

MATES 4 MATES

Here for those
impacted by service.

Annual Report

2020



mates4mates.org

Get in touch

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

 mates4mates.org

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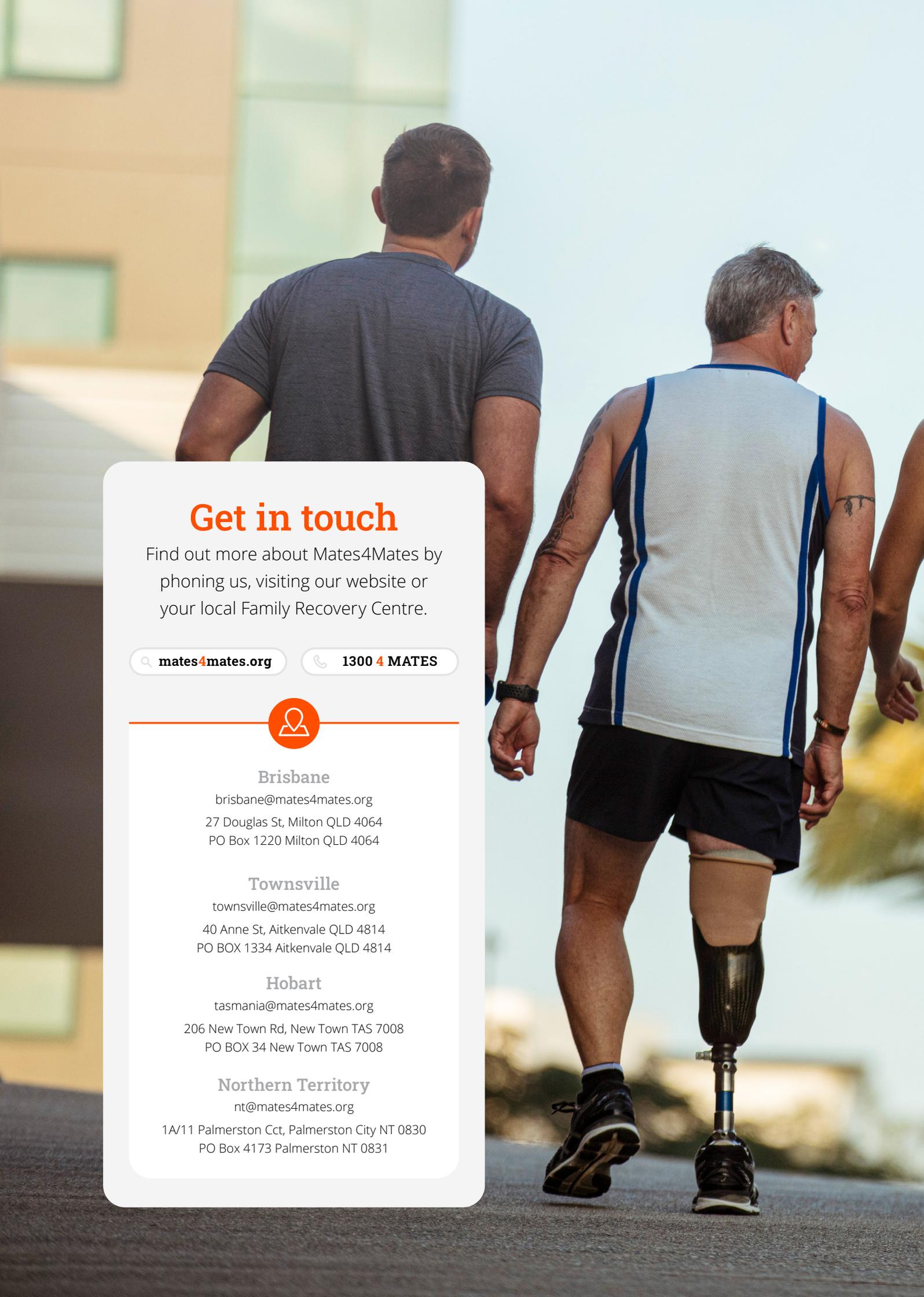
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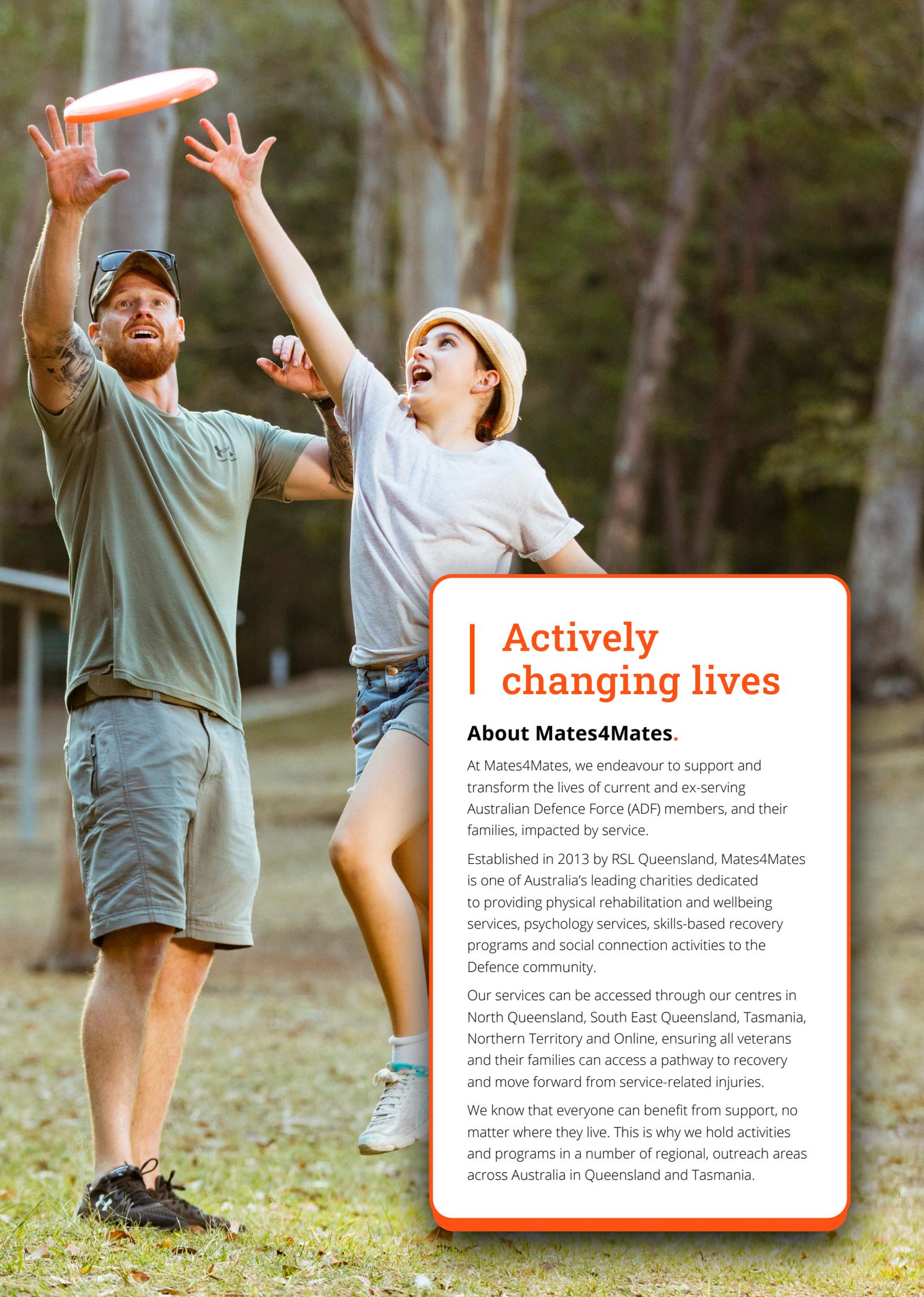
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Contents

