

2011 Annual Report



Arthritis
VICTORIA

OV
osteoporosis victoria

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Nordic walking by the beach

Vision

The best possible musculoskeletal health and wellbeing for all Victorians.

Mission

We will achieve this through:

- Training
- Research
- Information
- Policy
- Programs

Philosophy

We pursue empowerment and innovation for consumers, their carers and their supporting communities and we advocate with and on behalf of consumers on matters affecting their quality of life.

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CEO and President Report

2011 was an important year for the Arthritis Foundation of Victoria (incorporating Osteoporosis Victoria). We continued to focus our services on the needs of Victorians with, or at risk of developing, musculoskeletal (MSK) conditions. Our members remain the focus and backbone of our organisation. Members were generous with their time in 2011, contributing to our new Strategic Directions for the next five years, providing information about the needs of rural Victorians through the Rural Rheumatology Audit, driving our advocacy issues, contributing to research and supporting our services.

Nearly one third of Victorians have arthritis or another MSK condition. These conditions are the leading causes of pain and disability. A snapshot of activities shows 500 people a week attended our WAVES classes; we had 65 support groups; 150,087 people accessed our website and 180 attended our Consumer Conference in April 2011. We had almost 260 volunteers in 2011 working in our peer/volunteer Telephone Information Service, in the office, as Community Speakers and in our support groups, representing consumers on government committees and presenting at conferences and to the media.

For a growing not for profit organisation we have a substantial and increasing consumer voice. We are contributing to government policy in areas of health, disability and aged care to increase access to appropriate services for our members and all people with, or at risk of developing, MSK conditions. For example Arthritis Victoria responded to the Victoria Health Priorities Framework 2012-2020; made a submission with regard to people with MSK conditions having fair access to the National Disability Insurance Scheme (NDIS), and argued for increased access to Home and Community Care (HACC) and Disability services. We have been strong advocates to retain access to much needed PBS medications.

Arthritis Victoria's Rural Rheumatology Audit identified gaps in accessing specialist care for people living in rural Victoria. We have taken this up with the Minister for Health and continue to work on identifying alternative models of care to address service gaps and to support the work of health professionals in rural Victoria.

In 2011 we took our services to rural Victoria through visits to country events, building relationships with rural health professionals and consumers and importantly providing the new

Rheumatology Help Line staffed by nurses. Arthritis Victoria focused on Bendigo and Mildura, areas with high prevalence rates of MSK conditions and limited Rheumatology services. We also significantly increased our range of programs, for example, providing Tai Chi for Arthritis; seminars for people of working age and targeting some programs including WAVES and Nordic Walking for culturally and linguistically diverse communities.

We continue to provide innovative and responsive programs and launched the Arthritis Map of Victoria. This is an easy to use source of information for consumers and health professionals. The Arthritis Map platform has also raised the profile of Arthritis Victoria as a health industry leader.

Arthritis Victoria remains focused on empowering people with MSK conditions to take control of their health and wellbeing. We are also increasingly recognising the needs of people at risk of MSK conditions and advocating for preventative and early intervention strategies.

We are constantly reminded that there are many people in our Arthritis Victoria community of whom we can be very proud. In 2011 an Arthritis Victoria volunteer with over 30 years of service, Mr Bill O'Connor, was presented with the Healthy and Active Living Award at the Victorian Senior of the Year Awards, by the Hon David Davis, Minister for Health and Minister for Ageing.

We would like to acknowledge the significant contributions of pro bono support from DLA Piper, Ryan Carlisle Thomas lawyers, Meridian Commercial Interiors and Creek Photography in 2011. Philanthropic Trusts including the Marian and E.H. Flack Trust provided valuable support. The Victorian Government provided initial funding for the Rheumatology Help Line. The continuing support of our donors and the Victorian community through our appeals remains the major source of Arthritis Victoria's income, providing approximately 96% of our income. Our Fired Up Regular Giving Program has been important. Regular giving provides greater certainty in planning our future.

The Arthritis Foundation of Victoria will continue to focus on strong financial management and seek to diversify our sources of income. We value and will continue to expand our partnerships with other health and consumer organisations, all levels of government, research and academic organisations and the community, to further develop a focus on MSK health outcomes.

Judge Philip Misso, *President*
Linda Martin, *Chief Executive Officer*

Our Patrons And Board

Patrons-In-Chief

Hon Alex Chernov,
AO, QC – Governor of Victoria

Mrs Elizabeth Chernov

Patron

Professor Sir Gustav Nossal,
AC, CBE, Pres AA, FRS

Life Governors

Ms Heather Rose

His Honour Barry Dove,
QC (Retired Judge of the County Court of Victoria)

Chief Executive Officer

Ms Linda Martin:
appointed 1 January 2011

Directors of the Board

Board member	Biography
Judge Philip Misso, <i>LL.B, B.Juris</i> President	Judge of the County Court of Victoria. Judge-in-Charge of Family Property Division. Admitted to practice as a Barrister and Solicitor of the Supreme Court of the State of Victoria on 2 April 1979. Practiced exclusively as a Barrister from 10 April 1979 until appointment as a Judge of the County Court of Victoria on 11 December 2007. Judge in charge of the Family Property Division since 2008. Chairperson of the County Court Rules Committee since 2009. Deputy Judge in charge of the Damages and Compensation list since 2011. Casual lecturer at Victoria University since 2011.
Mr Noel Smith Vice President	Awarded an Associate of Arthritis Victoria in 2008. Currently a volunteer with Arthritis Victoria involved as a Telephone Information Service operator, public speaker, self management course leader, water exercise class leader and Arthritis Victoria's representative to the Victorian Government Public Transport Access Committee.
Mr Jim Dixon, <i>F CPA, MBA, B Com, B Ed</i> Treasurer	Associate with GAAP Consulting since 2007. Previous positions held were: Executive Director, Accounting & Auditing Policy, Victorian Auditor General; Assistant Auditor General of the Victorian Auditor General; Director, Accounting & Auditing Policy, CPA Australia; Director, XBRL Australia Ltd; Technical Director, Pitcher Partners. More than 35 years experience in financial reporting and auditing.
Ms Elaine Bee	Awarded Fellowship of Arthritis Victoria in 2007. In 1996 received an Australia Day Community Award for her work in Geelong area for people with arthritis. Volunteers with Arthritis Victoria as course leader and public speaker. Coordinator of Barwon Geelong Support Group.
Mr Bill David	Social Support Officer with Kingston Council and a former member of the following: City of Kingston Access and Equity Committee and the Southern Health Community Advisory Committee. Executive committee member of Road Safe Outer South East. Director on the Board of St Anthony's Coptic Orthodox Secondary College. Committee member of Southern Ethnic Advisory and Advocacy Council (S.E.A.A.C.) and the Clarinda, South Clayton and Westall Community Network Committee. Director and founder of the Victorian Road Accident Support Association Inc.



