



## Presidents Report 2021

We are certainly living in turbulent times in Australia and around the world. The effects of the COVID-19 pandemic have impacted all areas of life and continue to be the predominant force behind most of the news and events that influence us all every day. Even though in Australia, and in Qld in particular, we have to a large extent been sheltered from the worst ravages of the disease, the uncertainty that comes with the constant changes in government regulation and our response as a community can destabilise even the steadiest of us.

COVID reminds us of the need to cooperate as a society and that through shared action and purpose, we are stronger and more resilient together than each of us is individually.

### Services

The past year has also been one of significant changes for TCFQ. We settled into our new offices in Greenslopes and have also had staffing and changes to the board through the year. Despite this, TCFQ has continued to provide services to members and adapt to the use of facilities to support remote access such as Zoom. This change in the ways in which we can connect is becoming increasingly familiar to many of us both in our work and social lives.

As ever, our organisation can only function through the tireless effort and input of its volunteers who are on phone support, run our support meetings, organise social and information events, publish the magazine, send anniversary cards, and so on. Our volunteers are the only reason that we can continue to provide the range of services to our members, and we are grateful for your ongoing commitment and dedication.

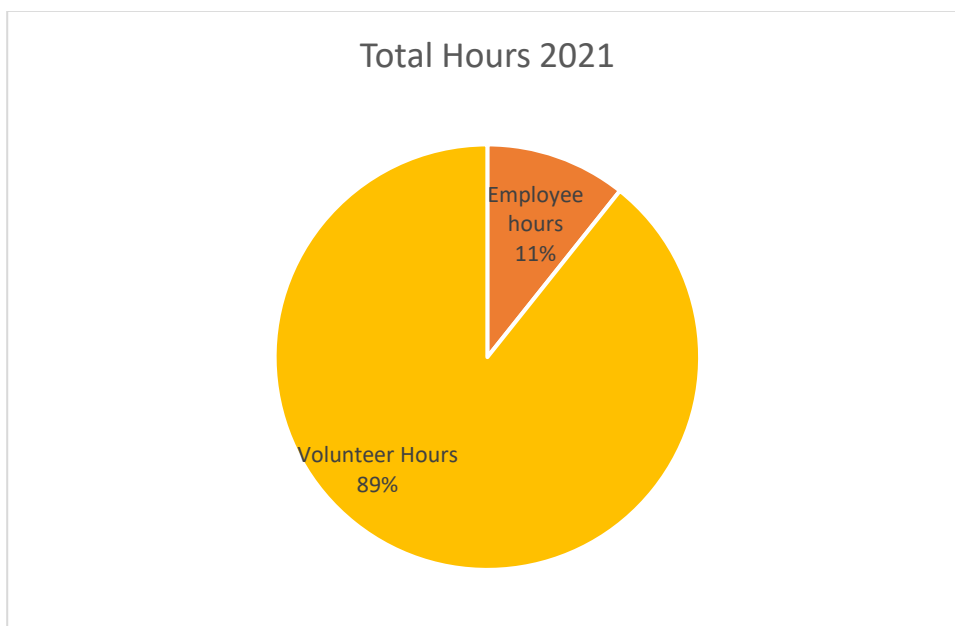
As an organisation that receives government funding, we are required to report on our activities to Qld Health on a regular basis. From those figures, over 10,000 hours were volunteered for TCFQ services in 2021, equating to 200 hours per week, or the equivalent of around 5 full time staff

<b>Service Activity</b>	<b>Total Hours</b>
Administration	1,943
Community Awareness	383
Fund Raising	424
Governance	659
Other Support	1,014
Phone Support	5,308
Support Meetings	672
<b>Grand Total</b>	<b>10,402</b>



We also have a part time administrative staff, but the volunteer hours account for nearly 90% of our labour:

Labour Type	Total Hours	Hours Per week	FTE
Employee hours	1,248	24	0.6
Volunteer Hours	10,402	200	5.0





## Events and Fund Raising

COVID uncertainty meant that several of our events this year were either cancelled or were forced to change. The 2020 Candlelight Service was again held in the Annerley Baptist church, and attendance was down from past years. This may have been due to hesitation for attendance of in-person events in times of restrictions, or also the particularly inclement weather on the night. However over 50 members and friends were present and together we celebrated the lives of our children, siblings, and grandchildren. I look forward to this years' service at the same venue – hopefully with minimal restrictions and good weather!

