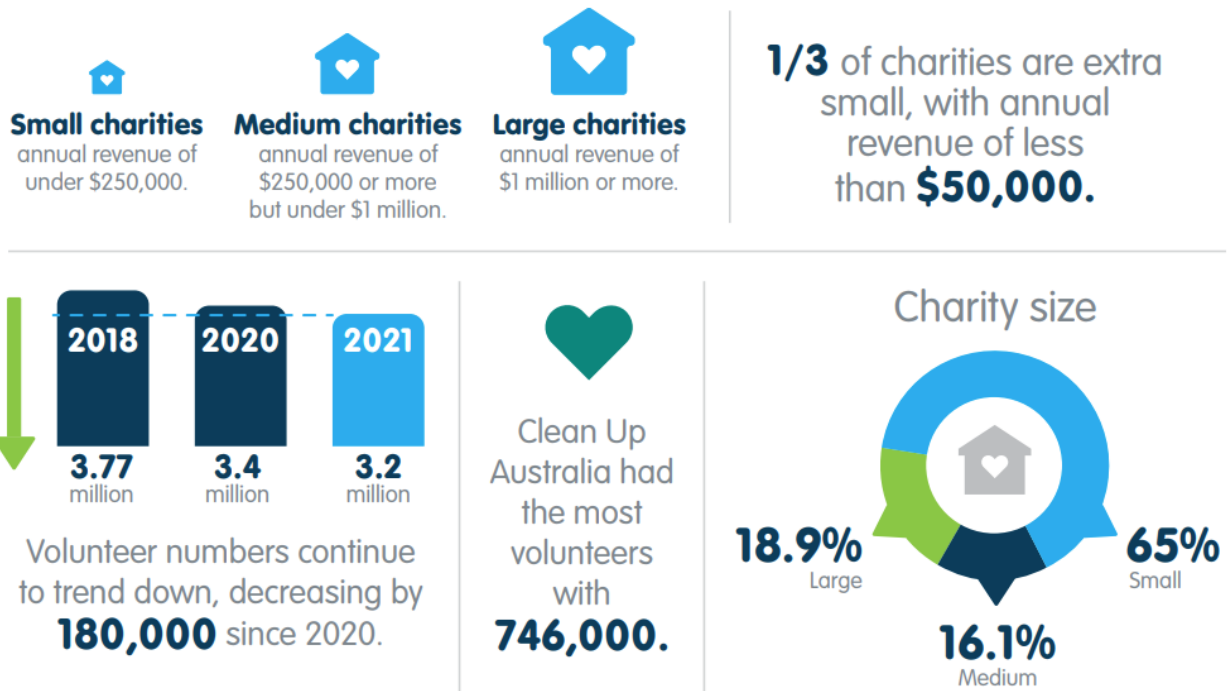




Presidents Report 2023

In the latest annual report from the Australian Charities and Not-for-Profit Commission¹ there were nearly 60,000 charities as at Feb 2023, and 65% of them are classified as *small* (including The Compassionate Friends Qld). Some interesting figures are :



The decline in volunteer numbers is an indication of the challenging conditions in the sector, but despite this at TCFQ we have continued to provide our services to bereaved families and members throughout the year.

Member Services

As always, we can only operate our services due to the time and effort and support from our bereaved members and volunteers – which truly exemplifies our motto that we need not walk alone. Our primary support services during the year included:

- supporting bereaved family members in face-to-face support groups
- 24/7 telephone support
- conducting a number grief workshops in conjunction with the Brisbane support groups
- annual events such as the Walk To Remember and Candle Lighting Service
- dealing with police referrals for the newly bereaved

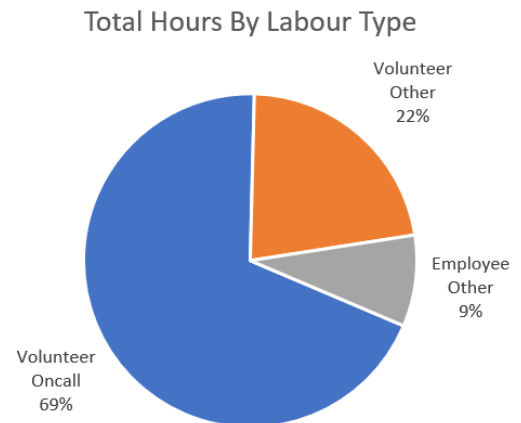
¹ <https://www.acnc.gov.au/tools/reports/australian-charities-report-9th-edition>



In 2022 we offered in person support meetings in Brisbane, Caloundra, Hervey Bay and Toowoomba. This year meetings have also commenced in Gympie, thanks to the efforts of Jackie and Ken Massey. In addition, the branch in Toowoomba is now run by Melissa Keogh-Lancaster who took over the group in 2022.

