



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



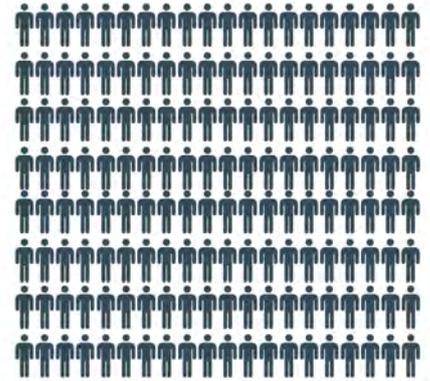
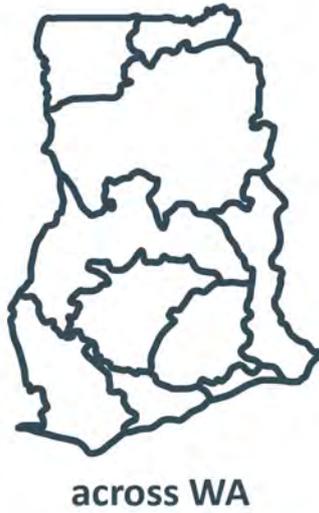
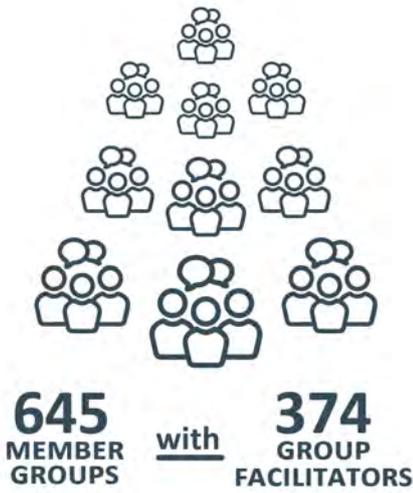
2017/2018 ConnectGroups activities have been impacted by the machinery of Government change which focused on public sector renewals with amalgamation of Departments. This has shaped uncertainty as to future funding levels for the organisation but has not hindered the pursuit and achievement of measurable 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)

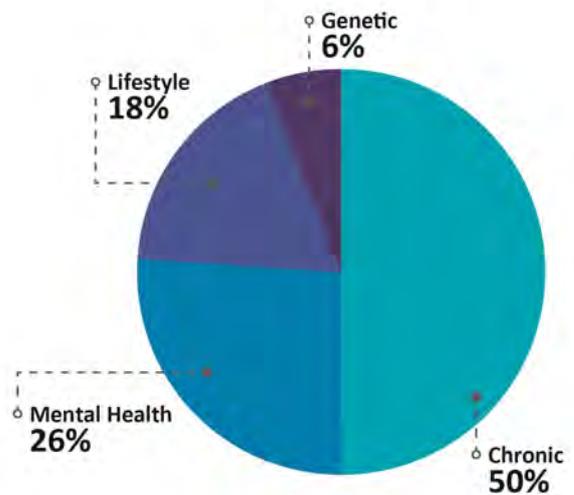
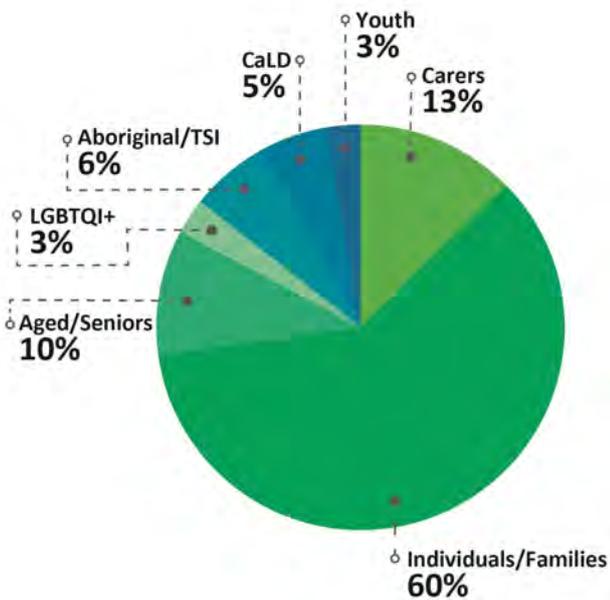
Antonella Segre, CEO

ConnectGroups Snapshot in 2018



supporting over
70,877
West Australians

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



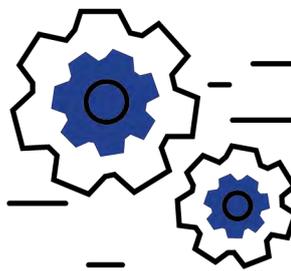
August

- 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"



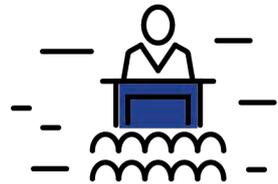
October

- 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



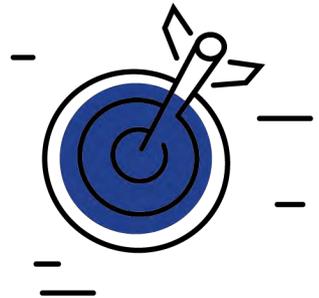
January

- 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



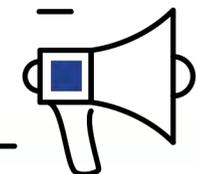
March

- 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

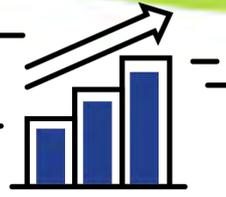


April

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

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 Hultzsch

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