



ConnectGroups
helping support groups & individuals

ANNUAL REPORT 2020



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Prof. Lyn Beazley
AO FAA FTSE
ConnectGroups Patron

"Long may we be able to reach out to our members, as we seek to sustain them and enrich their lives as in turn they inform and enrich our organisation."

It was back in 2014 that I was honoured to accept an invitation to become the Patron of ConnectGroups. I had seen first-hand the difference support networks can make in areas as varied as health, environment, education and business but over the years none has impressed me more than ConnectGroups. Our impact on the community of Western Australia, both metropolitan and beyond, is so positive and may even be life-changing.

ConnectGroups has flourished through tough and easier times, thanks to a supportive Board, wonderful staff and a terrific team of volunteers. And talking of tough times, surely 2020 will take some beating! I am delighted to report that thanks to the team's flexibility, strategic planning and unflagging energy, the organisation has continued to respond to the needs of our members throughout the COVID-19 pandemic. Clearly the major challenge of no longer being able to meet face-to-face has led to changes within the sector, but ConnectGroups responded. Currently, a regeneration phase is taking place to ensure that we continue to be relevant and responsive during our State's Recovery phase.

We all look forward to a world free of COVID-19 but hopefully we can bring to that world the lessons we have learned and some of the new pandemic-induced approaches. As an example, ConnectGroups recently held sector forums, face-to-face and online. I joined the online forum and many of the participants, especially those from regional sites, reported that without this new way of communicating, their voice would not have been heard. The discussion clearly demonstrated the integral role ConnectGroups play in addressing the physical and mental health of the community.

As Patron of ConnectGroups, I will do my very best to continue to support our organisation. One of the great lessons from COVID-19 is how much we need one another and how much we rely on others. ConnectGroups is part of that supportive network: long may we be able to reach out to our members, as we seek to sustain them and enrich their lives as in turn they inform and enrich our organisation.



Pearl Proud
ConnectGroups Chair

"It is during times like this that the necessity of Support Groups is made evident."

This year, a year that has been full of challenges due to the COVID-19 pandemic, the ConnectGroups family continues to respond in a calm and resourceful way. Our Strategic Plan, Business Plan, Business Continuity Plan and EAP provisions are providing the necessary roadmap and supportive focus on internal and external stakeholders. It has been the Board's primary focus to ensure the safety and wellbeing of members, staff, volunteers, Directors and Patron as well as meeting of organisational outcomes.

I would like to thank everyone in the operational and governance teams for their hard work and diligence during this time. I also thank the Department of Communities, Mental Health Commission, Lotterywest, and WAPHA for their continued support which have resourced both our pandemic response and innovative programmes. It is during times like these that the necessity of Support Groups is made evident. ConnectGroups thanks the outgoing Auditors, Australian Audit, and welcomes HTG Partners as incoming Auditors. The Board gives thanks for the contribution of outgoing Directors Godfrey Baronie and Giselle Condos and welcomes new Directors David Cox and Kiera Collier. Kiera replaces Jonine Collins as a Member Director representing Endometriosis WA, with Jonine remaining on the Board as part of the Executive.

ConnectGroups commenced the accreditation process last year and it is with much pride that we have now achieved QIC Health and Community Services Standards Accreditation status! We thank Quality Innovation Performance (QIP) for a smooth process and for the praise and acknowledgement of ConnectGroups' superb standards and operations. This outcome speaks of all the hard work and contributions of many over the years in this organisation. Last year ConnectGroups prepared a Pre-Budget Submission to inform the state government of the needs of the Support Group sector. This year, because of the focus on COVID recovery and the state election, ConnectGroups has prepared a WA Framework for Support Group Sector Recovery as the key advocacy document to raise awareness of the Support Group sector with state government and parliament. The feedback we consistently receive from members is that you feel supported and well cared for.

I would like to thank CEO Antonella Segre and the operational team as well as volunteers for their high-quality work, the Board for providing excellent leadership and our Patron, Lyn Beazley, for being a vibrant champion of all things ConnectGroups! The safety of everyone at ConnectGroups continues to be the uppermost focus for the Board and as Chair, I will continue to ensure safe passage through these treacherous times for all in the ConnectGroups family.





Antonella Segre
ConnectGroups CEO

"Testing times lead to innovative responses and all of ConnectGroups' services were reviewed and re-designed to meet our new reality."

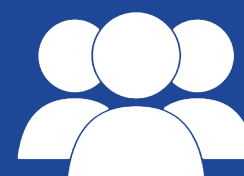
Very early into the pandemic, we realised that many of the strategies and activities that had been planned for the year were not only going to be unachievable but were equally no longer current, or accessible. It was essential to implement an effective and realistic Business Continuity Plan to ensure stability of our services at a time when our members and the community required us to step up and respond. Testing times lead to innovative responses and all of ConnectGroups' services were reviewed and re-designed to meet our new reality; several existing programs were put on hold and new initiatives were introduced. ConnectGroups staff maintained close links with our members, continuously consulting them to identify the key challenges they were facing during this period of upheaval. COVID-19 highlighted the need for the organisation to take an active advocacy voice to ensure the long-term sustainability of the Support Group sector. The key focus was to ensure that our membership's voice **was** heard and valued. We identified that our members did not always need advice, but they did need to feel that we were virtually holding their hand, providing a shoulder to lean on and a heart to listen to them.