Front row L – R:
 Elaine Bee, Noel Smith,
 Naomi Creek, Janine Fisher,
 Stephen Fitzpatrick
 Back row L – R:
 Jim Dixon, Bill David,
 Ross Illingworth,
 Philip Misso, Ian Relf

Board member

Biography

Dr Ian Relf,

*MBBS, BSc(Hons), MSc, Dip
 RACOG, FRACGP, FAMAC*

Ian has 20 years of medical experience as a General Practitioner. He has wide practical experience in Medical Research including holding a current \$600K National Research Grant in Arthritis and Knee Pain at Melbourne University (Research Fellow). Ian is National President Australian Medical Acupuncture College. He is a mentor and lecturer for Monash University Department of General Practice.

Mr Ross Illingworth,

B.Bus (HR), GAICD, CFP

Chief Investment Officer, Carnbrea & Co Ltd. Ross is Deputy Chairman of Melbourne Opera and Chair of their Governance & Audit Committee. Non-Executive Director and member of Investment Committee of the Sir Robert Menzies Memorial Foundation Ltd. Non-Executive Director of The Rock Building Society Limited and a member of its Audit Committee. Past Non-Executive Director of Equity Trustees Ltd and member of Equity Trustee's Audit & Compliance Committee. Past Director of Melbourne's Lord Mayor's Charitable Fund and a member of its Investment Committee.

Ms Naomi Creek

A volunteer with Arthritis Victoria for the Telephone Information Service and Community Speakers Program. She leads the Young Women's Arthritis Support Group. Naomi has been a graphic designer for more than 20 years and runs her own business in graphic design and eBook development. Former president of the Marine Aquarium Society of Victoria .

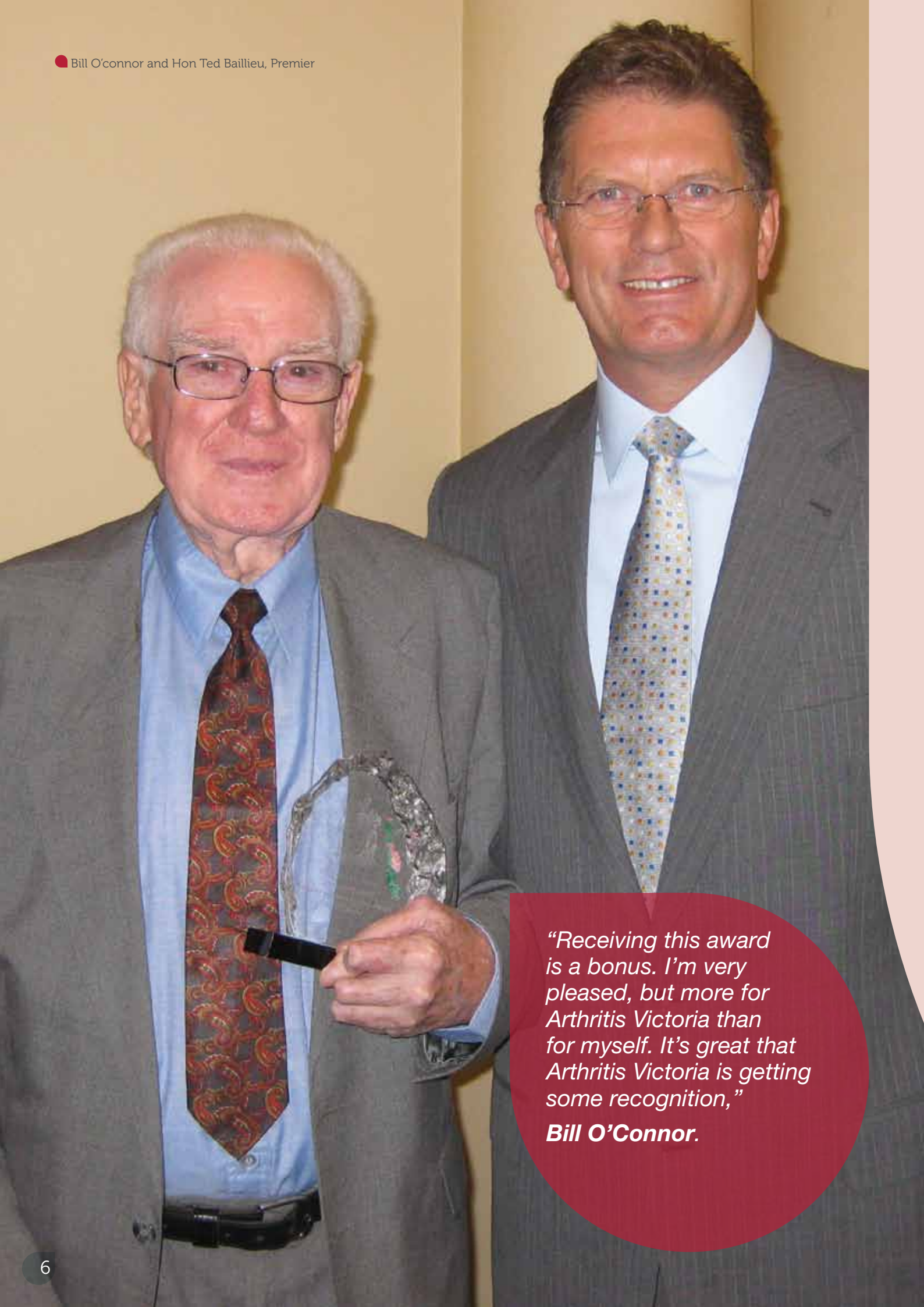
Ms Janine Fisher

Janine is an experienced volunteer and consumer advocate for people living with a musculoskeletal conditions. She has experience as a consumer consultant in musculoskeletal health research and is President of the advocacy and self help group, Arthritis Support Geelong. She has a background in commercial management and currently teaches in vocational education and training.

Mr Stephen Fitzpatrick

*Dip Bus (Accounting), AHSFMA,
 ACHSM, IPAA*

Stephen is Manager Government Relations and Policy, Corporate Strategy and Performance at Australian Red Cross Blood Service and President of Australian Health Services Financial Management Association. He is an appointed member of the Victorian Policy Advisory Committee on New Technology. Previous positions include: Director, Management Accounting at both Alfred Health (including 6 months as CFO) and Austin Health. Stephen has also held a broad range of finance and other roles across a number of Victorian State Government Departments.



“Receiving this award is a bonus. I’m very pleased, but more for Arthritis Victoria than for myself. It’s great that Arthritis Victoria is getting some recognition,”

Bill O’Connor.

Our Community

Bill O'Connor Senior Victorian of the Year Healthy and Active Living Award

Arthritis Victoria was proud to see Bill O'Connor, who has lived with Rheumatoid Arthritis for 47 years, recognised at the 2011 Senior Victorian of the Year Awards in October 2011.

Mr O'Connor, a volunteer with Arthritis Victoria for more than 30 years, received the Healthy and Active Living Award from Hon David Davis, Minister for Health and Minister for Ageing.

