

SELF HELP  
ORGANISATIONS  
UNITED TOGETHER

# ANNUAL REPORT

# 2021



**SHOUT**

UNITED TOGETHER





**SHOUT - Self Help Organisations United Together**

Building 1 Pearce Community Centre

Collett Place, PEARCE ACT 2607

Ph: 0262901984

Email: [admin@shout.org.au](mailto:admin@shout.org.au)

Web: [www.shout.org.au](http://www.shout.org.au)

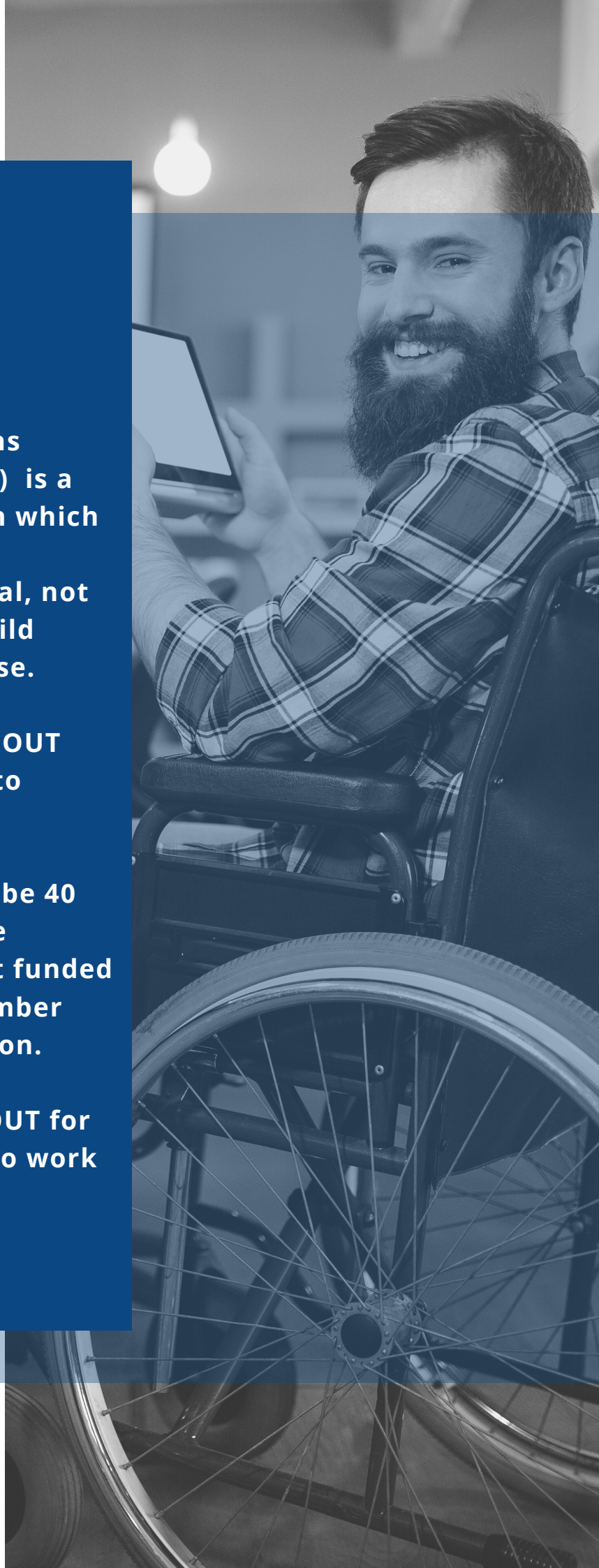
# SHOUT

**SHOUT (Self Help Organisations United Together Incorporated) is a small community organisation which uses a 5 tier approach to support local, not for profit organisations, to build capacity and business expertise.**

**Our Services are offered to SHOUT Members who we are funded to support.**

**In November 2021 SHOUT will be 40 years old, and it continues the tradition for which it was first funded - to support not for profit member organisations in the local region.**

**We thank the founders of SHOUT for their vision and we continue to work and expand that vision.**





**SHOUT**  
UNITED TOGETHER



## Vision

A fair and just community which is enriched by self help.

## Mission

Our mission is to support community groups through connection, skill development, awareness and governance to deliver vital outcomes to their members.

## Statement of Purpose

Our purpose is to support and connect community groups with the Canberra community by building capacity and opportunity.

## Our Community

SHOUT supports, builds and connects with community organisations, charities and groups within the health, disability and support sectors.