I am particularly proud to present this year's Annual Report. There are so many highlights to share of what was to achieved in 2019/2020, a period of destabilisation and uncertainty. I wish to underline the work conducted by staff and the Board of Management towards ConnectGroups becoming an accredited organisation: Health and Community Services (QIC) Standards. Another highlight was building consumer knowledge and confidence in the uptake of Telehealth with the Stay Connected with Telehealth program funded through WAPHA and the invaluable participation of a number of Support Group Champions in that project. I wish to acknowledge the contribution made by the organisation at the height of COVID-19 through the Peaks Forum response group, the Mental Health Task Force and our connection with the Regions. On a personal level this has been a demanding year yet gratifying when I am able to reflect on what ConnectGroups was able to accomplish in trying times to sustain and uplift our sector.

To our members as we continue in this journey together:

"May you be proud of the work you do and the difference that you make. Look at everything you have overcome. Do not give up now."

The Year in Numbers



680
Member groups
across WA

345 **Affiliate Members**
302 **Associate Members**
33 **Allied Members**

139 **Regional and Rural**
48 **New Memberships**

160 **Individuals Attended**
16 **Workshops Delivered**
10 **Forums and Events**
3 **Video Tutorials Created**
8 **Podcasts Recorded**
6 **Info Sheets Produced**

27

**Sector Development
Activities**



2,294 **Volunteer Hours**
67 **Volunteers**

90,954 **Website Visits**
25,380 **Directory Visits**
13,885 **Resources Downloaded**

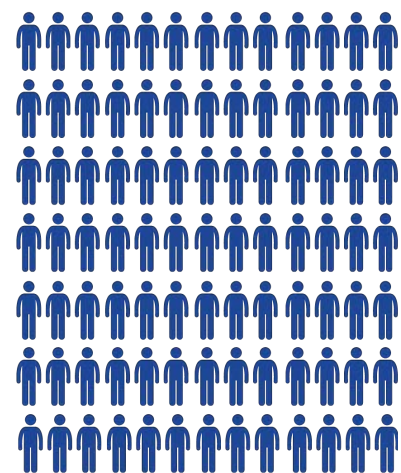


1,288 **Facebook Likes**
498 **Twitter Followers**
722 **Instagram Followers**
1,300 **YouTube Views**

14 **e-Newsletters Distributed**
899 **Subscribers**



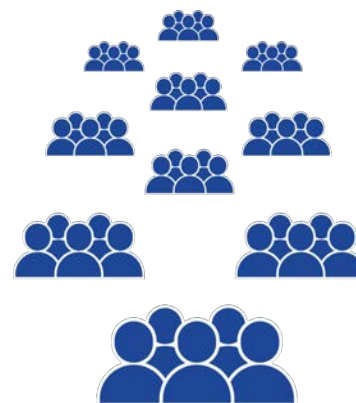
Membership Statistics



Supporting over
134,783
individuals

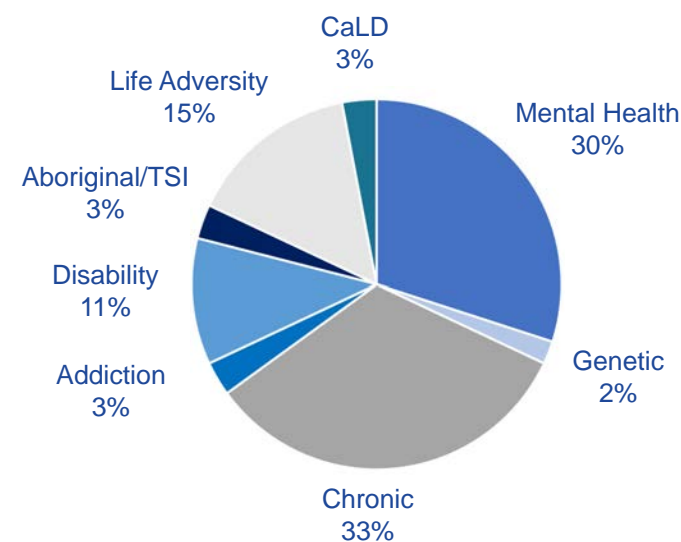


Across WA

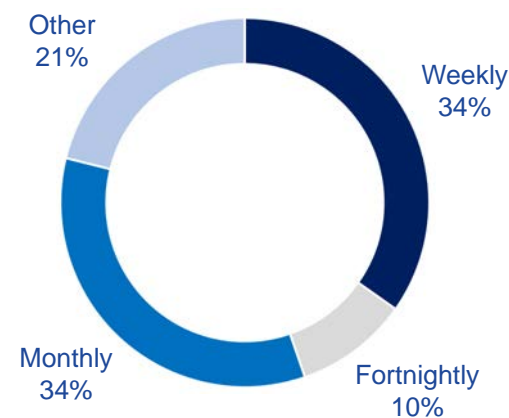


680
Member Groups

GROUPS BY CATEGORY



GROUP MEETING FREQUENCY



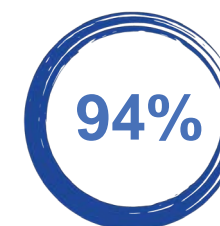
2019/20 Annual Perception Survey

Each year ConnectGroups asks its members to complete an Annual Perception Survey to ensure members are provided with the opportunity to deliver feedback on services received and to enable ConnectGroups to effectively develop strategies for the future based on members' needs.

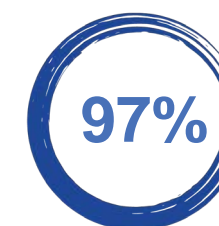
There were a total of 90 respondents to the 2019/2020 perception survey, with

answers obtained through hard copy and digital surveys which were advertised via ConnectGroups' e-newsletter, website, and social media channels.

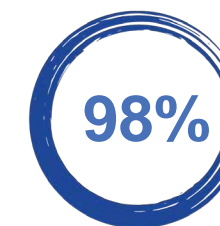
ConnectGroups' efforts in Support Group engagement and service provision were reflected in high satisfaction scores across all areas of service delivery.



