



CEO Update



Along with Kate, this is my first opportunity to write a report on the 'year that's been'.

In my role as CEO of Arthritis NSW, I had the opportunity to learn about the work of Arthritis QLD (AQLD) for several years, during which Emma Thompson and I saw many similarities, as well as opportunities to learn and grow through collaboration. So when Emma moved on from AQLD in mid 2022, I was keen to grasp these opportunities!

As Kate reports, 2022 was a good year – with increased numbers of people helped, and good impacts tracked across all our programs. As Covid19 moves into the rear view mirror, we have learned from the experience, becoming a more nimble team, able to scale up impact through digital services.

The QLD-NSW collaboration, and positive approach to national initiatives, has borne fruit with shared expertise, costs and greater impact. The most obvious benefits are the sharing of resources, such as fundraising and administration, and the 1000+ Queenslanders who registered for the new webinar series rolled out to Queensland.

Operationally, as for most (if not all) for-purpose organisations who seek to help as many people as possible – to either subsidise or provide services for free – funding remains a challenge. However, AQLD is blessed to have the support of some very generous supporters, and institutional funding such as the grant from Health and Wellbeing Queensland. The grant has allowed hundreds of people to benefit from the Arthritis Moves exercise program, who will also benefit from the Dance Moves program in 2023 and beyond.

I would like to add my thanks to those of Kate, to the Board who are so generous with their leadership and expertise, to the small but mighty staff team who regularly go 'above and beyond' and to the supporters and volunteers whose kindness is inspiring.

Thank you – and here's to a great 2023 and beyond.

Alex Green

Our Performance Overview

8176 subscribers learning ways to live well with arthritis through our Arthritis E-News



5930 social media followers



2,598 information inquiries through our Infoline, web chat, Arthritis Connect calls and information pack orders



2,526 members accessing support through our Online Support Groups



190 hours of telephone support provided through Arthritis Assist



4,664 hours of exercise completed with Arthritis Moves



Net Promoter Score of **86** across all information, support and exercise services.



Chair Update



I am thrilled to be reporting on the impacts achieved on our Mission to Care and Cure. A great Board, stable team and generous supporters, have provided the foundation and the capacity to help more people.

The extension of core programs, including Arthritis Moves and Arthritis Assist, allowed our supportive online communities to grow in size and engagement, as did our digital marketing and information services. The 'Cure' part of our Mission was delivered through continued funding of the exciting research of Professor Ranjeny Thomas and her colleagues.

An exciting partnership with Queensland Ballet will see us help thousands of people, using dance as a means of movement and exercise. We engaged with multiple politicians to present the needs of Queenslanders with arthritis – and how they might be helped.

When the wonderful Emma Thompson moved on from AQLD to a new challenge in mid 2022, we took the opportunity to test a shared CEO arrangement, which I'm pleased to say was successful. By reducing our operating expenditure and accelerating collaboration, we have grown our programing. Through 2022, we rolled out the webinar series to QLD, included QLD children in the NSW Camp program and learned new models of support ready for roll out in 2023 and beyond.

Thank you, firstly to the committed Board, particularly former President Helen Benham. Secondly to the excellent team led initially by outgoing CEO Emma Thompson, who provided wonderful leadership for five years, and more recently to Alex Green. Lastly and most importantly, thank you to the many donors and volunteers without whom none of our work would be possible. I hope you all recognise that your commitment is much appreciated and is making a major difference to many, many people.

Kate Templeman

Volunteer Update

AQLD is proud to have had 40 volunteers work with us in 2022. Our volunteer community was made up of nine different volunteer positions, such as Peer Mentors, Fundraising Support and Online Moderators. Collectively, our volunteers performed over 3000 hours of volunteer work, reaching an annual volunteer replacement cost of over \$128,000. Our volunteers worked hard to help us deliver our support services, provide governance to the board and management and to assist to maintain meaningful contact with our supporters.

