NON-CURRENT LIABILITIES			
Lease liabilities	12	-	32,296
Employee benefits	14	15,686	8,487
TOTAL NON-CURRENT LIABILITIES		15,686	40,783
TOTAL LIABILITIES		150,565	155,185
NET ASSETS		2,758,167	2,393,475
EQUITY	16		
Reserves	15	1,375,278	1,255,165
Retained earnings		1,382,889	1,138,310
TOTAL EQUITY		2,758,167	2,393,475

Statement of Changes in Equity

For the Year Ended 31 December 2023

	Retained Earnings \$	Other Reserves - Research \$	FVOCI reserve \$	Total \$
2023				
Balance at 1 January 2023	1,149,717	1,330,442	(86,684)	2,393,475
Profit for the year	247,129	-	-	247,129
Total other comprehensive income for the year	-	-	117,563	117,563
Transactions with owners in their capacity as owners				
Transfers to retained earnings from general reserves	(47,460)	-	47,460	-
Transfers from retained earnings to general reserve	(2,550)	2,550	-	-
Balance at 31 December 2023	1,346,836	1,332,992	78,339	2,758,167
2022				
Balance at 1 January 2022	1,193,675	1,177,447	190,894	2,562,016
Profit for the year	26,720	-	-	26,720
Opening Adjustment to 2021 Retained Earnings	(12,674)	-	-	(12,674)
Total other comprehensive income for the year	-	-	(190,879)	(190,879)
Transactions with owners in their capacity as owners				
Transfer of profit on disposal of equity investments at fair value through other comprehensive income to retained earnings	86,699	-	(86,699)	-
Transfers to retained earnings from general reserves	(144,703)	152,995	-	8,292
Balance at 31 December 2022	1,149,717	1,330,442	(86,684)	2,393,475

Statement of Cash Flow

For the Year Ended 31 December 2023

	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers and grants	144,288	98,306
Payments to suppliers and employees	(1,230,860)	(1,055,948)
Dividends received	148,516	151,732
Appeals, bequests and donations received	1,216,402	813,590
Interest received	13,842	2,887
Net cash provided by/(used in) operating activities	292,188	10,567
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of available-for-sale investments	109,272	393,362
Purchase of property, plant and equipment	(12,475)	(39,552)
Purchase of financial assets	(352,888)	(198,287)
Net cash provided by/(used in) investing activities	(256,091)	155,523
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of lease liabilities	(33,000)	(30,687)
Net cash provided by/(used in) financing activities	(33,000)	(30,687)
Net increase/(decrease) in cash and cash equivalents	3,097	135,403
Cash and cash equivalents at beginning of year	6 344,765	209,362
Cash and cash equivalents at end of financial year	347,862	344,765



Contact Information:

Arthritis Queensland

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Level 2 Westfield Chermside, Chermside QLD 4032

Connect with us:

Call our free Infoline: 1800 011 041

Our Infoline Operates 9am - 5pm, Monday to Friday

Phone: (07) 3857 4200

Our office hours are 9am - 5pm, Monday to Friday

Email: admin@arthritis.org.au

Postal Address: Arthritis Queensland

PO Box 2121, LUTWYCHE QLD 4030

