



Presidents Report 2024

It has been a year of change and consolidation for TCFQ. We had a change of premises during the year and as often happens, not everything went to plan. After being informed that the charity that we sub-let premises from in Greenslopes was closing, we needed to find new accommodation quickly and after some false starts, signed a three-year lease in Holland Park West. The new location is large enough to hold support meetings and workshops for up to 20, and it is nice to have a space that we can call our own and set up the way we like.

The past year has seen TCFQ consolidate our financial position which is very pleasing. Our current funding agreement with Queensland Health ended in June 2024, and I am pleased to report that we have entered into a new service agreement that will continue funding at the current rate for the next five years.

Funding from Queensland Health represents nearly 40% of our revenue, so this is a significant outcome. Of course we will still need to continue fund raising through memberships, donations and charity events to ensure we have sufficient financial means to continue to provide the same level of member services. During the 2024 financial year we were fortunate to have additional fund-raising opportunities organised for us by members and other charities that more than doubled our donations.

Last year I reported that the classification levels for charity financial reporting had changed which allowed our financial statements for the ACNC to be verified by a member of the Board. However, under the terms of our agreement with Queensland Health we are required to engage an independent auditor, and during the year we engaged Independent Audit Services (IAS) to produce our financial report.

We are reaching more people than ever before, largely through the referrals we receive from Queensland Police, which has meant that bereaved families are finding us early in their grief – sometimes a day or two after the death.

We know that the work we do supporting grieving parents and their families is incredibly important and relies on the dedication and commitment of our wonderful volunteers. Last year, I talked about the difficulties around volunteer recruitment and retention in general and this continues to be a challenge. We are fortunate that most of our volunteers continued their vital roles for another year, but in many places we are “one deep” which is a risk for compassion fatigue and impacting on our volunteers’ own grief and wellbeing.

While we already offer training for telephone and group leader support through courses run by TCF Victoria, one of our objectives must be to prioritise and focus on supporting and encouraging self-care and resilience for all our volunteers.



Member Services

Our member services include face-to-face support groups, telephone support, grief workshops, annual events such as the Walk To Remember and Candle Lighting Service and police referrals for the newly bereaved.

Some high level service statistics for the year are



These services are all provided by our dedicated band of volunteers as group support leaders and phone contacts as well as assisting with our fundraising and events, management and administration. For the 2024 year we are grateful for the efforts of the following volunteers

| | | |
|---------------|------------------|------------------------|
| Alan Roebuck | Jen Reading | Melissa Gary-Lancaster |
| Annie Moritz | Joy Van Raalte | Nick Roulant |
| Bianca Jones | Judy Jensen | Olwen Schubert |
| Brian Wilson | Karen Keleher | Paul Houston |
| David Murray | Kelly Briant | Peter Hobson |
| David Pearce | Ken Massey | Robyn Buiters |
| Eric Retra | Leanne Roulant | Roger Grehan |
| Erin Hobson | Linda Retra | Steve Reading |
| Helen Alcock | Lorraine Conolly | Tony Vayro |
| Helen Harm | Lorraine Edgley | Trevor Taylor |
| Jackie Massey | Lyn Macklin | Tristan Magoo |
| Jan Condo | Maria Cramer | Warren Briant |

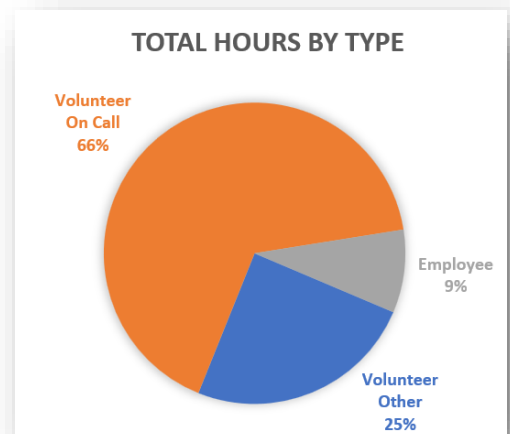


At the 2024 Walk to Remember, I was pleased to present Roger Grehan with a Life Membership of TCFQ. Roger and his wife Helen have been members of The Compassionate Friends from 2011 when their son Mitch passed away in January of that year. Both went on to also give their time as volunteers for TCFQ. Roger has been a past board member and Treasurer, group leader and phone supporter. Thank you Roger for the years of time, effort, compassion and support you have given to bereaved parents and their families and for the love, tears and joy you have shared with them.

In August, we were saddened by the death of lifetime member and longest serving volunteer, Lorraine Edgley. Lorraine joined TCFQ in 1999 after the death of her son Mark in August of the previous year. Lorraine was a past board member and President, but most important was her support for so many bereaved families over more than 20 years as a group facilitator, phone supporter, and most recently as the initial contact for families referred by the Qld Police. I will remember Lorraine’s resilience and lifelong commitment to TCFQ – she was an inspiration to me and many others.