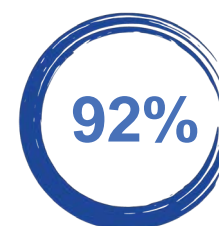
Were satisfied with
the service provided
by ConnectGroups



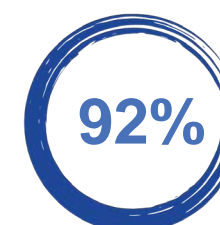
Agreed that they
obtained useful
information
after utilising
ConnectGroups'
services



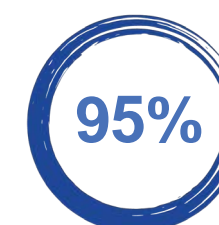
Were likely to
recommend
ConnectGroups'
services



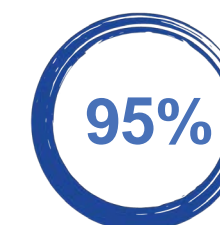
Were satisfied with
ConnectGroups'
customer service



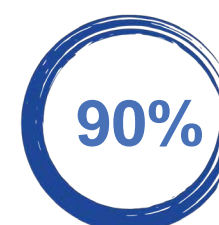
Positively rated the
service provided
by ConnectGroups
during COVID-19
restrictions



Reported that
ConnectGroups met
their needs well



Reported that
they will continue
to use the skills
they gained from
ConnectGroups'
services



Were satisfied with
the service provided
within the Small
Grants Program



"ConnectGroups has allowed us to continue in the community and grow larger than we expected"

"ConnectGroups has provided us with reliable, accurate information that is easy to access and understand"



Small Grants Programs



3 Rounds
52 Submissions
\$376,717 Requested
26 Grants
\$84,609 Awarded

1 Round
33 Submissions
\$232,411 Requested
11 Grants
\$55,199 Awarded



3 Rounds
87 Submissions
\$483,474 Requested
56 Grants
\$187,761 Awarded

Workforce Development

**Certificate IV
Community
Services**

**9/10 Students
Completed the Full Qualification**

**4/5 Students
Completed 7 Units of Attainment**

**Certificate IV
Mental Health**



**7 New Scholarships Awarded
for Certificate IV Community Services in 2020**



Highlights of the Year

July

- GIF 2019-20 Round 1 awarded
- 2019 Sector Forum: Putting the Voice of Support Groups on State Government Agenda
- Workshop: How to Start a Support Group
- 2-day Road Trip: Shire of Augusta Margaret River
- Launched DIF Stories Book Issue #3
- QIC Accreditation project commenced

August

- Workshop: Facebook Basics
- Workshop: Creating a Facebook Group
- Workshop: PIF: How to Prepare a Small Grant Application
- Hosted a stall at Local Drug Action Group (LDAG) conference

September

- Workshop: Governance and Roles and Responsibilities of Board Members
- Workshop: How to Facilitate a Support Group
- Attended WA Women's Health Conference: Lifting the profile of women's health

October

- Support Groups Awareness Day Expo
- PIF 2019-20 Round 1 awarded
- GIF 2019-20 Round 2 awarded
- Presented at the Rural and Remote Mental Health Conference in Albany - "Social Prescribing: An old concept but a new way forward"
- Hosted a stall at the Waakal Moort Kaadadjiny Aboriginal Health and Wellbeing Festival
- Presented at Linkwest biennial conference: "Peer Support Models as a Response to Service Gaps in Regional and Rural WA"

November

- Workshop: Strategic Planning
- Workshop: Intro to Governance and Succession Planning
- Senior's Forum: "Social Prescribing - A New Way Forward"
- Presented Hand to Heart at 2019 Age Friendly Forum
- Presented at WAAMH biennial conference: "Social Prescribing: An old concept but a new way forward"

December

- Successful Beyond Bank grant for the development of a Hand to Heart resource for LGAs nation-wide
- Successful City of Perth grant for the delivery of the Hand to Heart program in Perth LGA
- Certificate IV in Community Services students completion celebration
- Certificate IV in Mental Health students completion celebration
- Hosted Christmas Morning Tea for members

April

- PIF 2019-20 Round 2 awarded
- Launched Emergency Relief Grants
- Launched Weekly Zoom Catch Up with the CEO
- Launched fortnightly newsletter
- Business Case released: PIF/GIF/ DIF Emergency Relief Support for Digital Transition and Other Supports
- Business Case released: DIF Emergency Relief Community Engagement in the Pilbara and the Kimberley
- Became a member of COVID-19 Mental Health Taskforce
- Sat on the WACOSS grants assessment panel
- Successful WACOSS grant for Support Group Emergency Relief Grants

May

- Launched Regeneration Plans
- Launched virtual newsletter
- Workshop: How to Facilitate a Support Group via Video Chat
- Monthly Zoom Catch Up for Facilitators
- Workshop: Governance and Succession Planning for groups in Augusta Margaret River

June

- DIF 2020-21 Round 1 awarded
- Workshop: Strategic Planning for groups in Augusta Margaret River
- Finalist for WA Men's Health Forum 2020: Women Working in Men's Health
- Draft of 2020-2021 Business Plan
- Draft of Hand to Heart resource

March

- Workshop: Leadership and Facilitation
- Developed COVID-19 Business Continuity Plan
- Developed COVID-19 Workplace Safety Plan
- Distributed survey to Support Group members to determine needs during COVID-19
- Launched online sector development program
- Transitioned Hand to Heart program to welfare check and phone support program
- Partnered with City of Melville for One2One phone support program

February

- Workshop: How to Start a Support Group
- Trivia Night Fundraiser Event raising funds for the Hand to Heart program
- Abstract accepted for ThMHS Conference: "Foundational Engagement: A Study of Best Practices for Systemic Engagement of Under-Represented Consumers and Families" in partnership with MHM2
- Participated in SRWA's consultation around youth justice reform