Celebrating our members and volunteers

Arthritis Victoria values the contribution of our members and volunteers: their dedication enables our organisation to extend the reach of programs and services to people across the State. Most of our members and volunteers have a musculoskeletal (MSK) condition or have someone close to them who lives with a MSK condition.

Almost 260 volunteers across the State support Arthritis Victoria to deliver a wide range of programs and services.

Key Arthritis Victoria programs supported by volunteers include:

- Telephone Information Service: this service is wholly provided by trained volunteers who answer incoming calls between 10am–4pm Monday to Friday
- WAVES warm water exercise: Arthritis Victoria's warm water exercise classes are led by volunteers
- Community Speaking Program: trained volunteers visit community groups and other organisations to deliver talks on arthritis and other MSK conditions
- Peer Support Groups: volunteers come together to provide support and activities for people living with MSK conditions

BECOME A VOLUNTEER

By becoming a volunteer you will support Arthritis Victoria to deliver vital programs and services to Victorians living with the pain and discomfort of arthritis and other MSK conditions. Volunteer opportunities are available in our Telephone Information Service, WAVES warm water exercise program, Community Speaking Program and other areas. Call 8531 8000 or 1800 011 041 to find out how you can get involved.

JOIN ARTHRITIS VICTORIA

Members of Arthritis Victoria receive access to information through our publications, website, courses and events and our library. Your membership also entitles you to discounted entry to Arthritis Victoria courses and events and gives you an opportunity to add your voice to consultation around research and advocacy issues. Join Arthritis Victoria and make a difference. For more information call 8531 8000 or visit www.arthritisvic.org.au

Involving our community

Victorians living with musculoskeletal (MSK) conditions are at the centre of Arthritis Victoria's work. As a member-based organisation we regularly consult with members and other consumers on many key issues around MSK health. This feedback helps to shape our programs, services, events and advocacy work. We are committed to ensuring Arthritis Victoria meets the needs of our members and the wider community.

In 2011 consumers had a direct voice in many Arthritis Victoria programs and initiatives including:

- *Help Us Plan For The Future* survey: the findings of this survey of Peer Support Groups, volunteers and members and their families is helping Arthritis Victoria to plan our programs and services
- Providing and promoting opportunities for people living with MSK conditions to get involved in relevant research. For example, in 2011 our *Update* magazine included calls for consumers to register their interest in participating in research, including adding their name to a database of interested consumers and specifically calling for consumer representatives to participate in a study examining farmers' quality of life, health status and out of pocket expenses
- Arthritis Victoria publications including *Update* magazine and the *Consumer Information Bulletin* were redesigned in 2011 based on feedback received from a publications survey sent out to members and subscribers
- The redevelopment of the Arthritis Victoria website through 2011 has been informed by testing and feedback from consumers
- Consumers and Peer Support Groups have been consulted on the revision of the Arthritis Victoria constitution that is being recommended to the 2012 Annual General Meeting
- Other key programs and services informed by consumer feedback include the Arthritis Map of Victoria, the Rheumatology Help Line and seminars including the annual Consumer Conference and Working Age Seminar

Community Speakers Program

In 2011 Community Speakers delivered 86 presentations to almost 1600 people covering arthritis, osteoporosis, lupus, fibromyalgia and ankylosing spondylitis.

A key part of Arthritis Victoria's efforts to educate Victorians about the impact and management of arthritis and other MSK conditions is our Community Speakers Program. The program is made possible by the efforts of 21 volunteers across Victoria, the majority of whom have a MSK condition.

Community Speakers deliver presentations covering the management of MSK conditions, exercise programs, pain management, support groups, aids and equipment to community based organisations.

Our Community Speakers also work with interpreters provided by community groups.

Community
Speakers
Program 2011
Interpreters
used

Serbian
08%

Croatian
17%

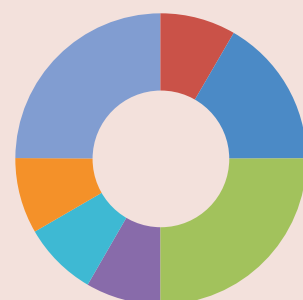
Spanish
25%

Maltese
08%

Tamil
08%

Lebanese
08%

Mandarin
25%



Peer Support Groups

Peer Support Groups are at the heart of Arthritis Victoria's philosophy and play an important part in Arthritis Victoria's community. In 2011 there were 65 groups in Victoria with a total membership of more than 2500 people across the State. Peer Support Groups are often formed by people who live with the same MSK condition. See the graph on the right for the conditions covered by Peer Support Groups in Victoria.

Arthritis Victoria's Peer Support Groups assist Victorians living with the pain and discomfort of MSK conditions by:

- Running exercise programs such as warm water exercise classes
- Providing peer support for people living with MSK conditions
- Helping to raise awareness of the pain, discomfort and impact of MSK conditions in the community

Working with new communities

Arthritis Victoria is working closely with culturally and linguistically diverse communities to extend access to MSK health services and programs. In 2011 Arthritis Victoria supported members of the Vietnamese community in Maribyrnong to participate in a WAVES warm water exercise class and female members of Victorian Arabic Social Services (VASS) Office in the South East were supported to join a new Nordic Walking class.

Arthritis Victoria continues to work with culturally and linguistically diverse communities to extend access to our programs and services.

Peer Support Groups by condition

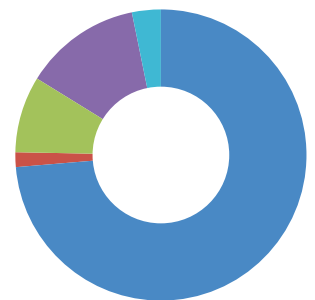
Arthritis

Ankylosing Spondylitis

Fibromyalgia Syndrome

Lupus

Osteoporosis



GET INVOLVED

You can find out more about opportunities to get involved by visiting our website at www.arthritisvic.org.au or by calling 8531 8000 or 1800 011 041.

JOIN A PEER SUPPORT GROUP

To join a Peer Support Group or for help in establishing a group in your local community, call Arthritis Victoria on 8531 8000 or 1800 011 041. You can find your nearest Peer Support Group by clicking on the Arthritis Map of Victoria at www.arthritisvic.org.au

Community events

To help Arthritis Victoria reach out to as many Victorians living with MSK conditions as possible, our organisation hosts, and participates in, a number of community events each year.