Each AQLD volunteer goes through a thorough recruitment, training and induction process before starting work. To keep in touch and remain connected with our volunteers, staff held regular online catch ups with volunteers.

Volunteers were also invited to have monthly online appointments with their supervisors to discuss their roles. To keep our volunteers up to date with relevant news, we sent our quarterly volunteer newsletters.

Volunteer Experience

Each year, we encourage regular feedback from our volunteers and invite them to take part in a bi-annual volunteer feedback survey. The surveys in 2022 measured the satisfaction of the volunteer experience at AQLD and provided a forum for them to have their say on any aspect of AQLD. The Volunteer Survey Results 2022 table below shows how their satisfaction grew over time throughout the year.

Volunteer Survey Results 2022

Category	Survey 1	Survey 2
Overall Volunteer Experience	9.1/10	9.4/10
Training Received Satisfaction Level	8.3/10	9.0/10
Support Given to Volunteers by Arthritis Queensland	9.5/10	9.7/10
Volunteer Fulfilment	9.2/10	8.2/10
Volunteer Recognition and Appreciation	9.1/10	9.4/10



You might remember hearing about the Big Give 4 Arthritis Day. It was an incredible day where the AQLD community came together and raised over \$125,000. We

are so grateful to everyone who donated and helped to spread the word about this special event.

We also want to extend an extra special thank you to Morgan's Financial, The Crommelin Family Foundation and the Australian

Rheumatology Association Queensland for their support of the event.

The money raised is already helping to support people through services like Arthritis Connect which helps people living with arthritis find the help and support they need.

It is also helping to provide services like Online Support Groups, Arthritis Assist and the Infoline. So, thank you for all that you do.

Your support and generosity are making a real difference for people all over Queensland living with arthritis.

Info Services Update

'Arthritis Queensland has been an enormous help to me. I really rely on the infoline, classes and information provided to help me manage my arthritis. I don't know how I would have managed without them.'

Our Arthritis Infoline had 949 interactions in 2022. 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 548 enquiries. In 2022, we also provided 1101 information packs to Queenslanders looking for information on arthritis and the ways it can be managed. Our followers and subscribers continued to grow in 2022, reaching 5930 social media followers and 8176 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, AQLD began running webinars in July to help people with arthritis access more ways to learn about their condition and its management. Across the second half of the year, 641 webinar registrations were received from Queenslanders.

