



**ConnectGroups**  
helping support groups & individuals



ConnectGroups  
Support Groups Association WA Inc.

# Annual Report 2018



GOVERNMENT OF  
WESTERN AUSTRALIA

Department of Communities

Mental Health Commission









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## We are ConnectGroups

As the state Peak body of Support Groups, we support the long-term sustainability of our members. We link individuals and families to our extensive network. Together we strive to improve the lives of those most vulnerable.

## Goal

To assist individuals to alleviate isolation, helplessness, suffering and distress by facilitating the development and maintenance of Self Help and Support Groups, and to promote self-help within the community.

## Purpose

To benefit the community through assisting Self Help and Support Groups in their efforts to provide relief for people suffering from diseases or life-disrupting circumstances, and thereby promote the prevention or management of human diseases through education and awareness.

## Mission

To support, nurture, advocate for and build capacity in Self Help and Support Groups in Western Australia.

## Vision

For Self Help and Support Groups to be widely recognised, promoted, supported and valued for the benefits they bring to the community in the prevention and management of adverse mental health conditions associated with stress caused by diseases or life-disrupting circumstances.

## Values

❄ Service

❄ Passion

❄ Teamwork

❄ Excellence

❄ Respect

❄ Sensitivity

❄ Integrity

***"Whatever the journey you are going through there is always a Support Group to connect to."***



## Our Patron



I am thrilled and honoured to be the Patron of ConnectGroups and witness the very real way the staff, the Board and the volunteers work together to bring support and encouragement to so many in our community across Western Australia. We are now adding an extra dimension to our activities with a Community Link Booth at Fiona Stanley Hospital becoming a reality: how wonderful that we can soon help individuals and families leaving the hospital link into the appropriate community Support Groups. As we informed the Minister of Health recently, this initiative is just one example of how we enrich the lives of individuals, their family, friends and colleagues as well as directly helping to reduce the health and other costs to society. I look forward to a future in which we can flourish and play an expanding role in our great State.

**Professor Lyn Beazley AO FTSE**

## Chair Report



It is with much positivity that we come to this juncture of the ConnectGroups journey. It is a perfect time to pause and reflect on who we are and whether we are still serving the needs of members. There has been much activity and growth in the past year that befits an organisation with such a long and proud history. I am very pleased to report that we can say yes, we are clearer than ever on what ConnectGroups stands for and that we continue to be highly responsive to the needs of our members. When we consult with members, their feedback tells us that ConnectGroups meets a key need in their lives and supports the wellbeing of thousands of Western Australians. My key thanks go to our members for continuing to trust us and put faith in what we do for them.

The Board is committed to ConnectGroups having a continuous improvement culture, and we continually review how we are tracking against the ConnectGroups vision and strategy as well as invite broad input to ensure we remain accountable. I would like to acknowledge Rosie Roach and Andrew Bannon who completed their tenure with the Board this past year, and thank them for their services to the organisation, and welcome Lacy Gow as the latest Director to join.

Our thanks go to our continuing relationship with our key funders. The Department of Communities, the Mental Health Commission, Lotterywest, and our event sponsor Hesta. The need to rationalise each dollar spent is key and we have continued to demonstrate our efficiency and reliability in delivering a quality and cost-effective service. The need for the support ConnectGroups provides has been reiterated by both Minister Hon. Simone McGurk and Minister Hon. Roger Cook. We value their support and commitment to our sector. We have true champions in our Department of Communities' and Mental Health Commission's Contract Managers: Kay Channer and Sarah Green; and Lorna Pritchard at Lotterywest. Our gratitude for their support is deeply felt. The value of what we do is continually highlighted by our Patron, Lyn Beazley, at a range of forums, and our profile as an organisation will only



continue to rise with the insights, benevolence and generosity we receive from Lyn and we thank her for her dedication to the wellbeing of all Western Australians which includes ConnectGroups members.

A final and very important acknowledgement goes to the staff of ConnectGroups who are led by our CEO Antonella Segre. Antonella is approaching her 10 year anniversary at ConnectGroups and what a stellar job she has done. Congratulations Antonella!! The Board appreciates the dedicated and enthusiastic service you have given to ConnectGroups and its members as well as the amazing job you and the team continue to do including the soon to be opened new ConnectGroups Community Link Booth at Fiona Stanley Hospital.

