

POCKET FROM THE



26 AUGUST 2024

Help is available for Queenslanders when it's hard to make ends meet



Help is available right across Queensland through Hand Heart Pocket's Hardship Assistance program.

When it's hard to make ends meet, free financial counselling can help Queenslanders to take back control of their financial futures.

Financial counselling with UnitingCare is available by calling the National Debt Helpline on 1800 007 007, giving access to assistance either over the phone, or face-to-face in towns across Queensland.

Connecting to help through the Hand Heart Pocket website

It's easy to connect directly to UnitingCare's financial counselling services by using our new simple online request for assistance, available at www.handheartpocket.org.au/hardship-assistance.

Requests are automatically forwarded to UnitingCare, who will reply within 72 hours to understand the circumstances, find a place to meet and begin to provide assistance.

Call the National Debt Helpline

To speak to someone immediately call UnitingCare's National Debt Helpline on 1800 007 007, available weekdays from 9:30am-4:30pm. Mentioning Hand Heart Pocket will ensure prioritised service.

Please note that the team at UnitingCare are best placed to respond to enquiries, so you don't need to speak to Hand Heart Pocket first to be able to access the service.

Why our partnership with UnitingCare works

HHP's Hardship Assistance program:

- Provides free access to qualified financial counsellors, through a trusted service at UnitingCare that has the capacity to serve communities right across the state
- Provides the tools and information people need to make a holistic plan for a strong financial future, as well as options for reducing their debts and increasing their income
- Often financial hardship is connected with a range of other challenges such as health, housing or employment. UnitingCare also helps with access solutions for accommodation, job readiness and relationship or social supports.

Who can access our Hardship Assistance program?

HHP's Hardship Assistance program is available to all Queenslanders.

People can engage with the service provided by UnitingCare through face-to-face, online or phone appointments.

What about Members of the Freemasons of Queensland?

The Masonic Fund of Benevolence (MFOB) was established specifically to provide assistance for financial members of the Freemasons of Queensland who are facing hardship, and their immediate families. MFOB also works with UnitingCare, providing Queensland Freemasons and their immediate families with access to financial hardship assistance.

Members and/or their families are welcome to request financial counselling with UnitingCare through our website, where they will be asked to provide their consent to HHP passing their details on to both UnitingCare and MFOB.

For more information, or to make a request visit:

handheartpocket.org.au/hardship-assistance



From the Chairman



Welcome to another edition of the From the Pocket newsletter.

A new financial year means new opportunities for you to give, fundraise or volunteer for the causes you care about most in your community.

With many feeling the pinch and local services working overtime to support their communities, the Freemason traditions of benevolence and community service is especially relevant across our regions. As always, Members are encouraged to get active

in their local communities and Hand Heart Pocket will match your efforts with a further donation to your chosen cause to double your impact.

Our financial position

Our financial position remains strong. As at 30 June our net assets were \$219.45 million. Our total charitable giving for the financial year is forecast to be \$5 million, as we continue to work towards our strategy, to partner for change for people in need.

Save the Date: 2024 Year in Review

Members are warmly invited to join us for two important upcoming events: our 2024 Year in Review with all stakeholders on 22 October at 10am (available in person in Brisbane or via livestream online), and our second annual Members Year in Review at UGLQ in person on 4 December at 5.30pm, just prior to the Quarterly Communication.

We look forward to sharing the year's highlights with you at one or both of these events, along with more information about the progress we've made against our strategy, and how we are protecting and leveraging our

assets for generations to come.

Governance in the community sector

It was excellent to see the strong level of interest from Members to our recent 'Leadership and Governance in the community' workshop, delivered in August by Hand Heart Pocket, alongside Directors Australia. The session explored the core principles of good governance, the role and duties of Board Directors, and the contemporary regulatory context for not-for-profit organisations.

Members' enthusiasm for contributing to the effective governance and leadership of community sector organisations was both clear and commendable. We look forward to confirming the details for a further online and after-hours session and we thank you for your interest.

Want to know more about our history? Scan the QR code to watch our video



Vale David Roberts: Former Board of Benevolence Company Secretary and Hand Heart Pocket Champion



David Roberts
1955-2024

From the Chairman of the Board of Benevolence

On behalf of the Board of Benevolence, I extend my sincere condolences to the family of David Roberts, and pay tribute to his many years of service to the Board.

David was the Company Secretary to the Board of Benevolence from March 2010 to September 2014, which at the time oversaw Masonic Care Queensland. David came to the role with an already tremendous legacy of service to the community, following on from his profession as a retailer to become a Director of Development & Community Relations of a P-12 independent school; a Leader of Adults (Commissioner) of Wood Badge, Queen's Scout; and a member of the State Executive and Branch Council of Scouts Queensland.

After his retirement as Company Secretary, David maintained his

support for the work of the Board of Benevolence as a Champion for Hand Heart Pocket in the Brisbane CBD and Brisbane North regions. David embraced this role with his typical energy, collaboration and commitment, ensuring that Members and Lodges in his region understood and could participate in Hand Heart Pocket's community programs.

In 2023, in recognition of David's many and ongoing contributions, he was presented with an Order of Service to Benevolence Jewel, the highest Masonic honour for service to the community.