How our information services are helping people living with arthritis

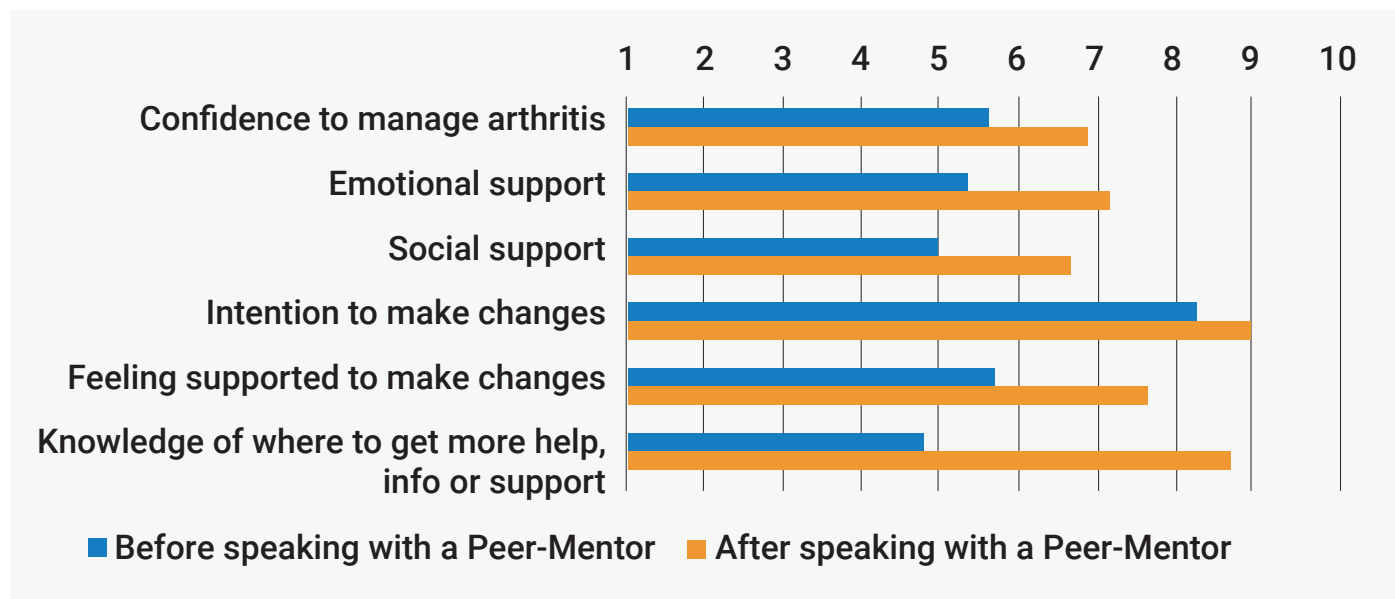
Almost 170 people who accessed our information services in 2022 completed a short survey to tell us what they thought. Respondents ranked questions about how accessing the service impacted on areas such as their knowledge and awareness. Their scores are shown in the table below.

Survey Question	Score out of 10
How much did you learn about arthritis?	7.6
Are you now more aware of the things you can do to prevent and manage arthritis?	7.1
Are you going to make any changes because of what you've learned from this service?	7.9
Do you know where people can get more help, information, and support for arthritis?	7.6
Overall, how satisfied were you with this service?	8.6

Peer Support Program

Arthritis Assist

'So good to talk to someone who understands what I am going through. My peer-mentor helped me understand more about my condition, what I can do to help my day-to-day life, and ways to reduce my pain.'



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.

In 2022, 124 people living with arthritis spoke with a Peer-Mentor. In total, 190 hours of

support were provided throughout the year across 266 phone calls.

Arthritis Assist evaluation data continued to show that participants who spoke with a Peer-Mentor felt more supported to make changes to their lifestyle to help manage their arthritis, and their knowledge of where to get more help and support increased. Participants also showed improvements in feelings of emotional and social support, along with confidence to manage their arthritis.