SHOUT believes in social justice and a fair go for all people of all abilities and ages.

SHOUT values and embraces diversity.

SHOUT recognises that self help and self determination is everyone's right.

SHOUT believes that people sharing, supporting and assisting one another increases connection, reduces isolation and has lasting health and well-being benefits for the individual and all the community.

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## Chief Executive Officer Report

As many organisations from the sector will attest, this year has continued to be challenging for many reasons. We have weathered the storms of COVID largely due to our ability to be flexible for our members and with the support of the ACT Government through COVID crisis funding and the job keeper program. Like many organisations our very modest income reduced while our expenditure remained static. It has been challenging in an everchanging environment where the unknowns greatly outweigh the normal.

At the time of writing this report I reflect on what SHOUT has achieved, despite the number of curved balls the whole Community Sector has experienced this year. We remain resilient and on track, and if COVID has taught us anything it is about what is important and remaining flexible, through difficult times. As I often say 'Together we grow stronger.'



### Building Capacity

SHOUT continues to provide support at a grass roots level, to ensure that organisations are supported, mentored and guided so they grow and develop into strong, viable organisations. Perhaps the most important service that SHOUT does for its members is to assist them to build capacity. We do this in many ways - from the upper level Strategic Planning and Governance Training, to mentoring CEOs and assisting organisations to comply with the requirements under the Associations Act. In a very basic sense we also provide assistance to small and emerging organisations with administration support, advice on human resource management, availability of appropriate policies, venue hire and providing the opportunity to have tenancy at SHOUT.

This year SHOUT has assisted nine organisations in strategic planning process and facilitating sessions, conducted an extremely successful Governance Training Course and provided countless hours working one to one with CEO's Boards and Managers to upskill, coach and mentor. The value of these services is to strengthen organisational capacity and develop resilient leaders who stay within the sector to build stronger not for profit organisations for the future.

### Membership

This year membership increased again, and while it was a tricky year to source potential members, we have been successful in increasing numbers, especially in light of not having the normal networking opportunities, expos and meetings usually available to us. Identifying new members is ongoing for SHOUT but one which we work on continuously as we believe offering grassroot support and services are paramount in not-for-profit organisations who are unable to afford these services otherwise.

We welcomed Ingrid Pepper from Parkinsons ACT into our office, supporting her work assisting them with events and membership. This has brought us closer to Parkinson's ACT and we have appreciated being able to support their work more fully. Our tenancy rates are 100% which is excellent and while we offer reasonable priced tenancy, SHOUT also offers a suite of services to our tenants, which makes being a tenant of SHOUT cost effective and useful.



While we sadly have had most of our promotional activities such as expos cancelled this year, we were able to fit in some shopping centre stalls with good outcomes between lockdowns and COVID restrictions. We are looking forward to more events next year to promote our amazing member organisations.

Our newsletter continues to be a wonderful resource to the community and gets fantastic uptake with a great response to the advertising across the sector. This year we have updated our promotional and information material which now better describes our services and programs.

## Chief Executive Officer Report

### Building Community:

The Pearce Community Centre is a valuable resource in the region, it has so much to offer the community, but lost the hub feel with a somewhat service driven approach. With substantial funding from the ACT Government through COVID crisis funding and unexpected support from a variety of funders, we are starting to see a rebuild of the Community Hub that the Pearce Community Centre was destined to be. SHOUT has been instrumental in applying for funding and lobbying for more support.

SHOUT has taken this on board because it helps all our members with an influx of community, to seek out support for their own needs, and to seek services offered within the centre. With the building of the Pearce Inclusive Community Garden, the Vegetable Garden and the Community Library the Pearce Community Centre certainly is becoming a place of value for the whole community. The plans for the future is to build a playground and a liberty swing - both of which have had donations and support from the community and ACT Government.

### Giving to the Community

Our Community Garden and vegetable garden is now thriving, offering a place of beauty, a place to connect and enjoy. And, it is wonderful to see clients with their carers wandering the garden, accessing the community library and taking an interest in the garden and the seasons, which is what the garden is all about.

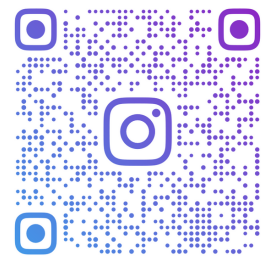
Furthermore, we have been able to assist in supporting the Rotary Club of Woden Daybreak Pearce Community Market and the Pearce Crafters Market - which is held seasonally and is fast becoming extremely popular in the region. Not only does this support the stall holders but it raises money for the Days for Girls International charity to support women and girls overseas.

### Staff

We have continued with three staff through this year - Carol Mead, Elsa Aitchison and Natasha Reardon. Opening hours have remained stable at 6 hours per day and we continue to support a number of organisations with regular Administrative Services and adhoc assistance when required. I thank Elsa and Natasha for their amazing work, professionalism and commitment - it is wonderful working as a team.

In closing I would like to thank the Chair of SHOUT - Rebecca Davey for her ongoing support for SHOUT and commitment to the organisation, her foresight and advice. The Board has changed this past year and I thank them all for their ongoing input which ensures SHOUT meets its strategic direction and develops as it must for the future.

*Carol Mead*



SHOUTCANBERRA





# BOARD

## Executive

**Chair - Rebecca Davey**

**Vice Chair - Shannon Kolak**

**Interim Treasurer - Shannon Kolak**

**Secretary - Peter Moore**

## Board Members

**Libby Steeper**

**Glenn Vermuelen**

**Jenny Aitchison**

## Resigned 2021

**Jon Stanhope**

**Khalid Ahmed**

## Financial Oversight

**Nexis Accounting**

**Hardwickes Financial Auditing**



## Chair Report Report

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2020/21 has been another year full of challenges. From very careful steps back into the workplace after the early 2020 lockdowns, to limited then growing numbers of people being allowed back into buildings and even gardens, it's been a balancing act all year.

SHOUT was 'fortunate' in that we were eligible and able to claim Job Keeper for the entire period of the program which assisted us in maintaining our staffing even when the rents and bookings for our services were low.

Despite everything, we've kicked some major goals with the full completion of the Community Garden, we've been fortunate enough to have a program associated with the garden funded through ACT Health which brings the community together and also ensures the ongoing viability of the garden.

This year the Pearce Community Markets were also established by one of our charity members, Days for Girls, and this has seen a greater community presence for both SHOUT and the Community Garden. The Markets are operating quarterly and bring together the treasured hand made crafters of our region to sell their wares, but also includes educational opportunities for members of the community on the work of SHOUT and it's members. It's a great way to link out to members of the community who may otherwise have not ventured into our little part of the world, and many new fledgling organisations are coming to SHOUT now as a result of this incidental exposure to the work undertaken by SHOUT.

Remaining relevant and visual in our community when the community is largely shut down is a challenge, but I want to thank our wonderful staff team, Elsa, Tash and of course the never ceasing Carol Mead for their enthusiasm, ability to be creative and find new ways of doing things and keeping SHOUT in the forefront of the community mind, and keeping the work that we do relevant to the community that we serve.

Thank you also to our volunteer Board members who so graciously give of themselves, especially to Jon Stanhope and Kahlid Ahmed who have both now retired from the Board but we know have not retired from supporting the community of the ACT and region.

We are all looking forward to 2022 and what SHOUT has in store for the future.

*Rebecca Davey*

Chair SHOUT



# MEMBERSHIP

**For 40 years SHOUT has been supporting community not for profit organisations. Through the past 4 years SHOUT has rebuilt its business and strategic plan.**

**SHOUT is funded to support the Community Sector in the ACT, and offers a wide range of member benefits across the two levels of membership. Our strength is in working and supporting community organisations to grow and connect.**

**Our members are an essential part of our business - we connect, build capacity, train and inform our membership as a unique grass roots and vital service to the community.**



## Members 2021

### Corporate Members

ACT Deafness Resource Centre  
 ACT Disability, Aged and Carer Advocacy Service (ADACAS)  
 Advocacy for Inclusion Inc  
 Anglicare NSW South, NSW West & ACT  
 Asthma Australia  
 Australian Breastfeeding Association ACT NSW  
 Australian Medical Association (ACT) Ltd.  
 Australasian College of Road Safety  
 Borderline Personality Disorder Awareness ACT/NSW Region  
 Canberra Queanbeyan ADD Support Group  
 Cancer Council ACT  
 Caring Approach Pty Ltd  
 Days For Girls  
 Diabetes Association NSW ACT  
 Directions Health Service  
 Epilepsy ACT  
 Flourish Australia  
 Greenleaf Disability Services  
 Hartley Lifecare  
 Imagine More  
 Invisible Disabilities Australia  
 Kidsafe ACT  
 Koomarri  
 LDK Healthcare – Greenway Views  
 Master Pumbers Association ACT  
 Parkinson's ACT  
 Prostate Cancer Support Group  
 People with Disabilities  
 Perinatal Wellbeing Centre  
 REACH for Training  
 Reliance Disability & Ageing Care  
 Rotary Club of Woden Daybreak  
 Skipper Care Australia  
 Star Disability & Medical Services  
 The Personnel Group  
 Women with Disabilities ACT

### Tenant Members

ACT Down Syndrome Association  
 Arthritis ACT  
 Bosom Buddies  
 Brain Tumour Alliance  
 Motor Neurone Disease NSW

### Affiliate Members

AbilitySeer  
 Adoptive Families Association  
 AIRA  
 AI-Anon Family Groups Australia ACT  
 Better Hearing Australia, Canberra  
 Canberra Lung Life Support Group  
 Canberra Refugee Support Inc  
 Canberra Region Kidney Support Group  
 Haemophilia Foundation ACT  
 Healthcare Consumer's Association  
 Hepatitis ACT  
 Mental Health Foundation ACT  
 Mindful Self Compassion  
 Roundabout Canberra  
 Sharing Places  
 Sleep Apnoea Association ACT  
 Solace ACT Inc.  
 Spinal ACT  
 Yoga for Birth & Beyond



# PROGRAMS & SERVICES

SHOUT uses a 5 tier approach to support local, not for profit organisations, to build capacity and business expertise.

CARE

SELF HELP

CONNECTION

DEVELOPMENT

GOVERNANCE

**Programs and Services:**

**Strategic Planning**

**Board Governance**

**Executive Support**

**Membership**

**Web of Support**



## Programs and Services

SHOUT offers a number of programs and services to members which are seen as key roles of the organisation to benefit the members. These services assist organisations to grow and build capacity, remain viable and develop strong and purposeful services and plans.

### Strategic Planning

This year SHOUT has had the pleasure working with 9 organisations to facilitate and formulate their strategic plans. These plans assist organisations to identify their strategic directions and the goals of how to get there.

While strategic planning is not a difficult concept, before SHOUT offered these services, there had been a lot of expense often spent on strategic plans with little value - as organisations often sought the consultation of large commercial organisations who, it must be said, had little experience or knowledge of the sector, so the result was usually an unworkable document which did not meet the requirements of the brief.

### Board Governance

While in the past SHOUT had availed the expertise of a Sydney based raining organisation - this year, we decided to provide a low cost short 3 hour course for our members in Board Governance which was hugely successful. SHOUT now offers the training to Boards and Board Members across the sector.

### Executive Support

Mentoring CEOs is a very time effective strategy to assist them to understand and learn skills and techniques to better lead into the future, especially through times of change. In the past this was done through counselling services, but we found that CEOs appreciate being mentored by an experienced CEO from the sector. We have identified that this certainly looks like an area of growth for SHOUT in the future, who could undertake training for suitably experienced CEO's to become mentors in the sector. Currently the SHOUT CEO is mentoring 4 CEOs from member organisations.

### Membership

Our membership continues to grow as it is valued by organisations across the community sector. SHOUT offers two membership levels - both Affiliate and Corporate - and they are offered a range of services to build a connected, vibrant and strong community sector in Canberra. We welcome new memberships and look forward to assisting new members wherever we can.

### Web of Support

Funded through the NDIS the Web of Support continues to be a valuable resource for Canberra in services offered through the disability, health and aged sectors. With over 180 local listings which are up to date and relevant, it is sourced regularly at all times of the day and night. Several organisations use the Web of Support as a referral database.



### Web of Support

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

Canberra Support Services Directory  
Disability, Health and Aged Care Information



## Governance Training Survey Results

Analysis of Board Governance Training Workshop

Of the 22 participants 19 answered the questionnaire

### What is your position within the organisation you represent

Board Member	13
Executive Staff	5
Other	1 (unspecified)

### What were you expecting to learn today (as many as relevant)

What is a board members role (3)  
 Finding the right CEO (14)  
 Supporting the CEO (8)  
 What the role of a CEO is (8)  
 Position description for Board members (14)  
 Finding new Board members (12)  
 Setting an agenda (10)  
 Realising our purpose and setting goals (15)  
 What is a strategic plan (18)  
 How do we keep to strategic planning and direction (18)  
 How to manage a board effectively (16)  
 How to run an AGM (18)

### The governance training covered a range of areas what were two things you learnt today that you were unaware of ?

How a board actually should work  
 What our specific position description is (5)  
 How to run a board meeting  
 Why we need a strategic plan (3)  
 How to make a board meeting not drag on  
 How we report the strategic plan and how to change to this model (2)  
 What the difference is between operational work and governance (6)

