



**ConnectGroups**  
helping support groups & individuals

# ANNUAL REPORT 2021

*ConnectGroups acknowledges Aboriginal and Torres Strait Islander people as the traditional custodians of country throughout Western Australia, and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to their Elders past, present, and emerging.*

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*“Our staff worked hard to develop well-constructed plans. We have put these to action thanks to the commitment, energy and skills of the team: our staff and our valued volunteers working together. Well done everyone, please be proud of your achievements as we are of you all.”*

**Prof. Lyn Beazley**  
AO FAA FTSE  
ConnectGroups Patron

As proud Patron of ConnectGroups, I have always been impressed by just how wonderful this organisation is. This year is no exception, despite the continued challenges raised by life during a pandemic. We are well and truly ‘on the front foot’ building on the team’s resourceful response last year and our ability to always incorporate our learnings. We have taken advantage of our well-constructed plans and have actioned them due to the commitment, energy and skills of the team, both the staff and our valued volunteers. Guided by the Board, our roadmap has seen us in good stead and has ensured we maintained our supportive focus for all stakeholders.

I have witnessed just some of the enormous array of programs spread across our vast state that benefit from being part of the ConnectGroups family: amongst the 700 plus Peer Support Groups we serve, we are truly ‘womb to tomb’ in our support. From supporting mothers experiencing postnatal depression to those grieving the loss of a loved one: we are with them. I particularly applaud the recent leadership role taken in bringing

specialised groups to work together to address the issue of suicide and our continuing focus on training programs to equip people for a more secure and enriching future.

ConnectGroups sees diversity and inclusion at the heart of our activities. It is great to see new programs emerging to support the many challenges faced by our evolving society. Examples are programs to embrace marginalised groups, recently arrived migrants and those identifying as LGBTQIA. Other groups are of longer standing but continue to grow as the needs increase. Grandparents Raising Grandchildren WA is a great example with the number of families receiving their support increasing from 70 to 200 during this year alone.

I congratulate everyone who helps make ConnectGroups such a success and an integral part of the response to the challenges many West Australians face every day. ConnectGroups is a force for good. May it continue to flourish: I am confident that it will.



*“The Board thanks and recognises each member of the fantastic ConnectGroups team who maintain our mission as peak body for peer Support Groups in Western Australia.”*

**Peta Wootton**  
ConnectGroups Chair

When my predecessor, Pearl Proud wrote about the challenges faced in a COVID environment 12-months ago I very much hoped it would be a bad memory one year later. Sadly, the challenges created by COVID continue to negatively impact the West Australian community including ConnectGroups staff, volunteers and most importantly, membership. Under Chief Executive Officer (CEO) Antonella Segre’s watchful lead, the staff and volunteers at ConnectGroups have been able to respond quickly to meet the needs of members, acquit organisational outcomes, deliver sector development, capacity building and advocacy. The Board thanks and recognises each member of the fantastic ConnectGroups team who maintain our mission as peak body for peer Support Groups in Western Australia.

Board movements over the 12 months include welcoming new board member Melissa Grove and farewelling retiring Chairperson Pearl Proud. Pearl was a ConnectGroups board member for

thirteen years, the last seven incumbent as Chair. Pearl’s impact, input and intelligence was invaluable to the organisation and on behalf of the ConnectGroups community, past and present, I acknowledge and thank her. My thanks also to current board members and CEO who have welcomed me into the Chair’s role as we continue to innovate and build for the needs of the peer Support Group sector. Thank you, Patron Lyn Beazley who continues to tirelessly champion all aspects of ConnectGroups’ role, as a peak organisation, at every opportunity.

In closing, the ConnectGroups board offers sincere thanks to the Department of Communities, Mental Health Commission, Lotterywest, and WAPHA for their continued support, who have resourced both our pandemic response and innovative programmes.



*"The last 20 months have demonstrated that our members have shown great courage in facing their vulnerabilities and have taken the necessary steps to safeguard the viability and sustainability of their services."*

**Antonella Segre**  
ConnectGroups CEO

This year ConnectGroups worked to manage the ongoing impacts of COVID-19 on our sector, ensuring minimal interruption to services. Our priority was to maintain a Peer Support Group sector which continued to grow and thrive, allocating resources to retain the currency and purpose of our services by working closely with our members and the wider Community Services sector.

It has been a year where the NGO sector has been exposed to four vulnerabilities – human, physical, economic, and environmental, and required the organisation to continually assess the impact on its members and respond quickly. I often look to the work of Dr Brene Brown who recognises the importance of identifying moments of vulnerability and to work with them and not against them. The last 20 months have demonstrated that our members have shown great courage in facing their vulnerabilities and have taken the necessary steps to safeguard the viability and sustainability of their services.

I was pleased that we were able to consolidate our work in the metro area in line with ConnectGroups' 2020-2021 Strategic Plan, but consider one of our greatest achievements to be solidifying our foot print in the regions

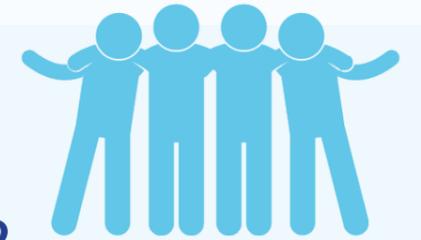
having identified and supported new and emerging Peer Support Groups and engaged with community leaders in the spirit of place-based solutions. Other significant accomplishments this year included the implementation of new and innovative programs such as the Alternatives to Suicide program, as well as the work conducted for the Department of Health to identify the needs of Rare, Genetic and Undiagnosed Conditions Peer and Community Groups. ConnectGroups is underpinned by a strong and committed workforce who have gone above and beyond to ensure that individual Group needs are met, and by the strong governance provided by the Board of Management. Internally we were extremely pleased to have achieved the QIC Health and Community Services Standards accreditation and to have launched our first Reflect Reconciliation Action Plan (RAP).

Having had the honour of leading this organisation for 13 years I remain amazed at the work done primarily on a volunteer basis by the outstanding people who make up the Peer Support Group sector, and I continue to learn from them. It is a privilege to be the Peak body which represents and advocates for this sector.

# The Year in Numbers

## Membership

- 356** Affiliate Members
- 312** Associate Members
- 34** Allied Members
- 152** Regional and Rural
- 47** New Memberships



**702**  
Members Groups across WA

## Sector Development



**31**  
Sector Development Activities

- 255** Individuals Attended
- 23** Workshops Delivered
- 8** Forums and Events
- 8** Podcasts Recorded
- 11** Info Sheets Produced

## Volunteers

**589** Volunteer Hours  
**18** Volunteers



## Website



**95,658** Website Visits  
**52,505** Directory Visits  
**10,751** Resources Downloaded

## Social Media

**1,835** Facebook Followers  
**518** Twitter Followers  
**985** Instagram Followers  
**2,203** YouTube Views



## Newsletter



**12** e-Newsletters Distributed  
**953** Subscribers

# 2020/21 Members' Annual Satisfaction Survey

Each year ConnectGroups asks its member Groups to complete an Annual Satisfaction Survey to empower members with the opportunity to provide feedback on services received, and to ensure that ConnectGroups' services remain current and relevant.

**The Members' Annual Satisfaction Survey objective is to bring clarity to five (5) key areas:**

- Support Group **capability**: does the peer Support Group sector have the capabilities needed to deliver positive community outcomes?
- Support Group **collaborations**: how does the peer Support Group sector work together and with other partners to achieve greater impact?
- Support Group **responsiveness to social issues and trends**: are Support Groups informed of current trends and issues in a way that increased understanding?
- Support Group **knowledge of Government policy and priorities**: is the correlation between Government policy, priorities, and goals for the peer Support Group sector clear?
- Support Group ability to **represent and advocate needs**: does the peer Support Group sector have the resources and opportunity to express their needs and what matters to them?

13% of ConnectGroups' membership responded to the Survey. Of those who participated in the survey, 88% were Affiliate members, representing ConnectGroups' diverse grassroots organisations, while 12% were representative of the organisation's Associate members.

## TESTIMONIALS

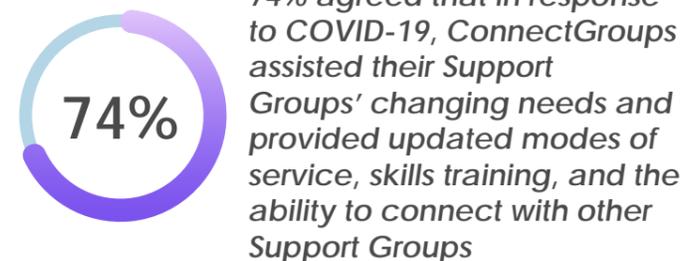
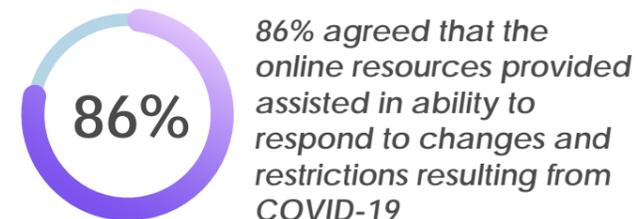
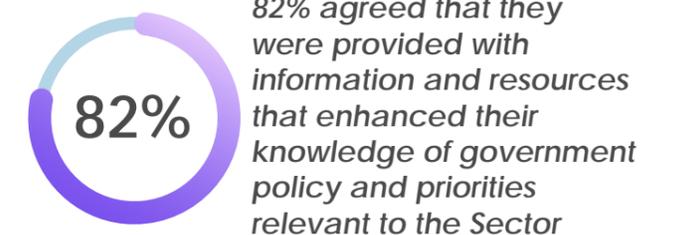
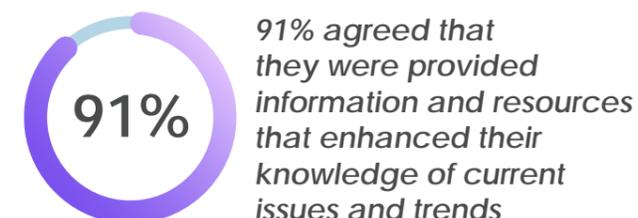
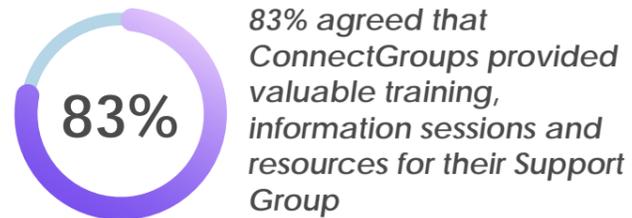
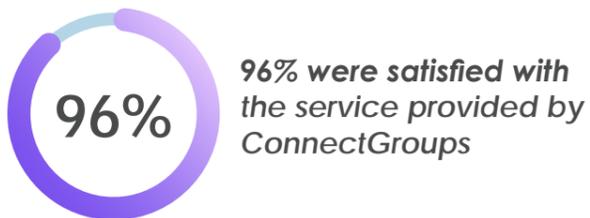
*"Thank you for your assistance with the information you have supplied to us enabling our group to grow and connect via webinars and social media. As a number of our members are unable to travel far due to medical issues."*

*"Emails are a good way to put things in writing, but the friendly voice on the end of the phone to explain and clarify are a godsend. Thank you for returning all of my calls - in this day and age when it is so easy for people to just say "it's all on the website" it's reassuring when ConnectGroups say you can always ring us if you need more support etc."*

*"The Zoom and face to face networking meetings have made a huge difference as we now have an MOU with Injury Matters and have received an Award at their Annual Awards Morning for Mental Health Recovery."*

*"Services used, the grant we received assisted us to receive professional supervision which is incredibly valuable to our peer support workers. The marketing material is used monthly at public meeting."*

*"One of our peer support workers is doing the CERT IV which benefits him and will impact our service delivery. The resource information has assisted us to complete our Governance Guideline. The training offered was very useful."*



