



MATES⁴MATES

Supporting Injured
Defence Force Mates.

2018

Annual

Report

**For information
and support call**

1300 4 MATES

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.



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About Mates4Mates.

Mates4Mates provides life-changing support and rehabilitation services for current and ex-serving Australian Defence Force members who have physical or psychological injuries, and their families.

Established in 2013 by RSL Queensland (QLD), Mates4Mates now has Family Recovery Centres in South East QLD, North QLD, Tasmania and outreach services in regional areas across Australia.

Taking an innovative and holistic approach to recovery, we offer tailored services from psychological support to rehabilitation adventure challenges, employment support, and social connection activities.

Providing over 26,000 contacts annually to our Mates and their families, we are here to help them through recovery and beyond.





Mindfulness surfing activity with Mates and families.

Our impact in 2018.

We work in and with local communities to deliver programs and services that will positively impact the lives of current and ex-serving Defence Force members who are injured, and their families.

In 2018, we reached new milestones, welcomed more Mates and families than ever before into our Family Recovery Centres and supported many on their journey to recovery.

In 2018, we had **26,242** face-to-face contacts nationally.

Our 2018 yearly impact

3,724

Mates & family members across Australia



2,908
Mates

816
Family members

4,175

Psychology sessions provided to Mates and family members experiencing mental health-related issues.

13,892

Physical rehabilitation and wellbeing connections.

716

Mates inducted nationally in 2018.

8,062

Social connections fostered through regular activities for Mates and families.

113

Mates and family members participated in a **Rehabilitation Adventure Challenge.**

Mates4Mates is one of Australia's most respected charities, recognised nationally for providing the most progressive, integrated veteran support programs in the country.

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.

A message from our Chair & CEO.



2018 was a positive year for Mates4Mates as we continued to deliver our Vision of supporting all members of the military family.

Together, in partnership with RSL QLD and our community, we worked hard to provide progressive support and rehabilitation services to current and ex-serving Australian Defence Force members who have physical and psychological injuries, and their families.

In 2018, our staff facilitated 26,242 face-to-face contacts nationally. Of note, we provided 4,175 psychology appointments, 8,062 social connections through regular activities, and 13,892 physical rehabilitation and wellbeing connections.

As the need for support continues to grow, **we're committed to meeting the demand.**

We know that for those experiencing injury and trauma as a result of service, Mates4Mates is a place of understanding, acceptance and community. Our staff are knowledgeable and adaptable, providing tailored services to all ages, ranks, and areas of service.

We remain committed to best practice care, ensuring a sustainable and effective delivery model of service that improves short and long-term health outcomes for Mates and their families.

Our investment in staff over recent years has provided a solid foundation for the future, accelerating the pace of progress of our work across Australia.

This includes a strengthened partnership with the Soldier Recovery Centre in Brisbane, providing exercise physiology services to injured current serving personnel, allowing us to develop more effective connections and outreach.

In addition, we saw 26 Mates compete in the Invictus Games in Sydney, many who took part in our adaptive sports program at our Family Recovery Centre in Townsville.

These achievements, among many others, have ultimately been made possible by the support of RSL Queensland and their ongoing funding.

Looking ahead, we are committed to continuing to find ways to consolidate and align with RSL Queensland and diversify and expand our sources of revenue to ensure future growth.

While we have witnessed significant progress in the lives of Mates and family members who have accessed support, we know there is still a lot of work to be done in the veteran community.

There is no one-size-fits-all approach when it comes to supporting the Defence family, and there never will be. That's why we provide a holistic approach to recovery at our Family Recovery Centres in South East QLD, North QLD and Tasmania, and outreach programs across Australia.

Thank you for your continued support in seeing veterans rehabilitated and supported. We look forward to helping more Mates and families in 2019 and beyond.

Rick

Rick Ralph, Chair

Troy

Troy Watson, CEO

Report from RSL Queensland State President Tony Ferris.

RSL Queensland has been standing shoulder to shoulder with our Defence family for more than a century, and we're still providing practical support to current and former ADF members and their families throughout Queensland.

Mates4Mates continues to be an important element of this support, which is why we committed \$5 million to fund its vital services.

I'd like to give you a brief overview of some of our other highlights from last year:

We helped find 114 jobs for veterans and their partners. The RSL QLD Employment Program rolled out statewide, extending our support for veterans and their partners to find meaningful employment.

In November, we launched Veterans Onboard, which provides online training modules to educate potential employers on the skills, experience and values that ex-service people can bring to their organisation.

We awarded 50 scholarships, worth almost \$500,000. Last year we expanded our scholarship program to include ex-service people for the first time. We now provide scholarship opportunities for children of veterans, Defence partners and former Defence members.

We concluded the Defence Family Research Project. The largest ever study of Queensland Defence personnel and their families, the Defence Family Research Project has helped us identify where our Defence family most needs support, and to tailor our efforts more effectively.

We commemorated the Centenary of the Armistice. As part of the Centenary of the Armistice, we



hosted Freedom Sounds – a free concert at Brisbane's Riverstage featuring the Australian Army Band Brisbane, Ash Grunwald, Kate Ceberano and Pete Murray. Freedom Sounds echoed the sense of joy and celebration that met news of the Armistice, and gave us the opportunity to give back to our Defence family and the wider community.

We also helped 144 individuals and families into safe, permanent accommodation, handled more than 4,700 DVA claims, and invested \$1.6 million into programs such as RSL RAEMUS Rover, Trojan's Trek and Timor Awakening.

Tony

Tony Ferris, State President



RSL
Queensland

Proud supporter of Mates4Mates.



2018 Hit the Hill fundraiser in Townsville.



North Queensland Family Recovery Centre

📍 40 Anne Street, Aitkenvale QLD 4814
(Main entrance via Wotton Street)

☎ (07) 4771 9600
✉ townsville@mates4mates.org

2018 Highlights

- Hit the Hill 24hr fundraiser raised over \$40K for Mates4Mates.
- Development of Mackay as the next outreach area.
- Attendance at the school holiday programs increased by approximately 30 per cent from 2017, with more families than ever before seeking support and connection.



South East Queensland Family Recovery Centre

📍 27 Douglas Street,
Milton QLD 4064

☎ 1300 4 MATES (1300 4 62837)
or (07) 3493 6200
✉ brisbane@mates4mates.org

2018 Highlights

- Introduction of Partners in Conversation program – supporting positive interactions and engagement for partners of veterans.
- New one-day health and wellbeing mindfulness programs launched across South East Queensland.
- Formalised engagement with the Soldier Recovery Centre in Brisbane for the delivery of exercise physiology services to injured soldiers.



Tasmania Family Recovery Centre

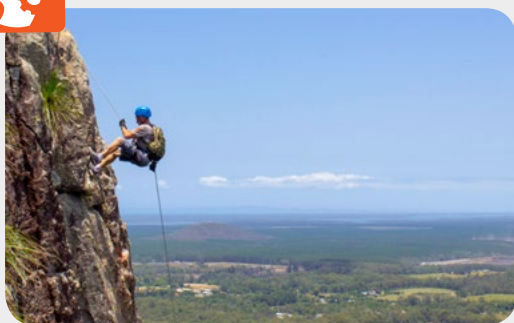
📍 206 New Town Rd, New Town TAS 7008
(Main entrance via Montagu Street)

☎ (03) 6242 8940
✉ tasmania@mates4mates.org

2018 Highlights

- Increased the capacity to offer services across the State by employing additional Liaison Officers.
- A 600 per cent increase in Mates and family members since the first year of operation.
- Facilitated the third Skills Training in Affective & Interpersonal Regulation (STAIR) program with strong results and feedback.

Our services.



Physical Rehabilitation and Wellbeing Services.

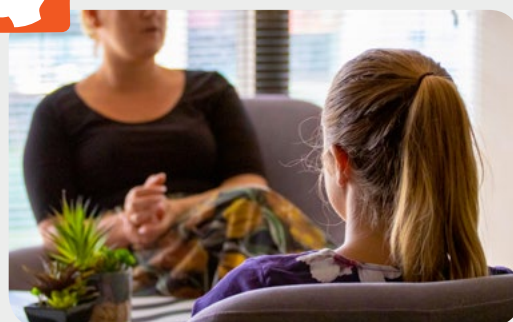
We recognise the emotional and psychological toll that service-related physical injuries can have on Mates and their families and are here to support everyone through their recovery.

In 2018, 13,892 physical rehabilitation and wellbeing connections were fostered through regular support and activities.