Consumer Conference

Arthritis Victoria's annual Consumer Conference was held on Saturday, 2 April at the William Angliss Institute Melbourne. More than 200 people from across the State attended to learn more about:

- Healthy eating
- Keeping motivated to keep active
- Staying active and varying your exercise
- MSK conditions including: Rheumatoid Arthritis, Polymyalgia Rheumatica, Lupus, Juvenile Arthritis, Fibromyalgia, Gout
- Pain management
- The Arthritis Map of Victoria
- Complementary therapies

The Consumer Conference was addressed by a number of experts in areas such as complementary therapies, diet, exercise and physical activity and pain management:

- *Complementary Therapies* Dr Lesley Braun, Vice President, National Herbalists Association of Australia
- *Healthy Eating* Rocco Di Vincenzo, consulting dietician and lecturer at the Australian College of Natural Medicine
- *Get Motivated to Get Active* David Menzies, Fitness Australia
- *Staying Active and Varying the Exercise* Dr Rana Hinman
- *Pain Management and Fatigue* Katrina Malin, Psychologist
- *Arthritis Map of Victoria* Geraldine McDonald, General Manager Policy & Research, Arthritis Victoria



Tai Chi class at the Moorabbin Town Hall

Exhibitions and Festivals

Arthritis Victoria participates in a range of community exhibitions and festivals to help reach people interested in learning more about MSK health. Key events in 2011 included:

- March: Bendigo Multicultural Festival
- April: Over 50s Healthy Lifestyle Expo in Hastings
- October: 2011 Victorian Seniors Festival
- October: Elmore Field Days
- November: Ageing in Australia Expo
- November: Practice Nurse Clinical Education Conference
- December: Disability Sport & Recreation Festival

“From my extensive experience, Arthritis Victoria consistently runs really appropriate and worthwhile seminars like this. Well done!”



Arthritis Awareness Week

Arthritis Awareness Week is held at the end of March and is an opportunity to highlight the impact of MSK conditions on the community and practical steps to prevent the onset of arthritis and other MSK conditions. In 2011, the week ran from Sunday, 27 March to Saturday, 2 April and included the launch of the Arthritis Map of Victoria, Arthritis Victoria's Camp Limber Up for children living with Juvenile Idiopathic Arthritis and their families, as well as the annual Consumer Conference.

Thirty Peer Support Groups organised community stalls in their local shopping strips, public libraries and other public locations to provide information about MSK conditions. Community stalls were held in: Bairnsdale, Newtown, Craigieburn, Chelsea, Colac, Moama, Eltham, Avonsleigh, Blind Bight, Drysdale, Sandringham, Healesville, Myrtleford, Korong Vale, Morwell, Mortlake, Mt Waverley, Pakenham, Moe, Robinvale, Rochester, McCrae, Sale, Swan Hill, Rowville, Taylors Lakes, Warragul, Warrnambool and Yarram.

WHAT'S ON?

Visit www.arthritisvic.org.au to find out about upcoming events or download a copy of our courses calendar. You can also get a copy of the courses calendar by calling 1800 011 041.

JOIN ARTHRITIS VICTORIA AND GET INVOLVED

Our members and volunteers are central to our work to support Victorians to achieve the best MSK health. To become a member of Arthritis Victoria, or learn more about becoming a volunteer, please call 1800 011 041.

Camp Limber Up

Arthritis Victoria's annual camp provides children with arthritis and their families an opportunity to meet new friends who share their experiences with Juvenile Idiopathic Arthritis (JIA) and learn about managing the condition.

"I met other kids who had sore legs too." – child at Camp Limber Up 2011.

In 2011 almost 120 people attended camp in Harrietville on the Great Alpine Road in North Eastern Victoria. Families joined in a range of activities including: craft sessions, bush walking activities, fishing and a pampering session.

The camp also provided an opportunity for parents to participate in a question and answer session with Dr Jonathan Akikusa, rheumatologist at the Royal Children's Hospital.

"It was important for us, as parents, to learn as much as we could... – we took away so much new information." – parent at Camp Limber Up 2011.

Camp Limber Up is made possible by the generosity of the Victorian community.

Innovations in MSK Health

New models of service delivery

With early diagnosis and treatment critical to limiting the impact of musculoskeletal (MSK) conditions such as Rheumatoid Arthritis, Arthritis Victoria has worked on developing alternative ways to provide access to information and care.

The Arthritis Map of Victoria

As part of Arthritis Awareness Week 2011, Hon David Davis, MLC and Minister for Health and Minister for Ageing joined together with Linda Martin, Chief Executive Officer, Arthritis Victoria to launch the Arthritis Map of Victoria. Speaking at the launch the Minister said: “The Arthritis Map will assist Victorians to better manage chronic musculoskeletal conditions by helping them to locate the programs and services they need.”



Hon David Davis, Minister for Health and Minister for Ageing and Linda Martin, Chief Executive Officer, Arthritis Victoria launching the Arthritis Map

The Map is the first of its kind and is available by clicking on the link at www.arthritisvic.org.au. The Map helps users to find local health services including rheumatologists, health services, physical activity classes, local Peer Support Groups, park and recreation services and public facilities. The Map is an important tool for health planners, providing access to information on the prevalence of MSK conditions across Victoria, including osteoarthritis and osteoporosis.

Arthritis Victoria developed the Map with the assistance of dMap and the support of the Ian Potter Foundation. The data used to populate the Map was provided by the Victorian Government Department of Health (including the Human Services Directory and Go for your life!), Parks Victoria, The City of Melbourne, Public Health Information Development Unit at The University of Adelaide, and the Australian Rheumatology Association.

Arthritis Victoria has received a lot of very positive feedback from consumers who have used the Map:

- “Practical and informative – the Map is an excellent resource for all people with arthritis” (Consumer Conference participant, 2011)
- “The Map is world-class and gives people information about facilities and resources in their local areas.” (Arthritis Map consumer feedback survey, 2011)

Rheumatology Help Line

The Arthritis Victoria Rheumatology Help Line launched in June 2011 with initial funding from the Victorian Government Department of Health. The Rheumatology Help Line aims to provide increased access to accurate health information for people across Victoria, including people with a MSK condition, their carers and health professionals. The Rheumatology Help Line has a particular focus on providing support to callers living in rural and regional Victoria who face barriers to accessing MSK health services. All calls are answered by an Arthritis Victoria Nurse.

An evaluation of the first six months of operation shows:

- 78 percent of contacts were female and 22 percent male
- 78 percent were consumers, 12 percent family/carers, 8 percent health professionals and 2 percent other (including case worker and friend)
- Top reasons for contacting the Rheumatology Help Line included ‘Information regarding condition’ (30 percent of calls), ‘Linkage to community resources’ e.g. local health providers and services (20 percent of calls) and ‘Medication information’ (14 percent of calls)

Callers to the Rheumatology Help Line have welcomed the support offered by the service:

- “After seeing four rheumatologists in 16 years, I learned more speaking with the (Rheumatology Help Line) nurse”
- “Thank you for such a service. Nothing else like it. Online information is good but a “real person” is invaluable and personalised”
- “The booklets sent by the nurse were extremely helpful. On following her advice Mum had x-rays which revealed that she had severe arthritis in both hands”
- “I felt that, for the first time, there was someone who actually understood my difficulties and she talked me through some ways of handling things better”

In early 2012 Arthritis Victoria began an evaluation of the Rheumatology Help Line service and it is hoped that the service will continue to attract government funding.

