



**ConnectGroups**  
helping support groups & individuals

## **2008/2009 Annual Report**

*Helping people Help Each other*



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## Acknowledgements

*ConnectGroups thanks the Department for Communities, its Manager and staff; Ray Peters, Helen McGinty, and Kay Channer for their ongoing funding and support.*



Government of Western Australia  
Department for Communities

*ConnectGroups extends its thanks and gratitude to all of the organisations whose support have been a key to its growth and development.*

*A special mention to :*

*Clan WA CEO Stuart Tomlin and Finance Manager Angela Sweeny*

*Learning Centre Link all of the wonderful Linkettes*

*LotteryWest Lee Grmas and Mark Teale*

*Volunteering WA CEO Mara Basanovic and Jennie Loveridge*

*WACOSS Sue Ash and her team*

*AIM*

*Redress WA Catherine Searle and David Cuthbertson*

*Community Sector Services Wendy Lamotte*

*Joan Ryder*

*Gerry Tuitte*

*Nikki James Diploma Student Central TAFE—Mount Lawley*

### **Last but not least our Support Groups**



### Strategic Plan 2009 -2011

<p><b>Vision</b> (What is our aim?)</p> <p><i>Helping people help each other</i></p>	<p><b>Mission</b> (What do we do?)</p> <p><i>To promote the philosophy concept and practice of self help in WA and to facilitate its development and effectiveness by educating, linking and empowering individuals, families and groups to meet their own specific needs.</i></p>	<p><b>Values</b> (How do we do it?)</p> <ul style="list-style-type: none"> <li>• <i>Social Justice</i></li> <li>• <i>Integrity and respect</i></li> <li>• <i>Cultural Diversity</i></li> <li>• <i>Strengthening society and community cultural awareness</i></li> <li>• <i>Responsible and ethical governance</i></li> </ul>
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### Objectives (What do we want to achieve?)

RELATIONSHIPS	SERVICES	ECONOMICS	WORKFORCE	SYSTEMS
Strengthen relationships with our membership and stakeholder groups	Be the service provider of choice for our members and stakeholders	For ConnectGroups to be a financially sustainable and accountable organisation	Become an employer of choice with a skilled and motivated workforce	Ensure quality systems aligned with organisational goals

### Strategies (How will we do it?)

RELATIONSHIPS	SERVICES	ECONOMICS	WORKFORCE	SYSTEMS
<ul style="list-style-type: none"> <li>- Raise profile of ConnectGroups as a Peak body within the community sector</li> <li>- Position organisation as centre of excellence for support groups.</li> <li>- Develop lasting relationships with members</li> <li>- Increase membership</li> </ul>	<ul style="list-style-type: none"> <li>- Provide knowledge and resources to start support groups</li> <li>- Provide ongoing assistance to existing support groups</li> <li>- Maintain an efficient Support Group referral system</li> <li>- Develop and deliver specialised Training to our members</li> <li>- Maintain a comprehensive and accessible database</li> <li>- To be client focused</li> </ul>	<ul style="list-style-type: none"> <li>- Identify, develop and secure new and existing revenue streams</li> <li>- Foster new business partnerships, sponsorships and opportunities</li> <li>- Conduct on going assessment of financial resources</li> <li>- Grow the business within the available operating revenue structure</li> </ul>	<ul style="list-style-type: none"> <li>- Provide a supportive workplace environment</li> <li>- Promote self development and lifelong learning</li> <li>- Encourage open communication</li> <li>- Cultivate a client focused environment</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure clear standard and accessible procedures are in place</li> <li>- identify and apply best practice models</li> <li>- Develop quality evaluation systems to measure effectiveness</li> <li>- Research and implement quality ICT Systems</li> </ul>

**Chairperson's Report**

ConnectGroups has experienced some considerable changes over the last year. We lost the services of our very long serving Executive Officer, Vicki Davies. Vicki had been with WISH or Connect Groups for seventeen years, eight of them as Executive Officer. The Board acknowledges her considerable contribution to the organisation over this period of time.