# Membership Statistics

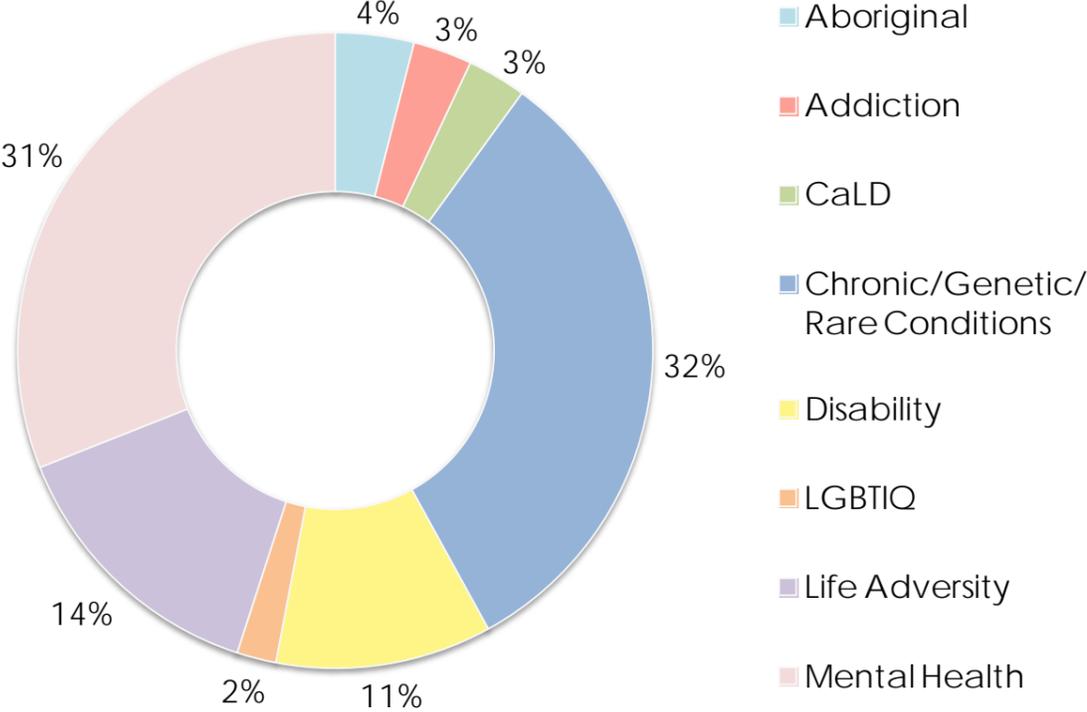


Supporting over  
**146,585** Individuals  
Across **WA**

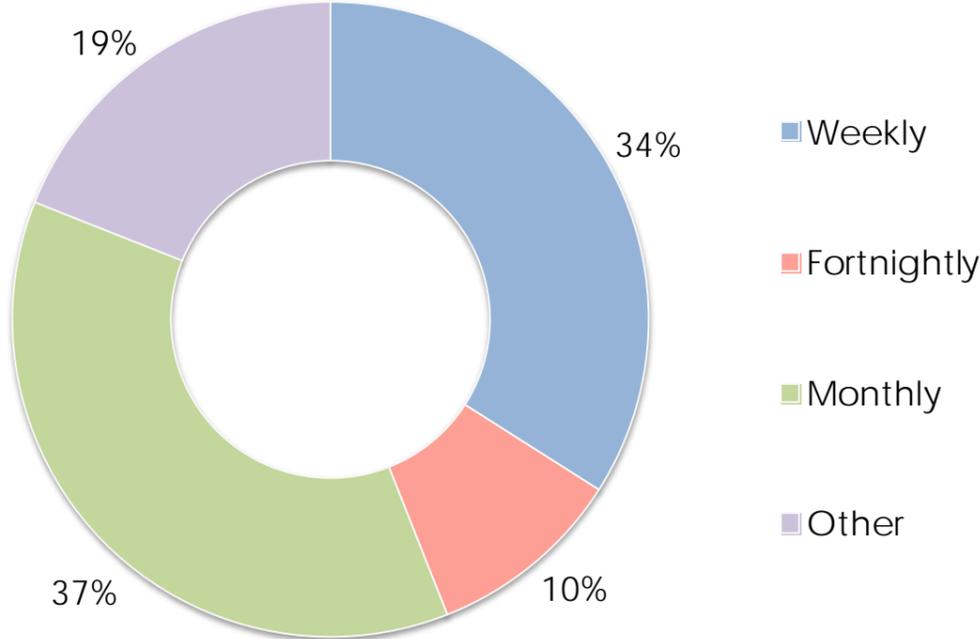


**702** Member Groups

### GROUPS BY CATEGORY



### GROUP MEETING FREQUENCY



# Small Grants Programs



2 Rounds  
44 Submissions  
\$284,908.00 Requested  
28 Grants  
\$89,909.00 Awarded

2 Rounds  
61 Submissions  
\$421,189.45 Requested  
22 Grants  
\$117,046.50 Awarded



1 Round  
23 Applications  
\$122,358.80 Requested  
13 Grants  
\$32,437.53 Awarded

# Workforce Development

## Certificate IV in Community Services:

2020 **7/7** Students Completed Full Qualification

2021 **10** New Scholarships Awarded



# Highlights of the Year

## July 2020

- Workshop: How to Start a Support Group
- Workshop: PIF Grant Writing
- Workshop: Leadership and Facilitation
- Zoom Communications Catch Up
- Zoom Catch Up with the CEO
- Australia Post grant successful for "Building Mental Health Capabilities in peer Support Groups" project
- ConnectGroups marks Social Reinvestment WA's coalition campaign victory for the WA parliament to effectively end imprisonment for unpaid fines: Amendments to the "Fines, Penalties and Infringement Notices Enforcement Act" passes the Legislative Council

## January 2021

- Lotterywest Cheque Presentation to establish the Alternatives to Suicide Program and continuation of Give it Forward Program
- Launch of Rare, Genetic and Undiagnosed Conditions Sector in WA Project

## August 2020

- ConnectGroups regional travel to Shire of Augusta Margaret River
- Workshop: Roles and Responsibilities of Committee Members in Augusta Margaret River
- Workshop: Into to Marketing and Social Media in Augusta Margaret River
- Workshop: Leadership and Facilitation in Augusta Margaret River
- Workshop: How to Run an AGM
- Workshop: Leadership and Facilitation

## February 2021

- Certificate IV in Community Services 10 scholarship holders begin 2021 program
- WACOSS Networking Day
- Workshop: PIF Grant Writing
- Zoom Workshop: How to Start a Support Group
- TheMHS Conference Abstract "Foundational Engagement" accepted
- ConnectGroups submitted a response to the proposed Youth Mental Health and AOD Homelessness facility.
- ConnectGroups presented the Community Link Booth model at the WACOSS Finding Ground Conference

## September 2020

- Sector Consultation Forums: Putting the Voice of Support Groups on State Government Agenda
- Zoom Communications Catch Up
- ConnectGroups submission to the draft WA Blueprint for Digital Inclusion, advocating for the digital access and inclusion needs of the Support Group sector.
- Submitted final report for the Stay Connected with Telehealth project

## March 2021

- Workshop: Preparing a Grant for the Future
- Workshop: Leadership and Facilitation
- Peer Networking Event for Support Group Facilitators
- AIM Community Grant received

## October 2020

- ConnectGroups regional travel to Pilbara: Karratha-Roebourne-Port Hedland
- Mental Health Week
- ConnectGroups Mental Health Week Webinar: The Role of Support Groups in Trauma and Recovery
- Workshop: How to Run an AGM
- Workshop: Incorporation 101
- Accredited under the QIC Health and Community Services Standards

## April 2021

- ConnectGroups regional travel to Pilbara: Tom Price and Newman
- Workshop: Give it Forward Grant Writing
- Zoom Workshop: Leadership and Facilitation
- Zoom Workshop: How to Coordinate a Facebook Support Group

## November 2020

- Resource Launch: Hand to Heart: A Seniors Social Connections Program for your Local Government Area
- ConnectGroups nominated 2020 WACOSS Community Service Excellence Awards "Regional Organisation" (Val & Kathy's Crafty Kitchen in Roebourne) won its category
- ConnectGroups involvement in Sustainable Health Review Recommendation 4 Citizen and Community Involvement launch

## May 2021

- ConnectGroups Reflect Reconciliation Action Plan (RAP) starts
- ConnectGroups signs on to Social Reinvestment WA's Raise the Age advocacy campaign #RaiseTheAgeWA
- ConnectGroups regional travel to Shire of Augusta Margaret River
- Workshop: Social Media Basics for Support Groups in Augusta Margaret River
- Workshop: Strategic Planning in Augusta Margaret River
- Networking and Sundowner in Augusta Margaret River
- Workshop: Peer Facilitation
- Workshop: Strategic Planning
- Abstract accepted for LG Professionals Community Development Conference "Hand to Heart: A Seniors Social Connection Program for your Local Government Area"

## December 2020

- Certificate IV in Community Services completion ceremony
- ConnectGroups regional travel to Mandurah
- Members' Christmas brunch celebration

## June 2021

- ConnectGroups participates in public launch of Social Reinvestment WA's Raise the Age advocacy campaign #RaiseTheAgeWA
- ConnectGroups regional travel to Pilbara: Karratha and Roebourne
- Final Report submitted for Rare, Genetic and Undiagnosed Conditions Sector in WA Project
- ConnectGroups invited to contribute to Sector Reference Group – peer workforce strategic framework

# Regional and Rural Strategy

ConnectGroups supports approximately 150 Support Groups across Regional WA, with high concentrations in the South West (48%) and Great Southern (12%) regions. Consultation with regional Support Groups identified a series of recommendations for regional development of the Support Group sector. From these recommendations, in 2020-21 ConnectGroups refreshed its Regional and Rural Engagement Strategy and progressed building and strengthening regional partnerships to implement the strategy in the South West, Great Southern, and Pilbara regions.