Telephone Information Service

The Arthritis Victoria Telephone Information Service operates from 10am – 4pm Monday to Friday. Calls are answered by one of 15 volunteers, many of whom live with arthritis and other musculoskeletal (MSK) conditions. Volunteers are supported in their work by staff from our Training, Information and Programs department.

By calling the Telephone Information Service, you can access information about diet, exercise, general information on your condition, pain management and also get help in finding local services to support your MSK health.

In 2011:

- The largest group of callers was aged between 65–74 years of age
- The most common conditions addressed in calls were osteoarthritis, osteoporosis, rheumatoid arthritis, fibromyalgia and people who are undiagnosed

Consumer participation in research

Victorians living with arthritis and related musculoskeletal (MSK) conditions are at the centre of our research efforts. Arthritis Victoria supports people with bone, muscle and joint conditions to have a voice and a role in shaping research into their health.

We work together with consumers by:

- Recruiting consumer representatives for research steering committees

In 2011 Arthritis Victoria members assisted in the development and implementation of two arthritis-related research projects conducted by Monash University.

- Training consumers to participate in research projects

In 2011 Arthritis Victoria supported four consumers to attend the Consumers Reforming Health Conference where they gained a better understanding of participating in research across various health sectors:

- Participating in consumer focused health conferences including the Consumers Reforming Health Conference and Gerontology and Geriatrics Conference on *Involving Consumers in Research*

“If you have a MSK condition, I think you should jump at the opportunity to be active in research projects because your experiences, thoughts and ideas are the really relevant ones and will help improve the lives of others.”

Janine Fisher, consumer and member of the Arthritis Victoria Board of Directors.

CLICK ON THE ARTHRITIS MAP OF VICTORIA

To find your nearest rheumatologist or general practitioner, warm water exercise class or Tai Chi program, details of accessible transport or information about the impact of MSK conditions in your local community, access the Arthritis Map of Victoria by clicking on the link at www.arthritisvic.org.au

CALL ARTHRITIS VICTORIA AND GET HELP

To speak with the Arthritis Victoria Nurse about MSK conditions and commonly prescribed treatments; assistance with navigating the complex health, disability and social services systems; emotional support and advice regarding diagnosis of a MSK condition; and your local community services call Arthritis Victoria on 1800 011 041 and ask to be transferred to the Rheumatology Help Line.

Research into MSK health

Arthritis Victoria is committed to championing consumer-focused research into musculoskeletal (MSK) health. One way this is achieved is through providing project grants and scholarships to support research opportunities.

In 2011, Arthritis Victoria provided \$60,000 to fund three project grants and awarded one PhD Scholarship valued at \$75,000 over three years.

Research Grants

- Socio-economic status and total hip and knee replacement

This project examines how the availability of services, travel distances and population distribution influence a person's decision to have a joint replacement surgery.

Institution: University of Melbourne,
Dr Sharon Brennan

- A novel patient-centred instrument for assessment of SLE (lupus)

This project is developing a consumer-centred measurement tool to assess health status in patients with lupus.

Institution: Monash University, Dr Eric Morand

- Active Farming: improving farmers' management of arthritis and MSK conditions

This project is examining the health status, treatment and out of pocket expenses of farming men and women with MSK conditions and providing strategies on how to reduce cost.

Institution: Western District Health Service,
Dr Mark Newell

Exploring the best MSK care for rural Victoria

Access to rheumatology services in Bendigo, Mildura, Robinvale, Colac and Bairnsdale was explored through the Arthritis Victoria Rural Rheumatology Project. These locations were chosen because of the high prevalence of MSK conditions and the limited access to rheumatology services.

The project explored how rheumatology services are funded in rural and regional Victoria, as well as barriers to care and establishing new models for providing MSK health services. Sixty two consumers and 27 health professionals participated in the project.

The findings of this project illustrated the need for more timely and accessible rural rheumatology services and support Arthritis Victoria's advocacy efforts to secure a more efficient referral experience and better health outcomes for rural Victorians living with MSK conditions.

HAVE YOUR SAY ON MSK RESEARCH

To learn more about opportunities to get involved and have your say in shaping MSK research, contact the Arthritis Victoria Policy and Research team on 1800 011 041.

Community and Consumer Education

Arthritis Victoria's focus on supporting Victorians to achieve the best possible MSK health is highlighted by the wide range of education programs we offer across Victoria. In 2011, 851 people attended these programs. Our education programs focus on equipping consumers with the skills they need to stay active and better manage their own health. For more information on Arthritis Victoria's courses and education programs, visit our website at www.arthritisvic.org.au

Many people with MSK conditions also participate in Arthritis Victoria's peer leader training programs. These include Warm Water and Chair-Based Exercise, Tai Chi for Arthritis, Nordic Walking and Better Health Self Management. This model of developing peer leaders assists Arthritis Victoria to extend the reach of our physical activity and education programs in the community.

Consumer Training & Activities 2011

Tai Chi for Arthritis Beginners

Tai Chi for Arthritis Level 1

Nordic Walking classes

Better Health Self Management courses

Inflammatory/Rheumatoid Arthritis Self Management course

Osteoarthritis of the Knee Self Management course

Osteoporosis Self Management course

Nordic Walking – Peer Support Group Come And Try

Early Arthritis Seminars

Your Rights at Work seminar

Get Active with Arthritis Seminar

JIA Parent Information workshop

Young Adults – All Fired Up Seminar

Consumer & Awareness Events/Forums/Conferences

Community group talks

**Total
851
attendees**

Health Professional Training & Activities 2011

Warm Water
and Chair Based
Exercise Leader
Training

Warm Water
and Chair Based
Exercise Leader
Update Training

WAVES Leaders
– CPR & Update

Nordic Walking
Leader Training
& Follow Up

Tai Chi for
Arthritis Leader
Training

Tai Chi for
Arthritis Leader
Update Training

Better
Health Self
Management
Course – Leader
Training

Better
Health Self
Management
Leader Update

Exercise
and Chronic
Musculoskeletal
Conditions
Seminar

Strength
Training for
Chronic Illness
– Prescribers
Seminar

Clinical
Health Worker
Education
Seminar

HACC & Aged
Care Worker
Education

Total
520
attendees

Health Professional Education

Arthritis Victoria delivers high quality education programs to support health professionals to better care for their patients with MSK conditions. We work with physiotherapists, warm water exercise leaders, Tai Chi instructors, exercise physiologists, exercise scientists, allied health assistants, diversional therapists, nurses with skills in exercise, fitness instructors and personal trainers.

In 2011 Arthritis Victoria trained 520 health professionals to deliver a range of programs to improve the health of people living with arthritis and other MSK conditions.

Throughout the year Arthritis Victoria delivered a number of presentations to health professionals, helping them to better understand MSK conditions. These presentations reached almost 250 health professionals.

