

OUTCOMES REPORT 2022



**INNOVATIVE
COLLABORATIVE
SUSTAINABLE**

PRESIDENT'S REPORT

Today, non-profit organisations cannot stand still if they want to succeed and deliver their mission in this fast changing world.

As more digital support is needed for people with arthritis, geographic territory becomes less significant and service provision models need to adapt. Traditional funding models are also being challenged.

As the paradigm changes, we will continue to deliver in-person services while achieving economies of scale and meeting the changing needs of clients, with a focus on digital delivery.

This will be actioned with increasing co-operation across the arthritis organisation network, with programs and systems shared between NSW and Queensland. In my role as Chair of the Council of Advice who consults with Arthritis Australia, I work closely with affiliate Chairs and the National President to improve collaboration for the benefit of people with arthritis.

Earlier this year we finalised the sale of the North Ryde office and moved to new premises supporting a hybrid environment that combines working from home and in the office.

The realised capital is now being utilised to achieve more outcomes for arthritis sufferers, funding current activities



Nigel Corne // President

Arthritis NSW

and investing for the future. Our small and motivated team is committed to values including 'innovation' and 'outcomes', and have pioneered new services and expanded existing programs.

Of significance for this era, an IT and cyber security audit has been completed to ensure the safety of our data and systems are monitored and updated as needed.

As the not-for-profit sector has changed, so too have the expectations of the community, particularly regarding its governance.

We now have a diverse and well credentialled Board of Directors, a renewed constitution, capable management and staff, and generous volunteers, clients and supports. They allow us to continue helping people with arthritis more efficiently, and improve their lifestyle.

Our commitment is to continue to improve the lifestyles for more people living with arthritis into the future.

CEO'S REPORT

'Change is the only constant in life' – Heraclitus.

2021/22, as I feel will be the case for ever more, has been marked by much change, most of it good, and to help people with arthritis.

Some of the operational changes this year have included: the start of a customer relationship management (CRM) system roll-out; automation of our exercise program registrations; delivery of a digital annual general meeting (which included an updating of constitution and membership models); the implementation of new services; and the roll-out of fund-raising initiatives.

The sale of the former Arthritis NSW office in North Ryde has allowed the team to move to smaller, fit-for-purpose premises and set up for a future of hybrid working, while allowing the more productive investment of capital.

This allowed the organisation to deliver a healthy surplus for the year, despite seeing lower than average income from bequests, and less revenue from service delivery due to continued COVID impact.



Alex Green // CEO

Arthritis NSW

The release of 2021 Census data which informed more than two million Australians have arthritis, brings home how many people we could be helping.

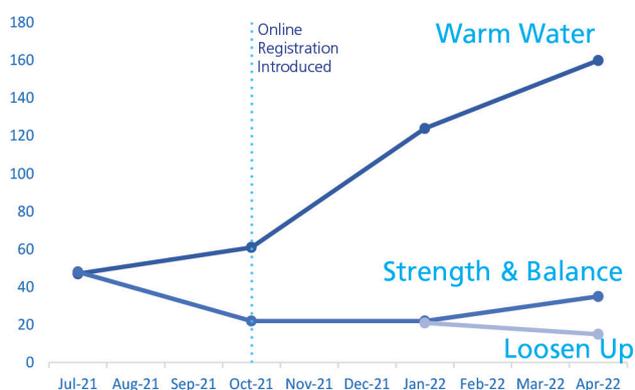
I know everyone involved in Arthritis NSW is committed to helping more Australians living with arthritis. I thank all the donors, volunteers, Directors, staff and all those others who play a role in helping us move towards our vision of *'Freedom from Arthritis'*.

'Now I have tools to re-evaluate my thinking. I've been to many pain clinics in the past 35 years dealing with chronic pain, but your webinar today gave me more everyday tools that I certainly will put into action.'

'I believe the warm water exercises are good for my arthritis. I get a wonderful feeling when I enter the warm pool. I enjoy the company of the other participants and we share our ups and downs. We have lunch afterwards and that is good for our morale. Friendships are made.'