We provide physical rehabilitation and wellbeing services in both individual and group settings. Activities vary from wellbeing activities such as trauma informed yoga, Pilates and remedial massages, cycling and walking, in an adjunct to our clinical exercise physiology services.

Physical rehabilitation services are supervised by qualified exercise physiologists based at all three Family Recovery Centres.

Prolonged and untreated injuries can lead to reduced health, feelings of loss, hopelessness and despair – but with the right support, life can improve.



Psychological Services.

We provide evidence-based psychological services to Mates and their immediate family members, delivered by qualified professionals with extensive experience working with current and ex-serving ADF personnel.

In 2018, our psychologists, located across Brisbane, Townsville and Hobart, provided 4,175 appointments to those in need.

Our psychologists are trained in the most up to date treatment interventions for trauma, anxiety, depression, adjustment to injury, substance misuse, family and relationship issues.

Treatments include 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.

We take an individualised approach to psychology, tailoring our sessions to the complex needs of each person who walks through our doors.



Rehabilitation Adventure Challenges.

Each year we take Mates with physical and psychological injuries on rehabilitation adventure challenges to help improve both health and wellbeing.

In 2018, 113 Mates took part in a rehabilitation adventure challenge, with many reporting a significant improvement to their mood, outlook, confidence and physical abilities after the experience.

Our programs vary from trekking the Kokoda Track to multi-activity challenges in Tasmania, or horse-trekking through the Snowy Mountains. Each rehabilitation challenge is between 6-10 days in length and is designed to extend participants physically and psychologically in positive and supportive environments, building motivation, teamwork and trust.

Through these, Mates also have the opportunity to strengthen coping skills and resilience, including emotional regulation, while improving physical health and fitness.

Mates are supported by our psychologists in the lead up to the event, during and after, with a particular focus on developing short and long-term goals and working on ways to achieve these. This is proven to help with problem solving and creative thinking - all skills which are transferable to everyday life.



Employment and Education Support Services.

In 2018, Mates4Mates continued to work in partnership with specialist providers to help Mates grow their career confidence and skills and find sustainable employment opportunities in the civilian workforce.

Mates and their partners can access a range of vocational services including vocational counselling, CV development, career coaching, and mentoring, direct employment support, and the chance at further education and training.

We partnered with organisations including RSL Queensland, Churchill Education and Prince's Trust Australia, to deliver programs and training to help Mates on their civilian employment journey.

We referred 12 mates to RSL Queensland's Employment Program. Eight Mates commenced a Diploma in Leadership & Management with Churchill Education. 20 Mates took part in various Enterprise for Veterans workshops facilitated by The Princes Trust.

For many veterans, one of the biggest challenges associated with transition from military service is accessing, and adjusting to, the civilian workforce, which is why we're here to help.

Ex-ADF members bring a range of skills and values to a workplace and we're committed to ensuring our Mates have access to the right programs and services to find a fulfilling career.

“There is no doubt that Mates4Mates has played a vital role in my journey to a more fulfilling life.”

— Rebecca, Queensland



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 2018, we facilitated 8,062 social connections through regular activities for Mates and families.

We understand that coming out of a tightly-knit social unit, veterans often experience a sense of disconnection and isolation in civilian life and a distinct lack of community. The shift is often troubling for many as their life suddenly has far less collective meaning.

Our activities (including barbeques, art classes, family fun days and outings) provide opportunities for Mates and families to feel connected with others who understand them and to help them regain a sense of belonging among peers.

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



Mindfulness abseiling activity with Mates and families.



Our Mates.

Our Mates are the heart of our organisation and everything we do aims to improve their lives and that of their families. We are proud to provide support services and rehabilitation programs that help Mates improve their health and wellbeing, find their confidence and go on to lead fulfilling lives.

“After becoming a Mate, life started to improve. I learnt that if you face your demons, get the right help and treatment, you can turn your life around.”
— Gary, Tasmania

“Couples equine therapy brought my wife and I back together again... It has allowed us to move past some of the struggles that my PTSD caused.”
— Mark, Queensland

“Mates4Mates has given me a place where I can rediscover who I was prior to joining the Defence Force.”
— Matt, Queensland

Fundraising year in review.

Community fundraising remained a strong focus in 2018, with more than \$460,008 raised for Mates4Mates through fundraising and donations.

Community fundraising allows Australians and organisations to proactively make a difference to a cause they care about. With veteran issues front of mind for so many Australians, particularly those who have served or know someone who has, this is a tangible way to give back.