FIND OUT MORE ABOUT UPCOMING COURSES

To find out more about upcoming Arthritis Victoria courses and information for healthcare professionals call 1800 011 041 or visit our website at www.arthritisvic.org.au

Access the Arthritis Victoria Library online

The Arthritis Victoria Library catalogue is now available online. You can search for more than 2000 items including books, CDs, DVDs, cassettes and videos by clicking on the link at www.arthritisvic.org.au

The library is located at 263–265 Kooyong Road in Elsternwick and borrowing is available to all Arthritis Victoria members.

The most popular topics covered by items borrowed were:

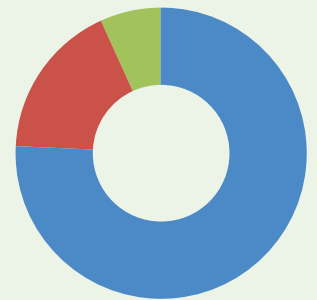
- Fibromyalgia
- Pain management
- Exercise DVDs
- Rheumatoid arthritis
- Surgery
- Relaxation CDs

Items borrowed from the Arthritis Victoria library in 2011

Books
783

DVDs
181

CDs or cassettes
70



BORROW A BOOK ON MSK HEALTH

Visit the Arthritis Victoria Library at 263–265 Kooyong Road, Elsternwick. The library is open from 8:30am to 4:30pm, Monday to Friday. Members of the public are welcome to visit and use the library facilities, however borrowing is only available for members of Arthritis Victoria.

You can search the Arthritis Victoria Library catalogue by clicking on the link at www.arthritisvic.org.au



Geraldine McDonald, General Manager Policy & Research, Arthritis Victoria being interviewed for regional television news

Advocacy and Reform

Giving Victorians a voice on health policy

Arthritis Victoria members and consumers living with MSK conditions provide input into all aspects of our work including strategic planning, service delivery and advocacy efforts. As part of this work in 2011, Arthritis Victoria conducted a survey of 224 people living with a MSK condition, seeking their input to assist with program and service planning and future advocacy efforts.

Our regular contact with members and other Victorians living with MSK conditions through our Telephone Information Service and Rheumatology Help Line assists Arthritis Victoria to keep up to date with policy and health issues. We also work with a group of consumer advocates and track policy and advocacy matters to inform state and national advocacy campaigns and the development and delivery of Arthritis Victoria programs and services.

Engaging with government, healthcare stakeholders and media

Arthritis Victoria's policy and advocacy work continues to be driven by the *...better health, social & economic outcomes for the State of Victoria Policy Platform 2010–2012* document. The document was developed in the lead up to the 2010 Victoria State Election and outlines four priority issues that affect Victorians with chronic MSK conditions, their families and the wider community. These issues are:

- Better access to health services
- Better coordination of care
- Better access to disability services
- Increased workforce participation and productivity

Arthritis Victoria works together with agencies and organisations across all levels of government, the health sector, community sector and the media to influence:

- The direction of, and implementation of, local, State, Commonwealth government policy
- Public opinion
- Health professionals' practice

Key advocacy and reform campaigns

Over the last year Arthritis Victoria has been part of a number of campaigns on behalf of Victorians living with arthritis and other MSK conditions:

- We lodged a submission with the Productivity Commission on the inclusion of MSK conditions in the National Disability Insurance Scheme
- We also lodged a number of submissions with the Victorian Department of Health seeking more detailed consideration of MSK conditions in their planning documents
- In mid 2011 Arthritis Victoria joined a campaign led by the Consumers Health Forum of Australia and 60 health organisations to reinstate medications to the Pharmaceutical Benefits Scheme (PBS). These medications, including Targin, an important pain-relieving drug, were listed on the PBS from 1 December 2011. This successful campaign also resulted in Australian Government committing to ensure that any medication recommended by the Pharmaceutical Benefits Advisory Committee and costing less than \$10 million a year will be included on the PBS. These changes could potentially benefit a number of the 6.3 million Australians with a MSK condition, securing their access to more affordable medications

READ ARTHRITIS VICTORIA'S POLICY PLATFORM

You can download a copy of the Arthritis Victoria policy platform document *...better health, social & economic outcomes for the state of Victoria Policy Platform 2010–2012* by visiting our website at www.arthritisvic.org.au

To find information about the impact of MSK conditions in your local community, access the Arthritis Map of Victoria by clicking on the link at www.arthritisvic.org.au

Securing Our Future

Arthritis Victoria relies on the generosity of the Victorian community whose support enables us to provide education programs, services and support to Victorians living with painful musculoskeletal (MSK) conditions.

Arthritis Victoria receives approximately 96 percent of our funding from donations, bequests, the sale of raffle tickets, trusts and grants.

Thank you for your support

The Victorian community supports Arthritis Victoria to raise funds through the following programs and initiatives:

Fired Up

In mid 2011 Arthritis Victoria launched the new Fired Up Regular Giving Program. This initiative enables generous Victorians to nominate a regular amount they wish to give to Arthritis Victoria each month. Funds are deducted from the donor's credit card or bank account, creating a simple and easy way to support Arthritis Victoria. At the end of the financial year, Arthritis Victoria provides Fired Up donors with a statement of payments that can be used for completing their tax return.

Raffle Program

Arthritis Victoria runs four raffles each year. In 2011 896,457 tickets were sold and lucky winners received prizes including cars, travel packages, shopping vouchers and electronic goods. Raffles are an important source of fundraising for Arthritis Victoria and provide an opportunity to educate the community about the impact of MSK conditions and the work of Arthritis Victoria.

Community Fundraising

A team of 20 collectors doorknock on a daily basis across Melbourne, Bendigo and other parts of Victoria. Collectors work for approximately 20 hours each week and their efforts raise vital funds for Arthritis Victoria.

Direct Mail

Arthritis Victoria's direct mail appeals raise much needed funds for the organisation and provide recipients with information about the impact of MSK conditions. Our appeal letters often feature the story of a person living with a MSK condition. This helps donors to understand life with the pain and discomfort of a MSK condition and how their contribution assists Arthritis Victoria to deliver much needed information, resources, education programs and support services.

Donor Function

In late 2011 Arthritis Victoria welcomed our donors and supporters to a lunch that celebrated their contribution to Arthritis Victoria and better MSK health for all Victorians.

At the event donors and supporters were able to learn more about the work of Arthritis Victoria, visit our library and access the information and resources we provide to Victorians. The event also provided an opportunity to use the Arthritis Map of Victoria which helps users identify local health and support services.

The success of the event will see similar functions held in 2012. Arthritis Victoria is committed to recognising the efforts of so many Victorians who generously support our work.

GET FIRED UP AND MAKE A DIFFERENCE

Become a Fired Up regular donor and make a regular donation to Arthritis Victoria by downloading the Direct Debit Authorisation form from www.arthritisvic.org.au. Please mail your completed form to Arthritis Victoria, Reply Paid 130, Caulfield South Vic 3162. For more information about our Fired Up Regular Giving Program contact Gabi Massey at Arthritis Victoria on 8531 8000 or 1800 011 041 or visit our website.