We were fortunate to recruit a very capable and committed replacement in our current Executive Officer Antonella Segre.

Antonella and her staff have put a considerable amount of effort into identifying new opportunities for ConnectGroups and how we can best provide assistance to the many support groups operating within Western Australia and people needing access to those groups. I am sure these efforts will result in further developments over the coming year.

At the start of the year we faced some uncertainties regarding our accommodation, however these have been resolved and we will be remaining in our current location.

More recently staff of ConnectGroups have been working with the Department for Communities on the Redress scheme where people who have suffered in the past while in State care can apply for compensation and support. Applicants under the Redress scheme can be assisted by referral to existing groups where appropriate. However the possibilities of assisting by establishing new relevant groups for some specific groups of applicants will also be examined.

Although our on-line Directory of Support Groups available through our web site receives considerable access some requests have been made to us to recommence production of a printed copy. The availability of printed copies in areas such as hospitals, GP surgeries and libraries can provide another means of awareness raising of support groups and assist individuals to access such groups. The production of a print version is expensive but we will be pursuing the possibility of sponsorship opportunities to see if this is a possibility.

Apart from re-establishing contact with many support groups throughout the metropolitan area over the past year staff have organised successful training and development workshops for support groups in the South West region of the State.

I would like to thank Antonella Segre and the staff for their efforts during the year and also members of the Board for their participation over the twelve months.

*Kerry O'Neil*

### Executive Officer 's Report

As I write this I can hardly believe that 11 months have passed since I took on the role of Executive Officer. Being new to the Community Sector I have found the journey both fulfilling and challenging. I have had the opportunity of meeting people who have been both generous with their knowledge and their time. They have welcomed me as honorary member of the “*innovative thinkers*” Club. I have learnt that innovation is a fundamental skill in the Community Sector if one is to achieve a high output of service provision versus funding availability. With this thought in mind I must acknowledge the number of good practice models; incredible worthwhile causes which have been implemented thanks to stubbornness of passionate and creative thinkers.

ConnectGroups has been working on a steep climb, and is yet to plateau, as it relentlessly looks at ways in which to best meet the needs of its Support Groups, through a series of targeted research activities. This has resulted in the development of a new 2009/2011 Strategic Plan and subsequent Action Plan, with a view to engage with its members and key stakeholders on a more personal and proactive level. We have focused on Aboriginal, CaLD, Youth, Women and Mental Health groups with the objective of creating partnerships between similar groups. Strategic Initiatives have been developed and implemented around these themes such as the CaLD Forum, the bringing together of Aboriginal Community Services and the Support Group Leadership Workshops. We have also explored expanding the idea of what a support group ‘looks like’. With this in mind themed submissions such as the Homeless Youth Choir, were sent through a variety of non government funding bodies. We have managed to maintain and strengthened our presence in the SW through a series of workshops and have now acquired the “status” of the “connector” of support groups in the Region. We are currently the support and referral arm for the second phase of the Redress WA scheme funded by the Department of Communities, which has come with its challenges.

Following the development of a Sponsorship Policy, we are currently elaborating a new Marketing Communication Tool in the form of a series of case studies, . The intent is to represent the work that we do as a Peak body whilst simultaneously raising the profile of the benefits of support groups. The goal is to best engage with the corporate world and to bring their world closer to that of our members. We also ascertained that not all people could access Support Groups because they are restricted by disability, isolation or location. This prompted us to develop an interactive page on our website and we are currently formalising our partnership with 3 National Online Support Groups Services to address this specific need. In collaboration with the Eastern States we are looking at forming a National Body and launching it as part of National Support Groups Awareness Day.

*No stone has been left un turned no path left untrodden*", we have followed all possible leads like a forensic investigation team! The result has been that we now are certain that there is a definite need for us in the Community. However, ConnectGroups and its members have matured over these last 25 years and the expectation of our level of service provision has advanced. Though we continue to be a referral and ongoing support system for new and existing groups we have identified that we are also required in a brokering role; as a facilitator; as a trainer; as an advocate and as a problem solver. A "one stop shop" ensuring that the voice of Support Groups is heard and their needs met.

