

2015

REVIEW

BOARD OF BENEVOLENCE

OUR WORK & WORLD

We are building on
our long traditions
of philanthropy in
contemporary and
strategic ways.





6
One man's
story, many
men's risk



FEATURES

ONE MAN'S STORY MANY MEN'S RISK

With prostate cancer affecting one man in every seven, it is as big an issue for men as breast cancer is for women.

PAGE 6

1ST stop education the bus that will change lives and save a community

The small town of Texas was desperate for its own bus to support its young people's education and the viability of the town. PAGE 8

UNDERSTANDING THE BRAIN TO UNDERSTAND DISEASE

Hand Heart Pocket's support of Queensland Brain Institute (QBI) and the Freemasons Queensland Senior Research fellowship have largely been aimed at helping to find a cure for Alzheimer's Disease. PAGE 10

70th Annual Review
Board of Benevolence

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Understanding the brain to understand disease

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Giving more than just a drop in the dust

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Person-centred dementia care

GIVING MORE THAN A DROP IN THE DUST

When faced with a situation as widespread and long-lasting as the drought in large parts of western Queensland, well-meaning funds can be just a drop in the dust. The challenge for Hand Heart Pocket has been to help in strategic ways that keep the cycles of life and business going. **PAGE 12**

PERSON-CENTRED DEMENTIA CARE A STORY OF INDIVIDUAL LIVES

At Masonic Care Queensland, inspired and passionate work with people with dementia is giving a better quality of living – for individuals and their families. **PAGE 22**

CELEBRATING THE ART OF RETIREMENT LIVING

Retirement living means different things to different people but for most it is about freedom from the expense and chores of maintaining a big home, a sense of community, support when you need it and, if you're lucky, having family close by. **PAGE 24**

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WHO WE ARE

BOARD OF BENEVOLENCE IS THE CHARITY ORGANISATION OF FREEMASONS QUEENSLAND. IT RAISES FUNDS AND WORKS IN THE COMMUNITY TO BENEFIT QUEENSLANDERS UNDER THE CHARITY NAME 'HAND HEART POCKET' AND IS RESPONSIBLE FOR THE GOVERNANCE OF MASONIC CARE QUEENSLAND, OUR NOT-FOR-PROFIT AGED CARE AND RETIREMENT LIVING BUSINESS.

IT ALSO ADMINISTERS THE FUND OF BENEVOLENCE, A SEPARATE FUND THAT SUPPORTS THOSE WITH MASONIC CONNECTION IN TIMES OF EXCEPTIONAL NEED.

AGED MASONS WIDOWS & ORPHANS
INSTITUTION OF QUEENSLAND

REMEMBER THOSE LESS FORTUNATE
THAN OURSELVES.

If the total donations to the Institution from the Lodge within two years aggregates the sum of £10-10-0 the Lodge may nominate one of its members to be a Life Governor, thereby entitling him to receive and wear the Life Governor's Jewel.

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Charity.

CHAIRMAN'S OVERVIEW



WELCOME TO THIS REVIEW OF OUR RECENT WORK AND ACHIEVEMENTS.

As Chairman of the Freemasons Queensland Board of Benevolence, I am proud to report on the significant progress we have made in 2014-2015 and to share insights into the activities of our not-for-profit entities Hand Heart Pocket and Masonic Care Queensland.

Our vision for the future was set out in our Board of Benevolence Strategic Direction 2014-2023 and it has been exciting to see much of the foundational work put in place over the past year.

Working closely with the United Grand Lodge of Queensland, we are building on our proud heritage as we invest in the future in contemporary and strategic ways.

Some of our work has been 'behind the scenes' updating our legal structures, redesigning organisational responsibilities and establishing an integrated Customer Relationship Management database and e-commerce system.

Much of it has been increasingly visible as we launched our new charity

brand Hand Heart Pocket and work to increase our fundraising presence.

The improved business performance of Masonic Care Queensland, our aged care and retirement living arm, allows us to now focus our resources on our original charitable intent. By working more closely with the United Grand Lodge of Queensland, the Geriatric Medical Foundation of Queensland and our business and philanthropic partners, we have been able to lay the foundations to enhance the good work of Freemasonry throughout Queensland.

HAND HEART POCKET REACHES OUT

Our new Hand Heart Pocket charity brand was launched in October 2014 and has given our fundraising a vibrant and contemporary face. With its own website and a clear mandate to support Queensland, it has already built momentum on a number of important initiatives.

A large focus for Hand Heart Pocket this year has been drought relief for western Queensland – a huge and complex need, which you can read more about on page 12.

A successful Christmas Appeal was run by Hand Heart Pocket to raise funds for mobile sensory units in all Masonic Care Queensland's residential aged care facilities. These help residents, particularly

those with disability or dementia, to reawaken memories and reconnect with their world.

Hand Heart Pocket continued to support ManUp! and, in a combined initiative with Freemasons Queensland, assisted the ManUp! tour to spread important messages about prostate cancer. You can read more about this on page 6.

As our five-year \$1.4 million fellowship for Queensland Brain Institute enters its third year, we have been encouraged by Professor Stephen Williams' progress with his neurological research, which has important implications for dementia. Read more on page 10.

Hand Heart Pocket has also continued to support the diverse benevolent work of Masonic Lodges through Dollar-for-Dollar subsidies that get to the heart of local need around the state.

MASONIC CARE QUEENSLAND GOES FROM STRENGTH TO STRENGTH

New strategic directions, a change in business model and culture, and a focus on strengthening systems and processes saw improved business and care outcomes for Masonic Care Queensland.

With an aspiration to continually enhance lifestyle for residents and the need to adapt to meet changing lifestyle expectations and care needs,

new initiatives to enhance dementia care were introduced and a number of refurbishments across Masonic Care Queensland facilities improved the built environment for our residents, staff and volunteers.

BE PART OF OUR FUTURE

In the year ahead, we plan to continue to reinforce our financial sustainability by constantly reviewing our operations and consolidating the new directions for our organisation to ensure that our charitable intent is at the forefront of everything we do.

We will work closely with the United Grand Lodge of Queensland to make the most of the opportunities for our strong network to collaborate and enhance each other's community activities and continue to strengthen the Hand Heart Pocket brand and increase its visibility and effectiveness in fundraising for Queensland causes.

I invite you all to be part of our exciting future and, if you can afford to help, please donate generously. You will be making a difference to some of the most deserving causes and contributing to some of the most life-changing opportunities in Queensland today.

Thank you.

BRUCE MILNER
BOARD CHAIRMAN



FOR CENTURIES
FREEMASONS HAVE USED THE SYMBOLS OF
HAND, HEART AND POCKET
TO PLEDGE PRACTICAL HELP, GENUINE
EMPATHY AND FINANCIAL GENEROSITY
TO THOSE WHO NEED IT MOST.



We work with Masonic Lodges, local communities, and other not-for-profit organisations to identify where our support will make a real difference. We focus on four main areas:



Health and disability support
Extending medical understanding and improving life for those with disabilities



Positive ageing
Making ageing more positive, fulfilling and dignified



Education
Advancing knowledge and helping people reach their full potential



Disaster relief
Responding to disaster, helping mend lives and getting people back on their feet





P

A

ManUp!
For Prostate Cancer

With prostate cancer affecting one man in every seven, it is as big an issue for men as breast cancer is for women. Yet awareness and support for prostate cancer lag far behind what has been achieved by breast cancer charities.

HAND HEART POCKET'S SUPPORT OF THE MANUP! AUSTRALIA'S TOUR OF REGIONAL QUEENSLAND HELPED RAISE AWARENESS AND RAISE FUNDS. IT HAS ALREADY BEEN A LIFE-SAVER FOR AT LEAST ONE MAN. GRAHAM TOWNSEND'S STORY HIGHLIGHTS THAT NO MAN SHOULD BE COMPLACENT.

When the ManUp! Australia tour rolled into Mackay in September 2014, Graham was a member of the local Freemasons' Lodge hosting the presentation for the public. He hoped the initiative

around 95% accurate but currently only available at a cost of over \$700, which is not subsidised by Medicare.

“Then he told me I was a lucky man because, if I'd left it another six months, it may well have been too late.”

Graham had already had his annual PSA test five months before, which had come back at 6.1 – only slightly elevated and not unusual for someone of his age. It was certainly not

still not too worried, Graham turned to his mate and said he was going to go to Brisbane for the MRI to be on the safe side. As he put it: “It's no good dying with \$735 in my pocket”.

THE BAD NEWS AND THE GOOD

Graham got his GP to refer him to a urologist in Brisbane to organise the MRI and he had it done in November when he was visiting Brisbane for business. When the urologist saw the results, he delivered the news that it was 85-90% certain Graham had prostate cancer but only a biopsy could confirm it.

Back in Brisbane again in early December, Graham had his biopsy. The suspicion was confirmed – it was prostate cancer – and with a high Gleason score. Although prostate cancer usually moves quite slowly, a high Gleason score means it is aggressive and a greater threat.

“The urologist felt the prostate should be removed because of the high score. Then he told me I was a lucky man because, if I'd left it another six months, it may well have been too late,” Graham said.

In February, Graham had a successful prostatectomy, which removed the cancer before it had spread beyond the prostate. He didn't need radiotherapy and has now been pronounced 100% clear.

For Graham, the ManUp!

Australia tour and his own intuition were life savers.

THOUSANDS OF OTHER MEN CAN BE HELPED

Naturally this experience has made Graham an enthusiastic advocate for ManUp! Australia and he is keen that all men should be a lot more aware of the risks.

“ManUp! Australia is doing a fantastic job and Hand Heart Pocket is helping make their vital work possible by giving them support,” he said.

“ManUp! is only a small charity but they are punching above their weight in getting word out to the community and supporting men who are diagnosed with prostate cancer. Hand Heart Pocket and Freemasons Queensland are making more possible for them.”

It is also one of ManUp! Australia's goals that specialised prostate nurses should be available to support all men who have a prostatectomy – this can really help in recovery and can result in fewer side effects after the operation.

Hand Heart Pocket will continue its support of Man Up! Australia and additional tours are underway. We believe this is a very effective way of being a catalyst for community conversation and shining a spotlight on prostate cancer – its risks and the needs of the thousands of Queensland men who will face it.

ONE MAN'S STORY MANY MEN'S RISK

would be effective in raising awareness and saving lives but he never suspected his own life was one of the ones under threat.

The presentation from ManUp! Australia founders Brian and Jill Costello emphasised that men should have an annual PSA test. This prostate-specific antigen test is an 'early warning' indicator for potential prostate cancer and is just a simple blood test. They also spoke about a prostate MRI that is

high enough to worry his GP.

When question time came around after the presentation, Graham did the host's duty and started the ball rolling by asking if there are any signs that should make you suspect prostate cancer.

The answer was that there are usually no signs at all in the early stages but some men get pain in the back or hip. Graham had had a pain in his hip for about 18 months, which he'd put down to arthritis. Although

1

ST stop education

the bus that will change lives
and save a community

TEXAS FACTS AND FIGURES

Population
(2011 Census)

639

Indigenous population

4.1%

Distance from Brisbane

345 km

Distance NSW border

2 km

Year 12 participation

97%

IN REMOTE TOWNS OF QUEENSLAND, THE SCHOOL BUS IS AS VITAL TO EDUCATION AS SCHOOL TEACHERS AND BOOKS.

For years, the small town of Texas in south-west Queensland struggled to maintain an expensive contract for a bus service to the high school. It was desperate for its own bus to support its young people's education and the viability of the town. Now, thanks to help from Hand Heart Pocket, the determined community has bought a bus and is on the road to a sustainable future.

Texas, with a population of under 1,000 people, has had a local state school since 1887. Today the school has around 200 students but only has classes to Year 10. For young people to complete Year 11 and 12 and qualify for tertiary education, they must travel 100 kilometres to Stanthorpe by bus, leaving at 7 a.m.

“The participation rate in completing year 12 has increased from 25% to 97% and that's something worth fighting for.”

Mike Townsend
Principal Texas School

Without this bus service, they either have to board at a school in the city – an expensive option – or the family has to move away, undermining the town's economic viability. Alternatively the students must give up any ideas of

a serious career and will never have the chance to reach their real potential.

Hand Heart Pocket believes a full education should be the right of every Queensland child – wherever they live.

Principal of Texas School, Mike Townsend, is equally passionate about opportunities for his students and began the appeal to fund a bus that could also be used for other community activities.

“Since 2011 when we introduced the contract bus service, for which I personally had to be a financial guarantor, the participation rate in completing year 12 has increased from 25% to 97% and that's something worth fighting for,” Mike says.

AN EAR TO THE GROUND

Around Queensland, Hand Heart Pocket and local Freemasonry Lodges support many small schools with equipment but the request to help with a school bus was unusual.

Greenup Lodge in Texas first became involved when Freemason Bevan Pavel went to see the Principal about the Lodge's usual annual gift of school books.

“When I heard about the bus appeal, I got in touch with Hand Heart Pocket to see what we could do to support it. They eventually agreed to a \$10,000 grant if the local Lodge reciprocates with fundraisers,” Bevan says.

“When I told Mike the good news, he was driving to Toowoomba and I think he nearly ran off the road, he was so delighted!”

Mike was indeed delighted as the grant meant the bus would be theirs sooner. They could buy a suitable second-hand bus and have it modified to Queensland safety standards in time for January 2016.

“It's hard to explain to someone outside a community like this how much the bus means,” Mike says.

For school students, it changes aspirations and possibilities.

“Most of our current Year 10s want to go to university and we have developed strong relationships with University of Southern Queensland and Sunshine Coast University.

“Their final year uni students come out here to do their practical experience and they help our young people see the possibilities – that this can be them in future” Mike says.

With the decline in mining and construction jobs in the area, young people know their best chances lie in finishing school and going on to tertiary or vocational education.

SO MUCH – AND SO MANY – RIDING ON IT

The Texas bus is officially owned by the Texas Community Bus Inc. and, when it is not being used on the run to Stanthorpe, it will be used for not-for-profit groups like sports clubs and local seniors organisations.

The town now has transport certainty on which to build its vital activities. Principal Mike Townsend says

it is the foundation for Texas to continue to thrive as a town.

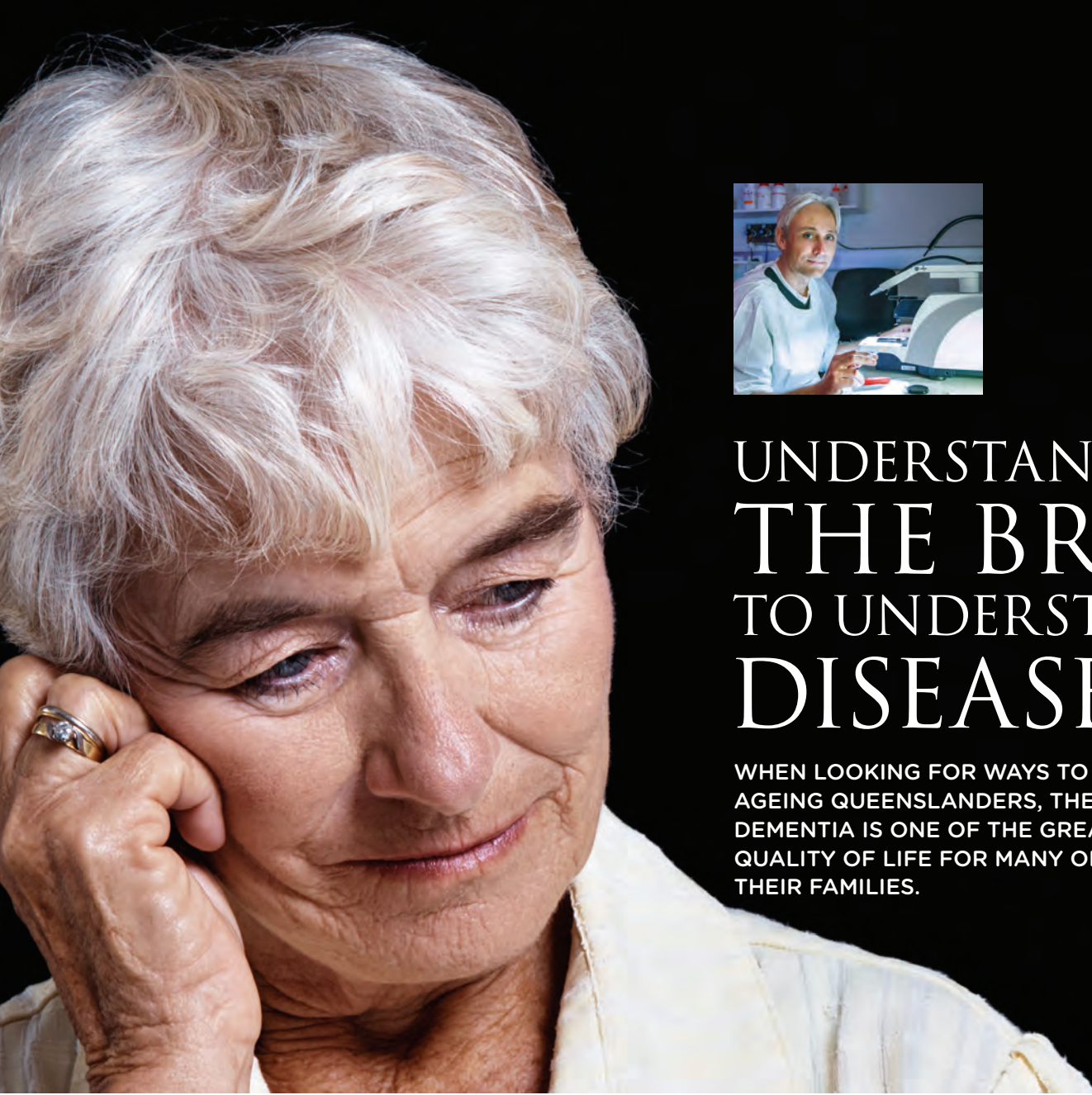
“It means the whole community can go forwards. Being able to maintain children through high school means more people willing to live in Texas, greater enrolment in the younger school years, which makes our teacher ratios stronger, and we won't be losing five or six families a year who would otherwise move on taking hundreds of thousands of dollars of economic activity with them.”

“I saw parents crying at meetings because the bus is going to make such a difference and is such a significant milestone for us as a community,” Mike says.

For Hand Heart Pocket, this story is a great example of what we can achieve through our close partnership with Freemasons Queensland Lodges, which identify real opportunities to change outcomes for often-forgotten communities across Queensland.



Principal, Mike Townsend (top) and students



UNDERSTANDING THE BRAIN TO UNDERSTAND DISEASE

WHEN LOOKING FOR WAYS TO IMPROVE LIFE FOR AGEING QUEENSLANDERS, THERE IS NO DOUBT DEMENTIA IS ONE OF THE GREATEST THREATS TO QUALITY OF LIFE FOR MANY OLDER PEOPLE AND THEIR FAMILIES.

HAND HEART POCKET'S SUPPORT OF QUEENSLAND BRAIN INSTITUTE (QBI) AND THE \$1.4 MILLION FREEMASONS QUEENSLAND SENIOR RESEARCH FELLOWSHIP HAVE LARGELY BEEN AIMED AT HELPING TO FIND A CURE FOR ALZHEIMER'S DISEASE BUT THE WORK OF PROFESSOR STEPHEN WILLIAMS HAS EVEN WIDER IMPLICATIONS FOR THE WAY WE UNDERSTAND COGNITION - AND WHAT HAPPENS WHEN NORMAL FUNCTIONING IS DISRUPTED.

There are many different scientific teams around the world looking for the key to unlock Alzheimer's Disease so what is special about the work Professor Stephen Williams of QBI is doing in his fellowship role?

The crucial difference in Professor Williams' approach is that he is working at the most fundamental level of neural function seeking to understand how neural networks control behaviour and how they are degraded in disease. He believes that until we understand how our complex cognitive processes work, it is hard for us to find an

effective way to reverse the degenerative process.

“The brain is incredibly complicated and if you try to understand it in the diseased state, I think you’re lost but if you can understand key principles of brain operation in the normal state and then show how they’re perturbed in disease I think significant avenues are uncovered for the treatment of neurological conditions,” Professor Williams says.

All of our behaviour is controlled by the 75 billion neurons in our brain. Each neuron contacts up to 1,000 other neurons to create an unimaginably complex network. It was previously believed that neurons were a ball-like structure but now scientists know that the dendrites – the branch-like structures that project from the neuron – are crucial in the electrical activity that passes through the network. There are highly interconnected areas in the neocortex that are important in cognitive functioning and show integrated dendritic activity.

It has taken scientists 20 years of looking at brain slices under a microscopic to get this far in unravelling how neurons and dendrites work. Only recently have they been able to measure dendritic activity in animals to see how it correlates with perception and behaviour. This is where Professor Stephen Williams’ work comes in, measuring electrical and biochemical

changes in a process that outputs around 0.1 volts (a home powerpoint outputs 240 volts) and receives inputs of 30–50 microvolts (1,000,000 microvolt = 1 volt).

Professor Williams’ team at QBI has a unique ability to measure this activity at 4–5 sites in a neuron simultaneously and has some of the most advanced imaging equipment in the world, which was developed in collaboration with the Howard Hughes Institute in USA.

A SMALL STEP FOR A MOUSE – A BIG STEP FOR MANKIND

Professor Williams is widely recognised for an important breakthrough three years ago when he established that dendritic activity integrates sensory and motor activities in a mouse brain so it can react to the touch of its whiskers and relate this to its prior knowledge allowing it to react with lightning speed.

It is speculated that this ability to integrate sensory input and stored knowledge to make sense of perceptions may be disturbed in dementia sufferers and cause their inability to orient themselves spatially and to integrate memory with current input.

“...if you can understand key principles of brain operation in its normal state and then show how they’re perturbed in disease I think significant avenues are uncovered for the treatment of neurological conditions.”

Part of the bigger picture is that the neurotransmitter acetylcholine is also released throughout the brain during wakefulness and when attention is focused during cognitive processes. The early death of certain neurons that release this substance has long been a suspect in the development of Alzheimer’s but is not yet fully understood.

A STEPPING STONE FOR SCIENCE

One of the exciting things about Professor Williams’ work is that it not only feeds into the work of QBI’s Clem Jones Centre for Ageing Dementia Research but also provides crucial understanding of brain-function for other important areas of medical research.

His work exploring how dendrites in the retina respond to stimuli may be a piece of the jigsaw in restoring photo-receptivity in certain types of blindness, and aspects of his research may be useful in understanding what is going wrong in schizophrenia. Chronic pain also causes changes in the dendritic arbor so understanding the function of dendrites may suggest new approaches there too.

There are also possibilities to develop computational devices that work like neurons, giving society new opportunities and potential.

For donors of Hand Heart Pocket, it is very exciting to be involved in this work that puts QBI amongst the world-leaders in neural research.

Professor Williams says Hand Heart Pocket support is incredibly important in allowing this groundbreaking work to continue.

“This ongoing support allows me the intellectual freedom to perform new experiments and the ability to integrate ideas across boundaries. Without this, my questions would be very restricted and the possibilities heavily constrained by the grant process. Hand Heart Pocket’s support is very precious and I am grateful to all the people who contribute,” he said.

We believe that, in generations to come, Queenslanders will look back with pride on the work of Professor Williams and QBI and appreciate its vital insights into cognition that allows us to function as healthy human beings – making a difference not just in old age but at every stage of our lives.



GIVING MORE THAN A DROP IN THE DUST

WHEN FACED WITH A SITUATION AS WIDESPREAD AND LONG-LASTING AS THE DROUGHT IN LARGE PARTS OF WESTERN QUEENSLAND, WELL-MEANING FUNDS CAN BE JUST A DROP IN THE DUST.

The challenge for Hand Heart Pocket has been to help in strategic ways that keep the cycles of life and business going – and that let local people know they have not been forgotten.

The true extent of the drought disaster in western Queensland took quite a long time to filter through to public awareness. What some locals are calling ‘the worst drought in white man’s history’ had been compounding problems for three years before media

and political awareness reached tipping point.

In the meantime, proud, resilient communities had been brought to their knees – if not in prayer, then in begging for support to keep their families and businesses afloat until they can rebuild. Those with shallower pockets to ride it out have had to sell up and leave – probably never to return.

Most people in the drought-devastated regions know someone affected by suicide, mental illness or family breakdown.

As city and coastal Queenslanders started to respond with gifts and money, the good intentions were often not properly grounded in understanding the local situation.

Bales of hay arrived for farmers who had already had to de-stock – or in quantities that hardly made a day’s difference for the large numbers of livestock on typical outback properties.

Hampers arrived for families, who were touched that others were thinking of them, but who might have needed their electricity bill paid more. What’s more, providing food parcels deprived local food shops of income, undermining the economic cycle and making the situation worse.

After 20 successful years in business, Rob Luck, owner of the newsagents in Longreach says the past 18 months has been the worst ever. Their family business has cut back jobs, reduced

stock and expenses, and their turnover keeps falling.

“We are a major department store in the main street with one of the biggest turnovers... Given that we are suffering, it is easier to see smaller businesses are suffering more,” Rob said.

HAND HEART POCKET HAS BEEN FOCUSED ON FINDING WAYS TO RELIEVE THE GREATEST PRESSURE POINTS FOR PEOPLE AND KEEP MONEY IN CIRCULATION IN THE LOCAL ECONOMIES TO BENEFIT AS MANY PEOPLE AS POSSIBLE.

To do that we have been working with partners on the ground who are in touch with local needs and opportunities to direct funds most effectively.



Reverend Jenny Coombes

“Most people in the drought-devastated regions know someone affected by suicide, mental illness or family breakdown.”

PARTNERSHIPS WITH PROVEN NETWORKS

In Mackay, three Masonic Lodges got together to raise funds – including \$10,000 from local workers at D&T Hydraulics – to help the Longreach region.

After researching the drought situation and local community organisations, Hand Heart Pocket gave grants to two community organisations to work with us to distribute funds.

\$50,000 is being distributed by the Uniting Church in Longreach to help local families and businesses in ways that cover vital expenses or are a catalyst to keep things viable.

Reverend Jenny Coombes of the Uniting Church said, “Other groups giving drought aid to the area have purchased products and brought them in, thereby reducing spending here and putting business that are already on the edge under even more pressure.

“Working with Hand Heart Pocket, we have been able to avoid that trap and focus on support for things like utility bills that may free up a little spending money for people to buy essentials locally.”

In Murilla Shire, we gave \$10,000 to the Murilla Community Centre. Cecily Brockhurst, Murilla Community Centre Manager and Rural Family Support Worker, is directing the funds to those in most need and assistance is always given as direct payment of bills or vouchers for local stores.

“Where possible, we keep the money in local circulation so it gives twice.” Ms Brockhurst said.

Their help will also include paying health bills and counselling costs for those who are struggling to cope.

to recover. Once the rains soak the ground, farmers have to wait for grass to re-establish then they can restock with animals, if they have the capital left for stock and feed. Only after the full cycle of rearing the livestock will there be positive cash flow to boost local economic activity again.

Hand Heart Pocket, through the generosity of donors, will continue to help in strategic ways as the situation develops.

Because of our donors’ help, a local family may be able to buy the kids a new school uniform in the local shop or a small business may be able to restock its shelves to keep going. Someone may get the counselling that saves them from despair or someone’s vital transport may be kept running.

YEARS TO RECOVERY

Even if drought-breaking rain falls soon, it will take years for these communities

Please donate to **Hand Heart Pocket** to boost people’s morale in the drought-stricken communities and to be sure your donation is used wisely.

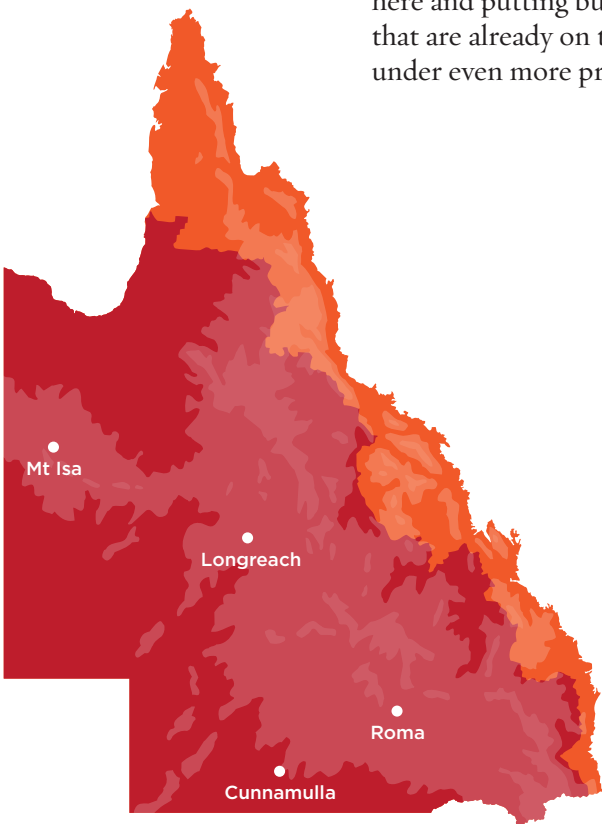
The drought-affected communities are asking you to travel there too and spend dollars with the local facilities that also support local jobs and spending.



Rob Luck, newsagent owner

“Probably the hardest outcome is the level of despair and depression people feel living here at the moment – a feeling of helplessness when you never see rain. I fear more people are leaving permanently as there are large numbers of houses and businesses for sale, which further decreases spending locally.”

Rob Luck, Longreach newsagency



Drought affected regions

HANDS UP FOR HEALTH AND DISABILITY SUPPORT

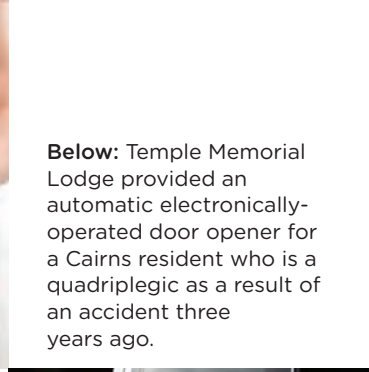


Above: Thespian Lodge and Logan-Beenleigh Daylight Lodge in conjunction with Hand Heart Pocket donated a sliding-top tilt table worth \$10,000 to Logan Hospital's new Rehabilitation Unit. It will be used for patients with orthopaedic injuries or a stroke to help increase their strength and endurance. Two catheter withdrawal units were also donated to QEII Hospital.

Below: Healthy habits start young with sport for young people. Gympie Masonic community joined forces when Gympie Lions Football Club put out the call for help to replace junior uniforms and raised funds for 85 uniforms.



Above: Mundubbera Burnett Lodge has donated more than \$45,000 to local causes in the past five years, including a light writer for Hervey Bay Hospital. This easy-to-use device helps patients with speech impairment to communicate.



Below: Temple Memorial Lodge provided an automatic electronically-operated door opener for a Cairns resident who is a quadriplegic as a result of an accident three years ago.



MAKING A DIFFERENCE IN HUNDREDS

Supporting the fundraising of local Freemasonry Lodges, Hand Heart Pocket gives grants to many local community organisations across the length and breadth of Queensland to help empower their essential work.

Below: Duyfken Lodge called on Hand Heart Pocket to support its fundraising for a massage table to benefit the residents of Morinda Aged Care in Cairns.



Below: Cherside Royal Arch Chapter, with the support of Hand Heart Pocket, has raised funds to help create a craft room and hobby shed for residents at Masonic Care Queensland in Sandgate.



Above: Toowoomba Senior Citizens' Club has new resources thanks to a colour printer donated by Darling Downs Lodge and Hand Heart Pocket.



Above: Mooloolah Lodge purchased mattress overlays and cushions for the aged clients of Blue Care in Caloundra.

HANDS UP FOR POSITIVE AGEING

HANDS UP FOR EDUCATION

Below: A grant in conjunction with St Andrew of Townsville and Mylne Lodges and Townsville Sovereign Council fundraising supported the Joyful Foundation in providing stationery packages for disadvantaged students in Townsville, Ravenswood, Greenvale and Charters Towers.



Below: Students at Dunwich State School have notebook computers thanks to Hand Heart Pocket and the fundraising efforts of Myora Lodge on Stradbroke Island.



Above: Partnership with Meandarra Lodge in the Western Downs region supplied educational audio visual resources for the Meandarra Community Kindergarten.



Above: At the Endeavour Foundation's Learning and Lifestyle in Bundaberg, more than 50 people with disability have the opportunity to learn new skills. Tyrian Lodge and Hand Heart Pocket provided 12 new table and chair settings to enhance the service users' comfort and enjoyment.

OF WAYS IN DOZENS OF COMMUNITIES

Through our contacts on the ground we know where the need is strongest and where our support can make a life-changing difference for a community. These stories are just a handful of the hundreds that we support each year.



Below: Boonara Lodge fundraising and a Hand Heart Pocket grant resulted in a donation of \$7,000 for a communication radio for the Careflight helicopter and a contribution to the cost of a fire-fighting pump for Goomeri Rural Fire Brigade.



Below: A \$20,000 donation to the Gayndah SES after the 2011 floods meant they were better prepared for the 2013 floods but it couldn't stop many local facilities being destroyed. Since then, Gayndah Lodge and Hand Heart Pocket have been helping organisations like the Gayndah Historical Society and Gayndah Golf Club to replace furnishings and equipment.

Above: Freemason and paramedic Darrell Thompson was the only Queensland Ambulance Service member on site for 20 minutes after the devastating Ravenshoe cafe explosion. He was awarded the Queensland Ambulance Service's 2015 Achievement Award. The District Grand Lodge of Carpentaria and numerous Lodges around Queensland worked with Hand Heart Pocket to donate over \$13,000 to help those affected.



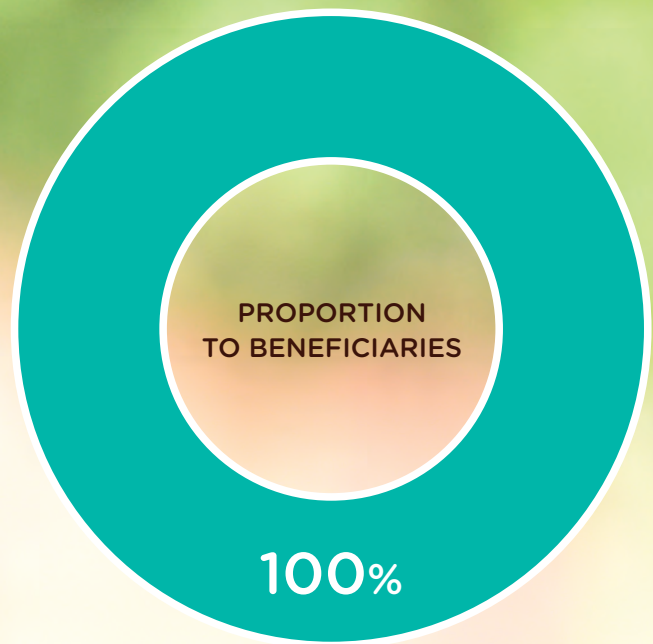
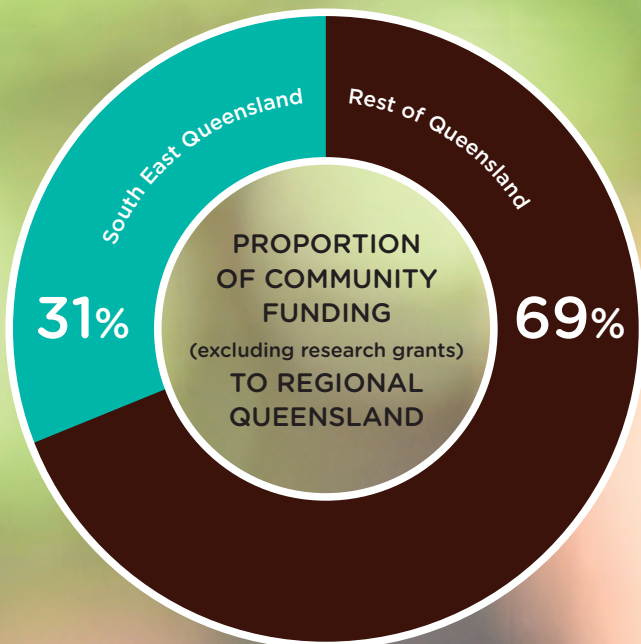
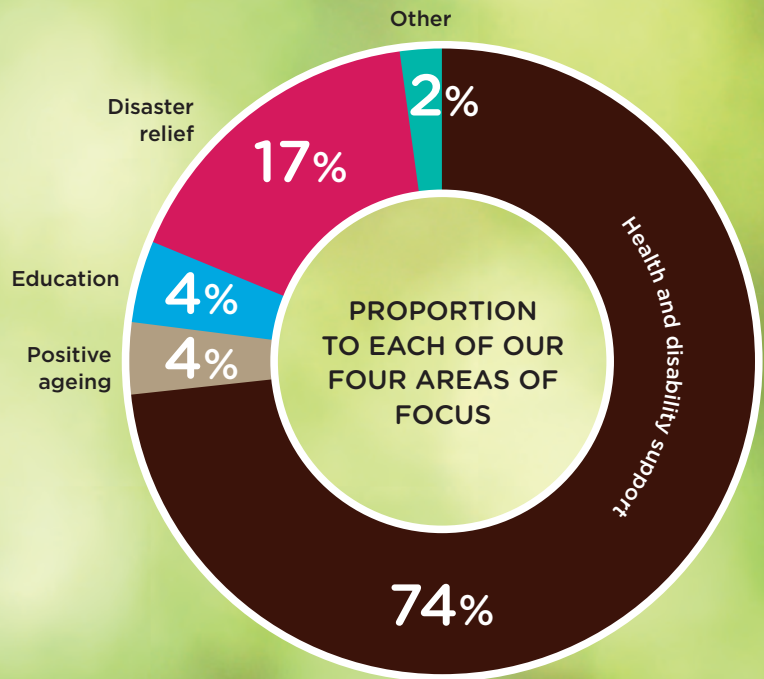
Above: The SES in Yeppoon has benefited from two chain saws donated by the Yeppoon Lodge, supported by Hand Heart Pocket. The first use of the chainsaws was to clean up after Cyclone Marcia.



HANDS UP FOR DISASTER RELIEF

WHERE THE MONEY GOES

IN THE 2014-2015 FINANCIAL YEAR, HAND HEART POCKET DISTRIBUTED MORE THAN \$661,000 IN FUNDS. THIS REVIEW FEATURES JUST A FEW TYPICAL STORIES BUT THERE ARE MANY, MANY OTHER WORTHWHILE CAUSES AND COMMUNITY NEEDS WE SUPPORT. THE FOLLOWING CHARTS GIVE AN OVERVIEW.



100% OF EVERY DOLLAR YOU GIVE GOES TO A WORTHWHILE CAUSE.

HOW YOU CAN HELP QUEENSLANDERS THROUGH HAND HEART POCKET

DONATING TO HAND HEART POCKET IS ONE OF THE BEST WAYS TO HELP QUEENSLANDERS AROUND THE STATE. OUR LOCAL NETWORK ENSURES MONEY GOES WHERE IT WILL REALLY MAKE A DIFFERENCE AND, BECAUSE WE DO NOT DEDUCT ADMINISTRATION COSTS FROM THE FUND, 100% OF WHAT YOU GIVE GOES TO WORTHWHILE CAUSES.

There is a choice of ways to give and to help – support Hand Heart Pocket with direct donations and look out for local Lodges' fundraising initiatives.



Donate!

We rely on your help. You can donate online or contact us for other options.



Be a 'Monthly Hero'

A regular monthly donation makes a world of difference to what we can achieve.



Make a bequest

Your legacy will live on after you if you remember us in your will. Please contact us for a bequest brochure.



Get sponsored

Please get sponsors to support Hand Heart Pocket for your next team or individual endeavour – run, walk, ride or find a new challenge.



Start a fundraiser

Large or small events multiply your generosity.



Nominate us

If your organisation has workplace giving or charity days, please nominate us.



Volunteer

We sometimes need help at our Brisbane office or for special events. Please get in touch if you have time to spare.



Be a philanthropic partner

If you are a corporation or a high-worth individual, we can partner to make your generosity count.





MASONIC CARE QUEENSLAND is the aged care and retirement living organisation of Board of Benevolence.

With 11 locations around the state, we provide a home and community for more than 1,000 residents and aspire to continually enhance their lifestyle.

‘Continuum of care’

At our three major locations in Brisbane, Townsville and Cairns, residents can stay in the same community from retirement living through to residential aged care and access support services in between. Services are also available through co-located day therapy centres in our Cairns and Townsville locations.

Leading dementia care

We have specialist dementia care in Brisbane, Cairns, Townsville and the Gold Coast. You can read more about our approach on page 22.

Strong community

We build a strong community of residents supported by contemporary facilities and social activities to suit different needs and lifestyles.

Resident-centred culture

It might sound obvious to put the resident’s well-being at the centre of all decisions but we know it only happens where culture and systems support it.



CEO'S REPORT

OUR JOURNEY TO ENHANCE BOTH THE FINANCIAL SUSTAINABILITY AND CARE OUTCOMES OF MASONIC CARE QUEENSLAND HAS CONTINUED OVER THE PAST YEAR.

We are working within the framework of our 2014-2019 Strategic Plan, embedding the processes and cultural changes that help drive performance as well as the satisfaction of our clients, residents and staff.

I am pleased to report that in the 2015 financial year we have achieved significant improvements in both care measures and business performance.

POSITIONING FOR LEADERSHIP

As an aged care and retirement living provider, we must keep ahead of changing community

expectations and continually improve the experience for our clients and residents.

A sustainable financial model is the first essential to allow us to invest in the buildings, facilities and services that position us as a quality provider of aged care and retirement living services. This investment also assists in our aspiration to continually enhance the lifestyle of our residents.

The interconnected characteristics of a successful organisation do not happen by chance and we have been driving change through every facet of organisational development.

It is very significant that a staff pulse survey conducted in early 2015 highlighted that the organisation has changed from a culture of 'reaction' in late 2013 to one of ambition today. This ambition is focused on

improved customer service through a person-centred approach.

Specific initiatives to achieve this in the past year have included introducing clearer clinical care indicators, improved staff training, and more effective family involvement and residents' meetings. Safety for residents and staff has also been strongly emphasised with a new management safety committee, a safety week initiative and with safety teams appointed for each site.

IMPROVING OUR CONVERSATION WITH THE COMMUNITY

Building strong relationships with the community and with potential clients and residents is an integral part of marketing our facilities, supporting clients' and residents' needs and meeting financial goals.

We have improved our communication with stakeholders – including members of Freemasons Queensland across the state – who have an important role to play in supporting our activities.

New marketing initiatives and a new contemporary website are also helping take our messages to stakeholders and make it easier for potential residents and clients to select the right aged care and retirement living options.

STRENGTHENING SYSTEMS AND PROCESSES

In addition to enhanced care procedures, our improvements to systems and processes have spanned all parts of the organisation from procurement to rostering, from admission procedures to payroll systems, from internal communication to IT systems.

We have actively looked for ways to improve and enhance, to be more efficient and more effective in our mission.

The highlights on the following page demonstrate just some of the important developments that have contributed to a very positive year.

I thank all staff, volunteers, residents, clients, families, donors and suppliers for helping to make Masonic Care Queensland a leader in aged care and for creating a wonderful community of caring support.

GARY MARK
CEO

MASONIC CARE QUEENSLAND RECENT HIGHLIGHTS

IN THE 2015 FINANCIAL YEAR, MASONIC CARE QUEENSLAND MADE IMPORTANT PROGRESS IN EVERY ASPECT OF ITS OPERATIONS.

We achieved **IMPROVED BUSINESS OUTCOMES** - see page 26 for details.

New **BUSINESS PLANS AND BUDGETING PROCESS** were introduced for every facility and service.

We developed clearer **CLINICAL CARE INDICATORS**, which are continually monitored.

Safety received a fresh focus with initiatives to promote **SAFETY AWARENESS** for residents and staff at all times.

MCQ SUPER STAR AWARDS were launched to recognise outstanding staff and volunteers.

We introduced a new **VOLUNTEER PROGRAM** to support our volunteers and use their skills effectively.

We **IMPROVED OUR SYSTEMS** for capturing and responding to client feedback.

Our collaboration with Hand Heart Pocket on a **CHRISTMAS APPEAL**, raised \$60,000 for mobile sensory equipment.

We launched a **NEW WEBSITE** at masoniccareqld.org.au

A bequest from the estate of Thelma Ford, in memory of her husband Gregory, allowed the improvement of facilities at Musgrave Aged Care in Brisbane - this included **ENHANCED GARDENS** and a new **OUTDOOR DECK**.

Bequests from the estates of Caitens and Finch allowed the **IMPROVEMENT OF FACILITIES** at Griffith Aged Care Cottages in Brisbane and Farris Villas in Gracemere.

We began construction on a **FIFTEEN BED EXTENSION** for Morinda Aged Care in Cairns, which will include a new community centre, outdoor area, gardens and bocce court.

REFURBISHMENT was undertaken on level 3 of the Marquis-Kyle Building at Musgrave Aged Care which transformed resident rooms into contemporary, air-conditioned, studio rooms with a sitting room and private ensuite.

Our **HEALTHY FUTURES PROGRAM** continued and offers year 11 and 12 students the opportunity to study for a Certificate III in Aged Care.

We congratulated our Lifestyle Coordinator, Sylvia Carswell from Cairns, on winning the **EXCELLENCE IN CARE EMPLOYEE AWARD** from Leading Age Services Australia Queensland in recognition of her 24 years of dedication to excellent care.

LEADERSHIP TEAM

Masonic Care Queensland has its own CEO and Leadership team.

SUE BEASLEY
Executive Manager
Residential Care

CLAYTON RAWLE
Executive Manager
Finance

GARY MARK
Chief Executive Officer

NICK HANSEN
Executive Manager Retirement
Living, Community Care & Strategy

SHANE HUNTER
General Manager
Procurement, Assets
and Facilities



SAM COLOMBO
General Manager
Information & Communication
Technology

JOHN BYRNE
General Manager
Building Projects

GRANT BARROW
General Manager People,
Culture & Safety

KAREN TILKE
General Manager
Marketing,
Communication & Public Relations



PERSON-CENTRED DEMENTIA CARE - A STORY OF INDIVIDUAL LIVES

22

The term ‘person-centred care’ has become something of a cliché – something everyone says they are aiming for but few really define. At Masonic Care Queensland, inspired and passionate work with people with dementia is giving the term real meaning – for individuals and their families.



Sylvia McLoughlin, Masonic Care Queensland’s Education Consultant, has worked with people with dementia for more than thirty years. She says in the early days of her career nobody knew anything beyond housing

those people with dementia and caring for their physical needs.

Even today, she believes, many facilities and relatives give up too easily on those who are losing their memory and cognitive abilities – not because they are uncaring but because they don’t know what is possible.

“The trouble is that we have such low expectation of people with dementia. But what we are doing here shows that, when you can involve someone’s emotional passion or find a cue to help access a memory, they are capable of responding and enjoying a better quality of life and contributing,” Sylvia says.

Often they can have many more years of positive life

before they reach the stage where little is possible but, even then, they can still feel happiness or contentment through associations with things they have loved if a sensory cue can trigger a linked memory.

THE SECRET KEYS

The first essential, Sylvia says, is that people with dementia must be treated as equals and as individuals. Staff must take the time to get to know each resident as a person and have the willingness to enter their world.

“You have to set the tone for interaction as one of friendship and find what has been important in their lives – it’s like being a detective finding the key to break through to each person.

“If they were interested in Egyptology, we might have to Google Egyptology and gather enough to engage them in conversation – then we may find they are still capable of teaching us all about ancient Egypt!

“We had a resident who had been a florist – we gave her some flowers and she arranged them in three circles by colour; another resident loved gardening and was quite capable of potting up plants; someone else could help prepare food in the kitchen.

“In the past, we have taken away everything from people with dementia. We’ve taken away their ability to nurture or contribute and we’ve taken away any sense of meaning to their lives.

“If we can give them their power back, they know they still count and they have something to share.”

Sylvia explains that, with Alzheimer’s for example, recent memories diminish first so asking someone with dementia what happened yesterday may be frustrating but, if you can discover which eras of their life are still available to them and what inspired them, you can stimulate them to access the memories and share their stories or insights.

They may vividly remember a wedding day or a first kiss – and be able to give you the secrets of a successful relationship – although appearing beyond meaningful conversation

to a casual observer or a rushed carer.

“We can get residents who have dementia to participate in choosing an outing by giving them cue cards that help trigger the appropriate memories so they understand and respond.”

“...it’s like being a detective finding the right key to break through to each person.”

This inclusive approach also helps minimise the anger and confusion that can beset residents with dementia who know enough to know they are not at home and feel they are being held against their will or lied to.

Sylvia tells a touching anecdote of a woman at Masonic Care Queensland who told her daughter, “They are all my friends here. These are all my friends.”

SENSORY UNITS TO REAWAKEN MEMORIES

Hand Heart Pocket’s Christmas Appeal last year raised \$60,000 for the mobile sensory units that will be introduced into all Masonic Care Queensland residential aged care communities in late 2015 as part of the organisation’s dedication to world-class dementia care.

The idea behind these units is to give staff more tools to use with residents

with dementia to stimulate all senses so, even if a person is losing sight or hearing, they can be reached through the senses that are still functioning.

“It’s as if the memory goes into shadow. If you can give people cues – visual, audio, smell, taste or touch – you can call that memory back into existence and strengthen it,” Sylvia explains.

“If you can trigger a happy memory, it will still release endorphins that enhance the resident’s sense of well-being.

“There is a woman who can no longer speak and has to be assisted with meals but she responds to Country & Western music and sways in time.”

The mobile sensory units will be used to respond to the different residents’ needs. From what has been learnt about each person, the units can be equipped with a range of sense stimulation tools – particular scented oils,

family photos to show on screen, music from a happy time in someone’s life, favourite tastes or the fabric of a wedding dress.

“We are developing assessment tools to measure how people respond to each stimulus so we can continue to evaluate and refine how these units are best used,” Sylvia says.

Relatives will also be able to use them to help encourage communication with their loved ones.

For Sylvia and the team that is being inspired by her at Masonic Care Queensland, it’s not just about doing something worthwhile for people with dementia.

“It’s easy to forget that they can still give us so much. Whether it’s a relative or member of staff here, we have much to gain and learn in our interactions with them.” Sylvia says.

Facts about dementia

More than 70 diseases fall under the term ‘dementia’ with Alzheimer’s Disease the most common.

Around 342,800 people in Australia have dementia. This is expected to rise to more than 900,000 by 2050.

Three in ten people over the age of 85 and almost one in ten people over 65 have dementia.

Alzheimers Australia



CELEBRATING THE ART OF RETIREMENT LIVING

RETIREMENT LIVING
MEANS DIFFERENT
THINGS TO DIFFERENT
PEOPLE BUT FOR MOST
IT IS ABOUT FREEDOM
FROM THE EXPENSE AND
CHORES OF MAINTAINING
A BIG HOME, A SENSE OF
COMMUNITY, SUPPORT
WHEN YOU NEED IT AND,
IF YOU'RE LUCKY, HAVING
FAMILY CLOSE BY.

Joy Stewart, a respected artist in her working life, has discovered the art of retirement living at Masonic Care Queensland's Woodward Retirement Village in Cairns.

As Woodward Retirement Village celebrates its 25th anniversary in August 2015, it is appropriate to celebrate the life of someone who has been there since the beginning and who has proved that retirement living is not a retirement *from* living!

Joy Stewart is an acclaimed Australian artist who attended Swinburne Technical College Art School and the National Gallery Art School in Melbourne in the early 1940s, a time when it was unusual for a woman to pursue an artistic career.

After a fascinating creative career in Melbourne, where she exhibited in the 1960s, Joy moved to Cairns in 1981. She always struggled to achieve financial security from her art but balanced commercial assignments, such as sketching houses for real estate agents, with her fine art. This included many paintings of the Far North Queensland landscape in a minimalist, graphic style that also often had a strong social statement or protest to make.

She was passionate about preserving the natural environment and heritage of the area and joined the Historical Society of Cairns. She was also a member, and later president, of the Cairns Art Society,

encouraging the artistic community and creating opportunities for emerging artists to exhibit.

A number of exhibitions in Cairns through the 1980s and 1990s showcased her work. Her final exhibitions of new work were held in 1993 and 1994. 'The Fish John West Regrets' exhibition and 'Facets of Life' exhibition crowned a long career.

"I felt it was a milestone for someone older to be accepted as a contemporary artist, with this group of younger avant-garde artists," she said.

THE MOVE TO WOODWARD RETIREMENT VILLAGE

Joy was living alone in an old house in Cairns, which was expensive to run, when she heard about the new retirement village being built at Whitfield in 1990. She wanted to retain her independence but needed something easier to manage.

"Because I was one of the first on the scene, I got to pick the unit I wanted – and I was often down there giving the builders a hard time telling them how I'd like things!" she remembers.

For Joy, the move was about making life easier so she could enjoy what she wanted to do. This not only included painting and mentoring local artists, but also writing a memoir of her artistic life, *Done by Me*, for a retrospective exhibition at Cairns Regional Gallery in 1995.

"It makes your life simpler – everything's done for you here. They even do your garden if you want."

She says she was always busy with her own life outside Woodward Retirement Village so didn't need to participate in the organised activities in the village but appreciates the sense of community.

"For a woman living on her own, it's a great thing. It's your own fault if you're lonely as there are lots of activities arranged – bowls, cards, outings – I haven't always joined in because I had a busy social life outside the village but there's plenty to do if you want to be part of it," she says.

FAMILY REUNION

One of the benefits of Masonic Care Queensland's larger facilities is the ability to call on different levels of care and changing levels of support within the same complex. More recently, in her 90th year, Joy has been able to take advantage of this.

Although she is not so physically active now, she continues to have a strong sense of independence, which is supported by Masonic Care Queensland's Community Care service, which provides her meals.

She has also been able to reunite with her sister Marie-Claire. Marie-Claire had been living in Darwin

but, when her husband died in 1979, she decided to move to Cairns. In 2006 Marie-Claire moved to Woodward Retirement Village to be closer to Joy.

“For a woman living on her own, it's a great thing. It's your own fault if you're lonely here...”

Joy Stewart

Recently Marie-Claire's health has meant a move to Morinda Aged Care, which adjoins Woodward Retirement Village, so the two women are still able to be in close contact. Joy visits her sister regularly while continuing to live in the unit she chose 25 years ago.

Sadly, Joy's fingers no longer allow her to paint but she is satisfied with the legacy she leaves and feels she has said all she needed to say with her paintings.

Having been a pioneering female artist and a pioneer resident at Woodward Retirement Village, Joy is now the longest resident of a community that houses over 200 people.

Many life stories start a new chapter at Masonic Care Queensland. As well as celebrating 25 years of Woodward Retirement Village, we celebrate Joy Stewart and all the other residents who come to make the most of their retirement years with us.

HIGHLIGHTS OF THE 2015 FINANCIAL YEAR

The financial position of Masonic Care Queensland has continued to improve over the past two years as a result of introducing a range of strategic business initiatives.

4.76

\$ million

Total accounting result (including \$1.58 million from sale of surplus bed licences)

7.65

\$ million

Capital expenditure to improve facilities and infrastructure

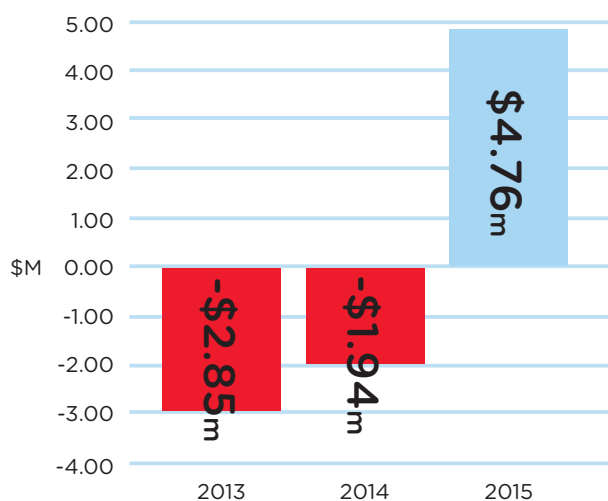
63.65

\$ million

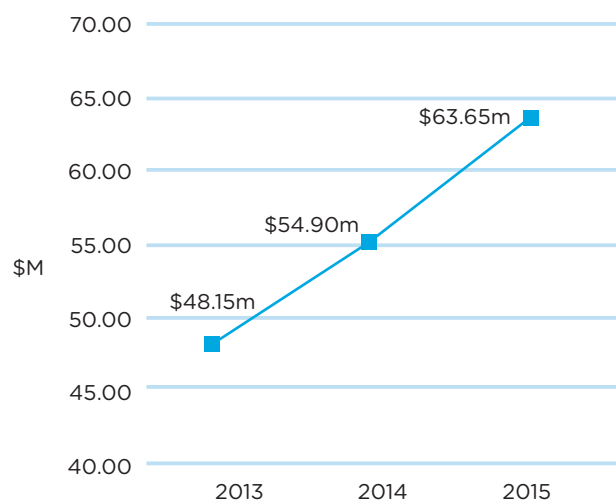
Revenue from operating activities, an increase of 15.8% on the previous financial year.

(Figures before extraordinary items)

MASONIC CARE QUEENSLAND OPERATING RESULT
(including depreciation)



REVENUE FROM OPERATING ACTIVITIES



We continue to invest in both buildings and business infrastructure with the capital expenditure of \$7.65 million going to initiatives including an upgrade of Musgrave Aged Care at Sandgate, a 15-bed extension of Morinda Aged Care in Cairns and information technology improvements.

Aged care operations accounted for \$2.7 million of the surplus and retirement living and rentals for \$1.4 million.

A more detailed statement of our financial position can be obtained by contacting our Board Executive Office.

UNITED CHARITY

IN DEDICATION TO



The Freemasons Queensland community stands behind the Board of Benevolence and the initiatives outlined in this review.

This section gives an insight into other charity work within the Masonic community in Queensland and how the different parts of the Masonic network are coming together to give support where it is most needed.



MESSAGE FROM THE GRAND MASTER OF FREEMASONS QUEENSLAND

28

'BROTHERLY LOVE, RELIEF AND TRUTH' ARE THE THREE CARDINAL ATTRIBUTES OF FREEMASONRY, WHICH HAVE BEEN HANDED DOWN OVER THE CENTURIES.

Talking about these attributes today, I translate them into contemporary language as 'mateship, giving and integrity'.

This annual review is particularly focused on the 'giving' attribute and represents the culture of giving that unites all of our Lodges and members.

I am constantly amazed at the plethora of charitable giving by individuals and Lodges, and the diversity of causes we support through Hand Heart Pocket. Our

particular structure and state-wide involvement allow us to support causes from small community ones, such as the local SES, to far-reaching state ones such as the Queensland Brain Institute (QBI).

In the past year, we have made significant changes to the structure and constitution of United Grand Lodge of Queensland and that has flowed through to Board of Benevolence and Masonic Care Queensland with the enhanced outcomes we are achieving. The launch of Hand Heart Pocket and the 'whole-of-craft' initiatives have all been part of this evolution.

Our 'whole-of-craft' perspective is achieving cultural change and

bringing us all closer together to make our giving even more effective. Lodges know that their charity efforts are not just an isolated endeavour but part of a larger ecosystem. Their donations to Hand Heart Pocket mean funds can be allocated to where they are most needed, including back to their own local communities when there is an urgent need.

Together the recent changes have built a stronger foundation for Freemasons in Queensland to meet the many demands for our support and to face the challenges of the way ahead. It has been a successful year by every measure and I congratulate and thank everyone who has contributed.

DR GARY BACON
GRAND MASTER



CAROL BACON'S APPEAL A 3-YEAR PLEDGE TO TRANSFORM YOUNG LIVES

IT IS A TRADITION FOR THE FREEMASONS QUEENSLAND GRAND MASTER'S WIFE TO NOMINATE AND SUPPORT HER FAVOURITE CHARITY FOR A 3-YEAR PERIOD.

Carol Bacon chose Youngcare and has already raised \$18,000 to help provide age-appropriate accommodation for young people with high care needs.

Carol Bacon was first moved by the plight of young people confined to aged care by their disability when she saw a TV program on the subject in 2005.

"The program's compelling story always stuck with me. When the time came to make a choice, I contacted Youngcare and visited them

to discover more," Carol said.

Since becoming involved, Carol has become a strong advocate for the needs of these young people.

"Life is very demoralising in aged care for young people with high care needs. The houses Youngcare is providing are designed for their well-being, and Youngcare also supports those who are being cared for at home."

MAKING A HOUSE A HOME

The first grant from Carol's fundraising has been used to provide the garden and outdoor furniture for a new Youngcare share house at Woolloowin in Brisbane.

The young people helped

to choose the furniture and the outdoor space is being transformed into a welcoming area with barbecue and communal seating. It is a space for the young people to enjoy, to spend time with family or visitors and also creates pleasant views from inside the rooms.

Carol also plans to donate equipment or furnishings for a Youngcare house in Albany Creek, Brisbane, which will be built in 2016.

A COMMUNITY CONTRIBUTION

The funds for Youngcare have been raised by raffles at the dinners where wives and partners of Freemasons meet.

Carol is grateful to the many people and

Masonic Lodges who have contributed and says regional areas have been very generous in donating.

"Together we can enhance the well-being and life opportunities for these young people by allowing them to live as independently as possible," she said.

QUICK FACTS

7,000 young people in Australia live in aged care facilities.

70,000 live at home with inadequate support.

Of those confined to aged care, 44% are visited by family or friends less than once a year.

Youngcare Annual Report 2013-2014

FUND OF BENEVOLENCE

Until July 2015, the Board of Benevolence had a totally separate fund (which is sustained by a Benevolence Levy paid by Freemasons plus other donations) to give those with Masonic connections a hand up in times of exceptional need. In future that fund will be a tax-deductible fund, part of Hand Heart Pocket, which will extend an equal hand to non-Freemasons and Freemasons alike. In contrast to our work with community partners, this fund is focused on individuals who face particularly devastating challenges.

A HAND UP WHEN LIFE KNOCKS A GOOD MAN DOWN

30



“Everyone at Hand Heart Pocket wishes Dan and the family well and we will continue to give them essential support to help them through this emergency situation.”

SOMETIMES LIFE DEALS A CRUEL BLOW AND A FAMILY CAN BE LEFT WITHOUT THE BASICS TO MAINTAIN NORMAL LIVING. IN SUCH EXCEPTIONAL CIRCUMSTANCES, HAND HEART POCKET GIVES TEMPORARY SUPPORT TO HELP PEOPLE GET BACK ON THEIR FEET.

In June 2015, self-employed Toowoomba man Dan was hit in the head by a truck door during a normal day's work at his truck and trailer mechanical business. The blow caused a severe brain injury, which has put him in hospital for months. As Dan was the sole breadwinner and had no income protection insurance, the accident catapulted his family (partner, Narelle, and seven

children and stepchildren) into an instant challenge of nightmarish proportions.

It's a well-worn cliché that we never know what tomorrow will bring. Dan's situation highlights a risk that faces many sole-traders. With the cash-flow ups and downs of small business, income protection insurance is often hard to afford and that means an accident or serious illness can have devastating financial consequences at a time when the last thing anyone wants to worry about is how to pay the bills.

When Dan was rushed from Toowoomba to Princess Alexandra Hospital in Brisbane, his partner Narelle not only faced all the emotion and anxiety about his life-threatening injury but was left without an income for

the foreseeable future. The financial year hadn't been a great one for their business so there were no savings to fall back on.

A relative of the family is a Freemason and was keen to see if anything could be done to help support Narelle and the family. He passed their story on to Hand Heart Pocket and the Board decided that it would pay the family's rent immediately and would monitor the situation to see what other help might be needed.

Narelle says, "It has been unreal to have this help. They have paid the \$590 per week rent, which the Centrelink payment doesn't cover, and that has allowed me to buy food and pay petrol for all the trips to the hospital in Brisbane and the school runs. Petrol alone is costing me \$200 to \$300 a week at the moment."

While the children have had to get used to more basic food like sausages and Vegemite sandwiches, Narelle says that without Hand Heart Pocket's help, she wouldn't be able to put food on the table at all.

A LONG HAUL TO RECOVERY

At the time of writing, a few months into Dan's treatment, he is still in hospital and, although his physical recovery is progressing well, his brain injury has caused major mental and personality changes.

"His way of thinking has changed. At the moment, he is more like a child than an adult – it's been a dramatic change." Narelle says.

"We as a family are still struggling to come to terms with all that has happened. Some of the kids just don't understand why he can't do things he loved to do with them anymore."

No-one can tell her how much of this change will be a permanent effect and how much Dan will regain his former temperament and capabilities.

In the meantime, Narelle continues to fit her life around visits to the hospital and the children's needs. Things have been made more difficult by the fact that the family's 7-seater vehicle was off the road for repairs at the time of Dan's

accident and extra school runs have to be done in a 5-seater car.

As the 7-seater is not really worth repairing, Hand Heart Pocket is looking for a suitable second-hand vehicle to ease this aspect of the family's life.

"They have gone out of their way to do whatever they can to help and I don't know how I can ever repay that. It's been just amazing," Narelle said.

"It has allowed me to concentrate on the kids and Dan without the financial problem sitting constantly in my mind."

Narelle and the children hope to have Dan home by Christmas 2015 but there will still be much physiotherapy and psychological treatment needed.

They can only do their best to deal with the situation step-by-step as Dan's future becomes clearer.

Narelle is hopeful he can make a full recovery if anyone can.

"The words 'he may not be alive when you get to Brisbane' still ring in my head. They put his survival

down to him being a very active healthy person. He's also a very determined person. Nothing beats him. His determination to get better just amazes me and everyone involved. He is my hero."

Everyone at Hand Heart Pocket wishes Dan and the family well and we will continue to give them essential support to help them through this emergency situation.

“It has been unreal to have this help. They have paid the \$590 per week rent... and that has allowed me to buy food and pay petrol for all the trips to the hospital in Brisbane and the school runs...”

Narelle, Dan's partner

THEO TAVOULARIS
Board Executive Officer
and in-house Legal Counsel

TOM WILTSHIRE
DEPUTY CHAIRMAN
Chairman of the Safety, Clinical and Care
Committee and a member of the Nomination
and Remuneration Committee

COLIN BRECKON
Member of the Building and
Projects Committee



NOT PRESENT:
GARY BACON, GRAND MASTER
*See Message from the Grand Master
on Page 28*

ROBERT NORTHCOTT
Chairman of the Building and
Projects Committee and a member
of the Benevolence and Community
Engagement Committee

OUR BOARD AND GOVERNANCE

SELWYN CLARK

Member of the Building and
Projects Committee

JOHN ARONIS

Chairman of the Audit and Risk
Committee, member of the Nomination
and Remuneration Committee and
a member of the Benevolence and
Community Engagement Committee

CAMPBELL CARMICHAEL

Member of the Audit and Risk
Committee

**BRUCE MILNER
CHAIRMAN**

Member of the Nomination and
Remuneration Committee

SPENCER CHRISTENSEN

Member of the Audit and Risk Committee
and Chairman of the Benevolence and
Community Engagement Committee

Board of Benevolence is the official charity of the United Grand Lodge of Queensland. Hand Heart Pocket is the registered charity name and Masonic Care Queensland is the not-for-profit aged care and retirement living entity. The Board consists of Freemasons and non-Masonic directors who bring particular skills to our operations. To discover more about the Board members visit www.handheartpocket.org.au/about/our-board/

OUR BOARD EXECUTIVE OFFICE TEAM

There is a small team in the Board Executive Office who manage the day-to-day fundraising and administration for Board of Benevolence and Hand Heart Pocket.

KAYLA NEWTON
Administrative Assistant



DANIELLE CHAPPELL
Fundraising and Bequest Manager



KATRINA MAKAI
Senior Executive Assistant



JENNY NOBLE
Executive Assistant



THEO TAVOULARIS
Board Executive Officer
and in-house Legal Counsel



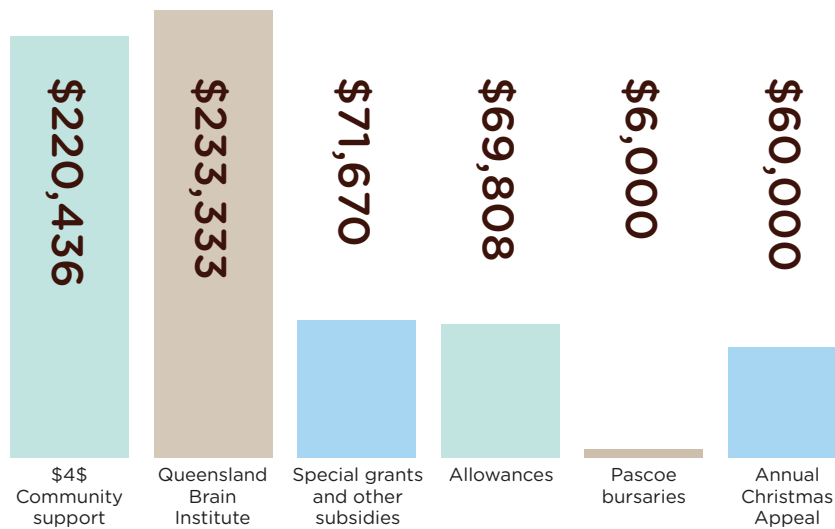
BOARD OF BENEVOLENCE OVERALL RESULT

HIGHLIGHTS OF THE 2015 FINANCIAL YEAR

The Board of Benevolence has a secure financial position with an overall surplus of \$5.94 million in 2015.



HOW DISTRIBUTED FUNDS IN QUEENSLAND MAKE A DIFFERENCE IN 2014-15



The Fund of Benevolence (for Masonic beneficiaries) recorded a surplus of \$257,000.

The Board of Benevolence also holds cash and investments valued at \$1.15 million on behalf of the Elson Estate. This supports the Horizons Respite and Recreation Association Inc. at Margate, which provides services to young adults living with disabilities.

A more detailed statement of our financial position can be obtained by contacting our Board Executive Office.

FREEMASONS WORKING TOGETHER FOR QUEENSLAND

Helping others is an age-old tenet of Freemasonry. This is our family of organisations in Queensland that work together closely to make life better – for individuals and the community.



FREEMASONS QUEENSLAND is the umbrella name for the independent Lodges (local Freemasonry groups) in Queensland and the United Grand Lodge of Queensland in Brisbane. There are over 7,500 members and 280 Lodges in Queensland.



UNITED GRAND LODGE OF QUEENSLAND is the governing body of Freemasons Queensland. It provides member support services.

BOARD OF BENEVOLENCE

BOARD OF BENEVOLENCE is responsible for fundraising and benevolent activities. It is also responsible for overseeing the governance, prudential, risk management and compliance aspects of Masonic Care Queensland.



HAND HEART POCKET is our registered charity name and public facing brand.



MASONIC CARE QUEENSLAND is our not-for-profit aged care and retirement living entity.



THE GERIATRIC MEDICAL FOUNDATION OF QUEENSLAND was founded by Freemasons Queensland to redefine health care for ageing Queenslanders. It initiated and significantly funds the Masonic Chair in Geriatric Medicine at UQ.

Below: This MING (Masons in New Guinea) apron is displayed in the United Grand Lodge of Queensland library at Ann Street in Brisbane. The MING was a temporary organisation made up of men from over 800 Lodges in the Commonwealth and USA who were serving in New Guinea in WW2. This MING apron was made by Madang Lodge and features tassels cut from bully-beef tins. It was last used at the Anzac Day service in Madang in 1945 before the MING was disbanded but it remains a symbol of friendship and support.