ACTIVELY CHANGING LIVES	4
About Mates4Mates	4
Our impact in 2020	6
LEADING THE WAY IN VETERAN SERVICES	8
Our People	8
Our Board of Directors	9
Our Executive Team	9
CONTINUED GROWTH AND POSITIVE IMPACT IN 2020	10
A message from our CEO	10
Report from RSL Queensland President	12
ADAPTING TO SUPPORT OUR MATES IN 2020	14
TAKING OUR SERVICES ONLINE	15
ACTIVELY CHANGING LIVES THROUGH OUR SERVICES	16
Psychology Services	16
Physical Rehabilitation and Wellbeing Services	17
Skills for Recovery Programs	18
Social Connection Activities	19
HEAR FROM OUR MATES	20
AROUND THE REGIONS IN 2020	22
Highlights from our Family Recovery Centres	22
TOGETHER, OUR IMPACT IS GREATER	24
Fundraising year in review	24
Fundraising in action	25
2020 FINANCIAL SUMMARY	26



Actively changing lives

About Mates4Mates.

At Mates4Mates, we endeavour to support and transform the lives of current and ex-serving Australian Defence Force (ADF) members, and their families, impacted by service.

Established in 2013 by RSL Queensland, Mates4Mates is one of Australia's leading charities dedicated to providing physical rehabilitation and wellbeing services, psychology services, skills-based recovery programs and social connection activities to the Defence community.

Our services can be accessed through our centres in North Queensland, South East Queensland, Tasmania, Northern Territory and Online, ensuring all veterans and their families can access a pathway to recovery and move forward from service-related injuries.

We know that everyone can benefit from support, no matter where they live. This is why we hold activities and programs in a number of regional, outreach areas across Australia in Queensland and Tasmania.

Our Purpose

To make life better for the ADF community affected by injury and trauma.

Our Vision

An Australia where all members of the ADF community are supported physically, psychologically and socially.

Our Values



Integrity

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



Compassion

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



Innovation

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



Collaboration

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

Our impact in 2020

Changing the lives of veterans and their families in 2020.

At Mates4Mates, we know how challenging it can be to overcome service-related injuries and mental health issues. But, through our wide range of integrated support services, thousands of veterans and their families found a new way forward in 2020.



2,269 exercise physiology sessions were provided in 2020 to improve injuries and help more people manage their pain.



We saw a **21% increase in new members in 2020.**



Through COVID-19 lockdowns, we made **over 1,100** welfare calls

4,038 psychology appointments were provided in 2020 to improve the mental health of our ADF community.



More than 23,700

connections were made between staff and members face-to-face and online.



and delivered **over 700** pieces of online content, keeping our community connected.

We facilitated **7,500 social connections**, bringing people across Australia together to reduce isolation.



1,036 psychology and exercise physiology appointments were **delivered through telehealth**, increasing the accessibility of services.