I would like to take this opportunity to thank all of the Board Members for their unrelenting support, vision and dedication. A special thank to Joan Ryder our bookkeeper without whose financial acumen and humanity I would have been lost. Last but by no means least to my wonderful team who have contributed to the new direction of ConnectGroups thanks to their motivation and creativity.

*Antonella Segre*

### **Treasurer's Report**

ConnectGroups members, I would like to welcome the incoming Executive Officer Antonella Segre and I would like to congratulate the outgoing Executive Director Vicki Davies for providing a solid financial foundation from which to tackle future service demands.

In terms of the financial position the 2008-2009 balance sheet was very strong with total equity of \$67,193.50 which represents a healthy asset to liability ratio and a high capacity to cover outstanding liabilities; as indicated with the attached 2008 – 09 Auditors' report.

The latter part of 2008 entailed a major challenge for the entire global economy in the wake of the financial crisis. ConnectGroups responded quickly and ensured tight control on its outgoing costs are maintaining a good balance between service delivery and good financial practice.

Although 2008 /09 was marked by the economic decline ConnectGroups advanced its strategic position diversifying its income stream with the inclusion of a new service. ConnectGroups will provide services that form part of Redress WA and will increase capacity for ConnectGroups staff and members to better assist marginalised individuals.

The financial team of ConnectGroups would like to acknowledge the ongoing support by the Department of Communities, LotteryWest and its many loyal members listed on the ConnectGroups directory. Uncertainty remains how quickly the economy will rebound and it is pleasing to acknowledge that ConnectGroups is well placed financially to meet the future challenges.

*Michael Riou*

## Financial Reports July 2008—July 2009

<b>ConnectGroups</b>		
<b>Balance Sheet</b>		
<i>As of June 2009</i>		
	<b>This Year</b>	<b>Last Year</b>
<b>ASSETS</b>		
Cheque Account	\$8,215.41	-\$10,502.67
Cash Management Account	\$4,336.53	\$11,941.20
Petty Cash	\$285.15	\$184.35
Term Deposit	\$69,469.89	\$88,790.46
<b>Total ASSETS</b>	<b><u>\$82,306.98</u></b>	<b><u>\$90,413.34</u></b>
<b>LIABILITIES</b>		
Genital Herpes Group funds	\$623.44	\$755.44
Trade Creditors	\$4,578.08	\$176.22
<b>GST LIABILITIES</b>		
GST Collected	\$5,657.98	\$2.80
GST Paid	-\$1,810.35)	-\$17.52
<b>Total GST LIABILITIES</b>	<b><u>\$3,847.63</u></b>	<b><u>-\$14.72</u></b>
<b>PAYROLL LIABILITIES</b>		
Annual leave accrual	\$5,022.91	\$6,611.04
PAYG Withholding Payable	\$346.00	\$346.00
Superannuation Payable	\$695.42	\$0.00
Redundancy Liability	\$0.00	\$6,499.20
<b>Total PAYROLL LIABILITIES</b>	<b><u>\$6,064.33</u></b>	<b><u>\$23,330.69</u></b>
<b>Total LIABILITIES</b>	<b><u>\$15,113.48</u></b>	<b><u>\$24,247.63</u></b>
<b>Net Assets</b>	<b><u>\$67,193.50</u></b>	<b><u>\$66,165.71</u></b>
<b>EQUITY</b>		
Retained Earnings	\$66,165.71	\$59,928.50
Current year profit/loss	\$1,027.79	\$6,237.71
<b>Total EQUITY</b>	<b><u>\$67,193.50</u></b>	<b><u>\$66,165.71</u></b>