A strong regional presence helps ConnectGroups to progress the following strategic focus:

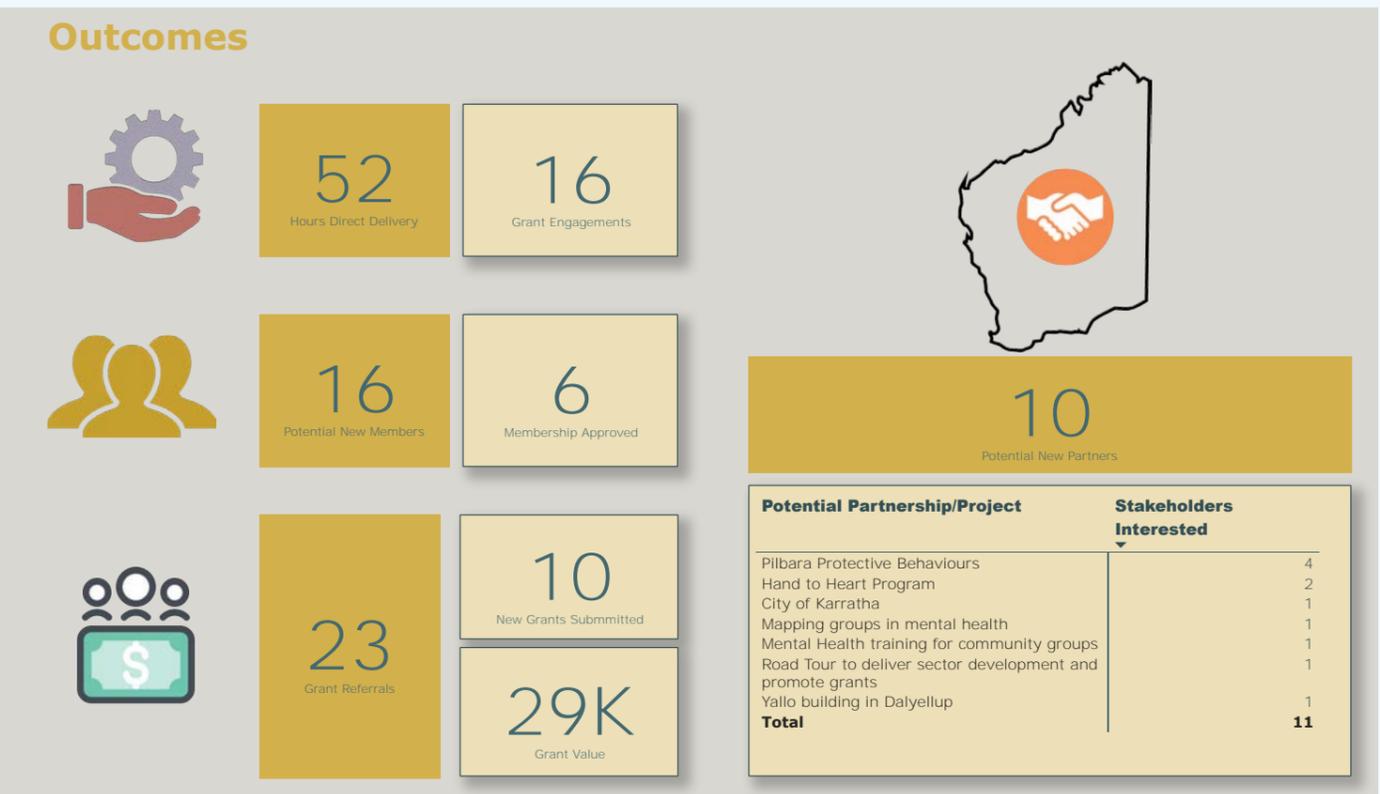
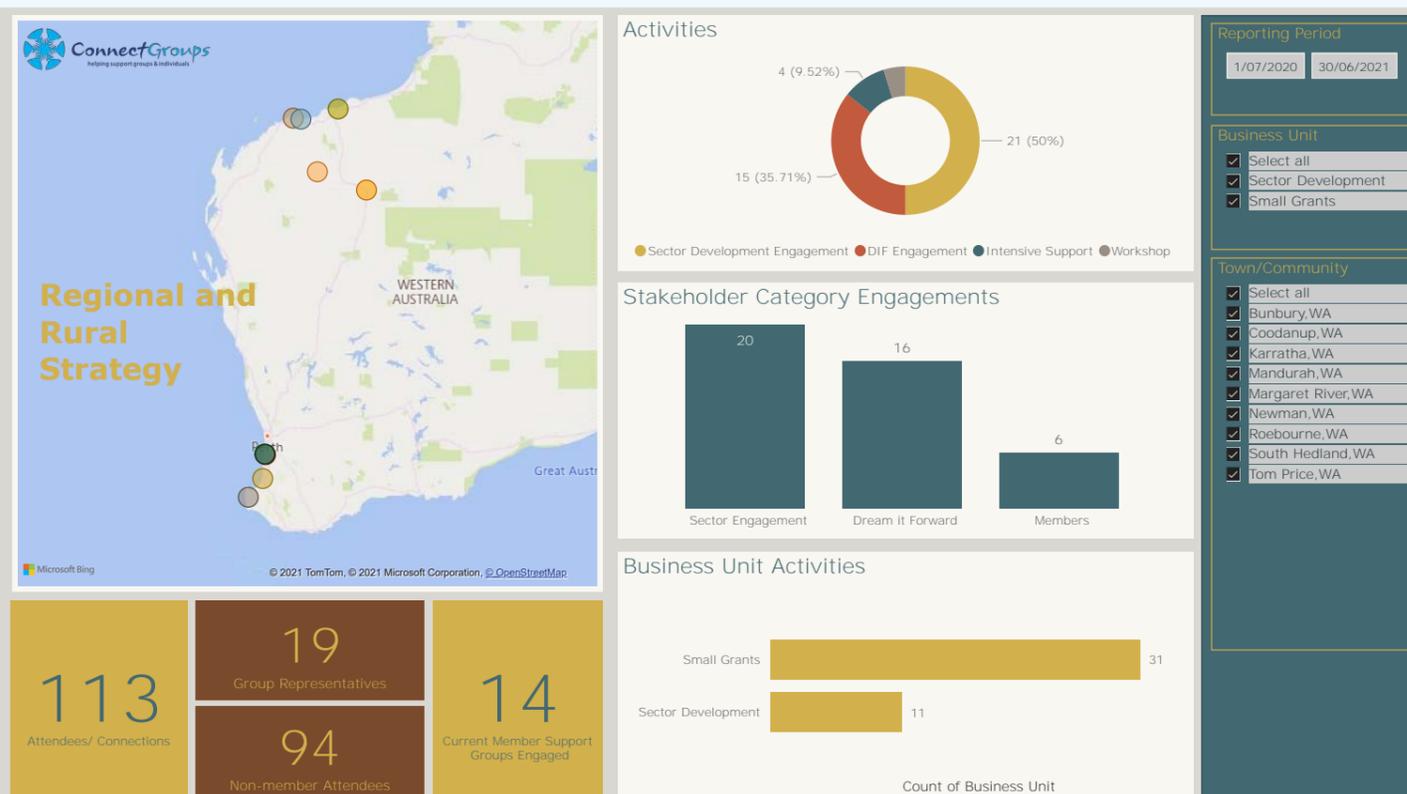
- Strengthen our collaborations and partnerships to promote better community outcomes
- Build internal and external capacity and capability through creativity and innovation
- Build our ConnectGroups leadership brand in regional WA
- Grow our economic and technologic viability through sustainable projects and partnerships.