Once again we were unable to run the Walk to Remember, but I look forward to seeing its reintroduction in 2022.

In place of the annual grief seminar, we opted to run a series of smaller workshops in conjunction with our Saturday support group meetings at the TCFQ offices in Greenslopes. I am pleased to say that these have been well received by members, and we will continue this format with presentations from guest speakers in the new year.

Our other fund-raising events like the Annual Charity Golf Day and Bunnings Sausage Sizzles have continued to operate, albeit with reduced revenue from lower than usual attendance or patronage. Hopefully we will see a return to pre-pandemic levels during 2022.

## Finances

This year our financial accounts have once again been audited by our member James Neumann, and the detailed financial statements for the full year are included in his report.

Ensuring the ongoing financial viability of the organisation is one of the prime concerns of the board, and this year has been no different. The impact of COVID has seen a significant drop in revenue from members, though in the past two years this has been offset by the government cash flow boost to employers.

This year we implemented changes in our chart of accounts to align with the National Standard Chart of Accounts (NSCOA) for Charities on ACNC – renaming and rationalising many of the revenue and expense accounts. This makes it a little more difficult to compare the figures for the 2021 and 2020 financial years but will simplify the reporting and comparison from next year onwards.

A summary version of the profit and loss for TCFQ accounts for the 2021 year is presented below.



## Profit and Loss Summary

The Compassionate Friends Qld  
For the year ended 30 June 2021

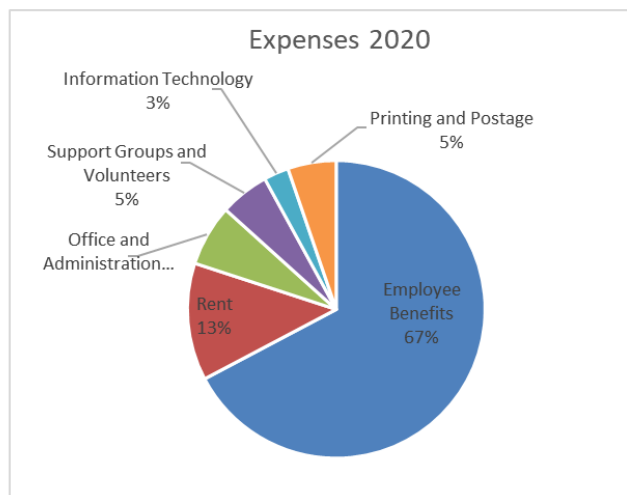
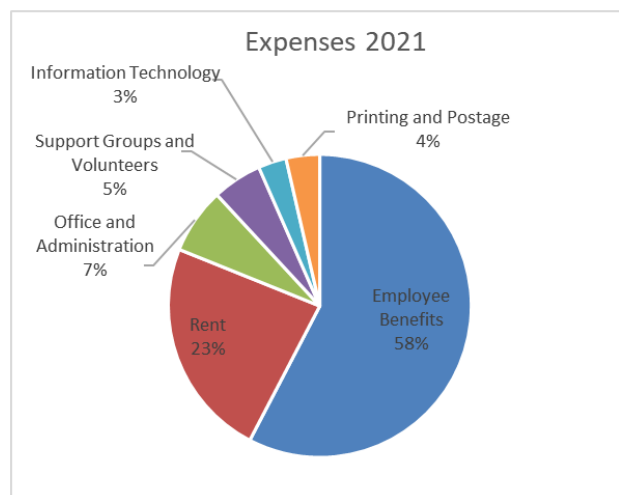
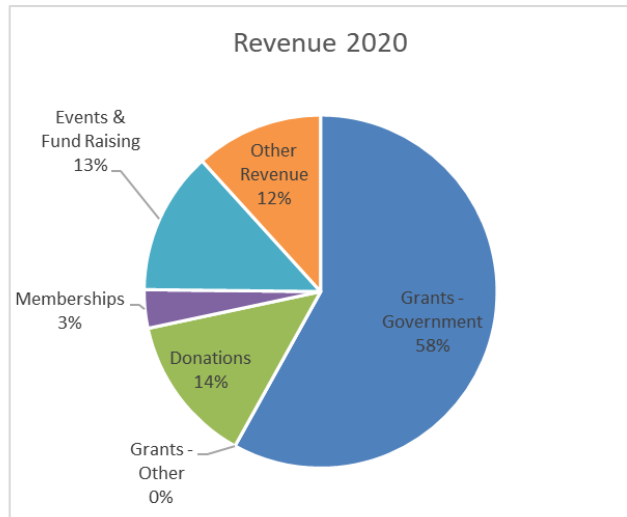
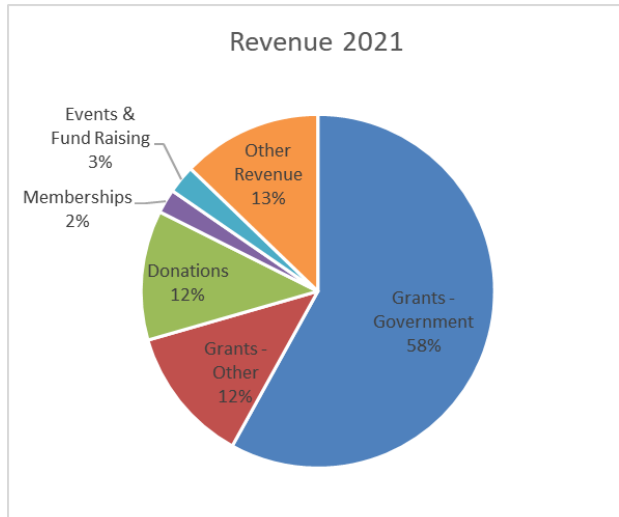
Account	2021	2020	Notes
<b>Revenue</b>			
Grants - Government	46,429	52,118	2020 included One off grant for Covid
Grants - Other	10,000	0	2021 Gambling Grant
Donations	9,495	12,197	2021 Donations down 20%
Memberships	1,768	3,154	2021 Memberships down 45%
Events & Fund Raising	2,064	11,750	2021 Fund raising and events down 80%
Other Revenue	10,241	10,529	2020, 2021 Cash flow boost
Adjustment for 2020 Unearned revenue	(3,009)	3,009	2020 included Golf Day revenue for 2021
<b>Total Revenue</b>	<b>76,987</b>	<b>92,757</b>	
<b>Expenses</b>			
Employee Benefits	44,805	61,572	2020 included termination payment
Rent	18,203	11,661	2021 Rent increased around 50%
Office and Administration	5,462	6,099	
Support Groups and Volunteers	4,114	4,903	
Information Technology	2,336	2,474	
Printing and Postage	2,791	4,820	
<b>Total Expenses</b>	<b>77,711</b>	<b>91,529</b>	
<b>Profit/Loss</b>	<b>(723)</b>	<b>1,228</b>	

1. event revenue includes adjustment for 2020 unearned revenue for comparison purposes

Key observations for the year are

- TCFQ were successful in procuring a \$10,000 grant from the Gambling Community Benefit Fund (GCBF) for capital equipment – used to purchase air conditioning for the TCFQ office and a new photocopier/printer. This was fully expended in the 2021 year
- Revenue from members and supporters was significantly reduced in the 2021 year
- TCFQ benefited from the government cash flow boost to employers in the 2021 year
- The audited event revenue for 2020 included Golf Day revenue for the 2021 year which was not journalled as unearned revenue – this amount (\$3009) has been added as an adjustment line to the above for the purposes of better comparing the revenue year to year
- Rent is higher in the new premises – though offset by reduced internet and utility which are included

A comparison of the relative revenue and expenses for the years is below



Of great concern is that our cash reserves have reduced from \$90,000 in 2018 to around \$50,000 at the end of 2021. While we have sufficient reserves to continue operation in the short term, we must address this for TCFQ to remain an ongoing concern.

Improving our financial position will need to be a key focus of the board for the 2022 year and beyond. This has commenced with changes from late in the 2021 financial year to reclassify the salaried position and review our internet/phone plan. Together, these will save around \$10,000 for the 2022 year.

The other focus for the coming year will be to improve the payment of memberships, and to claw back the decline in fund raising and event revenue.