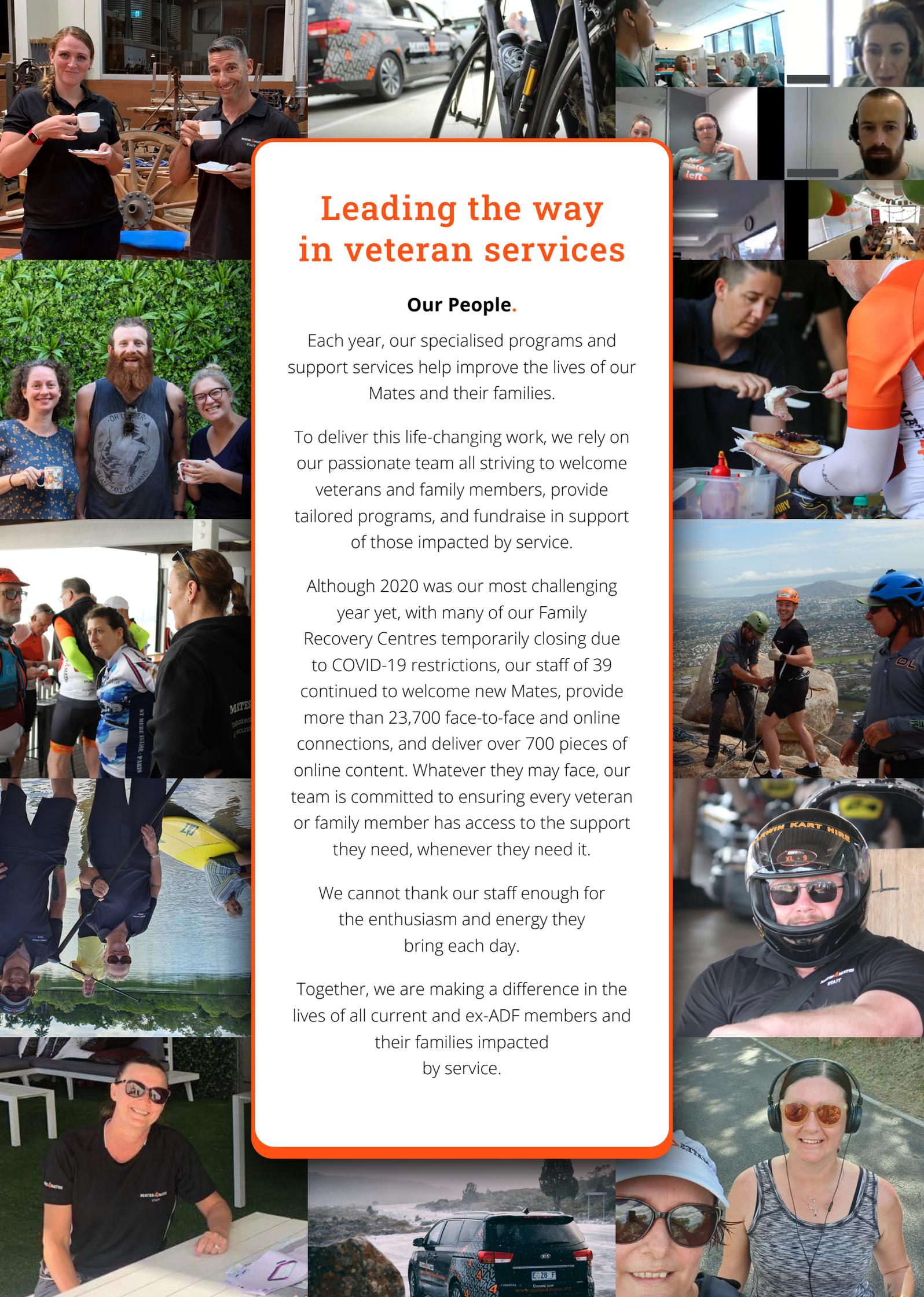


Physical rehabilitation and wellbeing programs resulted in **9,233 points of connection** between staff and members.

Over 5,630 people in the ADF community **have directly benefited from our services** since we first launched.







Leading the way in veteran services

Our People.

Each year, our specialised programs and support services help improve the lives of our Mates and their families.

To deliver this life-changing work, we rely on our passionate team all striving to welcome veterans and family members, provide tailored programs, and fundraise in support of those impacted by service.

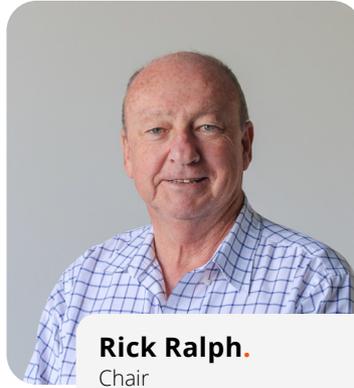
Although 2020 was our most challenging year yet, with many of our Family Recovery Centres temporarily closing due to COVID-19 restrictions, our staff of 39 continued to welcome new Mates, provide more than 23,700 face-to-face and online connections, and deliver over 700 pieces of online content. Whatever they may face, our team is committed to ensuring every veteran or family member has access to the support they need, whenever they need it.

We cannot thank our staff enough for the enthusiasm and energy they bring each day.

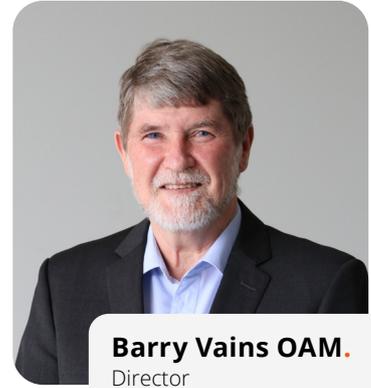
Together, we are making a difference in the lives of all current and ex-ADF members and their families impacted by service.

