

**SELF HELP
ORGANISATIONS
UNITED TOGETHER**

ANNUAL REPORT

2022





SHOUT - Self Help Organisations United Together

Building 1 Pearce Community Centre

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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.

SHOUT is 41 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

It is another year which has been affected in part with COVID, and as I write this more and more of our friends, members and work colleagues are being affected by COVID. I mistakenly thought that we were through the worst at the end of 2021 but it seems that we are still going to experience the effects through this year and beyond. With the community sector being particularly affected and especially those who offer paid services for which they have built their income stream.

We have been encouraged through the year with the proactive approach ACT Government has continued to maintain through their updates and their the commissioning talks and consultation. At this point of time, SHOUT will have the funding rolled over for 2 years as these talks progress.



Recently we celebrated the Pearce Community Centre, which became a community centre in 1992 and celebrated their 30th Birthday on the 26th May 2022. We found evidence that SHOUT was one of the very first tenants and actually moved in after the building was painted, prior to its opening as a Community Centre, being co-located with COTA in Hughes prior to that time. SHOUT was formed to assist and support 8 organisations and today the membership is considerably higher at over 70 members, than the original 8.

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. Challenges abound for new and emerging organisations, and we are the only organisation in Canberra with the expertise to assist with hands on support at this key stage.

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 continued to assist member organisations in strategic planning process and facilitating sessions, we have conducted a 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. I believe that I always need to 'walk the talk' and is currently the President or Chair of four community organisations, in the Canberra Region

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 are delighted that we have been able to ensure our room booking hire is substantially higher than in previous years and that we are being accessed by a whole range of members and hall hirers. While we have lost a few room hire bookings through COVID with organisations offering more online meeting opportunities, we have gained other groups who like the accessibility for their participants.



Chief Executive Officer Report

Building Community:

Throughout the last two years we have worked with Pearce Community Centre to offer the community a hub of community, and this was very evident in the ability of SHOUT to source funds from ACT Government and other sources to continue the work to maintain and develop the grounds and program delivery at the centre.

We secured another office which Arthritis now uses along side their previously tenanted space - this has enabled them to offer more services southside for their client group. Down Syndrome ACT moved into bigger premises in the Centre and we welcomed Women with Disabilities ACT as our newest tenant.

The Pearce Crafters Market has helped the local community to rediscover the centre, and also be a part of these great markets which showcase the work of the Days for Girls Charity, and also to highlight the services in the centre.

SHOUT was delighted to gain funding from Beyond Bank and an Infrastructure Grant from CSI to develop the Under 5's Playground at the centre. More funding was sought by the Pearce Community Centre and Sharing Places to add a Liberty Swing which is a huge benefit for our disabled clients at the centre.

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. Every weekend the garden is now a hub of activity with people accessing books, enjoying the playground and liberty swing and just enjoying the sunshine. As I write this we have just been informed that we have been successful in gaining further funds for seating and are in the middle of writing a funding proposal for a shade sail. We are now leasing garden beds for the community and there is substantial uptake from both the community and not for profit organisations.

Staff

We have continued with three staff through this year - Carol Mead, Elsa Aitchison and said a fond farewell to Natasha Reardon who has taken up a new position. Kat Heritage assisted us for a few months before returning to teaching, and now Kate Flask is now employed on contract in the position and we are delighted to have her on board. 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, Natasha, Kat and Kate for their amazing work, professionalism and commitment - it is wonderful working as a strong multi-disciplinary 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 incredible strengths and I am so grateful for their support and encouragement.

Carol Mead



BOARD

Executive

Chair - Rebecca Davey

Vice Chair - Shannon Kolak

Secretary - Jenny Aitchison

Board Members

Libby Steeper

Glenn Vermuelen

Kareen Tait

Resigned 2022

Peter Moore

Financial Oversight

Kiren Lewis

Nexis Accounting

Hardwickes Financial Auditing



Chair Report Report

2021/2022 certainly has been a year that continued to throw us challenges at SHOUT. After almost being lulled into false sense of security in relation to the impact of the pandemic, August brought us a good dose of reality. The lockdown that felt as if it would go on forever. Once doors finally opened we've had the challenge of ongoing mask requirements, especially as we're co-located with disability organisations, and assisting our members to deal with the ongoing uncertainties of risk associated with lack of funding and a lack of community coming out to fundraising efforts.



The community sector have been very much the unsung hero's of the past year. Small self-help organisations have been the linchpin in keeping the community connected. Whilst we've heard ongoing salutations to hospital staff during this period, and of course, we do not want to diminish the work of all those in our hospital system, small and even not-so-small community organisations have struggled on without adequate funding resources and acknowledgement of the work they have undertaken to maintain linkages in the community and the supports that stay with individuals for a lifetime. Many of our organisations have risked insolvency to try and maintain employment of their staff through this difficult period, staff have lived with ongoing anxiety of possible job losses, and at the same time, the work load has continued to grow as distress in the community has remained at record highs.

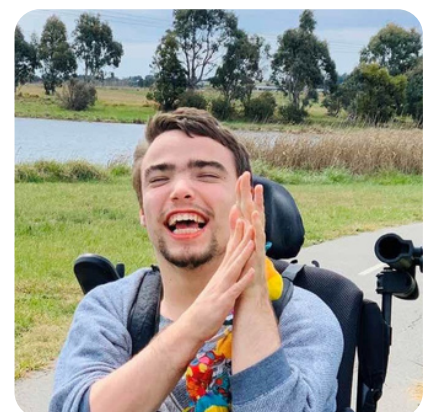
Providing support to small and fledgling self help groups is what SHOUT does. In a time where no one has any history of working through the condensed issues that have arisen in the last 3 years, I want to thank especially our CEO Carol Mead and administration genius Elsa Aitchison, for the work they have done to support others whilst also facing the same stressors as those they support. I could discuss the events, the markets, the messaging, but these are well covered by this document. The outstanding legacy remains – the support the SHOUT provides to organisations which ensures support to some of our most vulnerable members of the community.

Thank you also to our volunteer Board members who so graciously give of themselves, especially to Peter Moore who has 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 2023 and what SHOUT has in store for the future.

Rebecca Davy

Chair SHOUT



MEMBERSHIP

For 41 years SHOUT has been supporting community not for profit organisations. Through the past 5 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 2022

Corporate Members

ACT Deafness Resource Centre
 ACT Disability, Aged and Carer Advocacy Service (ADACAS)
 ACT Down Syndrome Association Inc
 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
 Canberra Circle of Women #
 Cancer Council ACT
 Caring Approach Pty Ltd
 Coaching with Mick #
 Diabetes Association NSW ACT
 Directions Health Service
 Epilepsy ACT
 Everybody Wins #
 Flourish Australia
 Greenleaf Disability Services
 Hartley Lifecare
 Imagine More
 Invisible Disabilities Australia
 Kidsafe ACT
 Koomarri
 LDK Healthcare – Greenway Views
 Leo's Place, Palliative Care ACT #
 Master Plumbers Association ACT
 Parkinson's ACT
 Prostate Cancer Support Group
 Perinatal Wellbeing Centre
 REACH for Training
 Reliance Disability & Ageing Care
 Rotary Club of Woden Daybreak
 Skipper Care Australia
 The Personnel Group
 Tuggeranong Arts Centre

New member 2022

Tenant Members

Arthritis ACT
 Bosom Buddies
 Brain Tumour Alliance
 Motor Neurone Disease NSW
 Women with Disabilities ACT #

Affiliate Members

Abilities Unlimited Australia #
 AbilitySeer
 ACT Neighbourhood Watch
 Adoption, Kin and Fostering Families (AKFFA)
 AIRA
 Al-Anon Family Groups Australia ACT
 Better Hearing Australia, Canberra
 Canberra Lung Life Support Group
 Canberra Refugee Support Inc
 Canberra Region Kidney Support Group
 Canberra People with MS#
 Days For Girls - Tuggeranong ACT #
 Good Omen Goodeze #
 Haemophilia Foundation ACT
 Healthcare Consumer's Association
 Hepatitis ACT
 Mental Health Foundation ACT
 Mindful Self Compassion
 Roundabout Canberra
 SATB2 Gene Foundations Australia #
 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 a number of 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 corporate strategic plans which had 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 training organisation - we have continued to provide a low cost short 3 hour course for our members in Board Governance which was again successful. SHOUT now offers the training to Boards and Board Members across the sector, and tailors courses to meet individual needs of organisations.

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 five CEOs from member organisations, and informally coaching and supporting many others.

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

Canberra Support Services Directory
Information at your Fingertips



INCLUSIVE COMMUNITY GARDEN

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

MLA's and MP's:

David Smith MP

Elizabeth Lee MLA

Emma Davidson MLA

James Milligan MLA

Chris Steele MLA

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

Nexis Accounting

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 in 2020 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 has continued offering a community garden program for volunteers, and while COVID has hampered our take up of this program we have a small team of committed volunteers, and we are able to support them well with the Health Canberra Grant.

We have now received funding and have built the Under 5's Playground and installed the Liberty Swing in the Community Garden which has further increased uptake into the garden. Personally I love to see people accessing the library and having fun on the Liberty Swing, watching the gang gangs nest in the old gum tree and the birds drinking from the bird baths.

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 initial development and building the garden space.

We officially celebrated the 30th Anniversary of Pearce Community Centre and the installation of the Liberty Swing and Under 5's Playground in May 2022.



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**



Stakeholders & Funders

Our stakeholders and funding are essential to SHOUTs continued viability and we appreciate their support in so many ways. Many of our stakeholders have been with SHOUT for years, supporting in good times and difficult times, and perhaps this was never as true than in 2017 when SHOUT was fighting for survival and our stakeholders and Board ensured that their voices were heard. With the help of our stakeholders we are a viable, strong and resilient organisation.

Although COVID has been a testing period we are still growing and our stakeholders are having more services than ever before. While we can always use further funding, we do a great job with the funding we have, and are grateful to the ACT Government that they fund our 41 year old organisation, which actually sits outside the box in so many ways. We are thankful for their belief in us and will continue to thrive with their support.



Self Help Organisations United Together Inc

Independent Audit Report to the members of Self Help Organisations United Together Inc

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Self Help Organisations United Together Inc, which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of Self Help Organisations United Together Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Simplified Disclosures and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the Registered Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Registered Entity's financial reporting process.



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Standards Legislation

Self Help Organisations United Together Inc

Independent Audit Report to the members of Self Help Organisations United Together Inc

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

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CHARTERED ACCOUNTANTS
AUSTRALIA • NEW ZEALAND

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SHOUT
UNITED TOGETHER

- CARE
- SELF HELP
- CONNECTION
- DEVELOPMENT
- GOVERNANCE