## Financial Reports July 2008—July 2009

Profit and Loss  
July 2008 through June 2009

	This Year	Last Year
<b>INCOME</b>		
<b>GRANTS</b>		
Grant - DCP	\$220,013.31	\$215,806.97
Grant - DCP Affiliation Allow.	\$820.00	\$820.00
Grant - Lotteries	\$4,020.00	\$31,417.00
<b>Total GRANTS</b>	<b><u>\$224,853.31</u></b>	<b><u>\$248,043.97</u></b>
<b>OTHER INCOME - ConnectGroups</b>		
Display Board Hire	\$15.00	\$100.00
Donations	\$80.00	\$263.64
Interest Received	\$7,359.93	\$5,460.09
Memberships / Subscriptions	\$0.00	\$150.00
Training Room Hire - Connect	\$497.00	\$645.00
Training / Workshops	\$104.36	\$24.00
Directory - Postage	\$0.00	\$114.25
Directory - Sales	\$0.00	\$645.47
Publications - Connect	\$0.00	\$4.54
<b>Total OTHER INCOME - CG</b>	<b><u>\$8,056.29</u></b>	<b><u>\$7,406.99</u></b>
<b>Total INCOME</b>	<b><u>\$232,909.60</u></b>	<b><u>\$255,450.96</u></b>
<b>EXPENSES</b>		
<b>GENERAL EXPENSES</b>		
Advertising	\$1,877.12	\$1,564.19
Affiliation Fees	\$791.82	\$700.00
Audit Fees	\$1,100.00	\$1,000.00
Bank Fees	\$463.57	\$457.05
Board Expenses	\$1,708.41	\$1,041.61
Bookkeeping Fees	\$6,660.49	\$4,466.25
Computer Expenses	\$3,867.09	\$2,475.25
Consultancy	\$2,841.25	\$3,177.84
Consumables	\$345.88	\$1,492.07
Directory Printing	\$0.00	\$690.00
Insurance	\$6,693.00	\$5,548.63
Lotteries Grant Expenses	\$8,268.00	\$27,150.00
Memberships / Subscriptions	\$955.93	\$982.67
Newsletter Packaging	\$0.00	\$160.16
Newsletter Postage	\$0.00	\$381.79
Office Expenses	\$2,395.50	\$4,075.09
Photocopying / Printing	\$718.94	\$3,858.03
Postage	\$945.16	\$1,616.40
Projects - Other	\$0.00	\$836.37
Projects - Rural/Connect Funds	\$2,191.04	\$1,531.80
Publications - Other	\$0.00	\$811.82
Telephone/Fax/Internet	\$7,560.60	\$6,662.98
Training/Seminars/Conferences	\$500.55	\$5,530.49
Travel Expenses	\$1,453.41	\$1,067.39
Workshop Expenses	\$40.71	\$156.26
<b>Total GENERAL EXPENSES</b>	<b><u>\$51,388.47</u></b>	<b><u>\$77,434.79</u></b>

## Financial Reports July 2008—July 2009

Profit and Loss  
July 2008 through June 2009

	This Year	Last Year
<b>REPAIRS &amp; MAINTENANCE</b>		
R & M - Building	(\$181.82)	\$217.27
R & M - Computers	\$500.00	\$1,272.50
R & M - Other Equipment	\$80.00	\$174.64
<b>Total REPAIRS &amp; MAINTENANCE</b>	<b><u>\$398.18</u></b>	<b><u>\$1,664.41</u></b>
<b>WAGES EXPENSES</b>		
Annual Leave Accrual	\$8,130.51	\$8,542.27
Long Service Leave Accrual	\$723.72	(\$491.88)
Redundancy Accrual	(\$6,499.20)	(\$2,377.20)
Superannuation	\$13,887.13	\$12,321.87
Wages & Salaries	\$127,137.13	\$124,304.53
<b>Total WAGES EXPENSES</b>	<b><u>\$143,379.29</u></b>	<b><u>\$142,299.59</u></b>
<b>PIER ST EXPENSES</b>		
Bookkeeping Expenses	\$576.92	\$560.16
Cleaning	\$1,515.50	\$1,838.12
Electricity/Gas/Water	\$1,368.52	\$1,552.74
Insurance	\$685.85	\$584.86
Plant & Equipment	\$15.36	\$0.00
Rent / Rates / Land Tax	\$31,550.59	\$22,064.32
Repairs & Maintenance	\$196.21	\$475.66
Security	\$821.23	\$757.19
Training Room	(\$14.31)	(\$18.09)
<b>Total PIER ST EXPENSES</b>	<b><u>\$36,715.87</u></b>	<b><u>\$27,814.96</u></b>
<b>Operating Profit</b>	<b><u>\$1,027.79</u></b>	<b><u>\$6,237.21</u></b>
<b>Net Surplus / (Deficit)</b>	<b><u>\$1,027.79</u></b>	<b><u>\$6,237.21</u></b>