Our Board of Directors

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



Rick Ralph.
Chair



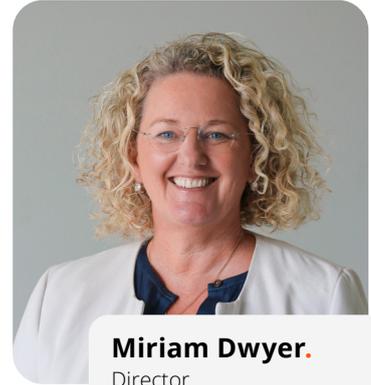
Barry Vains OAM.
Director



Major General Tony Rawlins, DSC.
Director



Vanessa Patterson.
Director



Miriam Dwyer.
Director

Our Executive Team

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



Troy Watson.
Chief Executive Officer



Bernadette Praske.
General Manager, Service Delivery and Operations



Laura McMahon.
General Manager, Marketing and Engagement



Scott Drummond.
Head of Finance, Governance and Risk

Continued growth and positive impact in 2020

A message from our CEO.

Suffice to say we will remember the year that was 2020 for some time. As the saying goes, in the midst of chaos there is also opportunity, and it was here that our values – integrity, compassion, innovation and collaboration – truly came to life as Mates4Mates was forced to face the prospect of fundamentally re-imagining our service delivery model to meet the needs of our Mates due to COVID-19.

A new strategy for delivering services online was quickly developed and we re-launched services within 24 hours of the shutdown, all while keeping Mates and their families informed and engaged. Our clinical team transitioned our psychology and exercise physiology appointments to a virtual platform and created a series of videos, leading Mates through mindfulness, relaxation and stress-reduction techniques, along with a range of exercise and movement videos.

And it worked! There were some impressive numbers achieved through that period, many of which you'll read in the pages of this report, but none more impressive than the 21% increase in new Mates that accessed our services for the very first time across 2020, a significant portion of which did so online courtesy of our ability to adapt and deliver. The incredible response to our online services meant that, even after the doors had reopened at our Family Recovery Centres, we retained and continued to grow our online service delivery presence. This will ensure that veterans and their families across Australia have access to support whenever they need it, no matter where they are located.



Online was not our only new frontier though, as we also officially launched our services in the Northern Territory for the first time through our new Regional Manager in October. The current and ex-serving Defence community forms such an important part of the Territory and we look forward to continuing to build our relationship with this group as we progress toward the delivery of the first Veteran and Family Wellbeing Centre in the Northern Territory by mid-2022.



These milestones and achievements, and the many more you'll read about throughout this report, would simply not be possible without the support of RSL Queensland, our donors, community fundraisers and supporters.

We are also incredibly grateful to our team members right around the country for the manner in which they adapted through a truly unprecedented and evolving environment. It displayed a genuine care for what we do, particularly for our Mates, and reinforced our trust amongst the community. Despite the challenges, we will reflect on 2020 fondly with the knowledge

that it has been a significant chapter in our story. We thank you for your support and continued engagement with Mates4Mates and look forward to sharing in what shapes as an even bigger, and better, 2021.

Troy

Troy Watson, CEO,
Mates4Mates

Report from RSL Queensland President

There's no doubt that 2020 will go down in history as a challenging year. But in times of uncertainty, Australians have always been able to draw on our ANZAC spirit to get us through.

RSL Queensland knew that during a global pandemic our veteran community would need us more than ever. It is why we continued marching towards our 2025 Strategy – an approach that will enable us to realise our vision of becoming the most valued and trusted partner, enriching the Australian Defence family's Quality of Life.

And Mates4Mates is an integral partner helping us have a positive impact on the lives of our veterans and their families.

Over the past eight years, we have worked side-by-side, ensuring our work together gives veterans the best support our collective resources can deliver. We provide \$5.2 million annually to Mates4Mates to help provide enduring support and rehabilitation services to current and ex-serving ADF members.

In 2020, we began work on our Veteran Services Strategy, which will outline how we deliver services in conjunction with Mates4Mates. The plan details how our two organisations refer clients to each other and ensures that any veteran who approaches us gets the same level of support.

The strategy also includes a framework for working more closely with other ESOs and identifies where we will expand the development of services.

We were also proud to learn that Mates4Mates was named the lead agency for the Veteran Wellbeing Centre in Darwin. In partnership with other ESOs already established in the city, we began working



together with the goal of providing a wide range of services for the Darwin veteran community.

As always, our organisations continue to collaborate, advocating to Government on issues of importance and with direct impact to our veteran community.

We strive to be a strong and confident voice on behalf of our Defence family, and together we are stronger. Together we can move the needle more effectively and increase our opportunities to influence Government policy.

I look forward to another year of close collaboration with Mates4Mates in 2021.

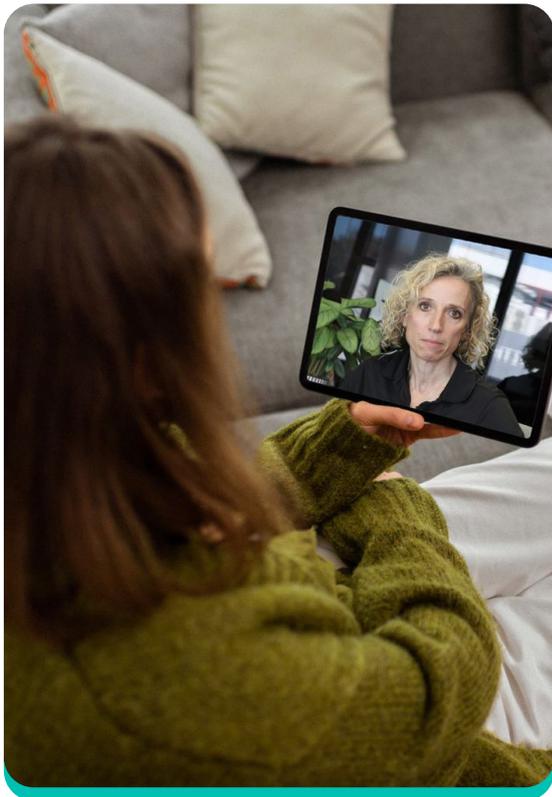
Tony

Tony Ferris, State President,
RSL Queensland





Adapting to support our Mates in 2020



Together we united our efforts and adapted to continue to support our Mates and their families.