Online Support Groups

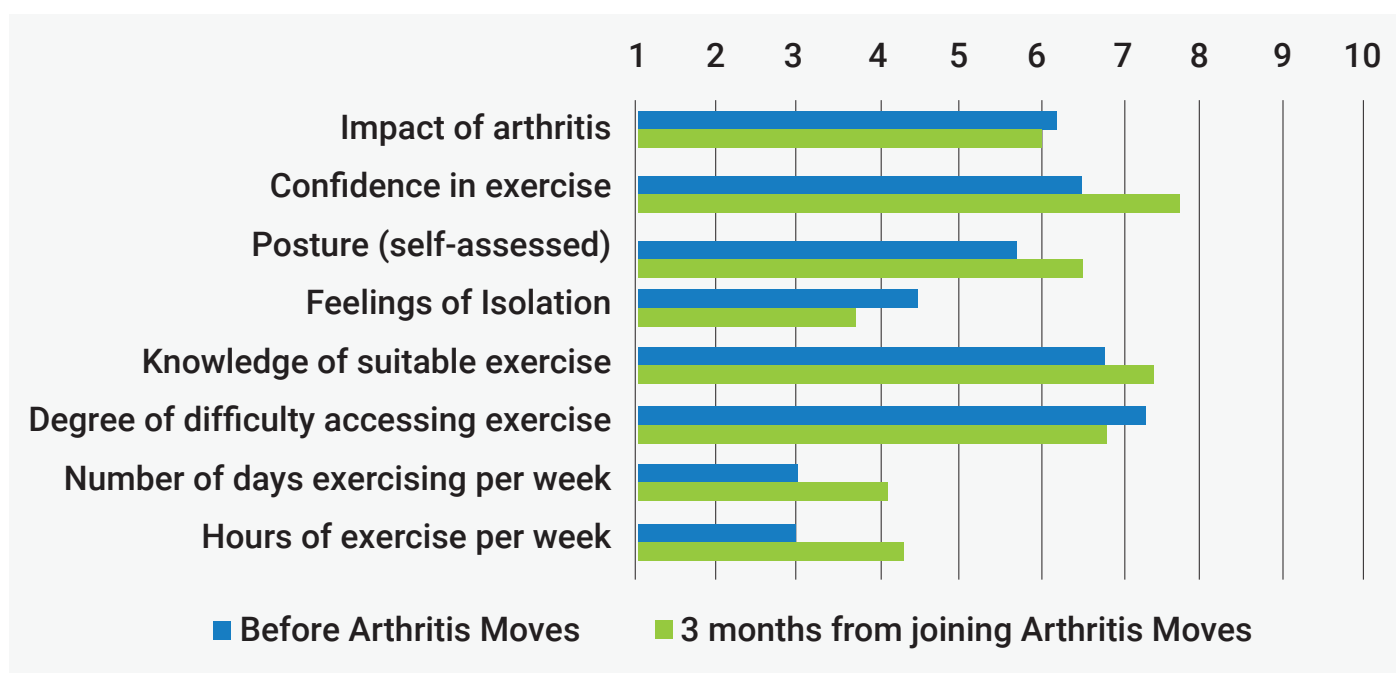
'The contact with other members through social media group Swell Gals has given me additional information and support.'

Our online support groups provide a caring space for Queenslanders living with arthritis to connect and share support. Our three groups include the AQ Men's Support Group, Swell Gals, and the Juvenile Arthritis Parents and Families group. During 2022, the number of people accessing support across the groups increased by 10% to 2526 members. Our groups were supported by a team of 8 volunteer Moderators.

Exercise Programs

Arthritis Moves

'Arthritis Moves has given me greater joint confidence and flexibility, helped to manage arthritic pain, improved my energy levels and has been very beneficial to my mental health.'



Throughout 2022, 59 new Arthritis Moves classes commenced. A total of 633 participants attended a class, collectively completing 4664 hours of exercise. Arthritis Moves evaluation data showed that participating in the program improved

participant knowledge of safe and suitable exercise for their condition. After completion of a 12-week program, participants' average regular exercise habits also increased by over 2 hours per week.



Dance Moves

AQLD was successful in receiving funding from Queensland Department of Tourism, Innovation and Sport, and Health and Wellbeing Queensland through ActiveKIT Round 2 in November. The funding will allow us to launch our new Dance Moves online dance program in 2023!

Research Update



Professor Ranjeny Thomas continued as the Chair in Rheumatology in 2022, where she and her lab worked to advance their program developing ground-breaking research and technology to prevent and cure Rheumatoid Arthritis (RA).

In 2022, the team published results from their clinical trial of antigen-specific liposome immunotherapy (DEN-181) in RA patients with anti-citrullinated peptide antibodies (anti-CCP) who were taking methotrexate, demonstrating the impact of the intervention. Excitingly, they found that the immunotherapy was safe, and triggered the antigen-specific immune cells of patients receiving all doses. All patients in the 2 lowest DEN-181 dose groups were in remission after 8 weeks.

These promising findings are a significant advancement for the field. They provide an excellent foundation on which to develop further trials of antigen-specific immunotherapies in autoimmune diseases. In partnership with CSL, Professor Thomas and her team are also continuing to develop antigen-specific immunotherapy for primary Sjogren's syndrome.