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## Auditors Financial Report

14<sup>th</sup> September 2009**SCOPE**

I have audited the attached Financial Statements showing the various activities of the **Connect Groups – Support Groups Association WA Inc.** for the year ended **30<sup>th</sup> June 2009**. The Committee is responsible for the preparation and presentation of the financial statements and the information contained therein. I have conducted an independent audit of the Financial Statements in order to express an opinion on them to the members.

My audit has been conducted in accordance with Australian Auditing Standards to provide a reasonable assurance as to whether the Financial Statements are free of material misstatement. My procedures included examination, on a test basis of evidence supporting the amounts and other disclosures in the Financial Statements, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all material respects, the Financial Report is presented fairly in accordance with the requirements of Australian Accounting Standards and other reporting requirements, the Associations Incorporation Act and the Association's constitution so as to present a view of the Association which is consistent with my understanding of its financial position and the results of its operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

**AUDIT OPINION**

In our opinion the Financial Statements of the **Connect Groups – Support Groups Association WA Inc.** present fairly in accordance with the applicable Accounting Standards and other reporting requirements, the Associations Incorporation Act and the Associations Constitution the financial position as at **30<sup>th</sup> June 2009** and the results of its operations and cash flows for the year then ended.



**PETER K EDWARDS BComm CPA**  
Registered Company Auditor 13575

**Auditor's Certification:**

I hereby certify that, in my opinion, the attached financial statements of **CONNECT GROUPS – SUPPORT GROUPS ASSOCIATION WA INC.** for the period **1<sup>st</sup> July 2008 to 30<sup>th</sup> June 2009** comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia.

**AUDITOR**

Signature:



Full Name:

PETER KEVIN EDWARDS

Membership:

608197 (CPA)

Date:

14<sup>th</sup> September 2009



**ConnectGroups**  
helping support groups & individuals

**ConnectGroups Board Members**

<b>Kerry O'Neil</b>	<b>Chair</b>
<b>John Burrell</b>	<b>Deputy Chair</b>
<b>Kirsten Tannenbaum</b>	<b>Secretary</b>
<b>Michael Riou</b>	<b>Treasurer</b>
<b>Faye Overhue</b>	
<b>Nancy pierce</b>	
<b>Sumit Dutta</b>	
<b>Pearl Proud</b>	
<b>Alan Halford</b>	



**ConnectGroups**  
335/337 Pier Street WA 6000  
PO Box 8140 Perth WA 6849

**Tel: 08 9228 4488**  
**Fax: 08 9228 4490**

**Email: [Info@connectgroups.org.au](mailto:Info@connectgroups.org.au)**

**Freecall Regional 1800 195575**

**ConnectGroups Staff**

<b>Antonella Segre</b>	<b>Executive Officer</b>
<b>Jonine Kehoe</b>	<b>Community Development Officer</b>
<b>Tashi Wolf</b>	<b>Community Development Officer</b>
<b>Georgia Booth</b>	<b>Junior Community Development Officer</b>
<b>Monica Hope</b>	<b>Administration Officer ( July 2009)</b>
<b>Donna Daniel</b>	<b>Community Development Officer (August 2009)</b>

**"One of the most valuable things we can do to heal one another is listen to each other's stories."**