

2018 REVIEW

BOARD OF BENEVOLENCE



OUR
PASSION &
OUR VISION

Meeting the needs of
contemporary families
and communities



HAND
HEART
POCKET
THE CHARITY OF
FREEMASONS QUEENSLAND



FEATURE STORY

CHANGING LIVES WITH PURPOSE-BUILT HOUSING



FEATURE STORY

UNLOCKING CHILDREN'S POTENTIAL THROUGH SOUND



FEATURE STORY

EMPOWERING YOUTH WITH DISABILITY TO BE JOB READY



FEATURE STORY

KNOWING YOUR RIGHTS CAN CHANGE YOUR LIFE



FEATURE STORY

VETERANS TREKKING THROUGH THE TOUGH TIMES



73rd Annual Review

The Board of Benevolence and of Aged Masons Widows and Orphans' Fund trading as Hand Heart Pocket the Charity of Freemasons Queensland
ABN 54 216 065 828
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WHO WE ARE



Hand Heart Pocket the Charity of Freemasons Queensland is the trading name and brand of The Board of Benevolence and of Aged Masons, Widows and Orphans' Fund (Board of Benevolence).

We are an independent charity founded by the Freemasons of Queensland and continue our 110-year legacy of Masonic charity by primarily supporting the needs of contemporary families.

Our charity provides sustainable support in areas of state-wide and local need where there is limited access to other funding, giving a hand up – not a handout – where it is needed most.

We work with other charities to identify and support initiatives that have real, life-changing potential. We collaborate with Masonic Lodges across Queensland and Papua New Guinea to meet local community needs at a grassroots level, by providing support to charity groups and organisations. We also provide a hand up to our members, their families and others in the community in times of extreme need to help get them back on their feet.

Our work is driven by our purpose to build on the legacy of Freemasonry to empower, support and enable humanity in an ever-changing world.



110 YEARS OF HISTORY

We have a history of charity and benevolence spanning more than 110 years.



- 1908 — Widows, Orphans and Aged Masons' Institution (WOAM) founded by Grand Lodge of Queensland.
- 1912 — Freemasons Homes established.
- 1913 — Board of Benevolence formed with RW Bro J.R.H. Lewis as its first President.
- 1927 — Amalgamation of Widows, Orphans and Aged Masons' Institution and Freemasons Homes to become The Aged Masons, Widows and Orphans' Institution of Queensland.
- 1942 — All real and personal property held by the United Grand Lodge of Queensland for charitable purpose is vested in the The Aged Masons, Widows and Orphans' Institution of Queensland.
- 1946 — Amalgamation of all Freemason benevolence activities in Queensland to form The Board of Benevolence and of Aged Masons, Widows and Orphans' Fund.
- 1978 — The Board of Benevolence and of Aged Masons, Widows and Orphans' Fund changed its legal status to Letters Patent and registered as an independent charity.
- 2016 — The Board of Benevolence and of Aged Masons, Widows and Orphans' Fund divests its aged care and retirement living assets to return to its core mission of charity and benevolence.
- 2017 — The Board of Benevolence and of Aged Masons, Widows and Orphans' Fund withdraws its Public Benevolent Institution status as it was no longer a direct provider of aged care and retirement living services.
- The board launches Hand Heart Pocket's long-term strategy which commenced in March 2018.



MESSAGE FROM THE CHAIRMAN

We continue the board's longstanding focus of meeting the needs of contemporary families and have delivered more positive impacts than ever before in our 110-year history.

Hand Heart Pocket's steady growth over the past few years is helping us to become one of Queensland's leading charities. We have provided a hand up rather than a handout to thousands of people in need last financial year. This includes giving almost \$2.8 million in support to a range of charitable causes and individuals to address some of the current and emerging health and social issues faced by contemporary families. We have also provided a range of in-kind support to other non-profit organisations to help them maximise their funding. You can read more about the impacts we have made from page 10.

We sought feedback from our members and considered the organisation's history, as well as industry research, before embarking on a long-term strategy for Hand Heart Pocket in March this year. This strategy will guide the organisation's direction for the years 2018 – 2024 and continues the tradition of Masonic charity in Queensland to meet the needs of families in a more contemporary way. We have already made significant progress on this strategy. You can read more about Hand Heart Pocket's long-term plan from page 8.

ENSURING ENDURING AND POSITIVE IMPACTS

To continue making a positive difference at a grassroots, significant and flagship level, the board has established a philanthropic committee

to lead the practical application of the organisation's philanthropic direction. We have further reviewed and refined our philanthropic processes to ensure they are transparent and equitable.

The Board of Benevolence's revised constitution came into effect on 1 November 2017 with significant changes and improvements being made as a result of direct member feedback. These changes have clarified our purpose, allowed the organisation to better align to its new focus as a significant charity and provided our members with the opportunity to be more involved in the organisation than ever before in its 110-year history.

The board continues its commitment to have a separate Masonic Fund of Benevolence established to provide support to Freemasons and their families.

A SUSTAINABLE BUSINESS MODEL

A key focus of the organisation this year has been to ensure we have a sustainable business model so that our 110-year legacy of charity can continue for another 100 years or more.

Our core investment portfolio, which is managed under the guidance of investment advisors, has performed above expectation. As at 30 June 2018, it had grown by \$13.3 million to a value of \$163.3 million. This is a great result considering all investments were not fully placed until November 2017.

The organisation's 'Net Worth' has increased by almost \$90 million over

the past three years. Total assets including the Fund of Benevolence were almost \$200 million as at 30 June 2018, further contributing to our sustainable business model. More information about our investment performance can be found on page 28.

To ensure that we can continue the organisation's legacy of supporting contemporary families, the board established investment and spending policies in 2017. The Investment Policy allows for an asset allocation which is half the investment risk of a share portfolio. Designed to withstand ordinary market fluctuations over the long-term, the Investment Policy, combined with the Spending Policy, will help to ensure that the core investment portfolio's value remains and grows in-line with the Consumer Price Index (CPI) in perpetuity.

The board has welcomed three new directors over the last year, who have brought a range of skills and experience. Significant time and effort have been invested by the board, management and staff to enable the impressive progress that has been made by the organisation over the last year. This, along with considerable risk management, has provided the organisation with a strong future focus that is providing growing impacts on the ground.



TOM WILTSHIRE
Chairman

MESSAGE FROM THE CEO

This is an exciting time for our charity as we make progress delivering on our board's strategy and seeing our support make a real difference across Queensland and Papua New Guinea.

Our team continues to work closely with Masonic Lodges throughout Queensland and Papua New Guinea, as well as other charities and individuals, to identify opportunities that provide support and deliver positive outcomes in a sustainable way.

As we work through our Business Plan and deliver on the board's strategy, it is inspiring to see our charity achieving its goals. We are seeing a real difference being made at a grassroots, significant and flagship level to meet the needs of contemporary families. You can read more about some of the lives we have touched through our support from page 18.

HONOURING OUR TRADITIONS AND HISTORY

By keeping our members informed and building stronger relationships with Masonic Lodges, we have been able to support and grow our charity work. The expansion of our Grassroots Grant options has allowed us to provide \$375,000 in support to Lodge charity initiatives to meet local community needs. More information about our Grassroots Grants and the impacts Freemasons are making in the community can be found from page 14.

Freemasons throughout the state rallied with Hand Heart Pocket last Christmas to enable 600 critically ill kids to get home sooner from Queensland Children's Hospital. Our collective donation of \$150,000 to the Children's Hospital Foundation, the

chosen charity of the Grand Master's wife Robyn Townson, provided vital rehabilitation services and equipment for the hospital, helping to make a difference to the lives of sick children and their families across Queensland.

We are encouraged by the commitment of Masonic Lodges to again provide a hand up to drought-affected Queenslanders and therefore agreed to contribute an extra two dollars for every dollar they donated to our recent Drought Appeal. We expect to collectively donate over \$435,000 this year, making our contribution to drought-affected families and communities almost \$1.44 million over the last four years.

This year, we also launched our inaugural annual Father's Day Appeal to support men's mental and physical health. Australian Men's Shed Association (AMSA) was our chosen charity partner, and they have teamed up with Masonic Lodges and local Men's Sheds to run *Spanner in the Works?* men's health checks at events across Queensland. We look forward to providing them with a Significant Grant of \$150,000 to support Men's Shed activities and programs across Queensland throughout 2019.

We continue to work with Lodges to help promote the charity work of Freemasons, to strengthen our brand and continue our legacy of supporting the needs of contemporary families. We will continue to do this by conducting regional workshops and through the delivery of our annual Hand Heart Pocket Information Sessions, across 25 regional hubs.



BUILDING THE RIGHT RELATIONSHIPS

Significant grants reached a record \$1.57 million last financial year. These funds went to where families needed it most – in men's mental and physical health, women's financial and physical security, employment for youth with mental health issues, education (disability or necessitous), our ageing population, and funding and financial assistance. You can read more about the impacts we are making and how they align with our strategy from page 10.