While 2020 brought about many unforeseen circumstances and challenges, together we united our efforts, adapted our services, and provided vital support to thousands of veterans and their families to help them recover and move forward.

Support looks different for everyone, and while some people benefit from just a few activities, others need comprehensive care targeting both their physical and mental health. We know that stopping our services is not an option, with some veterans having acute health injuries or mental health illnesses, so by adapting our support and taking our services online, we continued to provide services to our Mates in 2020.

In 2020, the number of new Mates who accessed Mates4Mates services grew by over 21% – this means many people received the help they needed for the first time. Likewise, the demand for psychology appointments overall increased by 27% at Mates4Mates, with the pandemic adding to the toll of mental health on many veterans.

When COVID-19 lockdowns were occurring in most states and territories, we made over 1,100 welfare calls and delivered over 700 pieces of online content to keep the community connected through one of the most challenging years yet.

More than 23,700 connections were provided to support those veterans and their families impacted by service, with our staff and community rallying together.

Taking our services online

Throughout 2020, we ensured our Mates had the support they needed, but more importantly, were able to access it when they needed it most.

Within days of our Family Recovery Centres temporarily closing in March due to the COVID-19 restrictions, our staff rallied together to provide a strategy for delivering services online while keeping Mates and stakeholders informed through regular communications.

Starting with online psychology and exercise physiology appointments, we then developed various online social and wellbeing programs, including Pilates, fitness sessions, yoga, art classes and coffee catch ups.

At the height of the pandemic throughout April and May 2020, as an organisation we:

- Delivered over 650 psychology appointments via telehealth
- Delivered over 270 exercise physiology appointments
- Provided over 700 pieces of online content, from online fitness challenges, health education sessions to virtual cooking classes
- Had more than 140 people participate in online PT sessions
- Made over 1,100 welfare calls to our Mates
- Held 138 activities via Zoom, resulting in over 480 hours of activities

Once restrictions eased, we faced a new challenge. With many of our Mates feeling anxious and

unmotivated after so much time in isolation, we launched the Active August campaign with new activities like woodwork, rock climbing, a family beach day, and more.

While the Mates4Mates Family Recovery Centres in Brisbane, Townsville and Hobart have reopened, we continue learning and adapting to ensure we're always able to meet the needs of our Mates across the country.



Actively changing lives through our services



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

Psychology Services.

Our psychological services provide essential support to our Mates and their immediate family members every year. We recognise how difficult overcoming service-related injuries and trauma can be and believe no one should go through recovery alone.

In 2020, we provided 4,038 psychology appointments, face-to-face and through telehealth, to our Mates, with specialised individual and group therapy sessions designed to improve the mental health of those impacted by service.

The demand for psychology appointments increased by 27% at Mates4Mates, with the pandemic adding to the toll on mental health for many veterans. Trained in the latest treatment interventions for trauma, anxiety, depression, adjustment to injury, substance misuse, and family and relationship issues, our team made over 1,100 welfare calls in 2020 during the COVID-19 lockdowns.

At Mates4Mates, our psychologists believe in providing a safe space for individuals and families to be heard. Utilising a range of evidence-based therapies, including Eye Movement Desensitisation Reprocessing (EMDR), Cognitive-Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), Emotional-Focused Therapy (EFT) and mindfulness sessions, equips our Mates with the knowledge and skills to cope and assist in their path to recovery.

Physical Rehabilitation and Wellbeing Services.

Our physical rehabilitation and wellbeing services resulted in 9,233 points of connection between staff and our Mates in 2020. These services provide essential support to our current and ex-serving veterans living with service-related injuries.

In 2020, we provided 2,269 exercise physiology sessions to assist those experiencing mild, acute or chronic injuries and pain. These sessions included group, individual and telehealth sessions with qualified exercise physiologists, trauma-informed yoga and Pilates, along with various wellbeing activities, including cycling and adaptive sports. We also facilitated regular outdoor activities that provide both physical and mental benefits to improve overall wellbeing.

Physical injuries can impact the quality of life if left untreated, but with the proper help, veterans can find a pathway to recovery. With exercise physiologists, located at our Family Recovery Centres throughout the country, experienced in working with current and ex-serving Defence members, each of our physical rehabilitation sessions supported our Mates and helped them find a way forward in 2020.





Skills for Recovery Programs.

The Skills for Recovery Programs offered by Mates4Mates provide a safe environment for veterans and their families to develop new skills and techniques, supporting their individual recovery journey.

Everyone's journey is different which is why we endorse a more tailored path to recovery. Our programs include a variety of rehabilitation options to ensure our Mates receive the support they need.

Despite an interrupted year in 2020, Mates4Mates delivered a number of Skills for Recovery Programs, beginning with an equine program in the Yarra Valley in February.

We also facilitated three of our Skills Training in Affective and Interpersonal Regulation (STAIR) Programs, two online and one in Townsville. STAIR is a peer-led skills program that aims to assist veterans to develop skills in emotion regulation and interpersonal functioning to improve day-to-day living.

