

# REVIEW 2020

BOARD OF BENEVOLENCE

## OUR REFINED PHILANTHROPIC APPROACH

Supporting programs and initiatives  
that help to improve outcomes  
for youth at risk.

 **HAND  
HEART  
POCKET**  
THE CHARITY OF  
FREEMASONS QUEENSLAND





#### 75th 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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#### Executive Office

Mosaic, Level 1, 826 Ann Street  
Fortitude Valley Queensland 4006  
T (07) 3493 6000  
info@handheartpocket.org.au  
www.handheartpocket.org.au

#### Auditor

Crowe Audit Australia  
Level 16, 120 Edward Street  
Brisbane Queensland 4000

#### Cover photo

A TRACTION participant works with  
his mentor to restore his bike.

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FEATURE STORY

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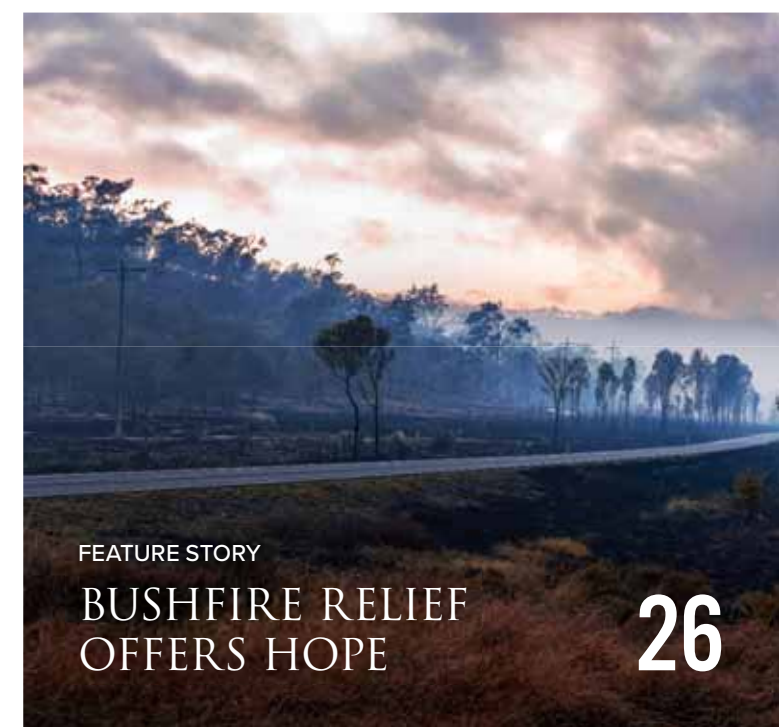
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# WHO WE ARE

Hand Heart Pocket the Charity of Freemasons Queensland is an independent charity and philanthropic foundation that provides support to other charities, social enterprises, families and individuals to help improve outcomes for the community.

At a state-wide level, we partner with other charities and philanthropists and provide Significant and Flagship Grants that mainly focus on improving outcomes for youth at risk. Hand Heart Pocket also provides a smaller portion of its grant funding for programs and initiatives that support men's mental and physical health, women's financial and physical security and our ageing population.

At a grassroots level, we work with Freemason Lodges throughout Queensland and in Papua New Guinea to identify and support numerous community initiatives every year. We also help individuals in times of extreme need to get back on their feet.

Hand Heart Pocket is the trading name and brand for the Board of Benevolence and of Aged Masons Widows and Orphans' Fund, which was founded by the Freemasons of Queensland over 110 years ago, and has an extensive history of charity and benevolence.



## IDENTITY

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



## PURPOSE

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



## VALUES

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

**Compassion** - Alleviate suffering and misfortune.

**Integrity** - Moral and ethical.

**Empowerment** - Equip people directly or through others to lead better lives.

# OUR REFINED PHILANTHROPIC APPROACH

Hand Heart Pocket recently embarked on a commitment to help improve outcomes for youth at risk for at least the next three years. This saw us start to direct the majority of our Significant and Flagship Grant funding towards programs and initiatives that aim to help at-risk youth to overcome the significant challenges they may face. Our Theory of Change explains the problem we are trying to address for youth at risk, how we think we can help and the outcomes we hope to achieve with our charity and philanthropic partners.

## HAND HEART POCKET THEORY OF CHANGE

### THE PROBLEM WE ARE TRYING TO ADDRESS

Young people at risk through trauma, disadvantage, social isolation and discrimination, are more likely to have adverse outcomes over the course of their lives. These adverse outcomes might include homelessness, not completing school, unemployment, addiction, poor mental and physical health, domestic violence and interactions with the police and justice systems.

#### IF WE:

- Focus our resources and most of our grant funding for at least the next three years to help improve outcomes for youth at risk.
- Build the right partnerships with other charities and philanthropists whose focus is also young people at risk.
- Build the capacity of other charities to help enhance their impact management.
- Support our charity partners to measure their impact and better understand the outcomes being created.
- Share what we learn.

#### THROUGH:

The support of evidence-based programs and initiatives that help young people at risk to have hope for their own futures and to:



Find a stable home



Build a support network



Contribute to the community



Seek help when needed



Gain an education and skills for the future



Find stable paid or volunteer work

#### THEN THIS WILL RESULT IN:

*For youth at risk:*

- Increased confidence.
- Increased hope for the future.
- Increased social interactions.

- Increased community interactions.
- Re-engagement with education.
- Actively seeking work.

*For other charities:*

- Greater clarity in how impact is created, managed and measured.

- Improved impact measurement to help improve practice.

#### AND EVENTUALLY WILL LEAD TO:

- Educational attainment (completion of Year 10, 11 or 12, TAFE, apprenticeship or university).
- Stable employment over time (full-time or part-time).
- Regular volunteering and community contribution.

- A stable support network in place.
- Stable housing.
- Reduced reliance on government services.
- Improved health and wellbeing.

IMPROVED OUTCOMES FOR YOUTH AT RISK IN QLD OVER TIME





## MESSAGE FROM THE CHAIRMAN

”

Over the past year, we've established several new partnerships with charities and social enterprises who are empowering at-risk youth to have hope for their own futures, and who will ultimately help us to create a greater impact.

Hand Heart Pocket's philanthropic support has continued to grow this past year at a time when our communities have needed it the most. Last financial year, we provided \$4.52 million in philanthropic support including grants, in-kind support and interest-free loans. Almost \$750,000 of that support was given in COVID-19 Emergency Grants, to assist our existing charity partners and grassroots charities identified by Freemason Lodges, to navigate through the pandemic. You can read more about our support during the Coronavirus pandemic on page 14.

### CREATING IMPACT WITH A REFINED APPROACH

This time last year, we announced our refined philanthropic approach, which has seen us strengthen our focus on improving outcomes for youth at risk. Over the past year, we've established several new partnerships with charities and social enterprises who are empowering at-risk youth to have hope for their own futures, and who will ultimately help us to create a greater impact. You can read more about our Theory of Change on page three, and how these grants are helping to improve outcomes from page 16.

The board's broader strategy continues to also support initiatives that help to improve men's mental and physical health, women's financial and physical security, and assist our ageing population. Further refinements were made to the action pathways in our long-term strategy as part of our regular, annual review. These refinements will allow us to continue striving for success in our journey to create enduring and positive

impacts; build the right relationships; have a sustainable business model; honour our traditions and history and; maintain a contemporary approach.

### GRAND MASTER'S FIRE APPEAL

It was encouraging to see Freemasons across the state rally together with Hand Heart Pocket as part of the Grand Master's Fire Appeal, which resulted in over \$202,000 being distributed to assist fire-affected Queenslanders. More information about how this relief has offered hope can be found from page 26. Through our support of the charity work of Lodges, we are able to make a bigger difference to strengthen families and communities.

### OUR PEOPLE

This year has seen some board renewal, with Paul Reeve, Jane Crombie and Kirby Leeke bringing additional skills and expertise to the board. You can read more about the qualifications and experience of our directors from page six.

Spencer Christensen and John Aronis retired as directors when their terms concluded this year, and at the time of writing, Gary Mark was also about to complete his contract as CEO of more than seven years, to embark on the next phase of his career. The entire board is very grateful for their dedication, expertise and hard work which contributed to addressing the significant issues faced by the organisation in 2013. Through a clearly defined board strategy, which was well executed under Gary's leadership, the organisation has been able to position itself

where it is today – as a large philanthropic fund which is making a significant charitable and philanthropic impact.

### OUR STRONG FINANCIAL POSITION

Our core investment corpus was valued at \$176.28 million as at the end of June, which was a slight increase on last year despite the fluctuations in market valuations due to the pandemic's impact on global financial markets. This is also a significant increase from the \$150 million it was valued at when the corpus was originally invested in December 2016.

For the 2019-20 financial year, we recorded an operating deficit of \$2.89 million. This deficit was largely due to the lower than budgeted investment income received for the year. Our revenue from operating activities was \$6.34 million, and net assets were \$183.27 million as at 30 June 2020. More information on our financial position can be found on page 28.

Hand Heart Pocket is about to embark on a new phase of its journey, under the leadership of a renewed board and a new CEO. We are excited about the philanthropic impact that this organisation can help to achieve as it builds on the legacy of Freemasonry to empower, support and enable humanity in an ever-changing world.

**ALASDAIR BEGLEY**  
CHAIRMAN

## MESSAGE FROM THE CEO

”

Great outcomes require great teams to consistently perform to the best of their ability, and this organisation has been extremely lucky to have had appropriately skilled and committed staff through its journey to becoming one of Queensland's leading philanthropic foundations.

This is my last message as the CEO of Hand Heart Pocket, and by the time this publication is released, I would have already embarked on the next phase of my career.

When I look back, the past seven years have been both rewarding and inspiring. We have laid the groundwork for the charity of Freemasons Queensland to become a large philanthropic foundation while consistently delivering on the board's evolving strategy. Our evidence-informed Theory of Change is now guiding our philanthropic activities and will help to create a significant impact for at-risk youth. This past financial year alone, our Significant and Flagship Grants totalled \$2.26 million and assisted ten programs or initiatives that are improving outcomes, mainly for youth at risk.

We have increased our support of the charity work of Freemasons through our expanded grassroots grants program, our men's health awareness campaign, and our support of the River 2 Reef Charity Ride in Mackay. Together with our Freemason members, we have provided assistance to many Queenslanders who have been affected by the devastating fires and drought.

So much has been achieved, even in the past 12 months, and the charity work of Freemasons is becoming more prominent in more communities.

### OUR GRASSROOTS SUPPORT

This past year, our support of Lodge charity work at a grassroots level grew to \$590,000, with 81 community charitable initiatives being identified by Lodges. You can read more about how our Grassroots Grants program is making a difference from page 10. These grants were in addition to several COVID-19 Emergency Community Grants that helped community organisations to meet an increase in demand for their services during the pandemic.