Our Flagship Grant of \$1 million to Help Enterprises has assisted with the purchase and fit out of a new HELP Centre of Excellence Community Disability Hub at Crestmead. To find out how this grant will empower young people with disability to be job ready, please see page 22.

We continue to build and strengthen relationships with our charity and delivery partners, to ensure the greatest impact for the community and to enhance our positive brand.

The past year has been extremely rewarding and we have achieved a lot by working collaboratively over a short period. I look forward to the coming year where, together, we can make even greater impacts across Queensland and Papua New Guinea.



GARY MARK
Chief Executive Officer

OUR BOARD AND GOVERNANCE

The Board of Benevolence and of Aged Masons, Widows and Orphans' Fund is the registered administrative body of Hand Heart Pocket the Charity of Freemasons Queensland. The board oversees the organisation's governance, prudential responsibilities and strategy.



Our board as pictured from left to right.

THOMAS WILTSHIRE

Assoc. Dip. Bus., MAICD

Chairman

Tom brings a strong background in human resources, executive management and occupational health and safety, having held executive general management roles in large Queensland-based companies. He has also previously served as the chairman of the board of a not-for-profit independent industry authority. At a board level, Tom has a demonstrated ability to develop strategies for governance and risk management. He also has a proven track record in engaging senior executives to improve culture and leadership skills through relevant human resource processes and sustainable management practices.



JASON BINGHAM

DBA MBA BAHum PMP

Director

Jason is a commercial executive with over 20 years' experience spanning the public, private and not-for-profit sectors. He is an experienced company director who is active in supporting community-based organisations. Jason brings a wealth of skills to the board including commerce, sustainability, community engagement, corporate performance and governance.

SPENCER CHRISTENSEN

ADFS (FP), JP (Qual)

Director

Spencer has been in the financial services industry since 1972 and operates his own financial planning business as a senior financial adviser. He is a member of the Financial Planning Association and brings more than 40 years of financial planning experience to the board. Spencer has given many years of service to community organisations in his local area.

ROBERT QUALTROUGH

Executive Officer Commercial and Company Secretary

Robert is a certified practicing accountant with more than 20 years' experience in senior finance and management advisor positions across a number of industries where he has gained extensive business management, governance and company secretarial experience.

GARY MARK

Chief Executive Officer

Gary has a strong record of achievement in senior positions within a range of industry sectors including not-for-profit, retirement living, aged care, facility management, health and hospitality. He has served on several not-for-profit boards. Gary's business qualifications and extensive experience have allowed him to develop strong leadership capability, strategic and business planning, change management and communication skills. He has a strong customer service focus and extensive experience in key account and customer relationship management.

ALAN TOWNSON

BE (Honst), Grad Dip Mgt, Grad Dip Mil Tech Mgt

Director and Grand Master

Alan served on the board for 12 years from 1995 until 2007, and during this time served as board president for a period and re-joined the board in 2016 after being installed as the Grand Master, United Grand Lodge of Queensland. He brings strong leadership and strategic planning skills after an executive career in the Australian Army and engineering resource projects. Alan has a strong interest in the philanthropic mission of Freemasons Queensland.

GREG SHORT

JP(Qual)

Director

Greg brings a wealth of experience in public service, corporate governance, commercial operations and has strong roots in our rural and farming communities. His previous roles have included police officer, detective and public prosecutor and he has been a company owner and director in the private sector for over 20 years. Greg also understands the value of working your way to the top, making him an astute business leader. Greg has been a Freemason for 36 years.

JOHN ARONIS

BBus (Acc), Grad. Dip. CA, MCom, MA

Director

John is a principal chartered accountant in private practice, with a focus on strategic tax planning, and is a member of the Australian Institute of Company Directors.

ALASDAIR BEGLEY

BSurv, Reg Surv (Cad), EMBA, GAICD

Director

Alasdair has a technical background in surveying and planning and is managing director of a large surveying, planning, landscape architecture and environmental management consulting group. He has formal qualifications in surveying, business and corporate governance and over 15 years experience working on and managing large infrastructure and development projects across Queensland. Alasdair's business interests are change management and strategy, and he has held governance roles in both community and industry organisations.

OUR STRATEGY

2018 - 2024

After seeking feedback from our members and considering both our history and industry research, the board set the direction for Hand Heart Pocket the Charity of Freemasons Queensland for the years 2018 to 2024. In a similar manner to the past 110 years, Hand Heart Pocket will continue to address the needs of families but in a more contemporary way, by providing a hand up – not a handout – to deliver sustainable support where it is needed most. Here is what this means:

OUR DIRECTION

IDENTITY

Building on the legacy of Freemasonry, we empower, support and enable humanity in an ever-changing world.

This means that we proudly continue the legacy of Freemasonry in Queensland and Papua New Guinea to support the needs of contemporary families by delivering on our charitable intent, outlined below. Although there are many worthy causes such as environmental causes, animal welfare and the arts, we focus on the areas where families need us most. This is who we are and what we do.

PURPOSE

Through engagement with members and communities, we identify opportunities to provide sustainable support that delivers positive outcomes.

This means we look for ways to make impacts and provide positive outcomes by giving a hand up rather than a handout, to solve real problems for real people either directly or through others. This is also why we provide support at many levels – from grassroots, to significant and flagship. More information on our method of support and our approach are outlined on page 9.

VALUES

Our values bind us together as an organisation and are reflected in everything we do:

- **Compassion:** Alleviate suffering and misfortune
- **Integrity:** Moral and ethical
- **Empowerment:** Equip people directly or through others to lead better lives.

This means that the way we go about our work is as important as what we do. Our catchphrase is 'You are important to us'. This does not mean that we shy away from hard decisions, but we act in a professional, dignified and respectful manner to ensure that the right support is provided to the right people at the right time.

OUR CHARITABLE INTENT

Hand Heart Pocket's identity and direction focuses on the current and emerging key human health and social issues faced by contemporary families and communities. In the years 2018 to 2024, these areas of focus include:



Men's mental and physical health



Women's financial and physical security



Employment for youth with mental health issues



Education (for people with a disability or who are in necessitous circumstances)



Ageing population



Funding and financial assistance

WE ARE ALSO COMMITTED TO:



Establishing a separate member helping member fund which will be known as the Masonic Fund of Benevolence



Supporting and championing the legacy of Masonic charity within our communities

OUR METHOD OF SUPPORT

To put our charitable purpose into action, we work with and support individuals and families as well as groups and communities.

INDIVIDUALS AND FAMILIES

For individuals and families, we provide benevolence assistance to members, widows, their families and others in the community to give them a hand up in times of exceptional need.

GROUPS AND COMMUNITIES

We provide grants to other charity groups and organisations to allow them to continue to deliver essential services or to fulfil an important need in the community. This support is provided at three levels, so our impacts and the charity work of Masonic Lodges can be maximised.



GRASSROOTS GRANTS

We work with Masonic Lodges across Queensland and Papua New Guinea to identify local areas of need and provide a hand up to charitable initiatives at a grassroots level. This allows us to support more people with the assistance of our members. These grants are typically up to \$50,000. More information about the support we have provided this year at a grassroots level can be found from page 14.



SIGNIFICANT GRANTS

Our Significant Grants provide larger donations to other charities needing a hand up, to ensure they can deliver essential services for those who rely on them. Typically, these grants have significant impacts over a longer period and are up to \$500,000. You can read about some of the impacts of the Significant Grants funded this year from page 18.



FLAGSHIP GRANTS

Our Flagship Grants provide substantial support to address large and strategic areas of unmet need. Flagship Grants are typically over \$500,000. Fewer of these grants are offered but they provide the largest impact over many years. Our most recent Flagship Grant was provided to Help Enterprises. You can read about how this Flagship Grant will empower youth with disability to be job ready on page 22.

OUR APPROACH

Our strategic approach is key to the sustainability of our purpose. Developed from our member feedback and considering our history and industry research, our approach has five core strategies with a goal that aligns to each.

Under these strategies and goals are 28 actions and a detailed Business Plan. The Business Plan is reviewed annually to ensure agility and to evaluate our priorities and focus. Our approach will help us to ensure that Hand Heart Pocket the Charity of Freemasons Queensland remains vibrant and contemporary.

Strategy	Goal
1 ENSURE ENDURING AND POSITIVE IMPACTS	Continue to make a positive difference by providing a hand up – not a handout – at a grassroots level, as well as through significant and flagship initiatives with measurable outcomes
2 BUILD THE RIGHT RELATIONSHIPS	Build relationships to provide greater outcomes in communities that link community and individual needs with funding and charitable services
3 HAVE A SUSTAINABLE BUSINESS MODEL	Stabilise our income to support key current and emergent social needs
4 HONOUR OUR TRADITIONS AND HISTORY	Be a charity known for championing and supporting the legacy of Masonic charity within our communities
5 A CONTEMPORARY APPROACH	Challenge existing paradigms to maintain relevance in an ever-changing world

OUR IMPACTS

METHOD OF SUPPORT AND GEOGRAPHIC REACH

By meeting the needs of contemporary families, Hand Heart Pocket's support has had far-reaching impacts for individuals, families and communities right across Queensland and Papua New Guinea over the past year. The reach of our support is outlined below.

Cash Grants
132

Value of Grants
\$2.6+ million

In-kind Support
20 initiatives



Flagship Grants

1 Grant – \$1 million*



Significant Grants

10 Grants – \$1.57 million



Grassroots Grants

83 Grants – \$375,000



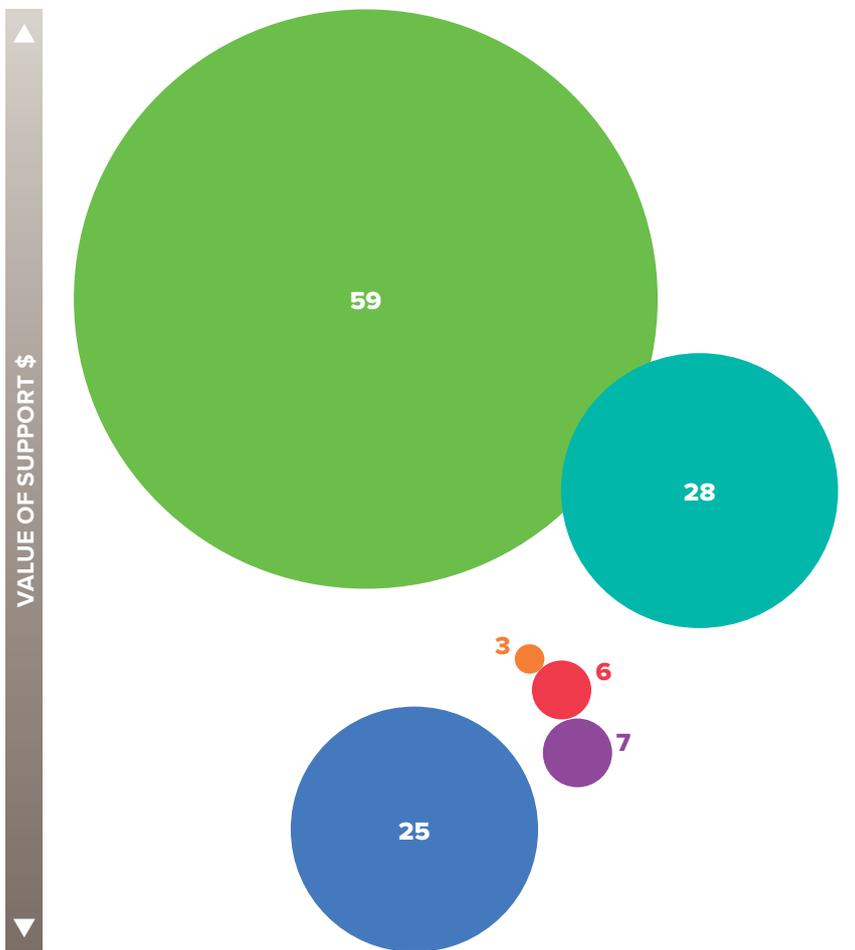
Benevolence Assistance

38 Families – \$156,000

*A \$1 million Flagship Grant to Help Enterprises was announced in June 2018 with \$500,000 paid in the 2017-18 financial year. The remaining \$500,000 was paid in the 2018-19 financial year.

STRATEGIC ALIGNMENT

Our Interim Strategic Plan guided the majority of the 2017-18 financial year. *Our Strategy 2018 to 2024* came into effect in March 2018, yet the majority of initiatives have aligned with our key focus areas. A large number of initiatives that align with funding and financial assistance are at a grassroots level.



Focus areas with the most initiatives

- Funding and financial assistance
- Education (necessitous or disability)
- Men's mental and physical health

73% of initiatives aligned to the below key focus areas, even though our Strategy 2018 to 2024 had only been in effect for three months:

- Men's mental and physical health
- Women's financial and physical security
- Employment for youth with mental health issues
- Education (necessitous or disability)
- Ageing population

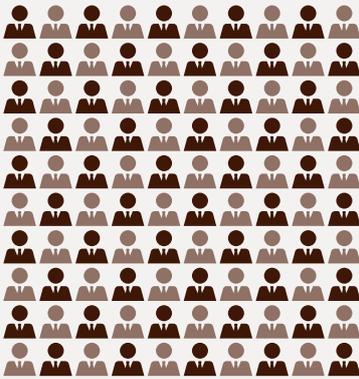
Strategic alignment	Number of initiatives
Men's mental and physical health	25
Women's financial and physical security	6
Employment for youth with mental health issues	3
Education (necessitous or disability)	28
Ageing population	7
Funding and financial assistance	59

Number of initiatives does not include Benevolence Assistance

OUR IMPACTS



STUDENTS
WITH
DISABILITY
ENABLED TO BE
JOB READY



EMPLOYMENT FOR
100
PEOPLE
WITH
DISABILITY

through a \$1 million Flagship Grant to Help Enterprises.



500
CHILDREN
WITH HEARING
LOSS EMPOWERED

to reach their full learning potential through a Significant Grant of \$500,000 to Hear and Say.



WELLNESS
CENTRE
FOR PEOPLE
AFFECTED
BY CANCER

in Cairns can become a reality through a \$500,000 Significant Grant to COUCH.



90 YOUNG
PEOPLE
WITH HIGH CARE
NEEDS CAN STAY
AT HOME

with loved ones and lead more youthful and independent lives thanks to \$500,000 in Significant Grants to Youngcare over the past three years to support its At Home Care Grants program in Queensland.



600
SICK KIDS
WERE ABLE TO GET
HOME SOONER

from Queensland Children's Hospital (previously Lady Cilento Children's Hospital) thanks to a donation of \$150,000 to the Children's Hospital Foundation for rehabilitation services and equipment.



SUPPORT FOR
705
CHILDREN
AND 251 FAMILIES
AFFECTED BY
CANCER

to attend seven family camps, eight family fun days and five age specific camps through a \$290,000 Significant Grant to Camp Quality.



PEOPLE
WITH DISABILITY
EMPOWERED
TO LIVE
INDEPENDENTLY

after a \$450,000 grant to YellowBridge QLD in Toowoomba.



2,462
CALLS FOR HELP
ANSWERED



60 PEOPLE
TRAINED IN DOMESTIC
VIOLENCE SUPPORT



2,000
FREE FACE-TO-FACE
LEGAL APPOINTMENTS AND
OFFICE REFURBISHMENTS



A SAFE
PLACE
ON WEEKENDS FOR
THE HOMELESS

to rest, have a shower, get clean clothes and have a feed thanks to a \$340,000 Significant Grant to 3rd Space in Brisbane, so they could extend their operations from five to seven days a week for a twelve-month period until longer-term funding could be secured.



TRAINING FOR
21
VETERANS

to support 70 of their peers at week-long wilderness-based support intervention programs through a Significant Grant of \$15,000 to Trojan's Trek.



NEW
ACCESSIBLE
WEBSITE

thanks to \$460,000 in Significant Grants to Women's Legal Service Queensland.

OUR GRASSROOTS SUPPORT

FREEMASONS IN THE COMMUNITY

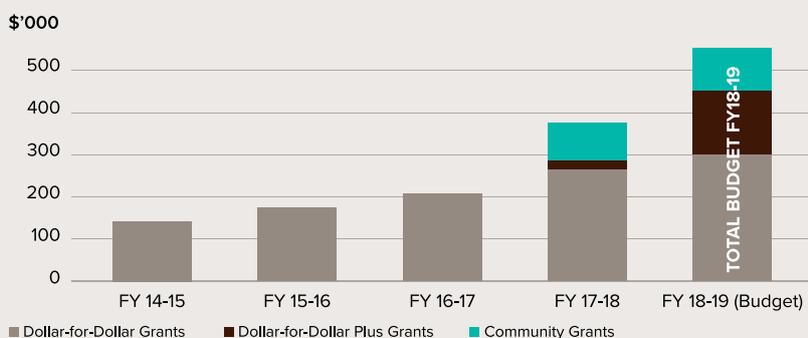
With the support of Hand Heart Pocket, Freemasons and their Lodges right across Queensland and Papua New Guinea have been able to make a difference at a grassroots level, supporting individuals and organisations doing it tough, that need a hand up, to help get them back on their feet.

Hand Heart Pocket matches Lodge donations to local charity projects that align with our charitable intent, dollar-for-dollar. Where necessary, we also provide a top-up in funding, or Dollar-for-Dollar Plus Grants, to see important community projects come to life.

This year, we also introduced our Grassroots Community Grants to further help Lodges turn their charity goals into reality. Twelve community initiatives across Queensland shared in over \$110,000 as part of Hand Heart Pocket's 2018 Grassroots Community Grants round, targeting specific areas of need.

This year, we have grown our grassroots initiatives and provided around \$375,000 to support more than 83 initiatives. Further increasing our grassroots support is one of our key strategic areas of focus.