The team also completed a resilience and healthy lifestyle pilot intervention in RA patients, which had very promising impacts on health, fitness, resilience and RA control. The results will be presented at the Australian Rheumatology Conference in May 2023.

Professor Thomas praised AQLD: 'Your support has been invaluable, not only financially, but in building the overall capacity of the team by growing awareness through marketing and presentations, as well as connecting with people at risk or recently diagnosed with RA to form critical patient partnerships.'

Advocacy Update

In February 2022, AQLD coordinated a submission to the Mental Health Select Committee, Queensland Parliament in response to an inquiry into the opportunities to improve mental health outcomes for Queenslanders. This was a joint submission working together with Lung Foundation Australia and Cancer Council Queensland.

Also in February 2022, a submission was completed in response to the inquiry into childhood rheumatic diseases to the Standing Committee on Health, Aged Care and Sport, Parliament of Australia.

In September, together with other Queensland non-government health organisations, AQLD hosted an event at Parliament House in Brisbane, to engage with Members of Parliament and highlight the challenges faced by Queenslanders living with arthritis.

Further to this, a government relations strategy was developed in December 2022 to determine how to maximise our engagement with local and state government to drive better outcomes and increased opportunities for longer-term funding support.

Nicki Says “Thank You”

Nicki knows that her arthritis will affect her differently every day; and it has since she was diagnosed years ago. Being unable to use the stairs, enjoy gardening or take the bus if she was tired added sadness and feelings of isolation to the physical pain and immobility she was already feeling.

‘My story is very relatable for people because arthritis can strip you of your identity, take away the things you do to feel valued and connected,’ Nicky said.

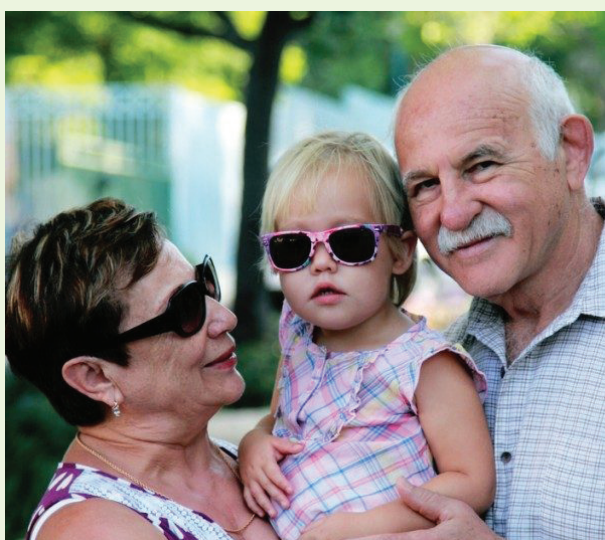
When she contacted AQLD, Nicky learned about the Arthritis Moves exercise classes which are designed for people like her. She felt relief from her first class. ‘I learned how to engage different muscles and parts of my body, so I could manage everyday things again.’

‘My understanding improved as well. Now I know that arthritis is something I live with, not something that defines me. It happened to me and isn’t something I did to myself.’

Nicki was touched by the messages of support sent from people who donated



to our most recent appeal. ‘It was lovely to read messages from people telling me to be grateful for what I can do. The most inspiring were from people in their 80s and 90s who’ve lived with arthritis for a long time and lived a quality life.’