### MEN'S HEALTH AWARENESS CAMPAIGN

Our Men's Health Awareness Campaign delivered information sessions in 13 communities across Queensland before the pandemic caused a further three to be cancelled. The free information sessions

held in partnership with CheckUP, covered a range of men's health topics such as nutrition, physical activity, early detection of cancer, important CheckUPs for men, diabetes and heart disease, mental health, wellbeing and relationships.

### RIVER 2 REEF CHARITY RIDE

Despite the challenges of the pandemic, the River 2 Reef Charity Ride went ahead in September with Hand Heart Pocket maintaining its three-year commitment as naming rights sponsors. Seven hundred riders took part in the COVID-19 friendly, modified event, raising \$75,000 for three local charities including the Suicide Prevention Community Action Planning Group's Men's Campaign based at 'selectability', RACQ CQ Rescue and the Mackay and District Sporting Wheelies.

None of these past seven years would have been possible without the support of our passionate Freemason members, and of course, my dedicated and committed team at Hand Heart Pocket. I sincerely thank you all and I look forward to seeing the impact this organisation will have for many years to come.

**GARY MARK**  
CHIEF EXECUTIVE OFFICE



The Hand Heart Pocket team in September 2020. From back left: Clayton Rawle, Katrina Makai, Gary Mark, Karen Tilke, Danielle Chappell, Ruth Keshia, Robert Quattrough, and Sal Dunlop.



# 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.*



## GREG SHORT DIRECTOR

JP(Qual)

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.

## ALASDAIR BEGLEY CHAIRMAN

BSurv, Reg Surv (Cad), EMBA, GAICD

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.

## JASON BINGHAM DIRECTOR

DBA, MBA, BAHum, PMP, GAICD

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.

Our board and executive officers as of the end of August 2020 are pictured from left to right. (Absent: Paul Reeve, Director).

## ROBERT QUALTROUGH EXECUTIVE OFFICER COMMERCIAL & COMPANY SECRETARY

BCom (Accounting), CPA, MAICD

Robert is a Certified Practicing Accountant with over 24 years' experience in executive and senior finance roles across a number of industries where he has gained extensive reporting and analysis, business management, governance and company secretarial experience.

## GARY MARK CHIEF EXECUTIVE OFFICER

MHCIMA, MAICD

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.

## PAUL HOLLAND DIRECTOR

MCI MedSt DipT FIML MACE

Paul is the Grand Master of the United Grand Lodge of Queensland. He has significant experience in both the interactive media industry and the education and training sectors. Paul has been a company director and president of several organisations, a c-level executive, business coach, consultant and lecturer. He is also a Fellow of the Institute of Managers and Leaders and a Member of the Australian College of Educators.

Paul specialises in leadership, strategy, creativity and innovation, organisational change, sustainability, knowledge management, business acumen and entrepreneurship, executive and business coaching, and IP commercialisation.

## SANDY BLACKBURN DIRECTOR

BSc, Grad Dip AdEd, MA AdEd

Sandy brings more than 35 years' local and international experience in the philanthropic, non-profit and financial services sectors, and a passion for building bridges between the social and financial. She is the founder and Managing Director of Social Outcomes, a business that uses social and financial innovation to create and fund quality outcomes for its partners. Sandy also sits on the Australian Advisory Board to the Social Impact Investment Global Steering Group and the advisory board of QUT's Australian Centre for Philanthropy and Nonprofit Studies.

## JANE CROMBIE DIRECTOR

BHMS, MBA, GAICD, FGIA

Jane is an investment professional with over 15 years' experience in portfolio construction for superannuation, membership, and philanthropic organisations. She is experienced in risk and compliance, investment governance, ESG investing, entrepreneurship, and the social impact sector.

Jane is passionate about governing and investing well to maximise philanthropic impact. She has a particular interest in board oversight of organisational culture. Her governance experience over the past decade includes roles at PwC, Australian Unity, AMA Qld, Anglican Schools Commission, ImpaQt Qld, and food rescue charity SecondBite.

## KIRBY LEEKE DIRECTOR

CA, CPA, BBus (Accounting)

Kirby has extensive experience as a Chartered Accountant and Auditor, has served on numerous boards and committees, and is an active member of the Scouts Association of Australia. He is a fellow of the Institute of Chartered Accountants, a Registered Company Auditor, a Justice of the Peace (Qualified) and a Member of the Australian Institute of Company Directors. Kirby previously served on the Board of Benevolence for 14 years and has been a Freemason for more than 30 years. He has also served and continues to serve in very senior roles within the Great Priory of Queensland and the Supreme Grand Royal Arch Chapter of Queensland.

## PAUL REEVE DIRECTOR

BA (Hons) Philosophy, Politics and Economics






Paul has extensive global experience in values-led investment, asset management and investment banking.

He is a founding partner and director of a UK asset management business and holds board positions in a number of impactful organisations and companies around the world.

Paul has a passion for helping young people fulfil their potential, and his experience and qualifications have seen him develop solutions that link investment returns with supporting charitable causes.

# OUR ACTIVITIES & OUTCOMES

## SNAPSHOT OF HAND HEART POCKET GRANT FUNDING FY 2019 - 2020

 <b>SIGNIFICANT GRANTS</b> 10 GRANTS \$2.26M	 <b>GRASSROOTS GRANTS</b> 81 GRANTS \$590K	 <b>COVID-19 EMERGENCY GRANTS</b> 17 GRANTS \$748K	 <b>BENEVOLENCE ASSISTANCE</b> 28 PEOPLE \$139K	 <b>DISASTER RELIEF</b> <b>DROUGHT &amp; FIRE</b> \$358K
<b>TOTAL CASH GRANTS</b> <b>136</b>		<b>VALUE OF CASH GRANTS</b> <b>\$4.095</b> <small>(INCLUDING DISASTER RELIEF FUNDING)</small>		<b>IN-KIND SUPPORT</b> <b>14 INITIATIVES</b>

## MAKING A DIFFERENCE IN THE COMMUNITY:



### YOUNG CARERS IN QUEENSLAND

will have the support to complete school, build a support network, increase their confidence and create hope for their futures thanks to a Significant Grant of \$380,000 to Little Dreamers for the Young Carer Project pilot in Townsville, Bundaberg and Brisbane.



### 2 PEOPLE LIVING WITH A DISABILITY

will have increased independence and a stable home after YellowBridge QLD, a disability support services and housing provider in Toowoomba, opened a purpose-built accommodation unit, thanks to a \$450,000 Significant Grant given in 2018.

### 11 ELDERLY PEOPLE LIVING WITH DEMENTIA



will maintain close ties with their loved ones and support networks when Pinaroo Aged Care in Roma completes facility refurbishments, funded through a \$250,000 Significant Grant given last financial year, so more people with the condition can be cared for locally.

### 100 ELDERLY AND DISABLED PEOPLE



will maintain their independence thanks to a \$102,500 Significant Grant to Murilla Community Centre in Miles, so it could purchase a new bus and vehicle to provide fit-for-purpose transportation and support services.

### 1,228 PEOPLE LIVING WITH CANCER

can build support networks and enhance their quality of life when additional wellness facilities and services become available from a \$570,000 Flagship Grant and \$130,000 interest-free loan given to Bloomhill Cancer Care Sunshine Coast in 2018, so it can expand its facilities.



### OLDER PEOPLE WITH HEARING LOSS

in Queensland will increase their social networks by staying connected, as a \$110,000 Significant Grant and a \$110,000 interest-free loan helps Hear and Say to accelerate the growth of its new Adult Hearing program.



### 38 YOUTH AT RISK

in South East Queensland have the opportunity to increase their confidence and create hope for their futures by engaging in alternative action-based education, thanks to a \$100,000 Significant Grant to TRACTION. The grant will also help the non-profit measure its outcomes and better understand, manage and measure the impact it is making.



### 24 PEOPLE WITH VISION LOSS

across Queensland will soon experience greater independence when paired with a Guide Dog, thanks to the savings in vet bills brought about through a new onsite vet clinic, made possible by a \$230,000 Significant Grant given last financial year to Guide Dogs Queensland.



### VULNERABLE LGBTIQ + YOUTH

in Brisbane will benefit from an \$80,000 capacity-building grant to Open Doors Youth Service to engage a specialist to develop a framework which will help the charity to better understand, measure and manage the impact it is making.

### 460+ PEOPLE WILL BE RESCUED

when in trouble out on the water off the Fraser Coast thanks to a \$400,000 Significant Grant to Volunteer Marine Rescue Hervey Bay in early 2019 to help build a new marine rescue vessel.



### 110 YOUNG PEOPLE WITH PHYSICAL OR MENTAL HEALTH INJURIES

in greater Brisbane and Ipswich will be supported to transition into paid or volunteer work once they are job ready from a \$479,244 Significant Grant to Happy Paws Happy Hearts. The grant will help establish an Employment Pathways program to build on an existing program, that brings socially isolated people together to care for and train rescue animals.



### YOUNG FAMILIES IN CRISIS

Vulnerable young families in crisis on Brisbane's southside will continue to have access to vital support services with Micah Projects receiving a \$400,000 Significant Grant and \$400,000 interest-free loan to help purchase the leased building where it runs the Wellspring Hawthorne Hub.

### PEOPLE WITH A DISABILITY

in South West Queensland will gain increased independence and dignity through access to purpose-built respite and short-term accommodation. Care Goondiwindi received a \$281,000 Significant Grant to help fund the construction of stage one of a \$1.5 million facility.

### 30 PEOPLE WITH A LIVED EXPERIENCE OF MENTAL ILLNESS



in the Toowoomba region will have the opportunity to gain vital skills and an employment pathway since Vanguard Laundry Services received a \$277,500 Significant Grant to fund the upfront capital investment needed to grow its social enterprise.



# OUR GRASSROOTS GRANTS PROGRAM

## FREEMASONS MAKING A DIFFERENCE IN THE COMMUNITY

Our Grassroots Grants program maximises the charitable work of Freemason Lodges in their community.

Throughout the year, Lodges identify and help to fulfil local community needs, which is augmented through Hand Heart Pocket's Dollar-for-Dollar, Dollar-for-Dollar Plus and Grassroots Community Grants. This past financial year, support was

increased at a grassroots level with Freemason Lodges and Hand Heart Pocket contributing over \$590,000 to support 81 grassroots initiatives. Additional support was provided to local charities identified by Freemason Lodges through COVID-19 Emergency Community Grants to help meet emerging community need as a result of the pandemic (see page 14). A hand up was also provided to 28 people

through Hand Heart Pocket's Benevolence Assistance program, as well as significant disaster relief support for Queenslanders affected by the bushfires and drought. Also, 16 volunteer Hand Heart Pocket Champions helped to promote Hand Heart Pocket programs and initiatives within Freemason Lodges and throughout their communities.

## HERE'S HOW FREEMASONS ARE IMPROVING OUTCOMES IN THEIR COMMUNITY:



gifted to the ward by Granite Freemasons Lodge. The \$23,598 donation will help to improve patients' quality of life. The hospital caters for 20,000 people in the region.