INCREASED SUPPORT OF GRASSROOTS INITIATIVES



Hand Heart Pocket is increasing its support of grassroots charity initiatives and has budgeted to do more at a grassroots level over the next financial year than ever before.

HERE ARE SOME OF THE WAYS WE'VE HELPED ACROSS THE STATE:



MADANG, PAPUA NEW GUINEA

- Around 100 children and adolescents with disabilities at the Creative Self Help Centre of Madang in Papua New Guinea now have an enhanced learning environment, after the second and final stage of construction of a double classroom was completed with the support of Madang Lodge.



CAIRNS

- The training and development of both new and existing SES members has been aided by the donation of three new computers from Johnson River Lodge.



ATHERTON

- A home-like setting, appropriate for palliation is what Granite Lodge helped to achieve by donating \$42,500 worth of specialised equipment and furnishings for a new dedicated palliative care room at Mareeba Gardens Blue Care.



NORTH QUEENSLAND

- More disadvantaged primary school students in North Queensland will be given the essentials to learn after North Queensland Lodges donated a combined total of \$11,000 to the Joyful Foundation.
- The Bluewater Rural Fire Brigade was grateful to the North Queensland District Board of Benevolence for their \$15,000 contribution towards the construction of their new station.
- The wellbeing of patients staying at the Leukaemia Foundation Queensland Freemasons Village – for the duration of their treatment – was enhanced after two recliner chairs were donated by St Andrew of Townsville Lodge.



MACKAY AND WHITSUNDAYS

- Proserpine Meals on Wheels was able to expand its service by purchasing a new vehicle, having secured funding through Hand Heart Pocket's Grassroots Grants initiatives and Proserpine-Whitsunday Masonic Lodge.
- A new shade structure over the BBQ area at Mackay's Nanyima Aged Care meant the quality of life for its 51 residents could be enhanced, thanks to Hamilton Lodge.
- A young schoolgirl with Spina Bifida was empowered to lead a more independent life with a new specialised wheelchair, instigated by the Mackay Freemasons. Had she waited until other funding was available, she would have completely outgrown her old wheelchair.

- Huntington's Queensland will improve the quality of life of people living with the condition through education, following a joint \$2,000 donation from Calen, Hamilton and Walkerston Lodges.
- The Kidney Support Network has a new computer system to manage its bookings as part of the transportation of patients to and from treatment, at Mackay Base Hospital. Sarina Lodge contributed towards this initiative knowing that it would make a difference for people living with renal failure in the region. Last year, over 4,100 patient trips were made, with over 96,000kms travelled.
- Efforts to help create a restful environment for patients and their families staying at the Leukaemia Foundation Queensland Freemasons Village in Townsville saw 10 new recliner chairs donated by Calen Lodge.
- People living on the streets in Mackay will have a better night's sleep after 40 swags were donated to Community Accommodation & Support Agency (CASA) by the Mackay District Freemasons.



WIDE BAY

- A new wheelchair accessible school bus was donated to Bundaberg Special School, so its 17 wheelchair-bound students could easily be transported on school trips. The Wide Bay Freemasons were part of a huge community effort to bring this project to fruition. In addition to their \$2,000 contribution, Hand Heart Pocket helped to cover the gap of \$13,000 with a Dollar-for-Dollar and Dollar-for-Dollar Plus Grant so that the school could reach its fundraising target sooner.
- Disadvantaged and unemployed youth in Maryborough were given a hand up to improve their chances of finding work after Fraser Coast United Lodge donated kitchen equipment for the new kitchen at Fraser Coast Training and Employment.
- Bundaberg Riding for the Disabled was able to buy much needed new equestrian equipment for their therapeutic horse riding programs thanks to Continuity and Tyrian Lodges.
- A young autistic boy in Bundaberg was empowered to lead a more independent life, with a Smart Pup Assistance Dog. In addition to a \$10,000 Hand Heart Pocket Community Grant and fundraising by Continuity and Tyrian Lodges, a final top from Hand Heart Pocket helped the family reach their \$20,000 target.
- Aged care residents at Gunther Village were given a hand up to lead better lives, after a new specialised floor-line bed was donated by Gayndah Lodge, helping to prevent falls. Another three beds were donated later this year, through a Community Grant of almost \$10,000.
- The 100-student Hervey Bay Special School will lay the foundation for a new Trade Training Centre to equip students with essential skills to lead more independent lives after Mundubbera-Burnett Lodge nominated them for a \$10,000 Hand Heart Pocket Community Grant.
- A beautiful memorial rose garden has taken pride of place at Mundubbera Hospital, helping to improve the built environment and lift the spirits of patients, thanks to Mundubbera-Burnett Lodge.
- Meals on Wheels Bundaberg was able to focus on its core mission of providing good food and friendship to over 650 people each week after Tyrian Lodge donated a new printer.



CENTRAL QUEENSLAND

- A Men's Shed was established in Muttaborra, to which Hand Heart Pocket made a \$10,000 contribution through its Grassroots Community Grant program. Muttaborra Lodge was instrumental in securing this grant, having highlighted the importance of an inclusive space that supports the mental and physical health of the town's men.
- Anglicare Central Queensland welcomed a \$10,000 funding injection to help people get back on their feet. The Hand Heart Pocket Grassroots Community Grant went towards essential programs and services, directly impacting those in immediate need. Central Queensland Daylight Lodge nominated the local service for the grant.
- Angel Flight kept its aircraft flying in Central Queensland, after Yeppoon Lodge contributed \$1,200 towards fuel costs – for the transportation of country Queenslanders to specialist medical appointments and ongoing treatment, which would otherwise be inaccessible.



GYMPIE

- The rehabilitation of stroke patients at Gympie Hospital has been enhanced, following the donation of two specialised wheelchairs that can be operated with one arm. The generous gesture by the Gympie & District Masonic Fundraising Committee has ensured that patients maintain some of their independence.

- RACQ's LifeFlight Rescue helicopter for the Wide-Bay Burnett region was equipped with vital lifesaving equipment worth \$5,000 donated by Boonara Lodge, supporting the transportation of critically ill or injured patients to the nearest major hospital for urgent attention.



SUNSHINE COAST

- The Kidney Support Network's Op-Shop on the Sunshine Coast purchased a new tipping trailer to dispose of unwanted goods left at the store, saving over a hundred dollars in commercial removalist costs each week. The organisation was put forward for a Hand Heart Pocket Community Grant by Landsborough Lodge.
- Sailability was given a hand to purchase a new sailing boat, allowing the elderly and disabled to experience the water. A contribution of \$11,000 came from Maroochydore Lodge.



BRISBANE AND LOGAN

- Domestic violence victims in the Moreton Bay region were empowered to start over in 2018 with the Centre Against Domestic Abuse (CADA) receiving a hand up from Pine Rivers Lodge to provide more care packages as part of their emergency relief scheme. The Centre supports around 17,500 people a year.

- The quality of life of a young autistic boy in Brisbane was significantly improved after the Queensland Masonic Touring Club contributed towards the purchase of the specially trained Smart Pup Assistance Dog.
- A support group for grieving families has been given a helping hand to raise its profile in the community and reach more families in need of support after losing a child. Scotia Lodge nominated The Compassionate Friends Qld for a \$10,000 Grassroots Community Grant.
- The Sandgate and Bracken Ridge Community Action Group (SANDBAG), who touched the lives of almost 9,000 people last year, continued providing community support to disadvantaged and vulnerable locals, to help them get back on their feet, thanks to the initiative of Tynwald Lodge. Office equipment such as laptops and furniture was purchased to enhance the learning environment, with the \$10,000 Grassroots Community Grant.
- Children with hearing difficulties were empowered to reach their full learning potential with Hear and Say receiving a hand up from Enoggera Lodge to purchase vital assessment kits to monitor the speech and listening development of children undergoing Listening and Spoken Language Therapy.
- More children with disabilities were empowered to live their best life with Dunnellan Lodge covering the costs of four participants in BestLife Foundation's sleepover program, one of several away-from-home experiences allowing children to be children.

- Redcliffe's less fortunate were empowered to lead more independent lives with Redcliffe First Settlement Lodge supporting Encircle Redcliffe Neighborhood Centre to cover the essential public transport costs and pharmacy scripts of their clientele. The Centre had more than 8,500 people requiring assistance walk through its doors last year.

- People with low or no vision have been empowered to lead more independent lives after Guide Dogs Queensland received a \$5,000 donation from the 2nd Annual Redcliffe Dining in the Dark event hosted by Redcliffe First Settlement Lodge.
- Several months' worth of essential food supplies were purchased by Night Light Outreach to feed Logan's needy through its street van, thanks to the generosity of Southern Queensland Lodge.
- Members of the Beenleigh District Men's Shed were empowered to explore their creativity, while improving their mental and physical health. Southern Queensland Lodge helped purchase essential equipment for the shed.
- Elderly or terminally ill patients in Logan and Beaudesert have been kept comfortable with access to more essential palliative care equipment hired out by Palliative Aid for Logan Services Inc. This was made possible by Southern Queensland Lodge.