January

- Certificate IV in Community Services scholarships awarded
- GIF 2019-20 Round 3 awarded
- Workshop: PIF How to Prepare a Small Grant Application
- Invited to sit on WACOSS Conference External Committee

Our Response to COVID-19

Emergency Relief Funding

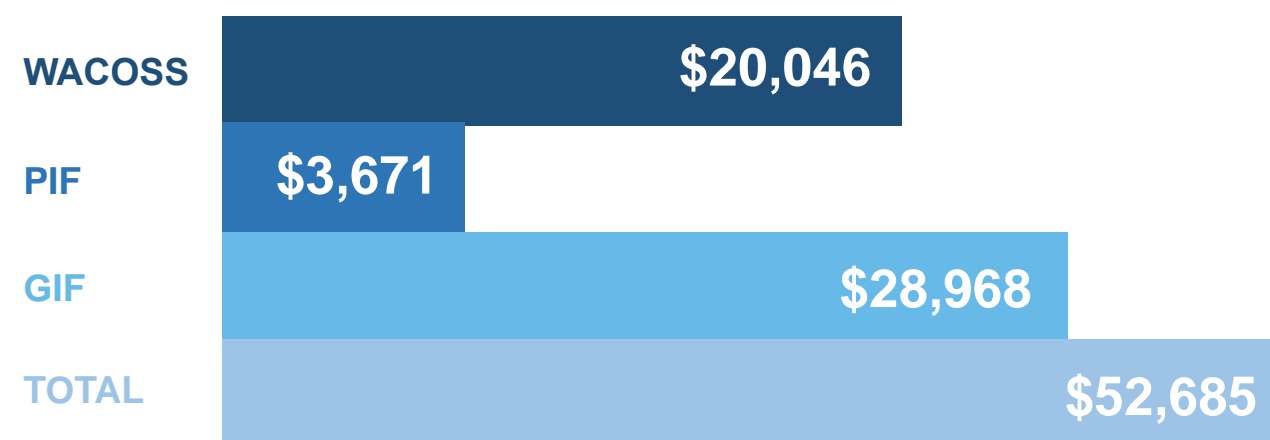
In April 2020, ConnectGroups deployed its Business Continuity Plan and Work Health and Safety Policy to ensure continuity of its service provision during the pandemic. Simultaneously, the organisation developed a Pay it Forward/Give it Forward/Dream it Forward Business Case to allocate **Emergency Relief** funding toward Support Group digital transition and other emergency supports.

Emergency Relief funding plus a successful application for a \$20,000 grant from WACOSS to support COVID-19 relief ensured continuity of connection and support, and encouraged group sustainability and member wellbeing during a period when social distancing disrupted normal operations. Focus was on the purchase of licenses for technology including Zoom; IT training and development, advancing technology literacy, and other urgent needs.

The necessity to pivot toward emergency relief funding was an essential strategy to secure the sustainability of the sector.

ConnectGroups also developed a Business Case for **Emergency Relief** Engagement in the Pilbara and Kimberley to explore how small grants funding could effectively be deployed to support vulnerable Aboriginal and Torres Strait Islander communities during the COVID-19 pandemic in both the crisis and recovery phases. Remote communities had been in lockdown since early April and residents expressed serious concern about Elders' health, community wellbeing, food security, youth disengagement, family and domestic violence, and the availability of adequate shelter to promote adherence to social distancing and hygiene guidelines. ConnectGroups gathered evidence from community stakeholders around their immediate needs and assessed where Dream it Forward funding could potentially contribute to the alleviation of that need or add value to other initiatives doing the same. This strategy will be enriched with a stakeholder engagement tour of the Karratha-Roebourne-Hedland region by the small grants team in October 2020.

EMERGENCY RELIEF FUNDS BROKERED



Member Engagement

ConnectGroups rapidly implemented a COVID-19 response with staff contacting every Affiliate Support Group to determine their current operating status, how the restrictions were impacting their Support Group, and to establish the level of support required from ConnectGroups to ensure continuity of service.

239 Support Groups were reached with 42 requiring assistance to transition online and a further 24 requiring additional support including grant and funding opportunities, IT support, advice on revenue generation, links to counselling, and development of electronic communications.

Support Groups Contact Report COVID19 Response Detailed Report

Date Range
16/03/2020 29/06/2020

239

Groups Reached

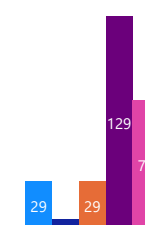
42

Transition to Online Required

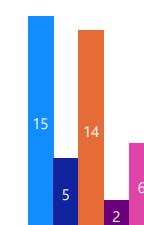
24

Other Support Required

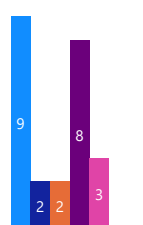
Number of groups contacted by staff



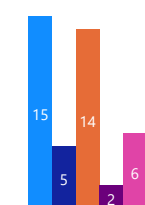
Transition to online platform enquiries



Other support enquiries



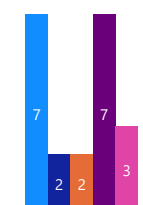
Transition to online platform provided



42

Transition to Online Provided

Other support provided



21

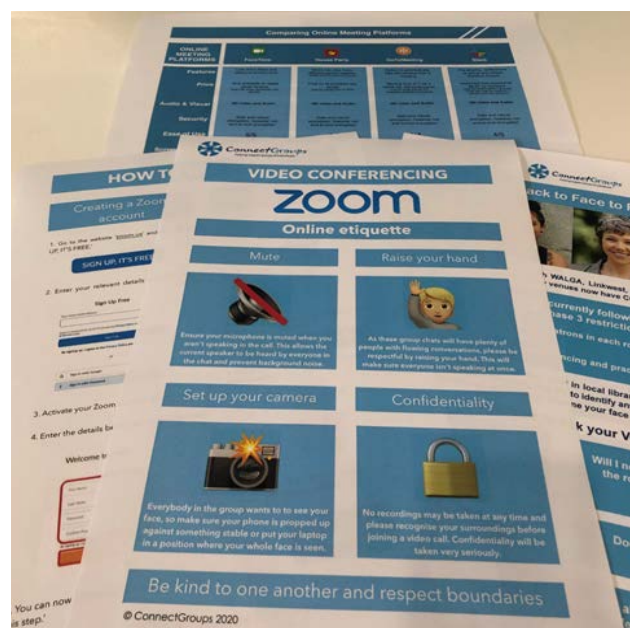
Other Support Provided

Sector Development

During lockdown, ConnectGroups' face-to-face sector development activities transitioned to Zoom delivery, and new session topics were developed to support common issues that Support Groups were experiencing, including scheduling Zoom meetings, and facilitating online Support Group meetings.

ConnectGroups launched a series of video tutorials which Support Groups accessed via YouTube. Topics included *Creating a Facebook Account*, *Creating a Facebook Group for your Support Group*, and *Joining and Creating Support Group Meetings via Zoom*.

The organisation also developed a series of information sheets, including a guide to using Zoom, online meeting etiquette, web-conferencing security recommendations, and a platform comparison for online meetings. These resources provided Support Groups with the knowledge and confidence to transition their group meetings online and to continue supporting their members during the lockdown phase.



Communications Strategy

ConnectGroups transitioned its organisational website to an online hub of information and resources designed to assist Support Groups and their members during COVID-19.

The website homepage included:

- Suite of services to ensure Support Groups' sustainability during COVID-19
- Directory of Support Groups offering online meetings
- Online resources including podcasts, video tutorials and information sheets
- Mental Health Corner, with focused services and information to support mental wellbeing

ConnectGroups maintained regular contact with its members during the lockdown period. Its e-Newsletter distribution was increased from monthly to fortnightly to keep members informed about new resources available, updates on restrictions, and key information about the sector.

ConnectGroups posted daily on its Facebook Page, focusing on feel-good stories, uplifting messages, and opportunities rather than restrictions; an initiative designed to motivate Support Groups despite the circumstances. Additionally, ConnectGroups trialed a virtual newsletter, in which staff members delivered news articles via video; to keep Support Groups engaged at a time when digital fatigue was a growing concern.

The organisation also produced several fun and interactive videos to inspire Support Groups to engage with their members in innovative ways. This included a *Lean on Me* cover song video, a Tik Tok dance, and one-minute "check-in" videos from ConnectGroups staff shared on ConnectGroups' social media platforms.

The Recovery Phase

In the **Recovery Phase**, ConnectGroups focused its efforts on reinvigorating its Support Group members and helping to ensure their sustainability post COVID-19.

A **regeneration grant** afforded an opportunity for ConnectGroups to provide a structured approach to guide Support Groups through the transition and **recovery phase** ensuring they not only survived this period but were given the support and opportunity to thrive.

The **regeneration plan** saw Support Groups receive assistance on:

- the development of new marketing and communications strategies;
- development of new service delivery models;
- training on how to effectively run a Support Group via Zoom;
- changeover of management teams; and
- establishing committees.

Fourteen (14) Support Groups took part in the **regeneration plan** and received intensive support from ConnectGroups staff.

ConnectGroups developed an information sheet, *Transitioning Back to Face-to-Face Meetings*, which advised Support Groups of requirements and recommendations for returning to in-person group meetings. This included distancing requirements, good hygiene practices, and recommended health and safety procedures.

ConnectGroups will continue to monitor Government advice and to be proactive in ensuring its services are relevant to the needs of its members.

"LEAN ON ME" - CONNECTGROUPS INNOVATIVE ENGAGEMENT WITH MEMBERS



The Hand to Heart Program

ConnectGroups' Hand to Heart program is a free, volunteer-run program that assists older people in the Melville Local Government Area (LGA) to connect to services and community groups via a short series of home visits. Hand to Heart links older people to relevant services and activities to help them create meaningful social connections within the local community and improve their overall quality of life. Following a one-year funded pilot in 2018, ConnectGroups recognised the value of Hand to Heart in reducing senior isolation and has continued to maintain the program through an annual fundraising event.

COVID-19 Pivot

In March 2020, ConnectGroups suspended its Hand to Heart home visiting program to protect its elderly clients and volunteers during COVID-19.

To ensure clients stayed supported and socially connected during lockdown, Hand to Heart transitioned to a phone support program in which volunteers provided clients with a weekly one-hour phone call to:

- Check in and enquire about the person's wellbeing
- Provide links to support services
- Engage in friendly conversation

ConnectGroups contacted all Hand to Heart clients, including past clients who were no longer able to attend the social groups they had previously been connected to, to offer weekly phone support.

ConnectGroups volunteers were required to undertake new training focused on phone support policies and procedures, providing links to support services, and dealing with difficult conversations. An online interactive PowerPoint presentation was developed so volunteers could undertake the induction and training remotely.

ConnectGroups developed an online contact log for volunteers to complete following every call made to a client. The purpose of the contact log was to collate statistics and

to notify ConnectGroups of any support requirements for clients and/or volunteers.

14 Hand to Heart clients received phone support during the lockdown period and 5 continue to receive phone support.

Phone support to Hand to Heart clients will continue until at least November 2020.