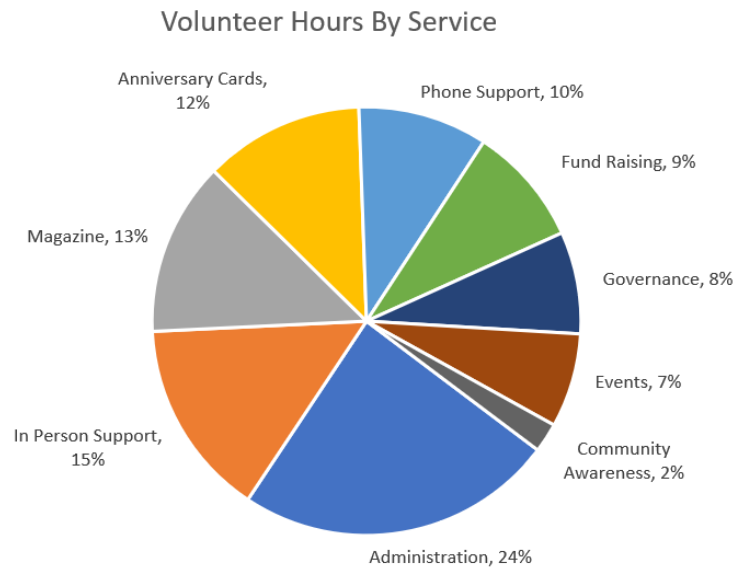
The total volunteer hours for the financial year were over 11,500. While the majority of that represents rostered oncall hours for the 24/7 telephone support line, there was over 2,800 hours of other support activity:

Labour Type	Total Hours
Volunteer	11,572
Oncall	8,760
Other	2,812
Employee	1,123
Grand Total	12,695



The breakdown of the other support activity was

Service Activity	Total Hours
Administration	677
In Person Support	419
Magazine	369
Anniversary Cards	339
Phone Support	275
Fund Raising	254
Governance	217
Events	200
Community Awareness	62
Grand Total	2,812



On the following page is a list of all members who have provided TCFQ with their time and effort during the year – we thank you all.



Anne Finegan	Jen Reading	Matt Umina
Annie Moritz	Joy Van Raalte	Melissa Gary-Lancaster
Bianca Jones	Judy Jensen	Michele Richardson
Brian Wilson	Kelly Briant	Olwen Schubert
Carol McCabe	Ken Massey	Paul Houston
Eric Retra	Lauren Hanson	Peter Hobson
Erin Hobson	Linda Retra	Robyn Buitter
Helen Alcock	Lorraine Conolly	Roger Grehan
Helen Harm	Lorraine Edgley	Rosie Murray
Jackie Massey	Lyn Macklin	Tony Vayro
Jan Condo	Maria Cramer	Trevor Taylor

Events and Fund Raising

The Candle Lighting remembrance service in December 2022 was attended by around 70 family and friends at the Annerley Baptist Church and was as always a deeply moving and emotional time. This year we also live streamed the event and we will look to continue that for this year and beyond to allow access to the service to regional members.

We have again this year run a series of workshops in conjunction with our Saturday support group meetings in Brisbane. Some have been craft based and others information sessions, but all have been well received by those attending. A special thank you to all those speakers and presenters listed below who have given freely of their time to give these sessions – with particular mention to TCFQ member Donna McDonald and her associate Matt Armstrong who have been great supporters of this program since we started and have run several art workshops during the year.

Month	Presenters	Workshop
July 2023	Donna McDonald and Matt Armstrong	Art Workshop
September 2023	Donna McDonald and Matt Armstrong	Art Workshop
November 2023	Donna McDonald and Matt Armstrong	Art Workshop
December 2023	Jen Reading and Erin Hobson	Christmas Craft
February 2023	Donna McDonald and Matt Armstrong	Art Workshop
March 2023	David Pearce	Art Workshop
June 2023	Taki Langlasse	Chair Yoga and Origami



We again held our TCFQ Walk to Remember in March 2023 and the event was well attended by members, family and friends. This year the opening address was from our local councillors Cr Fiona Cunningham from Coorparoo Ward and Cr Vicki Howard from Central Ward (which includes New Farm Park). It was a very hot and humid day and we were all thankful of the shade and the breeze by the time we got to the river landing for the flower ceremony. After canvassing members, we will move the walk to June for 2024 which hopefully will be cooler!