IPSWICH

- Vital equipment for Guide Dogs Queensland's newly refurbished breeding centre – where its newest canine recruits are trained – has been purchased with a \$10,000 donation from United Tradesmen's Lodge, raised as part of the 4th Annual Dining in the Dark event.
- Victims of domestic violence in Ipswich were able to start life anew by purchasing the essentials like clothes and toiletries, with the Queensland Lodge donating \$5,000 to the Women's Crisis Support Service. The Centre also received a \$10,000 Grassroots Community Grant towards their essential resettlement package program.



GOLD COAST

- The Southport Volunteer Coast Guard was a step closer to purchasing a new motor for its 4,100 Noosa Cat rescue vessel, to ensure the service's ongoing sustainability in helping those who encounter misfortune on the high seas. Broadwater Surfers Paradise Lodge nominated them for the \$10,000 Hand Heart Pocket Community Grant. On two previous occasions, the Lodge also donated funds to service the rescue vessel.



DARLING DOWNS

- In-home health check-ups for the sick and elderly in the Lockyer Valley continued, with Argyle Lodge donating \$3,000 towards the maintenance, fuel and insurance costs of Blue Care's Community Care vehicle in Forest Hill, Laidley and Lowood for the second year in a row.
- Residents with limited mobility at Dalby's 80-bed Karingal Nursing Home benefited from two specialised mobile recliners, gifted by Dalby United Lodge, allowing them to sit more comfortably and participate in activities alongside fellow residents. An oxygen concentrator was also donated to the home to improve residents' quality of life.

- The local Men's Shed in Crows Nest, whose activities enhance the wellbeing of men, received a \$10,000 Grassroots Community Grant to re-wire the shed and to purchase a dust extractor – ensuring the facility remains a thriving hub for men. Crows Nest Cooyar Lodge nominated the organisation for the grant.



WESTERN DOWNS

- A new vein finder has assisted nurses at Mitchell Hospital, to find veins in elderly patients in a timelier manner – reducing discomfort. The device was gifted by Mitchell Lodge.
- Hearing impaired students at Miles State School were empowered to hear after Murilla Masonic Lodge contributed towards three sound field systems, with Miles Lions Club.



ALIGNMENT WITH OUR STRATEGY



Education for people with a disability



Ageing population



Women's financial and physical security



Men's mental and physical health



Employment for youth with mental health issues



Funding and financial assistance

A young man with short brown hair, smiling warmly, stands in a kitchen or community center. He is wearing a dark purple and blue zip-up jacket with white piping on the sleeves and a grey apron. The apron features a circular logo with the text 'Yello Bridge' and 'Collectables' below it. In the background, other people are visible at tables, and the room is lit with warm, hanging lights. The overall atmosphere is bright and positive.

CHANGING LIVES WITH PURPOSE-BUILT HOUSING

For young adults, moving out of home with their newfound independence is an exciting and memorable milestone. However, for a young person with a disability, living independently presents a sometimes insurmountable challenge. This challenge is even greater for young people living in regional areas, such as the Darling Downs.

“I don’t want him in a situation where he’s living with us until we have to go into a home and he’s then moved into a home.”

HELEN JONES, MOTHER OF YELLOWBRIDGE QUEENSLAND CLIENT MIKEY

A HAND UP

YellowBridge QLD is a charity that provides community support, home services and housing to a wide range of people including those with a disability. The charity was first brought to the attention of Hand Heart Pocket by local Freemasons. In February 2018, Hand Heart Pocket donated \$450,000 to YellowBridge QLD to enable the construction of a purpose-built three-bedroom unit in Toowoomba to accommodate two people with disabilities and a carer.

The unit is one of four being built by Enabled Living. It is designed to meet the needs of individuals with disabilities and to help empower residents to lead more independent lives.

YellowBridge QLD Chief Executive Officer Penny Hamilton said the donation would change the lives of two young people in the region for many years to come.

“We are in the midst of a disability housing crisis in the Darling Downs, where people with disabilities, especially those whose ageing parents can no longer look after them, have nowhere to go,” said Penny.

“We know of 40 people in this position, and while many have the means to buy or rent their own home, there is simply no suitable housing for them in the region. A few will never have the means to pay for a place to live,” she said.

“Having access to appropriate housing is an important part of the equation for improving the overall quality of life for people with disabilities, so we are very grateful for Hand Heart Pocket’s support.”

CHANGING LIVES

The new unit will consist of wider hallways, seamless entries into doorways, wider doorways and potentially a hoist system. The builder is working closely with occupational therapists to ensure the unit is customised to the individuals who will be living in it.

Helen Jones’ son Michael, a client of YellowBridge QLD, is set to benefit from the new accommodation.

“Mikey is nearly 30, so we’ve got to think about his future, and we’re getting older,” Helen said.

“I don’t want him in a situation where he’s living with us until we have to go into a home and he’s then moved into a home.”

Hand Heart Pocket Chief Executive Officer Gary Mark said alleviating the stress on ageing parents who care for their disabled children, through innovative purpose-built housing, aligned with the organisation’s values of equipping people to lead better lives.

“We are delighted to partner with YellowBridge QLD on this important initiative and know it will be a catalyst for changing the landscape of disability housing in the region.”

LOCAL INITIATIVES DRIVEN BY LOCAL FREEMASONS

“The Toowoomba and District Freemasons approached Hand Heart Pocket about the critical need for appropriate housing in the region and the meaningful work YellowBridge QLD was doing to assist disabled youth,” Gary said.

“The local Freemasons acknowledged that they could only do so much, and the issue deserved a significant grant – we were delighted to be able to help such a worthy cause,” he said.

“Given our purpose is to provide a hand up to communities, charities and individuals - many of the causes and organisations we support are raised through our local Freemasons.”

Grand Master Alan Townson said giving back to the community was at the heart of Freemasonry.

“We have a long history of supporting local communities, and the grassroots involvement is necessary for us to identify these things and also to put a face to who we are within our communities,” Mr Townson said.

YellowBridge QLD is an independent, not-for-profit organisation helping people access much-needed housing, disability support, youth and home services so they can lead independent and rewarding lives. The organisation supports more than 4,000 clients each year across Toowoomba, the Southern Downs and Lockyer Valley regions.



17,647

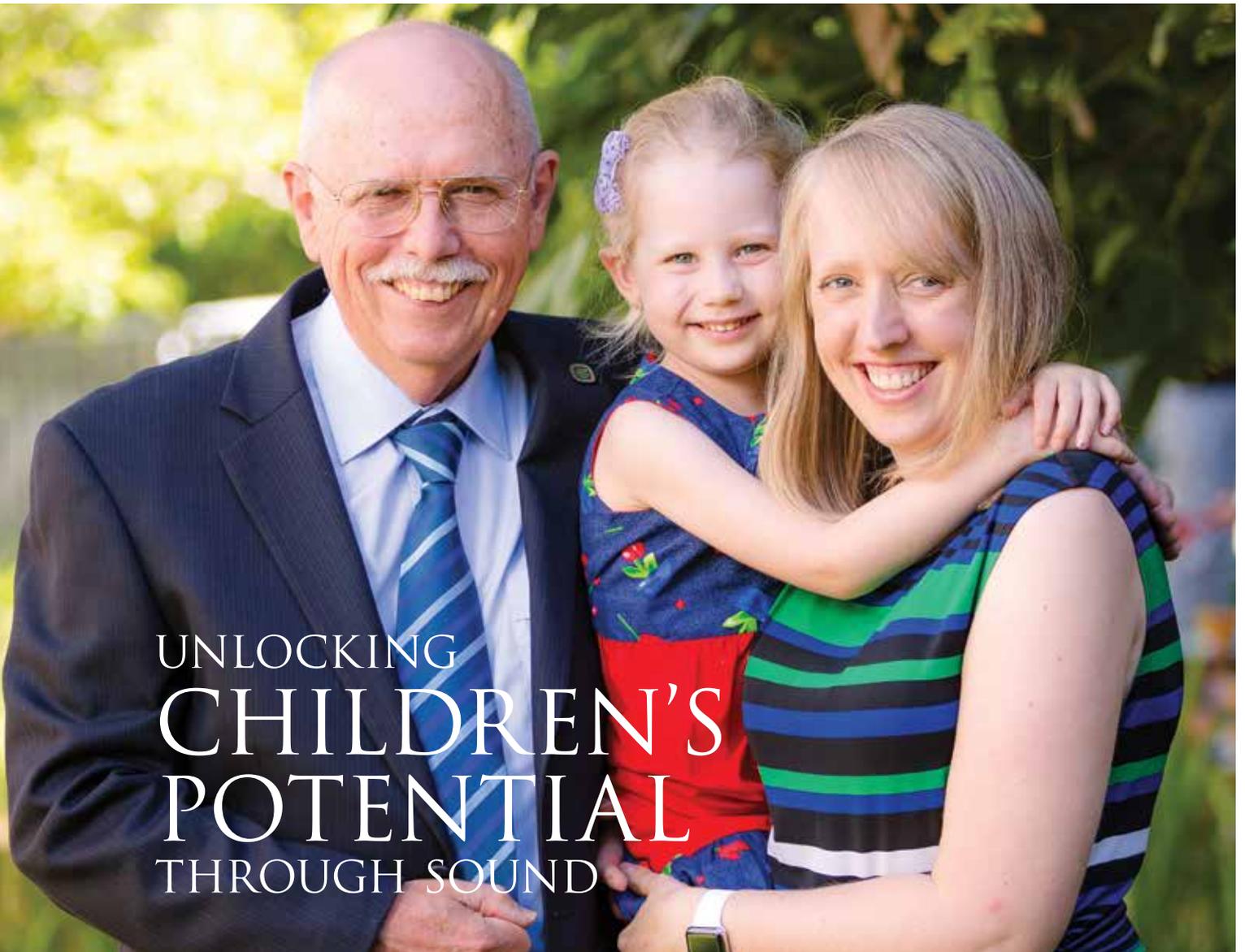
In 2016, there were 17,647 people under the age of 65 with a profound or severe disability living in the Darling Downs and West Moreton community.