Communications
4.3%

Fundraising
10.3%

Consumer
Services
47.7%

Research
7.1%

Leader Training
12.3%

Advocacy
6.5%

Governance
5.7%

Strategic Planning
6.1%



Arthritis Victoria
sources of
Income

Government
4.3%

Client
Service Fee
9.8%

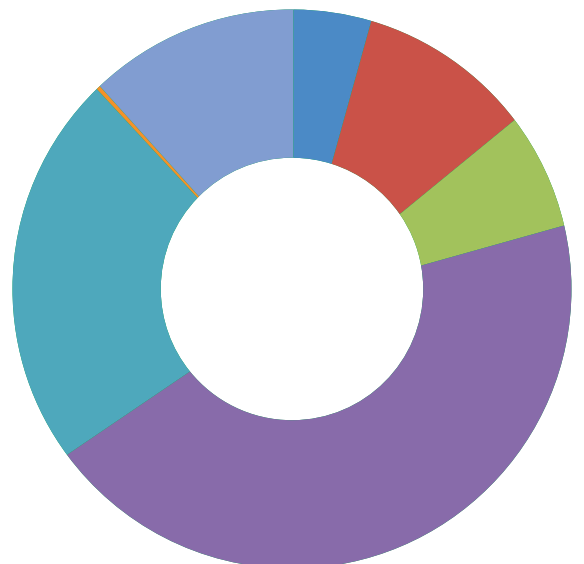
Investment
Revenue
6.5%

Donations and
Bequests
44.9%

Raffles
22.5%

Advertising
0.2%

Other
11.7%



Opportunity shops

Arthritis Victoria's opportunity shop based at 1428 High Street, Malvern is large and well-stocked. The variety of goods available for purchase reflects the store's strong understanding of its clients' needs. Arthritis Victoria appreciates the work of Renate Kupfer and her dedicated staff. The volunteers' commitment to service and their passion for supporting Arthritis Victoria reflect the 'traditional' nature of this opp shop.

At the end of 2011 Arthritis Victoria was sad to say "Good bye" to our long term volunteers and supporters of our opp shop based in Moonee Ponds. The store ceased trading at the end of December. Arthritis Victoria appreciates the work of Alice Gilbert and her team over the years and their assistance in winding down the operations of the Moonee Ponds store.

Major gifts

Arthritis Victoria greatly appreciates the generous financial support provided by the following people and organisations in 2011:

- Mr Michael Moran
- Dr Christopher Moran
- Mr Bruce Teele
- Cranbourne Arthritis Support group
- Mr Harold Mower
- Dame Elisabeth Murdoch AC DBE
- Mrs Nelma Ganter
- Mrs Rita Andre
- Ms Dora O'Sullivan
- Mrs June Smith
- Mr & Mrs R Ward-Ambler
- Mr Tony Zhang
- Parks Victoria
- Mr & Mrs S Shnider
- Mr SM Linsdell
- Medicare Australia – Geelong
- Mr G Dore OAM
- Mr R Featherston
- Mrs M Bowman
- Mr G Shalit & Ms M Faine
- Mr & Mrs G N Roberts
- Ritchies
- Miss C Gray
- Miss J Barradell
- Miss L Chessells
- Mrs MS Ross AM
- Ms L White
- Mr D Nassau
- Mrs P Anderson
- Mrs E Turnbull
- Mr J S Rogers
- Mr & Mrs J Lewis
- Mrs N Minney
- Mrs B Malouf
- Mr F Abdulwahab
- Miss B Hatherley
- Mrs E Russell
- Mr WH Miller
- Mrs G St John
- Mrs A Kantor
- Mr G Baker
- Vision Australia
- Mrs A Short
- Mrs D L mules
- Thomas Dux Armadale
- Ms M Kelly
- Dr J Manderson
- Mrs G Schultz
- Mr S Stephenson
- Mrs E Polaseck
- All Souls opportunity Shop
- Mrs D Bailey
- Mr I Warren
- Mrs J Ryan
- Mystical Dragon
- Mr J Ball
- Mr J Ellson
- Mrs P Kun
- Mrs N Savin
- Mr & Mrs M Kleinhenz
- Mr G Thomson
- Mr & Mrs T Lazarus
- Mrs L Evans
- Dr & Mrs J Sime
- Mr F Younan
- Mrs D Richards
- McPherson's Printing Group
- Mr R Taylor
- Mr N Baker
- Mr F Fox
- Mrs L Kelly
- Melbourne Community Foundation
- Mrs L Williams AM
- Mrs J Wanless
- Mr N Atkins
- Mrs D Ashley-Brown
- Mr P Barnett
- Mt T Crust
- Mr A Prowse
- Miss M Kentish
- Mr J Toomey

Bequests

In 2011 Arthritis Victoria was extremely grateful to be nominated as beneficiaries in the estates of the following people. We appreciate their enduring generosity:

- Charlotte Barrell
- Timothy Albert Fitch
- Ian Frederick Morrison
- Kerin Mary Carlson
- Heather Joy McKenzie
- Lindsay James Baldy
- Leslie Clarence Portwine
- Brian Charles Mander
- Norman Albert O'Rourke
- Hazel Lindsay Jewell
- Ena Bernice Stewart
- Kathleen Mander

Trusts and Foundations

Arthritis Victoria is grateful for the assistance we received in 2011 through discretionary funding from:

- Bruce McDonald Charitable Trust
- H&K Johnston Family Foundation
- Joe White Bequest
- The GW Vowell Foundation
- Szykman Charitable Foundation
- William Angliss Charitable Foundation
- The Peter Isaacson Foundation
- Lord Mayor's Charitable Foundation
- Trust of Mrs Diana B Hardy
- The Russell Foundation
- The Landman Foundation
- The Ruth Fagg Foundation
- Marian & E.H. Flack Trust
- Nordia Foundation
- Marion Popplewell Trust
- FJ Foundation
- Timbeck Charitable Trust



Joining in a WAVES class.

Treasurer's Report

In 2011 Arthritis Foundation of Victoria (AFV) began a program of investment back into the organisation through investment in basic infrastructure such as the amenity of the building and beginning a program of review into services and research activity. At the same time the overall downturn of the economy led to a reduction in income from donors responding to direct mail and raffle appeals. The downturn had been anticipated by the Board in prior years and was provided for by the allocation of surplus funds to a Future Reserve which currently stands at \$1,078,966.

In response to the changing global economic environment, the organisation has invested its cash deposits with Government Guaranteed Australian deposit taking institutions. Apart from the required funds for operational purposes the cash investments are in fixed term deposits.

