

MATES4MATES

Here for those
impacted by service.

Annual Report

2019



 mates4mates.org

A man and a woman are shown from the waist up, stretching their arms behind their heads. The man on the left is wearing a grey t-shirt and has a beard. The woman on the right is wearing an orange t-shirt and has short brown hair. They are standing in front of a large window with horizontal blinds, and the room is brightly lit. The background shows some exercise equipment like a blue mat and a white box.

Get in touch

Find out more about Mates4Mates by phoning us, visiting our website or your local Family Recovery Centre.

 mates4mates.org

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Actively changing lives

About Mates4Mates.

Mates4Mates is actively changing the lives of current and ex-serving Australian Defence Force (ADF) members, and their families, impacted by service.

Established in 2013 by RSL Queensland, Mates4Mates has become one of the country's leading charities providing physical, psychological and social support services to the Defence community.

We are here to provide a pathway to recovery through our physical rehabilitation and psychology services, skills and wellbeing programs, and social connection activities.

More than 4,600 people have directly benefited from our services and many continue to access support regularly.

We have Family Recovery Centres in South East Queensland, North Queensland and Tasmania, and provide services in outreach locations around Australia.

Each year our staff provide important connections to help veterans and their families recover and move forward from service-related injuries.

Our Vision

An Australia where all members of the military family are supported.

Our Mission

To provide physical, psychological and social support services to improve the wellbeing of the military family.

Our Values



Integrity

We are always true to our Mission and treat everyone with openness and honesty.



Compassion

We provide a welcoming space for all; you will find empathy, understanding, care and respect.



Innovation

We are problem solvers, innovating and adapting to ensure we provide holistic services that enhance lives.



Collaboration

We foster a collaborative culture and work collectively as a team with Mates, stakeholders and partners to deliver positive outcomes.

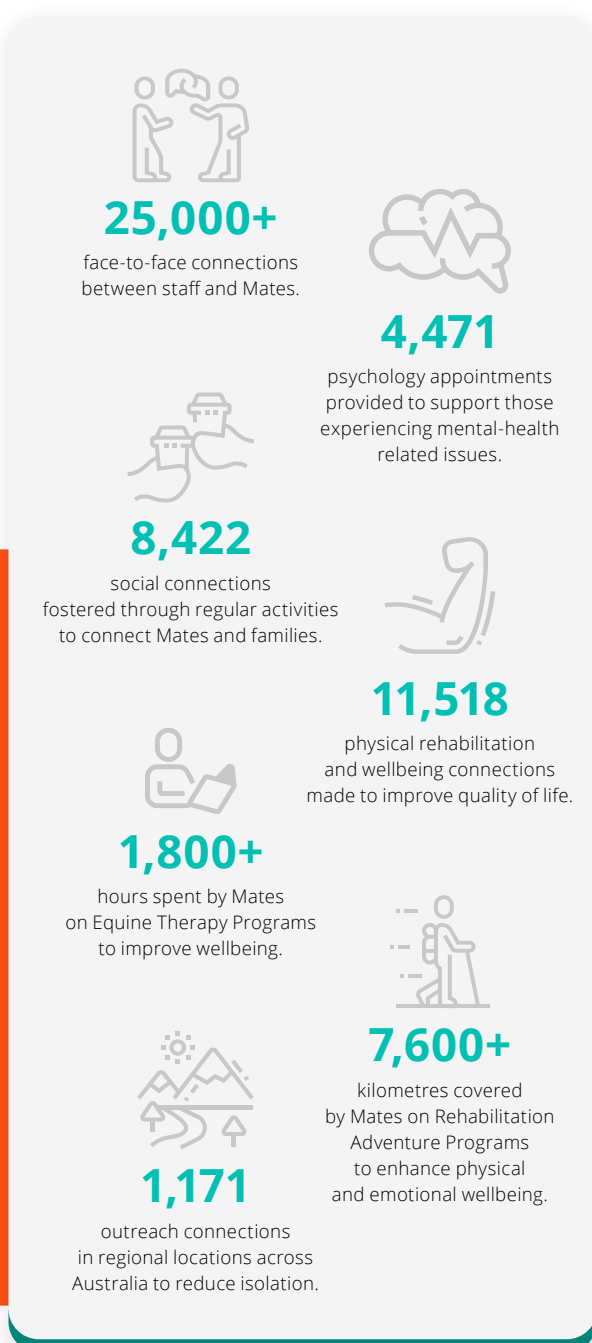
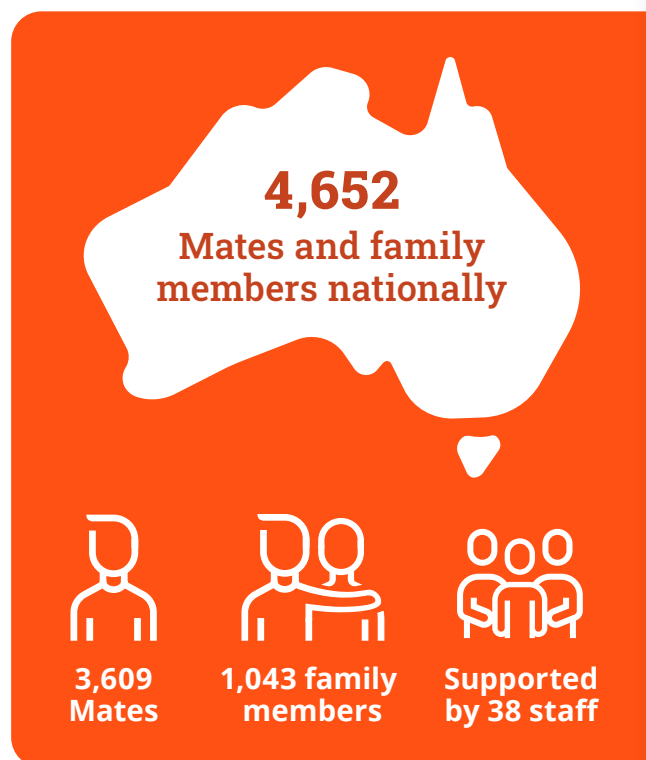
Building hope one connection at a time