Source: Australian Government 2018, Darling Downs and West Moreton PHN – 2018 Health Needs Assessment, accessed 17 September 2018.

ALIGNMENT WITH OUR STRATEGY



Funding and financial assistance



UNLOCKING CHILDREN'S POTENTIAL THROUGH SOUND

“We are extremely grateful for this funding from Hand Heart Pocket, which has come at a critical time to help cover our funding gap.”

HEAR AND SAY CHIEF EXECUTIVE OFFICER CHRIS MCCARTHY

THE IMPORTANCE OF EARLY INTERVENTION

Enoggera-Thistle Lodge Freemason Gary Golding always smiles when he sees Kellogg's Rice Bubbles, for they remind him of a special day a few years ago when his granddaughter Audrey first noticed the popping sound they make. For anyone else, this simple observation may have gone unnoticed, but for Gary, it was especially significant to know his granddaughter could experience low volume sound like other children and speak about her experience. When he heard her say “they are making a sound” it confirmed that the decision to go ahead with cochlear implants and training through Hear and Say was the right one.

“On the day my daughter Amy took Audrey home from hospital, she was told that Audrey couldn’t hear. Three weeks later during more testing we were told she had severe-profound hearing loss in both ears,” Gary said.

“Amy was upset of course, and we thought that Audrey would never hear her own mother’s voice. But then we discovered Hear and Say and medical advice determined that Audrey was a suitable candidate to receive cochlear implants,” he said.

“By the age of three-and-a-half Audrey had mastered the language skills of a five-year-old, and thanks to Hear and Say is experiencing the gift of hearing and speech.”

For more than 26 years, Queensland-based organisation Hear and Say has been changing the prognosis for these children through early intervention courses, programs, and speech and language services so that every child can reach their full potential. Its clinical services encompass Audiology, Listening and Spoken Language Therapy, Speech Pathology, Occupational Therapy, Physiotherapy, Group Social Skills Programs, and research, as well as a dedicated program for the rare congenital conditions of microtia and atresia.

BRIDGING THE GAP

Despite the important work the organisation does, there is currently a significant funding gap which means Queensland children could miss out on critical early intervention. On average, it currently costs Hear and Say \$10,000 a year to support just one child through its Early Intervention Program.

Having supported the organisation at a grassroots level, Enoggera-Thistle Lodge Freemasons were instrumental in bringing the organisation to the attention of Hand Heart Pocket.

“Hand Heart Pocket first became aware of the work of Hear and Say through a Dollar-for-Dollar Grant initiative with the Enoggera-Thistle

Masonic Lodge, so when the organisation applied for a grant, we were already aware of the vital work they do in the community,” said Hand Heart Pocket CEO Gary Mark.

In April 2018, Hand Heart Pocket announced half a million dollars in funding to ensure no child missed out on the critical services provided by Hear and Say.

“When I heard about the grant I was blown away – I started smiling and I haven’t stopped smiling since,” said Gary Golding.

“This provides an opportunity for hundreds of children throughout the state to improve their skills and it will open up new opportunities for them in life through their ability to communicate.”

A SOUND FUTURE

Hand Heart Pocket CEO Gary Mark said the organisation was proud to step in during this period, by giving Hear and Say the certainty of funding support for the next 12 months.

“The commitment shown by Hear and Say to give deaf children the precious gifts of sound and speech aligns with Hand Heart Pocket’s values, which are about empowering people to lead better lives. One of our key focus areas is supporting education for children with a disability,” said Gary.

“We are delighted that this partnership will ensure more children in Queensland have a future that will not be limited by their hearing loss.”

IT TAKES A VILLAGE

Hear and Say CEO Chris McCarthy said the generous grant would help to enable 500 children across Queensland to continue accessing their services during a critical time in their learning and development.

“The funds will help to ensure 200 children across the state will continue to have access to Hear and Say’s Audiology services and enable 300 children to take part in the Early Intervention Program at our centres in Brisbane, Townsville, Toowoomba and on the Sunshine and Gold Coasts, as well as through our Telepractice service,” Mr McCarthy said.

“We are extremely grateful for this funding from Hand Heart Pocket. More children and their families are turning to us than ever before, and this funding is vital for continuing our services to enable a child to hear, speak and live to their potential.”

Mr McCarthy said Hand Heart Pocket’s donation was transformational.

“It takes a village to raise a child, and it’s wonderful to be part of the village with Hand Heart Pocket and all the lodges out there – to be working with people who want to make a difference,” he said.



There are an estimated
3.6 million
Australians currently living
with hearing loss.

Source: Deloitte Access Economics commissioned by the Hearing Care Industry Association, 2017

ALIGNMENT WITH OUR STRATEGY



Education for
people with
a disability



Funding
and financial
assistance



EMPOWERING YOUTH WITH DISABILITY TO BE JOB READY

“I really wanted to get a job and have somewhere to go after I finished Year 12. And now I have somewhere to go. I’m really thankful for that.”

HELP EMPLOYEE MITCHELL GRAY

AN UNCERTAIN FUTURE

For young people with disability, finishing high school can be cause for concern rather than celebration. Although almost one-fifth of Australians report having a disability, Australia still lags behind other OECD countries in offering inclusive employment opportunities. Unemployment rates are almost double that of the general population and this figure has remained stagnant for the last two decades.

A HELPING HAND

With these statistics in mind, it’s unsurprising that securing a job after high school can seem like an impossible task for many students with disability. But thanks to the assistance of Help Enterprises (HELP), this goal has become a reality for students like Mitchell Gray.

After hearing about the organisation through his school, Mitchell applied for work experience within HELP’s Supply Chain Services business at Eagle Farm. Today, he has graduated from high school and is now employed full-time by HELP.

“After being here for a few months doing work experience one day a week, they came to me and offered me a job here,” Mitchell said.

“I really wanted to get a job and have somewhere to go after I finished Year 12. And now I have somewhere to go. I’m really thankful for that,” he said.



While he isn't yet sure where his career will take him, Mitchell describes the program as "the perfect place to start."

LAYING THE FOUNDATION FOR SUCCESS

HELP focuses on early intervention, through building the skills of students during Years 10 - 12 to improve their employability and ensure that they can gain meaningful employment when they reach adulthood.

Building confidence is also part of HELP's goal. Employees are matched with job roles that are adapted to suit their abilities, which allows them to see the value of their work and make a genuine contribution.

Since he began working at the warehouse, Mitchell has been focused on improving his concentration and socialising with his colleagues. He says that the strong support network has made the transition from high school to the workplace relatively easy.

"It's such a welcoming place – you know you're respected. It really feels like a proper workplace," he said.

Through this combination of life and employability skills, HELP aims to assist Australians with disability to avoid falling into the trap of long-term unemployment and social isolation.

OPPORTUNITIES FOR ALL

Due to the discrimination that many people with disability face in the workplace, respect and diversity are

central to HELP's mission. Mitchell enjoys the sense of mateship that he's built with his colleagues and says they spend their lunch breaks joking around and eating at a nearby café.

"I love the community, the people and the different range of disabilities. There are not just people like me, with my disability, but heaps of others," he said.

He has even learnt some sign language so he can interact with colleagues who have hearing impairment.

BRIGHT PROSPECTS AHEAD

Thanks to success stories like Mitchell's, HELP is expanding its operations to work with more young Australians.

Hand Heart Pocket donated \$1 million to cover the funding gap of a new \$3.3 million HELP Centre of Excellence Community Disability Hub in Crestmead.

"We are thrilled to partner with HELP through a Flagship Grant, as the new facility will allow more students to complete the program that Mitchell undertook," Hand Heart Pocket CEO Gary Mark said.

"This means that more Australians with disabilities will be able to have fulfilling careers and achieve greater independence through the opportunities and upskilling HELP provides," he said.