One2One

Following Hand to Heart's transition to phone support, ConnectGroups partnered with the City of Melville (CoM) to support its One2One Program by providing phone support to isolated seniors in the Melville LGA. CoM contacted 7,336 of its senior ratepayers to check in and to link isolated seniors to ConnectGroups' phone support program.

ConnectGroups developed an online One2One referral form for CoM staff to capture client details and availability, which ConnectGroups staff could then access via an online database and match clients with suitable phone support volunteers.

ConnectGroups' involvement in One2One required a large volunteer recruitment drive and a fast approach at volunteer induction and training to keep up with support demand.

Phone support to One2One clients will continue until at least November 2020.

Hand to Heart Resource

It is ConnectGroups' vision to have the Hand to Heart program replicated in LGAs across the country, improving the mental health and wellbeing of older people, and keeping Australian seniors socially and purposefully connected within their local communities.

ConnectGroups was pleased to announce in December 2019 that it was successful in receiving a \$15,000 grant from Beyond Bank to develop a Hand to Heart Resource to enable local councils nation-wide to replicate the program in their LGA.

Hand to Heart is a program best placed to be led and run by LGAs as part of an age-friendly plan. It is a cost-effective program that can be added to new or existing LGA volunteer programs, with a good return on investment for local constituents.

The resource, *Hand to Heart: A Seniors Social Connection Program for your Local Government Area*, will equip local councils with the knowledge, skills, and templates to effectively set up and deliver a sustainable social connections program for older people in their local community.

The resource will support LGAs to decrease senior social isolation and increase community connection, which is important especially following COVID-19.

The resource will include the traditional program structure, as well as a guide to delivering the program during pandemic.

ConnectGroups will launch the resource in November 2020 during National Senior's Week and it will be available electronically for LGAs across Australia to download.



Stay Connected with Telehealth

Stay Connected with Telehealth was a three-month program funded by the WA Primary Health Alliance (WAPHA) and led by ConnectGroups, which was tasked to:

- Build consumer knowledge and awareness of telehealth within targeted Support Groups with diagnosed chronic conditions and their wider membership;
- Increase the uptake of telehealth by those targeted health consumers; and
- Increase consumer confidence to request telehealth to maintain engagement with their GP and other specialists.

ConnectGroups was well placed to lead this program because of its oversight and access to chronic conditions-focused Support Groups.

ConnectGroups deployed a strategy engaging six Support Group champions across five diagnosed chronic conditions to directly reach their groups' membership and engage in positive telehealth messaging, building reassurance and competency in consumers to engage with GPs through telehealth, and promoting the imperative of partnership and safety around the self-management of their chronic condition.

Program participants included:

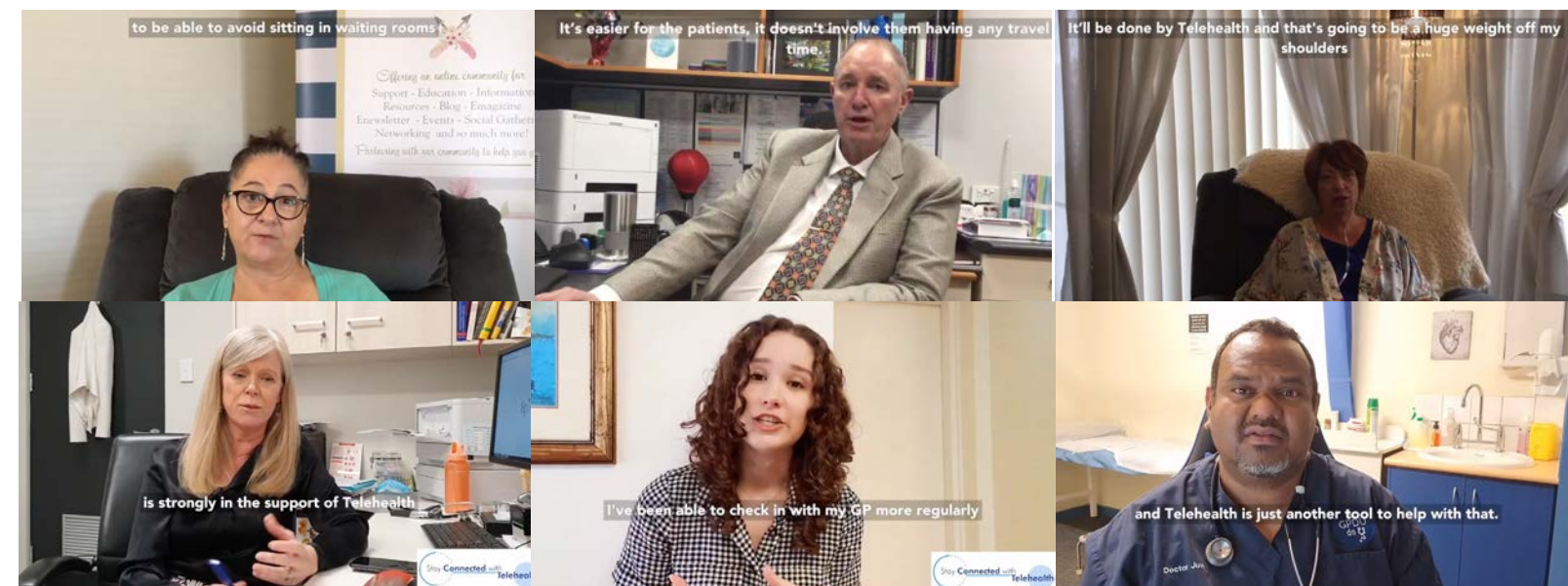
- HeartKids
- Lung Information and Friendship for Everyone (LIFE WA)
- Chronically Inspired
- Young Adult Diabetes Committee
- Prostate Cancer Help Association Inc.
- Endometriosis WA
- Stroke Foundation
- Northern Suburbs Stroke Support Group
- Diabetes WA
- Diabetes Rockingham
- Support Group for people with Peripheral Neuropathy
- One Tree Laverton Crisis Intervention Service
- Pilbara for Purpose
- Val and Kathy's Crafty Kitchen
- Shire of Augusta - Margaret River Reference Group
- Depression Support Network Albany

A total of 474 members from across five chronic conditions responded to the first data collection survey intended to measure baseline levels of telehealth awareness in this cohort.