Our impact in 2019.

Every day, people turn to Mates4Mates for support. Over the past seven years, we have provided a way forward for veterans and families impacted by service-related injuries.

In 2019, we welcomed more Mates and families into our Family Recovery Centres and at our programs, changing lives one connection at a time.

Our Mates are the people who have served, and the people that surround them.







Leading the way in veteran services

Our people.

Behind our programs and support services, is a team of dedicated staff whose mission it is to improve quality of life for our Mates and their families.

With just 38 staff, in 2019 we provided over 25,000 face-to-face connections.

Whether our staff and volunteers are running tailored programs for groups or individuals, welcoming new Mates into our centres, responding to issues and taking action, fundraising, or spreading the word about Mates4Mates at events or on Defence bases, it all makes a difference.

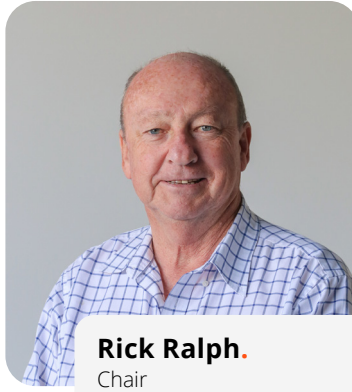
Our staff bring passion and energy to work every day to ensure that no Mate is left behind.

We cannot thank them enough for the work they have done and continue to do.



Our Board of Directors

Bringing a wealth of knowledge and expertise from a diverse range of backgrounds, our Board of Directors are passionate about providing the highest levels of support to veterans across Australia.



Rick Ralph.
Chair



Barry Vains OAM.
Director



Major General Tony Rawlins, DSC.
Director



Vanessa Patterson.
Director



Miriam Dwyer.
Director

Our Executive Team

Our Executive Team is committed to leading by example and providing strategic direction to drive the organisation forward and deliver support and programs that improve the lives of veterans and their families.



