



**Arthritis**  
VICTORIA  
inc. OSTEOPOROSIS VICTORIA

# Annual Report **2013**

**Moving Together**



# Our Purpose

To improve the quality of life of people who have, or are at risk of developing musculoskeletal conditions.

# Our Values

- Respect and integrity
- Service and stewardship
- Excellence and knowledge
- Collaboration
- Leadership

# Strategic Directions 2013 – 2016

1. Creating a strong, sustainable consumer-driven organisation
2. Providing high quality, evidence-informed services
3. Developing highly respected research capability
4. Increasing community awareness
5. Influencing systemic change
6. Achieving recognition as a musculoskeletal health industry leader



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# Our services

## Who we work with?

People at all different stages of life, across the continuum of care – from prevention out in the community, to those at risk or newly diagnosed and those living with their musculoskeletal conditions for a long time.



**People with musculoskeletal conditions**



**Families and carers**



**Health Professionals**



**The wider community**



**Government, industry groups and service providers**

# How we help

Arthritis and Osteoporosis Victoria has 45 years experience as the Victorian peak body for musculoskeletal health.



## Research

- Initiating, supporting and investing in research
- Helping consumers and carers participate in research
- Knowledge hub
- Research translation
- Publications and special reports



## Education

- Public awareness campaigns
- Community speakers
- Health professional development
- Podcasts and videos
- Physical activity leader training (Nordic walking, warm water exercise, Tai Chi for Arthritis and Osteoporosis)
- Customised training packages
- Customised training packages for consumers and health professionals



## Advocacy

- Consumer and health professionals surveys
- Policy submissions
- Lobbying campaigns
- Representation on committees
- Ambassadors
- Clinical Leadership Group



## Information

- Musculoskeletal Help Line
- Website
- Fact sheets
- Service map
- Child and Family newsletter
- Library
- eNewsletter
- Update magazine
- Online store



## Peer Support

- Peer support groups
- Peer support hotline
- Youth and family camp





# 2013 CEO and

**The Arthritis Foundation of Victoria (known as Arthritis and Osteoporosis Victoria) has been providing research, information, education, advocacy and peer support services to the community for 45 years, since 1968. We continue to work with the 1.5 million Victorians who have or are at risk of developing a musculoskeletal condition and their families and carers and with health professionals and other organisations who play a significant role in improving quality of life for the people we serve.**

In order for us to continue to succeed and move together into a sustainable future, we have embarked on an exciting plan of reinvestment, reinvigoration and reorganisation to better meet today's needs of consumers, their families and carers, health professionals, service providers and the wider community.

Our Consumer and Health Professional Needs Studies were published early in 2013 and these have provided guidance for advocacy and service development. Major challenges faced by people with musculoskeletal (MSK) conditions included difficulty with tasks of daily living, managing pain and the cost of medication. The areas of life most affected included exercise, social life, work and travel. Not surprisingly, people experience the impact of MSK in different ways depending on age.

This year heralded some major advocacy work on behalf of our members, including publication of our ground-breaking report *A Problem Worth Solving*, which used socio economic analysis undertaken by Deloitte Access Economics to demonstrate the huge impact of MSK conditions on the community. The report revealed that, as at 2012, a staggering 6.1 million Australians lived with these conditions - 1.5 million Victorians - at a cost to the economy of \$55.1 billion. And the numbers are rising.

The prevalence of MSK conditions is greater than that of any other national health priority area and unless immediate action is taken, the problem is predicted to increase by 43% over the next 20 years. Our important piece of research led to the Victorian Minister for Health, the Hon. David Davis, convening a roundtable on MSK with key MSK stakeholders, including Arthritis & Osteoporosis Victoria. In November 2013, the Minister also established an MSK Clinical Leadership Group in Victoria in which we are taking an important role. This was a great achievement for our small but effective organisation. Given we represent the interests of such a large number of people living with over 150 different types of MSK conditions, we are uniquely positioned to influence lasting change in the sector. Now the problem is being recognised, a representative group of industry leaders in Victoria will help the government set priorities for reform in the way services are delivered and resourced. Professor Peter Choong, who was honoured with our Lorin Prentice Memorial Award in 2012, was named Chair of the MSK Clinical Leadership Group.

Our wonderful Peer Support Groups and volunteers worked tirelessly and with great devotion and spirit to continue to support a broad range of services. Some of Arthritis and Osteoporosis Victoria's long term "treasures" were recognised in prestigious awards and influential advocacy positions. Beryl Logie was awarded the Council of the Ageing Victoria's Senior

# President's Report



Achiever Award and Noel Smith was appointed to the Chair of the Public Transport Access Committee and a member of the Austin Health Consumer Advisory Committee. In 2013, Noel Smith finished his term as a Board Director and was appointed as Arthritis and Osteoporosis Victoria's Senior Consumer Ambassador.

Our capacity to reach more people is enhanced by the quality of our programs and information. As this Annual Report details, we commenced a series of very popular webinars and continued to run other development programs and seminars for health professionals and peer leaders. Our website was the State not-for-profit winner of the 2013 Australian Web Industry Association Awards and we are broadening our messages to more people via popular social media platforms and a regular eNewsletter Around The Joint. Demand for our MSK Help Line and participation in many of our consumer programs increased significantly in 2013.

In the past twelve months we continued to develop strong research partnerships and to undertake and support unique research with significant relevance to consumers. This included projects on pregnancy, post natal care and parenting with rheumatoid arthritis; mapping the needs and use of medicines and pain in the workplace and a literature review on warm water exercise.

We will continue to work together with consumers, health professionals, government and other organisations to reduce the massive prevalence of MSK conditions, increase community awareness and improve the quality of life of people with MSK conditions. To do this we need the ongoing support of our members and donors and increased commitment from government and corporate Victoria. Our strategy to build relationships in 2013 showed signs of increasing financial commitment from government, with an increase in revenue from

3.4% in 2012 to 11% in 2013. It is pleasing that we received over a quarter of a million dollars in project funding from the State Government this year, but disappointingly only \$32,000 of that was recurrent funding. This is not nearly enough to support the 1.5 million Victorians living with MSK conditions.

Consistent with many other not-for-profit organisations, our traditional sources of income did not perform as well as expected in 2013 but, due to responsible financial management, we saw a significant increase in return from equities. Placing our shareholdings in licensed investment companies and banks provided an additional income stream and capital growth. We also received much appreciated grants from ten philanthropic trusts and foundations in support of the good work we do.

The four new Directors of the Board, who joined us in 2013, brought a wealth of experience and expertise in areas such as finance, corporate development, government and marketing. The strong interest in Board positions contributes to our capacity to continue to provide responsible governance.

Arthritis and Osteoporosis Victoria's recognition as a leader in promoting the importance and impact of MSK health increased substantially in 2013. Our strong sector leadership continues to be driven by the needs of consumers and a commitment to MSK sector change. By continuing to build strong relationships, we are 'moving together' to improve MSK health and wellbeing for all Victorians.