OUR PERFORMANCE

GENTLE EXERCISE



14 SUPPORT GROUPS



6 CAMP TWINKLETOES FAMILIES



COMMUNITY HEALTH

Education sessions 19
Registrations 1,411



RURAL HEALTH PROGRAM

Online webinar - July 60
Online webinar - Nov 90
Orange seminar - May 34

PUBLICATIONS



Arthritis Matters circ. 2,600
eNews subscribers 4,980
Website users 173,779



INFOLINE CALLERS 572

SOCIAL MEDIA



6,116



1,646



342

FUNDRAISING



Winter Appeal \$23,061
Christmas Appeal \$11,318
General donations \$24,215

This Annual Report provides an overview of the performance of Arthritis NSW for the 2021/22 financial year. Complete audited financial statements are published in our Financial Report for the year ended 30 June 2022. 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.

AUTOMATION, ADVICE AND DANCE

The joy of dance

The introduction of online dance classes to our gentle exercise program in 2021/22 has been successful for the organisation and the participants.

The class leader, Ben, a qualified physiotherapist and dance instructor, designed the four week pilot which he ran from his studio in Glebe last September.

At the end of the course, the students reported having better balance and co-ordination and had enjoyed the fun and energy of each class. They also recognised that they were happier and more positive throughout the day after the class.

Soon after, the Arthritis NSW (ANSW) dance program Loosen Up was launched.

Throughout the year, the students learned the basic walking steps of afro and kizomba dance styles before taking on the footwork and timing of bachata and salsa.

All four styles were chosen for their weight bearing, knee and lower limb control. The students also overcame the challenge of mirroring the instructor.

ANSW has recognised the physical and mental health benefits of dance and aims to further develop the program further to extend the audience reach and impact.



Consumer Advisory Group

As part of our quest to collect and action feedback from consumers who use our our programs and services, in 2021/22, ANSW created a Consumer Advisory Group to give us insights on our offerings and strategies for planning and improvement.

The group members were invited to join after providing comments through our outcome surveys and interviews, the Infoline, via our our website and our stakeholder survey.

They'll transition to a permanent group with opportunities for new membership in 2022/23.

The group represents a wide range of conditions, backgrounds, ages, experience and diverse views. They met twice in 2021/22 to give their thoughts and generate innovative ideas about service design, such as our Infoline.

Automation for class registration

In Autumn 2022, ANSW launched the automation of our gentle exercise programs, which allowed participants to register online for our Warm Water, Strength & Balance and Loosen Up dance exercise programs.

Our class participants embraced the new, user-friendly system and, thanks to their enthusiasm, our administration processes are now far more streamlined, saving us time and money which can be put towards essential service delivery.

Designed to remove many of the time-consuming barriers such as downloading and printing medical clearances, etc. the process made it faster and easier for customers to get involved in our programs. And everybody is saving on paper use and waste.

Synergies with Arthritis Queensland

With the appointment of Alex Green in Autumn 2022 as the interim CEO of Arthritis Queensland (AQLD), while he continues as CEO of ANSW, both organisations have begun sharing programs to expand the ways they can help people with arthritis.

This includes ANSW webinars, the AQLD peer-mentor program Arthritis Assist and the introduction to our website: arthritisnsw.org.au of a chat function that enables the team to respond more rapidly to requests for help and support.

CUSTOMERS DRIVE SERVICE QUALITY

In 2020 ANSW implemented an Outcome Measurement Framework and has been measuring the impacts of its services and supports ever since. This capacity to measure the magnitude of our impacts has become central to our DNA.

Despite the challenges to program delivery during 2021/22, measuring our impacts remained a strong focus for the organisation. We do it because it's vital to understand how the services and supports we deliver impact our community.

The impacts are measured within the following domains of influence:

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

Programs and respondents

The outcomes on the following pages are based on the data received between 14 April 2021 and 30 June 2022, representing feedback from 223 respondents across eight programs, including families and carers.

The programs are:

- **Warm water exercise**
- **Strength & Balance/Joint Movement**
- **Community education**
- **Toll free Infoline**
- **Arthritis Matters**
- **Children and youth camps**
- **Online resources**

HIGH ACHIEVING DOMAINS

Knowledge and Understanding: 89%

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: 85%

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, eg mental health.

Independence, Choice and Control: 72%

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 when there is no cure. However, we're proud that people feel a high level of independence, perhaps because of a greater sense of choice, eg. self management strategies, and control in their life.