- A trained assistance dog has helped to improve the wellbeing of a returned soldier in Cairns. The District Board of Carpentaria generously provided \$3,000 to Canine Helpers to cover training costs.
- People experiencing homelessness or at-risk of being homeless in Cairns will continue to have access to vital information and assistance to find appropriate housing, through Anglicare North Queensland. Gregory Allan Freemasons Lodge donated \$4,000 to their Homelessness Hub.

### CARPENTARIA REGION

- Vital equipment to assist in the transportation of patients in the Far North was gifted to the Royal Flying Doctor Service in Cairns. Murray Freemasons Lodge donated \$10,400 for two vacuum mats to help stabilise patients suspected of a spinal injury. Additionally, new pilot headsets and sound-reducing headsets for the crew onboard were purchased.
- The Mareeba Men's Shed has been made more accessible, with a section of the workshop being remodelled. Granite Freemasons Lodge pitched in \$15,042 towards the addition of a new work area, plus new bathroom facilities including a disability toilet and shower.
- Rehab patients at Mareeba Hospital were assisted in their recovery with a blanket warmer and bladder scanner



### NORTH QUEENSLAND REGION

- 10 schools in North Queensland will have a dedicated space to promote kindness, with the Joyful Foundation securing a \$10,000 Community Grant for 10 'buddy benches'. The initiative has been a successful deterrent to bullying. Millican

Freemasons Lodge nominated the organisation for the grant.

- Volunteer Marine Rescue Bowen which services a 7,000 sq. km area, received a \$15,000 funding injection towards efforts to obtain a new rescue vessel. Kennedy Freemasons Lodge joined the groundswell of support for the initiative.
- Relatives and friends of the terminally ill at Townsville Hospital have been able to take time out after St Andrew of Townsville Freemasons Lodge donated \$1,584 for two TVs for the two waiting room lounge areas within the palliative care unit. A total of 700,000 people fall within the hospital's catchment area.
- New fridges and dryers have helped people receiving treatment for blood cancer to feel at home at the Leukaemia Foundation's Townsville Freemasons Village. The home-away-from-home received a \$12,000 donation from Calen Hamilton Freemasons Lodge in Mackay. Around 125 families stay at this accommodation facility each year.

- The boating community was top of mind when Fuller Freemasons Lodge handed over \$2,000 to Burdekin Volunteer Marine Rescue to help cover its fuel costs. The service, which is responsible for keeping people safe on the water, has been operational since 1971.

- Maintaining a homely environment for families staying at North Queensland's Ronald McDonald House was made possible following a \$5,000 donation from the District Grand Lodge of North Queensland. The funds will help to cover maintenance and repairs for one unit for 12 months. The accommodation facility

adjacent to Townsville Hospital can contain 25 families and 100 people each night.

- Fuller Freemasons Lodge has extended a helping hand to war widows and their families through Lower Burdekin Legacy. A \$300 donation was provided to support their essential services. 45 families are supported by the local branch.



### CENTRAL QUEENSLAND REGION

- The RACQ Capricorn Rescue Helicopter Service was able to stay in the air, with \$3,000 being gifted towards fuel costs. Yeppoon and Douglas Lodges initiated the donation to the service which is on call 24/7 and covers a 350,000 sq.km area in Central Queensland.
- The Suicide Prevention Community Action Planning Group's Men's Campaign based at 'selectability' received a \$4,000 boost from Calen Hamilton Freemasons Lodge, with a surprise announcement at the Mackay District Freemasons' inaugural Gala Dinner in September.
- The production of resources and safeTALK trainer training will help to spread awareness about suicide prevention across the Mackay region. Walkerston Freemasons Lodge contributed \$10,000 to Grapevine Group for the initiative. In 2019 the organisation trained over 5,000 locals.
- The vital transportation of renal patients for treatment and dialysis at Mackay Hospital has been streamlined as the Kidney Support Network makes use of a new computer to manage its volunteers and clients. Sarina Freemasons Lodge provided the \$1,200 donation to the group.



### WESTERN QUEENSLAND REGION

- Emerald PCYC has invested a \$9,669 Community Grant in new equipment and the fit out of a new space within the club to run an enhanced program for at-risk young people on community service orders. Alexandra Freemasons Lodge recommended the initiative.
- At-risk youth in Charleville will get the help they need to be job-ready through the Charleville Neighbourhood Centre, which received a \$10,000 hand up for much-needed resources for its job readiness program. Charleville Freemasons Lodge initiated the Community Grant.
- A new portable glidescope go monitor kit will help nurses at Augathella Hospital to examine patients' airways and perform vital life-saving procedures. The device was funded by a \$4,000 Community Grant instigated by Augathella Freemasons Lodge.

- New equipment including a wood cutting band saw and second-hand metal folding machine and guillotine have been gifted to the Longreach Men's Shed to accommodate an increase in membership. Comet Freemasons Lodge nominated the group for a \$5,500 Community Grant.



### WIDE BAY REGION

- Equipping students with life-skills will be taken to the next level at Hervey Bay Special School, as Mundubbera-Burnett and Hervey Bay Daylight Freemason Lodges helped to bring the long-awaited Trade Training Centre to fruition. With the support of the local Masonic family, a \$50,000 donation has helped to fund the construction of the new outdoor learning space which will form part of the centre. A new deck with ramped access, panel roofing and planter boxes will help to create a productive environment. Over 100 students attend the special school.
- The life-saving work of the Royal Flying Doctor Service (Queensland Section) and RACQ LifeFlight Rescue in the Wide Bay

region was taken to new heights with the opening of the new \$6 million aeromedical base and patient transport facility in Bundaberg. Five local Freemason Lodges, and local Chapters within the Order of the Eastern Star, Rose Croix, Royal Arch and Grand Priory instigated a \$50,000 donation towards the fit-out of a specialised meeting room, for the co-ordination of services, professional development and community engagement. Annually, over 3,500 patients in the region access the services of the RFDS or LifeFlight, with this number is expected to rise, with the planned expansion of Bundaberg Hospital.

- Bundaberg's RACQ LifeFlight Rescue helicopter has continued to reach those in immediate need, thanks to Boonara Freemasons Lodge donating \$13,426 towards operating and fuels costs. Last year hundreds of critical missions were completed throughout the Wide Bay region.

- Bundaberg Meals on Wheels which is accessed by some 330 people in the Wide Bay community was gifted \$7,707 worth of commercial catering equipment and a suction polisher to keep its facilities clean. Tyrian Freemasons Lodge instigated the donation.

- Plans to open a new 12-bed homeless shelter in Maryborough received a funding boost of \$3,160 to help with renovations to an existing building near the local hospital. The initiative was spearheaded by Sheltered by Grace and PresCare after it was revealed that some 89 homeless people in Maryborough are turned away from shelters each day. The wife of the Grand Master, Waveny Holland made the donation after another successful quarterly fundraiser.

- New shade sails will complete the student-run coffee shop at Hervey Bay Special School. Hervey Bay Daylight Freemasons Lodge brought the initiative to Hand Heart Pocket's attention resulting in a \$3,470 Community Grant.

- Stage one of a new sensory room at Maryborough Special School has been green-lighted with a \$10,000 Community Grant. The school, which has 80 students from prep to year 12, was put forward for the grant by Mundubbera-Burnett Freemasons Lodge.

- Visitors at Gayndah Hospital will be able to stay close to their loved one thanks to the donation of a sofa bed, following a \$3,399 Community Grant. Aged care residents at Gunther Village will be able to communicate with family and friends after the home was gifted eight new iPads worth \$6,211. Both initiatives were instigated by Gayndah Freemasons Lodge.





## CENTRAL WEST REGION

- A specialised recliner was gifted to the local health service in Millmerran to enhance patients' hospital stay. Millmerran Freemasons Lodge donated \$3,672 for the Regency Floatation Chair with their community in mind. The town's population is just over 1,500 people.

- Victims of the Stanthorpe bushfires who lost their homes were given a hand up to get back on their feet. Four families shared in a \$23,320 donation from Stanthorpe Freemasons Lodge, with the support of Lodges from the Southern Downs, Darling Downs, and Goondiwindi regions.

- At-risk youth were made to feel at home at the Haven, a supported accommodation initiative of Yellowbridge QLD, with three new beds donated by the Toowoomba & District Masonic Council.

- Victims of domestic violence at a shelter run by the Women's Crisis Support Service in Ipswich, received a hand up with the essentials to re-establish their lives. The \$5,000 donation was provided by Queensland Freemasons Lodge. In 2019, 96 women and 103 children attended the service.

- At-risk youth in the Miles District will get on the path to paid or voluntary work through the Murilla Community Centre. A \$10,000 Community Grant helped to establish the youth program, by revitalising their disused den, preparing the necessary resources and sourcing a youth worker. Murilla Freemasons Lodge nominated the initiative.

- At-risk youth in the Balonne region will have hope for their futures, as a Youth Council is established to engage young people through the arts, including a choir and performances at community events. The initiative of Care Balonne Association Inc will be supported with wrap around services. The organisation was put forward for the \$8,500 Community Grant by Balonne Freemasons Lodge.

- A community engagement group in Toowoomba will continue to enhance the wellbeing of marginalised locals, with the Toowoomba & District Masonic Council assisting with rent, utilities and fuel costs to help keep the centre open. \$10,180

was donated to Peaceful Humans which is access by 180 people annually.

- People recovering from drug and alcohol addiction in Toowoomba received a hand to get back on their feet with Darling Downs Freemasons Lodge donating \$1,198 to Sunrise Way Rehabilitation Centre for two iPad minis.

- Five Rural Fire Brigades in the Laidley and Lockyer Valley regions were able to upgrade some of their equipment after sharing a \$10,000 donation provided by Argyle Freemasons Lodge. Mulgowie, Blenheim, Hatton Vale, Grandchester and Woodlea Rural Fire Brigades were able to purchase upgraded equipment such as blowers, GPSes, generators and other items that were not provided by the Queensland Fire and Emergency Service.

- 30 dementia residents and their families at Goondiwindi's Kaloma Home for the Aged have been able to better utilise the outdoor space adjacent to their wing thanks to \$7,104 worth of shade sails donated by McIntyre Freemasons Lodge.

- The humble laminator has proven to be vital to the Rural Fire Brigade. The Stanthorpe Fire Brigade Group which consists of 12 satellite brigades and one central brigade was gifted 13 laminators and pouches to laminate maps and standing orders, which are required in the trucks and out in the field. Stanthorpe and Dunellan Freemasons Lodges donated \$1,480.57 for this essential equipment.
- Akooramak Home for the Aged has replaced its bedpan washer and sanitizer after receiving a \$10,000 Community Grant to cover the funding gap. The grant was initiated by Cunningham Freemasons Lodge.

- A fresh coat of paint has revitalised Arden House, an overnight respite accommodation facility run by Granite Belt Support Services. Stanthorpe Freemasons Lodge nominated the organisation for a \$10,000 Community Grant to help bring the project to fruition.