Finally, in November, North Queensland veterans participated in a Three-Day Wellness Program in Townsville, courtesy of funding from the Department of Veterans' Affairs. These programs are designed to enable veterans to identify and learn about their emotions and injuries, discover practical ways to manage symptoms and navigate life's stressors – all in a safe and supportive environment with like-minded others.



Social Connection Activities.

Social connection forms an essential part of a veterans' wellbeing and recovery, particularly veterans experiencing mental health issues and trauma. Throughout 2020, we continued to provide opportunities for support through regular social, recreational, and family activities, in-person and online.

In 2020, more than 7,500 social connections were made between our staff and our Mates at our Family Recovery Centres and online. In addition, we provided outreach connections in regional locations to ensure we're supporting our Mates, wherever they may be.

At Mates4Mates, we know how challenging the transition from the tight-knit Defence community can be, and that veterans impacted by injuries or mental health illnesses may find this especially difficult. That's why we focus on creating a welcoming community for both current and ex-serving Defence members and their families.

By facilitating 7,500 social connections for our Mates and their families in 2020, including barbeques, coffee catch ups, art and craft classes, family fun days, school holiday programs, and various outdoor activities, we provided our Mates with opportunities to feel connected to a community of like-minded people.

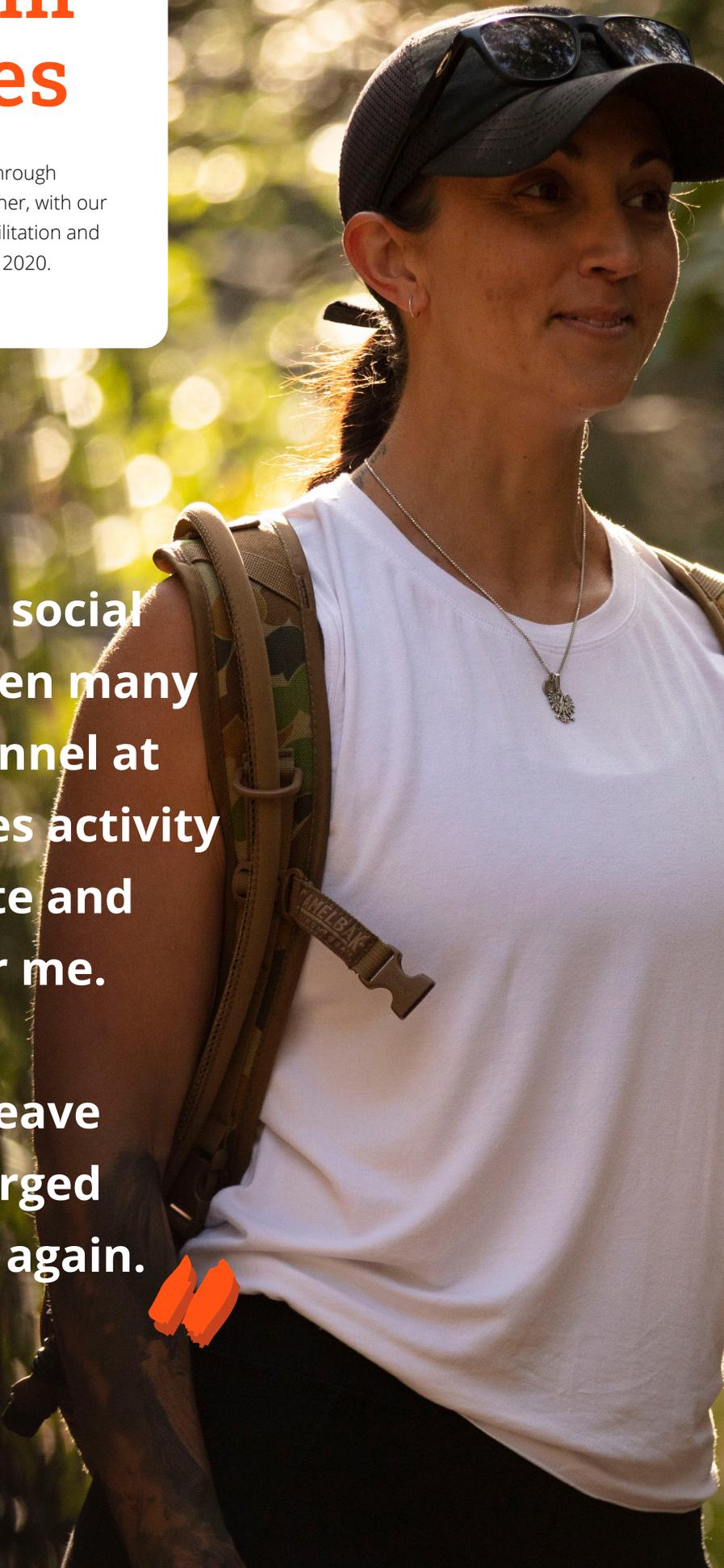
Looking after the wellbeing of veterans and their families is our key priority at Mates4Mates, and that's why each of our Family Recovery Centres and our online social connection activities ensure our Mates always have a space they feel welcome.

Hear from our Mates

Supporting Mates and their families through injury and illness is our priority. Together, with our partners, we provided support, rehabilitation and connection to thousands of people in 2020.

The openness and social interaction between many like minded personnel at every Mates4Mates activity is a massive respite and recovery event for me. The stress relief is formidable and I leave every event recharged to tackle life once again.

— Paul*, veteran





“Veterans and their families have put everything into supporting Australia, now many need the support that Mates4Mates provide. Mates4Mates make it okay to ask for help.”