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 2022

		2022 \$	2021 \$
Revenue	4	948,833	842,925
Finance income	5	154,618	115,330
Depreciation and amortisation expense		(36,474)	(36,320)
Education & health		(78,688)	(67,146)
Employee benefits expense		(589,521)	(554,745)
Fundraising expense		(118,370)	(138,272)
Lease expenses	12	-	(255)
Other expenses		(99,148)	(104,300)
Research		(150,000)	(150,000)
Finance expenses		(4,530)	(1,578)
Profit before income tax			
Income tax expense		26,720	(94,603)
Profit from continuing operations		26,720	(94,603)
Profit for the year		26,720	(94,603)
Other comprehensive income, net of income tax			
Changes in the fair value of equity investments at fair value through other comprehensive income		(190,879)	244,665
Other comprehensive income for the year, net of tax		(190,879)	244,665
Total comprehensive income for the year		(164,159)	150,062

Statement of Financial Position

As At 31 December 2022

ASSETS

CURRENT ASSETS

Cash and cash equivalents	6	344,765	209,361
Trade and other receivables	7	23,672	50,393
Other assets	11	27,980	17,439
TOTAL CURRENT ASSETS		396,417	277,193

NON-CURRENT ASSETS

Other financial assets	8	2,051,590	2,437,544
Property, plant and equipment	9	4,113	7,972
Intangible assets	10	38,247	1,497
Right-of-use assets	12	58,293	28,418
TOTAL NON-CURRENT ASSETS		2,152,243	2,475,431
TOTAL ASSETS		2,548,660	2,752,624

LIABILITIES

CURRENT LIABILITIES

Trade and other payables	13	46,001	44,766
Lease liabilities	12	63,328	29,360
Employee benefits	15	37,369	40,025
Other financial liabilities		-	63,657
TOTAL CURRENT LIABILITIES		146,698	177,808

NON-CURRENT LIABILITIES

Employee benefits		8,487	12,800
TOTAL NON-CURRENT LIABILITIES		8,487	12,800
TOTAL LIABILITIES		155,185	190,608
NET ASSETS		2,393,475	2,562,016

EQUITY

Reserves	16	1,255,165	1,293,049
Retained earnings		1,138,310	1,268,967
TOTAL EQUITY		2,393,475	2,562,016

Statement of Changes in Equity

For the Year Ended 31 December 2022

	Retained Earnings \$	Other Reserves - Research \$	FVOCI reserve \$	Total \$
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	-	-	(190,894)	(190,894)
Transactions with owners in their capacity as owners	86,699	-	(86,699)	-
Transfer of profit on disposal of equity vestments at fair value through other comprehensive income to retained earnings				
Transfers from retained earnings to general reserves	(144,703)	152,995	-	8,292
Balance at 31 December 2022	1,149,717	1,330,442	(86,684)	2,393,475
2021				
Balance at 1 January 2021	1,294,427	1,148,382	(30,856)	2,411,953
Loss for the year	(94,603)	-	-	(94,603)
Total other comprehensive income for the period	-	-	244,665	244,665
Transactions with owners in their capacity as owners	22,915	-	(22,915)	-
Transfer of loss on disposal of equity investments at fair value through other comprehensive income to retained earnings				
Transfers to retained earnings from general reserves	(29,065)	29,065	-	-
Balance at 31 December 2021	1,193,675	1,177,447	190,894	2,562,016

Statement of Cash Flow

For the Year Ended 31 December 2022

	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers and grants	98,306	237,377
Payments to suppliers and employees	(1,055,948)	(990,215)
Dividends received	151,732	114,888
Appeals, bequests and donations received	813,590	674,110
Interest received	2,887	442
Net cash provided by/(used in) operating activities	10,567	36,602
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of available-for-sale investments	393,362	623,284
Purchase of property, plant and equipment	(39,552)	(1,566)
Purchase of financial assets	(198,287)	(808,739)
Net cash provided by/(used in) investing activities	155,523	(187,021)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of lease liabilities	(30,687)	(26,685)
Net cash provided by/(used in) financing activities	(30,687)	(26,685)
Net increase/(decrease) in cash and cash equivalents	135,403	(177,104)
Cash and cash equivalents at beginning of year	209,362	386,465
Cash and cash equivalents at end of financial year	344,765	209,361



Contact Information:

Arthritis Queensland

Street address: WOTSO Chermside,
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