This year we were very fortunate to have our long time Golf Day sponsors Mick and Brendan Ryan from Rhino Finance offer to organise and run our Charity Golf Day for 2023. They revitalised the event after we had failed to get numbers for the event in 2022, and managed to get a full course of 25 teams and 100 players. Overall it was the best result ever for a TCFQ golf day with over \$17,000 raised! It is difficult to express the depth of our gratitude to all the organisations and players that participated, but especially to Mick and Brendan.

Thanks to member Maria Cramer, the event was also reported in the Echo local newspaper – with an excerpt below (full story in the September 2023 edition at <https://echo-news.com.au/read-the-echo-online/>)

Charity Golf Day Raises \$17,200 to Support Bereaved Families

Children in heaven ensured a charity golf day at Keperra Golf Club last month was a ‘hole in one’ success for a Queensland support group that parents and families hope they never need.

The event took place in support of The Compassionate Friends Queensland (TCFQ) - a dedicated charity to the support, care and comfort of parents, siblings and grandparents following the death of a child from any cause at any age. The group offers a haven of understanding, care, and comfort during times of profound grief.

Hosted in partnership with sponsor Rhino Finance, the golf day that showcased a heartwarming display of community solidarity, raised an impressive \$17,200 for the cause.



Mick Ryan, Greg Conescue and Brendan Ryan

Thank you to all players and sponsors of the day :

- | | | | |
|----------------------------|---------------------------|--------------------------|---------------------------|
| Rhino Finance | North QLD Cowboys | Tactical Global Mgmt Ltd | 4WD Supa Centre |
| Thor Building Products | Shelair Refrigeration | Barry Kiddle | Avanti Health Centre |
| Bakers Delight Arana Hills | Holy Cross Funerals | Steve Mann & Greg Hepple | Capital Finance |
| Nudgee Cemetery | Flexi Commercial | Aussie Fitouts | Dannilicious Bakes |
| Gordons A/C Solutions | Haymans Electrical Gympie | Selfco Leasing | Dolphins |
| Trivision Shopfitting | Scotpac Finance | Matthew Umina | Westpac Equipment Finance |
| Panasales | Shift Finance | Banjo Loans | Le Bon Choix |
| Thorn Money | Jim Grundy | Westpac Cherside | Keperra Country Club |
| Azora Finance | Morris Finance | Angle Finance | Bunnings |
| Action Insurance Brokers | Metro Finance | Financeone | |
| Chris Rose | | | |



Finances

In addition to the outstanding result from the Golf Day, we also had a good year for our other fund raising activities and donations.

During the year we also received a significant bequest from the estate of the TCFQ member Nancy Caltabiano. Nancy had been a sibling member after her brother Andrew died in a motorbike crash in 2002. The Caltabiano family have been long time members and supporters of TCFQ and Nancy herself was active as a volunteer – being particularly handy on the BBQ tongs both at fund raisers and social events. We remember Nancy and are grateful and honoured to receive her bequest, which will be used to continue the work we do supporting bereaved families.

Overall this meant a very good financial result for 2022/23.

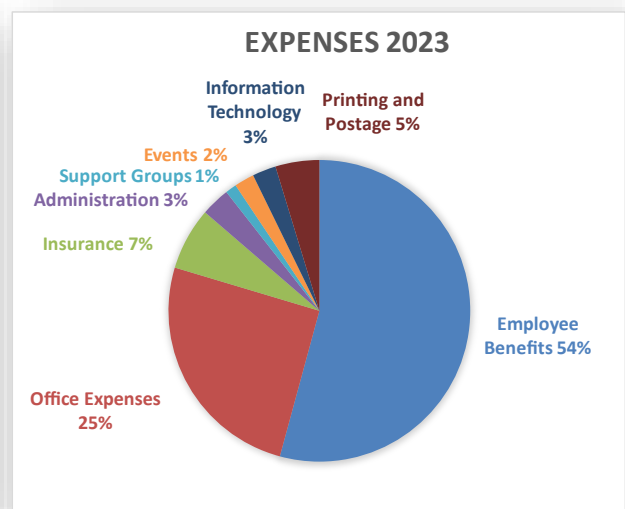
A high-level summary of revenue and expenditure is shown below – and I encourage you to read the treasurer's report for more information.