We will warmly remember David for his gentle nature, considered approach and unwavering service to the community.

We extend our deepest sympathies to David's family and loved ones.

Alasdair Begley
Chairman

Good Governance series: Cyber-security

Strong cyber security is critical for all modern organisations and Hand Heart Pocket's Board is committed to ensuring robust systems, processes and technology are in place to manage financial, privacy and data risks associated with cyber-crime.

We have engaged a dedicated cyber security specialist organisation to assist us with increasing our cyber security posture – our ability to defend against cyber-attacks and targeted scams. A number of system improvements have been implemented and we continue to review our security exposures and vulnerabilities.

Our cyber-security IT support has a dedicated team monitoring our devices 24/7 to limit the ability of cyber-criminals to damage or restrict our access to business information. Although an organisation can take extreme measures to protect its sensitive information and financial assets, cyber security risks are constantly evolving. As such we continue to train and educate our Board and staff on the potential security threats that exist and the evolving strategies that we need to adopt to keep our systems, assets and people safe.

Mike helps new and existing Members to learn the ropes about Hand Heart Pocket



Mike has been a HHP Champion for the last six years, helping Members and Lodges to learn about HHP's programs.

Our Sunshine Coast Champion, Mike Aldrich, is busy helping new and existing Members to learn the ropes about Hand Heart Pocket's programs.

He's been a HHP Champion for the last six years, visiting Lodges to support them with their community work, ensuring locals facing financial hardship are connected with support, and helping to ensure his fellow Members and Lodges know how to access Hand Heart Pocket's programs, like Matched Giving.

The Freemason of 41 years is also a recipient of the Order of Service to Benevolence Jewel, having been bestowed with this highest of Masonic honours in 2022. As well as being actively involved in Freemasonry and his community, Mike is passionate about watching rugby union and the tennis and spending time with family.

Scan the QR Code for more information about what we fund through our Matched Giving program



Interested in becoming a HHP Champion for your region? Scan the QR code below or call us on (07) 3493 6000



Mother's memory honoured in Warwick

Cunningham Lodge recently made a \$10,000 contribution towards a cuddle bed for Akooramak Care of Older Persons Facility in Warwick, with matching from Hand Heart Pocket.

The donation was in honour of Tom Bryant's late mother, Hilda Bryant, a long-serving Member of the Warwick Benevolent Society, which operates the facility. Tom thought it fitting that a cuddle bed be donated in her honour, to recognise her service to her family, her community and Akooramak.

The Belinda McGowan Foundation contributed the remaining \$14,000 towards the palliative care bed.



Tom and Margaret Bryant were presented with flowers at a thank you morning tea at Akooramak Care of Older Persons Facility in Warwick.

Jamaal finds his voice to lead the way



The once shy teenager is now a confident young man.

Having the love and support of our family and friends are two things that all young people need to have in life.

It's something that Jamaal tries to impart every time he is around young people through his role as a Youth Insearch Leader and Support Worker.

A young Indigenous man, Jamaal knows what it feels like to feel disconnected from community and loved ones.

Despite describing his environment as being culturally rich and respectful, Jamaal had some troubles.

During his teenage years he struggled with his mental health and addiction due to past traumas, and it was only after he was introduced to Youth Insearch and their team of mental health professionals, that Jamaal started to find his voice.

The once shy and reserved teenager is now a confident young man with a strong sense of belonging.

Today, he is an example of the power of connection and finding a safe, supportive community that backs you.

"Youth Insearch is a family and a team. We all came here for support and

love, something I always wanted as a kid, and now I want to provide that to others," Jamaal said.

Feeling supported and connected is crucial for all of us. It improves mental health, helps build resilience and social and emotional skills, and enables us to create positive relationships with those around us. Having safe and trusted connections with others is a key determinant of our sense of wellbeing and hope, and this is no different for young people.

Since our partnership with Youth Insearch began in 2020, they have supported 804 young people aged 12-24 through weekend workshops, weekly local support groups and peer mentoring, along with case management by Support Workers. Another 120 young people will be supported this year.

The unique peer support program delivered by Youth Insearch is available in seven regional communities including Bundaberg, Chinchilla, Dalby, Hervey Bay, Maryborough, Miles and Roma.

Dates for your diary



2024 Year in Review

Tuesday 22 October

10:00am-12:30pm

308 Queen Street

Brisbane City

or watch the livestream

Invitation for all Members to follow



Members Year in Review

Wednesday 4 December

**5:30pm-7:00pm - just before
the Quarterly Communication**

311 Ann Street

Brisbane City

Invitation for all Members to follow



Have you moved?

**Prefer to receive this
newsletter by email?**

**Update your contact
details by email or phone:**

**info@handheartpocket.org.au
(07) 3493 6000**

Contact us:

Hand Heart Pocket, Level 1, 826 Ann St, Fortitude Valley Q 4006

PO Box 1202, Fortitude Valley Q 4006

Tel: 07 3493 6000 Email: info@handheartpocket.org.au Web: www.handheartpocket.org.au

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 Charity No: CH2627

Find Hand Heart Pocket on:

