

**MATES4MATES**

Here for those  
impacted by service.

# Annual Report

2022



 [mates4mates.org](https://mates4mates.org)



## Get in touch.

Find out more about Mates4Mates by phoning us, visiting our website or one of our centres.

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# Actively changing lives.

## | **About Mates4Mates.**

Established in 2013 by RSL Queensland, Mates4Mates is one of Australia's leading veteran charities actively changing the lives of current and ex-serving Australian Defence Force members, and their families, impacted by service.

We provide a way forward for those experiencing service-related physical injuries, mental health impacts and social disconnection.

There are many pathways to recovery through our mental health and physical rehabilitation services, skills and wellbeing programs, and social connection activities. Our specialised programs and services are proven to make a real difference for individuals, partners and families.

Our services can be accessed through our centres in South East Queensland, North Queensland, Tasmania, the Northern Territory and online, as well as our outreach locations around Australia.

Support looks different for everyone, which is why we are committed to providing face-to-face and online services to veterans and their families to ensure they can access a pathway to recovery and move forward from service-related injuries.

## Our Purpose

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

## Our Vision

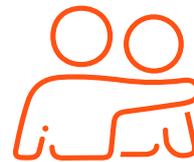
An Australia where all members of the ADF community are supported physically, psychologically and socially.

## 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.

# Continued growth in 2022.

**A joint message from Mates4Mates Board Chair, Stephen Day and Mates4Mates General Manager, Emma Whitehead.**



**Stephen Day.**  
Board Chair of  
Mates4Mates.



**Emma Whitehead.**  
General Manager of  
Mates4Mates.

When we reflect on how much has been achieved this year, we are incredibly proud of what our staff have accomplished, and of their tireless dedication to supporting and serving the Defence and veteran community and their families.

Throughout 2022, we have taken many opportunities to meet and speak with our clients. Hearing their experiences of how Mates4Mates has helped them, even in the smallest of ways, is a great reminder of the connection our staff and services have with the community.

This year, we had over 30,000 occasions of service across our physical rehabilitation and mental wellbeing services, social connection activities, and Skills for Recovery programs. This increased demand for services in 2022 saw our investment in the regions around Australia expand, particularly in the Northern Territory and South East Queensland.

As the lead organisation selected to deliver the Department of Veterans' Affairs \$5 million Veterans' and Families' Hub in Darwin in 2020, we saw construction commence on site this year for the Mates4Mates Veteran & Family Wellbeing Centre in Stuart Park.

After delivering social connection activities in Ipswich for the last two years, the decision to build a dedicated Mates4Mates centre was met with an outpouring of support from the local community with a site secured and renovations commencing in 2022.



We are committed to creating centres where veterans and families can come together, receive the support they need, and access a range of programs and services that are designed to help them navigate the challenges they might be facing. They are a space where our clients can share their stories and connect with like-minded others who understand what they are going through and recover together.

The growth within Mates4Mates internally has also been a proud investment, with the building of the Mates4Mates Executive Leadership Team being finalised in 2022, enabling a clear direction for our staff, clients and the organisation moving forward.

This includes the development of a strategic plan, under the direction of the Mates4Mates Board. While Mates4Mates is a wholly owned subsidiary of RSL Queensland, we continue to operate as two separate entities with separate boards. The 2023-2030 Strategic Plan, *'Journey to 2030'* was developed by Mates4Mates in alignment with the RSL Queensland 2030 Strategy to maximise the service offerings of both organisations.

Similarly, Mates4Mates has invested in building partnerships with other veteran services providers and ex-service organisations, recognising that through collaboration, we can provide more support services, more often, to our clients who need it most.

As we continue to move forward alongside veterans and their families, we want to say thank you to all the staff, clients, supporters and partners who have been instrumental along the way in supporting those who have been impacted by service. Through the work achieved in 2022, we know that the future of Mates4Mates will continue to be impactful for those in need of our services.