**Linda Martin**, Chief Executive Officer

**Judge Philip Misso**, President

# Our Patrons and Board

## Patrons-in-Chief

**Hon Alex Chernov AC**  
QC Governor of Victoria

## Patron

**Professor Sir Gustav Nossal AC**  
CBE FAA FRS

## Honorary Life Governors

His Honour Barry Dove QC  
Ms Heather Rose  
Mr Noel Smith  
Dr Leslie Koadlow AM  
Mrs Alice Petty

## Chief Executive Officer

Ms Linda Martin  
BA, Dip Ed. BSW, MSW

# Directors of the Board



### President

Judge Phillip Misso  
*BJuris, LL.B*



### Treasurer

Mr Jim Dixon  
*FCPA, MBA, B Comm, B Ed*



### Vice President

Mr Stephen Fitzpatrick  
*Dip Bus (Accounting), AHSFMA, ACHSM, IPAA*



Professor Peter Brooks  
*AM, MD FRACP, FAFRM, FAFPHM, FRCP (Glas, Edin), MD Hon Causa (Lund)*



Ms Janine Fisher  
*GAICD*



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



Mr James Coyle  
*BEC, MSc, CIMA, MAICD*



Mr Geoffrey McDonald  
*Bowl, GAICD, Fellow of AMI, Member ASMI*



Mr Duncan Langdon  
*FCPA, MBA, ACIS, ACSA, MAICD*



Mr Anthony Raitman  
*BBus/BArts*



Ms Bernadette Dennis



Mr Noel Smith  
*Retired as Board Director April 2013  
Appointed an Honorary Life Governor*



Ms Naomi Creek  
*Resigned as Board Director January 2013*



# Our people

We draw on the skills and knowledge of a dedicated Board of Directors, enthusiastic and committed staff, passionate volunteers and interested and informed consumers, all working to achieve our purpose of the best possible musculoskeletal health and wellbeing for all Victorians.



## Talk to a nurse

If consumers and health professionals have a question about pain, medication, MSK conditions and where to access the best support and services, they can talk to an Arthritis and Osteoporosis Victoria nurse on toll free: 1800 263 265.



# Our volunteers and peer support leaders

Arthritis and Osteoporosis Victoria highly values the 250 volunteers who contributed to our work in 2013. People volunteered in a range of roles including warm water exercise leaders, community speakers, the Telephone Information Service, working in the Opportunity Shop, helping out at fundraising events, public awareness campaigns and providing general administration support to staff.

**Beryl Logie** an Arthritis and Osteoporosis Peer Support Leader and Community Speaker was awarded the Council on the Ageing Victoria Senior Achiever Award on Thursday 3 October 2013 for her work as the President of the Melbourne Osteoporosis Peer Support Group for 16 years. As one of only 14 successful candidates, Beryl was selected for her outstanding contribution in helping people who live with the pain and discomfort of osteoporosis and for her advocacy to the broader community.

People fortunate enough to come in contact with Beryl describe her as an inspiring role model who encourages and motivates them to live positively with their condition.

She has helped many people live a healthy and fulfilling life.



# We Research

Currently there is no cure for most musculoskeletal conditions, however we know that research has made a great difference to the quality of life of people with some MSK conditions. That is why it is important that Arthritis and Osteoporosis continue to invest in more life changing research.

As part of our committed approach to finding the best information and support for people in this state, Arthritis and Osteoporosis Victoria is developing a highly respected research capability to keep you up to date on things that are making an impact.

In 2013, we continued to develop important research partnerships with leading universities, researchers and clinicians. We also identified the need for a research knowledge exchange and after preparing a strategy, the document was sent to researchers and clinicians across Victoria for comment. The draft Arthritis and Osteoporosis Victoria Research Strategy 2014-2019 is consumer-outcome focused with clear priority for translational research. In 2014, we will undertake a consultation with consumers before finalising the Strategy and implementing it.

## Our research partners

In 2013, we applied for new research funding with:

- University of Melbourne and Department of Orthopaedic Surgery at St Vincent's Hospital
- La Trobe University
- University of Ottawa, Canada



### Fast Facts:

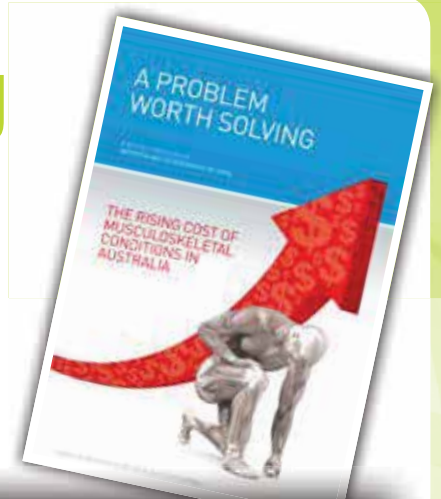
\$55.1 billion  
MSK problem

In an effort to support knowledge exchange, plain language summaries of all our completed research projects are available from our website.



# A Problem Worth Solving

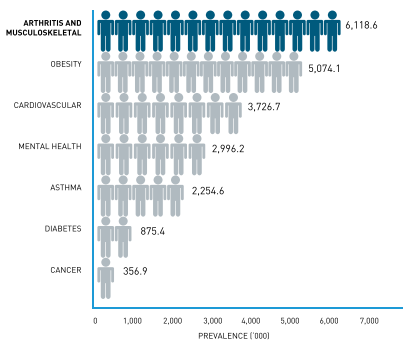
In 2013, we published our landmark socioeconomic report *A Problem Worth Solving: The Rising Cost of Musculoskeletal Conditions in Australia*. An independent analysis of results through Deloitte Access Economics, found that as at 2012 MSK conditions cost the Australian economy \$55.1 billion in direct health costs, lost productivity, other financial costs and reduced quality of life. The report also projected a 43% rise in MSK cases over the next two decades to 2032.



## A PROBLEM WORTH SOLVING THE RISING COST OF MUSCULOSKELETAL CONDITIONS IN AUSTRALIA

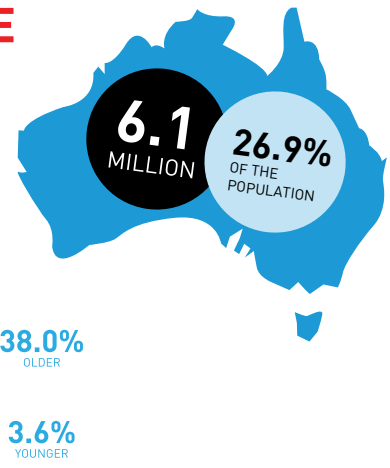
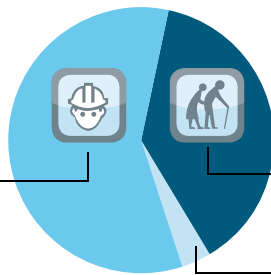
### MSK CONDITIONS AFFECT LOTS OF PEOPLE

MORE THAN **ANY** OTHER NATIONAL HEALTH PRIORITY AREA



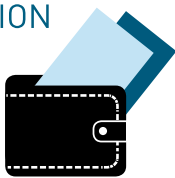
NOT JUST OLDER PEOPLE

58.4%  
PRIME WORKING AGE (25-64)



### THE COST IS ENORMOUS

**\$55.1**  
BILLION



- \$9.2B** HEALTH COSTS
- \$11.7B** PRODUCTIVITY (**\$7.4B**) OTHER FINANCIAL COSTS (**\$4.3B**)
- \$34.2B** BURDEN OF DISEASE

### THE PROBLEM IS GROWING RAPIDLY

**43%** INCREASE TO 8.7 MILLION CASES BY 2032



**↑** SURGE IN OLDER PEOPLE AFFECTED



### ACTION IS NEEDED NOW

SIGNIFICANT INVESTMENT IS REQUIRED



A STRATEGIC, WHOLE-OF-SECTOR RESPONSE





# We Research



## Warm water exercise program making a difference

For the past 30 years, our warm water exercise program has received some great anecdotal feedback on the benefits to people with arthritis and other musculoskeletal conditions.