To improve the management of the funds bequeathed by donors, the AFV is rebalancing the share portfolio. This process involves the sale of all small holdings of equities, the sale of shares with a dividend yield of less than 4 percent and, the sale of a large parcel of shares in BHP Billiton Ltd. At reporting date, AFV is in the process of reinvesting the majority of the money from the sale of these shares into four professionally recommended Listed Investment Companies.

AFV has no direct exposure to mortgage backed securities or investments in complex securities, listed or unlisted.

Accordingly in 2011 AFV recorded an operating surplus before net Specific Purpose income of \$27,405 which comprised of the following:

- Deficit on operations of (\$385,058) due to a downturn in donations and raffle results as stated above
- Net income earned of \$183,052 on BHP tender buyback during the year consisting of dividend income partly offset by capital loss
- Profit of \$229,411 earned on sale of shares following a rebalancing of the AFV share portfolio into a more diverse spread of higher yielding shares

Specific Purpose Income of \$167,392 was then added to bring the Operating Surplus to \$194,797. Net Specific Income is made up as follows:

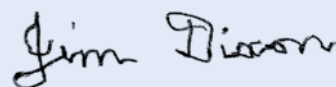
- Funds received via bequests, trusts, interest and dividends designated for research of \$171,258
- Interest and dividends totalling \$310,937 received on funds specifically allocated to research activities. This included \$136,291 received from our participation in the BHP tender buyback during the year consisting of dividend income
- Capital loss of (\$82,227) suffered on sale of BHP shares as part of the BHP tender buyback process referred to above
- Special purpose expenditure of (\$232,576) on designated research activities

The Total Reserves decreased by \$486,353 during the year. The reduction comprises:

- The operating surplus of \$194,797
- Reversal of previous share valuation increases of (\$408,647) following the sales of shares during the year referred to above
- The reduction in the value of the Foundation's share portfolio of (\$272,503)

AFV also provides services under the name Osteoporosis Victoria. Revenue received through activities marketed in the name of Osteoporosis Victoria is included in the revenue of the AFV. Similarly, expenses incurred in the name of Osteoporosis Victoria are included in the expenditure of AFV.

The financial result for 2011 reflect the difficult conditions prevailing in the economy at large combined with additional expenditure aimed at improving AFV's capacity to provide a full range of services to Victorians with musculoskeletal conditions.



Jim Dixon FCPA
Honorary Treasurer

Arthritis Foundation of Victoria Statement of Comprehensive Income for the year ended 31 December 2011

	Note	2011 \$	2010 \$
Revenue from fundraising and rendering of services	6	3,695,570	4,075,323
Revenue from sale of goods		107,341	127,793
Other income	8	<u>45,434</u>	<u>61,232</u>
		3,848,345	4,264,348
Development and business services expenses		(1,814,770)	(1,828,644)
Training and Information Programs		(2,082,313)	(1,774,104)
Policy and research unit expenses		(204,020)	(205,508)
Administration expenses		<u>(315,032)</u>	<u>(314,688)</u>
Operating surplus/(deficit) before finance, specific purpose income/expense, recognition of land as committee of management, and other comprehensive income and expenses		(567,789)	141,404
Finance income	7	595,194	153,767
Operating (deficit) surplus before specific purpose and other comprehensive income/expense		<u>27,405</u>	<u>295,171</u>
Specific purpose income/(expense)			
Specific purpose revenue		171,258	203,350
Specific purpose finance income		310,937	156,487
Specific loss on sale of shares		(82,227)	–
Specific purpose expenses		(232,576)	(124,256)
		<u>167,392</u>	<u>235,581</u>
Land at Kooyong Road, recognised as controlled by committee of management	15	<u>–</u>	<u>1,340,000</u>
Operating surplus for the year before other comprehensive income and expenses		<u>194,797</u>	<u>1,870,752</u>
Other comprehensive income			
Net gain on valuation of land and buildings		–	498,322
Net change in fair value of available for sale financial assets		(272,503)	4,976
Reversal of previous fair value adjustments of available for sale financial assets disposed of during the year	1 (a), 18	<u>(408,647)</u>	<u>–</u>
Other comprehensive income/(deficit) for the year		<u>(681,150)</u>	<u>503,298</u>
Total comprehensive income/(deficit) for the year		<u>(486,353)</u>	<u>2,374,050</u>

The statement of comprehensive income is to be read in conjunction with the notes to the financial statements

Did you know there are more than 100 types of musculoskeletal conditions? Here are some of them:

- Achilles tendonitis
- Adhesive capsulitis (frozen shoulder)
- Adult-onset Still's disease
- Ankylosing spondylitis
- Baker's cyst
- Behçet's syndrome
- Bursitis
- Carpal tunnel syndrome
- Charcot's arthropathy
- Chondromalacia patellae
- Churg-Strauss vasculitis
- CREST syndrome
- Crohn's disease
- De Quervain's tenosynovitis
- Dermatomyositis
- Diffuse idiopathic skeletal hyperostosis (DISH)
- Discoid lupus erythematosus
- Drug-induced
- lupus erythematosus
- Dupuytren's contracture
- Ehlers-Danlos syndrome
- Felty syndrome
- Fibromyalgia
- Freiberg's osteochondrosis
- Giant cell arteritis
- Gout
- Henoch-Schönlein purpura
- Juvenile dermatomyositis
- Juvenile idiopathic arthritis
 - Pauciarticular-onset arthritis
 - Seronegative polyarticular arthritis
 - Seropositive polyarticular arthritis
 - Systemic-onset arthritis
 - Enthesitis-related arthritis
 - Psoriatic juvenile arthritis
- Kawasaki disease
- Kienböck's disease
- Lateral epicondylitis ('tennis elbow')
- Low back pain
- Medial epicondylitis ('golfer's elbow')
- Mixed connective tissue disease and overlap syndromes
- Osgood-Schlatter's disease
- Osteoarthritis
- Osteomalacia
- Osteonecrosis
- Osteoporosis
- Paget's disease of bone
- Palindromic rheumatism
- Perthes' disease
- Plantar fasciitis
- Polyarteritis nodosa
- Polymyalgia rheumatica
- Polymyositis
- Pseudogout
- Psoriatic arthritis
- Raynaud's phenomenon
- Reactive arthritis
- Ross River and Barmah Forest virus
- Rotator cuff disease
- Sacroiliitis
- Sarcoidosis
- Scheuermann's disease
- Sciatica
- Scleroderma
- Septic arthritis
- Sever's disease
- Sjögren's syndrome
- Spinal stenosis
- Spondylolysis
- Systemic lupus erythematosus (SLE)
- Takayasu's arteritis
- Tarsal tunnel syndrome
- Temporomandibular joint disorders
- Trigger finger (flexor tenosynovitis)
- Ulcerative colitis
- Vasculitis
- Wegener's granulomatosis

 **Arthritis**
VICTORIA


osteoporosis victoria

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Website www.arthritisvic.org.au

National Interpreter Service 13 14 50
ask to be connected to Arthritis Victoria