*Stephen & Emma*



# Our services in 2022.

## | **Mental Health & Wellbeing.**

Providing evidence-based individual and group therapy, our mental health services are proven to make a real difference to our clients. Our highly skilled team of psychologists, counsellors and social workers are here to help with challenges such as trauma, depression, anxiety, addiction, and relationship issues.

Mates4Mates psychologists, counsellors and social workers are available to see clients both in centre and via telehealth through video call or telephone.

## | **Physical Rehabilitation & Wellbeing.**

Meeting the needs of our clients and their families, our range of physical rehabilitation and wellbeing services are delivered in both individual and group settings. Our qualified exercise physiologists understand how a balanced approach to recovery can be life changing.

Mates4Mates exercise physiologists are available to see clients both in centre and via telehealth through video call or telephone.



**Mates4Mates has been instrumental in my recovery. I wouldn't be where I am today without the Mates4Mates crew.**

Mike\*, veteran, TAS.



## | Social Connection.

Knowing the power of social connection and community, our team of dedicated liaison officers create regular opportunities for mateship and peer-support through social, recreational, and family activities. Social connection activities are offered at all Mates4Mates centres and outreach areas, as well as online.

## | Skills for Recovery.

Our Skills for Recovery Programs are offered in person and online by our clinicians and are designed to provide veterans and their families with opportunities to develop new skills and learn techniques to help them move forward from the impacts of service.



**Mates4Mates means support,  
great mates and new friendships,  
and camaraderie. ”**

Samantha\*, veteran, SEQ.



**I'd be lost without Mates4Mates. They're like a favourite old cardigan you put on and immediately feel comfortable. "**

John\*, veteran, North QLD.

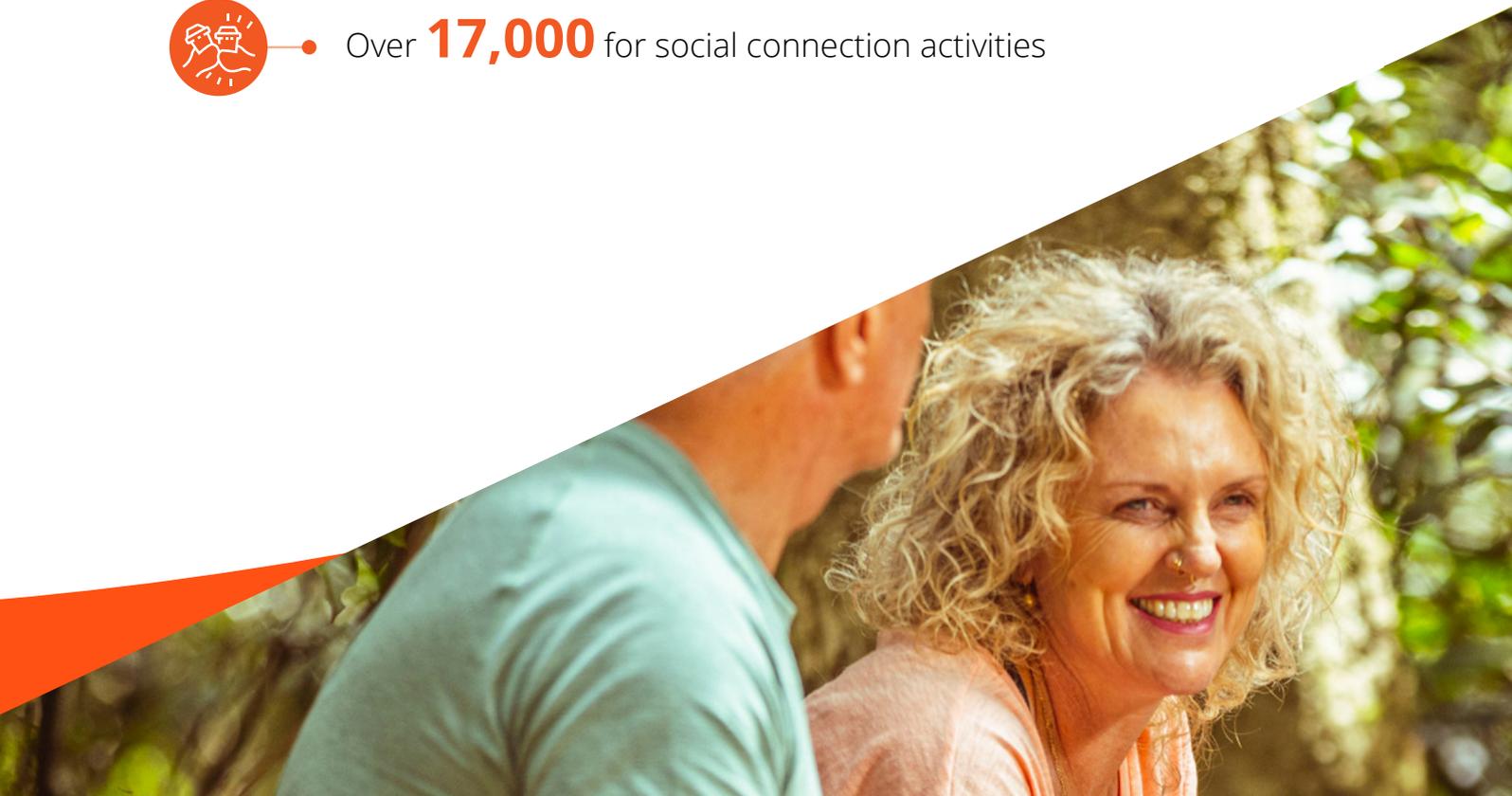
# Our impact in 2022.