We have become a leading charity of choice for many fundraisers and donors who want to support

our vital work rehabilitating those who have served our country.

In addition to community fundraising, we're focused on increasing regular giving and workplace giving programs – making it easier for anyone to donate.

We're proud that funds donated go back into our services and help change lives.



Community fundraising allows
Australians and organisations to
proactively make a difference to
a cause they care about.

Fundraising Champions 2018

These individuals and organisations, along with many other inspirational Australians, contributed to our cause and helped improve the lives of Mates as a result.



Tasmania local Simon Burrett completed the Point to Pinnacle, dubbed the world's toughest marathon, all while carrying a 30kg pack. Simon raised funds for Mates4Mates in the lead up to the event through Everyday Hero.



For the third year, Andreas Leonakis fundraised for Mates4Mates in the lead up to his monumental journey – trekking more than 600 kilometres along the New South Wales border to Wallangarra and back. In 2018, Andreas raised more than \$6,000, sparked many conversations and raised awareness of the work we do.



Mates4Mates was the charity beneficiary of the 2018 Hit the Hill in Townsville, organised by 103.1 Hit FM. Thanks to ongoing relationship management and dedicated engagement from the FRC, more than \$40,000 was donated to our cause.



The Australian Warrior Expo invited Mates4Mates to be the primary beneficiary of their inaugural expo. The event connected us with many relevant stakeholders and raised over \$10,000 for our services.



Inspirational Brisbane local, Alex Stiles, launched The Give Initiative in 2018, pledging to donate half his annual pay to a different charity each month. In October, he selected Mates4Mates and made an outright donation of \$2000, then encouraged his following to match his contribution.

Financial summary.

Statement of Profit or Loss and Comprehensive Income

	2018	2017
	\$	\$
Revenue	5,359,151	5,412,504
Expenses		
Advertising and Promotion	169,197	193,481
Cost of Sales	23,009	82,585
Depreciation	35,727	31,045
Donations and Welfare	-	8,062
Employee Benefits	2,443,162	2,457,406
Meetings and Travel Costs	217,625	303,062
Professional Fees	92,564	145,967
Property Outgoings	656,351	539,989
Psychological Services	820,434	780,652
Service Delivery	666,333	681,816
Other Expenses	70,874	138,044
Total Expenses	5,195,276	5,362,109
Surplus		
Surplus/(deficit) before Income Tax Expense	163,875	50,395
Other Comprehensive Income for the year, net of tax	-	-
Surplus/(deficit) after Income Tax Expense for the year	163,875	50,395
Income Tax Expense	-	-
Total Comprehensive Surplus/(deficit) for the year	163,875	50,395

Revenue from Ordinary Activities

	2018	2017
Sales Revenue		
Merchandise	13,900	15,634
Total Sales Revenue	13,900	15,634
Other Revenue		
Donations - RSL Queensland	4,655,900	4,586,500
Donations - Other	460,008	480,934
Grants	11,981	220,563
Sponsorship	-	43,127
Other Revenue	217,362	65,746
Total	5,359,151	5,412,504

Statement of Financial Position	2018	2017
	\$	\$
Current Assets		
Cash and Cash Equivalents	411,344	224,968
Trade and Other Receivables	54,307	65,140
Inventories	6,298	-
Other Current Assets	50,292	45,441
Total Current Assets	522,241	335,549
Non-Current Assets		
Property, Plant and Equipment	-	30,681
Intangible Assets	-	5,046
Total Non-Current Assets	-	35,727
Total Assets	522,241	371,276
Liabilities		
Current Liabilities	238,676	251,586
Non-Current Liabilities	9,980	9,980
Total Liabilities	248,656	261,566
Net Assets	273,585	109,710
Equity		
Retained Surpluses	273,585	109,710
Total Equity	273,585	109,710
Statement of Cash Flows	2018	2017
Cash flows from operating activities		
Donations Received	5,115,908	5,067,434
Payments to Suppliers and Employees	(5,183,610)	(5,336,381)
Grants Received	11,981	220,563
Other Receipts	242,095	105,799
Net cash from/(used in) operating activities	186,374	57,415
Net increase/(decrease) in cash and cash equivalents	186,374	57,415
Cash and cash equivalents at the beginning of the year	224,968	167,553
Cash and cash equivalents at the end of the year	411,342	224,968

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