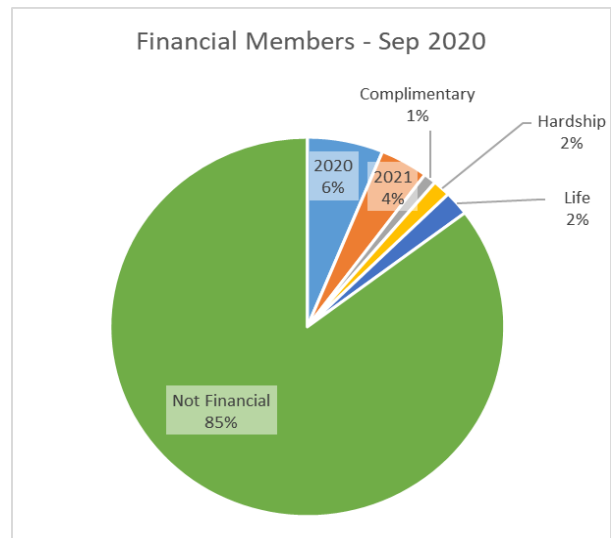


## Membership

The below figures show the change of membership for the 2021 year.

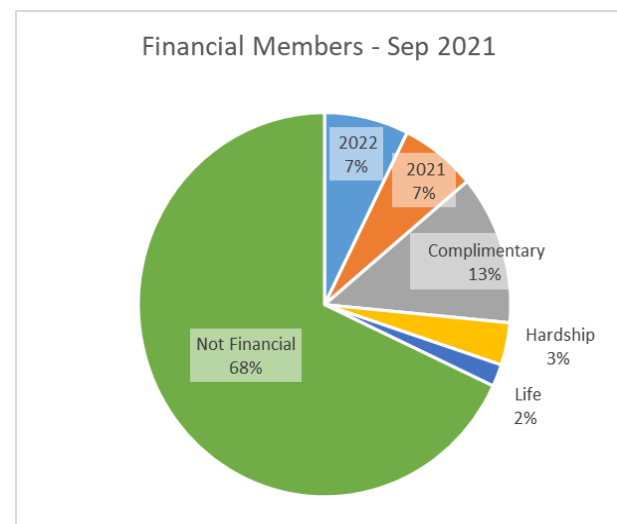
### September 2020

Financial To	Count	%
2020	30	6.2%
2021	19	3.9%
Complimentary	5	1.0%
Hardship	7	1.5%
Life	10	2.1%
Not Financial	411	85.3%
<b>Grand Total</b>	<b>482</b>	<b>100.00%</b>



### September 2021

Financial To	Members	%
2022	39	7.3%
2021	35	6.6%
Complimentary	67	12.6%
Hardship	19	3.6%
Life	10	1.9%
Not Financial	362	68.0%
<b>Grand Total</b>	<b>532</b>	<b>100.0%</b>



While there has been an improvement in the percentage of members that are financial, there are still many members who remain non-financial. Over the next few months, we will contact all non-financial members and inform them they need to pay if they want to retain the benefits of membership.

TCFQ services are available to all members in need regardless of financial circumstance, and any member can inform TCFQ that they are unable to pay due to financial hardship and their membership will remain current. This year has seen an increase in hardship which has more than doubled.



## Partnerships

### **Queensland Children's Hospital**

This year TCFQ have reconnected with the bereavement coordinators at the Queensland Children's Hospital. We have supplied TCFQ literature to be passed on to the bereaved families that they support through the Hospital.

QCH see the benefit of TCFQ as a complementary service, and we will be pursuing the opportunities for us to work together in the coming year.

### **University of Queensland**

This year we have engaged with the Psychology Department at the University of Queensland on research into the impacts of child loss on parents, grandparents and siblings. TCFQ members were invited to participate in two research projects conducted by UQ masters students:

- a. Understanding sibling loss in young people
- b. Workplace support for Bereaved Parents

### **Queensland Police Service**

TCFQ continue to provide support to bereaved families that are referred to us by the Queensland Police Service. Last year we handled 177 such referrals from QPS.

## Conclusion

This past year of pandemic conditions has meant families may have been prevented by travel and other restrictions from attending their loved one's farewells and last goodbyes. This is a huge additional burden on an already tragic loss, and many may have struggled to cope.

Services such as TCFQ that support people in times of their greatest need are more important than ever, and we need to concentrate on our fundamental purpose and values as set out in the objects of our association:

- through lived experience to provide friendship, hope and understanding to grieving family members following the death of a child
- develop and improve support services for members and bereaved families
- promote community awareness and understanding of the special needs of families after the death of a child

Providing peer support to bereaved parents, siblings and grandparents is why we exist and our services in supporting those who are bereaved continue to be a vital link in the chain of community compassion.

Peter Hobson  
President and Father of Brendan