In 2013, we formed a partnership with Monash University to conduct both a systematic review of high quality published literature about the benefits of warm water exercise and gain some hard evidence through an observational study of our classes.

The results of the expert review of literature, led by Dr Anna Barker of Monash University, found that warm water exercise provides many benefits for people with musculoskeletal conditions. Importantly, there were no reports of any harmful effects of warm water exercise. Those participating in warm water exercise experienced a moderate reduction in pain, and a moderate improvement in physical function and quality of life.

The findings were used to develop six workshops run by volunteer leaders on the benefits of warm water exercise and the most effective exercises.

The observational study of our program continued throughout 2013 exploring whether particular exercises decreased pain levels, improved function, decreased feelings of stiffness and improved quality of life. The results of the study will be analysed and reported in 2014.

## MSK trials in Australia

Monash University, the Cabrini Institute and Arthritis and Osteoporosis Victoria formed a partnership in 2013 to explore the scope, funding and publication of musculoskeletal trials in Australia. The project led by Professor Rachelle Buchbinder reported that Australia, in spite of relatively low funding in MSK research, has generated some quality research findings. The project also highlighted the need for more research to be done on how evidence is implemented into health practices. A report will be published in February 2014.

### Fast Facts:

1,295 people  
at community  
talks



## Mapping the needs and use of medicines

We are supporting a PhD candidate, Dianne Lowe from LaTrobe University, in her study to identify the needs and preferences of people with arthritis and other chronic conditions when managing their medicines, and the impact of common problems they face. The project *Multi-morbidity medicines journey: mapping the problems and needs of people with 'arthritis' for using and managing medicines* will be completed in 2015.

## Pain in the workplace

A research grant has enabled us to partner with Latrobe University to explore the barriers for people with persistent pain to maintain productive employment. The study in 2014 will be led by Dr Jodi Oakman, to look at both the barriers and enablers for Australian workers who have persistent musculoskeletal pain in maintaining their jobs and careers.

## Pregnancy, post natal care and parenting with rheumatoid arthritis

In 2013, we began a project with the University of Melbourne to better understand the type of information needed and the best way to deliver it, for women with rheumatoid arthritis in pregnancy and early parenting. The project, led by Dr Ilana Ackerman (University of Melbourne) and Associate Professor Andrew Briggs (A&OV) will be completed in 2014 and was supported by the Angior Family Foundation.

## Expanding Australia's first lupus registry

In 2013, we committed to support the establishment and expansion of the Australian Lupus Registry for a further five years. This important initiative, led by Professor Eric Morand from Monash University, will build a databank of information gathered from people with lupus to increase research capacity and ultimately improve treatment outcomes.



# We Educate



Each year the number of people taking part in our training programs and courses is increasing. In 2013 there was a 41% increase in the number of health professionals and service providers attending our professional development programs. This is a positive trend that supports our goal to focus on building the capacity of people and services to meet the needs of people living with arthritis and other MSK conditions.


Arthritis and Osteoporosis Victoria's new standardised feedback also showed that 98% of people who took part in training programs felt the information was relevant and met their needs - 97% said they were confident to apply their learning and 99% thought the trainers were effective.

Highlights of the year included:

- 73 new leaders trained in Nordic Walking, Tai Chi for Arthritis and Tai Chi for Osteoporosis
- 103 warm water exercise program leaders attended additional training
- 50 people attended the Nordic Walking presentation to Heart Foundation walking group in Albert Park
- 24 Better Health Self Management leaders updated their training
- Training sessions were held in metropolitan Melbourne and regional areas including Benalla, Bendigo, Ballarat, Cranbourne, Warragul, Morwell and Sale

## Training partnerships and programs

We provide training programs on a consultancy basis across the State, with courses and programs tailored to meet specific needs. In 2013, they included:

- 'MSK@Home' Home and Community Care (HACC) assessor training, with the Victorian Department of Health 
- Training and information sessions delivered to medical and allied health students via the Macedon Ranges and North-West Melbourne Medicare Local
- Seminar on inflammatory arthritis run in partnership with the Victorian Branch of Exercise and Sports Science Australia
- Training and information sessions on rheumatoid arthritis for the Victorian Medical Professionals Foundation
- Training for BUPA health coaches, National Pharmacy assistants and Benetas staff.



### Fast Facts:

1689 Warm Water classes



## Warm water exercise leader training program

With the assistance of a grant from the Lord Mayor's Charitable Foundation, Arthritis and Osteoporosis Victoria produced an audio-visual training resource for warm water exercise leaders. The resource provides guidance and additional ideas for leaders in the areas of class leadership, different forms of exercise and enjoyable class activities. The training resource is a valuable resource for our 'Waves' and Peer Support Group warm water exercise leaders and will be available to other warm water exercise leaders in the community.

## Webinars

Webinars for health professionals have continued to attract a strong audience and are in high demand.

In 2013, our webinars 'Understanding Fibromyalgia' and 'Low Back Pain – Less is More' attracted hundreds of viewers. This positive response has led to the development of a series of six webinars on musculoskeletal health which will be conducted in 2014.

This series will involve targeted partnerships with health professional associations and organisations to promote and extend its reach.

## Bilingual Health Educator Project

Arthritis and Osteoporosis Victoria received a grant from Brimbank Municipal Council to partner with the Multicultural Centre for Women's Health (MCWH) to deliver education sessions in Greek, Italian and Vietnamese to community groups.

In 2013, nine sessions were delivered to 345 participants. In addition to this, there were four Nordic Walking 'come and try' sessions and information stands at the Croatian Community Day Expo, the Ageing In Australia Cultural Diversity Expo and the Knox Hungarian Seniors Health Information Day.

# We Advocate

Arthritis and Osteoporosis Victoria is committed to uncovering the challenges that our consumers and health professionals face.

In 2013, we established the foundation for advocacy on behalf of consumers and health professionals that resulted in:

- The October launch of A Problem Worth Solving by the Victorian Minister for Health, the Hon David Davis MLC which attracted significant national media coverage
- Lobbying the Victorian Government about the need to address musculoskeletal conditions
- Convening a musculoskeletal roundtable with Minister Davis and major MSK stakeholders
- The establishment of a Victorian Musculoskeletal Clinical Leadership Group





Georgie Crozier MLC, CEO Linda Martin and Minister Davis



Noel Smith



Professor Peter Choong

## Musculoskeletal Clinical Leadership Group (MSK CLG)

Arthritis and Osteoporosis Victoria has taken a leadership role after advocating to the Victorian Government to facilitate a MSK Clinical Leadership Group. The MSK Clinical Leadership Group was formed late in 2013 to take a coordinated state-wide approach to guide and inform policy, education and program development and to improve the care of people with musculoskeletal conditions.

It will undertake big picture strategic planning and provide advice to the Department of Health and the Minister. The purpose of the MSK Clinical Leadership Group is to influence clinical and service behaviour, encourage good practice and innovation and facilitate improved care pathways for people with MSK.

It is Chaired by Professor Peter Choong, winner of Arthritis and Osteoporosis Victoria's 2012 Lorin Prentice Award.

## Ambassador initiative

Arthritis and Osteoporosis Victoria encourages the leadership of consumers that we represent.

In 2013, retiring Board Director Noel Smith was awarded the honour of Life Governor in recognition of his work in the health system over 60 years. He was appointed Senior Ambassador, leading the advocacy work of our Consumer Ambassador Initiative.

Noel was diagnosed with juvenile arthritis at the age of 16 but it wasn't until he had cardiac surgery and later rheumatoid arthritis, that he was given an opportunity to rehabilitate and self-manage his health, medication and lifestyle choices.

His voluntary work with Arthritis and Osteoporosis Victoria began with training as an Arthritis Self Help Course Leader, and later he went on to serve as a Board Director and Vice President. He is also a strong voice for people with musculoskeletal conditions as a member of the Public Transport Access Committee, Austin Health Consumer Advisory Committee and is the consumer representative on the MSK Clinical Leadership Group.

Through the support of Arthritis and Osteoporosis Victoria and the Victorian Department of Transport, he presented papers in Japan in 2004 and Hong Kong in 2010 and more recently at the 17th Annual Chronic Diseases Network Conference in 2013.



# We Advocate

In 2013, we published the results of three surveys that have provided evidence-based data for us to advocate for policy reform, research, services and public awareness campaigns.

## Consumer Needs Survey

Victorians identified a greater need for advocacy and services by listing the top ten areas where they faced challenges:

- Difficulty doing day to day activities 47.8%
- Managing pain effectively 45.0%
- Cost of medication 38.6%
- Design of everyday products, e.g. medication packages, jars 33.9%
- Waiting times for specialists 29.3%
- Managing multiple conditions 28.8%
- Public understanding of the impact of musculoskeletal conditions 24.3%
- Difficulty paying costs of managing condition (medications, specialist fees) 23.9%
- Access to services pools, support groups, exercise classes 17.9%
- Design of public spaces - public toilets, footpaths, bus stops 15.2%

### Fast Facts:

MSK =  
musculoskeletal

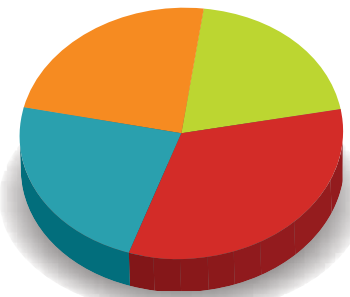
## Areas of life most affected

Musculoskeletal conditions often cause physical problems like swelling, stiffness and pain. We wanted to explore more deeply how musculoskeletal conditions impact different areas of life and how that changes at different ages. The top four issues from our 2012 Consumer Needs Survey are:

### Top four issues:

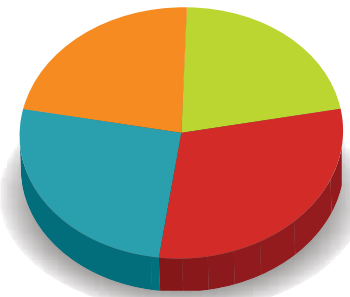
#### Under 25

- 1 54.5% Exercise
- 2 38.2% Day to day activities
- 3 38.2% Social life
- 4 32.7% Study



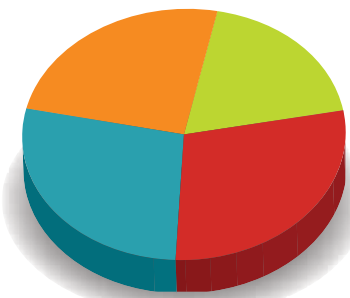
#### 25 - 64 Years

- 1 54.9% Working
- 2 47.6% Exercise
- 3 40.4% Social life
- 4 39.4% Day to day activities



#### 65 + Years

- 1 38.4% Travelling
- 2 37.4% Day to day activities
- 3 32.9% Exercise
- 4 25.1% Social life



## Health professionals survey

Health professionals often face many barriers to treating people with arthritis, osteoporosis and MSK conditions. A survey of more than 220 rheumatologists, general practitioners, nurses and allied health professionals in urban and rural areas highlighted that there is more to be done in providing information and access to services.

The online survey gave professionals the opportunity to identify the top issues they face in managing patients including:

- Difficulty finding appropriate facilities (e.g. warm water pools, community halls etc.)
- Cost/access to aids and equipment for patients
- Lack of services for mild to moderately affected people
- Too many patients/waiting lists/not enough time to spend with each patient
- Health literacy of patients
- Costs of medications and services to patients
- Lack of awareness of my professional role in treatment (by patients and other health professionals)
- Not enough written resources for patients (about pregnancy, medications, co-morbidities etc.)
- Patient understanding of the role of complementary therapies

Other professional challenges included long surgical waiting times; lack of communication between health professionals; not enough resources for patients in rural areas and Medicare subsidies being too low.

## Lupus survey

Lupus is a condition that is often hard to diagnose and because people often look well, this can impact on how others understand the disease.

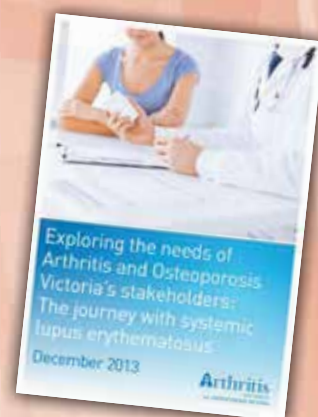
We discovered this and other impacts through a project which followed people, their carers and health professionals through their journey with lupus.

We gathered information in a number of ways via focus groups, consumer surveys, interviews with health professionals treating patients with lupus and a review of literature.

Individuals with lupus shared common symptoms that affected their quality of life including fatigue, pain, depression, emotional difficulties, sleep disturbances and cognitive dysfunction. Other issues were body image, sexual function, inability to plan ahead because the impact of the disease is unpredictable, reduced career prospects and lack of understanding or discrimination by their work mates and supervisors.

The top 10 concerns identified in the survey further reflect these findings as well as concerns about access to services:

- Cost of medication (63%)
- Managing pain effectively (60%)
- Difficulty doing day to day activities (57%)
- Managing multiple conditions (55%)
- Difficulty paying to manage the condition - medications, specialists' fees (46%)
- Public understanding of the impact of musculoskeletal conditions (45%)
- Waiting times for specialists (41%)
- Design of everyday products e.g. medication packages, jars (31%)
- Getting appropriate insurance (health, travel, life etc.) 28%
- Waiting times for GPs (25%)



# We Inform



Our 2012 Consumer and Health Professional Needs surveys cemented how important it is for Arthritis and Osteoporosis Victoria to raise awareness about musculoskeletal conditions.

In 2013, we responded to that role – delivering a large range of information services for individuals with musculoskeletal conditions, their carers and families as well as health professionals and the wider Victorian community.

## Community Speakers spread the news

Community Speakers are trained volunteers who provide an invaluable opportunity for groups to interact and learn more about musculoskeletal conditions and the work of Arthritis and Osteoporosis Victoria.

In 2013, our Community Speakers delivered 51 talks to 1,295 people. At 14 of those talks we used an interpreter for those people from culturally and linguistically diverse backgrounds. We trained 17 new Community Speakers.



**Fast Facts:**  
281,696  
website visits





## Website

[www.arthritisvic.org.au](http://www.arthritisvic.org.au)

In 2013, we undertook major upgrades to our website which had 281,696 visits and 697,455 page views. This is a significant increase from 164,278 visits and 406,685 page views in the previous year.

The website was named state winner in the 'Not-For-Profit' website category at the 2013 Australian Web Industry Association's Awards. Our website was created to Level A and AA accessibility standards of the Web Content Accessibility Guidelines (WCAG) 2.0. By conforming with these guidelines our website is much more user-friendly.

## Visit our library

By becoming a member of Arthritis and Osteoporosis Victoria you gain access to our comprehensive library. We have books, CDs, DVDs, magazines and publications. We are constantly adding new resources. You can search the collection online at [www.arthritisvic.org.au](http://www.arthritisvic.org.au) or visit us at 263 – 265 Kooyong Road Elsternwick.

## Our Musculoskeletal Help Line

**1800 263 265**

Arthritis and Osteoporosis Victoria's free Help Line is staffed by trained nurses and provides an invaluable service to the community that gives people diagnosed with a musculoskeletal condition, their families as well as health professionals:

- Access to current information
- Help to manage a condition
- Assistance in navigating the health system

In 2013, our qualified nurses answered 825 calls from consumers and health professionals seeking information.

- 25% of all enquiries are by email
- 18% from men
- 35% between ages of 41-65 years
- 4% calls come from interstate
- 13% are from carers

Next year the data collection system is being enhanced to prepare the service for a review.

*"I have been a nurse and midwife for 30 years. I think of my work on the Help Line as problem solving. I try to help people navigate through the health system and tap into the right networks." – Margaret Ricardo*

# We Inform

## Arthritis Map

The Arthritis Map is a valuable online resource that assists people living in Victoria prevent or manage chronic musculoskeletal conditions by helping them to locate the programs and services they need.

The map helps address the increasing impact of arthritis and other musculoskeletal conditions in communities across the state of Victoria. It is used daily by our nurses on the Musculoskeletal Help Line and volunteers on the Telephone Information Service.

Arthritis and other musculoskeletal conditions have reached epidemic proportions, affecting almost one-third of the population, with these numbers steadily increasing. Access to appropriate programs and services to both manage and prevent these conditions is vital.

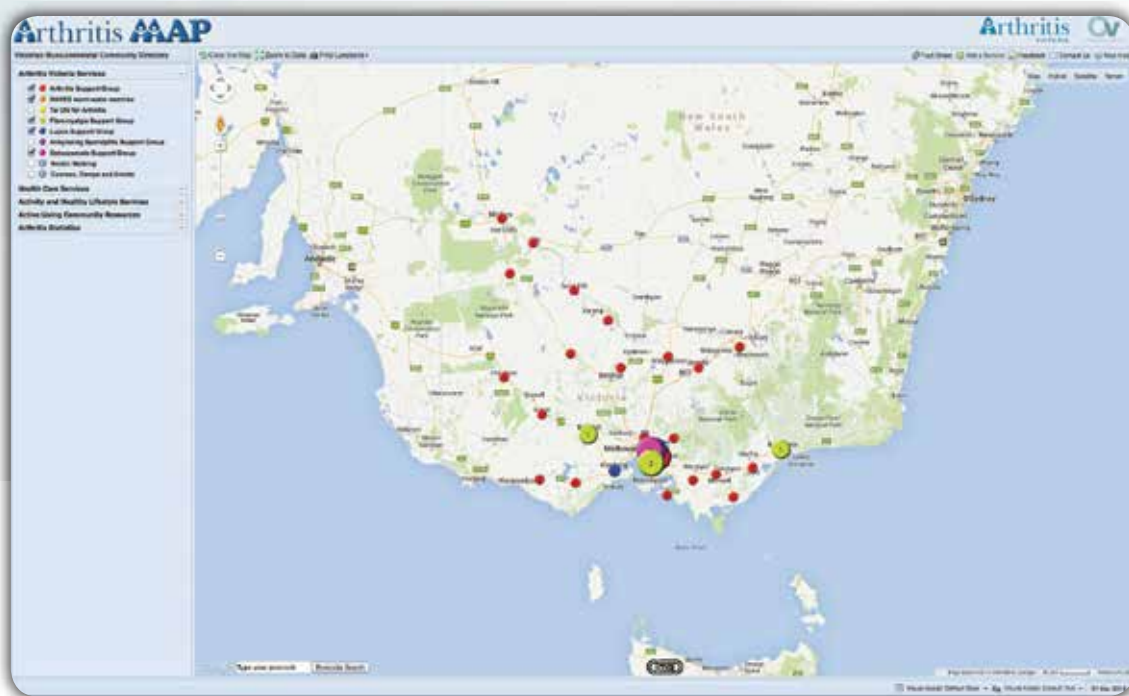
## Update and e-newsletters

Regularly keeping health professionals and people with arthritis and other musculoskeletal conditions informed of the latest news, events, and research is of great importance to Arthritis and Osteoporosis Victoria.

We publish four editions of *Update Magazine* each year and distribute to 5,000 members and health professionals.

Our e-newsletter *Around the Joint* is published seven times a year and distributed to 7000 people.

In 2013, other more specialised regular publications include the *Youth and Family Services Newsletter* (twice a year), *Consumer Information Bulletin* (four times a year), *Waves Leaders e-newsletter* (six times a year) and *Connect* (an annual newsletter for raffle ticket sellers).







“Update magazine has given me information I couldn’t find elsewhere. I enjoy reader’s stories as I can relate to them and don’t feel so alone.”





# We Support



Connecting with other people with arthritis, osteoporosis and musculoskeletal conditions is a valuable way to share experiences, gain support and insight.