**Pearl Proud, Chair**

## CEO Report



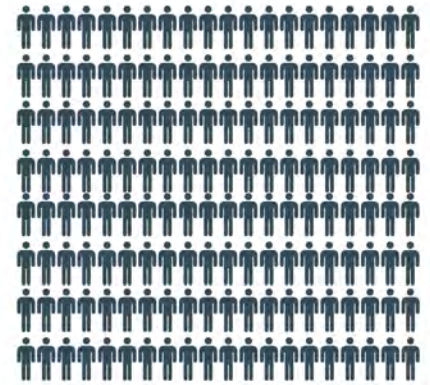
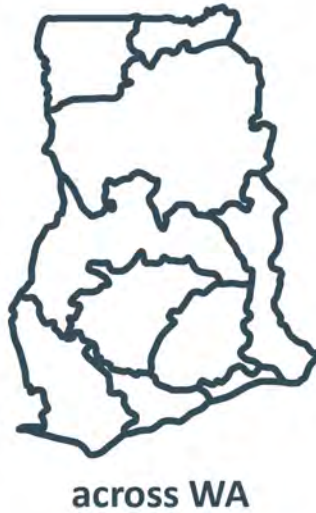
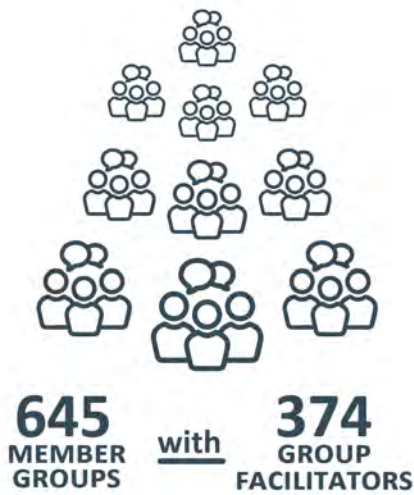
2017/2018 ConnectGroups activities have been impacted by the machinery of Government change which focused on public sector renewals with amalgamation of Departments. This has shaped uncertainty as to future funding levels for the organisation but has not hindered the pursuit and achievement of measurable outcomes as outlined in the Strategic Plan. This Annual Report focuses on the milestones achieved resulting from the organisation's ability to work in partnership with non-Government and Government agencies, and other allied organisations. Co-design has not been a term used tokenistically but has been the primary driver of all sector development activities. Staff have never lost sight that services need to ensure that those that accessing them realise a meaningful benefit. We have worked arduously to maintain a balance between focusing on current members and reaching out to new members. ConnectGroups is fortunate that its members continually demonstrate a commitment to progressing the mission of the organisation. Members contributed to the vision of making the organisation and the Support Group Sector stronger.

*"Success is based not on how many members you serve but on how well you serve them."*

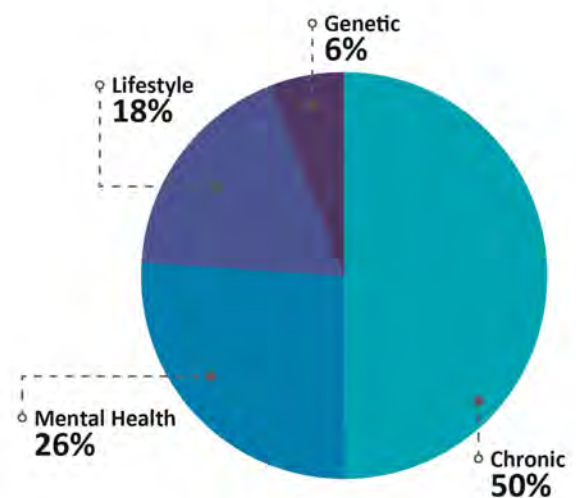
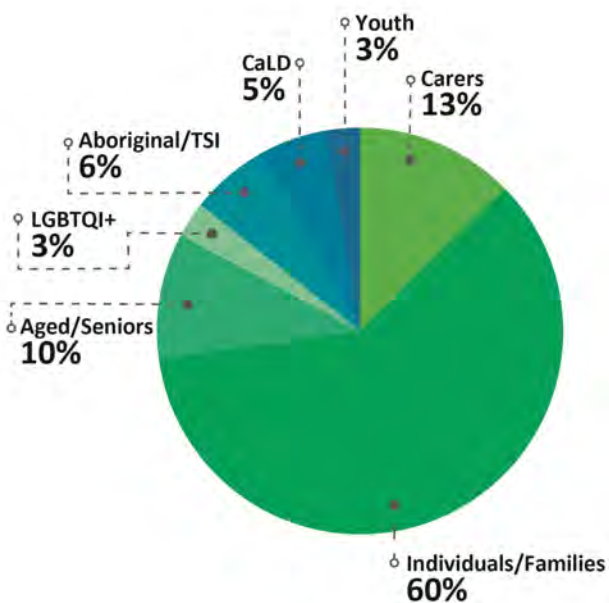
(Harrison Coerver and Mary Byers)