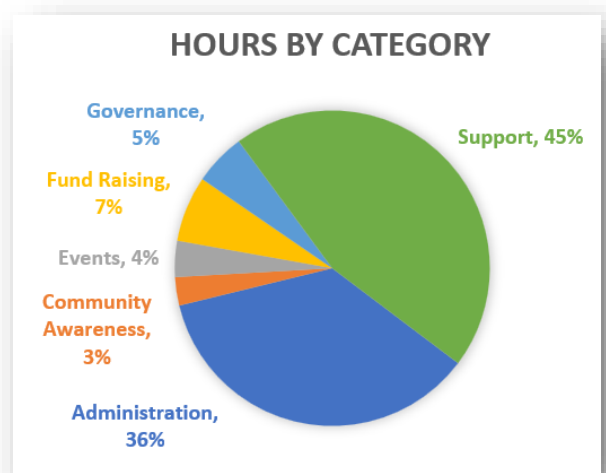
The total hours from staff and volunteers for TCFQ for the 2023/24 financial year is below with over 90% from volunteers

| Labour Type | Total Hours |
|-------------------|---------------|
| Volunteer | 3,267 |
| Volunteer On Call | 8,784 |
| Employee | 1,178 |
| Total | 13,229 |



The breakdown of the hours excluding on call shows 45% is in direct support of members

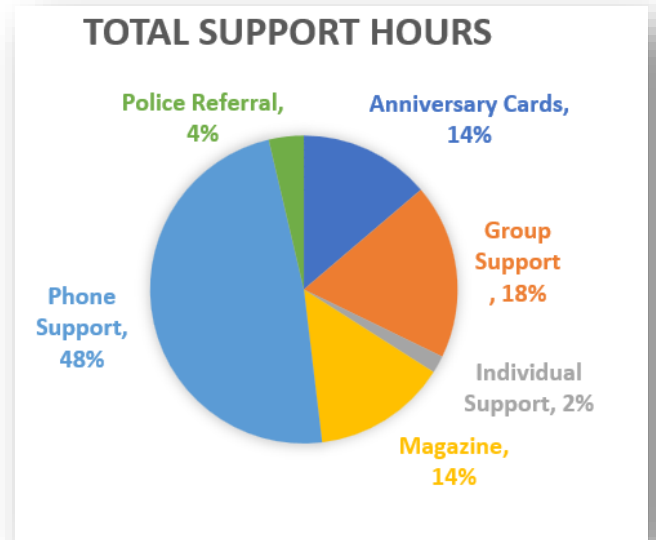
| Service Activity | Total Hours |
|---------------------|--------------|
| Administration | 1,597 |
| Community Awareness | 129 |
| Events | 164 |
| Fund Raising | 301 |
| Governance | 237 |
| Support | 2,018 |
| Total | 4,445 |





A further breakdown of the support activities is

| Service Activity | Total Hours |
|--------------------|--------------|
| Anniversary Cards | 278 |
| Group Support | 371 |
| Individual Support | 37 |
| Magazine | 284 |
| Phone Support | 973 |
| Police Referral | 74 |
| Grand Total | 2,018 |



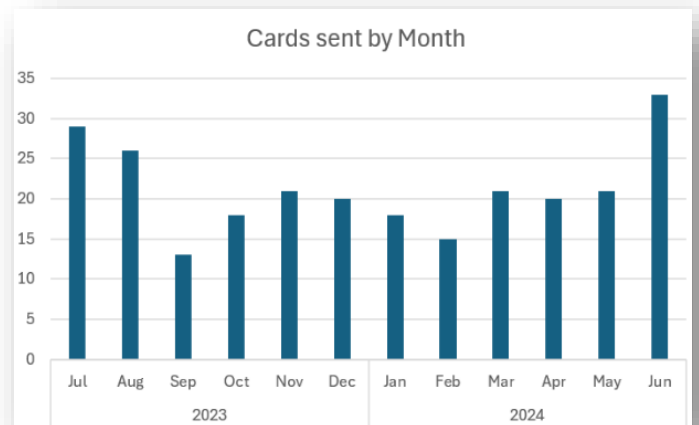
Support groups and Regional Support

During the year, we had in person support meetings in Brisbane, Gympie, Caloundra, Hervey Bay and Toowoomba. This year we also held some group support meetings in both Brisbane North (Albany Creek) and Brisbane South (Cleveland). We hope this can continue to help provide support closer to where members live.

We continue to provide regional support through telephone contacts in the Lockyer Valley, Townsville and the Gold Coast.