Arthritis and Osteoporosis Victoria had 61 Peer Support Groups in 2013, with more than 2,200 members around the state. Peer Support Groups offer a range of activities from informal gatherings to more formal events with guest speakers and exercise classes.

There are enormous benefits taking part in a Peer Support Groups. It reduces isolation and increases social activity with people who have had similar experiences. Peer Support Groups also provide information, reassurance and can boost confidence so that individuals manage their condition and more effectively communicate with doctors and other allied health professionals.

Belonging to a Peer Support Group can provide the opportunity to:

- learn from each other
- realise you're not alone
- gain support by sharing experiences and feelings with others in a similar situation
- talk about fears and concerns
- gather and share information and resources
- learn practical ideas to better manage conditions
- learn about community and health services and how to use them

Many groups have volunteers who lead warm water exercise, chair based exercise, Nordic Walking and Tai Chi for Arthritis classes. Members have the opportunity to participate in these exercise classes with friends, close to home, on a weekly basis.

## Telephone Information Service 1800 011 041

The free Telephone Information Service is run by volunteers and offers information and a unique peer-to-peer support structure. In 2013, 19 volunteers answered 968 calls from people wanting to talk about their condition or receive educational materials.





“ Within our support group I have found many caring members who have similar problems. Being able to talk with them has helped make a great difference to my way of thinking and hence my lifestyle. ”

**Jane Mulloy, JAM Support Group Inc., Wodonga**





# We Support



## Youth and Family Support

Family gatherings and camps are a chance for parents and children with Juvenile Idiopathic Arthritis to get together, have fun, and make new friends.

## Camp Limber Up

In 2013, Camp Limber Up was held at Portsea Camp and had 82 participants. From Friday night to Sunday afternoon, children, their siblings and their parents were encouraged to learn and try new things in a fun environment.

Camp Limber Up offered outdoor activities including the breath taking giant swing and flying fox, which children of all ages took to with gusto. In the water, the kids all suited up for snorkelling and canoeing, and even enticed a couple of the parents to take part.

Camp Limber Up also provided an opportunity to ask curly questions about medication, new treatments and the impact of juvenile arthritis in a non clinical setting. Dr Angela Cox paediatric rheumatologist and Anne Augustine, paediatric nurse educator from Monash Children's Hospital ran the information sessions.

A highlight of the 2013 camp was a visit by children's author Nicky Johnston. She also ran an arts and crafts session so she could talk to the kids and gain a better understanding of their experiences.

In 2014, Camp Limber Up will be held in October at Marysville.

### Fast Facts!

61 Peer  
Support  
Groups





## Warm water exercise program

Arthritis and Osteoporosis Victoria's warm water exercise program continued to provide great service on a weekly basis throughout 2013 to over 1000 people with arthritis and other musculoskeletal conditions. With 45 classes a week at 19 different pool venues around metropolitan Melbourne, the program is supported by a dedicated group of over 100 trained volunteer leaders. The reach of the program is supplemented by the exercise groups conducted by Arthritis and Osteoporosis Victoria's Peer Support Groups. The provision of group exercise is not only vital for the physical health and well-being of people with arthritis and other musculoskeletal conditions, but also for the social connection provided by such activities.

“Social life - affected, not stopped.”

## Annual Consumer Conference

In March 2013, the annual consumer conference was held at St Kilda Town Hall and had the theme 'When The Mind Matters'. Hosted by TV personality George Donikian, the event was attended by 159 people who heard guest speakers Professor Eric Morand of the Monash Institute of Medical Research, Dr Craig Hassed and Dr Louise Schaper explore the science behind mindfulness, medical decision-making and the mysteries of e-health.



# Our Volunteers



“Volunteers are priceless!”

Our volunteers are skilled people who dedicate an enormous amount of time to enable us to expand and enhance our service delivery.

## Community Speakers

Daisy Antoniou  
Elaine Bee  
Melissa Coulson  
Nicole Evered  
Olga Givoye  
Rosalie Grenville  
Alfred Law  
Beryl Logie  
Elizabeth McCrea  
Annie McPherson  
Bill O'Connor  
Margaret O'Doherty  
Alison Owen  
Noel Smith  
Jeanette Tabone  
Kay Timmins  
Elizabeth Voss  
Helen Wakeling  
Lee White

## Opportunity Shop

Annette Barwick  
Elizabeth Becker  
Anne Brown  
James Brown  
Shirley Browne  
Helen Carter  
Yvette Cayzer  
Clementina Davies  
Maureen Devlin  
Kath Dight  
Claire Geddes  
Noreen Hassett  
Betty Hastings  
Ailsa Jaques  
Renate Kupfer  
Judith Leerson  
Wendy Loveridge  
Joan Mason  
Wendy McKaskill  
Doreen McKenzie  
Gordon Meyers  
Maureen Meyers  
Gwen Moxey  
Ruth Nette  
Monica Nielsen  
Jan Nielsen  
Jane Parsons  
Barbara Prouse  
Maureen Reid  
Vicki Shackelford  
Helen Thomas  
Maria Tolley  
Kate Wood  
John Young  
Graham Scott

## Office Volunteers

David Chen  
Naomi Heeney  
Sabina Barylah  
Gerry Black  
Garth Richards  
Tomer Shachar  
Nancy Yeomans  
Bill Hunter  
Ian Pass  
Vicky Genius  
Rosie Freeman  
Shaynie Ashkenazi  
Popi Sardelis  
Richard Ward  
Romina Atai

### Fast Facts:

250  
volunteers





**Telephone Information Service  
1800 011 041**

Monica Abrahams  
Joan Bray  
Eve Caplan  
Joan Cotton  
Susan Donaldson  
Bruce Harvey  
Lynette Hinton  
Lesley Hunter  
Sandra Jolly  
Barbara Lock  
Jonathan Maltz  
Barbara Mowat  
Elizabeth Peck  
Judy Pullar  
Anna Sorensen  
Allan Stewart  
Robyn Taylor  
Helen Wakeling  
Nancy Yeomans

**Waves - Warm Water Exercise**

Sharon Connor  
Catherine Anne Langlands  
Vivien Marks  
Belinda Pinskiar  
Anna Scott  
Michelle Axiak  
Michele Goodrich  
Dora Mouzakis  
Leon Creighton  
Jennifer Smallridge

Ian Aldridge  
Catherine Calder  
Reginald Hargreaves  
Jenny Smith  
Azmina Ijap  
Janine Gale  
Robyn Park  
Cimen Rasih  
Dorothy Singe  
Janice Dawson  
Dorothy Gawthorne  
Jill Anjou  
Judy Bailey  
Carole Barber  
Gail Bevan  
Sue Brown  
Margaret Moyle  
Vera Fedorovskaya  
Peter James  
Joan McPhee  
Deanna Twomey  
Cathy Revell  
Lyn Scholes  
Robyn Brown  
Lynette Diss  
Teresa Goldsbrough  
Judith MacPherson  
Jan McMenamin  
Vicki Morzinek  
Rosemary Padgett  
Jo'Ann Carell  
Pam Fitzgerald  
Pat McKinnon  
Jim McKinnon  
Barbara Reid  
Renee Wood  
Jean Donaldson  
Denise Parrott  
Freda Schelling