**Antonella Segre, CEO**

## ConnectGroups Snapshot in 2018



## Who our members support and what they support them with ...





## Our year in numbers

### Membership

**645**

Member groups across WA

282 Associate Members

332 Affiliate Members

31 Allied Members

47 New and Emerging Groups



### Staff

Wellness Program **91.43%** Staff participation

**287** Professional Development Hours



### Volunteers

**34**

Volunteers

**1,353**

Volunteer hours



### Website

**23,795**

Online Referrals



**94,220**

Visits



**79,995**

Resources Downloads



### Social Media

**762**

Facebook Likes



**328**

Instagram Followers



**368**

Twitter Followers



### Newsletters

**11**

Editions

**750**

Subscribers



### Sector Development

**26**

Workshops conducted

**210**

Individuals attended

**5**

Community Forums

**77%**

Increase in participants' confidence





## Our Programs

### Dream it Forward July 2017

**34** Submissions  
**\$228,262.81** Requested  
**10** Grants and **\$44,145.00** Awarded



### Pay it Forward August 2017

**32** Submissions  
**\$306,090.26** Requested  
**13** Grants and **\$59,198** Awarded



### Pay it Forward January 2018

**20** Submissions  
**\$70,463** Requested  
**13** Grants and **\$30,445** Awarded



### Dream it Forward April 2018

**51** Submissions  
**\$338,809.21** Requested  
**11** Grants and **\$45,392** Awarded



### Workforce Development 2017

**10** Certificate IV in Community Services Scholarships Awarded  
7 units of attainment  
**8** Students completed full qualification



# 2017/18 Timeline

## July

- Pay it Forward Round 1 opened
- ConnectGroups' Dream it Forward program named as a Finalist for the WAAMH Good Outcomes Awards 2017 in the Innovation category
- ConnectGroups partnered with the City of Melville and Befriend to run the Seniors in Isolation Program (Hand to Heart)
- Seeds of Sustainability Mini Bite

## August

- Hand to Heart Program launch; Empowering Seniors at Risk of Social Isolation
- Facebook: Learning Your Way Around Mini Bite
- WAPHA Capacity Building Grant: The Kalumburu Community Capacity-Building Project awarded
- An Introduction to MailChimp Mini Bite

## September

- Pay it Forward Plan Round 2 opened
- 2017 Support Groups Recognition and Good Practice Awards. Attended by 105 Support Group representatives, NGO's and Government agencies
- Effectively Engaging with Men Resource launch
- Recognising the Regions Community Forum represented by regional members from the Kimberley, Wheatbelt, South West, Great Southern and Goldfields. Blue Print: "Recognising the Regions – From Purpose to Impact"

## October

- AGM and altered ConnectGroups Rules of Association
- Culturally and Linguistically Diverse Topical Forum
- Presentation of the Dream it Forward program at the Rural and Remote Mental Health Conference (Broome) "A Place-Based Initiative to Improve Social and Emotional Wellbeing in Aboriginal and Torres Strait Island Communities in WA"
- Self Help and Support Groups Awareness Day Expo
- Community Link Booth Service Agreement signed by ConnectGroups, the Health Consumers' Council WA and Fiona Stanley Hospital