Baseline results revealed that a majority of health consumers did have awareness of telehealth though there was a substantial percentage who did not or were uncertain of the availability of telehealth at their GP practice. Furthermore, 34% of respondents indicated better knowledge of telehealth would encourage them to use it.

Following an intensive Telehealth education campaign, measures indicated that 89% felt the campaign provided sufficient information to better understand and use telehealth. 100% of respondents requested that telehealth continue to be made available after September 2020, the government targeted end date. Metrics clearly indicate consumers' positive experience engaging with telehealth following the education campaign.

Engaging in a co-designed and co-produced approach to program delivery with the Support Group Champions proved an effective strategy to rapidly access health consumers in an intentional, respectful, collaborative manner that led to the successful program outcomes. The program demonstrated the value of engaging the Support Group sector and converted its unique insights and experiences in health access and disparities into quantifiable findings around the importance of telehealth as an ongoing feature of the healthcare system.



Treasurer's Report



Brian O'Keefe
ConnectGroups
Treasurer

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 management.

ConnectGroups remains well placed financially and has benefited from government initiatives related to COVID-19 this year which has supported the organisation's strategic objectives and the ongoing operational challenges within the Community and Social Sectors that we operate. In addition, we have developed the terms of reference for the implementation of a Finance, Audit and Risk Committee which is now in place and will meet at least quarterly and report back to the Board of Management.

Financial Summary

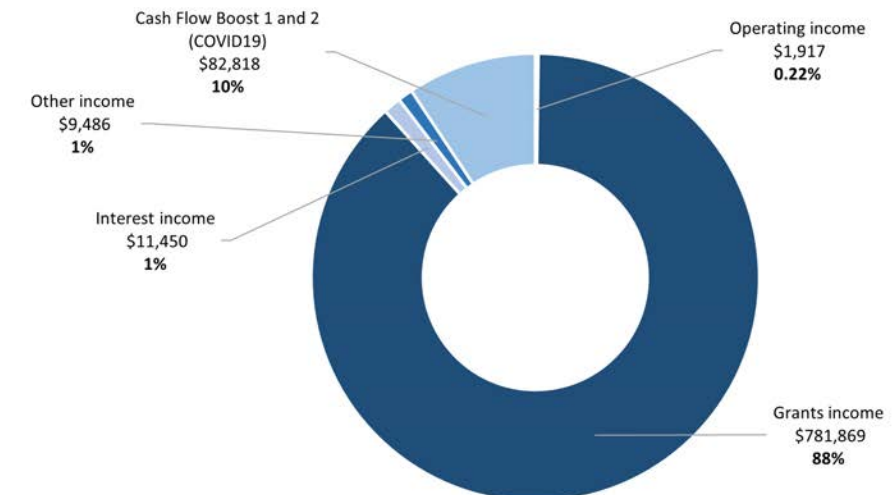
The financial position of ConnectGroups remains stable with net assets of \$492,033, an increase of \$71,097 on the previous financial year. At balance date, 93% of total assets were held in cash or receivables, with current assets coverage of current liabilities at 2:1.

Total operational income for the financial year was \$887,540. Grants income (88%) remains the primary source of revenue. The Cash Flow Boost represented 10% of the operational income for the year.

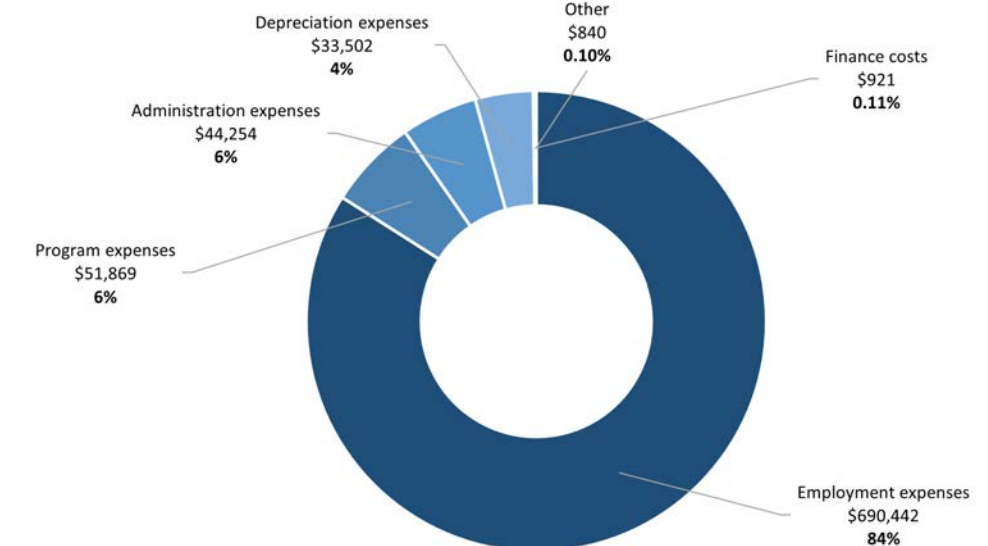
Total expenditure for the financial year was \$821,828. Employment expenses (84%) remained the largest expenditure type, together with Administration (6%) and Program expenses (6%).