ROOM FOR IMPROVEMENT

Community Connection: 67%

Participants who feel supported by the ANSW community.

COVID-19 forced many with arthritis to reduce their contact with their social and health supports. ANSW delivered programs in a COVID-19 safe way, allowing for social connection over the internet.

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 programs that facilitate these benefits.

Pain and Symptoms Management: 41%

Participants who experience a reduction in pain immediately after class.

2021/2022 was marked by ongoing disruptions to many of our physical activity programs, which led to increased pain and progression of symptoms for many. In that time, we maintained and re-opened programs as efficiently as possible.

SEEKING TO LEARN AND UNDERSTAND

Knowledge and Understanding

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

Over this past year, in response to COVID-19 and independently due to our own quality improvement, ANSW is pleased that outcomes within this domain remain high and have increased. This can be understood by an increase in the number of webinars and the increased distribution of online content via eNews, the website and *Arthritis Matters*. ANSW also consults with consumers to ensure that content is easily understood and absorbed.

It is pleasing that 93% (+5% since last year) of ANSW consumers feel they have a greater understanding of their condition and the ways that they can manage it. Roughly 84% either agree or strongly agree that their engagement

with ANSW has prompted interest in learning more about their condition and/or self-management.



'Thanks for your prompt reply and the follow-up. I really appreciate what you've done for me re: psoriatic arthritis. The information you provided is very valuable and I believe it will be very helpful!'

BUILDING COMMUNITY

Community Connection

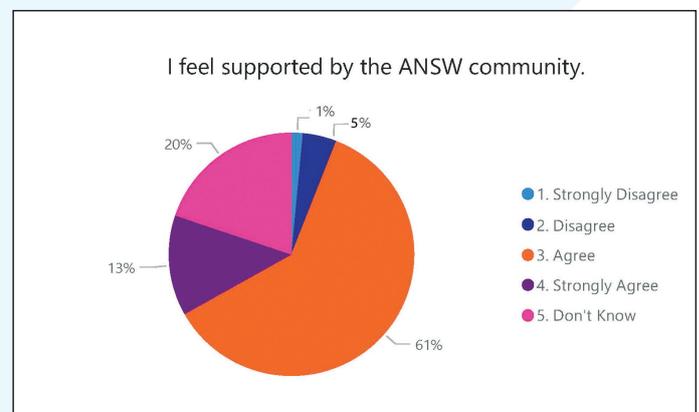
You feel less isolated, more supported and this is likely to help you effectively manage your condition.

Empathy and connection with a community that understands the experience of living with arthritis is a vital component to helping people manage this chronic condition. Engaging with others who understand your experience provides psychological support and can allow the sharing of useful insights, eg. recommendations for health professionals or approaches that have worked or messages of support and motivation.

The presence of COVID-19 in 2021/22 limited ANSW's capacity to deliver the face-to-face services that give an authentic sense of connection. It was encouraging to re-introduce services and supports during this time, and ANSW added social aspects to webinars to ensure that online offerings provided more community engagement and connection.

An encouraging 74% of people felt supported by the ANSW community (staff, program providers and others

living with arthritis) during this period and ANSW continues to investigate ways to build a stronger sense of community.



'At Camp Twinkletoes she met other kids who were in a similar situation: they have medicines every day, they go to hospital a lot. She said she had so much fun and would love to go back next year. For us it was very useful to talk to the other parents who were having similar experiences.'

TAKING POSITIVE ACTION

Motivation and Inspiration

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

Motivation is a central driver for successful management of arthritis and ANSW is proud that our offerings motivate our community to become and stay involved in their own self-management. Motivation levels varied only slightly between programs because they all provide reliable information and social engagement at their core. This mixture creates a strong desire to take positive action to manage their arthritis.

The high score of 85% is encouraging in the face of the changes many of our consumers had to undergo as a consequence of COVID-19.

'The warm water class lifts my mood and keep me motivated to pursue further exercise.'



Most selected reason for using ANSW services: 'I am doing it for my own good.'

TAKING CHARGE OF PAIN

Pain and Symptom Management

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

Pain is a universal experience for people with arthritis and is often complex, being influenced by a range of physical and psychological factors.