Troy Watson.
Chief Executive Officer



Bernadette Praske.
General Manager, Service Delivery and Operations



Laura McMahon.
General Manager, Marketing and Engagement



Scott Drummond.
Head of Finance, Governance and Risk

| Continued growth and positive impact in 2019



A message from our Chair and CEO.

2019 was a year of growth and development for Mates4Mates as we continued to deliver services to those in the Defence community impacted by service.

We are incredibly proud of our staff and volunteers who went above and beyond on every occasion to ensure our Mates were supported, safe and included.

Our values – integrity, compassion, collaboration and innovation – underpinned our work and as a result have helped position Mates4Mates as a leading provider of veteran services.

In 2019, our staff fostered thousands of connections between our Mates. Connections change lives, they help people move forward from injury and find hope and support. These connections are also just as important between our partners and community supporters.

We strengthened our collaboration with RSL Queensland to align additional areas of strategy and increase referral pathways so that veterans have easy access to a comprehensive range of programs and services.

In addition, we significantly increased our Government relations work which led to Mates4Mates being named by the Department of Veterans' Affairs as the lead organisation to deliver the \$5 million Veteran Wellbeing Centre in the Northern Territory.

To continue supporting our service delivery efforts, we focused on increasing our fundraising revenue in 2019 and launched a successful National Appeal Day in November which will continue to be an annual event. This gave our supporters and local businesses the opportunity to give back to veterans and support our cause through a matched-giving initiative. This was one of the significant fundraising initiatives for 2019 amongst many that were held.

We could not do what we did in 2019 without the generosity of our partners, including RSL Queensland, our community supporters and those who fundraise for us.

This support really does make a tangible difference in the lives of thousands of veterans and their families.

It is a continuous privilege and honour to share this journey with you all. Thank you for your support and interest in Mates4Mates. We look forward to another successful year in 2020.

Rick

Rick Ralph, Chair

Troy

Troy Watson, CEO

Report from RSL Queensland President

At the end of 2019, RSL Queensland finalised its 2025 Strategy, which brings our mission into even sharper focus. It provides a blueprint for the next five years that will see RSL Queensland realise our vision of becoming the most valued and trusted partner to enrich the Australian Defence family's Quality of Life.

Achieving the goals outlined in the strategy will hinge in large part on our ability to deliver outcomes that have a positive impact on the lives of our veterans and their families. And we see Mates4Mates as an integral partner in achieving this.

Over the past seven years, RSL Queensland and Mates4Mates have worked closely together to ensure that veterans received the best support both organisations can provide. Our Veteran Services team often refers veterans to Mates4Mates when they might benefit from their specialist programs, just as Mates4Mates refers its Mates to us for various programs, such as our Employment Program.

More recently, we've established a strong collaborative culture that we believe will provide even more opportunities to better serve our veteran community into the future.

Our successful working relationship at the Townsville Family Recovery Centre provides a model for how stronger collaboration may benefit both Mates and RSL Queensland clients, particularly if staff are co-



located. We have also begun moving down a path towards combined service delivery between the two organisations, which is an exciting development.

Even more importantly, we are beginning to represent jointly to Government on issues that are important to our veteran community. Speaking with a single voice gives our advocacy greater impact and, we believe, improves the possibility of influencing Government policy on veteran affairs.

I look forward to another year of close collaboration with Mates4Mates in 2020.

Tony

Tony Ferris, State President,
RSL Queensland



| Actively changing lives through our services



With mates
behind you,
there's power
to move forward.

Psychology Services.

Our psychological services are designed to help Mates and their immediate family members through mental health issues and other challenges, wherever they exist.

We understand just how challenging it can be to overcome injury and trauma, which is why we are here to ensure no one goes through recovery alone.

In 2019, we provided 4,471 psychology appointments to 1,149 Mates through individual and group therapy proven to make a real difference.

Over 53 per cent of those who attended psychology appointments were veterans, 20 per cent were family members and the remainder were currently serving or in the Defence Force Reserves.

We continued to see nearly 70 per cent male clients, which is reflective of the Defence population.