Pat (Elizabeth) Stark  
Mary Stuart-Jones  
Judy Wexler  
Julie Woodward  
Beryl Hennessy  
Mary Maguire  
Miriam Hicks  
Vaal O'Keeffe  
Lee Knight  
Caroline Brooks  
Marion Cummins  
Beverley Ednie  
Nicole Evered  
Margot Lyons  
Jill Lowe  
Anne Te Teira  
Kylie Van Dinteren  
Ming Guo  
Margaret Mitchell  
Ann Williams  
Roy Workman  
Jayant Bapat  
Yvonne Brown  
Lois Miles  
Julie Madjarevic  
Angela Khan  
Tina Lam  
Janet Farnsworth  
Rosalie Grenville  
Colleen Hanbury  
Helen McIlroy  
Bill O'Connor  
Nellie Plunkett  
Allan Stewart  
Patrick Byrne  
Margot Anders  
Judith Steele  
Heather Feldman  
Angela Maisano

Gary Milburn  
Pauline O'Brien  
Patrick Woodlock  
Liz Robinson  
Bart Biviano  
Joan Bray  
Margaret Hallam  
Bill Karamatsos  
Marion Linke  
Janie Nichterlein  
Noel Smith  
Lesley Smith  
Robyn Bate  
Salai Cin  
Monika Friedrich  
Lorraine Hancock  
John Hird  
Irene Kayler-Thomson  
Kay Maley  
Julie Minniti  
Ken Missen  
Evelyn Missen  
Faye Noble  
Alison Richards  
Michelle Sutherland  
Lisa Williams  
John Albanus  
Beryl Baker  
Janice Shnider  
Lena Rodger  
Lillian Hayes  
Fran Feldman  
John Poletti  
Gillian Poulter  
Jenny Rutherford  
Gwen Adams  
Shelagh Mason-Jones  
Edna McGregor  
Robyn Talbot

Carmel Arenivar  
Maria Tarascio  
Susan Allan  
Wendy Cohen  
Olivia Lie  
Stanley Hanbury  
Kee Lee-Burman  
Rhonda Killingsworth  
Carmen Ludeman  
Jeanne Thorburn  
Carlina Ridgeway

**Youth and Family Services**

Alice Baker  
Catherine Congerton  
Monique Crinall  
Fiona Naughtin  
Stuart Woollett



# Creating a Sustainable Future

At Arthritis and Osteoporosis Victoria, we have ambitious plans to reach even more people with a musculoskeletal condition, develop new programs and find new ways to help them live healthier and happier lives. As part of 'Moving Together', our scope and target audiences are broader now and will continue to grow into the future.

In 2013, we delivered the second year of a three-year plan to reinvigorate the organisation for a more sustainable future. Part of that was implementing new systems and processes. We are proud of the rich history of Arthritis and Osteoporosis Victoria and we recognise the need to expand our influence and resource base to ensure continued success into the future.

Despite musculoskeletal conditions being a National Health Priority Area since 2002, affecting more people than any other area, funding for musculoskeletal conditions from the Commonwealth and State Governments is small.

Largely, we rely on the generosity of individuals who support us financially by:

- Giving to our direct mail appeals
- Joining our regular giving program, Fired Up
- Being a member
- Giving to our community collectors who door knock for donations
- Buying our raffle tickets
- Shopping at our online store
- Holding a fundraising event or joining an event such as our team for Run Melbourne
- Leaving a gift in a Will

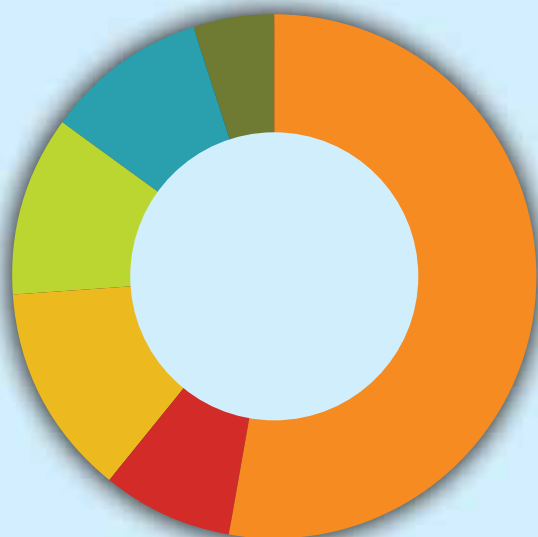
The support that we receive from the community is a clear sign that they value the work that we do and the help that we provide.



## Fast Facts!

Representing  
1.5 million  
Victorians

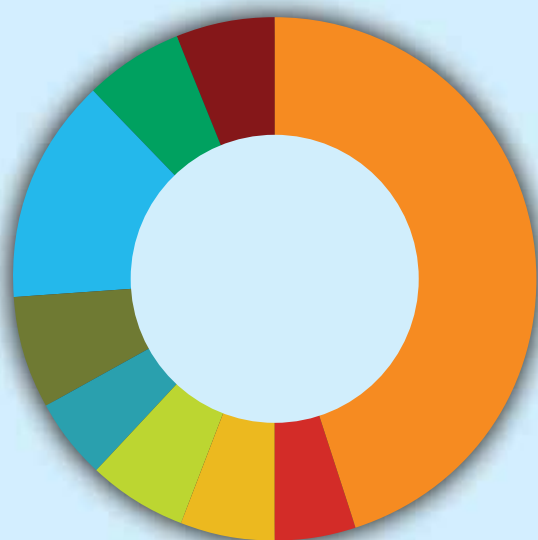
## Income by Source



### Legend

- 53% Donations and Bequests
- 8% Other
- 13% Raffles
- 11% Government
- 10% Client Service Fee
- 5% Investment Revenue

## Expenditure by function



### Legend

- 45% Consumer Services
- 5% Leader Training
- 6% Consumer Engagement
- 6% Governance
- 5% Strategic Planning
- 7% Communications
- 14% Fundraising
- 6% Research
- 6% Advocacy

## Leave a bequest and a lasting legacy

To find out more, contact our bequest team on 1800 011 041 or email us at [afv@arthritisvic.org.au](mailto:afv@arthritisvic.org.au)



# Our Financial Supporters



We very much appreciate and would like to thank all of our financial supporters, both big and small. Here are some that we think are extra special:

## **Estates**

Lindsay James Baldy  
Marion Poppwell  
Joe White  
Harry Francis Malkin  
Betsy Floyd  
Barbara Shearer  
Helen Delamain  
Glascodine  
Patricia McArthur  
Edwin Parker  
Rose Dalmody  
Dinah McPhee  
Margaret Murray  
Stephanie Price