- The homeless and families in distress have continued to receive food relief through Lighthouse Care after a \$10,000 Community Grant was provided towards the purchase of seven new freezers at their Loganholme branch. Warwick Freemason Lodges took the lead to nominate the group.



- The outdoor play area at the local Hear and Say Centre in Nambour now has a permanent roof covering with Rosslyn Freemasons Lodge instigating a \$42,000 donation. This outdoor space provides a unique environment in which children who are hearing impaired can learn to hear, listen and speak. Some 1,600 children will benefit from this initiative.

- Much-needed supplies for Blackall Range Care Group's day respite centre has helped to enrich the lives of the aged on the Sunshine Coast hinterland. A \$700 hand up was provided by Maleny Freemasons Lodge for the 30 elderly people that access the Centre each day.

- Buderim Men's Shed was supported in their efforts to enhance men's mental and physical health in more ways than one, with Landsborough Lodge donating \$2,580 for a defibrillator and numerous wood vices. Around 40 men access the workshop each day.

- School supplies, uniforms and other necessitous items were available to students in need at Maleny State High School, through Your Dream Inc. Maleny Lodge initiated the \$500 donation.

- At-risk youth at Maleny State High School who need crisis care, mentoring, family support or the essentials to get through their schooling with get extra help through Your Dream Inc. Maleny Freemasons Lodge nominated the group for a \$5,000 Community Grant to support their work.

- Upgrades to arena fencing at the Gympie and District Riding for the Disabled Association Inc. will enable sixty people with disabilities to continue to partake in the organisation's therapeutic horse riding programs. The Gympie and District Masonic Fundraising Committee provided \$28,033 to replace the wooden arena fence with a fabricated steel fence.

- Media equipment has enabled the Nambour Community Centre to shine a light on youth, multicultural and homelessness issues through the development of a series of podcasts. Rosslyn Lodge provided the \$1,000 hand up to the group that supports over 7,000 people in the region.

- Prompted by the extended bushfire season, Maleny Freemasons Lodge donated \$2,000 to the Maleny and District Rural Fire Brigade for ancillary equipment and ongoing training.

- The Maroochydore Men's Shed came another step closer to completion with \$4,889 in gap funding being provided toward their lighting costs. The Community Grant was initiated by Maroochydore Freemasons Lodge.



## NORTH BRISBANE REGION

- Free mobile laundry services and shower facilities will be more accessible for people living on the streets of Brisbane. Enoggera-Thistle Freemasons Lodge was behind the donation of a \$4,000 vehicle-mounted washing machine to Orange Sky Australia for their new van. The organisation now operates close to 30 vans around the country.

- Guide Dogs Queensland's new on-site vet clinic was gifted \$5,274 worth of medical equipment by Redcliffe First Settlement Lodge, following their annual Dining in the Dark event. The new clinic is expected to cut expense by half for the non-profit.

- Early intervention programs for children with autism will be bolstered with a \$6,000 donation to AEIOU Foundation from the Queensland Masonic Touring Club. The organisation has purchased a number of iPads for use across their nine centres throughout the state.

- People doing it tough on Brisbane's northside have been able to live more independently with the help of Redcliffe First Settlement Freemasons Lodge. A \$1,400 donation to Encircle helped pay for essentials such as prescriptions, go cards, fuel vouchers as well as school uniforms and shoes. The organisation provides a range of support services to some 41,440 people each year.

- Additional specialised equipment will help with the comfortable transfer of clients with high-care needs from one setting to another, thanks to the generosity of Redcliffe First Settlement Freemasons Lodge. Their \$1,400 donation to Horizons Respite and Recreation Association meant that another Jasmine hoist and pivot frame with sling could be purchased. The organisation provides day respite for 62 young people with a disabilities on the Redcliffe Peninsula.

- A helping hand has meant teenagers suffering from Cystic Fibrosis have had a more pleasant experience transitioning into the adult hospital stream. Celtic of Ithaca Freemasons Lodge donated \$820 to the Mater Young Adult Health Centre to help pay for medication, hospital parking and snacks which these patients would otherwise struggle to afford.



## BRISBANE SOUTH REGION

- People with a disability on Brisbane's Bayside continue to be empowered to lead more independent lives through meaningful employment and access to supported accommodation. Disability services provider MyHorizon, received \$4,000 from Redlands Freemasons Lodge, for a commercial microwave oven for its social enterprise cafe and wardrobes for its accommodation facility.

- A new oven has made is easier to prepare meals at Sheltered by Grace, a supported accommodation facility for people experiencing homelessness in Logan. The Grand Master's wife, Waveny Holland, donated \$2,000 towards the new appliance as well as a range of essential supplies including toiletries, socks and underwear, following the success of her quarterly fundraiser.

- Improving men's mental health was the aim behind a \$4,000 donation to QIMR Berghofer from Redlands Freemasons Lodge. Mental health is one of three key focus areas at the world-renowned medical research institute.

- Queensland's only children hospice has been able to purchase and fit-out a new wheelchair accessible vehicle with Mt Pleasant Freemasons Lodge donating \$42,975 to Hummingbird House.

- Essential equipment needed for the training of assistance dogs for the disabled and people suffering from mental illness, was made possible with a \$500 donation from Lowood Freemasons Lodge to Assistance Dogs Australia.

- A variety of fun and engaging away-from-home programs will be more accessible to children with disabilities in Brisbane, thanks to Dunellan Freemasons Lodge having provided a \$5,000 donation to BestLife Foundation. Since 2017, the Lodge has donated \$10,200 to the local initiative which is accessed by a growing number of families.

- Queensland servicemen and women facing hardship were given crisis financial support, following a \$1,220 gift from Camp Hill Freemasons Lodge to Wounded Heroes Association Inc.

- Victims of domestic violence have had the support to start life anew, with Friends with Dignity receiving \$1,000 to help fitout homes for this vulnerable group. The gift from Kianawah Freemasons Lodge helped to purchase kitchen utensils and equipment.

- The Gallipoli Medical Research Foundation was able to service and maintain vital lab equipment using a \$10,000 donation from City of Brisbane Consistory. 45 researchers and clinicians work at the research facility.

- A practical shed and concrete slab provided the Redlands Centre for Women Inc. with a secure place to store equipment used as part of their social and support activities. Redlands Freemasons Lodge initiated the \$4,000 donation.



## GOLD COAST REGION

- Outback communities going through tough times due to the drought, received assistance with the basic essentials, with Tamborine Freemasons Lodge providing \$3,000 towards the Queensland Country Women's Association's Public Rural Crisis Fund.

## ALIGNMENT WITH OUR STRATEGY



Youth at risk



Men's mental and physical health



Women's financial and physical security



Ageing population



Funding and financial assistance



# PHILANTHROPIC RESPONSE GIVES HOPE TO MANY DURING THE PANDEMIC

*2020 has been a year, unlike any other. As tough measures were introduced to slow the spread of COVID-19 in a bid to save lives, the social and economic toll was devastating. Philanthropic foundations including Hand Heart Pocket the Charity of Freemasons Queensland were quick to ramp up efforts to provide additional assistance to charities and communities facing hardship during these uncertain times.*

## LONG ROAD AHEAD

The social and economic pain brought on by the COVID-19 pandemic has been felt far and wide, and the effects are likely to continue for some time. Many Queenslanders were laid off or had their hours slashed, and lifestyles were restricted.

In late March, Hand Heart Pocket moved quickly to reassure the public that they were committed to providing the full budgeted amount of \$4.25 million in philanthropic funding for the 2019-20 financial year.

Almost \$750,000 in emergency support and Grassroots Community Grants were awarded during the pandemic to June 2020, to help support some existing and former charity partners and grassroots charities identified by Freemason Lodges.

These funds helped to meet immediate needs and enable them to achieve their outcomes over the long-term.

Hand Heart Pocket Chief Executive Officer Gary Mark said that as a grant-making organisation, it was critical that they responded in a timely manner.

“The pandemic brought on immense hardship on a scale not seen before, with many charities and social enterprises either experiencing a significant loss in income, an increase in demand for their services, or they had to quickly adapt their service model,” Mr Mark said.

## PARTNERING WITH PURPOSE

Significant and Flagship charity partners were assisted with unrestricted COVID-19 Emergency Grants, where the greatest need was identified. They were also provided with some flexibility in their acquittal and reporting timeframes, and some were given in-kind support.

Bloomhill Cancer Care on the Sunshine Coast was one such recipient. Chair Michelle McGrath said the support from Hand Heart Pocket enabled them to continue helping 1,228 people living with cancer in the region to live well.

“The \$200,000 Emergency Grant helped to fund our operations, which would typically have been covered by our fundraising events and social enterprise Op Shop business, which were impacted by the restrictions,” Ms McGrath said.

“The reprieve in repayments on our \$130,000 interest free-loan which had been provided by Hand Heart Pocket in 2019, has helped as well, so we sincerely thank Hand Heart Pocket the Charity of Freemasons Queensland for their support during these uncertain times.”

## STRENGTHENING LOCAL CAUSES

At a local level, Hand Heart Pocket also helped Lodges to increase philanthropic support in their area through an expanded Grassroots Community Grants Program.

“We provided a significantly higher number of Community Grants this year, and also broadened the criteria and timeframe so Lodges could nominate local charities who may have an immediate need as a result of COVID-19,” Mr Mark said.

“A total of 25 Community Grants were awarded of which 10 were COVID-19 Emergency Grants. Each received up to \$10,000 to help make a difference in their area.

“As we look to 2021, the year ahead is likely to be difficult. Therefore, Hand Heart Pocket committed to providing further support this financial year to assist its charity partners in navigating through the pandemic.”

*“The pandemic brought on immense hardship on a scale not seen before, with many charities and social enterprises either experiencing a significant loss in income, an increase in demand for their services, or they had to quickly adapt their service model.”*

GARY MARK, HAND HEART POCKET CHIEF EXECUTIVE OFFICER.

## COVID-19 EMERGENCY GRANTS TO CHARITY PARTNERS

1,228 people living with cancer could **continue to build support networks and improve their quality of life** when Bloomhill Cancer Care Sunshine Coast received a **\$200,000 COVID-19 Emergency Grant** to continue its operations. Flexibility in the repayment of their interest-free loan was also given.

People affected by cancer in Far North Queensland continued to receive **telehealth services free of charge** during the pandemic thanks to a **\$106,000 grant** to Cairns COUCH Cancer Wellness Centre.

Families in the Western Downs region facing financial hardship as a result of the pandemic could **buy the essentials and support the local economy**, as Murilla Community Centre's **emergency relief program** attracted a **\$36,500 COVID-19 Emergency Grant**.

Victims of domestic violence seeking legal advice will have a greater awareness of their rights, as an **\$80,000 COVID-19 Emergency Grant** enabled Women's Legal Service Queensland to cover its **funding shortfall** to continue operating during the pandemic.

100s of Young Queenslanders with high care needs were **empowered to navigate their way through the COVID-19 pandemic and stay socially connected**, through Youngcare's new virtual support network. The **initiative was funded by a \$20,000 COVID-19 Emergency Grant** to help the organisation to **adapt** its service model to better meet the needs of its residents, grant recipients and their families.