Card Making

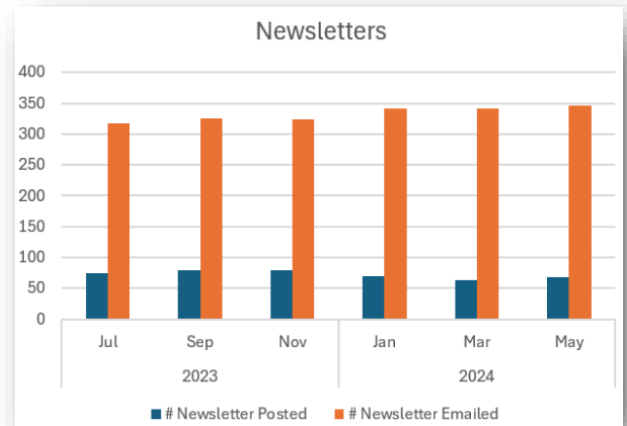
Our volunteer card makers produced over 250 cards for the year which were sent to members on the anniversaries of their children, siblings and grandchildren.





Newsletters

We printed and posted over 400 newsletters and emailed nearly 2,000 for the year.



Phone Support

Our grief help line had been a 24 hour service but recognising that our phones are staffed solely by volunteers and that there are already 24 hour crisis services, we made the decision in June to change our phone support hours to 10am-4pm and 7pm-10pm every day.

Over the year we received 343 calls to the support line

| Month | Support Calls |
|-----------------|---------------|
| 2023 Jul | 9 |
| 2023 Aug | 28 |
| 2023 Sep | 23 |
| 2023 Oct | 24 |
| 2023 Nov | 32 |
| 2023 Dec | 37 |
| 2024 Jan | 29 |
| 2024 Feb | 36 |
| 2024 Mar | 49 |
| 2024 Apr | 28 |
| 2024 May | 25 |
| 2024 Jun | 23 |
| Total | 343 |





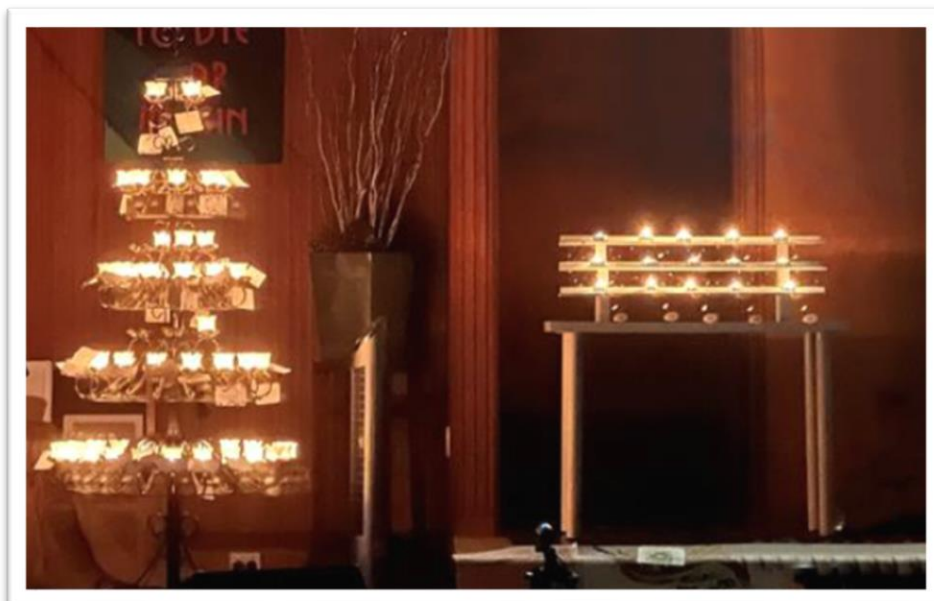
Events and Fund Raising

This year we again had a busy calendar of member events and fundraising activities – including workshops run in conjunction with the Brisbane support group meetings. We look forward to these continuing while we also coordinate with our regional groups to fund events for their members.

| Month | Event |
|--------|--|
| Jul-23 | Art workshop for member Donna McDonald's <i>Born in the Air</i> exhibition |
| Aug-23 | Workshop by Beth O'Brien on Relationships after Bereavement |
| Sep-23 | Workshop by Beth O'Brien on Relationships after Bereavement |
| Oct-23 | Discussion on Grief with Cheryl Fairbairn |
| Nov-23 | Annual Dia De Los Muertos event |
| Nov-23 | Water Cleansing Ceremony |
| Dec-23 | Xmas Craft Workshop |
| Dec-23 | Annual Candle Lighting Service |
| Feb-24 | Workshop from Standby Suicide Support |
| May-24 | Bereaved Mothers Day event |
| May-24 | Annual Charity Golf Day |
| Jun-24 | Annual Walk to Remember in New Farm Park |

Candle Lighting

The Candle Lighting remembrance service in December at the Annerley Baptist Church was well attended and this year we again live streamed the event for members in the regions. There were quite a few members at their first service, and some commented to me they found the night not only emotional and moving, but also helpful. An edited video of the evening is on YouTube and can be viewed from our YouTube channel at <https://www.youtube.com/@compassionatefriendsqld>.





Walk To Remember

After the hot and very humid walk last year in March, we changed the date for this year to June and this was much appreciated by all those who attended. It was a beautiful winters day in New Farm Park, ideal for the walk, which was a great way to remember our children and promote awareness of TCFQ. This year was our biggest ever walk with over 120 in attendance.



Golf Day

The Compassionate Friends Queensland ran its first Charity Golf Day in 2004. After struggling to get the event restarted after a hiatus due to Covid, long term sponsors of the event Mick and Brendan Ryan from Rhino Finance organised and ran the event in 2023 and again this year. It has always been one of our major fund-raising event and this year was held in May with nearly 100 players raising over \$13,000 for TCFQ.

Thanks also to member Maria Cramer, the event was also reported in the online edition of the Echo local newspaper at right (full story at <https://echo-news.com.au/tee-off-for-a-terrific-charity/>)

Tee Off for a Terrific Charity



Golfers at a recent charity event may not have hit a hole in one, but they certainly raised much needed funds for The Compassionate Friends Queensland (TCFQ), in support of bereaved families throughout Queensland after the death of a child from any cause and at any age.



Thank you to all players and sponsors of the day :

| | | |
|----------------------------|--------------------------|-----------------------------|
| Rhino Finance | Bird's Nest Everton Park | Shelair Refrigeration & A/C |
| Finance One | Hotel Grand Chancellor | FBAA |
| Chris Rose | Brisbane Broncos | 4WD Supa Centre |
| Pepper Finance | Brisbane Heat | Royal Pines Resort |
| Shift | Dan Murphy's | Morris Finance |
| Flexi Commercial | Keperra Golf Course | Metro Finance |
| Trivision Pty Ltd | Westpac/Capital Finance | Scot Pac |
| Black and White Cabs | Asset Rental Group | North Queensland Cowboys |
| Bakers Delight Arana Hills | Nudgee Cemetery | Dolphins |
| Azora Finance | Gordons A/C Solutions | Valley Pool & Gym |

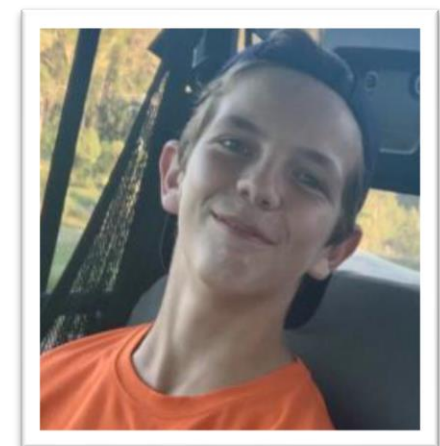
Other Fund Raisers

Member Veronica Althaus (mother of Marc-Rian) organised fund-raising activities at her workplace in August which raised over \$1600 for TCFQ.

Veronica also arranged an Information booth of The Compassionate Friends to be on display in her foyer, raising valuable awareness in the workplace.



The Compassionate Friends Queensland was also fortunate and honoured to be chosen as the charity for a soccer festival fundraiser held in Yeppoon on 22 October 2023. The event was "Match For Mitch (M4M) in honour of Mitchell Norris who was a keen soccer player on the Capricorn Coast who died aged 14 in 2021. The event raised nearly \$13,000 for TCFQ. This was a tremendous result, and we are extremely thankful to the organisers for selecting us to be the supported charity.

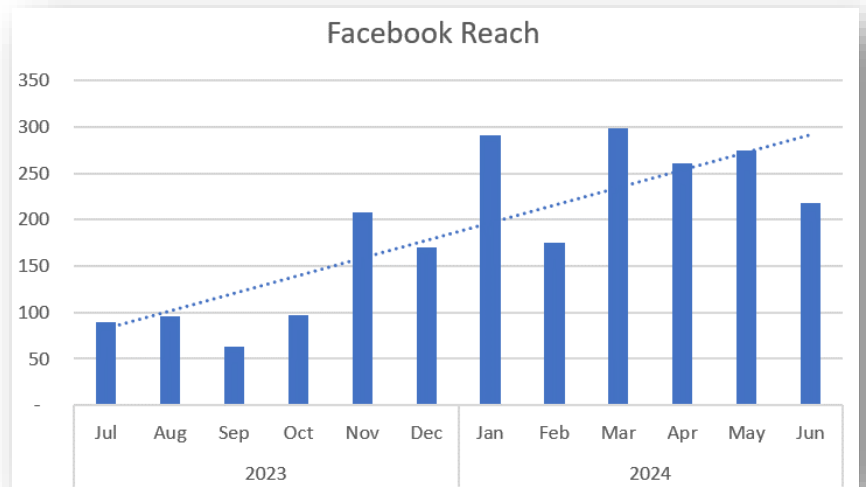




Social Media

This year our Social Media presence has been maintained through the efforts of member and volunteer Maria Cramer (mother of Rhys), with additional support from Jen Reading and Erin Hobson. Regular posts to our page helps members stay informed and engaged with TCFQ activities. Over the year we averaged 187 users a day who accessed our Facebook page, with a positive increasing engagement trend:

| Month | Average Daily Reach |
|--------------------|---------------------|
| 2023 | 121 |
| Jul | 89 |
| Aug | 96 |
| Sep | 63 |
| Oct | 98 |
| Nov | 208 |
| Dec | 171 |
| 2024 | 254 |
| Jan | 291 |
| Feb | 175 |
| Mar | 298 |
| Apr | 260 |
| May | 275 |
| Jun | 218 |
| Grand Total | 187 |





Finances

The significant amount of fund raising in the past year contributed to another good year for TCFQ finances.

In addition, we were successful with two Grant applications:

- Lord Mayors Christmas Trust – funded the Candle lighting Service
- Gambling Community Benefit Fund – funded website and IT upgrades

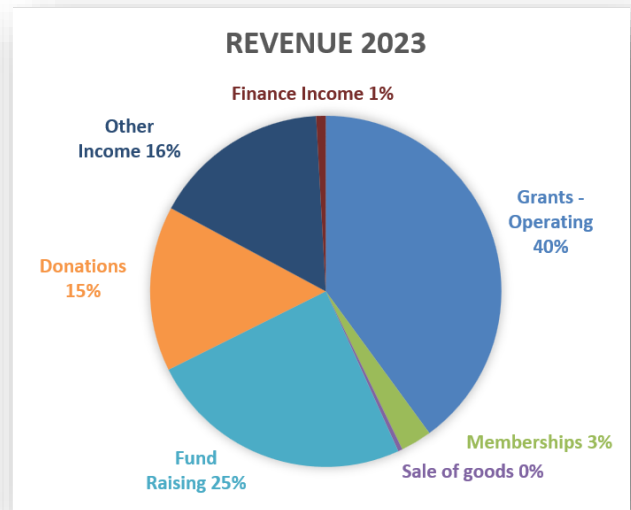
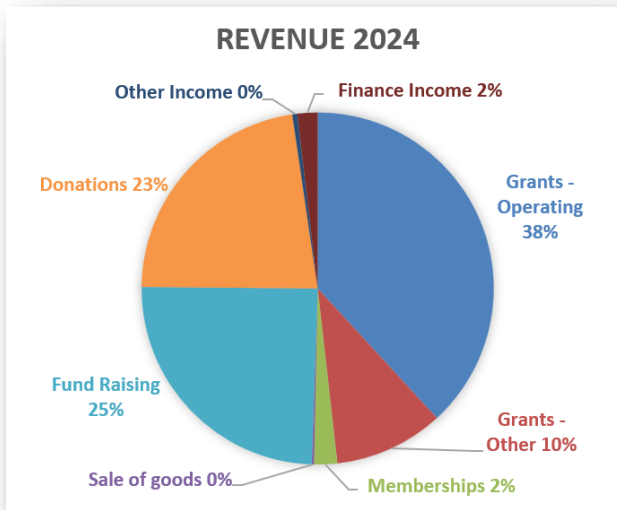
A high-level summary of revenue and expenditure is shown below – I encourage you to read the audited financial report and the treasurer’s report for more information.

Profit and Loss Summary

The Compassionate Friends Qld
For the year ended 30 June 2024

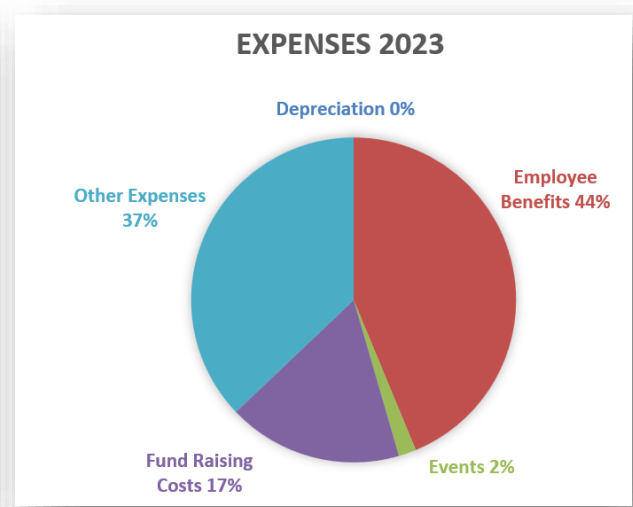
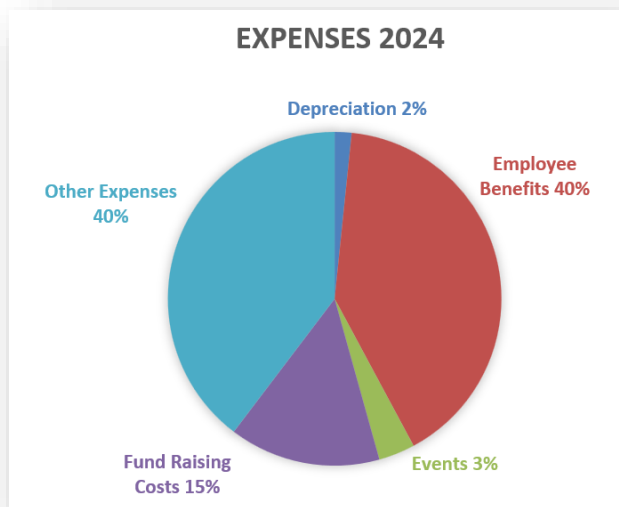
| Account | 2024 | 2023 | Change | Notes on change |
|-----------------------|----------------|----------------|---------------|--------------------------------------|
| Revenue | | | | |
| Grants - Operating | 52,302 | 49,514 | 5.6% | 2024 CPI increase |
| Grants - Other | 13,779 | - | | 2024 CGBF and Lord Mayors Grant |
| Memberships | 2,900 | 3,541 | -18.1% | |
| Sale of goods | 295 | 500 | -41.0% | |
| Fund Raising | 33,719 | 30,254 | 11.5% | |
| Donations | 30,898 | 18,845 | 64.0% | 2024 Match for Mitch fundraiser |
| Other Income | 632 | 20,163 | -96.9% | 2023 bequest |
| Finance Income | 2,537 | 1,086 | 133.6% | 2024 Better interest rate on savings |
| Total Revenue | 137,062 | 123,903 | 10.6% | |
| Expenses | | | | |
| Depreciation | 1,813 | - | | 2024 includes depreciation |
| Employee Benefits | 44,962 | 36,360 | 23.7% | 2024 includes annual leave expense |
| Events | 3,907 | 1,451 | 169.3% | |
| Fund Raising Costs | 16,271 | 14,458 | 12.5% | |
| Other Expenses | 44,011 | 30,835 | 42.7% | 2024 office move, website redev |
| Total Expenses | 110,964 | 83,104 | 33.5% | |
| Profit/Loss | 26,098 | 40,799 | -36.0% | |

The following page shows a graphical breakdown of the expenses and revenue figures for the past two years.



Significant changes to revenue were

- Grants in 2024 from the Lord Mayors Trust and the Community and Gambling Benefit Fund
- 2023 Other income included a bequest of \$20,000
- 2024 Donations increased by the Match for Mitch Fundraiser



Significant changes to expenses were

- Auditors change to use depreciation for assets
- Auditors change to annual leave as an annual expense with a one off adjustment (\$6,327)
- Office expenses increased by items from the office move, and the information technology upgrades (funded by the CGBF grant)

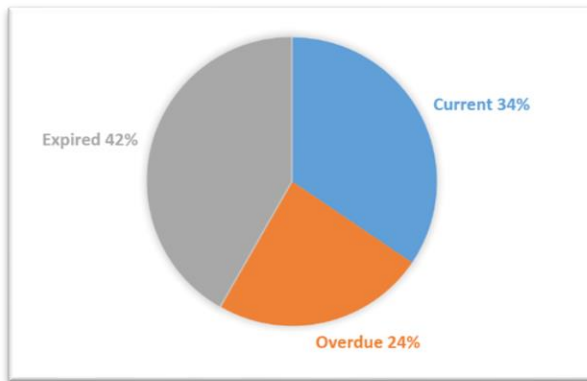


Membership

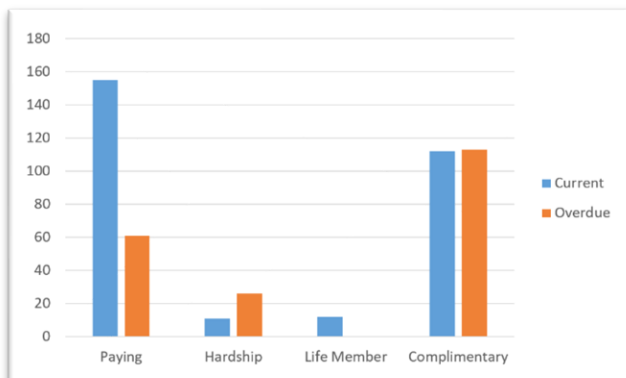
Below is a summary of the change in membership for the past 12 months. Note that *overdue* means members who have not paid by the due date and *expired* is those members who have not paid for over 12 months.

July 2023

| Status | Members |
|--------------------|------------|
| Current | 290 |
| Overdue | 200 |
| Expired | 351 |
| Grand Total | 841 |

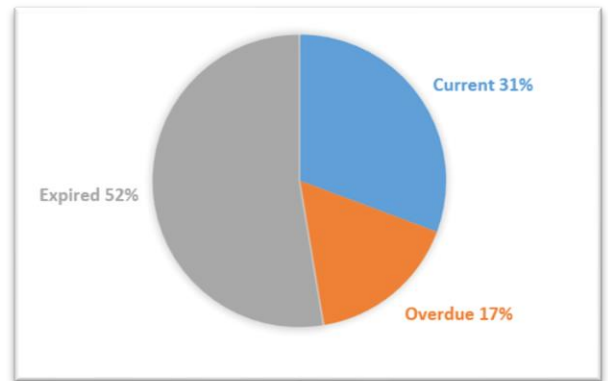


| Financial Type | Current | Overdue |
|--------------------|------------|------------|
| Paying | 155 | 61 |
| Hardship | 11 | 26 |
| Life Member | 12 | |
| Complimentary | 112 | 113 |
| Grand Total | 290 | 200 |

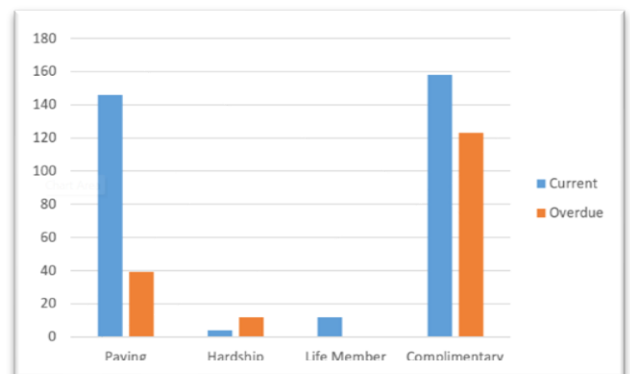


July 2024

| Status | Members |
|--------------------|-------------|
| Current | 320 |
| Overdue | 174 |
| Expired | 549 |
| Grand Total | 1043 |



| Financial Type | Current | Overdue |
|--------------------|------------|------------|
| Paying | 146 | 39 |
| Hardship | 4 | 12 |
| Life Member | 12 | |
| Complimentary | 158 | 123 |
| Grand Total | 320 | 174 |

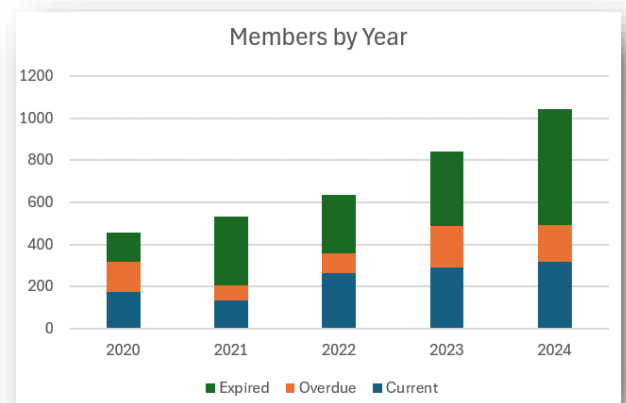




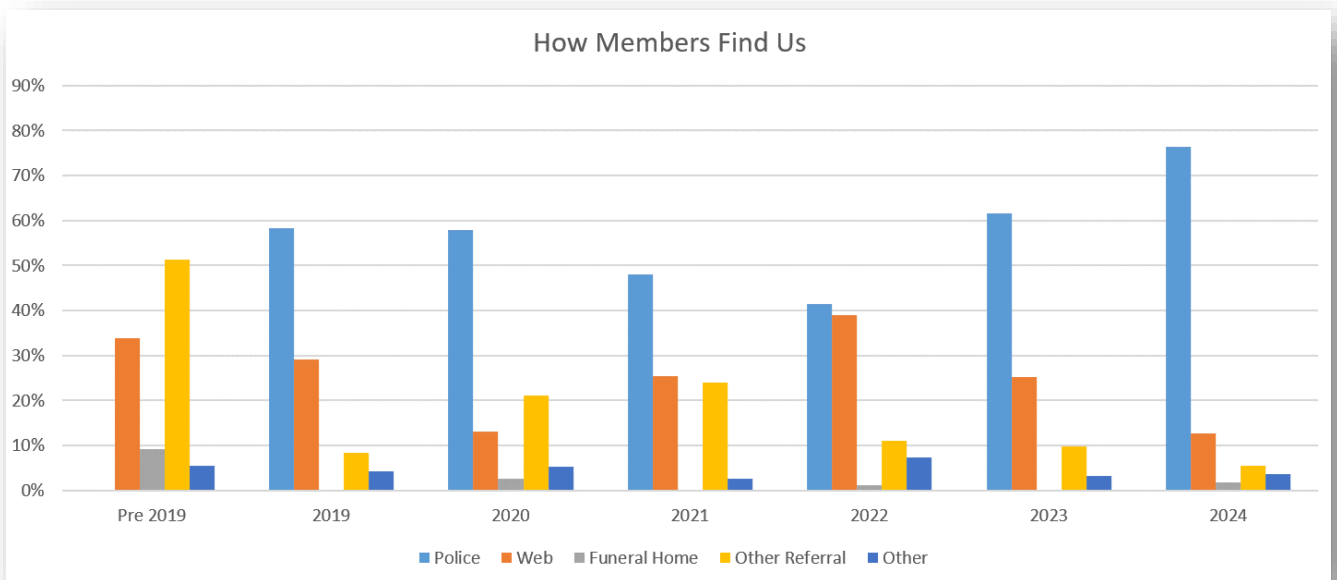
During the 2024 financial year, the number of paying financial members fell slightly from 155 to 146, however the total number of current members increased while the number overdue fell. This trend is driven by the first year complimentary memberships for newly bereaved through police referrals.

We have seen steady growth in the total number of members that we stay in touch with, more than doubling over the past four years from June 2020 to June 2024 :

| Year | Current | Overdue | Expired | Total Members |
|------|---------|---------|------------------|---------------|
| 2020 | 175 | 143 | 138 | 456 |
| 2021 | 135 | 73 | 324 ¹ | 532 |
| 2022 | 263 | 94 | 280 | 637 |
| 2023 | 290 | 200 | 351 | 841 |
| 2024 | 320 | 174 | 549 | 1043 |



Police referrals are now the predominant way in which members find our services – with over three quarters of new members in the past year being contacted through this channel.



¹ In the financial year ending 2021 during Covid member renewal was optional, so a larger percentage show as expired for that year



Partnerships

Research and Community Awareness

Over the year we were approached by a number of institutions to help with research into grief and bereavement. This not only helps TCFQ promote community awareness but may also offer insights to improve our services.

QIMR Berghofer Medical Research Institute

TCFQ advertised for participants in a trial of Psilocybin as part of psychotherapy for the treatment of prolonged Grief - to determine whether this approach is safe and acceptable to participants and to establish whether it might help people with intense grief.

University of Queensland

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.

During the year, TCFQ have discussed further opportunities with UQ and recently we were part of an application for a grant to research different technologies and methods for supporting bereaved people.

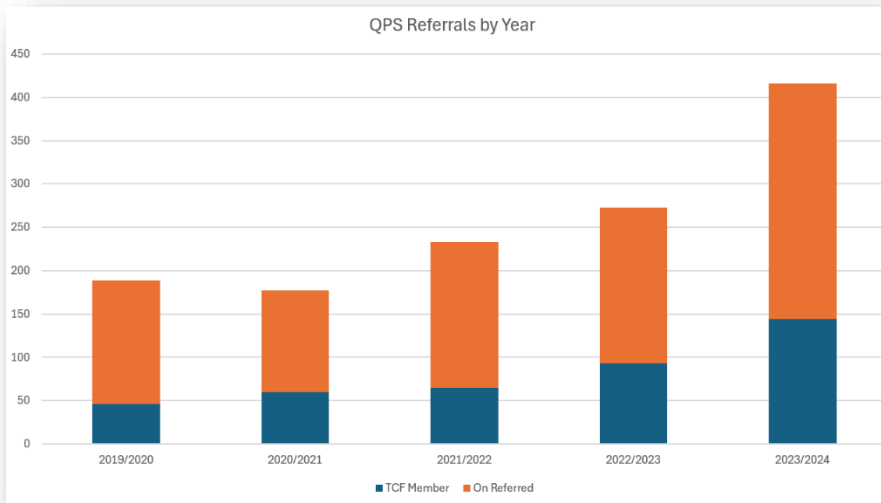
Torrens University

TCFQ asked members to be part of a survey by a PhD student from Torrens University for a research project on the support offered by organisations when a bereaved employee returns to the workplace. The aims include “raising awareness of some of the challenges that a bereaved employee may experience when they return to work, as well as some of the potential implications for the organisation itself”.

Queensland Police Service

TCFQ provide support to newly bereaved families referred by the Queensland Police Service. In the 2024 financial year we handled 416 referrals from QPS – 144 were for parents, siblings and grandparents, and the remainder were on referred to other grief and bereavement services.

| Financial Year | TCF Member | On Referred | Total Referrals |
|----------------|------------|-------------|-----------------|
| 2019/2020 | 46 | 143 | 189 |
| 2020/2021 | 60 | 117 | 177 |
| 2021/2022 | 65 | 168 | 233 |
| 2022/2023 | 93 | 180 | 273 |
| 2023/2024 | 144 | 272 | 416 |
| Total | 408 | 880 | 1288 |



TCF Australia

There are regular meetings for TCF Australia with representatives from the TCF organisations in Victoria, NSW, ACT, SA, WA and Qld. TCFA works to foster cooperation and collaboration between the States to improve benefits and services to all TCF members around the country.

At the last AGM for TCFA in September 2023, I was nominated and accepted the role of President for TCFA, and Jen Reading joined as the Qld representative on the TCFA Board. Other points of note for the year:

- All TCF organisations have similar challenges to our own – how to secure and maintain funding and retain/engage volunteers
- TCF in SA may be forced to close from a lack of volunteers
- The proposed national conference was shelved due to concerns over the cost, with states agreeing that pressures from higher costs of living would mean that we may struggle to get sufficient attendees for an in person conference
- TCF in the ACT and Queanbeyan rejoined TCFA in August 2024

Peter Hobson

President and father of Brendan