## **Individuals**

Sam Abrahams  
Rita Andre  
Nicholas Atkins  
Dorothy Bailey  
Nick Baker  
Geoffrey Baker  
John & Jennifer Barke  
John Brownbill  
Jeff Campbell  
Loraine Chessells  
John & Chris  
Collingwood  
Ainslie Cummins  
Tony Cust  
George Dore OAM  
John Ellson  
Neilma Gantner

George Gilbertson  
Catherine Gray  
Jo Grigg  
Shane B Hammill  
Alan Jones  
Mirko Klokocki  
SM Linsdell  
Lady Gwendolen Lloyd  
Gloria Ann Meadows  
Beverly Miller  
Norma Minney  
Lynton Morgan  
Harold Mower  
Mary O'Sullivan  
Judy Reid  
Dulcie Richards  
Rosemary Richardson  
JS Rogers  
MS Ross AM  
Greg Shalit & Miriam  
Faine  
June Smith  
Robert & Beverly Squire  
Graeme Thomson  
John Toomey  
Elizabeth Turnbull  
Ralph & Barbara Ward-  
Ambler  
Lee White  
Edel Wignell  
Tony Zhang

## **Philanthropic trusts and foundations**

The Lorenzo and Pamela  
Galli Charitable Trust  
The Russell Foundation  
The Landman  
Foundation  
William Angliss  
Charitable Foundation  
Bruce McDonald Trust  
Australian Communities  
Foundation-Hopetoun  
Fund  
The GW Vowell  
Foundation  
Commonwealth Bank  
Staff Community  
Grants\City of  
Wodonga  
The Angior Family  
Foundation  
AH & K Johnston Family  
Foundation

## **Peer support groups**

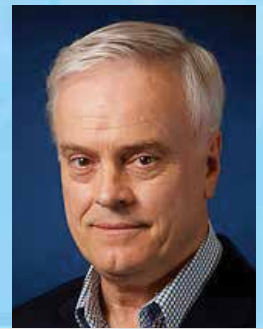
Bendigo Arthritis Club  
Cranbourne Arthritis  
Support Group  
Latrobe Valley Self Help  
Arthritis Group  
Pakenham Arthritis Self  
Help Group  
Warragul Arthritis Self  
Help Group  
Moe/Narracan Arthritis  
Self Help Group  
East Bentleigh Arthritis  
Support Group  
Healesville Arthritis Self  
Help Support Group

## **Organisations**

All Souls Opportunity  
Shop  
Beta Sigma Phi-Vic  
Incorporated  
Ritchies Supermarkets  
Kandooit Creatively  
DLA Piper  
K & L Gates  
Ryan Carlisle  
Thomas Lawyers



# Report of the Treasurer



In 2013 The Arthritis Foundation of Victoria (The Foundation) continued its focus on investing for the future by continuing its concentration on program service reviews and research activities while reinforcing core and specialist capacities in critical areas. At the same time Income was stable in the raffle and appeals areas.

The past year was the second year of a three year program designed to strengthen the Foundation's service provision and to broaden the scope of the Foundation's income sources and to this end significant progress was made in laying foundations in the areas of corporate giving and grants.

The Foundation experienced a reduction in total reserves in the year of (\$245,994), which comprised the following major elements:

- Deficit on operations of (\$744,731) which was largely due to increased investment, as stated above
- Interest and dividends received totalling \$145,469 from funds designated for unrestricted use
- Interest and dividends received totalling \$161,921. These were derived from funds designated for Specific Purpose use
- Specific Purpose Expenses (\$219,589)
- Net increase in the value of the Foundation's share portfolio of \$410,936.

The Foundation 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 Foundation. Similarly, expenses incurred in the name of Osteoporosis Victoria are included in the expenditure of The Foundation.

The organisation attempts to balance its investment portfolio in a manner which provides security and protection against inflation. To this end it invests approximately half of its cash which is not required for operational purposes in Government Guaranteed Term Deposits. In order to offset the impact of

“ The organisation attempts to balance its investment portfolio in a manner which provides security and protection against inflation. ”

inflation and low interest rates the Foundation also invests in high yielding “blue chip” shares. As part of this strategy the Foundation invested approximately \$500,000 in bank stocks during the year. The Foundation has no direct exposure to mortgage backed securities or investments in complex securities, listed or unlisted.

The financial result for 2013 reflects the second year of the three year plan to commit additional expenditure aimed at securing its financial and operational sustainability in the longer term.

A handwritten signature in black ink that reads "Jim Dixon".

**Jim Dixon** FCPA  
Honorary Treasurer

# Statement of Comprehensive Income

## Arthritis Foundation of Victoria Statutory Financial Statement of Comprehensive Income For the Year Ended 31 December 2013

	Note	2013 \$	2012 \$
Revenue from rendering of services	5	3,784,990	3,910,128
Revenue from sale of goods		81,755	90,962
Other income	7	254,901	111,364
		4,121,646	4,112,454
Development and Business Services expenses		(2,239,450)	(2,037,834)
Training and Information Programs expenses		(2,185,100)	(2,012,682)
Policy and Research Unit expenses		(256,129)	(257,564)
Administration expenses		(185,698)	(228,244)
Operating surplus/(deficit) before finance, specific purpose income/ expense, recognition of land as committee of management, and other comprehensive income and expenses		(744,731)	(423,870)
Finance income	6	145,469	187,057
Operating (deficit) surplus before specific purpose and other comprehensive income/expense		(599,262)	(236,813)
Specific purpose income / (expense)			
Specific purpose revenue		161,921	178,817
Specific purpose finance income			
Specific profit / (loss) on sale of shares		-	46,869
Specific purpose expenses		(219,589)	(207,230)
Specific purpose shares and cash returned to trustee		-	(203,943)
		(57,668)	(185,487)
Operating (deficit) / surplus for the year before other comprehensive income and expenses		(656,930)	(422,300)
Other comprehensive income			
Net gain on valuation of land and buildings			
Net change in fair value of available for sale financial assets		410,936	264,474
Reversal of previous fair value adjustments of available for sale financial assets disposed of during the year	1(a), 17		(62,233)
Other comprehensive income / (deficit) for the year		410,936	202,241
Total comprehensive income for the year		(245,994)	(220,059)

The statement of comprehensive income is to be read in conjunction with the notes which appear in the full 2013 financial statements.



**Arthritis and Osteoporosis Victoria is the state's peak body for people living with over 150 musculoskeletal conditions. In 2013, there were over 1.5 million Victorians and 6.1 million Australians living with MSK.**



## Here are some MSK conditions:

Achilles tendonitis  
Adhesive capsulitis (frozen shoulder)  
Adult-onset Still's disease  
Ankylosing spondylitis  
Back problems  
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
- Entesitis-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  
Rheumatoid 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 and Osteoporosis Victoria

263-265 Kooyong Road Elsternwick 3185

PO Box 130 Caulfield South 3162

Phone: 03 8531 8000

Toll free: 1800 011 041

Fax: 03 9530 0228

Email: [afv@arthritisvic.org.au](mailto:afv@arthritisvic.org.au)

Website: [www.arthritisvic.org.au](http://www.arthritisvic.org.au)



Phone: 13 14 50



ABN: 26 811 336 442