– **James***, veteran, North QLD

“It has made me get out and about and experience new things and it’s taken me away from dark thoughts. It is an invaluable service that saves lives and makes the sun shine again!”

– **Michelle***, veteran, South East QLD

“I have become more engaged with my peers within Mates4Mates, gained new friends and have been supported physically and mentally with my daily life.”

– **Chris***, veteran, TAS

“A positive and meaningful experience. Great people that are genuine about the care and service they provide.”

– **Jack***, veteran, South East QLD

**Names have been changed for privacy reasons.*



Around the regions in 2020

Our Family Recovery Centres have a range of facilities and treatment rooms to help Mates on their journey to recovery.

With fully equipped gyms, dedicated spaces for wellbeing classes, including yoga and art, cooking facilities, and outdoor areas, our centres are also an important place for Mates, and their families, who may be experiencing isolation, to reconnect. Staffed with psychologists, exercise physiologists, liaison officers and support staff, our centres are a place of recovery, connection, and hope.

Located in Brisbane, Townsville, Hobart, Darwin, and online, Mates4Mates aim to be accessible to all veterans and families impacted by service around the country.



Brisbane Family Recovery Centre highlights:

As we adapted to the COVID-19 pandemic, we were able to deliver our much-needed services to Mates online. We introduced a Recovery Coordinator to our team, who played a pivotal role in the trial of offering clients a Recovery Plan when joining Mates4Mates.

The importance of community connection was highlighted throughout the year as we worked closely with Brisbane City Council, local sports and recreational centres, and a local Men's Shed. This brought a collaborative approach to offering various social connection activities, highlighting the importance of physical health, and providing a way our Mates can be involved in programs in their local area.

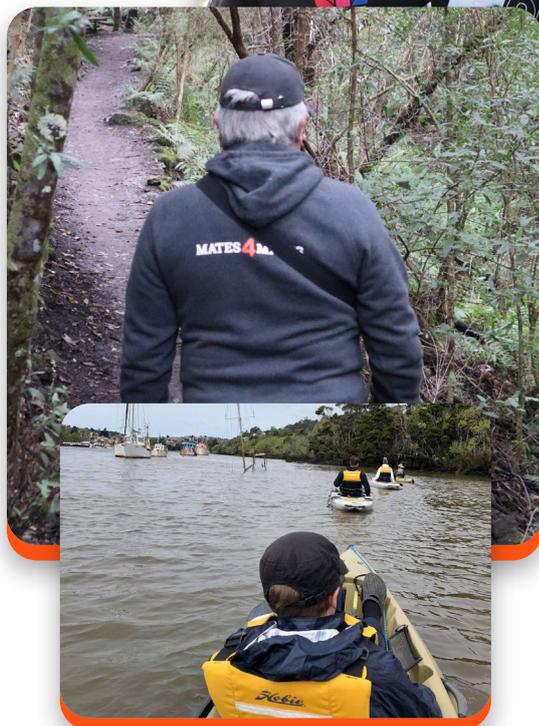


Townsville Family Recovery Centre highlights:

In November, our Townsville Family Recovery Centre ran the first Skills for Recovery Program at Hidden Valley, with excellent feedback and increased applications for subsequent programs. Due to demand, our centre increased our social connection activities to cater for our ever-expanding members. Funded by the PHN, our Arts Therapy session was conducted over 10 weeks, with a popular Expo concluding the True Colours program.

Northern Territory highlights:

With approved funding from the Department of Veterans' Affairs for our Northern Territory Veteran and Family Wellbeing Centre, due to open in mid-2022, a Regional Manager was appointed in October to help oversee a range of social connection activities held in Darwin that were launched as part of the first week-long Veterans' Health Week in the Territory.



Hobart Family Recovery Centre highlights:

Our arts and crafts workshops led to a social group connecting outside the centre, and we hosted a One-Day Wellness Program at Kunyani/Mt Wellington. A Camera Confidence Workshop provided our Mates with the opportunity to dust off the SLR, and surfing lessons at Clifton Beach on the East Coast was an excellent inclusive family activity.

Quiz nights at the centre for Mates to connect and test their knowledge and bike rides around Hobart for all abilities were also popular activities with our Mates and their families.

Together, our impact is greater



More veterans supported in 2020 through grants.

In 2020, we received grants from a wide range of organisations to support many projects and programs. This funding was instrumental to the delivery of our services, helping us purchase equipment, facilitate more activities and ultimately support more Mates and their families.

In 2020 we received grants from:

- Anzac Day Trust
- DVA Grants in Aid
- DVA Health and Wellbeing Grant
- DVA Supporting Younger Veterans
- DVA Veteran and Community Grant
- DVA Veterans' Health Week Grant – North Queensland
- DVA Veterans' Health Week Grant – Northern Territory
- DVA Veterans' Health Week Grant – South East Queensland
- DVA Veterans' Health Week Grant – Tasmania
- Lord Mayors Charitable Trust – Christmas Grant
- MacPac Fund For Good
- Mental Health Council Tasmania – COVID-19 Technology Fund
- Mental Health Week Tasmania
- Nystar
- Tasmania Government – ESO COVID Support Fund
- Transurban Community Grant

Fundraising in 2020.

From virtual running challenges on social media to hosting breakfasts and bake sales, our fundraising community found both simple and innovative ways to show their support for our Mates.

We held our second annual National Appeal Day, and thanks to our supporters, we raised an incredible \$106,000. The funds raised will help us support more veterans and their families by delivering over 50 new programs in the coming years.

The Tasmanian Government provided a \$10,000 grant towards our four One-Day Wellness Programs. As part of these programs, our Mates learned mindfulness techniques and enjoyed social connection through hiking, abseiling, and pottery.