Profit and Loss Summary

For the year ended 30 June 2023

Account	2023	2022	Nett Change
Revenue			
Grants - Government	49,514	47,125	5.1%
Grants - Other	0	1,480	-100.0%
Donations	18,845	12,868	46.4%
Memberships	3,541	3,613	-2.0%
Fund Raising	15,661	5,948	163.3%
Other Revenue	1,249	69	1709.9%
Bequests	20,000	0	
Total Revenue	108,810	71,103	53.0%
Expenses			
Employee Benefits	36,877	34,313	7.5%
Office Expenses	17,280	17,760	-2.7%
Insurance	4,553	4,861	-6.3%
Administration	2,111	2,226	-5.2%
Support Groups	820	507	61.7%
Events	1,451	2,813	-48.4%
Information Technology	1,723	1,242	38.7%
Printing and Postage	3,197	2,750	16.3%
Total Expenses	68,013	66,472	2.3%
Profit/Loss	40,797	4,631	781.0%

Note that in the 2021/22 financial year, some fundraising costs (3,073) had been recorded as event expenses – so to assist the comparison, these figures have been adjusted in the above (highlighted in blue).



Our current funding agreement with Qld Health ends in June 2024, so a focus for this year is to ensure we continue to receive government funding into the future.

I would also like to make members aware of recent changes to the reporting rules that we are required to follow by the Office Of Fair Trading as an Incorporated Association that simplify the requirements around the verification of our financial statements for this year.

Under the previous rules, we were required to appoint an independent auditor or verifier for our financial statements. Last year that role was performed by member Roger Grehan and I thank him for those efforts for 2022.

This year, the classification levels for charity financial reporting have changed so that TCFQ is now classed as a **small** charity as we have a total revenue less than \$150,000. This allows us our financial statements for the year to be verified by a member of the Board. This year, our Treasurer Trevor and I both signed the statement verifying our financial information for 2022-23 as part of the Treasurer's report.

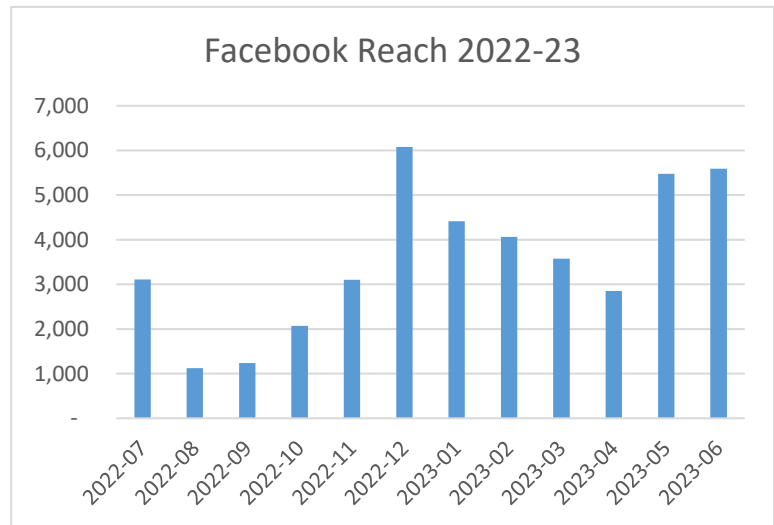


Social Media

This year our Social Media presence has been substantially improved through the efforts of our member and volunteer Bianca Jones. With regular posts to our Facebook page, this is one of the primary ways that members stay informed and engaged with TCFQ activities.