People with a lived experience of mental illness in the Toowoomba region could **continue to gain vital skills and find paid work** thanks to a **\$100,000 COVID-19 Emergency Grant** to Vanguard Laundry Services at a time when their commercial laundry income was significantly reduced.

## COVID-19 EMERGENCY COMMUNITY GRANTS

### CARPENTARIA

• Essential aeromedical and clinical equipment were restocked at the Royal Flying Doctor Service (Queensland Section) in Cairns, to help the local base to continue providing aeromedical and primary health care services to rural and remote patients, after a decline in community donations as a result of the pandemic. The COVID-19 Emergency Community Grant of almost \$10,000 was instigated by Murray Freemasons Lodge.

### WESTERN QUEENSLAND

• The mental health and wellbeing of isolated at-risk children and their families in the Barcaldine region was enhanced through Outback Futures' Project stay with them during the pandemic. The therapy and clinical support provider put the \$9,900 COVID-19 Emergency Community Grant towards group therapy services. Comet Freemasons Lodge instigated the grant.

• The mental health and wellbeing of residents in Barcaldine will be enhanced through an Outback Futures 'Amazing Race' community event to be held next

year. The event will provide a safe setting for important mental health and wellbeing discussions to be had. A \$8,942 COVID-19 Emergency Community Grant will go towards the event, after the organisation was put forward by Comet Freemasons Lodge.

### WIDE BAY

• More personal protective equipment was purchased for the pilots and medical staff at the Royal Flying Doctor Service (Queensland Section) in Bundaberg following the increase in patients transfers with, or suspected of having, COVID-19. A Disinfectant Fog Machine was also purchased to provide a more thorough clean of their plane. Corinthian Royal Arch Chapter nominated the organisation for the \$9,220 COVID-19 Emergency Community Grant.

• The Wide Bay community had access to additional suicide prevention workshops through Lifeline Fraser District following an increase in service demand as a result of the pandemic. A \$10,000 COVID-19 Emergency Community Grant ensured the delivery of more SafeTALK and SuicideTALK workshops. Fraser Coast United Lodge nominated the organisation for the grant.

### CENTRAL WEST

• A program to reengage at-risk youth at the Granite Belt Neighbourhood Centre was able to meet the increased demand for its services during the Coronavirus restrictions, thanks to a \$9,353 COVID-19 Emergency Community Grants initiated by Stanthorpe Freemasons Lodge. The service was already stretched due to the impacts of the drought and bushfires.

• Elderly residents, particularly those with dementia at Kaloma Home for the Aged in Goondiwindi were able to connect with their loved ones during the pandemic, with new three iPads and accessories donated to the facility, following a \$6,906 COVID-19 Emergency Community Grant initiated by McIntyre Freemasons Lodge.

• Palliative care patients at Ipswich Hospice Care continued to be looked after in a home-like setting after Caledonian Freemasons Lodge nominated the organisation for a \$10,000 COVID-19 Emergency Community Grant, to help with the purchase of vital equipment and refurbishments. A drop in community donations resulted in the need for this funding.

• COVID-19 safety modifications to Highfields Pioneer Village will help volunteers and visitors who are mainly elderly, disabled and from a disadvantaged background to continue to engage in education, recreation and social connection. Crows Nest Cooyar Freemasons Lodge nominated the organisation for the \$10,000 COVID-19 Emergency Community Grant.

### BRISBANE SOUTH

• An emergency relief program for veterans doing it tough has received a \$10,000 boost to help with accommodation, food for their families and mental health treatment. Wounded Heroes was put forward for the COVID-19 Emergency Community Grant by Camp Hill Lodge.

• A surge in demand for homeless support services as a direct result of the pandemic saw Redlands Community Centre receive a \$10,000 COVID-19 Emergency Community Grant. Nominated by Redlands Freemasons Lodge, additional administration support was funded to help manage their caseload.



# CREATING PATHWAYS TO A REWARDING JOB



*Imagine being so overwhelmed with anxiety that you were too scared to go to school - so afraid of social interaction that you avoided other people at all costs. That's exactly what life was like for 20-year-old Bryce until he found peace, and his life's calling, through a unique animal therapy program. Bryce, who has severe autism, is a graduate of Happy Paws Happy Hearts, which is proudly supported by Hand Heart Pocket the Charity of Freemasons Queensland.*

## FINDING HIS VOICE

Bryce's mum, Josela tears up when she remembers what life was like for her son before he found the animal therapy program that supports young people with physical or mental health injuries to come out of their shell and transition into paid or voluntary work.

"It used to really upset me because I would worry about Bryce's mental health and I wasn't sure how he would ever be able to function in this world," Josela said.

"There were many times when I feared for how his life would turn out."

Little did Josela know, hope was just around the corner.

## GAINING NEW SKILLS AND CONFIDENCE

"For years we noticed that Bryce's anxiety would ease when he was around animals, and he was better able to socialise around people," Josela said.

"We were keen to explore that further and enrolled him in Happy Paws Happy Hearts, where they nurtured his passion for animals and taught him how to care for them.

"As his ability to look after animals grew, so too did his ability to learn, communicate and socialise with others.

"The experience was life-changing, and he has since secured a qualification in Horse Care and a job working with animals.

"I don't cry anymore. He has so much to offer the world."

## A PATH TO EMPLOYMENT

More young Queenslanders like Bryce now have exciting new job opportunities thanks to a recent grant of almost \$480,000 from Hand Heart Pocket to Happy Paws Happy Hearts.

The funding boost will allow the unique animal therapy charity to establish an Employment Pathways program at Wacol to service the Greater Brisbane and Ipswich communities.

Happy Paws Happy Hearts CEO and co-founder Zoe Black said the new program would extend the organisation's existing work, allowing the organisation to achieve even better outcomes for young people.

"We currently work with people who have become socially isolated due to physical or mental health issues. We re-engage them socially through our innovative animal therapy model that teaches people how to care for and train animals in rescue shelters and wildlife sanctuaries," Zoe said.

"The program helps break down barriers and gives participants new skills, support, and the confidence to create their own futures."

Although the program has been a catalyst for change for many, the organisation didn't have the resources to continue to transition young participants, like Bryce, who had become job-ready into suitable paid or volunteer employment.

"Many of our young participants grow significantly in their time at Happy Paws Happy Hearts, and it's fantastic that Hand Heart Pocket's support will allow us to go that one step further for more participants to ensure they achieve longer-lasting outcomes through a

structured employment pathway," Ms Black said.

"The grant from Hand Heart Pocket is helping us establish the new Employment Pathways program with a sustainable business model so that as an organisation, we can achieve deeper impact over the long-term."

Hand Heart Pocket Chief Executive Officer Gary Mark said the grant reflected the organisation's philanthropic focus to help improve outcomes for youth at risk.

"The funding would give Happy Paws Happy Hearts a significant boost to continue helping young people realise their full potential," Gary said.

"Hand Heart Pocket is facilitating better outcomes to meet the needs of contemporary families and the community by building partnerships with charities and other philanthropists who are aligned with our focus on youth at risk.

"We are excited to be working with Happy Paws Happy Hearts. The charity is dedicated to providing sustainable outcomes for at-risk youth and giving them the opportunity to make proactive decisions about their future.

"Bryce is a wonderful example of how the program can really make a difference for a young person, having left Happy Paws Happy Hearts confident, happy and job-ready. Well done."



IN DECEMBER 2018,  
UNEMPLOYMENT FOR  
YOUNG PEOPLE AGED  
15-24 WAS **11.2%**,  
TWICE THAT OF  
AUSTRALIA'S OVERALL  
UNEMPLOYMENT RATE.  
THE WORST HOTSPOT  
FOR YOUTH  
UNEMPLOYMENT IN  
AUSTRALIA IS REGIONAL  
QLD AT 25.7%.

SOURCE: (BROTHERHOOD OF  
ST LAURENCE, 2019)

ALIGNMENT WITH  
**OUR STRATEGY**



Youth  
at risk

*"The experience was life-changing, and he has since secured a job working with animals. I don't cry anymore. He has so much to offer the world."*

JOSELA, MOTHER OF HAPPY PAWS  
HAPPY HEARTS GRADUATE BRYCE.



# HELPING YOUNG CARERS REALISE THEIR DREAMS

*One in 10 Australian youths are at risk of not finishing school because of the demands of being someone's carer. 19-year-old Cybaal was struggling to juggle her studies and mounting responsibilities caring for her younger brother until she joined one of Little Dreamers' programs through school. Thanks to Hand Heart Pocket, now more young Queenslanders will find the support they need to complete their education and have hope for their futures, through the Little Dreamers Young Carer Project pilot.*

## STUDENT, CARER AND SECOND MOTHER

Cybaal is a second mother to her little brother Mouhamad, acting as his carer since her early teens, which interfered with her studies prior to joining Little Dreamers.

Mouhamad was born with Pierre Robin syndrome and as he has grown up Cybaal's carer responsibilities have also increased.

"My responsibilities at home include feeding, changing, bathing, and spending time with Mouhamad," Cybaal said.

"As Mouhamad got older, my caring responsibilities took more of a toll on my studies; I had given up on what the future might hold for me; I was mentally and

emotionally drained. I guess you could say I was a little depressed."

## FINDING SUPPORT

Cybaal's mother, Mirna, saw the stress her daughter was under and knows the outcome would have been very different without the support and encouragement of Little Dreamers.

"Cybaal has been my rock in helping me care for Mouhamad, she's a huge help to the family," Mirna said.

"Little Dreamers has helped her enormously in every aspect of her life.

More young carers like Cybaal will be supported to overcome barriers to their education and reach their full potential thanks to Hand Heart Pocket's \$380,000 grant to Little Dreamers for their Queensland Young Carer Project pilot. The pilot program, which was successfully trialled in Victoria, will focus on Townsville, Bundaberg and Brisbane due to their high populations of young carers. The program works by engaging with school communities to build a kind, safe and supportive environment for young carers, to give them every chance of completing their education. Without this support, many young carers would struggle to achieve their goals.

Little Dreamers Founder and CEO Madeleine Buchner OAM said providing support to student carers on a school level was essential.

"Young carers have the highest rates of school attrition, and their caring role can also impact substantially on their social life, later-life employment and overall health," Ms Buchner said.

"Our vision is that all young carers are enabled and encouraged to attend and enjoy school and have equal access to their education, like their peers."

Hand Heart Pocket CEO Gary Mark said the grant would assist the one in 10 Australian youths who were at risk of not completing school due to their role as carers.

"As young carers have been named in the top four most marginalised youth groups in Australia, we recognised the need to be supporting such an impactful program," Mr Mark said.

"This grant was one of the first in Hand Heart Pocket's recent move towards helping to improve outcomes for youth at risk."

Little Dreamers was the support Cybaal needed to propel her through her studies.

"Mouhamad is the best thing that has happened to me, caring for him has made me a stronger person and the support of Little Dreamers has made me even prouder to be a carer," Cybaal said.

