

SELF HELP
ORGANISATIONS
UNITED TOGETHER

ANNUAL REPORT

2023



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 42 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

2022-2023 was a year of being at the frontline within the community. The Pearce Community Garden was completed with many families from the suburb managing their own vegetable plots, using the community library, and enjoying the inviting open garden spaces. The Pearce Community Centre may be slightly hidden away but it is evident that the area is an important space for the local and wider community. To commemorate the gardens completion and to celebrate the Jubilee of the Queen's coronation a Jubilee walk was launched on the 3rd of December. This was yet another great example of SHOUT bringing the community together.

The Pearce Crafter Markets are held quarterly at the Pearce Community Centre and sponsored by SHOUT by providing free spaces for stall holders with hundreds of people attending over the two-day event. SHOUT provided affordable tenancy for five community organisations within the Pearce Community Centre. Meeting our obligations as a capacity building and resource for the community sector, many organisations are unable to afford commercial market rate rent and along with the tenancy, SHOUT provides administrative and mentoring support which assists in their ongoing sustainability.

We continued to publish our bi-monthly newsletters which are an important mechanism for our members to share information on their services and connect the community with organisations that provide essential services to those in need.

During the year SHOUT provided strategic planning facilitation for several community organisations which helps create the guiding document of goals and outcomes, a cornerstone of good strategic governance. We also provided executive coaching and mentoring for several Chief Executive Officers within our membership base. Often, CEOs are appointed with little or no executive experience and one of our key goals is to ensure that the sector retains good, knowledgeable leaders that contribute to a sustainable and vibrant community sector. The importance of this work cannot be understated.

At the end of the year Carol Mead, the CEO for the past several years, announced her retirement and a new CEO was recruited. Carol carried the organisation through the challenging period of COVID and ensured that the new CEO had a sound organisation to manage. SHOUT will be eternally grateful for Carols service. Torrien Lau, a very experienced sector CEO accepted the role and commenced in the last week of 2022 – 2023 and we look forward to his leadership in the coming year.

Torrien Lau

CEO SHOUT

BOARD

Executive

Chair - Rebecca Davey

Secretary - Jenny Aitchison

Board Members

Libby Steeper

Natalie Smith

Catherine Rider-Aichholzer

Resigned 2023

Kareen Tait

Shannon Kolak

Financial Oversight

Nexis Accounting

Hardwickes Financial Auditing



Chair Report Report

2022/2023 has finally seen some stabilization in our community and the world more generally. I don't think the world will ever be the same following the Pandemic, but it is nice to know we can plan and deliver programs again without the constant worry of shutdowns and illness. Moving forward, however, hasn't always been easy. We no longer live in quite the same world we lived in 4 years ago. We've grown, we've changed how we look at the world, we do things differently in a way that without the Pandemic we may not have ever got to, or at least not in the timeframes that we have as a result of it. Some of these changes are positive, but some have seen a reduction in how we mix within the community, and we are now seeing higher levels of social isolation, especially in those who most need social connections, than we did in the past.



The community sector has been one of the areas in the local landscape that has seen a full return to work in the workplace and this is largely because our work revolves around people. This does create a new challenge though in a job market like the ACT where there are opportunities to work from home in other sectors where work is more desk related and as such the community sector is finding it harder to attract workers who are prepared to leave home for every shift when so many other options exist. We are also finding in the sector that the increasing level of regulation, which whilst good at ensuring safe, evidenced-based practices, is leading to a drain within the system. Whilst we see an exodus of staff leaving for opportunities that include a higher level of work from home and family friendly practices, we are also seeing an exodus of staff who can no longer deal with the increasingly bureaucratic side of their workload. The need to physically support the community hasn't decreased, in fact it has largely increased, however organisations are not supported through funding models to meet and constantly improve on the standards of service delivery, and overworked staff are voting with their feet and are leaving the industry, increasing the risk as years of experience and passion leave for a simpler life. We collectively call upon Governments to consider appropriately funding this sector so that it can both meet the administrative overheads that is rightly expected but can also deliver quality services to our community members.

After five years (and she only came initially for 6 months) we have said goodbye to Carol Mead as our CEO. Carol skillfully guided SHOUT through some of the biggest changes and then the challenges of the Pandemic years with strength and grace. She came out of retirement to undertake this challenge, and we are so grateful that she was able to guide our members through such emotionally charged times. As she heads off into her version of retirement, we have been thrilled to welcome Torien Lau to the helm to take SHOUT into the next chapter of its being. Torien comes with a wealth of experience in running community organisations, large and small, and has a well-established profile in our sector which can only benefit SHOUT and all our members. I regretfully will be standing down from the Board at the AGM. Having taken SHOUT through the 'great fight' of the late teens to ensure its survival, I need to now concentrate on a family that needs me. It has been a pleasure working with each and every one of you and I know that I am leaving SHOUT in confident and trusted hands with Torien and the new Board.