## Helping veterans and their families find a way forward.

In 2022, we had over 30,000 occasions of service across our mental health and physical rehabilitation services, social connection activities, and Skills for Recovery Programs.

Delivered both in person and online, this included:

-  Over **7,000** for physical rehabilitation and wellbeing services
-  Over **3,700** for mental health and wellbeing services
-  Over **2,600** for Skills for Recovery Programs
-  Over **17,000** for social connection activities





**Mates4Mates has given me a sense of purpose. It gets me out of bed every morning.** 

Chris\*, veteran, NT.



*\*Names have been changed for privacy reasons.*



**Mates4Mates has helped me to understand the military mindset and the difference in experiences between myself and my husband. "**

Jane\*, veteran's partner, TAS.



**Finding Mates4Mates made my transition from the Defence to civilian life a lot easier. "**

Shane\*, veteran, SEQ.

# Around the regions in 2022.

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

Our teams across Australia, including online, are here to provide support in a safe environment to those impacted by service on their recovery journey.



## South East Queensland highlights.

In early 2022, the Brisbane centre was unfortunately affected by the March floods with a loss of equipment and vehicles in the basement. While the local veteran community and some staff were personally impacted, this provided a wonderful opportunity for the team to come together and support one another and rebuild what had been lost.

In Ipswich, the community continued to grow with more social connection activities being offered. In January, Ipswich had one liaison officer facilitating an average of five activities a week to 5-10 participants. By the end of the year, this doubled to two liaison officers running 10 activities a week with up to 25 veterans and family members joining in on the breakfast in the park activity.

This dedication to the Ipswich and surrounding regions, as well as throughout the whole of South East Queensland, highlights the team's tireless work to connect and educate the veteran community on what support is available to them.



## Central & North Queensland highlights.

It was business as usual throughout 2022 in North Queensland, with an increase in new social connection activities added to the Townsville, Cairns and Mackay calendar to support the community of veterans and families regularly accessing services.

The wheelchair rugby courts underwent refurbishing at the Townsville centre, reopening later in the year with a grand event full of family-fun activities. The courts play a key role in facilitating a variety of sporting opportunities for the local Defence community.

In September, Cairns services found a new home, co-locating with RSL Queensland and the RSL Far Northern District Office. The new centre has allowed for the Cairns senior liaison officer to offer in-centre social connection activities as well as a space for telehealth clinical appointments.



## Tasmania highlights.

In Tasmania, the team increased their activity reach in 2022, offering more services in the far North West, as well as Devonport and Launceston. New and exciting activities were also introduced such as downhill mountain biking and bespoke art classes, offering veterans and their families more opportunities to learn new skills and engage in new hobbies. The infamous Dove Lake walk brought together veterans from all over the state, with over 50 participants joining in on the activity.

Alongside a wide range of social connection opportunities, clinical services in Tasmania also increased. The Hobart centre welcomed a social worker to its service offerings to provide support to the local veteran community. Exercise physiology group classes were also launched in Launceston, offering group physical training (PT) and hydrotherapy classes.



## Northern Territory highlights.

Clinical services were introduced to the Northern Territory team in January with an on-site social worker coming on board to complement telehealth psychological appointments offered to the community. Exercise physiology services were also launched in January, offering group hydrotherapy and PT classes.

In mid-2022, a site was then located and secured for the Mates4Mates Veteran & Family Wellbeing Centre in Stuart Park. A Darwin-based construction company was appointed the \$2.3m contract to refurbish the Stuart Park site and work officially started for the new centre.

Alongside new social connection activities being introduced throughout the year, distinguished guests also visited the Palmerston centre and Stuart Park site to learn more about the services being offered to Darwin veterans and families. Minister of Veterans' Affairs, Matt Keogh held a press conference at the Stuart Park site and conducted a walk-through with media, and Her Honour the Honourable Vicki O'Halloran, Administrator of the Northern Territory met with veterans and family members at the Palmerston centre to share in their stories.



## Online highlights.

The online community continued to grow in 2022, with veterans and family members joining in for activities from across Australia and even overseas from places such as Papua New Guinea, Norfolk Island, Canada, New Zealand and India.

Throughout the month of July, over 230 participants joined in on online, highlighting the increase of veterans finding connection with a like-minded community behind their screens.

To keep up with this engagement, new online programs were introduced including regular craft activities, monthly trivia, and acrylic painting and creative writing workshops. Also new in 2022 was the widely popular 'Imagine This!' program, which showcases a different theme each week for everyone to respond to in their own way through mediums such as poetry, nail art, crosswords – the list goes on!

At the end of 2022, the online team packed up their camera gear and desks and relocated to the new head office building in Brisbane, moving out of the Milton centre.



**Mates4Mates is a positive and safe space for me as a veteran to learn positive strategies for dealing with life's challenges.**

Cassie\*, veteran, SEQ.

# More veterans supported in 2022 through grants.

In 2022, Mates4Mates 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 veterans and their families.

## The grants we received in 2022 are:

- ANZAC Day Trust
- Brisbane Lord Mayor's Christmas Trust
- DVA Grants in Aid
- DVA Veterans' Health Week grant – North Queensland
- DVA Veterans' Health Week grant – Northern Territory
- DVA Veterans' Health Week grant – Southeast Queensland
- DVA Veterans' Health Week grant – Tasmania
- Google Ads grant

Mates4Mates also acknowledges the grant from the Department of Veterans' Affairs to develop the Mates4Mates Veteran & Family Wellbeing Centre in in Stuart Park, Darwin which opened in May 2023.



## Fundraiser Spotlight: Bridge to Brisbane.

Mates4Mates was the proud charity partner for Bridge to Brisbane in 2022, the iconic charity fun-run held on 28 August.

Over \$15,000 raised for veterans and their families who have been impacted by service as over 400 Mates4Mates supporters walked, ran and wheeled to the finish line.



# 2022 Financial summary.

Statement of Profit or Loss and Comprehensive Income	2022	2021
	\$	\$
<b>Revenue</b>	<b>11,809,834</b>	<b>6,752,909</b>
<b>Less: Cost of Sales</b>	(88,394)	(57,338)
<b>Expenses</b>		
Service Delivery	(3,238,099)	(2,147,579)
Overheads and Management Costs	(2,055,348)	(1,914,059)
Psychological Services	(2,439,482)	(1,427,722)
Property Outgoings	(1,210,328)	(919,709)
Marketing and Fundraising	(298,799)	(292,605)
Finance Costs	(32,014)	(57,476)
<b>Total Expenses</b>	<b>(9,274,070)</b>	<b>(6,759,150)</b>
<b>Surplus</b>		
<b>Surplus/(deficit) before Income Tax Expense</b>	<b>2,447,370</b>	<b>(63,579)</b>
Income Tax Expense	-	-
<b>Surplus/(deficit) after Income Tax Expense for the year</b>	<b>2,447,370</b>	<b>(63,579)</b>
Other Comprehensive Income for the year, net of tax	-	-
<b>Total Comprehensive Surplus/(deficit) for the year</b>	<b>2,447,370</b>	<b>(63,579)</b>
Revenue from Ordinary Activities	2022	2021
	\$	\$
<b>Sales Revenue</b>		
Merchandise	11,856	18,067
<b>Total Sales Revenue</b>	<b>11,856</b>	<b>18,067</b>
<b>Other Revenue</b>		
Donations — RSL Queensland	7,200,003	5,199,996
Donations — Other	271,190	429,356
Grants	3,848,343	680,102
Other Revenue	478,442	425,388
<b>Total Other Revenue</b>	<b>11,797,978</b>	<b>6,734,842</b>
<b>Total</b>	<b>11,809,834</b>	<b>6,752,909</b>

**Statement of Financial Position**

	<b>2022</b>	<b>2021</b>
	\$	\$
<b>Current Assets</b>		
Cash and Cash Equivalents	1,998,529	2,660,919
Trade and Other Receivables	295,772	73,101
Inventories	-	-
Other Current Assets	84,398	146,124
<b>Total Current Assets</b>	<b>2,378,699</b>	<b>2,880,144</b>
<b>Non-Current Assets</b>		
Property, Plant and Equipment	3,518,695	45,703
Intangible Assets	-	-
Right-of-Use Assets	171,940	612,599
<b>Total Non-Current Assets</b>	<b>3,690,635</b>	<b>658,302</b>
<b>Total Assets</b>	<b>6,069,334</b>	<b>3,538,446</b>
<b>Liabilities</b>		
Current Liabilities	1,891,453	1,553,452
Non-Current Liabilities	45,009	299,492
<b>Total Liabilities</b>	<b>1,936,462</b>	<b>1,852,944</b>
<b>Net Assets</b>	<b>4,132,872</b>	<b>1,685,502</b>
<b>Equity</b>		
Retained Surpluses	4,132,872	1,685,502
<b>Total Non-Current Assets</b>	<b>3,690,635</b>	<b>658,302</b>
<b>Total Equity</b>	<b>4,132,872</b>	<b>1,685,502</b>

**Statement of Cash Flows**

	<b>2022</b>	<b>2021</b>
	\$	\$
<b>Cash flows from operating activities</b>		
Donations Received	7,471,193	5,629,352
Payments to Suppliers and Employees	(8,296,191)	(6,336,792)
Grants Received	3,918,146	1,066,658
Other Receipts	267,627	438,329
Interest Paid	(32,014)	(57,476)
<b>Net cash from/(used in) operating activities</b>	<b>3,328,762</b>	<b>740,071</b>
<b>Net cash from/(used in) investing activities</b>	<b>(3,505,253)</b>	<b>(48,393)</b>
<b>Cash flows from/(used in) financing activities</b>		
Payment of lease liabilities	(485,899)	(399,497)
<b>Net cash from/(used in) financing activities</b>	<b>(485,899)</b>	<b>(399,497)</b>
Net increase/(decrease) in cash and cash equivalents	(662,390)	292,181
Cash and cash equivalents at the beginning of the year	2,660,919	2,368,738
<b>Cash and cash equivalents at the end of the year</b>	<b>1,998,529</b>	<b>2,660,919</b>

# 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,  
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ABN: 54 160 646 999