"I am so grateful and appreciative of Little Dreamers for the assistance they have provided me, it is thanks to them I was accepted into RMIT!"

ALIGNMENT WITH  
OUR STRATEGY



Youth  
at risk

"I am so grateful and appreciative of Little Dreamers for the support the team has given me, it is thanks to them I was accepted into RMIT!"

CYBAAL, LITTLE DREAMERS  
PROGRAM GRADUATE.



THERE ARE  
**29,600**  
YOUNG CARERS  
IN QUEENSLAND.

SOURCE: AUSTRALIAN BUREAU  
OF STATISTICS, 2016

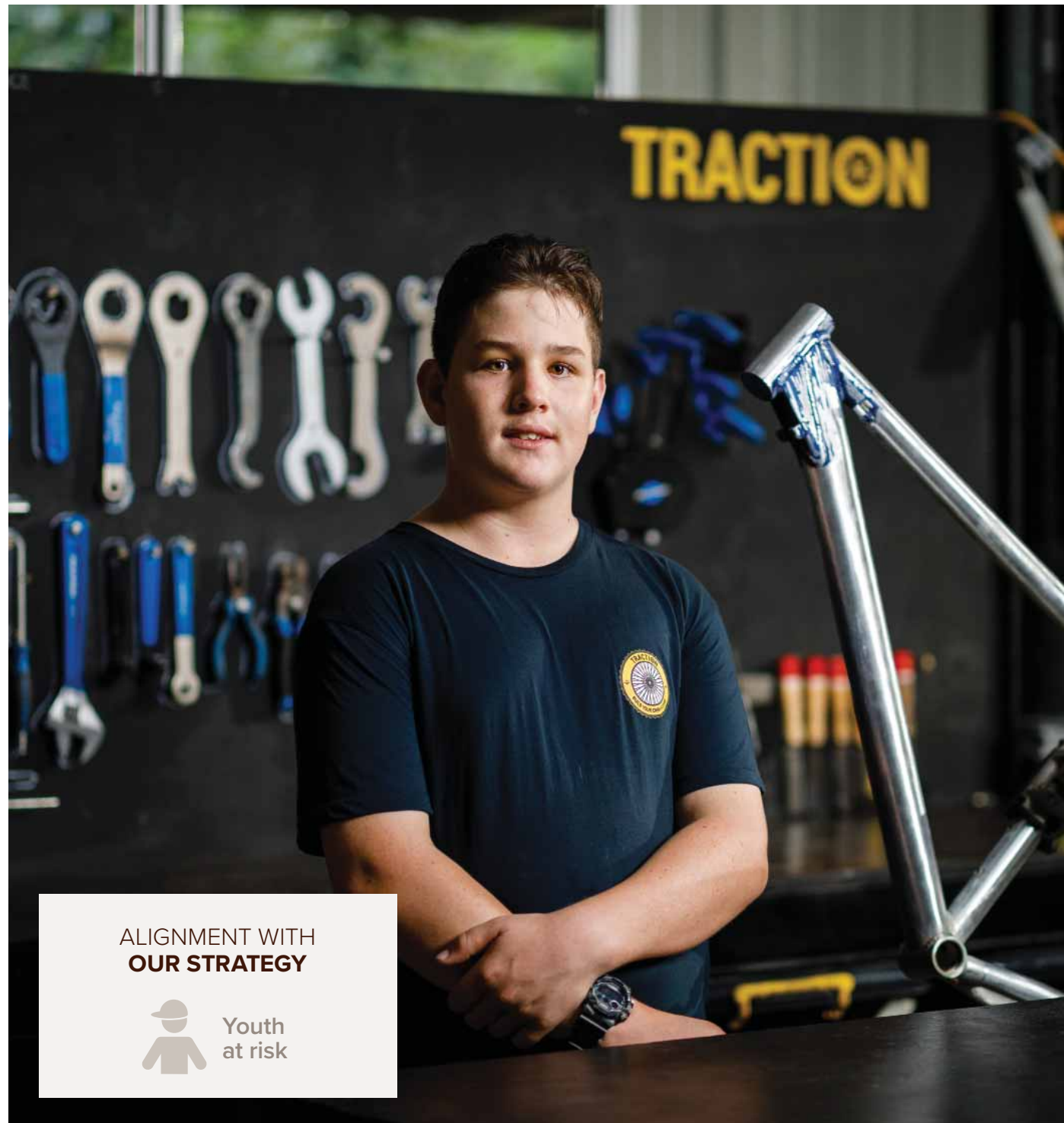


# BRIGHT FUTURES

## GAIN TRACTION

“TRACTION has opened up a whole new world for me. I’ve always wanted to be a combat engineer with the navy or army, and I now know that it is possible if I keep working hard at school.”

RILEY, TRACTION PROGRAM GRADUATE.



ALIGNMENT WITH  
OUR STRATEGY



Youth  
at risk

*The ability to build and repair a bike is a life skill coveted by teenagers everywhere and one that Riley, a year nine student from Brisbane's Bayside, has mastered. Riley recently participated in the youth-based mentoring program, TRACTION, setting him on the right path to completing his schooling and realising his dream of becoming an engineer. Thanks to support from Hand Heart Pocket the Charity of Freemasons Queensland, TRACTION will be able to give more teenagers, like Riley, the opportunity to learn new skills and fulfil their potential.*

### NEW SKILLS, NEW OUTLOOK

After graduating from TRACTION's Bicycle Build program in 2019, Riley has many new technical skills under his belt, from working on bikes to using new tools and equipment. However, it is the boost to his motivation and self-esteem that has had the biggest impact on his goals for the future.

Riley said he felt privileged and happy to be part of the program.

“TRACTION has opened up a whole new world for me,” Riley said.

“I’ve made lots of new friends and learned how to work as part of a team.

“I’ve always wanted to be a combat engineer with the navy or army, and I now know that

it is possible if I keep working hard at school and make sure I complete year 12.”

Riley is now an advocate for the TRACTION program, recommending it to his peers.

### RE-ENGAGING YOUTH TO REACH GOALS

TRACTION works with schools and other agencies to identify at-risk youth. Riley is one of nearly 1,250 students who have undertaken its early intervention programs since 2015.

Participants attend one day a week for a full school term to work on various projects like restoring an old bike with the help of a mentor, as part of the Bicycle Build program.

Many students come from disadvantaged backgrounds, are experiencing trauma or insecure housing, live with a disability or have had exposure to the youth justice system.

In November 2019, Hand Heart Pocket announced a \$100,000 funding boost for TRACTION.

The Significant Grant went to TRACTION's internal scholarship program to engage 38 more young people in an alternative action-based learning environment.

A portion of the grant also helped the non-profit to measure its outcomes, build its capacity and better understand, manage and measure its impact.

The option for recurrent funding for the next two years will also be considered following a review of the program outcomes each year.

This support followed a previous \$15,000 capacity-building grant from Hand Heart Pocket in 2018 to fund the organisation's strategy and business plan.

TRACTION Founder and Program Director Sandy Murdoch said the grant was a welcome contribution to support young people at risk in South East Queensland.

“We are extremely grateful to Hand Heart Pocket and the Freemasons of Queensland for their continued support of our work in this area,” Sandy said.

“This latest funding gave another 38 young people access to our hands-on programs and will enable us to implement an impact measurement framework and improve outcomes for our participants.”

Hand Heart Pocket Chief Executive Officer Gary Mark said the charity was proud to extend its support of TRACTION.

“Early intervention programs that improve outcomes for young people at risk, give them hope for their own futures, and help to build their education and support network is a core part of Hand Heart Pocket's evolving philanthropic focus,” he said.

“We are excited about the difference that this hand-up to TRACTION is making for young people like Riley as they realise their full potential and take ownership of their future.”

When asked what he would like to say to his TRACTION mentors, Riley had two words.

“Thank you.”



15% OF  
YOUNG PEOPLE  
IN QUEENSLAND DO NOT  
FINISH HIGH SCHOOL.

SOURCE: AUSTRALIAN BUREAU OF  
STATISTICS, 2018







## WASHING AWAY MENTAL HEALTH EMPLOYMENT BARRIERS

*This year Chelsea will graduate with a master's degree in animation and visualisation, but what's equally remarkable is how far she has come in the last few years. Prior to working at Vanguard Laundry Services in Toowoomba, Chelsea suffered from severe anxiety and depression, and untreated Complex Post Traumatic Stress Disorder (C-PTSD). Every day was hard, and she ran out of ways to keep herself going. The twenty-two-year-old is indebted to the social enterprise commercial laundry for empowering her to stand on her own two feet. Now, thanks to the support of Hand Heart Pocket the Charity of Freemasons Queensland, more people with a lived experience of mental illness will overcome barriers to employment and lead better lives.*

### A 180-DEGREE TURN

Chelsea has fond memories of her time at Vanguard Laundry Service (Vanguard), which was her place of work for three years. The organisation played a huge part in her recovery and helped to build her confidence both in and out of the workplace.

"They provided me with the tools I needed to seek help," Chelsea said.

"During my time at Vanguard, my life did a complete 180-degree turn. I am now happy, confident, and feeling better than I have since I was ten years old.

"The support and friendship of my workmates were important to my mental wellbeing, but the autonomy of having a job, and the routine of it really helped me feel more like a person. Everyone respected me as an equal and respected my differences.

"Without Vanguard Laundry, I probably wouldn't be here today. Vanguard helped me learn that life was worth living again. Nothing is more valuable than that. I wish

there were more places like Vanguard Laundry, for people like me."

### EMPLOYMENT PATHWAYS TO GREATER INDEPENDENCE

Since opening its doors six years ago, Vanguard has provided jobs and employment pathways for over 80 people impacted by mental illness and has helped many of them to successfully transition into mainstream work.

Last year, the organisation was awarded a \$277,500 Significant Grant to build its operational capacity and create more jobs and employment pathways for people with a lived experience of mental illness in the Toowoomba region.

This was expected to help the social enterprise commercial laundry to cover the upfront capital investment needed to grow the business, so that they could take on larger clients and service new contracts, resulting in the creation of 30 new jobs over the next year.



*"It's hard to convey how much Vanguard Laundry Services has helped me over the last few years. I wonder how many other lives Vanguard has saved. There are a lot of people out there that need the support that they provide. They facilitate the recovery of a vulnerable group in our community, and that's so important."*

CHELSEA, FORMER VANGUARD LAUNDRY SERVICES EMPLOYEE.

However, months later, the organisation was in need of further assistance due to the commercial impact of the COVID-19 pandemic.

In March, Vanguard was given a \$100,000 COVID-19 Emergency Grant to help retain critical staff and to ensure the business could get through this period of uncertainty.

In that time, they saw a huge drop in client demand, going from providing 52 tonnes of laundry per week to less than eight tonnes per week during COVID-19, due to the domino effect of low hotel occupancy.

Vanguard Laundry Services Social Impact Manager Harry Sillett said Hand Heart Pocket had helped them to keep employing people in need, even when times were tough.