Our psychologists understand what it means to serve and are trained in the latest treatment interventions for trauma, anxiety, depression, adjustment to injury, substance misuse, family and relationship issues.

In 2019, they continued to provide a safe, non-judgemental space for individuals and families to share and be heard, and used a range of evidence-based therapies including Eye Movement Desensitisation Reprocessing (EMDR), Cognitive-Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), Emotional-Focused Therapy (EFT) as well as relaxation and mindfulness sessions.

Physical Rehabilitation and Wellbeing Services.

Our physical rehabilitation and wellbeing services target all aspects of health and wellbeing to support those with service-related injuries.

Physical injuries can significantly impact quality of life if left untreated, but with the right support there is a way forward.

In 2019, we provided 11,518 physical rehabilitation and wellbeing connections to those who were experiencing mild, acute or chronic injuries and pain.

This included both group and individual sessions with qualified exercise physiologists, trauma-informed yoga and pilates, and various wellbeing activities, including cycling and adaptive sports. We facilitated regular outdoor activities that combined physical and mental benefits to improve wellbeing.

We delivered 1,236 exercise physiology sessions, 2,080 physical training sessions, 2,290 yoga and pilates sessions, and 256 hydrotherapy sessions. Our outdoor wellbeing activities, including cycling and rock climbing, made up over 1,800 sessions.

In addition, we delivered four, eight-week rehabilitation programs through the Soldier Recovery Centre at the Australian Army Gallipoli Barracks in Enoggera (Brisbane), helping current-serving personnel manage and recover from injuries.

Each physical rehabilitation session and connection provided our Mates with another pathway to recovery in 2019. They also offered support to immediate family members to ensure the entire family unit was supported.

Our exercise physiologists, located at our Family Recovery Centres, are experienced in working with current and ex-serving personnel.





Skills for Recovery Programs.

Our skills for recovery programs provide Mates and their families with opportunities to develop new skills and learn techniques that support their recovery.

We know that injuries come in many forms and there can't be a one-size-fits-all approach to recovery, which is why our programs incorporate a range of rehabilitation options.

In 2019, over 1,800 hours were spent by Mates on Equine Therapy programs to improve wellbeing, and over 7,600 kilometres were covered by Mates on Rehabilitation Adventure Programs.

We facilitated 12 programs, including taking a group of Mates on the Kokoda Track where they were able to gain both physical and psychological benefits.

In addition to completing a physical activity on our Rehabilitation Adventure Programs, participants also underwent a two-month program with a Mates4Mates psychologist to ensure improvements continued well into the future.

In some instances, just two weeks after the program ended, participants reported reduced symptoms of depression, anxiety, post-traumatic stress disorder, and a general increase in their overall quality of life.

Available to veterans from across Australia, our recovery programs have been actively changing lives.



Social Connection Activities.

We believe in the power of social connection and provide opportunities for peer support through regular engaging social, recreational and family activities.

In 2019, we facilitated 8,422 social connections for Mates and families at our Family Recovery Centres and in the community. In addition, we provided 1,171 outreach connections in regional locations to reduce isolation.

Veterans and their families impacted by injuries or mental health illnesses may experience isolation, particularly if they have recently transitioned out of a close-knit Defence community. Having a community of like-minded people – a group of mates – can be an important part of their wellbeing and recovery.

Our activities, which included barbeques, art classes, family fun days, school holiday programs, and outings, provided opportunities for Mates and families to feel connected with others who understood them.

This included facilitating 381 activities for families, serving 1,098 Mates at barbeques, and providing over 1,000 coffees at our regional coffee catch ups.

Each Family Recovery Centre is also designed to provide Mates with a space they can come to anytime throughout the week and feel welcome.

A person with a prosthetic leg is running on a rocky trail. The person is wearing a black t-shirt and black shorts. The background is a blurred natural setting with trees and sunlight filtering through the leaves. The overall tone is warm and inspiring.

Hear from our Mates


Supporting Mates and their families through injury and illness is our priority. Together, with our partners, we provided support, rehabilitation and connection to thousands of people in 2019.