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

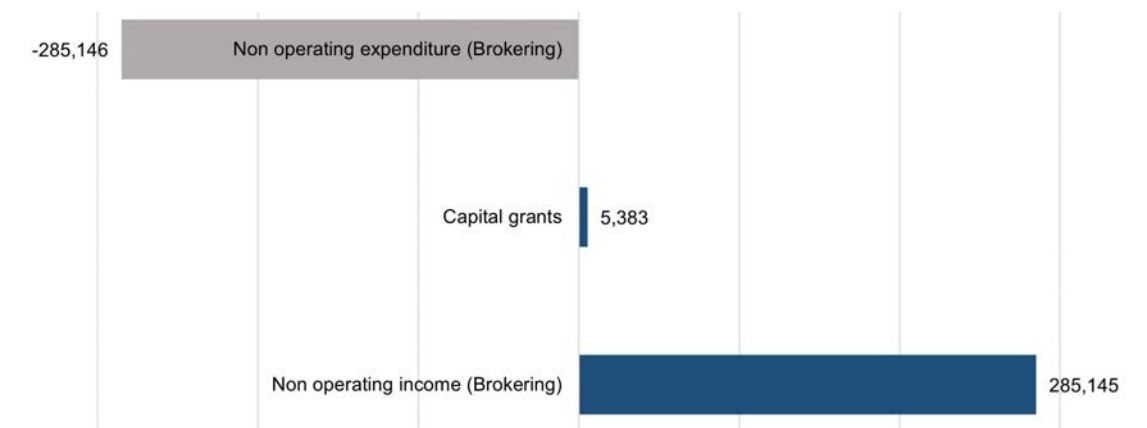
Operational Income



Operational Expenditure



Non Operating Activities



Board and Staff

Board of Management

Pearl Proud
Chair

Fern Dyball
Deputy Chair

Brian O’Keefe
Treasurer

Eimear Quigley (from September 2020)
Secretary

Jonine Collins
Support Group Representative

Faye Baxter

Conrad Pires

David Cox (from September 2020)

Kiera Collier (from October 2020)

Past Board Members

Godfrey Baronie **Secretary**
(until August 2020)

Giselle Condos (until September 2020)

Staff

Antonella Segre
Chief Executive Officer

Ivi Sanchez
Finance and Business Systems Manager

Christine Hendricks
Program Manager

Renée Darbyshir (from August 2020)
Senior Policy Officer

Tegan O’Rafferty
Sector and Community Development Officer

Amanda Muir
Media and Communications Officer

Karen Silverhorne
Community Engagement Officer

Reena D’Souza
Program Coordinator

Juanaili Hultzsch (until July 2020)
Corporate Services Coordinator

Annette Pitts (until June 2020)
Small Grants Engagement Officer

Volunteers

Aishwarya Srinivas	David Redbond	Jeff Solliss	Robbie Glyde
Alice Colvin	David Fitzgerald	Jenny Craig	Robert Mulroney
Amy Yejia Li	David Giles	Jing Kok	Robyn Murphy
Andrew Fernando	Dawn Watson-North	Kirsten Whent	Sabina Bhasin
Angela Di Giorgio	Delia Parker	LaBelle Tan	Sabine Singh
Ann Smith	Denise Bryant	Laura Mukube	Sally Tolhurst
Annastasya Watts	Duanne D’Mello	Lesley Gilroy	Saravanan Rajakumar
Annette Ho Jung Kim	Elena Hundley	Linda Christie	Selina Colebourne
Arsh Malik	Emily Toh	Linda Duffy	Shaimaa Al Odeh
Asritha Siddantham	Fatima Shah	Marcia Hardy	Sharn Coady
Ben Milbourne	Gordon Bird	Margaret Clark	Sheryl Hesse
Bridget Higham	Graham Sylvester	Martine Pitt	Siaw Jessica Kwok
Brigit Roberts	Hayden Huizenga	Mathew Pryce	Sue Glyde
Camille Burch	Hiren Mukhopadhyay	Melissa Koh	Tess Whitelaw
Carmel Byrnes	Ida Ildiko Gal	Mridula Arun	Vinidtha Kumaran
Catherine Tait	Jane Mathews	Noyonika Chatterjee	William Conti
Corey Simmons	Janice Georgius	Ran Kono	



Acknowledgements

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Penny Kennedy
Susan Sharples

Mental Health Commission

Elaine Patterson
Sarah Green
Louise Howe

MHC Strong Spirit Strong Mind:

Wayne Flugge
Julie Spratt

Lotterywest

Lee Grmas
Pauline Logan

City of Melville

Christine Young
Kayleigh Ellis
Deena Lazzari

UWA Citizenship Centre

Michelle Scott

Shire of Augusta Margaret River

Jason Cleary
Jessica Black

Fiona Stanley Hospital

Paul Forden
Neil Doherty
Kelly Blyth
David Tomlinson

WAPHA

Dianne Bianchini

WACOSS

Louise Giolitto
Jennie Gray

Linkwest

Jane Chilcott

YACWA

Ross Wortham

Health Consumers' Council WA

Pip Brennan

North Metropolitan TAFE

Stephanie Tchan
Lena Charlick

Beyond Bank

Katie Voss

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Ken Bezant
PCaHELP
Lynne Devine
ARMS WA
Brendan Maccione
Sirens of Silence
Ron Deng
Mental Health Matters 2
Yen Hawkes
Intercultural Action Group
Michelle Greenwood
Invisible Illnesses Inc.
Emma
SWEAR WA
Sandra Button
Solace Grief Support Group

Partners and Friends

Joe Calleja
Shaun Nannup
Volunteering WA
Carers WA
Helping Minds
WAAMH
CoMHWA
Act Belong Commit
Suicide Prevention Australia
Australian Audit
Social Reinvestment WA





ConnectGroups
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