## January

- ConnectGroups' 2018 Demographic Survey launched
- 13 Pay it Forward Plan grants awarded
- Dream it Forward Plan Round 1 opened

## December

- Certificate IV Graduation
- Christmas Festive Morning Tea with members

## November

- "All Grown Up" Seniors Week Forum
- MailChimp Intermediate Mini Bite
- The Universal Truth of Healing Workshop
- Seeds of Sustainability Mini Bite
- MHFA reconfirmed ConnectGroups as a Gold Skilled Workplace





## February

- 10 new scholarships awarded for the Certificate IV – Community Services
- Successful application x 2 scholarships: National Indigenous Mental Health and Wellbeing Forum (Perth)
- Facebook: Learning Your Way Around Mini Bite



## March

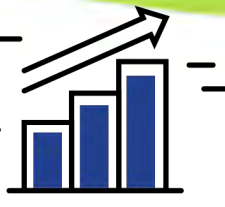
- The Art of Facilitation Mini Bite
- Creating a Facebook Group Mini Bite
- 11 Dream it Forward Grants Awarded
- Review and implementation of 2018 -2021 Strategic Plan
- Shortlisted for Jetstar Program Grant for 5 scholarships to Suicide Prevention Conference
- Attendance Statewide Suicide Prevention Forum
- Intensive Facebook Support Training



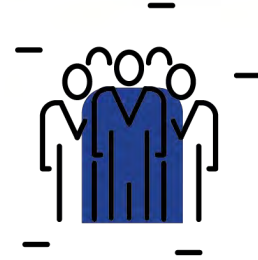
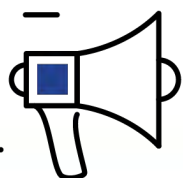
## April

- Stepping Stones for Board Members Mini Bite
- Running an AGM Mini Bite
- Grant Writing Mini Bite
- Launch of 2018 -2021 Volunteer Program
- Successful 50% scholarship from Australian Scholarships Foundation for participation in UWA-Centre for Social Impact short course – Measurable Outcomes
- ConnectGroups nominated to the 2018 Health Consumer Excellence Awards
  - Health Organisation Award
  - Health Consumer Award (Winner)
  - Rosemary Caithness Award (Finalist)

## May



- ConnectGroups is finalist in partnership with Enterprise Learning Projects and Tramulla Strong Women's Group, for WACOSS Community Services Excellence Awards in the category; Outstanding Commitment to Collaborative Place-based Services or Solutions, nominated for the project: The Kalumburu Community Capacity-Building Project
- ConnectGroups presented at the WACOSS Conference "Collaborating in Kalumburu – Furthering aspirations around healing, microenterprise and cultural strength" in collaboration with project partner ELP
- ConnectGroups' submission to the Senate Inquiry into the Accessibility and Quality of Mental Health Services in Rural and Remote Australia was accepted and published
- 3-Day Road Stakeholder Engagement Tour of the Great Southern and South West regions of WA
- Celebration of Volunteer Week
- Recovery College WA Consultations
- ConnectGroups development of Social Impact Framework Project
- Seeds of Sustainability: Governance and Succession Planning Mini Bite
- Pay It Forward - How to Prepare a Small Grant Application Mini Bite
- Five Good Reasons to Have a Strategic Plan Mini Bite
- Facilitation Co-Design Forum
- Final Draft of RAP plan sent through to Reconciliation WA
- Successful Lotterywest Grant Application for manufacturing of "Fiona Stanley Hospital Community Link Booth"



## June

- ConnectGroups gave evidence at the Senate Inquiry into the Accessibility and Quality of Mental Health Services in Rural and Remote Australia
- Men's Health Week Forum
- Seeds of Sustainability: Governance and Succession Planning Mini Bite
- Effectively Engaging with Men Resource reached 55K downloads
- Policies and Procedures reviewed in line with the Policy and Procedure Risk Management Plan
- ConnectGroups keynote address at Disability Peer Support Conference
- Collaboration with LGBTIQ sector to provide input into the National LGBTIQ Health Strategy
- Peer Mentoring Presentation
- Successful Lotterywest Grant Application for the Small Grants Program "Give it Forward"

## Our Financial Position

### Treasurer Report

The Board of Management of ConnectGroups has continued with its focus on strong financial management.