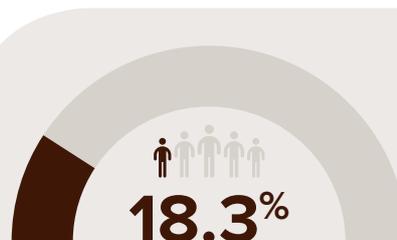
HELP Managing Director Kerry Browne said the grant would allow the organisation to offer early intervention and training so that young people with disability wouldn't fall through the cracks.

"Hand Heart Pocket, through their generosity, will enable us to promote an inclusive community and improve the lives of hundreds of young people with disability in the region each year," he said.

"Having a job that you enjoy brings greater independence, a greater sense of self-worth and confidence, and personal and professional development – which are things we all want in life."

With a total of 21 schools now partnering with HELP, the organisation will continue to make the workplace more accessible for Australians with disabilities.

As for Mitchell, his job at HELP is only the first step. "I'm working my best and trying my hardest," he said. Once he gains more experience, he hopes to pursue new opportunities at other inclusive workplaces.



In 2015, 18.3% of the Queensland population or just less than one in every five Queenslanders had a disability.

Source: Australian Bureau of Statistics, 2015 Survey of Disability, Ageing and Carers (SDAC)

ALIGNMENT WITH OUR STRATEGY



Education for people with a disability



Employment for youth with mental health issues

KNOWING YOUR RIGHTS CAN CHANGE YOUR LIFE



“Women’s Legal Service Queensland has had a massive impact on me. Personally, I wouldn’t be where I am today and wouldn’t have my kids... This grant is wonderful as it will mean more vulnerable women can receive the face-to-face support they need - when they need it.”

VIRGINIA HENERY, FORMER WOMEN’S LEGAL SERVICE QUEENSLAND CLIENT

KNOW YOUR RIGHTS

When you can’t see a way out, knowing your rights can make all the difference.

For many women experiencing domestic violence, the fear of losing their children, having no funds, or not knowing how to escape and remain safe keeps them trapped.

According to domestic violence survivor Virginia Henery, free legal advice from Women’s Legal Service Queensland (WLSQ) allowed her to overcome these fears and turn her and her children’s lives around.

“For those escaping domestic violence, where it’s dangerous to leave the house... it’s overwhelming and emotional,” Virginia said.

“When you arrive (at WLSQ), you’re not in the best head space, not able to think clearly... the whole thing is scary. Once you’re inside and sitting down with someone, you’re a little more relaxed,” she said.

“WLSQ guided my path, recommending the best avenue that I should be taking for my situation... and helped me avoid things that could have become really bad.”

“I knew I could always turn to them. They reassured me that no, this is not right. I’m not crazy... my kids will be safe and that really was my main concern.”

“WLSQ has had a massive impact on me. Personally, I wouldn’t be where I am today,” she said.

Over the past 34 years, the WLSQ has helped more than 120,000 Queensland

women and with them 250,000 children escaping from domestic violence, like Virginia and her children, to navigate their way through the legal system.

But the WLSQ's 100-year-old premises, which not only houses Queensland's only statewide Domestic Violence Legal Helpline, but also the Rural, Regional and Remote Helpline and the Sexual Assault Legal Service, has meant there are not enough offices to help all those who need it.

To help overcome this, in March 2018, Hand Heart Pocket provided \$340,000 to help refurbish the Annerley premises, providing more offices which will allow 2,000 domestic violence survivors to access free, face-to-face legal appointments appointments at the service.

WLSQ CEO Angela Lynch said this was the biggest gift the service had received in its 34-year history and would ensure those most vulnerable would have access to essential support.

"We are so excited by what this has helped us achieve. The building refurbishment was long overdue, and the project could only be funded by generous donations such as this," Ms Lynch said.

"Having more offices will give us the additional infrastructure to deliver 2,000 free appointments per year, which means we can assist vulnerable women when they need it most, for many more years to come.

"This grant has also allowed us to stay in a central location and remain accessible to our clients and volunteers, so we are immensely grateful for Hand Heart Pocket's generosity."

Construction is due for completion in early 2019.

The refurbishment will allow six additional, confidential, airconditioned, fitted out offices to ensure the service can provide legal assistance to more women across Queensland.

These changes will overcome the limitations of the existing building, which currently make it difficult for staff to find private space where clients can confidentially speak about their situation.

According to Virginia, being able to talk privately in a face-to-face setting when she was going through such a difficult time was crucial to helping her get through it.

"WLSQ see people based on priority and the appointments get booked out quickly," Virginia said.

"This grant is wonderful as it will mean more vulnerable women can receive the essential in-person support they need - when they need it."

BUILDING SAFER FUTURES FOR VULNERABLE WOMEN AND THEIR CHILDREN

The \$340,000 grant follows Hand Heart Pocket's vital interim funding of \$120,000 in July last year, which ensured calls to the WLSQ's state-wide legal helpline could continue to be answered until long-term funding was secured.

It also allowed 60 community service workers at Emerald and Rockhampton to be trained to support victims of domestic violence, and a revamp of the organisations website to make information more readily accessible.

Hand Heart Pocket CEO Gary Mark said supporting women's financial and physical security was part of the organisation's long-term strategy.

"We are focused on providing sustainable support to organisations that have limited access to other funding, to ensure they can continue to deliver essential services," Gary said.

"This grant has empowered WLSQ to continue building safer futures for vulnerable women and their children who are seeking a better life," he said.

"Empowering people to improve their lives is a core belief for our organisation and we believe this grant will help achieve that."

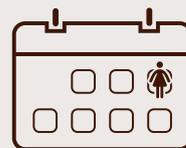
Ms Henery says the slogan on the WLSQ's new t-shirts of "stronger than you know" says it all.

"You really are stronger than you know. Don't be afraid. You can get help. There is a way out. You can get on with your life," Ms Henery said.

"WLSQ guided my path, helped me know what my rights are and now I'm on the other side and safe."



Domestic violence sends a woman to hospital every three hours.



Domestic violence claims the life of one woman almost every week.

ALIGNMENT WITH OUR STRATEGY



Women's financial and physical security

Source: Women's Legal Service Queensland



VETERANS
TREKKING
THROUGH THE
TOUGH TIMES

“The best thing about being a mentor is watching the change in participants by the end of the trek. They come in with a lot of emotion and leave with a different take on life. It is very rewarding.”

TROJAN'S TREK MENTOR BRETT VAN DER HEIDE

FROM VICTIM TO WARRIOR

After joining the army straight out of high school and serving in the Solomon Islands, Brett van der Heide returned home with Post-traumatic stress disorder (PTSD). The former Royal Australian Army Transport Driver and Combat First Aider suffered in silence for many years. Finding himself on medication and feeling ‘weighed down’, Brett started scouring the internet for different ways to deal with PTSD and came across Trojan’s Trek.

Trojan’s Trek is a wilderness-based intervention program run by former service personnel. The program’s philosophy is based on turning victims into warriors with veterans helping veterans.

Trojan’s Treks are held in Queensland and South Australia and participants, suffering from the psychological effects of serving in the armed forces, are supported by mentors who’ve been through the same experiences.

Brett participated in his first trek in 2014 in South Australia’s Flinders Ranges.

“On this first trek, it took me three days to talk about what happened to me and what I saw while serving. After I shared my story, I started feeling free again within myself,” he said.

“The mentors shared how they dealt with their PTSD, and it helped me deal with my PTSD, to control it and handle it.”

“I unloaded a fair bit of stuff on the trek, and I felt like a big weight had been lifted from my shoulders when I left. It allowed me to make changes in my life and to move forward – I left a lot lighter,” said Brett.

Brett went on to participate in another four treks, forming strong bonds with his mentors, who eventually encouraged him to take on the training to become a mentor himself. Hand Heart Pocket’s \$15,000 grant helped fund Brett, and 20 others, transition from trek participants to team leaders.

“The training taught us how to deliver a message effectively and put participants first – essentially how to communicate better, talk in public successfully, how to plant seeds to help people use these tools when they need them,” Brett said.

“I put the training into action at a Milmerran trek in 2018 and found it a lot easier to deliver a message and felt a lot more at ease talking to participants.”

“The best thing about being a mentor is watching the change in participants by the end of the trek. They come in with a lot of emotion and leave with a different take on life. It is very rewarding.”

Participation in the trek, which is a mental rather than a physical one, is free and delivered by veterans who’ve faced and overcome issues which confront younger veterans.

“The mentor training also focused on how to help people on their journeys, to go down rabbit holes with them if needed, but to come back up. We also learn how to help people at a distance and not to take on their emotion,” Brett said.

ON THE PATH TO A BETTER LIFE

Hand Heart Pocket Chief Executive Officer Gary Mark said initiatives that support men’s mental and physical health and women’s financial and physical security are part of the organisation’s long-term strategy.

“This grant will help Trojan’s Trek to continue to alleviate suffering and improve the quality of life of ex-service personnel, empowering them to lead better lives – having already helped over 200 ex-servicemen and more than 60 ex-servicewomen in the last nine years,” he said.

“Our grant has trained 21 mentors who will support a further 70 veterans this year,” said Gary.