My physical health, strength and overall wellbeing has improved significantly. I have also grown as a person and learnt a lot along this journey.



— Trevor, veteran



"The facilities are great, and I feel at home with like-minded people... I feel inspired by other Mates all the time by being here."

— **Kerry, veteran**

"Mates4Mates has helped me to stay social. It gives me a reason to get out of the house and stay active while maintaining friendships."

— **Rob, veteran**

"After being medically discharged in 2010 I felt lost. I had only ever wanted to be a soldier and felt that I hadn't just lost a job but a big part of my identity. I found that helping other veterans and their families gave me back a sense of purpose."

— **Mark, veteran**

"Mates4Mates has supported me with their psychological and physical services. I have made really good friends. This support has led me to complete a Rehabilitation Adventure Program and that was life-changing."

— **Haley, family member**



Around the regions in 2019

Family Recovery Centres; a place for community and recovery.

Mates4Mates Family Recovery Centres provide a safe place for Mates and families who may be experiencing feelings of isolation to reconnect with a community of like-minded people. Staffed with psychologists, exercise physiologists, liaison officers and support staff, our centres also have a wide range of facilities and treatment rooms to help Mates on their journey to recovery. With fully equipped gyms, spaces for wellbeing classes, including yoga and art, cooking facilities, and outdoor areas, our centres are a place of connection and hope.

From our three centres, based in Brisbane, Townsville and Hobart, we also delivered a range of outreach programs in surrounding communities to ensure we are reaching more veterans and families impacted by service.

Townsville Family Recovery Centre highlights:

- Our inhouse café continued to play a vital role in the wellbeing of our Mates. Not only did it provide nutritious, healthy options for members, but also fostered a vital social connection link for those working as volunteers in the café and engaging as customers. The opportunity for members to work in the café provided them with increased levels of self-confidence and purpose while also imparting practical cooking, food preparation and hygiene skills and hospitality experience.
- Our increased focus on creative arts in partnership with the Primary Health Network regional suicide

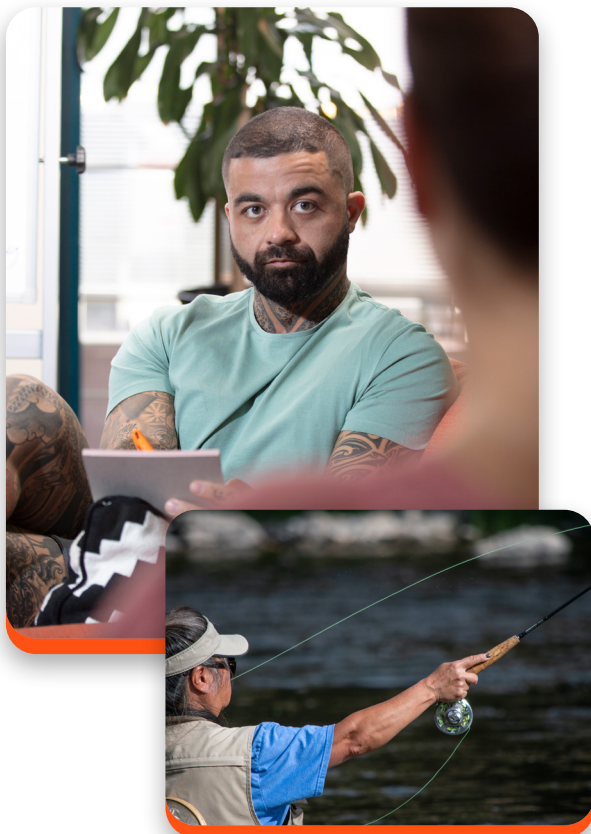


prevention initiative saw veterans commence the creation of a large-scale art project in the Family Recovery Centre.

- We commenced social connection activities in the Mackay region that gave local veterans access to support through regular coffee catchups.
- We delivered a range of outdoor one day wellness activities where participants learnt to manage their wellbeing through grounding techniques and controlled breathing skills. One group of Mates used these techniques to conquer their fears and complete an abseiling trip at Mt Stuart.