We averaged just over 3,500 users who accessed our Facebook page each month :

Month	Reach
2022-07	3,109
2022-08	1,124
2022-09	1,239
2022-10	2,069
2022-11	3,104
2022-12	6,080
2023-01	4,418
2023-02	4,064
2023-03	3,574
2023-04	2,849
2023-05	5,476
2023-06	5,588
Grand Total	42,694



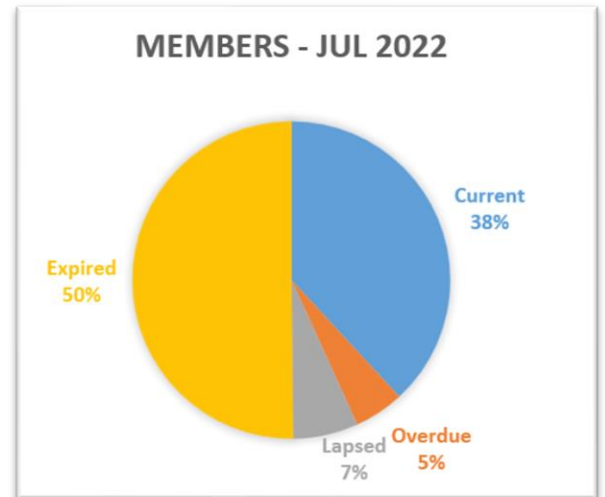


Membership

Below is a summary of the change in membership for the past 12 months.

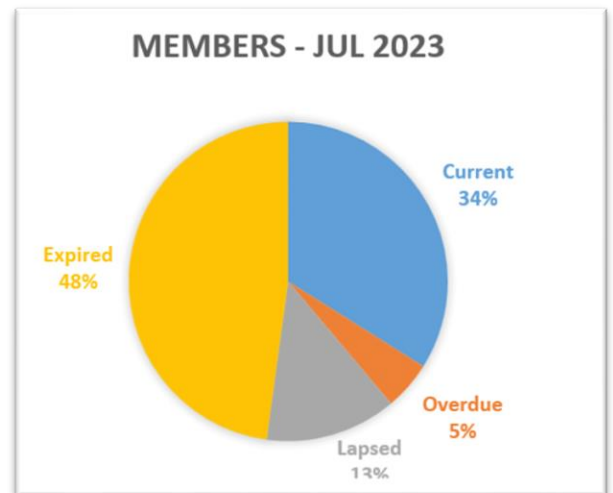
July 2022

Financial Status	Members	%
Expired	296	50.2%
Lapsed	39	6.6%
Overdue	30	5.1%
Current	225	38.1%
- Life Member	10	1.7%
- Hardship	25	4.2%
- Complimentary	83	14.1%
- Financial	107	18.1%
Grand Total	590	100.0%



July 2023

Financial Status	Members	%
Expired	320	47.8%
Lapsed	89	13.3%
Overdue	33	4.9%
Current	227	33.9%
- Life Member	12	1.8%
- Hardship	8	1.2%
- Complimentary	104	15.5%
- Financial	103	15.4%
Grand Total	669	100.0%



Note that in the above figures, overdue means members who have not paid by the due date, lapsed is those between 3 and 12 months overdue, and expired is those members who have not paid for 12 months or more. The only practical difference is that expired members no longer receive our magazine, although they are still informed of events.

This year we have seen our number of financial members remain steady. However our number of lapsed and expired members has increased.



Partnerships

University of Queensland

We reported that the research project on workplace support for bereaved parents was scheduled to present findings in 2023 – however we are still yet to receive the final report from University of Queensland for this work.

National Bereavement Action Plan for Pandemics

TCFQ were one of participants in workshops for a National Bereavement Action Plan for Pandemics as part of a study “Identifying the mental health effects and support needs of people bereaved during and following COVID-19”. The study recruited over 2,000 bereaved adults, conduct over 100 interviews and the resulting recommendations were sent to relevant Government departments and community groups.

Community Awareness

TCFQ had an information stand and gave a short presentation to the Compassionate Community Expo organised by the Redlands District Community of The Aging (RDCOTA). We were grateful to have been given the opportunity to take part, and found it to be a worthwhile event. We had some good conversations with members of the public about our services, and it was also a valuable opportunity to connect with the other organisations that attended, including palliative care and the funeral industry.

Queensland Police Service

TCFQ provide support to newly bereaved families referred by the Queensland Police Service. Last year we handled 273 referrals from QPS which is an increase of 18% on the previous year.

TCF Australia

There are regular meetings for TCF Australia with representatives from the TCF organisations in Victoria, NSW, SA, WA and Qld. Points of note from other states during the year:

- SA very nearly closed during the year – but has elected a new committee and remains open
- Victoria has made places available in both group leader and phone training for TCF volunteers
- Planning is underway for a proposed National TCF Conference for October 2024 to be held in Melbourne.

Peter Hobson
President and Father of Brendan