Rebecca Davey

Chair SHOUT

MEMBERSHIP



For 42 years SHOUT has been supporting community not for profit organisations. Through the past 6 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

24Care Australia
 Abilities Unlimited Australia
 ACT Deafness Resource Centre
 ACT Down Syndrome Association
 ACT ME / CFS Society
 ADACAS
 Advocacy for Inclusion
 Annecto
 Anglicare NSW South, NSW West & ACT
 Arthritis ACT
 Asthma Australia
 Australasian College of Road Safety
 Australian Breastfeeding Association ACT/NSW
 Australian Medical Association (ACT) Ltd.
 Bosom Buddies
 BPD Awareness ACT
 Canberra & Queanbeyan ADD Support Group
 Cancer Council ACT
 Caring Approach Pty Ltd
 Diabetes ACT/NSW
 Directions Health Services
 Employ for Ability
 Epilepsy ACT
 Everybody Wins
 Eyes for Life Canberra
 Flourish Australia
 Greenleaf Care Services
 Hartley Life Care
 Imagine More
 Invisible Disabilities Australia
 Johnny H Canberra
 Kidsafe ACT
 Koomarri
 Leo's Place, Palliative Care ACT
 Marymead CatholicCare Canberra & Goulburn
 Master Plumbers Association ACT
 Parkinson's ACT
 Perinatal Wellbeing Centre
 Prostate Cancer Support Group
 REACH for Training
 Rise Above
 Rotary Club of Woden Daybreak
 The Personnel Group
 Tuggeranong Community Arts Association

Tenant Members

Arthritis ACT
 Bosom Buddies
 Brain Tumour Alliance
 Canberra Circle of Women
 Motor Neurone Disease NSW
 Women with Disabilities ACT
 Women's Health Matters

Affiliate Members

ACT Neighbourhood Watch Association Inc
 AKFFA - Adoptive Kinship and Fostering
 Families of the ACT and Surrounds
 Al-Anon Family Groups Australia ACT
 Canberra Lung Life Support Group
 Canberra Refugee Support Inc.
 Canberra Region Kidney Support Group
 Days for Girls - Tuggeranong ACT
 Good Omen Goodeze Inc.
 Haemophilia Foundation ACT
 Health Care Consumer's Association
 Hepatitis ACT
 Mental Health Foundation ACT
 Mindful Self Compassion
 Roundabout Canberra
 SATB2 Gene Foundation Australia
 Sharing Places
 Sleep Apnoea Association ACT
 Solace ACT Inc.
 Spinal ACT
 Yoga for Birth and 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.

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

Jubilee Grant

Companies:

Beyond Bank

Nexis Accounting

CSD Landscapes



Pearce Inclusive Community Garden

Like in other years we have continued to strengthen the Pearce Community Garden with a series of funding to develop the space and make it meet the needs of both our program attendees and the wider community. The garden has grown through various stages into a productive vegetable garden which is now leased to community groups and individuals and a beautiful completely accessible garden, complete with shelter, chairs and a community library.

In 2023 the Jubilee Walk was added to the garden to add more colour and create natural habitat for the birds and wildlife. We have also added another set of seating and are looking at more funding opportunities to add some shade sails when they become available.



In 2020 we received funding through the Healthy Canberra Grants which employed our Horticulturist and Gardener, Courtney Tindale - 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 further developed the the Under 5's Playground with more plantings and play equipment which is being used by our littlest visitors. The Liberty Swing is also being used by the attendees of the disability programs held in the Centre. This is a particular focus for those families who are visiting Kidsafe, but throughout the day this little playground is used extensively on the weekend as well as through the week.

We are grateful for the opportunities offered by ACT Government and especially through funding opportunities which have been instrumental in the initial development and building the garden space. We wanted to create a hub of activity and are delighted to have a number of community groups who are leasing garden plot spaces, and as we hand over the reigns to the Pearce Community Centre, we know that this active and vital space will continue to thrive.



Supported by



Supported by the ACT Government under the ACT Health Promotion Grants Program.

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**

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 both good 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. We in turn continue to support, mentor and assist in what ever way we can, from mentoring CEOs and providing support on issues, to attending their events.

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 42 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 2023, 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 2023 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.

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.



Hardwickes
Chartered Accountants



Bhaumik Bumia CA
Partner

Canberra

31 OCTOBER 2023



SHOUT
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- CARE
- SELF HELP
- CONNECTION
- DEVELOPMENT
- GOVERNANCE