### Did the training meet your expectations? (as many as relevant)

Professionally facilitated (18)  
 Good content (17)  
 Met my requirements (18)  
 Questions fully answered (18)  
 Appropriate for my organisation (16)  
 The facilities well appointed and appropriate for purpose (18)



### Would you recommend the training to others?

Yes (18) Maybe (1) No (0)

### Is there anything you would like to add?

Carol (facilitator) knows her stuff  
 Great facilitation and answered questions well  
 Been to a few of these elsewhere – this was succinct and good value for money  
 Meeting room was great – we will be hiring this for the future  
 The flash drive with the presentation and board policies ..... nice touch  
 Enjoyed meeting others in the same boat – made good contacts  
 Could have taken up a full day – but pleased it was 3 hours – I am too busy for a full day of training  
 SHOUT is a great organisation, this is valuable to us and helps build our capacity  
 Very professional, Carol has a wealth of experience that I really appreciate  
 Following this I have asked Carol to do our Strategic Plan facilitation  
 So appreciated !!!!  
 Thank you so much. \$30 (for cost of workshop) was a steal  
 I am thinking about Carol mentoring me – Carol can you ring me – I would value our help (phone number given)  
 I was asked to become a board member – now I know what it is about – I really didn't know before – it is really helpful to me  
 I had to leave early – I am going to get others on the Board to do this – it was really helpful. I am coming back again as I know I need to make sure I get the information right  
 Good we are going in right direction, lots of work to do

# INCLUSIVE COMMUNITY GARDEN

**SHOUT thanks the following organisations, MLAs and companies for their support for the Pearce Inclusive Community Garden.**

**MLA's:**

**Shane Rattenbury  
Suzanne Orr  
Emma Davidson  
Chris Steele**

**Funders: ACT Government  
Infrastructure Grants - CSD  
Dept of Environment Community Garden  
Grants  
ACT Health - Healthy Canberra Grant  
COVID Crisis Funding  
Property Management Group**

**Companies:**

**Beyond Bank  
Green Gold Nursery Gunghalin  
Nexis Accounting  
Independent Property Group  
CSD Landscapes**



## Pearce Inclusive Community Garden

Through 2020 - 2022 we were granted several sets of funds to build and develop the Pearce Inclusive Community Garden. With working bees and the support of the Pearce Community Centre Committee and the Administrator Kiren Lewis, this garden has grown through various stages into a productive vegetable garden and a beautiful completely accessible garden, complete with shelter, chairs and a community library.

It has not only offered a focus for the Pearce Community Centre, it has also been an important part of the program for the clients of Sharing Places and we are still delighted to see the carers and clients making great use of the facilities and enjoying the colours and sounds of the garden.



It was with great relief to be able to secure funding from ACT Health through the Healthy Canberra Grants to be able to employ Courtney Tindale - our Horticulturist and Gardener, who has brought her expertise into our garden 5 hours a week to further develop and nurture the space. The funding also brings together an exercise program with Arthritis ACT and is already proving to be very successful in helping people with muscular skeletal issues active, safe and involved.

SHOUT is now offering a community garden program for volunteers which will further develop the site, and become a feature for the future.

Through the seasons and with increased access to the garden we have noticed how the local community is now becoming more involved and we have now started a volunteer program through the ACT Healthy Canberra funding. With this funding we look at really making an impact to help people become stronger and enjoy gardening activities in a safe and inclusive environment.

We are grateful for the opportunities offered by ACT Government and especially through the COVID crisis funding and Community Gardens funding which have been instrumental in the development and building the garden space.

Emma Davidson MLA officially launched the vegetable garden in May 2021, on a very cold rainy day, and along with the Shane Rattenbury spoke about the difference these spaces make to the community.







# STAKEHOLDERS & FUNDING

**SHOUT thanks the following organisations, funders and businesses for their continued support through the year.**

**SHOUT Tenants  
SHOUT Members  
Pearce Community Centre Committee  
Kiren Lewis - Administrator PCC**

## **ACT Government**

- **ACT Health**
- **Community Services Directorate**
- **Property Management Group**
- **Department of Environment**

**Ian Urquhart - LANID  
Beyond Bank  
Brindabella Print  
Signline  
Capital Maintenance  
Konica Minolta  
Sedcom**





**SHOUT**  
UNITED TOGETHER

- CARE
- SELF HELP
- CONNECTION
- DEVELOPMENT
- GOVERNANCE



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