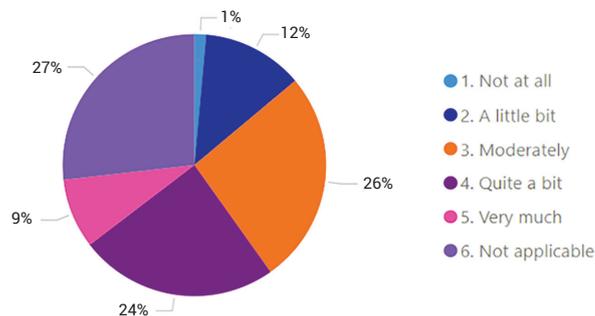
Understandably, people's experience of pain remained relatively constant across 2021/22 and, due to the disruptions caused by program shutdowns, some people's experience of pain likely increased. Five per cent fewer participants strongly agreed that ANSW helped them reduce their pain and 8% fewer participants experienced an immediate reduction in pain after class. This is no doubt largely due to ANSW's incapacity to deliver some of its programs over this period.

Program participation increased from April 2022, indicating more people were able to attend exercise classes that helped to reduce their pain.

'I read *Arthritis Matters* magazine and your online newsletter to understand my condition further. I've had great success in understanding what's happening, I am from an era where people ignored the pain and were told "suck it up".'

47% of participants agree or strongly agree that ANSW helps them know how to reduce their pain.

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



We continue to explore and develop additional educational resources and services to better support our community in the management of pain.

LIFESTYLE FACTORS

Physical Wellbeing

Your mobility and strength are improved or maintained.

Physical wellbeing will change over a lifespan and can be influenced by factors like work, study and raising a family. Individual factors played significantly into the outcomes of this domain. While 11% of participants indicated a disruption to their work in 2021/22, this increased to 55% of parents with children with Juvenile Idiopathic Arthritis, as managing a child with a chronic disease would contribute necessary disruptions to a parent's work schedule. And 75% of parents indicated that it significantly disrupted their capacity to socialise.

Arthritis can, if not well managed, reduce a person's quality of life over time by limiting their ability to engage in health and social activities. This leads to a shrinking of life experiences and a decrease in years of good health.

Fortunately, through the positive outcomes experienced in domains like Motivation, Knowledge and Understanding and Community Connectivity, we know that consumers of our services, particularly the exercise programs, experience fewer disruptions to the activities they enjoy.



THE ROAD TO INDEPENDENCE

Independence, Choice and Control

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

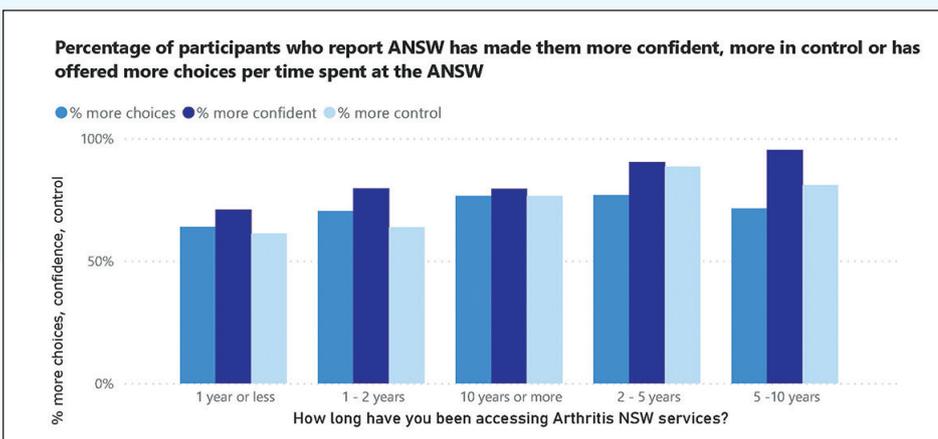
Arthritis NSW provides support and services that enhance our community's feelings of choice and control which ultimately feeds into their sense of independence.

In 2021/22, we provided 81% of all users with an increased sense of confidence to manage their condition.

After engaging with ANSW, 71% of users gained an increased sense of choice, ie. they learned of a range of conservative methods to better manage their condition.