"By partnering with Hand Heart Pocket, our laundry has been able to provide more jobs and employment pathways for those that would normally struggle to enter the workforce. The initial grant meant that we could invest in additional linen, linen trolleys and also publicise

this partnership with signage on one of our delivery trucks," Harry said.

"Our program has shown that by empowering people with a lived experience of mental illness to overcome obstacles to employment, they can go on to find stable work, lead independent lives and contribute to society."

Hand Heart Pocket Chief Executive Officer Gary Mark said the Freemason charity was proud to support initiatives that help to create a launchpad for people with mental illness to find stable work.

"We're proud to work with Vanguard Laundry Services to help some of the most marginalised people in Toowoomba to have access to the right support networks, to find stable employment and to be able to contribute to their community," Gary said.

"Chelsea is a Vanguard success story and is a fine example that shows support for at-risk youth can change futures for the better."



IN DECEMBER 2018,  
UNEMPLOYMENT FOR  
YOUNG PEOPLE AGED  
15-24 WAS **11.2%**,  
TWICE THAT OF  
AUSTRALIA'S OVERALL  
UNEMPLOYMENT RATE.  
THE WORST HOTSPOT  
FOR YOUTH  
UNEMPLOYMENT IN  
AUSTRALIA IS REGIONAL  
QLD AT 25.7%.

SOURCE: (BROTHERHOOD OF ST LAURENCE, 2019)

### ALIGNMENT WITH OUR STRATEGY



Youth at risk



Men's mental and  
physical health



Women's financial and  
physical security



# A HOME AWAY FROM HOME

*With the start of a new decade comes the development of a new \$1.5 million disability respite and short-term accommodation facility in the South West Queensland town of Goondiwindi. Soon more families like the Nicholsons will be able to get the help they need to lead better lives, thanks to the support of Hand Heart Pocket the Charity of Freemasons Queensland.*

For the past 14 years, the Nicholsons have been able to rely on community services provider, Care Goondiwindi, to lighten their load and give their son Bernard, who lives with a disability, opportunities to learn skills and interact in the Goondiwindi community with people his age.

"We're so fortunate we've been able to rely on Care Goondiwindi. They've really provided Bernard with a world outside the house," Bernard's father, Ben said.

"He's been able to participate in a range of activities and form some wonderful friendships over the years. He's a member of their cooking group as well and always looks forward to preparing different dishes for us to try," he said.

## CLOSING GAPS IN SERVICES

But for all of the great work Care Goondiwindi does, a lack of appropriate respite facilities has meant that providing the community's caregivers, like Ben and Ronelle, with proper short-term breaks has been increasingly difficult.

Care Goondiwindi Chief Executive Officer Tracy MacDonald said for many years the organisation has had to be creative in finding ways to give families and carers some well-deserved time off.

"We've had to provide respite in local motels and caravan parks which is far from ideal," Ms MacDonald said.

"These kinds of environments really complicate things and make it hard for us to ensure service quality and individualised care and safeguard the privacy and dignity of our clients."

But that is all about to change. Thanks to the efforts of local Freemasons in championing their cause, Hand Heart Pocket awarded Care Goondiwindi a \$281,000 Significant Grant to go towards the construction of stage one of their purpose-built respite and short-term accommodation facility.

Care Goondiwindi also put in an additional \$185,000 of their own towards stage one of the build. The first sod was turned in November 2019, with stage one scheduled to be completed this October. However, this has now been delayed due to COVID-19.

The facility, which will consist of three units, is being designed and project managed by Paynters Architects and is being developed within the specifications of the Liveability Standards.

Ms MacDonald said the grant was a huge boost to Care Goondiwindi and caregivers in the region.

"This new facility will allow us to provide the best possible care for clients ranging from low to high needs," Ms MacDonald said.

"Stage one, which this grant went towards, is a high care unit, with the latest in assistive technology and is wheelchair-accessible throughout."

## DIGNIFIED AND INDIVIDUALISED CARE AT ITS BEST

Ben Nicholson said he was excited about the huge opportunity the respite centre represented.

"My wife and I are getting to an age when it will become more difficult to look after Bernard ourselves," Ben said.

"The new respite and short-term accommodation centre will give Bernard a place to stay and be cared for if we need to go away – whether it's for a planned break or an emergency."

"It will also help to transition Bernard to independence which is just absolutely life-changing for someone with his challenges."

Hand Heart Pocket Chief Executive Officer Gary Mark said the organisation was committed to helping regional communities to thrive by forming strategic partnerships with charities that work at the coal face, particularly those who provide services to youth who may be at risk.

"Support for contemporary families forms the basis of our philanthropic work," Mr Mark said.

"We recognised how great the need was for this infrastructure to be put in place and how Care Goondiwindi was taking the lead to address gaps in services around the way that people with a disability and their families are supported in their community."

"We are proud to have provided this funding on behalf of the Freemasons of Queensland to help shape the future of disability respite care in the region," he said.

For Ben, Ronelle and Bernard, it's the beginning of a new chapter.

"Words can't describe how thankful we are, and we really appreciate what the Freemasons and Hand Heart Pocket have done for the community of Goondiwindi," Ben said.

"We want to thank the Freemasons and Hand Heart Pocket from our hearts for their support and the effort they have put in for our community," he said.

*"My wife and I are getting to an age when it will become more difficult to look after Bernard ourselves. The new respite and short-term accommodation centre will give Bernard a place to stay and be cared for if we need to go away – whether it's for a planned break or an emergency."*

BEN, FATHER OF CARE GOONDIWINDI CLIENT BERNARD.



## ALIGNMENT WITH OUR STRATEGY



Youth at risk



Men's mental and physical health



Women's financial and physical security

IN QUEENSLAND  
**7.4% OF PEOPLE  
LIVING WITH  
A DISABILITY  
ARE AGED BETWEEN  
15 AND 24.**



SOURCE: QUEENSLAND GOVERNMENT, 2018



## ALIGNMENT WITH OUR STRATEGY



Funding  
and financial  
assistance

OVER 46 MILLION ACRES OF LAND BURNED ACROSS THE COUNTRY DURING THE 2019-2020 BUSHFIRE SEASON<sup>1</sup> OF WHICH 6.6 MILLION HECTARES WERE IN QUEENSLAND.<sup>2</sup>

<sup>1</sup> SOURCE: CENTRE FOR DISASTER PHILANTHROPY, 2020

<sup>2</sup> SOURCE: QUEENSLAND FIRE AND EMERGENCY SERVICES, 2020



# BUSHFIRE RELIEF OFFERS HOPE

*The bushfire season of 2019-2020 was unlike any we have experienced before, having started as early as September in the Southern Queensland town of Stanthorpe. As the weeks and months went by, fires raged in many parts of the country, leaving a trail of destruction. What was most heartening was the outpouring of support for those displaced by the fires, including the efforts of the Freemasons here in Queensland.*

## HAND UP TO REBUILD

Stanthorpe Freemason Justin Liddy remembers the bushfires that devastated his region just like it was yesterday. Thankfully no lives were lost, but properties and homes were.

“It was a traumatic experience for the whole community,” Justin said.

“By 2pm on the Friday there was smoke, by 6pm the lights went out. The sound of the sirens is something I remember too. The hills were covered in flames by the evening and the crews worked all night. The fire then moved to the north.

“About a week after the fires, we had a Lodge meeting in Warwick and during that particular meeting I jumped up and said, ‘these families have lost everything, we’ve got to do something about it.’ We had about \$2,500 from the Lodge, before approaching neighbouring Lodges of the Southern Downs, Darling Downs, and Goondiwindi regions.”

By late October the Stanthorpe Freemasons and Hand Heart Pocket the Charity of Freemasons Queensland had donated over \$23,000 to help the four families that lost their homes to get back on their feet.

“The families that lost their homes were really hurting. It’s hard to imagine what it must have been like to lose everything like that. Hopefully, our contribution has helped them to rebuild their lives.”

Even before the bushfires, the region was in some strife with the ongoing drought, not to mention the water shortage.

“With the help of Lodge’s on Brisbane’s bayside we also helped to provide two tonnes of water and other goods late last year. On top of that, Stanthorpe and Dunellan Freemasons Lodges donated vital resources to the region’s Rural Fire Brigade, with Hand Heart Pocket’s help, as it was their work that had stopped a firestorm from engulfing the town.”

“All in all, we’ve put in nearly \$60,000 back into the Stanthorpe community in the past year which our members are pretty proud of, especially since we’re a smaller Lodge.”

A total of 1049 bushfire-affected individuals and families were assisted through the Benevolence Assistance program across Queensland. Indeed, another way that Lodges responded to the needs of their communities was by donating additional equipment to local fire brigades, with the help of Hand Heart Pocket.

## GRAND MASTER’S APPEAL TO FREEMASONS

A broader campaign to further support families and communities affected by bushfires across the state was also instigated by the Grand Master of the Freemasons’ United Grand Lodge of Queensland, Paul Holland.

Earlier this year, funds raised as part of his Bushfire Appeal were matched

and distributed by Hand Heart Pocket through its partners on the ground such as the Rural Financial Counselling Service, Lifeline and Granite Belt Neighbourhood Centre.

Over \$202,000 was distributed throughout the Scenic Rim, Darling Downs, Southern Downs, South Burnett, Central Queensland and Atherton Tablelands to help those in most need.

The support was distributed in the form of Hand Heart Pocket branded eftpos cards to help put food on the table, pay essential bills and support local economies.

One such recipient was Tanya, who received a Hand Heart Pocket eftpos card through the Rural Financial Counselling Service.

“My husband and I, with our two young children, are beef cattle producers and like so many, last year was a horrendous time for us,” Tanya said.

“We battled with drought and then were hit with fires that wiped out the majority of the dry feed that we had left and caused major damage to fences.

“January and February brought us much needed rain. We did incur damage from flooding however the rain was awesome. We are dry again now, but in a much better position than last year. We would like to thank you very much for your assistance. Your thoughts and donation are appreciated.”

Hand Heart Pocket Chief Executive Officer Gary Mark said the Freemasons charity was proud to match and distribute the funds raised as part of the Grand Master’s Bushfire appeal, in addition to augmenting the support provided by individual Freemason Lodges through its Grassroots Grants and Disaster Relief programs.

“Time and time again, Freemasons have shown that they are attentive to the needs of their community and go to great lengths to help make a difference,” Gary said.

“In the immediate aftermath of the bushfires, local Freemasons were there to help. Lodges also took an interest in funding new equipment to better equip local fire services, while also helping communities to make ends meet as they look to start over.

“In fact, this hand up was more important than ever with COVID-19 hampering recovery efforts. We’re proud to have worked with the Freemasons to provide this much-needed support.”

**“The families that lost their homes were really hurting. It’s hard to imagine what it must have been like to lose everything like that. Hopefully, our contribution has helped them to rebuild their lives.”**

JUSTIN LIDDY, STANTHORPE FREEMASONS LODGE SECRETARY.



