

2019 REVIEW

BOARD OF BENEVOLENCE

OUR SUPPORT OF FAMILIES AND COMMUNITIES

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



HAND
HEART
POCKET
THE CHARITY OF
FREEMASONS QUEENSLAND

74th 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
Charity No. CH2627

Published November 2019

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Cover photo

Bloomhill Cancer Care Client Daphne
Nasir and her family - find out more
about Daphne's story on page 16

FEATURE STORY

A HAVEN FOR RELIEF AND HOPE



FEATURE STORY

GIVING THE GIFTS OF FREEDOM AND MOBILITY



FEATURE STORY

BROTHERS GROW OLD TOGETHER



FEATURE STORY

SAVING LIVES ON THE WATER



FEATURE STORY

A BEAUTIFUL LITTLE GIRL - MIA'S FIGHTING SPIRIT TOUCHES HEARTS





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WHO WE ARE



Hand Heart Pocket receives the inaugural QCF Board of Governors' Award for Outstanding Achievement at the 2019 Philanthropists of the Year Awards

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

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

Our charity provides sustainable support in areas of state-wide and local need where there is limited access to other funding, giving a hand up where it is needed most.

We work with other charities to identify and support initiatives that have real, life-changing potential. At a grassroots level, we collaborate with Freemason Lodges across Queensland and in Papua New Guinea to provide support to charities to meet local community needs. We also provide a hand up to individuals and families in the community in times of extreme need to help get them back on their feet.

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



OUR JOURNEY OVER THE PAST THREE YEARS

FINANCIAL YEAR 2016-2017

2016▼

JUNE TO SEPTEMBER

- ▶ Commenced transition from aged care and retirement living to philanthropy with the sale of Masonic Care Queensland.
- ▶ \$150,000 Significant Grant given to Youngcare to support its At Home Care Grants program in Queensland.

NOVEMBER

- ▶ Interim strategic plan launched.
- ▶ \$150,000 Significant Grant given to the Prostate Cancer Foundation of Australia to see ManUp's initiative come to fruition.

FINANCIAL YEAR 2017-2018

2017▼

JULY

- ▶ \$290,000 Significant Grant given to Camp Quality to help fund its Queensland camps for cancer sufferers and their families for 12 months.
- ▶ \$120,000 Significant Grant given to Women's Legal Service Qld to bridge a short-term funding gap for its domestic violence support hotline until long-term funding could be secured, and to fund a new website and DV support training in Emerald and Rockhampton.

NOVEMBER

- ▶ Our Strategy 2018 - 2024 is launched.

DECEMBER

- ▶ 3rd Space opens its doors for the first time on weekends.



FINANCIAL YEAR 2018-2019

2018▼

JULY

- ▶ The first sod was turned for the COUCH Wellness Centre in Cairns.

AUGUST

- ▶ Father's Day Appeal launched to support men's health with the Australian Men's Shed Association partnering with us and Freemason Lodges to deliver *Spanner in the Works?* men's health checks.

SEPTEMBER

- ▶ Hand Heart Pocket commenced providing in-kind management and administration support to Star Aged Living Ltd after the sale of its aged and community care business at Beaudesert.

OCTOBER

- ▶ \$200,000 granted to Youngcare for their Queensland At Home Care Grants program.

OCTOBER

- ▶ The \$3.3 million-dollar HELP Centre of Excellence Community Disability Hub at Crestmead is officially opened.



NOVEMBER

- ▶ \$450,000 is donated to drought-affected Queenslanders from our drought appeal, bringing the total donated to \$1.45 million over four years.
- ▶ A Significant Grant of \$150,000 to Australian Men's Shed Association is given as part of the 2018 Father's Day Appeal.

2017▼

FEBRUARY

- \$80,000 donated from our 2016 Christmas Appeal to the Joyful Foundation in Townsville to support North Queensland's disadvantaged school students.

MARCH

- \$500,000 granted to COUCH in Cairns to help build a cancer wellness centre in the region.



JUNE

- \$150,000 Significant Grant given to Youngcare to support its At Home Care Grants program in Queensland.
- 3rd Space in Brisbane receives a \$340,000 Significant Grant to open its homeless drop in centre on the weekends for 12 months while it secures long-term funding.

2018▼

FEBRUARY

- \$450,000 grant given to YellowBridge QLD, a disability support services and housing provider based in Toowoomba, to fund a purpose-built home.
- \$150,000 donation made to the Queensland Children's Hospital from our 2017 Christmas Appeal to purchase vital rehabilitation equipment and fund important services like music therapy.

MARCH

- Women's Legal Service Qld receives a further \$340,000 grant and in-kind support to remodel its office to accommodate 2,000 more free legal appointments each year for women experiencing DV.



APRIL

- \$15,000 grant awarded to Trojan's Trek to fund the training of 21 veterans to support their peers through a wilderness-based support intervention program.
- Hear and Say receives a \$500,000 Significant Grant to help 500 children with hearing loss to reach their full learning potential.

JUNE

- A \$1 million Flagship Grant is announced to Help Enterprises to fill a funding shortfall for a new \$3.3 million-dollar HELP Centre of Excellence Community Disability Hub at Crestmead.
- Refurbishment works are completed at Horizons Respite & Recreation Association Inc. at Redcliffe, funded by the Rex Elson Estate and a \$35,000 grant and in-kind support from Hand Heart Pocket.

2019▼

DECEMBER

- Pinaroo Roma Inc. receives a \$250,000 Significant Grant to make specialist dementia care more accessible in the region.
- Guide Dogs Queensland receives a \$230,000 Significant Grant to build an onsite vet clinic.
- TRACTION, a community-based youth mentoring program in SE Qld receives a \$15,000 grant to fund the development of its long-term strategy and business plan.

APRIL

- Women's Legal Service Queensland officially re-opens its office after refurbishments.
- The first sod is turned for Guide Dogs Queensland's onsite vet clinic.



MAY

- Bloomhill Cancer Care on the Sunshine Coast receives a \$570,000 Flagship Grant and a \$130,000 interest-free loan to expand its wellness facilities.
- Volunteer Marine Rescue Hervey Bay receives a \$400,000 Significant Grant to help build a new marine rescue vessel.
- Hand Heart Pocket signs on as naming rights sponsors for the River 2 Reef Charity Ride in Mackay for three years.
- The COUCH Wellness Centre in Cairns officially opens.

JUNE

- It is announced that the Board of Benevolence will no longer own the Masonic Memorial Centre, and they will retire as trustee of the Masonic Fund of Benevolence. Both will fall under the jurisdiction of the United Grand Lodge of Queensland from 5 August 2019.
- Hand Heart Pocket is awarded the inaugural QCF Board of Governors' Award for Outstanding Achievement at the Philanthropists of the Year Awards for 2019.



MESSAGE FROM THE CHAIRMAN

As our understanding of modern philanthropy practices grows, we realise a greater impact can be achieved by adopting a more strategic approach to our grant-making.

The past year has seen Hand Heart Pocket progress even further towards becoming one of Queensland's leading charities. Almost \$3.66 million in grants and in-kind support was afforded to other non-profits whose programs and initiatives provided a hand up to contemporary families and communities. I invite you to read more about our activities and outcomes from page 10.

REFINING OUR PHILANTHROPIC APPROACH

It has now been more than three years since we commenced our transition out of aged care and retirement living to focus on our philanthropic mission. Our long-term strategy has been in place for almost two years, and our understanding of modern philanthropic practices has developed.

We now know that for us to create greater impact and realise our strategy, we need to focus most of our resources and grant funding on a specific group of people and provide longer-term support. Therefore, for at least the next three years, most of our Significant and Flagship Grant funding will be directed towards programs and initiatives that help improve outcomes for youth at risk. Our strategy to support grassroots initiatives identified by Freemason Lodges will continue. You can read more about our refined philanthropic approach on page 8.

HONOURING OUR TRADITIONS AND HISTORY

The Masonic Memorial Centre (MMC) in Brisbane has a great deal of historic and Masonic significance. The Board of Benevolence owned the building for almost four years and intended to develop it for adaptive reuse. This development would have allowed the

building to remain the headquarters of Freemasonry in Queensland and generate commercial income to help the board fulfil its charitable purpose.

However, restrictive conditions were placed on the development approval, resulting in the project carrying a much higher level of risk than initially anticipated. As a public charity, our focus must remain on our charitable activities. Therefore, the building was sold and settled on 5 August 2019 with 311 Ann Street Pty Ltd, of which the sole shareholder is the Trustees of the United Grand Lodge of Queensland. This change means the MMC now falls back under the custodianship of the United Grand Lodge of Queensland (UGLQ), and its masonic and historical significance can be maintained.

At the commencement of our long-term strategy, we committed to ensuring a Masonic Fund of Benevolence (MFOB) would be established and correctly structured to assist Freemasons and their families who have fallen on hard times. The MFOB was formed from funds donated by Freemasons over many years to the Fund of Benevolence and from charity jewel sale proceeds. As the fund was best operated separately to our public charitable funds, a Masonic-related entity, MFOB Pty Ltd, was appointed as trustee to the MFOB on 5 August 2019. This change in trustee meant the fund is now under the jurisdiction of the UGLQ for the first time, and the funds can continue to be used as they were originally intended.

MAINTAINING A SUSTAINABLE BUSINESS MODEL

Our core investments have increased from \$150 million in December 2016, when staggered placement of our investments commenced, to a market value of \$176 million as of 30 June 2019. Our Investment Policy, along

with our Spending Policy, is designed to help our investments withstand ordinary market fluctuations over the long-term and ensure the value of our core investment portfolio is protected in perpetuity. The financial objective of our investment strategy is to earn an average annual return, after fees and inflation, of 4.5 per cent (real return). You can read more about our investment and spending policies on page 28.

For the 2018-2019 financial year, we recorded an operating surplus of \$3.16 million, revenue from operating activities of \$10.14 million, and total assets of \$199.52 million.