With the help of his assistance dog Yogi, the pair are now key to providing support to trek participants. Taking people on the trek “down the rabbit hole” and back up again. Yogi has done five treks and now plays a vital role in them. Brett says, “he comforts everyone, he sits in front of them when they become emotional and they come back – he grounds them”.



53,038

In 2017, there were 53,038 members and former members of the Australian Defence Force with mental health disabilities.

Source: Department of Veteran Affairs, Annual Report 2016-2017.

ALIGNMENT WITH OUR STRATEGY



Men’s mental and physical health



Women’s financial and physical security

A STRONG FINANCIAL POSITION MAKES MORE POSSIBLE

FINANCIAL SNAPSHOT 2017-18 FINANCIAL YEAR

In its first full year operating solely as a significant public charity, The Board of Benevolence maintained a strong financial position. The organisation has focussed on its strategy to have a sustainable business model, reporting an overall surplus of \$7.35 million at the end of the 2017-18 financial year, and an increase in total assets of \$7.05 million from the previous financial year.

TOTAL ACCOUNTING RESULT

The FY 2016-17 includes the \$2.3 million gain on the sale of Masonic Care Queensland - Arundel)



REVENUE FROM OPERATING ACTIVITIES

Including investment earnings



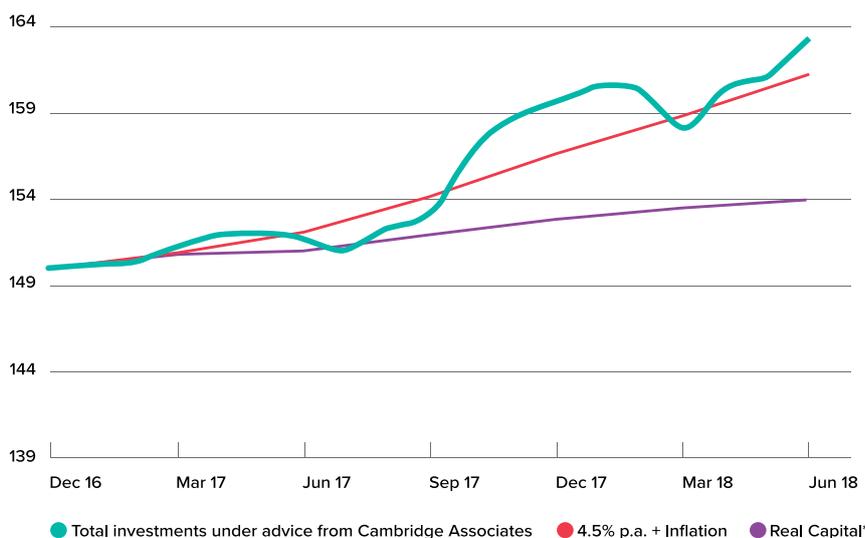
TOTAL ASSETS

Consisting of cash, investments and property assets



VALUE OF INVESTMENTS UNDER ADVICE FROM CAMBRIDGE ASSOCIATES OVER TIME

Value (\$ Millions)



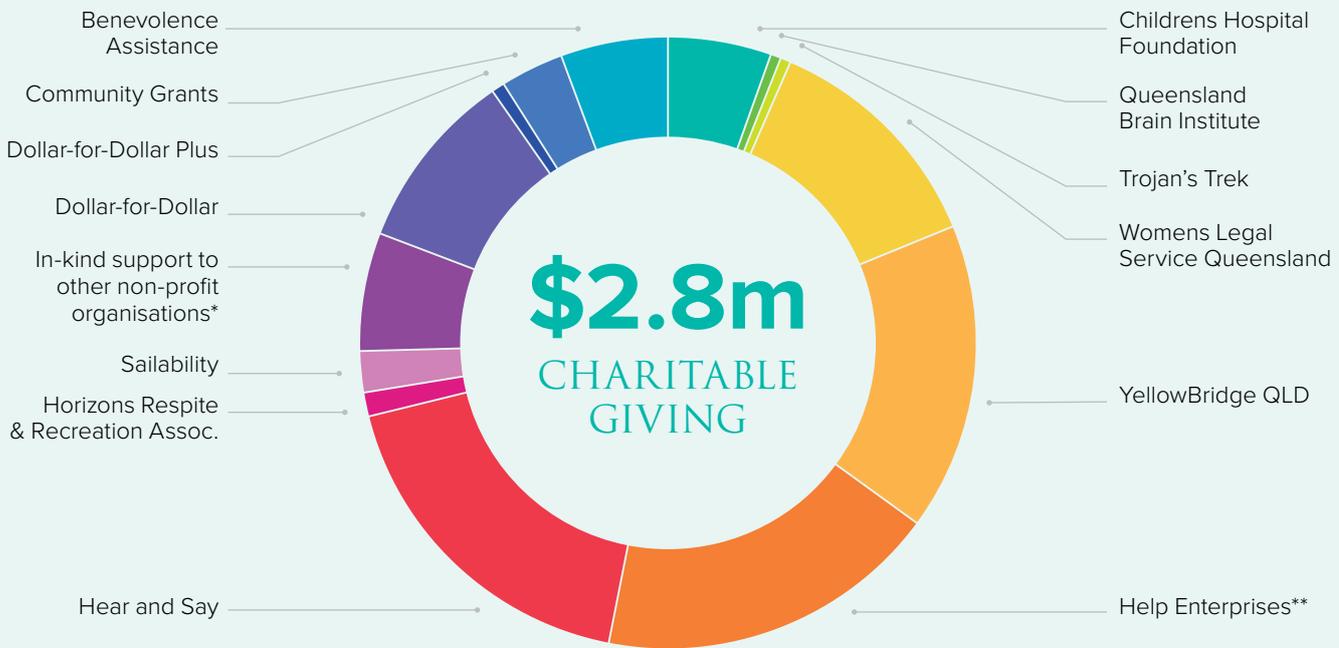
*Real Capital refers to the initial \$150 million adjusted for inflation

The board's investments were not fully placed until the end of November 2017. Since that time, the portfolio's performance exceeded the Consumer Price Index (CPI) and the Board's Investment Policy expectations.

The board's Investment Policy incorporates a balanced investment portfolio of 60% growth assets and 40% defensive assets and is designed to withstand ordinary market fluctuations over the long-term. The \$150 million placed in investments under advice from Cambridge Associates during 2017 has increased in value more than market predictions and it is expected to continue to grow over the long-term.

The purpose of this financial snapshot is to provide stakeholders with a high-level overview of the board's financial position and the support Hand Heart Pocket has been able to provide over the 2017-18 financial year. A more detailed financial summary is available to members through our Executive Office and will also be presented to members at the next Grand Lodge Communication via our November 'From the Pocket' newsletter.

THE FOCUS OF HAND HEART POCKET'S CHARITABLE GIVING OVER THE 2017-18 FINANCIAL YEAR

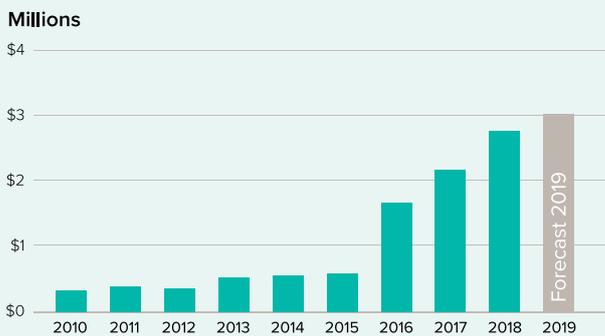


*In-kind support of \$173,000 has been provided to other non-profit organisations.

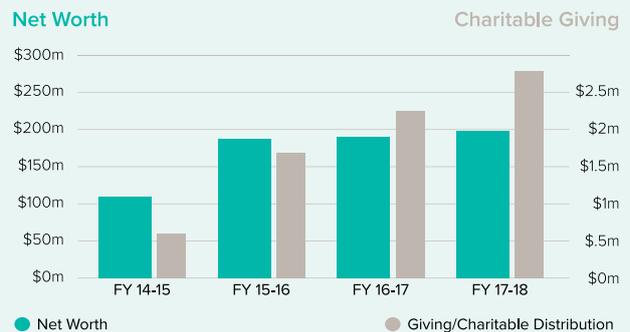
**Please note that the \$1 million Flagship Grant provided to Help Enterprises was paid over two financial years.

Grants were provided to Camp Quality, Youngcare, 3rd Space and COUCH in the 2016-17 financial year that have provided impacts across the last financial year. These impacts have been outlined from page 10.

CHARITABLE GROWTH 2010 TO 2018



NET WORTH AND GIVING



Retained Earnings have been the main contributor to 'Net Worth'. The organisation's 'Net Worth' has increased by almost \$90 million over the past three years, including the value of the Fund of Benevolence. Although our charitable giving has grown significantly over this time, our Net Worth has also increased, ensuring a sustainable business model so that we can continue to provide charitable support for another 100 years or more.

Since 2013, Hand Heart Pocket in collaboration with its members has increased its charitable giving year on year, to meet the needs of contemporary families and make a bigger impact across Queensland and Papua New Guinea.