ConnectGroups is well placed to consider strategic growth objectives and ongoing operational challenges within the Community and Social Services Sector.

**Brian O'Keefe, Treasurer**



### Abridged Audit Report

For the Year Ended 30 June 2018

#### Scope

I have audited the abridged financial report of ConnectGroups Support Groups Association WA Inc for the year ended 30 June 2018 as set out on the following page in accordance with Australian Auditing Standards.

#### Audit Opinion

In my opinion, the information reported in the abridged financial report of ConnectGroups Support Groups Association WA Inc is consistent with the annual special purpose financial report from which it is derived and upon which we expressed an unqualified audit opinion in our report to the members. For a better understanding of the entity's financial position and performance, as represented by the results of its operations and its cash flows for the year, and the scope of our audit, this report should be read in conjunction with the annual special purpose financial report and our audit report.

**Alastair Abbott CA**

**Registered Company Auditor No. 486826 Australian Audit**



# ConnectGroups Support Groups Association WA Inc

ABN: 23 041 552 831

## Abridged financial report for the year ended 30 June 2018

STATEMENT OF FINANCIAL POSITION			STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE IN- COME		
AS AT 30 JUNE 2018	2018	2017	FOR THE YEAR ENDED 30 JUNE 2018	2018	2017
CURRENT ASSETS	\$	\$		\$	\$
Cash assets	667,896	707,132	Operating income	2,504	2,896
Receivables	6,607	2,883	Grants	684,645	682,004
<b>TOTAL CURRENT ASSETS</b>	<b>674,503</b>	<b>710,015</b>	Interest income	16,624	12,673
<b>NON CURRENT ASSETS</b>			Other income	6,234	6,079
Property, Plant & Equipment	-	15,396	Employment expenses	(499,111)	(495,238)
<b>TOTAL NON CURRENT ASSETS</b>	<b>-</b>	<b>15,396</b>	Program expenses	(139,598)	(75,369)
<b>TOTAL ASSETS</b>	<b>674,503</b>	<b>725,411</b>	Administration expenses	(65,413)	(73,507)
<b>CURRENT LIABILITIES</b>			Depreciation	(15,396)	(38,491)
Payables	267,269	297,779	Finance costs	(123)	(148)
Provisions	39,810	53,375	Other	(1)	11
<b>TOTAL CURRENT LIABILITIES</b>	<b>307,079</b>	<b>351,154</b>	<b>SURPLUS/(DEFICIT)</b>	<b>(9,635)</b>	<b>20,910</b>
<b>NON CURRENT LIABILITIES</b>			Income from brokering	147,663	205,465
Provisions	8,005	5,203	Expenses from brokering	(147,663)	(205,465)
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>8,005</b>	<b>5,203</b>	<b>Total changes in equity</b>	<b>(9,635)</b>	<b>20,910</b>
<b>TOTAL LIABILITIES</b>	<b>315,084</b>	<b>356,357</b>	<b>STATEMENT OF CASH FLOWS</b>		
<b>NET ASSETS</b>	<b>359,419</b>	<b>369,054</b>	<b>FOR THE YEAR ENDED 30 JUNE 2018</b>		
<b>EQUITY</b>			Cash flows from Operating Activities		
Retained Earnings	215,610	202,038	Receipts from operations	803,719	751,953
Reserves	143,809	167,016	Payments to suppliers and employees	(859,579)	(788,789)
<b>TOTAL EQUITY</b>	<b>359,419</b>	<b>369,054</b>	Net cash used in operating activities	<b>(55,860)</b>	<b>(36,836)</b>
<b>STATEMENT OF CHANGES IN EQUITY</b>			Cash flows from Investing Activities		
Beginning Retained Earnings	202,038	190,149	Purchase property, plant & equipment	-	-
Surplus/(Deficit) for the year	(9,635)	20,910	Interest received	16,624	12,673
Transfers to/from reserves	23,207	(9,021)	Net cash generated by investing activities	<b>16,624</b>	<b>12,673</b>
Closing Retained Earnings	<b>215,610</b>	<b>202,038</b>	Cash flows from Financing Activities		
			Net cash generated by financing activities	-	-
			Net decrease in cash held	<b>(39,236)</b>	<b>(24,163)</b>
			Cash at beginning of financial year	<b>707,132</b>	<b>731,295</b>
			Cash at end of financial year	<b>667,896</b>	<b>707,132</b>

The Abridged Financial Report has been derived from the audited special purpose financial report that is prepared in accordance with note 1 to that report.