Together, these two factors positively contribute to a person's sense of control: 72% of our users indicated that they had a better sense of control over their condition after using ANSW's services and supports.

This indicated that a remaining 29% of users may not experience a notable change in their sense of control. We continue to try and better understand those outcomes to determine if more can be done to shift this result.



'Wow! Thank you so much for all that information, I feel better already. I will follow it all up. I can't wait.'

REPORT AND REFLECT

The table below shows 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	89%	88%	91%	75%	100%	91%	96%
Pain and Symptom Management	63%	14%	26%	25%	0%	18%	35%
Motivation	88%	81%	96%	75%	100%	68%	77%
Independence, Choice and Control	76%	69%	74%	75%	0%	82%	65%
Community Connection	78%	50%	74%	75%	25%	50%	75%
Physical Wellbeing	60%	50%	57%	50%	25%	68%	25%

'I was at the end of my rope, and now know that I can feel better and continue to improve.'

Inspiring action

2021/22 was another year of change and adaptation and we acknowledge that many in our community endured significant changes and embraced new ways of engaging with the healthcare system, Arthritis NSW and each other.

Our outcome performance in 2021/22 highlighted two key areas for investigation to enhance Arthritis NSW services.

Better understanding the impacts of chronic pain.

This requires a review of our services to identify:

- Gaps in our pain management resources and services
- Pain services in the broader NSW health ecosystem that ANSW can connect to our members
- Ways that ANSW can promote better management of chronic pain, eg. modifications to our exercise programs.

Improving on our Physical Wellbeing outcomes.

This is a complex objective that will involve changing our understanding of the way our services and supports influence physical wellness. This will require changes to the questions on physical wellbeing that we ask consumers. We also intend to explore some of the primary barriers to improving physical wellness, with the hope that it will help us modify our programs, eg. exercise classes and other services to address those barriers.



STATEMENT OF PROFIT OR LOSS

and other comprehensive income for the year ended 30 June 2022

	2022 \$	2021 \$
Revenue	911,567	881,564
Other income	1,184,015	187,862
Employee benefits expense	(883,862)	(912,134)
Depreciation and amortisation expense	(42,208)	(36,875)
Education expenses	(58,628)	(107,839)
Marketing and fundraising expenses	(127,771)	(55,338)
Other expenses	(467,365)	(337,848)
(Loss) before income tax	515,748	(380,662)
Income tax expense	–	–
(Loss) for the year	515,748	(380,662)
Other comprehensive income:		
Changes in fair value of available-for-sale financial assets	(428,138)	401,954
Other comprehensive income for the year, net of tax	(428,138)	401,954
Total comprehensive income/(loss) for the year	87,610	21,292

STATEMENT OF CASH FLOWS

for the year ended 30 June 2022

	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts	921,833	912,425
Payments to suppliers and employees	(1,501,079)	(1,411,551)
Interest received	216	2,737
Dividends received including franking credits	191,491	185,125
Net cash provided by/(used in) operating activities	(387,539)	(311,264)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	1,915,311	(3,418)
Purchase of financial assets	(1,425,858)	9,831
Net cash provided by/(used in) investing activities	489,453	6,413
Net increase/(decrease) in cash and cash equivalents held	91,994	(304,851)
Cash and cash equivalents at beginning of year	582,461	887,312
Cash and cash equivalents at end of financial year	674,455	582,461

STATEMENT OF FINANCIAL POSITION

for the year ended 30 June 2022

	2022 \$	2021 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	674,455	582,461
Trade and other receivables	8,257	19,524
Other assets	30,058	36,666
TOTAL CURRENT ASSETS	712,770	638,651
NON-CURRENT ASSETS		
Financial assets	6,257,744	5,260,023
Property, plant and equipment	9,432	965,282
Right of use asset	102,963	-
TOTAL NON-CURRENT ASSETS	6,370,139	6,225,305
TOTAL ASSETS	7,082,909	6,863,956
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	119,117	91,914
Lease liability	28,991	-
Employee benefits	35,871	35,200
TOTAL CURRENT LIABILITIES	183,979	127,114
NON-CURRENT LIABILITIES		
Lease liability	74,478	-
TOTAL LIABILITIES	258,457	127,114
NET ASSETS	6,824,452	6,736,842



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