The one-off transactions relating to the sale of the MMC and appointment of a new trustee to the MFOB incurred non-operating expenses of \$16.45 million.

Although these assets were not settled until August 2019, expenses were recorded in the accounting period in line with required accounting standards. However, due to an increase in the value of our investments of \$4.28 million, a total accounting deficit of only \$9.01 million and a corresponding reduction in net assets were recorded. More information on our financial position can be found on page 27.

The board continues its commitment to rigorous governance practices, continuous improvement, and refining our strategic approach to ensure it continues to grow the organisation's charitable impact across Queensland and in Papua New Guinea.

ALASDAIR BEGLEY
Chairman



MESSAGE FROM THE CEO

Our support of other charities this year will help contemporary families and communities overcome some of the challenges they face and change lives for many years to come.



After almost two years of implementing the board's strategy, we can see the momentum gained and the many lives we are changing. Most of the larger grants given this past year supported capital projects to help other charities establish the infrastructure to deliver crucial services to the community. This sustainable support will help contemporary families and communities and change lives for many years to come. You can read more about how we are changing lives from page 16.

BUILDING THE RIGHT RELATIONSHIPS

This year, we gave a \$570,000 Flagship Grant and \$130,000 interest-free loan to Bloomhill Cancer Care on the Sunshine Coast to expand its facilities and give 1,228 people living with cancer in the region access to additional wellness facilities and services. Find out more on page 16.

Our Significant and Flagship Grants totalled \$2.78 million last financial year, and supported initiatives to help improve men's mental and physical health, women's financial and physical security, employment for youth with mental health issues, education (disability or necessitous), our ageing population, and provided a hand up through funding and financial assistance.

The Hand Heart Pocket team continues to provide management, administration and marketing support to Star Aged Living Ltd. This charity, which is an initiative of the Order of the Eastern Star, sold its aged and community care business early last year and is now transitioning to become a charitable foundation.

OUR GRASSROOTS SUPPORT

Hand Heart Pocket supported 84 grassroots charitable initiatives identified by Freemason Lodges last financial year. In fact, our support at a grassroots level has more than tripled over the past four years, with \$140,000 granted in the 2014-2015 financial year, \$538,000 last financial year, and \$570,000 budgeted this year. These figures do not include Benevolence Assistance, of which \$260,000 was provided in support to 60 people, including emergency relief payments to a number of people affected by the Townsville floods. Our team of volunteer Hand Heart Pocket Champions continues to support our grassroots charity work by championing our programs and services amongst the Lodges and within the community. We are extremely grateful for their support. You can read more about how we are working with Freemason Lodges at a grassroots level from page 12.

This year, members of our management team delivered information sessions to 227 members, representing 123 Lodges across 25 regions within Queensland. These sessions provided Lodge representatives with information on our support of grassroots charitable initiatives. An opportunity was also provided for Lodges to build effective working relationships with our staff, ask questions and provide feedback on our programs and services. Next year, we will look to communicate with members through a more tailored activity-based approach to complement other communication methods and will focus on Lodges from regions who have found it difficult to travel to our information sessions in the past.

A Men's Health Awareness Campaign will run this year instead of our annual fundraising appeal. The first public event was hosted by Beaudesert Masonic Lodge in September, with up to 15 events to be run by the end of March across Queensland in conjunction with our delivery partner CheckUP. The free public events cover a range of topics to help men improve their health and also provide Lodges with the opportunity to promote their charity work and the important role they play in the community.

To support men's mental and physical health, Hand Heart Pocket the Charity of Freemasons Queensland signed on as the naming rights sponsor of the River 2 Reef Charity Ride in Mackay for three years. We also agreed to match the first \$50,000 raised through the event. Due to this extra support, the event held in September raised \$100,000, which is a record, and a third local charity could benefit. The Suicide Prevention Community Action Planning Group's Men's Campaign based at 'selectability' joined RACQ CQ Rescue and the Mackay and District Sporting Wheelies as beneficiaries of the event. All charities saw an increase in their funding from the event as a result of our involvement. We are thankful to the Mackay District Freemasons who gave this initiative their full support.

Our team at Hand Heart Pocket look forward to continuing to work collaboratively with our members at a grassroots level and are excited about the impact we will be able to make as we implement our refined philanthropic approach.

GARY MARK
Chief Executive Officer



OUR BOARD AND GOVERNANCE

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



Our board and executives are pictured from left to right.

MR PAUL HOLLAND

MCI, MEdSt, DipT, FIML, MACE

Director

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.

DR JASON BINGHAM

DBA, MBA, BAHum, PMP, GAICD

Director

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

ROBERT QUALTROUGH

Executive Officer Commercial and Company Secretary

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

SPENCER CHRISTENSEN

ADFS (FP), JP (Qual)

Director

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

GARY MARK

Chief Executive Officer

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

ALASDAIR BEGLEY

BSurv, Reg Surv (Cad), EMBA, GAICD

Chairman

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.

JOHN ARONIS

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

Director

John is a principal chartered accountant in private practice and is a member of the Australian institute of Company Directors.

MS SANDY BLACKBURN-WRIGHT

BSc, Grad Dip AdEd, MA AdEd

Director

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.

GREG SHORT

JP(Qual)

Director

Greg brings a wealth of experience in public service, corporate governance and 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.



REFINING OUR PHILANTHROPIC APPROACH

BUILDING HOPE IN THE FUTURE FOR OUR YOUTH

Hand Heart Pocket continues its journey to achieve a greater philanthropic impact across Queensland. As our understanding of modern philanthropy practices increases, we realise that greater impact can be achieved by adopting a more strategic approach to our Significant and Flagship Grants. While our support at a grassroots level will remain the same, for at least the next three years, most of our larger grant funding will focus on a particular group of people being youth at risk. A portion of our Significant and Flagship Grant funding will still be made available to support other initiatives that align with our strategy.

THE PROBLEM WE ARE TRYING TO ADDRESS

We know that 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.



4,454 young people
aged 12 to 24 in
Queensland are homeless.

(ABS, 2016)



15% of young people
in Queensland do not
finish high school.

(ABS, 2018)



1 in 4 young people
in Australia are at risk of
serious mental illness.

(Mission Australia, 2017)



2 in 5 people
in Australia aged 18 years
and over had experienced
violence since the age of 15.

(ABS, 2017)



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 Queensland at 25.7%.

(Brotherhood of St Laurence, 2019)



Each year in Queensland,
alcohol, tobacco and other drug use
accounts for an estimated

**4,300 deaths and over
65,000 hospital admissions.**

(Queensland Government, 2019)



One in 100 young Queenslanders
aged 10-17 years have a proven
offence. On an average day, there are
**210 young Queenslanders
in detention.**

(Department of Child Safety, Youth and Women, 2018)

We all know that the wellbeing of our young people will decide the future of our country. By focusing on youth at risk, Hand Heart Pocket will also be taking a more proactive approach to achieving our strategy and tackling some of the key issues faced by contemporary families and communities including:



**Men's mental and
physical health**



**Women's financial
and physical security**



**Employment for
youth with mental
health issues**



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

OUR PLAN TO HELP ADDRESS THIS PROBLEM

We believe that we can help change the prospects for youth at risk in Queensland if we focus our resources, commit the majority of our Significant and Flagship Grant funding and build the right partnerships with other charities and philanthropists whose focus is also young people at risk.

We hope that if Hand Heart Pocket funds programs and initiatives that engage young people at risk to have hope for their own futures and help them 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, those programs and initiatives will increase the confidence of young people at risk, give them hope for the future and support them to overcome the challenges they may face.



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OUR ACTIVITIES AND OUTCOMES

Hand Heart Pocket's support has had far-reaching outcomes for individuals, families and communities right across Queensland and in Papua New Guinea over the past year.



*Note: the Flagship Grant to Help Enterprises was paid over two financial years.



90 YOUNG PEOPLE WITH HIGH CARE NEEDS

can stay at home with loved ones thanks to **\$500,000 in Significant Grants** to Youngcare over the last three years to support its At Home Care Grants program in Qld.



2 PEOPLE WITH DISABILITY

will be empowered to live independently after a **\$450,000** grant to YellowBridge QLD, a disability support services and housing provider in Toowoomba.



500 CHILDREN WITH HEARING LOSS

empowered to reach their full learning potential through a grant of **\$500,000** to Hear and Say.

Total cash grants

154

Value of
cash grants

\$3.58 million

In-kind support

20 initiatives



PEOPLE LIVING WITH CANCER

in Cairns can now receive holistic support because of a **\$500,000 Significant Grant** to COUCH to build a wellness centre.



THE HOMELESS

had a safe place on weekends thanks to a **\$340,000 Significant Grant** to 3rd Space in Brisbane, to extend their operations from five to seven days a week for 12 months until longer-term funding was secured.



100 PEOPLE

each month who are elderly or have a disability can maintain their independence in an area where there is no public transport or taxi service thanks to a **\$102,500 Significant Grant** to Murilla Community Centre in Miles. This helped the centre to purchase a new purpose-built bus and vehicle to provide transport and support services to members of the community.

OUR GRASSROOTS SUPPORT

FREEMASONS IN THE COMMUNITY

Every year, Freemason Lodges throughout Queensland and in Papua New Guinea identify and help fulfil various needs within their local community. At a grassroots level, Hand Heart Pocket provides support through Dollar-for-Dollar Grants, Dollar-for-Dollar Plus Grants and Grassroots Community Grants. Last financial year, Hand Heart Pocket in conjunction with Freemasons Lodges, provided over \$538,000 to support 84 initiatives at a grassroots level. Support to the value of \$260,000 was also given through Hand Heart Pocket's Benevolence Assistance program to 60 people who were doing it tough and needed a hand up, including disaster relief payments to people affected by the Townsville floods.

Our network of volunteer Hand Heart Pocket Champions help us to maximise our support at a grassroots level by championing Hand Heart Pocket programs and activities to our members and in the community.

HERE ARE SOME OF THE WAYS FREEMASONS ARE MAKING A DIFFERENCE:



CARPENTARIA REGION

- Efforts to improve men's health and wellbeing in Far North Queensland (FNQ) saw the region's Freemasons contribute \$55,000 towards a new **Men's Shed at Holloways Beach** through Hand Heart Pocket's Grassroots Grants program. The new hub for men provides a safe space to build various projects and form lasting friendships.
- **The Dr Edward Koch Foundation's** mission to change the way men talk about their mental health was given a boost through a \$10,000 Community Grant. The grant supported a forum to promote men's mental health during Suicide Prevention Week. Temple Memorial Lodge nominated the group which has provided support to the FNQ community for over 20 years.

- **The Royal Flying Doctor Service** in FNQ took to the skies with \$10,800 worth of new medical equipment donated by Murray Lodge. In the 2017-2018 financial year, the four aircrafts at the Cairns base collectively covered 989,244 km.
- The sleeping arrangements of visitors at **Atherton Hospital** won't be a concern after Barrine Lodge donated \$3,200 towards a new recliner lounge which converts to a double bed. The hospital serves a large regional area of around 45,000 residents.
- **Atherton Meals on Wheels** was served up a new meat slicer by Mareeba Granite Lodge, giving its volunteers more time to do other important jobs like delivering food and having a chat.
- A new computer has enabled **Mareeba Meals on Wheels** to continue its good work, providing nutrition and friendship to more than 210 locals every week. Granite Lodge initiated the donation.
- **Atherton Hospital's** rehab ward has a new blanket warmer and other necessitous items, handed over by Granite Lodge.

- Wheelchair-bound residents at **Carinya Home for the Aged** in Atherton now spend more time in the garden thanks to an accessible planter box garden donated to the 131-bed facility. Barrine Lodge nominated the initiative for a \$7,759 Community Grant.
- **The Cassowary Coast Mayor's Christmas Appeal** received the support of Tully Tyson Lodge, with \$200 going towards food hampers for the needy at Christmas.



NORTH QUEENSLAND REGION

- Administering oxygen to patients onboard one of the **Royal Flying Doctor Service** aircrafts in Townsville has been made easier, with a new \$51,450 high-tech transport ventilator donated by Kennedy Lodge, through Hand Heart Pocket's Grassroots Grants program. In the 2017-2018 financial year, the medical team in Townsville transported 1,995 patients.

- Local members banded together to provide on-the-ground support to those affected by the **Townsville Floods** in early 2019. Their support complemented the one-off Disaster Relief funding provided to 24 people by Hand Heart Pocket, equating to \$48,000, and the additional financial support from The North Queensland District Board of Benevolence.
- **Men's Shed activities on Magnetic Island** are on the rise, following the fit-out of the new facility which was funded by a \$10,000 Community Grant. The initiative was put forward by Ashlar-Magnetic Lodge.
- **The Australian Volunteer Coast Guard QF8 Townsville** was equipped with a defibrillator kit, increasing people's chances of survival in an emergency. The boat ramps at the Townsville Boat Harbour are used by over 4,000 people every month. The Townsville Masonic Fundraising Committee initiated the \$2,297 donation.
- Disadvantaged primary school students were equipped with the essentials to learn with the **Joyful Foundation** receiving a combined contribution of \$4,400. Unity Lodge, The Townsville Masonic Debutante Ball and Tully Tyson Lodge each made separate contributions to make up this amount. The organisation distributed 800 stationary packs last year.



CENTRAL QUEENSLAND REGION

- Two new wheelchairs were donated to the **Mackay Hospital Foundation** for patients and visitors needing to make their way around Mackay Base Hospital, thanks to Calen Hamilton Lodge.
- **The Proserpine and District Respite Services Inc.** was able to continue its support of the elderly and disabled in the community after receiving funding towards the fit-out of a new wheelchair-accessible bus. Proserpine-Whitsunday Lodge nominated the organisation for a Community Grant.

- The Mackay District Freemasons championed Hand Heart Pocket's support of the **River 2 Reef Charity Ride**. As the Naming Rights Sponsor of the event from 2019-2021, Hand Heart Pocket chose the **Suicide Prevention Community Action Planning Group's Men's Campaign** based at 'selectability' as the third beneficiary of the event. RACQ CQ Rescue and Mackay and District Sporting Wheelies are also beneficiaries of the event.
- Fifty children with childhood heart disease no longer have to travel to Brisbane every few months for tests, now that the local hospital has a brand-new echocardiography ultrasound machine. Calen Hamilton Lodge was among the many donors, initially donating \$8,000, followed by a \$19,000 top-up from Hand Heart Pocket to ensure the **Mackay Hospital Foundation** reached its \$135,000 target sooner.
- Calen Hamilton Lodge contributed \$7,000 towards a **seizure response assistance dog** for a little girl with a range of disabilities. The pup will provide both companionship and peace of mind.
- **RACQ Capricorn Helicopter Rescue** was able to remain in the sky, with \$1,000 from Gladstone Lodge going towards fuel costs. The organisation covers an area of 350,000km².



WESTERN QUEENSLAND REGION

- **The Leukaemia Foundation's Townsville Freemason's Village** was given a sizable hand up to provide homely accommodation to regional blood cancer patients and their families after the Masonic Lodge, previously based at Aramac, donated \$60,000. Last financial year, 5,415 nights of accommodation were provided to 72 families at the 18-unit complex.



WIDE BAY REGION

- **Bundaberg Meals on Wheels** received a range of kitchen and office equipment, including a security equipment upgrade to support the organisation's day-to-day operations. Tyrian Lodge provided the \$5,373 hand up. The local branch prepares 160 meals a day, five days a week for 51 weeks of the year.
- A safe and comfortable environment was maintained for families at the **Act for Kids Family Intervention Centre** in Maryborough when Star of the East Lodge donated an electric urn, coffee machine and blinds. The Centre helped over 100 families last year.
- Senior students at **Hervey Bay Special School** have been showing off their barista skills with a new coffee machine donated to their training coffee shop – where important life skills are developed. The 110-student school was also gifted a new kitchen worth \$10,000. Hervey Bay Daylight Lodge made both donations.
- **Mundubbera Hospital** was able to provide additional facilities for palliation as Mundubbera-Burnett Lodge generously provided \$4,000 towards the conversion of a quiet room into a palliative care room, as well as the revitalisation of the plant nursery. The regional hospital is situated in an area with an ageing population.
- Bundaberg's new shared premises for **LifeFlight** and the **Royal Flying Doctor Service**, which is currently being built, received assistance with the fit-out of the new patient transport station and day-to-day running of the base – helping to keep them in the air. Each organisation received \$2,000 from the Corinthian Royal Arch Chapter.
- Gayndah's elderly were given a hand up to lead more independent lives, after three new Hi-Lo beds were donated to **Gunther Village Aged Care**, providing a spring in the step of residents. Gayndah Lodge made the donation to the 52-bed facility through a Community Grant of \$10,000.

- ▶ The **Mia Wilkinson Necessitous Fund** received a timely hand up from Fraser Coast United Lodge with \$1,000 going towards Mia's care.
- ▶ Local families impacted by life-limiting illnesses were provided with financial assistance to cover essential bills through **The Dunga Derby Rally for a Cause** with a \$500 donation from Mundubbera-Burnett Lodge. Similarly, Fraser Coast United Lodge who drove Car 24 in the rally contributed \$10,000 towards the cause.
- ▶ A disadvantaged nursing student was provided with \$1,000 towards their studies at the University of Sunshine Coast Fraser Coast Campus, thanks to Hervey Bay Daylight Lodge.



CENTRAL WEST REGION

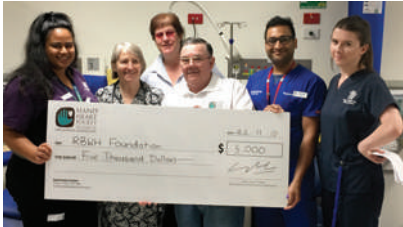
- ▶ Patients with respiratory problems at **Laidley Hospital** were able to breathe more comfortably thanks to two new Airvo humidifiers being funded by Argyle Lodge for \$6,000. The equipment will lessen the delay of treatment, with patients not having to travel further to other regional hospitals.
- ▶ The comfort of palliative care patients at **Toowoomba Hospice** was improved through a donation of six new adjustable beds, one for each room. The Toowoomba and District Masonic Council donated \$21,999 towards the initiative that also helped care staff reduce manual handling.
- ▶ Assistance was also provided to the Hospice to maintain a home-like setting. The **Adopt a Room** program, which helps with the upkeep of patient facilities to provide quality palliative care, received a \$4,000 boost from the Queensland Masonic Touring Club.
- ▶ Vital medicines, equipment and fuel costs were funded by a \$1,000 gift to **RACQ Lifeflight**, helping it to transport those in need of emergency medical assistance thanks to Crows Nest Cooyar Lodge. The organisation supported over 542 people in the South West Queensland region.
- ▶ **Assistance Dogs Australia** was able to help more people living with a disability or who have a mental illness to lead more independent lives, with a \$1,000 donation from Lowood Lodge, for the specialised training of assistance dogs in Queensland. There are currently 18 pups being trained in Queensland.
- ▶ Members of the **Texas Men's Shed** have been able to spend more time on their projects, as a new fridge was donated to the group. Texas Green Up Lodge donated \$998 towards the appliance.
- ▶ Toowoomba Lodge assisted with renovations to **Stepping Stone Cottage**, following a \$7,000 donation. The facility provides short-term accommodation for young people at risk of homelessness, helping them to gain independence and break the cycle of homelessness.



SUNSHINE COAST REGION

- ▶ Two water tanks were gifted to the **Sunshine Coast Riding for the Disabled** to help reduce water costs for the organisation. Maroochydore Lodge initiated the donation.
- ▶ **Bloomhill Cancer Care's** mission to help people with cancer to live well was supported by Landsborough Lodge, who donated two new massage tables totalling \$5,600.
- ▶ A new device has helped children at **Hear and Say's Nambour Centre** to hear with greater clarity as they learn to hear, listen and speak. Waverley-Palmwoods, Landsborough, Maroochy, Nambour and Rosslyn Lodges worked together to donate the \$1,100 communication device. It is worn by the Listening and Spoken Language Specialist or left in the middle of the table during group sessions.
- ▶ **Trojan's Trek** will be able to apply a \$2,000 donation from Montville Lodge towards training veterans for their wilderness-based intervention program.
- ▶ **Gympie's Riding for the Disabled Association** has a new round yard. For 30 years, the group has provided therapeutic horse-riding programs to improve the quality of life of its participants. The Gympie and District Masonic Fundraising Committee made the generous donation to see their good work continue.
- ▶ **Residents in the Woolooga area** who were affected by bushfires received assistance from the Gympie and District Masonic Fundraising Committee, with a \$2,000 donation to GIVIT.
- ▶ **Guide Dogs Queensland** received a hand up with the training of their Guide Dogs with \$1,000 being donated by the Gympie and District Masonic Fundraising Committee.
- ▶ In the event of an emergency, Imbil residents will have a greater chance of survival, with a new defibrillator available in the local area. Telford Lodge donated the life-saving device to the **Eternal Flame Foundation**. Currently, the closest first response is 19km away, whilst the ambulance service is 37km away.
- ▶ Students with learning difficulties at **Unity College** have been more engaged with their schoolwork. This improvement is all thanks to the donation of specially designed 'flexible' classroom furniture by Fidelis Conclave.
- ▶ More people with disabilities were empowered to experience freedom on the water after a new specialised access dinghy was donated to **Sailability Sunshine Coast**. Maroochydore Lodge provided \$11,963 for Freemason II. The group enhances the quality of life of 80 locals with disabilities each week.
- ▶ **The Kidney Support Network's** Patient Transport service on the Sunshine Coast was streamlined with a new touchscreen desktop computer donated by Landsborough Lodge for \$1,591. On average each of the three vehicles covers between 26,000 – 30,000 km a year.
- ▶ More elderly people and people with disabilities on the northside were able to experience freedom on the water with a new wheelchair-accessible pontoon boat donated to **Sailability Shorncliffe**. Mt Pleasant Lodge donated \$5,000 followed by a \$50,250 top-up from Hand Heart Pocket to bring the project to completion.

- **Lifelight** was given a hand up to reach the critically ill or injured in regional and remote Queensland, with Boonara Lodge donating \$10,000 towards the organisation's fuel costs. In the 2017-2018 financial year, 450 patients were rescued by the Sunshine Coast base.



NORTH BRISBANE REGION

- A new vein finder has made medical procedures easier for both patients and nurses at the **Haematology Department of the North Lakes Medical Precinct**. Northgate Remembrance Lodge donated \$5,000 to the Royal Brisbane and Women's Hospital Foundation for the device.
- Redcliffe First Settlement Lodge contributed \$6,465 towards a new memorial garden at **Guide Dogs Queensland**. The funds which were raised at the Redcliffe Dining in the Dark event went towards the lighting component of the project.
- At-risk clients of **Encircle** were able to get to GP, hospital and Centrelink appointments using fuel and Go Cards gifted to them. Redcliffe First Settlement Lodge contributed \$500 towards this initiative.
- Additional resources such as books, journal articles and DVDs were gifted to **Parkinson's Queensland** to empower people with the neurological condition to live well. A portion of the \$4,000 donation from Enoggera-Thistle Lodge also went towards their nurse education grants program to help fund the postgraduate studies of Parkinson's care nurses in Queensland. There are 17,000 people with Parkinson's in the state.



BRISBANE SOUTH REGION

- More children with disabilities got the chance to enjoy a weekend away through **BestLife Foundation's** sleepover program. Dunellan Lodge's \$4,000 donation meant up to ten children with disabilities had an away-from-home experience, formed new friendships and learnt essential life-skills while having fun.
- Chaplains will continue to have a presence in **nine local schools in the Logan area**, with Southern Queensland Lodge contributing \$4,000 to Scripture Union.
- New equipment such as power tools, hand tools and timber has ensured that the **Beenleigh District Men's Shed** continues to thrive. Southern Queensland Lodge handed over \$2,000 toward the men's health initiative which supports 50-100 local men.
- A street van operated by **Nightlight Outreach Inc** was given supplies and equipment by Southern Queensland Lodge. Many disadvantaged and homeless locals in the Beenleigh District access the service each night.
- The Liver Cancer Unit, Liver Research Unit and Respiratory Research Unit at the **Gallipoli Medical Research Foundation** all received a hand up from the City of Brisbane Consistory with \$9,808 worth of equipment being donated in support of their valuable work.
- Disadvantaged and at-risk youth were empowered to build their own future. The QLD Sovereign Chapter gave **TRACTION** \$1,000 towards its bike restoration workshops.
- Students at **Darling Point Special School** have developed important life skills with the help of Redlands Lodge who donated \$6,000 towards equipment and upgrades to their training coffee shop, as well as additional materials for its mobile classroom and sensory garden.

- Queensland servicemen and women and their families facing hardship were given immediate financial support, following a \$1,100 donation from Camp Hill Lodge to **Wounded Heroes Association Inc.**
- Support was extended to **Horizons Respite and Recreation** to care for 50 young people with high care needs with Tullibardine Lodge having donated a new dishwasher.
- **Guide Dogs Queensland** has put a \$7,000 donation from United Tradesmen's Lodge towards new clinical equipment for its vet clinic.

GOLD COAST REGION

- Tamborine Lodge continued its annual support of **Crowson Park Riding for the Disabled** by helping to replace its riding helmets with a \$1,500 donation. 100-150 children and young people with disabilities access the service each year.
- **The Sanctuary Women and Children's Refuge** received \$10,000 to help with its extension plans, following the support of Southport Lodge through the Gathering of the Clans event.



ALIGNMENT WITH OUR STRATEGY



Education for people with a disability



Ageing population



Women's financial and physical security



Men's mental and physical health



Employment for youth with mental health issues



Funding and financial assistance

A HAVEN FOR RELIEF AND HOPE

One week, Daphne was living a normal life as a mother of two. The next week, she was undergoing the most aggressive form of chemotherapy. Throughout her cancer treatment, Daphne found hope and support in Bloomhill Cancer Care and, with the assistance of Hand Heart Pocket, more people like Daphne will have access to vital support.



“Bloomhill was a lifeline during one of the hardest times of my life; they embraced me, cared for me and offered me a way out of the darkness of treatment and recovery.”

DAHPNE NASIR,
BLOOMHILL CANCER CARE CLIENT

SHOCK DIAGNOSIS

In September 2017, Daphne travelled from the Sunshine Coast to Brisbane for a medical assessment. During these routine tests, doctors discovered her entire left lung was ‘cloudy’, and they needed to investigate the issue further. Worry and nerves crept in as Daphne waited to hear back from doctors.

Upon arriving home at the Sunshine Coast, the next day, Daphne had seven missed calls and several messages. She was told to check herself into her local emergency department immediately, where she underwent nine anxious days of CT scans, blood tests, P.E.T. scans, ultrasounds, heart monitoring, X-rays and a biopsy.

Daphne had stage 2 lymphoma, with a rare 13cm T-cell lymphoblastic tumour on her lung. She required eight rounds of the most aggressive form of chemotherapy.

A LIFELINE

It was during this gruelling experience that Bloomhill Cancer Care not only helped Daphne get to and from the hospital for chemotherapy but also provided her with a haven of relief and hope.

“Bloomhill was a lifeline during one of the hardest times of my life; they embraced me, cared for me and offered me a way out of the darkness of treatment and recovery,” Daphne said.

“Whenever I needed clarification on protocols or treatment, my incredible nurse took the time to sit down with me, talk me through it and ease my fears.”

The Sunshine Coast-based Cancer Care organisation provided a holistic approach to Daphne’s wellness journey through meditation, acupuncture, counselling and art therapy classes.

“Through the tears, laughter, anger and other emotions I went through, Bloomhill always found ways to support me; the staff and volunteers were amazing.”

Daphne is now in remission, and she said she is focusing on her health, life and family.

“I’ve made some incredible friends through Bloomhill, and I am forever grateful for the physical, mental and spiritual support Bloomhill has given me,” she said.

“I cannot stress enough how crucial Bloomhill is for those going through cancer; which is why the support of Hand Heart Pocket will make a massive difference in the lives of so many patients and their families.”

PROVIDING MORE HOPE

In May 2019, Hand Heart Pocket awarded Bloomhill Cancer Care a \$570,000 Flagship Grant, and a \$130,000 interest-free loan, which will assist the organisation in providing thousands of cancer patients living in the Sunshine Coast region with additional wellness facilities and services.

The Flagship Grant will help fund the construction of a new two-storey therapy wing and additional carparks, including eight extra multi-functional rooms for individual therapies and assessments, and a medical gymnasium. While the interest-free loan will allow the organisation to move the distribution centre of its op shop social enterprise business onsite, resulting in savings of \$60,000 per year in leasing expenses.

Bloomhill Cancer Care Chief Executive Officer Chris Franck said that with the need for Bloomhill’s services growing, the timing of the funding couldn’t have been more ideal.

“We expect to double our client base in the next decade, so this funding will help us to increase our capacity to meet their needs. Today, we have 1,228 clients, and by 2030 this is expected to grow to 4,000,” Chris said.

“This support has enabled us to think differently about how we attain our long-term goals in a more sustainable manner.

“The support we have received from Hand Heart Pocket really is a hand up.”

Hand Heart Pocket Chief Executive Officer Gary Mark said this was an extension of the support provided by the Sunshine Coast Freemasons over many years.

“Our Flagship Grants are about supporting large and strategic areas of need. With this funding, Bloomhill Cancer Care will go on to help thousands of people with cancer to live well,” Gary said.



**3,510
new cases
of cancer**

are diagnosed in the
Sunshine Coast region
each year.

*Source: Cancer on the Sunshine Coast,
Regional Statistics,
Cancer Council Queensland, 2018*

ALIGNMENT WITH OUR STRATEGY



Men’s
mental and
physical health



Women’s
financial and
physical security



Funding
and financial
assistance

GIVING THE GIFTS OF FREEDOM & MOBILITY

At just ten years of age, Isabella started progressively losing her eyesight. Now 27, Isabella's trusty side-kick Tatum has given her the confidence she thought she had lost. Soon Guide Dogs Queensland will be able to help more Queenslanders, like Isabella to regain their independence, with the help of Hand Heart Pocket.



“Having a cane really slows you down but now Tatum allows me to participate in more spontaneous activities, knowing that he will keep me safe wherever we go. It is like having my eyesight back.”

ISABELLA ALLEN,
GUIDE DOGS QUEENSLAND CLIENT

LIVING LIFE TO THE FULLEST

While most ten-year-olds are out playing and making friends without a care in the world, Isabella Allen began the heart-wrenching journey of losing her sight.

Supported by Guide Dogs Queensland's mobility and orientation services, and other support services provided through the education system, Isabella managed to navigate her way through childhood and adolescence.

After spending years using a cane for mobility, Guide Dog Tatum came into Isabella's life when she was 26. A handsome, brown-eyed, golden-haired Labrador trained specially to act as her eyes was donated to Isabella through Guide Dogs Queensland.

After waiting two years and two months for a suitable dog to be trained, Isabella welcomed Tatum with open arms. The bond between them is undeniable.

“I have always been a confident and bubbly person but walking with a cane in public places meant doing a lot of preparation before any outing,” Isabella said.

“Having a cane really slows you down, but now Tatum allows me to participate in more spontaneous activities, knowing that he will keep me safe wherever we go. It is like having my eyesight back.

“At work, Tatum has his own bed and toys, and people have really taken to him. They even come from other floors to play with him.”

THE BUILDING BLOCKS FOR A MORE SUSTAINABLE FUTURE

On average the wait to get a Guide Dog is between 18 months and two years and at present, there are 24 people on the waiting list. However, in the coming years, Guide Dogs Queensland is set to see a spike in demand for working Guide Dogs, which will see breeding numbers jump by 70%.

Last December, to help the organisation meet the demand for its service, Hand Heart Pocket provided a \$230,000 Significant Grant to Guide Dogs Queensland. The funds will go towards the construction of a new on-site veterinary clinic at their Nursery and Training Centre on Brisbane's northside.

Guide Dogs Queensland Chief Executive Officer Michael Kightley said the grant would make a difference in the long-term, with the savings helping to develop new programs while also strengthening existing ones.

“An on-site vet clinic will cut our expenses by more than half. At present the organisation is spending almost \$220,000 on external vet bills each year,” Michael said.

“The cost to breed, raise, train and match a Guide Dog to one of our clients is \$50,000. Over the next five years, this grant will allow us to provide 24 additional Guide Dogs.

“Also, the benefit of having an in-house vet clinic will mean that we will be able to provide comprehensive healthcare from the day they are born and through their working life.”

From Isabella's perspective, this is a fantastic initiative.

“Having the vet clinic on-site at Bald Hills will be good because the vet will be familiar with Guide Dogs and it will be nice to bring them back to where the Guide Dogs were bred and trained. Also, it can be stressful if they (Guide Dog) get really ill, so it will give me peace of mind to bring him back here,” she said.

“Best of all the savings made by Guide Dogs Queensland will mean more people like me, will be able to get the support they need to lead a more independent life, so for that, I say, thank you Hand Heart Pocket.”

FROM LITTLE THINGS BIG THINGS GROW

Indeed, Masonic Lodges over many years have provided grassroots support to Guide Dogs Queensland. Ipswich's United Tradesmen's and Redcliffe First Settlement Lodges have been supporting the work of Guide Dogs Queensland through their annual Dining in the Dark events.

Hand Heart Pocket Chief Executive Officer Gary Mark said this new partnership was an extension of that support, empowering Guide Dogs Queensland to be sustainable and make a bigger impact for more Queenslanders.

“We are proud to have provided this Significant Grant on behalf of the Freemasons of Queensland, to help make a lasting difference for people with low or no vision across the state,” Gary said.

The on-site veterinary clinic is expected to open by January 2020.



There are
450,000+
people with vision
impairment or
blindness in Australia.

Source: Guide Dogs Queensland

ALIGNMENT WITH OUR STRATEGY



Funding
and financial
assistance




Men's
mental and
physical health



Women's
financial and
physical security

BROTHERS GROW OLD TOGETHER



“Roma only has two facilities that can accommodate residents with dementia, so your loved ones either have to wait for a spot or move away. Shifting was not an option for us. I wanted my dad and uncle close so I could help look after them.”

LOREEN GIBSON, RELATIVE, PINAROO ROMA INC.

Brothers Royce and John Timms are from Roma, in country Queensland. Royce left Roma in his 20s to make a life for his family at the Sunshine Coast, while John stayed in Roma to focus on his career with the local council. Now in their 70s, the brothers have come full circle, and are back together again in their hometown. Sadly, they both have dementia. However, their family is grateful that the brothers can live alongside each other at Pinaroo Roma Inc., where more residents are set to experience high-quality dementia-specific care in their older years, thanks to the support of Hand Heart Pocket.

COMING HOME

Keeping her dad and uncle close by was a top priority for Royce's daughter Loreen who also lives in Roma and plays a big role in caring for the brothers.

"Dad raised my sister and me on his own after our parents divorced when I was a teenager. He was a mechanic by trade and ran his own successful business at Woombye on the Sunshine Coast. He was also a Sergeant in the Army Reserve," said Loreen.

When Royce was diagnosed with dementia, he was living alone at the coast, but when his condition started to deteriorate in December 2015, Loreen brought him back to Roma, to Pinaroo.

Around the same time, Royce's younger brother John also started to show signs of dementia.

"My uncle worked for the local council for 52 years, eventually becoming the foreman on many road construction jobs around the Roma area. He, too, was in the Army Reserve and very involved in the gun club," Loreen said.

They were in the process of having him assessed for dementia when he suffered a stroke. He was admitted to hospital and told he would never be well enough to return home. John subsequently moved into Pinaroo in April 2016.

KEEPING FAMILIES TOGETHER

Pinaroo Roma Inc. is a 60-bed not-for-profit aged care facility, managed by the Rotary Club of Roma. By the end of 2020, it will offer more dementia residents a safe and comfortable space, with Hand Heart Pocket providing a \$250,000

Significant Grant to help convert an existing wing into a second specialised dementia wing.

The converted wing will have 11 private single rooms, each with an ensuite. A lounge room, meals area and landscaped gardens will give the accommodation a homely feel while being fully secure with keypad access.

The grant will make a significant contribution to ensuring long-term access and the sustainability of aged care in the Maranoa region. In turn, the grant will help keep families together, which strikes a personal chord with Loreen.

"Roma only has two facilities that can accommodate residents with dementia, so your loved ones either have to wait for a spot or move away. Shifting was not an option for us. I wanted my dad and uncle close so I could help look after them," she said.

"People with dementia lose the ability to have a voice for themselves. I wanted to make sure all their needs were going to be met and to be the familiar face they could recognise. I am very pleased that Hand Heart Pocket has given a grant to Pinaroo. Without the right facilities and the extra staffing, they would not be able to take extra people in and meet their specific needs."

MARANOA FREEMASONS CHAMPION CAUSE

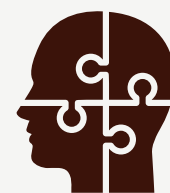
Pinaroo Roma Inc. Chief Executive Officer Melanie Calvert said increasing the number of dementia-specific beds from 12 to 23 will make a huge difference and will slash their waiting list.

"Through their support, Hand Heart Pocket has helped to address a key issue facing the Maranoa region," she said.

Hand Heart Pocket Chief Executive Officer Gary Mark said helping communities to meet the challenges of an ageing population was one of their areas of focus; hence this initiative stood out.

"Helping to improve the quality of life of the ageing population by ensuring they are able to remain close to their loved ones particularly when they have been diagnosed with dementia aligns with our values in relation to empowering people to lead better lives," Gary said.

"We must credit the Maranoa Freemasons for understanding the need for more dementia-specific care in their community and championing this initiative."



In Queensland
there are currently
**84,940 people
living with
dementia.**

*Dementia Australia (2019),
Dementia in Australia Prevalence estimates
2019–2058*

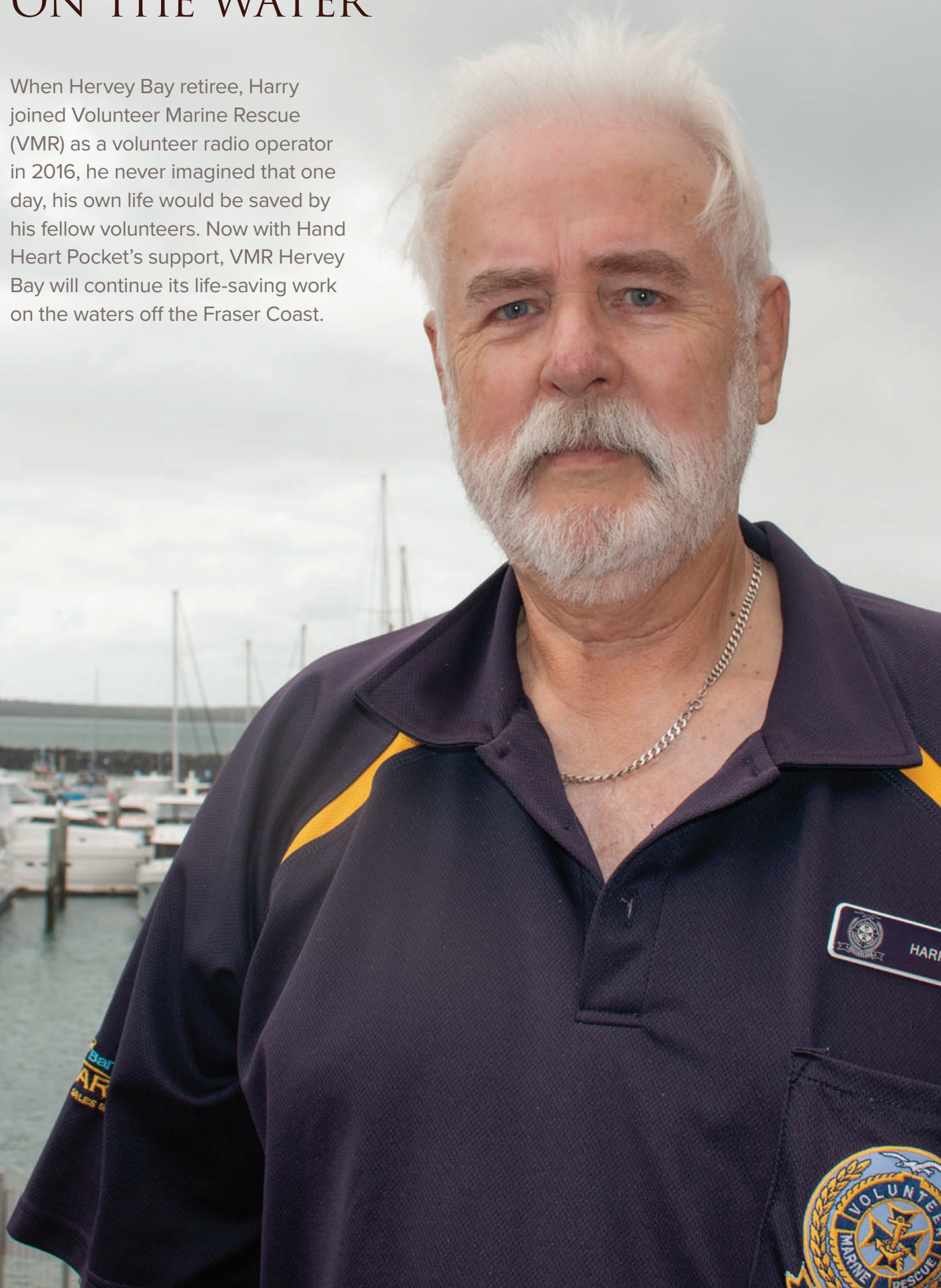
ALIGNMENT WITH OUR STRATEGY



Ageing
population

SAVING LIVES ON THE WATER

When Hervey Bay retiree, Harry joined Volunteer Marine Rescue (VMR) as a volunteer radio operator in 2016, he never imagined that one day, his own life would be saved by his fellow volunteers. Now with Hand Heart Pocket's support, VMR Hervey Bay will continue its life-saving work on the waters off the Fraser Coast.



“It was clear that this was a life-threatening situation, and I needed to get off the island as soon as possible and be admitted to a hospital.”

HARRY SPINK,
VMR HERVEY BAY CLIENT AND VOLUNTEER

RESCUING ONE OF THEIR OWN

In November 2016, Harry was taking advantage of the warm weather and enjoying a leisurely week of beach fishing on Fraser Island. The idyllic getaway took a turn when Harry started to feel unwell. He was quick to contact the paramedic stationed on the island, aware that the tide was rising quickly, and his position was becoming less accessible for paramedics as the seconds ticked away.

When the paramedic reached Harry almost an hour later and connected him to an ECG machine, Harry could immediately tell they were facing a cardiac emergency.

“It was clear that this was a life-threatening situation, and I needed to get off the island as soon as possible and be admitted to a hospital,” Harry said.

Although it wasn't that simple – a severe thunderstorm was approaching Fraser Island, making it too dangerous for the Queensland Ambulance Service to send a medivac helicopter.

The only option was for the paramedic to drive Harry to the other side of the island.

“A Queensland police officer put up his hand to drive the ambulance so that the paramedic could tend to me in the back of the vehicle. We were both being thrown around in the back while the driver had to contend with lightning strikes, pouring rain, large tree roots and low visibility.”

A vessel from VMR Hervey Bay and two paramedics met them at the other side. However, the torrential rain and winds made it too dangerous to moor the boat, so it was anchored approximately

30m off the beach. The next challenge was to transport Harry from the ambulance to the vessel.

“Our only choice was for me to walk down the beach, with the help of the paramedics, wade into chest-height water and then scramble up the ladder into the vessel.”

It was at that moment, when a soaking wet Harry and the paramedics climbed aboard that the crew realised they were on a mission to save one of their own.

“By the time we arrived at Urangan Harbour, it had been more than 4.5 hours since I called the paramedic on Fraser Island,” Harry said.

LUCKY TO BE ALIVE

After arriving at Hervey Bay Hospital, Harry was defibrillated and returned to a normal heart rhythm. He was later flown to Brisbane for evaluation by a cardiac specialist and underwent surgery.

He has since fully recovered and resumed his volunteering duties but is incredibly appreciative of the coordinated effort to save his life. Harry says that he has a new understanding of the patient experience, as well as a personal appreciation for the importance of VMR's work.

LAST PIECE OF THE PUZZLE

In May 2019, Hand Heart Pocket granted VMR Hervey Bay \$400,000 towards the construction of a new \$1.3 million marine rescue vessel that will enable VMR to continue its life-saving work for years to come.

“There was no option for me, other than being taken off the island by VMR Hervey Bay. My experience proves that the support of Hand Heart Pocket will help us save more people just like me,” Harry said.

VMR Hervey Bay Commodore John Smith said they were the third busiest VMR in Queensland after Brisbane and the Gold Coast.

“Last year we helped 409 people, responded to 124 calls for assistance from disabled vessels and responded to four sinking or sunk vessels.

We also rescued five grounded vessels and conducted 50 medical evacuations and 13 search and rescue missions,” John said.

“This marks a new era for VMR Hervey Bay and ensures our long-term sustainability – helping us to keep more people safe on the water.”

Hand Heart Pocket Chief Executive Officer Gary Mark said assisting charitable organisations with limited funding to deliver essential services was part of their long-term strategy.

“Having already secured \$160,000 from the State Government and raising \$767,000 on their own, VMR Hervey Bay was still short,” Gary said.

“The local Freemasons identified the need and gave the grant their full support, which spoke volumes in terms of the impact that this local service has in the community, which is when we stepped in with the remaining amount, to get this important local project over the line.”



**460+ people
needing
assistance
or in distress**

are expected to be
helped each year on the
Fraser Coast waterways

Source: Volunteer Marine Rescue Hervey Bay

ALIGNMENT WITH OUR STRATEGY



Funding
and financial
assistance



Men's Mental
and Physical
Health

A BEAUTIFUL LITTLE GIRL

— MIA'S FIGHTING SPIRIT TOUCHES HEARTS

Young Mia Wilkinson's life was changed forever when she developed life-threatening sepsis. The infection resulted in her becoming a quad-amputee at the age of four. With a Benevolence Assistance Grant from Hand Heart Pocket, Mia's family was able to modify its two-storey home to give Mia the independence to move around more freely.

“Without the kindness and support from our local community, including Hand Heart Pocket and the Maryborough Freemasons, this journey would have been terribly lonely, sad and impossible.”

AMY WILKINSON, MIA'S MUM

FIGHTING FOR HER LIFE

On the morning of Friday 13 October 2017, four-year-old Mia Wilkinson had been playing happily with her cousins, but complained of a belly ache later that afternoon. By Sunday, she had been admitted into the Paediatric Intensive Care Unit (PICU) with a diagnosis of sepsis. Mia spent ten days in PICU fighting for her life. The sepsis stopped Mia's little heart, requiring her to be resuscitated, and rendering her unable to breathe without assistance.

During this period, Mia showed everyone what a tremendous fighter she was when her illness caused blood to stop circulating to both her hands and feet. On 10 November 2017, both Mia's arms were amputated below the elbow. On 3 January 2018, Mia underwent additional major surgery to amputate both her legs.

From the thought of losing their precious daughter, to the sudden realisation that their lives had been forever changed, it is impossible to understand what the Wilkinson family went through during those days and the months that followed.

Mia's mum Amy described the time as a massive emotional rollercoaster.

“There were so many moments of sadness, disbelief, grief and guilt,” Amy said.

ADJUSTING TO THEIR NEW NORMAL

Fast forward to 2019, and the Wilkinsons are adjusting to their new 'normal', overwhelmingly grateful their daughter is alive and positive about what the future holds.

Mia is a happy, healthy and cheeky little girl who attends school four and a half days per week. She enjoys swimming lessons, her reading and writing skills have improved, and she has a wonderful and supportive group of friends and teachers.

“We're settling into everyday life more and more,” Amy said.

“Mia can move around independently at home now, on her knees, or on a little ride-on toy car. She wears her prosthetic legs for short periods each day and, for the remainder of the time, she uses her wheelchair.”

HELP IN THEIR TIME OF NEED

Following Mia's discharge from the hospital, one of the biggest challenges the Wilkinsons faced was that their family home was not adequately equipped to accommodate Mia. They couldn't afford the necessary modifications because of the high ongoing costs associated.

Fortunately for Mia, a family friend, Nan Ott, whose husband Alan is a member of Fraser Coast United Lodge suggested that Hand Heart Pocket might be able to assist.

Nan made initial contact with Hand Heart Pocket and supported the Wilkinsons with their application.

Last year, the Wilkinsons received \$15,000 in Benevolence Assistance to complete the required modifications on their home.

“We are consistently looking for ways to give Mia independence as she grows up, and these changes to our home are a huge step in the right direction,” Amy said.

Thanks to the Benevolence Assistance Program, Mia now has a bathroom she can independently access and use. They've installed a large, wet shower area and mixer taps so Mia can shower herself without help.

“We also modified the doorway to remove the 'lip' between the living and wet area so Mia can 'zoom' in and out on her ride-on car. These may not seem like huge modifications to some people, but to us, they mean the world,” Amy said.

“Without the kindness and support from our local community, including Hand Heart Pocket and the Maryborough Freemasons, this journey would have been terribly lonely, sad and impossible.”

“People have made us meals, cleaned our home, looked after our children, raised funds for Mia, cried with us and shown us so much overwhelming kindness. We are often blown away or moved to tears of gratitude.”

Amy said little Mia would continue to face obstacles but, at the moment, was accepting of her situation and getting on with life quite happily.

“As Mia grows, her arm and leg bones will continue to grow and require revision surgery,” Amy said.

Over the long-term, Mia will face the challenges of continuing to increase her independence and find new ways for her to complete tasks, such as cooking and driving.

“I am sure she will amaze us, as she already has, in finding ways of doing things I considered complex,” Amy said.

“Every day we love Mia, cuddle her, hear her laugh, see her develop and we feel grateful she is alive. Instead of seeing what she has 'lost' we see what we 'have' – a beautiful little girl.”

Hand Heart Pocket Chief Executive Officer Gary Mark said the organisation has helped 60 people doing it tough last financial year through their Benevolence Assistance program.

“It's always lovely to see people doing well after going through a tough time, especially after having been there for them in their time of need, even in a small way,” he said.



In 2017-2018 over
20,000 people
were treated for sepsis in
Queensland hospitals and
over **2,000 people**
died from the disease.

Source: Queensland Health 2018

ALIGNMENT WITH OUR STRATEGY



Funding
and financial
assistance



CLAYTON RAWLE

RECOGNISING OUR LONGEST SERVING STAFF MEMBER

This year, Hand Heart Pocket General Manager Finance and Administration, Clayton Rawle celebrated 26 years with the organisation. To put this into perspective, this means he has worked with seven board presidents and three board chairmen in his time. He has also been a witness to the evolution of the organisation over many years – going from a not-for-profit aged care and retirement living business to one of Queensland’s leading charities.

“I’ve had great support from the board and senior management, and it’s always been a friendly work environment.”

CLAYTON RAWLE,
HAND HEART POCKET GENERAL MANAGER
FINANCE AND ADMINISTRATION

NEW JOB, NEW DAD

Clayton’s first day on the job as the accountant for Freemasons Homes at Sandgate was on 1 July 1993, which is significant for an accountant as it’s the first day of the new financial year. He also vividly remembers becoming a new dad, just three weeks into his new role.

“That elevated my stress levels just slightly, with a new baby at home and no sleep,” Clayton said.

By 1998, he had become the Finance Manager, before going on to be the State Finance Manager in the early 2000s when the Cairns and Townsville sites came under the Masonic Care Queensland banner. In 2013, 20 years after joining the organisation, Clayton was promoted to Executive Manager Finance at Masonic Care Queensland. He took

up his latest position as General Manager Finance and Administration of Hand Heart Pocket in June 2016.

“I was around when the Masonic Care Queensland site at Tin Can Bay was built in the mid-1990s. Also, the expansion of the Sandgate site and the extensive redevelopment of the Cairns and Townsville sites were particularly significant,” Clayton said.

REMEMBERING THE EARLY DAYS

Some of his earliest memories of the offices at Sandgate included the bulky timber furniture before it was replaced with more modern décor in the late 90s. Of course, the advancement of technology has had a big impact on his job.

“With constantly improving technology, things can be done so much faster, like uploading information and doing graphs and charts. We use a lot less paper nowadays,” he said.

Despite staying with the one organisation for 26 years, Clayton said he’s had plenty of opportunities for growth.

“The industry was constantly changing, for example, the funding model for aged care changed about five times, so we were constantly learning.”

“I’ve had great support from the board and senior management, and it’s always been a friendly work

environment. Also, the friendships that I’ve developed with colleagues over the years have been a bonus.”

LOOKING AHEAD

As for where the organisation is headed, Clayton is optimistic.

“The aged care landscape in Queensland changed vastly from the time I joined the organisation, to when Masonic Care Queensland was eventually sold in 2016,” he said.

“Having returned to its core mission of philanthropy the organisation has been able to better support communities across the state – significantly increasing its charitable giving in the last three years.

“It really is wonderful to see Freemasons getting the recognition they deserve for their charity work, but above all, it’s great to hear about the lives that we are impacting.”

Hand Heart Pocket Chairman Alasdair Begley thanked Clayton for his service.

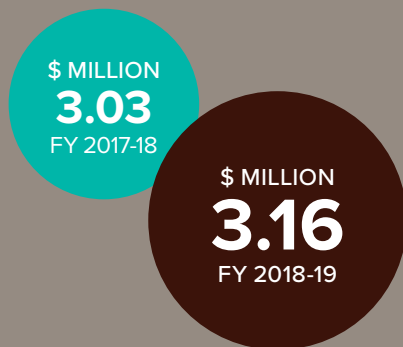
“On behalf of the board and all at Hand Heart Pocket, I would like to say how appreciative we are of Clayton for his dedication and contribution over the years,” Alasdair said.



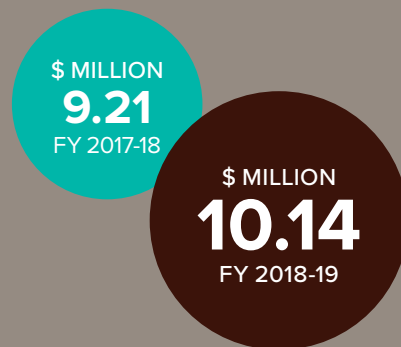
A STRONG FINANCIAL POSITION MAKES MORE POSSIBLE OVER THE 2018-2019 FINANCIAL YEAR

The Board of Benevolence continues to maintain a strong financial position. In August 2019, the board sold the Masonic Memorial Centre (MMC) to a Masonic-related entity called 311 Ann Street Pty Ltd. The board also resigned as trustee of the Masonic Fund of Benevolence (MFoB) and MFOB Pty Ltd were appointed as the new trustee. A total of \$16.45 million in non-operating expenses was incurred as a result of these transactions. Although these assets were not settled until 5 August 2019, expenses were recorded in the accounting period in line with required accounting standards. However, the fair value of investments also increased by \$4.28 million during the 2018-2019 financial year, resulting in total overall deficit of only \$9.01 million.

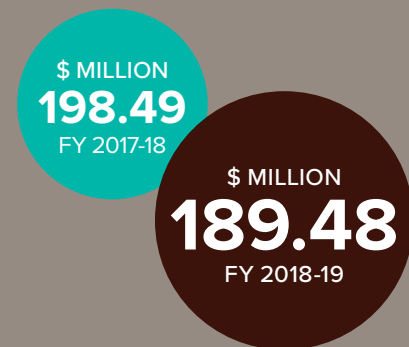
Surplus from operating activities



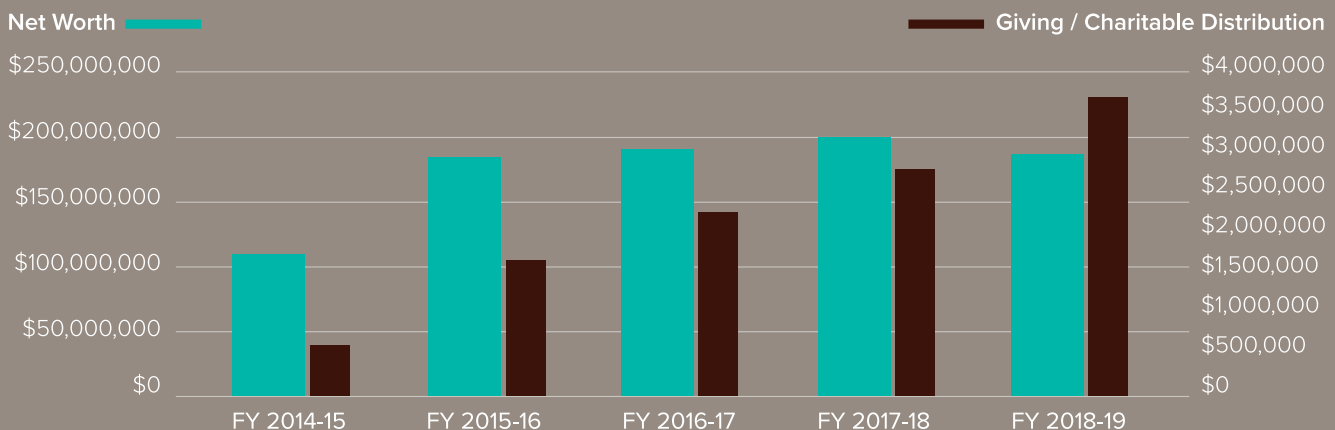
Revenue from operating activities including investment earnings



Net assets (after providing for MFoB and MMC transactions)