# Our People

## Board of Management

### Executive Board

Pearl Proud **Chairperson**

Professor Dorothy Jones **Vice Chairperson**

Brian O'Keefe **Treasurer**

Rosemary Roach **Secretary**

### Board Members

Faye Baxter

Godfrey Baronie

Conrad Pires

Andrew Bannon

Nicola Nolan

Jonine Collins

### Former Board Member

Emilia Hay

## Staff

Antonella Segre

### Chief Executive Officer

Juanaili Hultzs

### Corporate Services Coordinator

Fiona Hughes

### Finance Coordinator

Josephine Caputo

### Community Development Officer

Christine Hendricks

### Project Coordinator (PIF and DIF)

Amanda Muir

### Project Admin. and Communications Officer

Karen Silverthorne

### Small Grants Project Officer (DIF)

Danielle Kroonenburg

### Outreach Project Support Officer

## Consultative Group

Endometriosis Perth Sisterhood of Support

Escare

Heartkids

H.O.P.E S.

Medically Retired Western Australian Police Officers Association Inc.

Pulmonary Hypertension Network Australia

The Mankind Project

TransFolk of WA

## Volunteers

Linda Duffy

Claudia Flores

Fay Bahemia

Ally Perry

Carl Gopalkrishnan

Ann Smith

Robert Mulroney

Anna Manokha

Chiara Ventris

David Redbond

Fiona Ling

Bethan Millar

Roger Frei

David Fitzgerald

David Giles

Pri Adilbert

Banghaling Frei

Dawn Watson-North

Laura Bolitho

Lucy Morillo

Maurice Mitchell

Michelle Yao





# Acknowledgements

ConnectGroups Board and Staff thank and acknowledge the Department of Communities, its Minister the Hon. Simone McGurk MLA, Deputy Premier; The Minister for Health; Mental Health Hon. Roger Cook, Parliamentary Secretary to the Deputy Premier; Health; Mental Health Hon. Alanna Clohesy. The staff of the Department of Communities Director Penny Kennedy and member Kay Channer. The Mental Health Commissioner Tim Marney and Assistant Mental Health Commissioner David Axworthy, and staff Sarah Green, Anya Jane Statham and Louise Howe. Lotterywest Lorna Pritchard General Manager Grants and Community Development for their constant support and belief in the work that we do and for sharing our vision.

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:

## Lotterywest

Lee Grmas

Scott Williams

## City of Melville

Mayor Russell Aubrey

Christine Young

Veronica Clarke

Deena Lazzari

## Health Consumers' Council WA

Pip Brennan

## Fiona Stanley Hospital

Paul Forden

Nikki Liley

Anna Clippingdale

David Tomlinson

Craig Stewart

## WACOSS

Louise Giolitto

## Hesta

Graham King

## Bankwest

Craig Spencer

Kimberley Campbell

## WAPHA

Linda Richardson

Jane Harwood

## North Metropolitan TAFE

Lena Charlick

## Partners and Friends

Shaun Nannup

Joe Calleja

Maxine Drake

Margaret Doherty

Pam Gardner

Peter Keleman

Act Belong Commit

Carers WA

CoMHW

Community Employers WA

Department of Finance – FaCS Team

Developmental Council WA

Enterprise Learning Projects

Fremantle Family Services Network

Helping Minds

Linkwest

Mercycare

People with Disabilities WA

Perth Inner City Youth Services

Suicide Prevention Australia

UWA Citizenship Centre

VolunteeringWA

WAAMH



**ConnectGroups**  
helping support groups & individuals

ConnectGroups  
Support Groups Association WA Inc.

# **Annual Report** **2018**