Brisbane Family Recovery Centre highlights:

- We increased the variety of outdoor wellbeing activities, including overnight hiking and mountain biking experiences.
- We introduced wheelchair basketball as an adaptive sport to the ADF through the Brigade Games, increasing collaboration and support between Mates4Mates and the ADF.
- With the support of Brisbane City Council, developed and ran regular psychosocial cycling groups. More than 700 Mates have since taken part.
- We increased our focus on regional services and expansion by facilitating multiple programs and activities in regional areas, including a new coffee group in Ipswich.



Hobart Family Recovery Centre highlights:

- We partnered with Dr Jon Lane to run another successful Skills Training in Affective & Interpersonal Regulation (STAIR) Program. Many of the participants are still involved with Mates4Mates and making new connections in their communities.
- A new exercise physiologist commenced at the Hobart Family Recovery Centre two days a week to better support veterans with physical injuries.
- One of our Mates developed a very successful fly-fishing program for our members, which educated them on fly fishing and its potential wellbeing benefits.
- We launched two new regular outreach coffee groups in Launceston and Huonville for local veterans and family members. Members caught up once a month to connect socially and meet other like-minded people in the community.

| Together, our impact is greater

Fundraising year in review.

Fundraising and grant income continued to grow in 2019, with new supporters and community groups raising over \$650,000 for our cause.

We proudly launched our first official Tax Appeal and National Appeal Day which provided two key opportunities for supporters and corporate partners to give back and become involved.

Our reputation continued to grow as our work in the area of mental health struck a chord with many of our supporters, including the Duke and Duchess of Sussex, who included Mates4Mates as one of nine Defence charities across the world dedicated to supporting veterans, increasing awareness and supporting our cause globally.

We continued to build relationships with organisations and companies across the country and were proud to be the charity of choice for events such as the Kokoda Beach Classic and the Queensland Appeal Golf Day, raising much needed funds.

To support Mates4Mates visit:

 supportmates4mates.org



More veterans supported in 2019 through grants.

In 2019, we received grants from a wide range of organisations to support many projects and programs. This funding was instrumental to the delivery of our services, helping us purchase equipment, run more programs and ultimately support more Mates and their families.

In 2019 we received grants from:

- DVA Veterans' Health Week grant – North Queensland
- DVA Veterans' Health Week grant – South East Queensland
- DVA Veterans' Health Week grant – Tasmania
- Brisbane City Council
- Teddy Sheean Memorial Grant
- Transurban Community Grant
- Hydro Tasmania
- Operation Compass
- Grants in Aid
- Premiers Discretionary Fund – Tasmania
- Virgin Australia
- Gambling Community Benefit Fund
- Newman's Own Foundation
- Lord Mayors Trust – Christmas Appeal
- Anzac Day Trust
- Nystar
- RSL Hobart Sub Branch

Fundraising in action



National Appeal Day delivers.

On November 13, we held our first National Appeal Day which saw the community come out in force to support Mates4Mates and the work we do. A motivated team of volunteers gathered for a call-a-thon to phone donors. Their generous contributions were then matched by our corporate and community supporters, including Rehab Management, Azenko Business Solutions and NAB. By reaching out to supporters throughout the day via telephone, email, social media and radio, we raised an outstanding \$106,754 to help expand existing services and increase our programs in regional areas.



Clubs and schools give back.

Mates4Mates was fortunate to have the support of community groups and schools who shared our commitment to the Defence Force. To name a few, Townsville Bowhunters Associations archery competition raised \$1,500, and Matthew Flinders Anglican College in Buderim raised \$3,538 through a colour run. Every donation made a tangible difference to our work.



Teen treks Simpson Desert.

One of our younger members of the Mates4Mates Fundraising Force, Murphy from South Australia, showed that he was not afraid of a challenge. In July, he took on the arduous challenge of walking across the Simpson Desert over 15 days – covering over 30kms a day – in a bid to raise funds for us. Murphy raised \$14,190.30 for the veteran community, proving age was no barrier to making a difference. His plan after finishing high school was to join the Defence Force.



ANZAC Day 2018 is when I decided that I would finally tackle my dream to cross the Kokoda Track. One year later I was standing at the Isurava Memorial for ANZAC Day 2019. To tick this personal goal off the list was not only special in itself as I did it as a tribute to my family's military heritage but even more so I did it to raise money for our veteran returned servicemen and women who come home not only with the physical scars, but the mental ones as well.

I chose Mates4Mates as they are an embodiment of the traditional values and work ethic that I and my family live by, and their humble approach to making sure our veterans are taken care of when they come home is an inspiration to say the least. I am honoured to have raised money for such a worthy cause and company. Thank you Mates4Mates for your ongoing support and care of our veterans. We owe them everything.

— Patrick Adams, Brisbane fundraiser



2019 Financial summary

Statement of Profit or Loss and Comprehensive Income

	2019	2018
	\$	\$
Revenue	6,039,545	5,359,151
Expenses		
Advertising and Promotion	173,544	169,197
Cost of Sales	36,048	23,009
Depreciation	455,448	35,727
Donations and Welfare	-	-
Employee Benefits	2,879,422	2,443,162
Meetings and Travel Costs	173,003	217,625
Professional Fees	87,077	92,564
Property Outgoings	226,736	656,351
Psychological Services	859,332	820,434
Service Delivery	565,156	666,333
Other Expenses	273,143	70,874
Total Expenses	5,728,909	5,195,276
Surplus		
Surplus/(deficit) before Income Tax Expense	310,636	163,875
Income Tax Expense	-	-
Surplus/(deficit) after Income Tax Expense for the year	310,636	163,875
Other Comprehensive Income for the year, net of tax	-	-
Total Comprehensive Surplus/(deficit) for the year	310,636	163,875
Revenue from Ordinary Activities	2019	2018
	\$	\$
Sales Revenue		
Merchandise	17,729	13,900
Total Sales Revenue	17,729	13,900
Other Revenue		
Donations — RSL Queensland	5,006,000	4,655,900
Donations — Other	388,229	460,008
Grants	266,588	11,981
Sponsorship	4,545	-
Other Revenue	356,453	217,362
Total Other Revenue	310,636	163,875
Total	6,039,545	5,359,151

Statement of Financial Position

	2019	2018
	\$	\$
Current Assets		
Cash and Cash Equivalents	823,360	411,344
Trade and Other Receivables	206,979	54,307
Inventories	-	6,298
Other Current Assets	71,840	50,292
Total Current Assets	1,102,179	522,241
Non-Current Assets		
Property, Plant and Equipment	-	-
Intangible Assets	-	-
Right-of-Use Assets	645,218	-
Total Non-Current Assets	645,218	-
Total Assets	1,747,397	522,241
Liabilities		
Current Liabilities	885,641	238,676
Non-Current Liabilities	277,535	9,980
Total Liabilities	1,163,176	248,656
Net Assets	584,221	273,585
Equity		
Retained Surpluses	584,221	273,585
Total Non-Current Assets	645,218	-
Total Equity	584,221	273,585

Statement of Cash Flows

	2019	2018
	\$	\$
Cash flows from operating activities		
Donations Received	5,394,229	5,115,908
Payments to Suppliers and Employees	(5,042,190)	(5,183,610)
Grants Received	266,588	11,981
Other Receipts	226,055	242,095
Interest Paid	(66,908)	-
Net cash from/(used in) operating activities	777,774	186,374
Net cash from/(used in) investing activities	-	-
Cash flows from/(used in) financing activities		
Payment of lease liabilities	(365,758)	-
Net cash from/(used in) financing activities	(365,758)	-
Net increase/(decrease) in cash and cash equivalents	412,016	186,374
Cash and cash equivalents at the beginning of the year	411,344	224,968
Cash and cash equivalents at the end of the year	823,360	411,342

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impacted by service.

With mates behind
you, there's power
to move forward.

For information and support

 **1300 4 MATES**

 **mates4mates.org**

If you're looking for information
and support offered in your area,
call us on 1300 4 62837, or visit
your local Family Recovery Centre.

ABN: 54 160 646 999