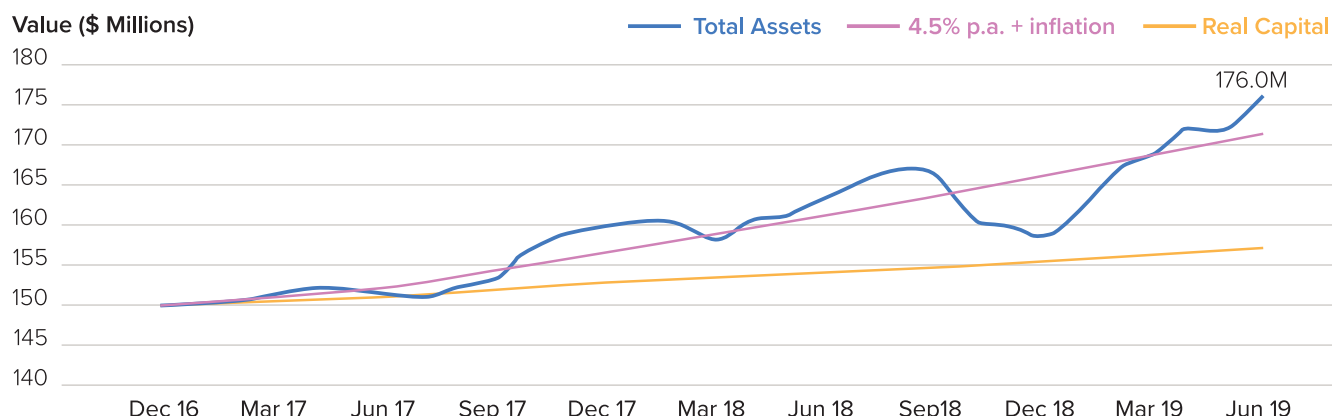


NET WORTH AND GIVING



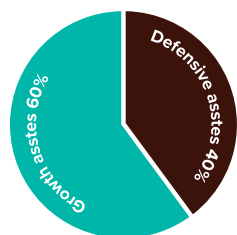
Retained earnings are a measure of 'Net Worth'. The organisation saw a reduction of \$9.01 million in its 'Net Worth' for the 2018-2019 financial year. This reduction resulted from the sale of the Masonic Memorial Centre and the appointment of a new trustee to the Masonic Fund of Benevolence. The organisation's 'Net Worth' (Net Assets) has still increased by \$86.59 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. Therefore, this will ensure that we can continue to provide philanthropic support in the name of Freemasonry for another 100 years or more.

VALUE OF CORE INVESTMENTS OVER TIME



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 early 2017. This \$150 million, now has a market value of \$176 million as at 30 June 2019. The board's decision to constrain access to these funds since they were invested in 2017, has ensured the best opportunity for these investments to maximise their growth potential. This growth will allow Hand Heart Pocket to make more philanthropic impact now and into the future.

OUR INVESTMENT AND SPENDING POLICIES



Our Investment Policy determines how funds are distributed and how key decisions are made about our Investment Pool. The Policy incorporates a balanced investment portfolio of 60% growth assets and 40% defensive assets and is designed to withstand ordinary market fluctuations over the long-term. Our Spending Policy complements our approach to investing and are both designed to ensure the value of our core investment portfolio remains and grows ahead of the Consumer Price Index in perpetuity.

Overall financial objective of the investment pool:
Earn an average annual return, after fees and inflation, of 4.5 per cent (real return).

Long-term objectives:

- ▶ Maintain real market value of the Investment Pool in perpetuity.
- ▶ Ensure a stable level of spending over time.
- ▶ Maintain equity between present and future beneficiaries in perpetuity.

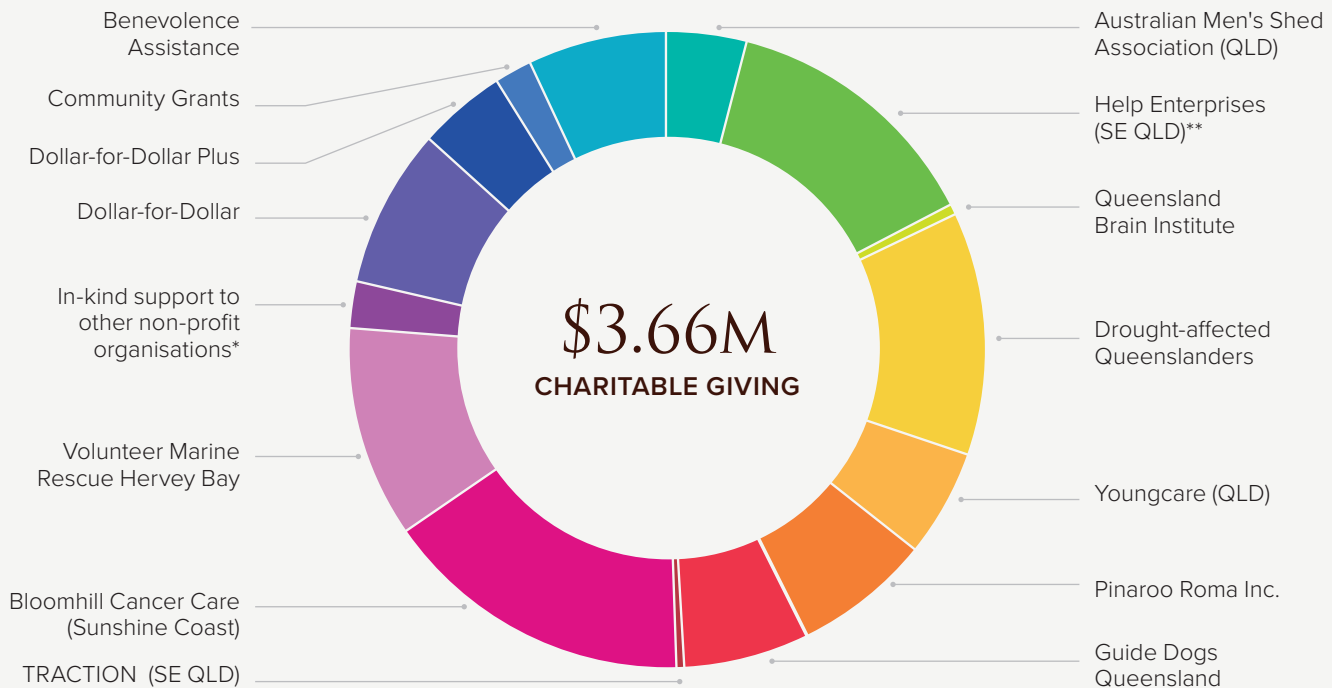
Investment beliefs:

- ▶ Long-term investment horizon.
- ▶ Broad and diversified portfolio.
- ▶ Costs matter – goal is to balance returns, net of fees, at an acceptable level of risk.
- ▶ Ensure that average spending does not exceed investment growth over time (including fees and inflation).
- ▶ As a long-term goal, achieve an average annual return, after fees and inflation, of 4.5 per cent.
- ▶ All performance measures are in Australian dollars, including foreign currency exposure, spending and liabilities.

Spending policy:

- ▶ Balance priorities to ensure the needs of the organisation are able to be met, now and into the future.
- ▶ Provide 4.5 per cent of the average value, over the trailing 12 quarters.
- ▶ Ensure larger, infrequent withdrawals from the Investment Pool are provisioned in advance to provide liquidity and mitigate risk.
- ▶ Spending is sourced from cash returns and portfolio growth as needed.

THE FOCUS OF HAND HEART POCKET'S CHARITABLE GIVING OVER THE 2018-2019 FINANCIAL YEAR

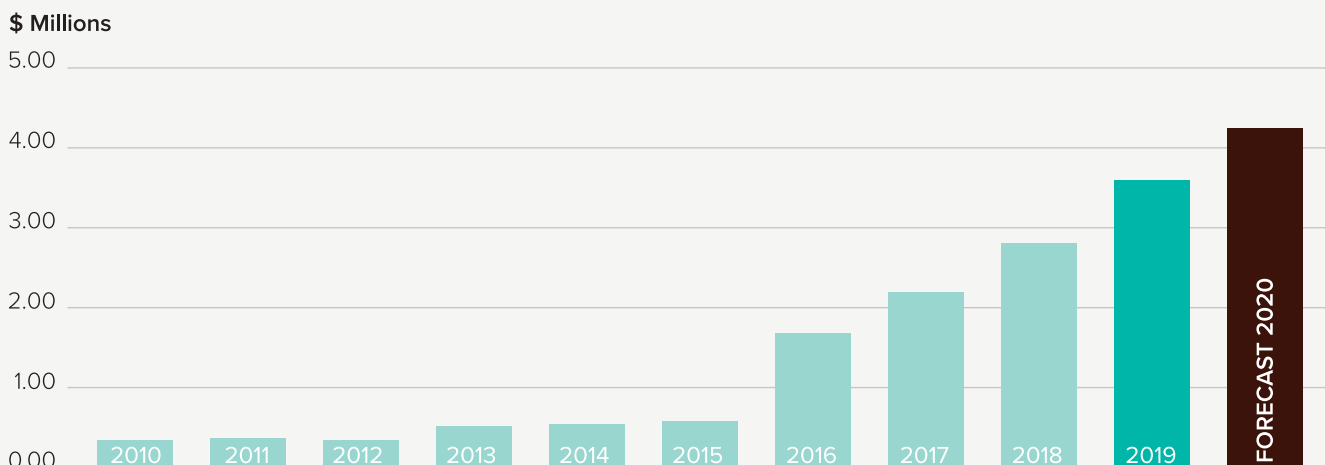


*In-kind support provided by Hand Heart Pocket staff to other non-profit organisations along with expenses incurred equated to \$78,570.

**The \$1 million in Flagship Grant funding to Help Enterprises was paid over two financial years.

Grants were provided to 3rd Space, COUCH, Hear and Say, and YellowBridge QLD, in prior financial years. However, these grants were acquitted, and provided direct outcomes in the 2018-2019 financial year. The outcomes of these grants along with a Significant Grant given to Murilla Community Centre in July 2019 have been included as part of the summary of our activities and outcomes from page 10.

GROWTH IN PHILANTHROPIC SPEND 2010 TO 2019



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 2018-2019 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.