Regional Travel	Travel Date
South West: Shire of Augusta-Margaret River	August 2020 May 2021
South West: Bunbury	July 2021 September 2021
Pilbara: Karratha-Roebourne-Port Hedland	October 2020 June 2021
Pilbara: Paraburdoo-Tom Price-Newman	April 2021
Great Southern: Albany	August 2021
Peel: Mandurah	December 2020

## Key Success Levers

Success levers are defined as the processes that will achieve ConnectGroups' strategic objectives in regional WA. Key success levers for this strategy are:

- **Scaling up** – increase ConnectGroups activity and small grants funding in regional WA.
- **Building networks** – establish and maintain connections with regional services and groups; face to face engagement is an essential factor in building effective networks.
- **Purposeful collaborations** – joining place-based partnerships for collective impact.
- **Building reputation and leadership brand** – deliver high quality, responsive services.
- **Customising responses to identified gaps** – complementing and supporting existing services.



# Alternatives to Suicide Program

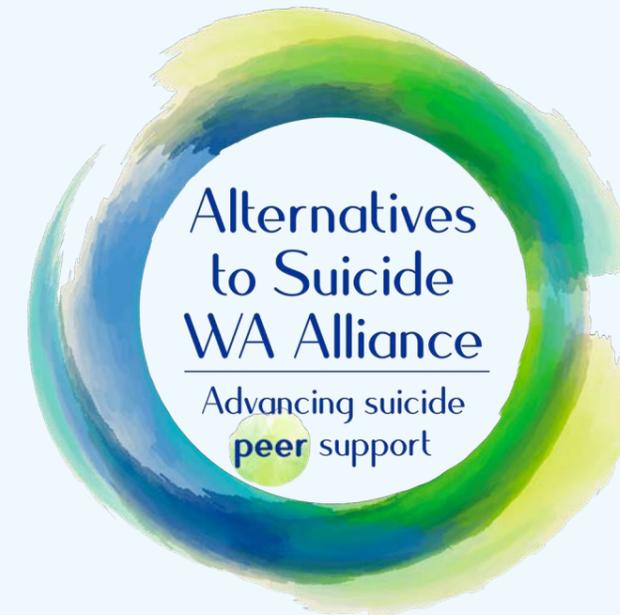
ConnectGroups successfully secured funding from Lotterywest to progress its commitment to an innovative, non-clinical, peer-led approach to suicide prevention (Alternatives to Suicide). The Alternatives to Suicide (ATS) model is based on engagement and empowerment of people with lived experience of suicide distress in WA. The ATS model is based on the Hearing Voices approach and was developed by Wildflower Alliance (formerly called Western Massachusetts Recovery Learning Community) in 2008 in the USA.

ATS is a peer-to-peer group support approach to suicide intervention which gives voice to those with a lived experience and has no clinical involvement. The groups focus on connection and relationship building between those who are experiencing or

have experienced suicide distress. They are facilitated by trained facilitators who have their own lived experience and have been trained by WA-accredited trainers through Wildflower. The groups provide a safe space, supporting people with suicidal distress and those who are suicide survivors.

The program was branded: **Alternatives to Suicide WA Alliance – Advancing suicide peer support** and met the program objective of enhancing the growth of a suicide intervention peer support workforce and peer Support Groups in WA.

The ATS WA Alliance comprises of NGOs, consumers and ATS peer Support Groups. The Alliance has been instrumental in providing advisory support to the program.



The program will assist vulnerable populations experiencing feelings of isolation, helplessness, suffering and distress, and will serve as a complementary approach filling an important gap in the current system. This will be achieved by accredited WA ATS trainers developing a WA ATS facilitators workforce and through community education and promotion, increasing ATS Support Groups across Perth by embedding the model in NGOs as an extension of current service delivery. Curtin University will undertake an evaluation to provide a consolidated and theoretically articulated statement about ATS Support Groups to inform further discussion and debate about the place of peer-led suicide prevention approaches.

The funding from Lotterywest has provided an innovative opportunity to contribute to system change in the suicide intervention/

prevention paradigm in Western Australia.

ConnectGroups successfully achieved its stated outcomes outlined in the Strategic and Action Plan and is on track with the expansion of the ATS model across WA through the growth of the ATS peer support workforce and by increasing the availability of ATS Support Groups in NGOs.

Project outcomes will provide an informed position of the ATS model's contribution to system change. It will also affirm that peer support programs offer alternative support options in crisis and care, are an effective strategy to engage with people for whom traditional health services have failed to reach and be viewed as sitting alongside clinical/medical care. The ATS model will provide individuals with a range of support options, allowing them to feel connected and heard.

# Rare, Genetic and Undiagnosed Conditions Sector in WA Project

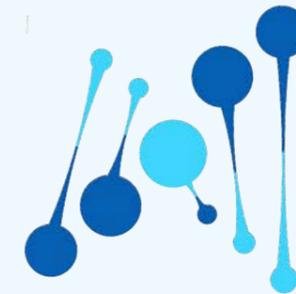
ConnectGroups was engaged in January 2021 by the Department of Health's Office of Population Health Genomics (OPHG) to inform the Department of the capacity and capabilities of the Rare, Genetic, and Undiagnosed Conditions Non-Governmental Organisation (NGO) Sector, the actions required to ensure its long-term sustainability, and to provide the relevant recommendations for future action. To this effect, ConnectGroups established an effective and accessible consultation process to enable all Groups to provide input across multiple platforms including a digital survey tool, written surveys, and virtual and face-to-face Consultations.

Most Groups in the Sector experience limitations in the number and range of support services they can provide in Western Australia (WA) as well as the number of people they can support. These gaps in capacity are largely due to staffing, volunteer, and funding constraints, alongside a lack of accessible training which has a significant, but notably smaller impact. Support services

were also markedly reduced in regional, rural, and remote areas; the primary cause of service delivery gaps in these areas were limitations in resources (including funding, staff, and volunteers), ability to respond to local demand, digital skills, and public awareness of Groups.

The main limitations in the capabilities of this Sector are related to its ability to raise awareness of the condition(s) and deliver in-person meetings, peer support, education and advocacy. A majority of Groups also experienced difficulty in minimising turnover of volunteers, who account for a significant part of the Sector's workforce.