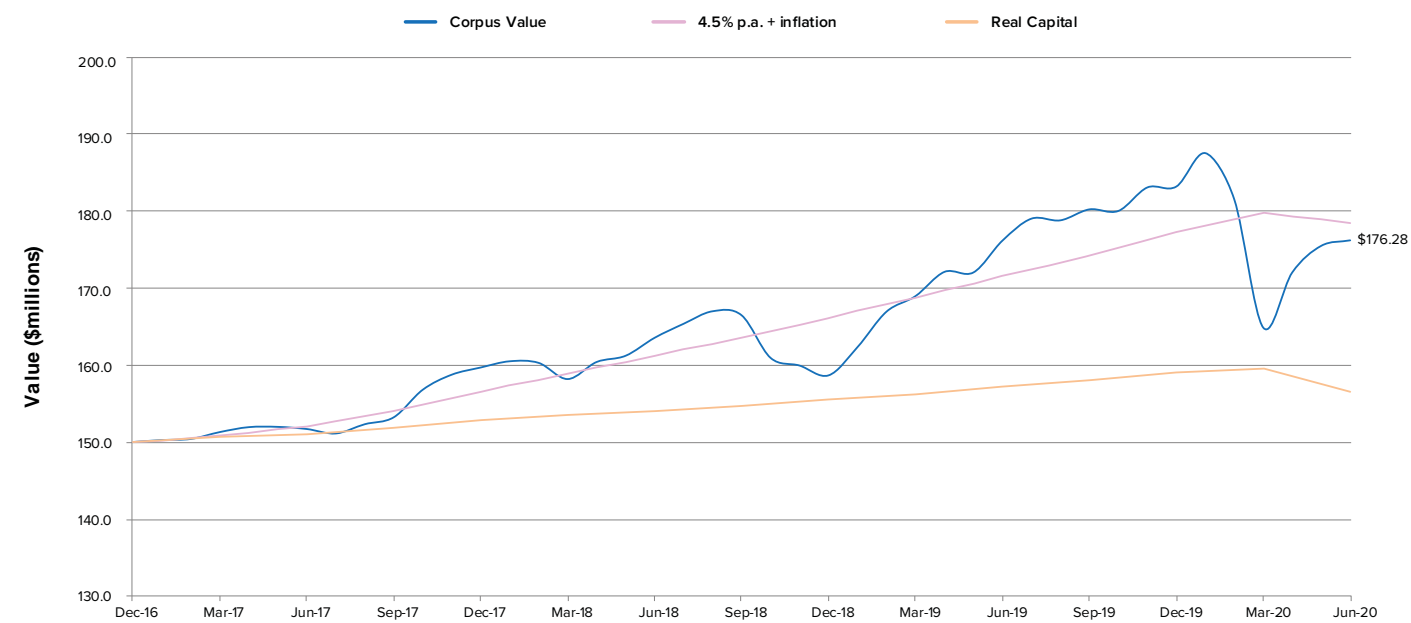
# A STRONG FINANCIAL POSITION MAKES MORE POSSIBLE

## FINANCIAL SNAPSHOT 2019-20 FINANCIAL YEAR

The past year has seen significant fluctuations in investment markets due to the effects of the COVID-19 pandemic. This has impacted on the organisation's earnings and overall operating result for the year. However, despite the significant market fluctuations that occurred in early 2020, the value of the Board of Benevolence's investment corpus is slightly higher than FY2018-19 and was valued at \$176.28 million as at the end of June 2020. The board's investment strategy is designed to maintain the value of the portfolio and generate returns well above CPI over the long-term.



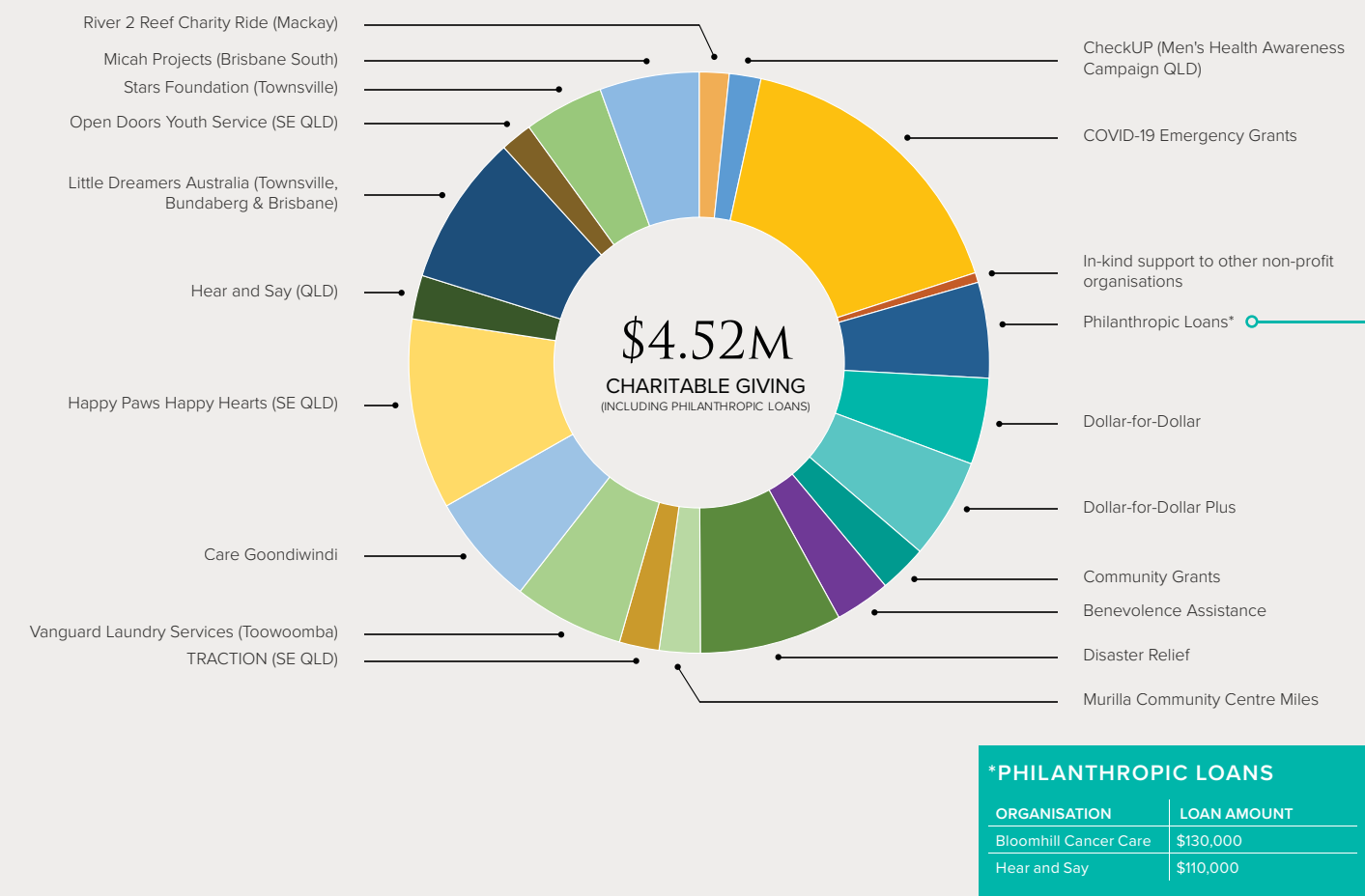
## VALUE OF CORE INVESTMENTS OVER TIME



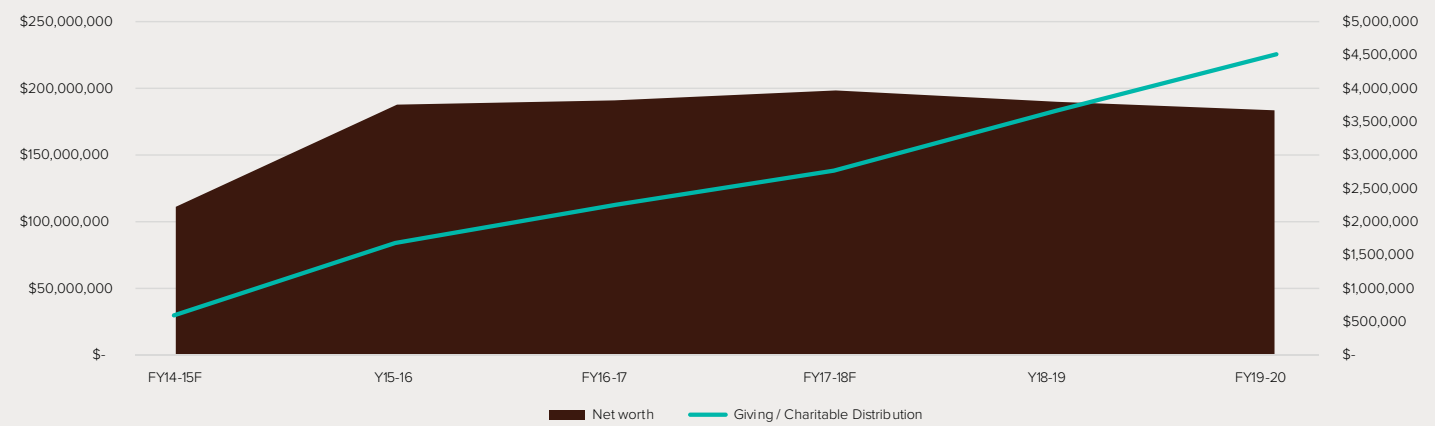
\*Real Capital refers to the initial \$150 million invested and adjusted for inflation

The Board of Benevolence divested its aged care and retirement living business in 2016 and invested \$150 million, under the advice of Cambridge Associates, from the proceeds of the sale. The organisation continues the successful investment strategy it implemented in stages commencing in 2017. This \$150 million, now has a market value of \$176.28 million as at 30 June 2020.

# THE FOCUS OF HAND HEART POCKET'S CHARITABLE GIVING OVER THE 2019-20 FINANCIAL YEAR



## NET WORTH AND GIVING



Retained earnings are a measure of 'Net Worth'. The organisation saw a reduction in 'Net Worth' for FY2018-19 from the sale of the Masonic Memorial Centre and the appointment of a new trustee to the Masonic Fund of Benevolence. A further reduction in 'Net Worth' occurred in FY2019-20 due to the effects of the Coronavirus pandemic on investment markets. The organisation's 'Net Worth'

(Net Assets) has still increased by \$72.29 million over the past four years since the board decided to divest its aged care and retirement living business in early 2016. Although our charitable giving continues to grow significantly, the board continues to focus on having a sustainable business model and maintain spending within the organisation's spending policy.

The purpose of this financial snapshot is to provide stakeholders with a high-level overview of the organisation's financial position, and the support Hand Heart Pocket has been able to provide over the 2019-20 financial year. A more detailed financial summary is available from our Executive Office, or members can access a copy in the member area of our website at [www.handheartpocket.org.au](http://www.handheartpocket.org.au).