Our fundraising and grant income continued to grow with new supporters and community groups raising over \$600,000 for veterans and their families experiencing service related injuries.

To support Mates4Mates visit:

supportmates4mates.org

Fundraising in action



Rocky road to recovery.

"As the spouse of a veteran, I know first-hand the challenges that veterans can face.

I decided to raise some money to help Mates4Mates by making and selling my rocky road chocolate. As an ex-service spouse, I have seen first-hand the issues experienced by those who serve, veterans and their families.

It started as a small idea, thinking I could raise a few dollars, but then it grew legs, and I received orders for over 190 bags! Once I put the word out, many people were happy to support, and many had heard of Mates4Mates or wanted to learn more.

My husband, Cris (ex-Army), was delighted to donate the ingredients for the rocky road – and in the end, I made around 1,900 pieces, so that was a lot of chocolate, Turkish delight, macadamias, and marshmallows.

Setting myself a target of \$1,500, I was thrilled to raise a total of \$2,417.

I am pleased to know that Mates4Mates will use the money raised to help someone in need – I was delighted to help out."

– Cathy, Mates4Mates Fundraiser



National Appeal Day hits milestone.

On November 5, we held our second annual National Appeal Day, and we're still overwhelmed by the generosity of our community! Thanks to our supporters, we raised an incredible \$106,000. This support will help us deliver a series of new programs, supporting more veterans and their families.

The impact of service can be a heavy load to bear for family and loved ones too, but because of this generous support, we can now help lighten that load. In support of our National Appeal Day, we would like to thank Tina for sharing her story, telling us of the difference that Mates4Mates has made to her and Craig, and that is only made possible with the help of our generous supporters.

Generosity continued during isolation.

Despite the restrictions in place, the Defence community still came together to honour veterans throughout the month of April. Much-needed funds were raised through a variety of ways, such as a socially distanced ANZAC Day breakfast for an entire street, a virtual running event, a donation jar in a busy café, and much more.

With the help of community supporters, we were able to increase the scope of our telehealth programs and move our social connection activities online, so veterans and their families continued to receive the services they need.



2020 Financial summary

Statement of Profit or Loss and Comprehensive Income

	2020	2019
	\$	\$
Revenue	6,434,899	6,039,545
Expenses		
Advertising and Promotion	(75,276)	(173,544)
Cost of Sales	(21,480)	(36,048)
Depreciation	(378,369)	(455,448)
Donations and Welfare	-	-
Employee Benefits	(2,956,186)	(2,879,422)
Meetings and Travel Costs	(47,403)	(173,003)
Professional Fees	(178,693)	(87,077)
Property Outgoings	(216,262)	(226,736)
Psychological Services	(855,175)	(859,332)
Service Delivery	(322,658)	(565,156)
Other Expenses	(218,538)	(273,143)
Total Expenses	(5,270,039)	(5,728,909)
Surplus		
Surplus/(deficit) before Income Tax Expense	1,164,860	310,636
Income Tax Expense	-	-
Surplus/(deficit) after Income Tax Expense for the year	1,164,860	310,636
Other Comprehensive Income for the year, net of tax	-	-
Total Comprehensive Surplus/(deficit) for the year	1,164,860	310,636

Revenue from Ordinary Activities

	2020	2019
	\$	\$
Sales Revenue		
Merchandise	13,453	17,729
Total Sales Revenue	13,453	17,729
Other Revenue		
Donations — RSL Queensland	5,199,997	5,006,000
Donations — Other	373,676	388,229
Grants	229,717	266,588
Sponsorship	-	4,545
Other Revenue	618,056	356,453
Total Other Revenue	6,421,446	6,021,816
Total	6,434,899	6,039,545

Statement of Financial Position

	2020	2019
	\$	\$
Current Assets		
Cash and Cash Equivalents	2,368,738	823,360
Trade and Other Receivables	67,975	206,979
Inventories	-	-
Other Current Assets	91,568	71,840
Total Current Assets	2,528,281	1,102,179
Non-Current Assets		
Property, Plant and Equipment	-	-
Intangible Assets	-	-
Right-of-Use Assets	1,007,529	645,218
Total Non-Current Assets	1,007,529	645,218
Total Assets	3,535,810	1,747,397
Liabilities		
Current Liabilities	974,292	885,641
Non-Current Liabilities	812,436	277,535
Total Liabilities	1,786,730	1,163,176
Net Assets	1,749,081	584,221
Equity		
Retained Surpluses	1,749,081	584,221
Total Non-Current Assets	1,007,529	645,218
Total Equity	1,749,081	584,221

Statement of Cash Flows

	2020	2019
	\$	\$
Cash flows from operating activities		
Donations Received	5,573,673	5,394,229
Payments to Suppliers and Employees	(4,809,909)	(5,042,190)
Grants Received	450,059	266,588
Other Receipts	770,513	226,055
Interest Paid	(81,164)	(66,908)
Net cash from/(used in) operating activities	1,903,172	777,774
Net cash from/(used in) investing activities	-	-
Cash flows from/(used in) financing activities		
Payment of lease liabilities	(357,794)	(365,758)
Net cash from/(used in) financing activities	(357,794)	(365,758)
Net increase/(decrease) in cash and cash equivalents	1,545,378	412,016
Cash and cash equivalents at the beginning of the year	823,360	411,344
Cash and cash equivalents at the end of the year	2,368,738	823,360

MATES 4 MATES

Here for those
impacted by service.

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

For information and support

 **1300 4 MATES**

 **mates4mates.org**

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

ABN: 54 160 646 999