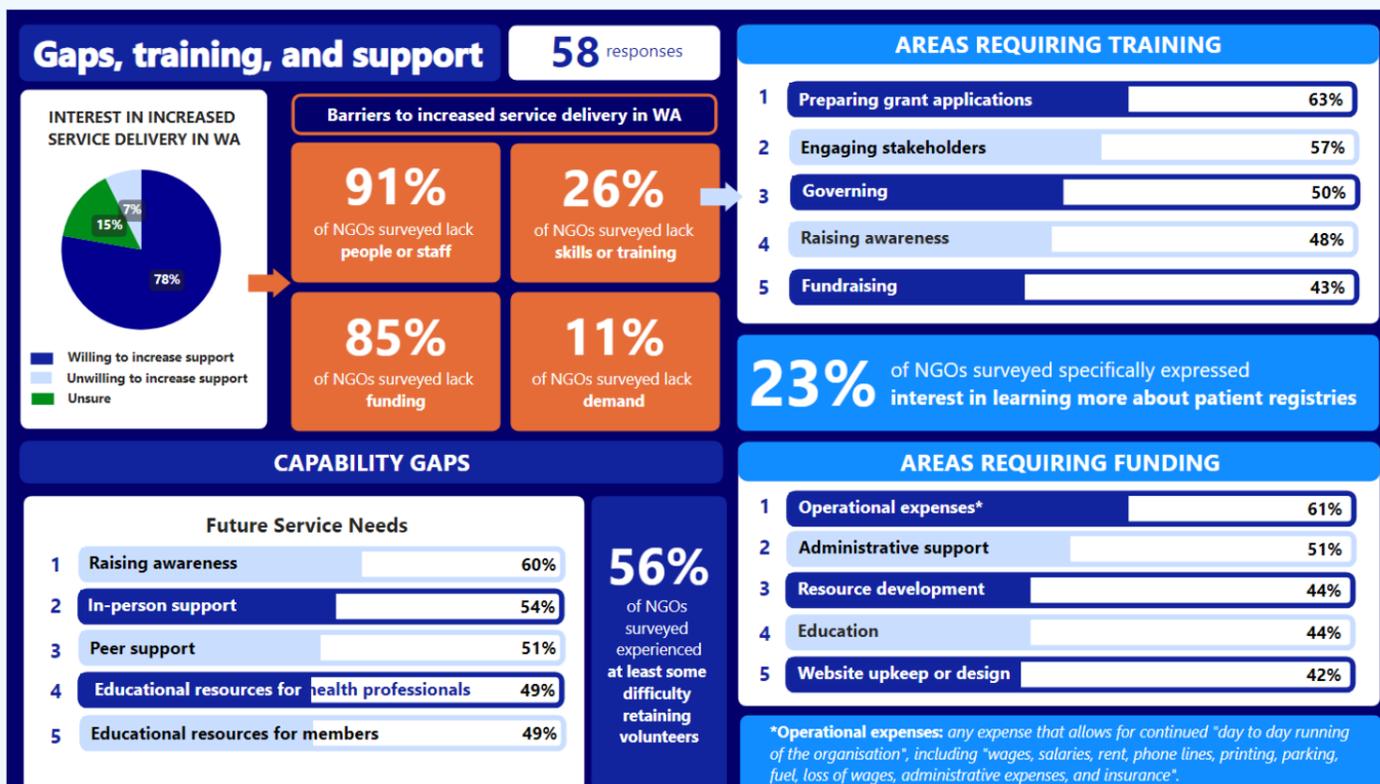
Groups also identified gaps within the Health System that affect their capacity and capabilities. The lack of awareness of each rare condition among medical professionals, the lack of recognition and support for conditions across the system, and resource constraints (including funding, staff, and volunteers) were identified as relevant shortfalls.



## Strengthening the Capacity and Capability of the Rare, Genetic and Undiagnosed Conditions Sector in WA

While these gaps affect many Groups in their Sector regardless of size, data illustrates that small Groups, including peer Support Groups, are disproportionately affected by shortcomings in capabilities and capacity. In view of these capabilities and capacity gaps, and on behalf of the Sector, eight (8) key Recommendations were identified:

- **Recommendation 1:** Establish a WA-based centralised model for the service delivery, quality control, and oversight of the Rare, Genetic, and Undiagnosed conditions Sector.
- **Recommendation 2:** Provide a sustainable, open, and equitable Grants Program that has the capacity to increase over time so that new Groups can be supported as they arise.
- **Recommendation 3:** Promote awareness of Groups and of the Rare, Genetic, and Undiagnosed Conditions among individuals with these Conditions, medical professionals, Health Care Providers, and the general public.
- **Recommendation 4:** Influence improvement in the quality of care that health professionals provide to individuals with Rare, Genetic, and Undiagnosed conditions.
- **Recommendation 5:** Establish a specialised Training and Development Program to promote self-sufficiency within the Sector.
- **Recommendation 6:** Identify adequate resourcing to meet the demands for service delivery in regional, rural, and remote areas of WA.
- **Recommendation 7:** Influence the inclusion of Rare and Undiagnosed conditions in the National Disability Insurance Scheme (NDIS) model.
- **Recommendation 8:** Undertake a holistic and culturally safe approach of investigation and action to ensure that the needs of First Nations Australians who have Rare, Genetic, or Undiagnosed conditions are met.



# Reconciliation Action Plan

ConnectGroups introduced its first **Reconciliation Action Plan (RAP)** in May 2021 demonstrating its pledge and commitment to First Nations Australians. The organisation is advocating for social justice, for the reduction of over-representation in rates of incarceration and out-of-home care, for self-determination, for the Gayaa Dhuwi (Proud Spirit) Declaration, for the adoption of the Uluru Statement of the Heart, and for Australia's First Peoples' voices to inform the development of policy, the implementation of reform, and at every level of society beginning with our own.

This Reflect RAP (May 2021-May 2022) is a partnership and organisational strategy which articulates how ConnectGroups will work towards greater understanding, cooperation, and trust with Aboriginal and Torres Strait Islander individuals, families, and communities, and will drive ConnectGroups to ensure cultural competency, cultural safety, social justice principles and evidence-based practice is implemented across all service provision, providing a framework for the organisation to support the national reconciliation movement.

The beautiful artwork which illustrates ConnectGroups' RAP was developed as an act of reconciliation between Aboriginal students from St. Catherine's College Dandjoo Darbalung program

in collaboration with St Hilda's School for Girls. Students and staff participated in a series of workshops run by Dandjoo Darbalung students where they discussed the importance of family while learning about the 6 Nyoongar seasons. Each student created their own interpretation of what family meant for them before recording it on the canvas. Together they created the giant canvas symbolising the importance of community and the sharing of knowledge.

Beyond the imperative of operating within a culturally-competent context, ConnectGroups has extended its interest, learning, and advocacy, remaining active in reform direction and participating in implementing reform, social justice principles, and best practice within its core business and program arms. As an example, the organisation is an active member of the coalition of 28 ACCOs and NFPs which make up Social Reinvestment WA (SRWA), a coalition working together for an effective and connected approach to justice in Western Australia, co-chaired by Aboriginal leaders. SRWA call for a Social Reinvestment approach, centred on Smarter Justice, Healthy Families, and Safe Communities which makes both social and economic sense, and is better for all Western Australians. ConnectGroups sits on the Justice Reinvestment and Systemic Change sub-committee of SRWA.



## Our Reconciliation Action Plan

ConnectGroups is committed to advocating for social justice, for the reduction of over-representation in rates of incarceration and out-of-home care, for self-determination, for the Gayaa Dhuwi (Proud Spirit) Declaration, for the adoption of the Uluru Statement of the Heart, and for Australia's First Peoples' voices to inform the development of policy, the implementation of reform, and at every level of society beginning with our own.

This Reflect RAP will drive ConnectGroups to ensure cultural competency, cultural safety, social justice principles and evidence-based practice is implemented across all service provision, providing a framework for the organisation to support the national reconciliation movement.

The RAP journey is internally championed by ConnectGroups CEO Antonella Segre supported by the Board of Management Chair Peta Wootton. The Board has seconded a member to the REFLECT RAP development and implementation to support the organisation's Program Manager who will drive the RAP activities and obligations.

ConnectGroups commits itself to the path of reconciliation and to reflect and progress it in our daily work and in the values that underpin what we do. Our commitment is real and inspired by the Uluru Statement from the Heart – to walk alongside our Aboriginal and Torres Strait Islander brothers and sisters in a movement of the Australian peoples for a better future.



# Treasurer's Report



In my role as Treasurer and a member of the Board of Management of ConnectGroups, I am pleased to report that the organisation has continued with its focus on strong and effective financial and risk management.

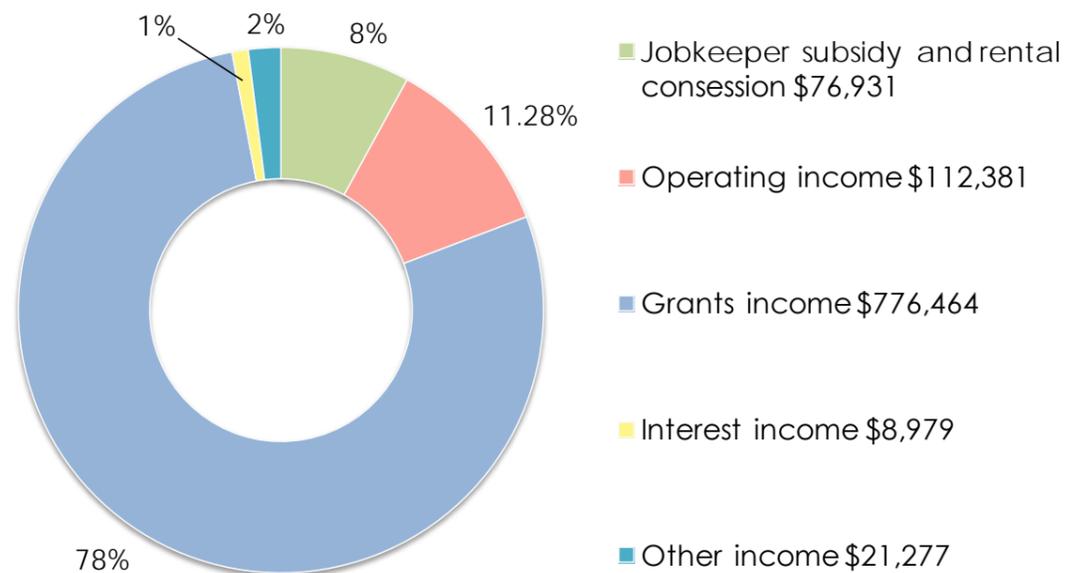
ConnectGroups remains well placed financially to be able to support the operational and strategic objectives of the organisation.

**Brian O'Keefe**  
ConnectGroups Treasurer

## Financial Summary

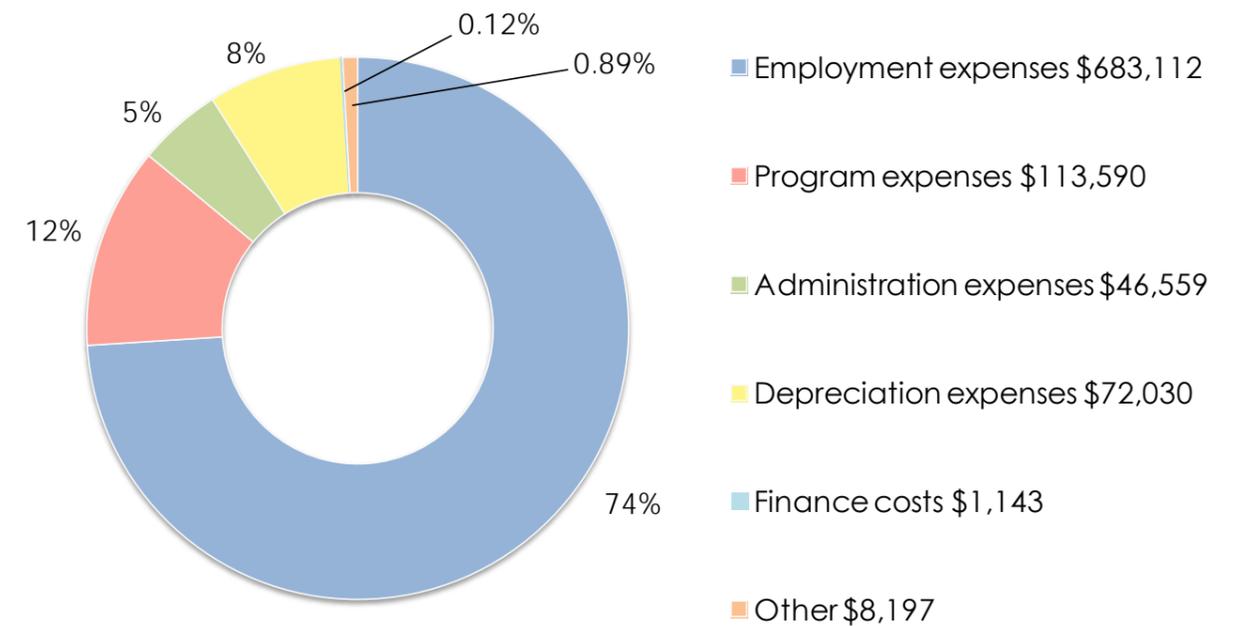
The financial position of ConnectGroups remains stable with net assets of \$563,435, an increase of \$71,402 on the previous financial year. At balance date, 96% of total assets were held in cash or receivables, with current assets coverage of current liabilities at 1.6:1.

### Operational Income



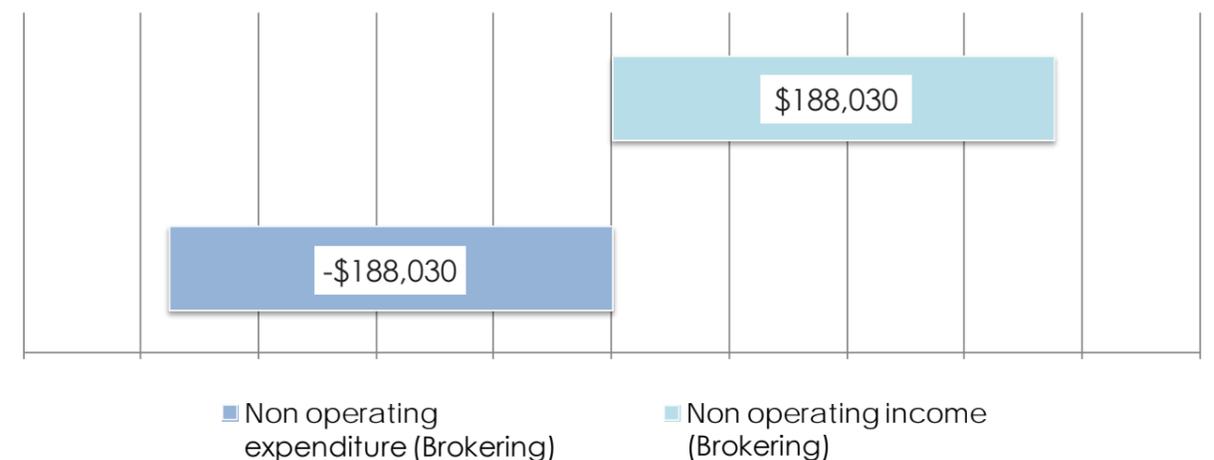
Total operational income for the financial year was \$996,032. Grants income (78%) remains the primary source of revenue followed by Other Income (11.28%). The Jobkeeper subsidy and rental concession represented 8% of the operational income for the year.

### Operational Expenditure



Total expenditure for the financial year was \$924,631. Employment expenses (74%) remained the largest expenditure type, together with Program expenses (12%) and Administration expenses (5%).

### Non Operating Activities



Non operating activities are represented in our Brokering Programs Pay it Forward (PIF), Dream it Forward (DIF) and Give it Forward (GIF)

# Board and Staff

## Board of Management

Peta Wootton (from June 2021)  
**Chair**

Fern Dyball

**Support Group Representative and Deputy Chair**

Brian O'Keefe  
**Treasurer**

Eimear Quigley  
**Secretary**

Faye Baxter

Conrad Pires

Jonine Collins

David Cox

Kiera Collier

Melissa Grove (from July 2021)

## Past Board Members

Pearl Proud (until June 2021)  
**Chair**

## Staff

Antonella Segre  
**Chief Executive Officer**

Ivi Sanchez  
**Finance and Business Systems Manager**

Christine Hendricks  
**Program Manager**

Amanda Muir  
**Advocacy and Communications Officer**

Karen Silverthorne  
**Community Engagement Officer**

Reena D'Souza  
**Program Coordinator**

Nadia Suwignjo (from February 2021)  
**Small Grants Community Officer**

Steve Hooper (from August 2021)  
**Sector and Community Development Officer**

Dayana Carolina Hernandez (from April 2021)  
**Program Support Officer**

Tegan O'Rafferty (until June 2021)  
**Sector and Community Development Officer**

Renee Darbyshir (until March 2021)  
**Senior Policy Officer**



# Volunteers

July 2020 to June 2021

Joti Saini

Annalise Fragomeli

Vinidtha Kumaran

Janice Georgius

Lily Huupponen

Tara Ross

Jeff Sollis

Jane Mathews

Thilini Kotuwegoda

Andrew Kwang Hui

Thilini Meemanage

Amanda Bennett

Lai Zieng Hui

Liam Coombs

Brigit Roberts

David Redbond

Ann Smith

Dawn Watson-North

## Volunteers Report

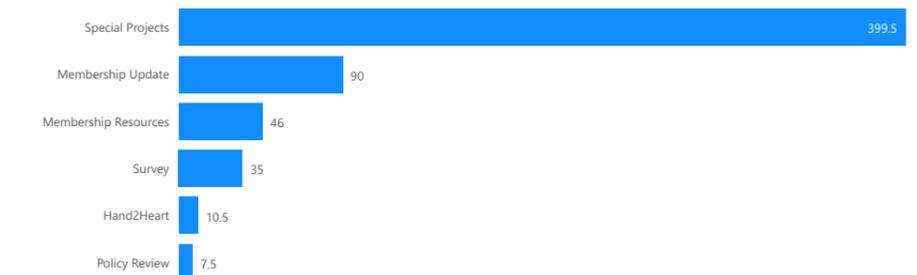


Select Date Range  
1/07/2020 30/06/2021

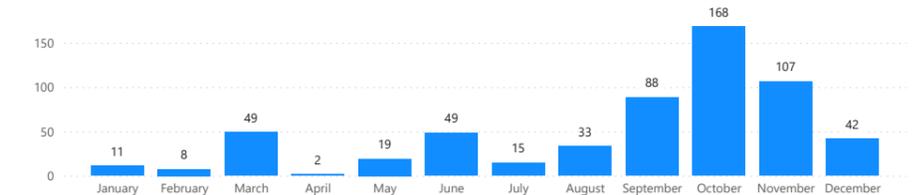
- Program
- Hand2Heart
  - Membership Resources
  - Membership Update
  - Policy Review
  - Special Projects
  - Survey
  - survey reporting
  - Associate Groups Survey

**589**  
Hours

### Hours per Program

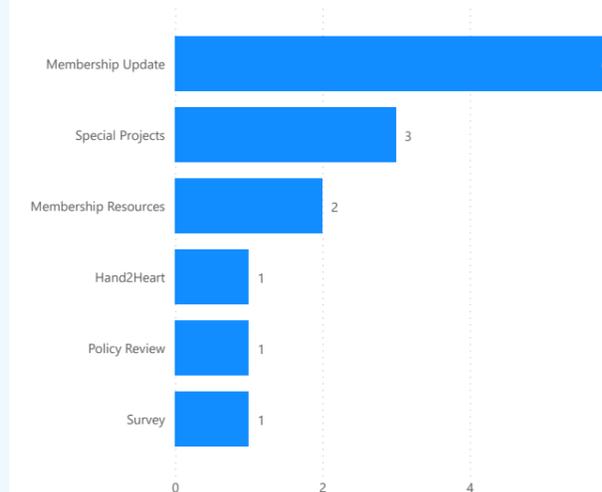


### Hours by Month



Select Date Range  
1/07/2020 30/06/2021

### Number of Volunteers by Program



# Acknowledgements

ConnectGroups Board and staff thank and acknowledge the Department of Communities, its Minister the Hon. Simone McGurk MLA; Deputy Premier, Minister for Health, Mental Health the Hon. Roger Cook; Parliamentary Secretary to the Deputy Premier, Health, Mental Health. The Director of the Department of Communities Penny Kennedy and Grant Manager Kay Channer. The Mental Health Commissioner Jen McGrath and Assistant Mental Health Commissioner David Axworthy, and staff Sarah Green, Anya Jane Statham, Louise Howe, Wayne Flugge, and Julie Spratt. Lotterywest's General Manager Grants and Community Development Lorna Pritchard and Senior Grants Development Officer Elaine Walsh.

ConnectGroups extends its thanks and gratitude to all of the organisations whose support has been key to its growth and development. A special mention to:

## Department of Health

- Caron Molster
- Klair Bayley

## Lotterywest

- Pauline Logan
- Elaine Walsh

## Pilbara for Purpose

- Karen Armstrong

## UWA Citizenship Centre

- Michelle Scott

## WACOSS

- Louise Giolitto
- Jennie Gray
- Celeste Stephens

## Health Consumers' Council WA

- Pip Brennan

## Linkwest

- Jane Chilcott

## YACWA

- Ross Wortham

## HelpingMinds

- Debbie Childs

## VolunteeringWA

- Tina Williams

## CoMHWA

- Shauna Gaebler

## City of Melville

- Christine Young
- Kayleigh Ellis

## Shire of Augusta Margaret River

- Jason Cleary
- Kim Rosenfeld

## City of Karratha

- Liam Sorrell

## ConnectGroups Sector Advisory Group

- Michelle Greenwood
- Jillian Sterle
- Ron Deng
- Emma Softly
- Sandra Button
- Jo Brown
- Ken Bezant
- Brendan Maccione

## Partners and Friends

- Robbie Glyde
- Joe Calleja
- Dianne Bianchini
- Lyn Millet
- David Hodgson
- Sera Davidow
- Lyn Mahboub
- Jane Forward
- Perth Inner City Youth Services
- WAAMH
- Act Belong Commit
- Suicide Prevention Australia



**ConnectGroups**  
helping support groups & individuals

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