



ANNUAL REPORT

2020-2021



THE
oasis
TOWNSVILLE

Transition | Connection | Integration

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CHAIR'S REPORT

Chair - John Caligari

2021 has been an exciting year with the biggest event being the move into our new purpose-built facility at 1 Staging Camp Avenue in The Village in Oonoonba. We have maintained our services while facing significant challenges in dealing with the shifting veteran support landscape and building our capacity in the new facility. But the outstanding effort of the members of Team Oasis who have worked hard together to ensure there was minimal impact on our operations are the defining feature of this last 12 months.

The environment surrounding the veteran community in Australia is very dynamic. Set in the context of appalling suicide by veterans which prompted the national suicide prevention trial for veterans and their families – Operation COMPASS, and our own discovery

journey transferring the lessons from that trial, it has been challenging to pick the right way forward to address the problem. This mental health and suicide problem has been discussed, investigated and reviewed many times since the Dunt Review of 2009. Most recently, we have had added to the pile of recommendations since Dunt, the Productivity Commission's recommendations and Dr Bernadette Boss' recommendations. The most significant change is likely yet to come as a consequence of the Royal Commission into Defence and Veteran Suicide, which has just begun. Everyone agrees transition out of the Australian Defence Force by serving veterans is the most significant cause of the problem of a failure of so many veterans and their families from having the life they deserve after serving their country.

We have continued Operation COMPASS (the national suicide prevention trial for veterans and their families) as best we can, continuing the trial while waiting for the funding to arrive from Department of Health. In particular, the

#CheckYourMates Campaign has been relaunched and will feature strongly at the end of the year. A large part of Operation COMPASS was also a continuation of the Veteran Community Grants Program 2021. This program has evolved to such an extent we have the next iteration to best support the Veteran Community which will be launched in 2022. We have also provided a submission to the Royal Commission utilising the learnings of both Operation COMPASS over the past four years and The Oasis Townsville.



Because of this, in the last 12 months we have cemented our philosophical approach as we have learnt more about the needs of the veteran community and transitioning soldiers, sailors and aviators. A key foundation for us is to have a comprehensive knowledge of the support services available and to ensure our veteran community clients access the best of them. As we learn more, we realise there is so much help that can be channelled in support of the veteran community, but it is so complex and crowded an environment it is not reasonable for anyone to navigate it alone, let alone a transitioning veteran who is experiencing it for the first time.

On the Operations front, we have significantly increased the capability of the wellbeing program from one of largely compensation advocacy to a professional case management capability. This approach has been challenging to implement as the main effort for ESOs in addressing the needs of transitioning veterans has been to address compensation. It is also largely the only service expectation by veterans of ESOs. Our nascent Wellbeing Program however has seen a gradual change in two key areas. The first is that after a preliminary discussion with a wellbeing navigator it is most common that veterans recognise there is more to wellbeing than compensation and the requirement soon changes to a more comprehensive view of an individual's life and future. The second change for

us has been the increasing number of veterans who are presenting to our Wellbeing Program who have yet to commence the transition journey (by completing an AC853) and are commencing their own research and reconnaissance. These are both good trends and indicative of the shortfalls in the current transition process and areas that need reinforcement.

In support of the Wellbeing Program is our Employment Coordinator who brings together a network of organisations and agencies that can support finding meaningful work for clients of the Wellbeing Program. We have arrived at this coordination function solution after experimenting with different approaches over the last few years. Our approach now aligns well with our philosophy of not taking on a job that can be and is being done better by another organisation. We intend to utilise the best services available and coordinate their efforts in the interests of our clients. On the flip side of supporting veterans and partners employment has been establishing a regime to support Townsville's businesses



appreciate the value of employing members of our veteran community. The Veterans Business Alliance has formed and begun the work of broadening the awareness of the potential for the veteran community to support Townsville's economic prosperity. This will be a main effort in the next 12 months as it is this work that will ultimately lead to more opportunity for veterans and their partners.

Also supporting the Wellbeing Program as a key aspect of its remit, is the Connections Program. This requirement was the single biggest design factor for our Home Base in Oonoonba and the most challenging to get right for the disparate characteristics of the veteran community. At the core of the capability is the intent to support the connection of veterans to each other and integrate the veteran community into the Townsville community. This needs to be addressed for men and women of all ages and their families. Not a simple challenge for one facility to address. We are developing programs we conduct ourselves at Home Base, others we have supported through grants and space to utilise at Home Base, some at other more suitable locations sponsored by The Oasis Townsville to learn about what works and what does not, and others that already do a great job of connecting the veteran community and are just looking for a home.

We have responded to demand and volunteer enthusiasm to conduct a few of our own in-house programs. Most prominent is the Connections Sewing, Art and Craft Group which has been running for a few years and is now established in Home Base and is growing rapidly. With over 70 involved now and more requests received, especially during the Grand Launch, this program is going strong and developing. It is supported by a team of seven volunteers, and they have been developing plans to expand their program in 2022. All of these require passionate and dedicated volunteers and we are very fortunate to have this program develop over the past few years. We did have a dog program that needed support to keep its doors open for a while but has now found its feet so has been re-launched as a separate business supporting veterans with assistance dogs.

These last 12 months biggest challenge has been to recruit a connections coordinator to focus on bringing this complex program together. This is a high priority to address early in 2022. A very important contributor to the connections capability is Dirty Boots Café which has been a magnificent success and continues to grow stronger as an integral part of The Oasis Townsville and our connections operations. It has been the biggest draw card and in these early days of occupancy of Home Base this has been fundamental to our positioning in the veteran and Townsville communities.

Another of our biggest developments in the last 15 months has been the growth of Team Oasis. We've been building an employee base that supports the consistent and smooth functioning of Home Base and a passionate volunteer force that binds the capability together and gives us the capacity to do an ever-increasing amount of great work. The balance of employees and volunteers and the complementary characteristics they each bring is very important to ensure the effort to support our veteran community clients is not disrupted while we grow and balance over time. This last 12 months has also seen a significant amount of effort to ensure all in Team Oasis are appropriately inducted and trained to ensure the quality of our work with the veteran community is high. It has been particularly gratifying to see that all the members of Team Oasis have recognised the part they play in effective operations and have supported each other magnificently. This is a real strength of the culture being developed by Team Oasis at our Home base for the Veteran Community.

Organisationally we have seen a considerable amount of bedding in of the structure to best achieve the mission. The board is now at the right strength and has the right skills mix. We have a General Manager and management team in place that is establishing and refining the procedures and processes to ensure effective operations. The three key programs are all running and developing as we learn how best to serve the veteran community. In particular, the establishment of the Veteran Community Health and Wellbeing Advisory Group (direct descendant of the Operation COMPASS Steering Committee) has established itself as a key advisory body to ensure our Wellbeing Program remains at best practice and conforms to the evolving environment for the wellbeing of the veteran community in Townsville.



The biggest disruption, but also enhancement of our operations this year was the move into our new purpose designed facility that we call Home Base for the Veteran Community. We moved out of 143 Walker Street in May and opened at 1 Staging Camp Avenue in June. The first part of the facility we opened was Dirty Boots Café. We've had many growing and settling pains with the new building which was opened by the Queensland Premier and our local Federal MP and veteran Phil Thompson, MP. He also soon after presented us with the Australian National Flag that now flies proudly at the main entrance to

Home Base. While we are largely settled in and held our Grand Launch on 16 October 2021, we have a few issues to resolve to ensure we can exert all energy on the veteran community and not in addressing peripheral issues.

The Grand Launch on 16 October was a huge success. We had over 2000 people attend. On the day we were welcomed to country with a traditional First Nations ceremony with a smoking ceremony and dancing, we unveiled our own First Nations artwork by veteran Chris Gray who has become an internationally successful artist, and we launched our own smartphone app. We are grateful for the support we receive from all across the Townsville



Community and beyond. We were particularly privileged to have a video from the Governor-General of congratulations and apologies for not being able to attend due to COVID. We had the Mayor of Townsville Cr. Jenny Hill and Commander of the 3rd Brigade Kahlil Fegan do the honours and cut the ribbon to launch The Oasis Townsville capability.

The real evidence of the need for Home Base is in our usage statistics. At the end of November 2021, six months into operations at Home Base, we have had over 1 million hours of use. This figure only includes those who booked a hut/space for use by their group. It does not include the 2000+ who attended the Grand Launch or Townsville's Coolest Book Fair or the 1000s who have been through as visitors; or the 3000+ customers at Dirty Boots Café. All of this is in addition to the veteran community clients who have sought assistance from our Wellbeing Team, which number in the 100s.

We have been very fortunate to have received support in donations and in-kind from many people and organisations. We are especially indebted to QBE for their sponsorship of one of our our PeeWee Huts. It's the first to be sponsored and they have inspired others who are looking to do the same soon. We have been well supported by several of Townsville's Rotary Clubs and from Lamberts Fresh Produce who ran a week-long fundraising campaign at their shop with the support of our host unit in 3Bde – 4 Regiment. On behalf of the board and Team Oasis I would like to express our sincere thanks for their faith in us.



We have also made significant headway in developing the policy, procedures, processes, and guidance necessary to be most effective. While we had all the necessary policies in place from when we needed as a company, we have spent significant effort recently in ensuring alignment and consistency across all of them. Most importantly we have established a risk framework that is becoming the basis for all decision making. At the same time, we have not waited to get everything perfect before we put in place an independent evaluation process. We need to measure what we are doing and its effectiveness to ensure we are prioritising the resources to most effective activities. We have begun a comprehensive data collection effort by everyone

in Team Oasis. And we have engaged CQU to support us in the overall evaluation. We also have others for specific programs supporting the evaluation to determine the value to the veteran community of our outcomes. One of the main tools for the measurement of efficacy and effectiveness is the CRM we have been working with for over two years called ChilliDB by Polyphonics. Polyphonics has also been supporting the reporting and graphing necessary to make good decisions about the services provided.



In addressing the changing veteran environment, our next biggest venture is Operation NAVIGATOR. This will become the main effort in the next 12 months. It derives from the idea that it is not good enough to be resolving problems as they occur for the veteran community. It is surely better to assist in the preparation and planning for the inevitable departure from the ADF. After all, this is what servicemen and women do best – planning. The evidence for us is that we have seen an increasing number of veteran clients who are seeking assistance before formally commencing the transition journey out of the ADF (signing the AC853). While we have encouraged many serving veterans to seek the services they are entitled to from ADF Transitions, we recognise our case management approach to dealing with what we describe as the 10 Human Needs has led to veteran clients recognising the value in planning for their future before declaring their hand to Defence. Another significant trend has been the retention effect we have seen due to veteran clients having a wellbeing navigator lay out the options and challenges prior to considering transition, which in many cases has led to more serving veterans delaying thoughts of departure from the ADF.



This last 12 months has been a fast ride and at times has felt like building a plane while flying. But we have worked hard to ensure the service we provide is the best possible and have struggled in the background to catch up with the other requirements of us from key stakeholders and funding organisations. Learning the ropes in a fast-developing environment and moving to a new facility where we can put into practice all we have developed over the last few years has been exciting, at times challenging but always rewarding for the effect we have had on the lives of so many members of the veteran community in Townsville. The next 12 months will see significant stabilisation and consolidation of our efforts as we make quality decisions on how programs will run based on a comprehensive evaluation process and take on board the Royal Commission recommendations, when complete. We will do all we can in the environment we've got to give the veteran community the best chance of integrating and supporting the economic and social prosperity of Townsville.



THE EMPLOYMENT PROGRAM

Employment Coordinator - Andrea Smalley

The Employment Coordination Team supports the Wellbeing Program Services to assist veterans and their family members into finding employment after they have transitioned out of the Australian Defence Force. Services are available to all veterans who have served in the Australian Defence Force, as well as partners and families.

We have learnt much since we began supporting employment and have settled on the current program which began in earnest in July 2021. Since that start, the Employment Coordination Team has successfully connected and formed relationships with outside agencies that specialise in employment, education, and vocational support. Our services are aimed at complementing those that are available through Defence, Government, Ex Service Organisations and NFP Organisations.

The program has been met with great interest from the veteran community. Since July 2021 more than 90 businesses have approached the Oasis requesting to support veterans in their endeavours, with either employment opportunities, advice and mentoring for self-employment, establishing pathways for future employment, pilot programs, or training, education, and financial support. There has been over 50 veteran and partners involved with the program, in various stages of their Defence careers, including current serving, transitioning and post transition members.

The Oasis Job Opportunity Board has been created to bring awareness of veteran friendly companies providing opportunities for veteran and their families. It also forms an additional avenue to communicate job vacancies to the wider veteran community.

Since beginning in July, our service has enabled and assisted with 10 veterans securing jobs, 7 members finding a pathway to self-employment opportunities. Continued development and growth of this program will provide support to more individuals.

There has been a large interest in individuals wanting the opportunity to educate and upskill and through our connections with TAFE, CQU, JCU, Princes Trust and some Registered Training Organisations. We have provided advice and many referrals.

The program has begun its journey in connecting with larger organisations to develop information sessions and workshops such as mining companies, Master Builder Associations, large contractors. We have successfully held events to highlight the opportunities available to veterans.

We will continue to grow into 2022 and expect to work closely with many organisations to provide that single front door to employment opportunities for veterans, their partners and their families.





VETERANS BUSINESS ALLIANCE

The Veterans Business Alliance has been established as an alliance of Townsville's veteran-smart business owners and employers with an interest in harnessing the value of veterans in supporting the economic prosperity of Townsville and the region. To date there has been four meetings since July 2021, discussing the need for a greater understanding of the veteran community, within the civilian workplace.



The VBA has completed a charter which incorporates the purpose, mission, objectives and membership. By years end we will have a VBA pledge and accompanying Value Proposition for the growing number of businesses appreciating the value of veteran employees.

As its first major effort into supporting the creation of jobs and the placement of jobs into them, the Veterans Business Alliance has been an integral part of assisting the North Queensland Manufacturing Hub and TAFE QLD in the preparation of the Defence Transition to Manufacturing Program. This program was devised to assist veterans with building skills set to begin an advanced manufacturing career. The program is a fully funded training program with a guaranteed employment outcome.

The VBA is on track to launch by mid-year 2022 with up to 50 employers and business owners as members.

WELLBEING PROGRAM

Wellbeing Program Manager - Colleen Wing

The Wellbeing Program has grown and changed since first starting out and we are now firmly grounded at Home Base. We have well and truly settled in the Wellbeing Hut which is a very comfortable and welcoming space for visitors, clients and staff alike. We have so far achieved what we set out to do, putting into place a highly skilled paid work force alongside a team of skilled and passionate volunteers. Our team of 10 comprises of Wellbeing Manager, Wellbeing Navigators' informal peers and paid advocates with a grant being awarded this month.

The team hold a myriad of skills, education backgrounds and lived experiences and most of all compassion and understanding that health and wellbeing are essential for quality of life. We draw upon active participation and engagement to create a positive experience for clients and visitors. This allows us to unpack the 10 human needs framework and see what, when and how we can best work with our client base. We each offer something unique to the team, this may be experience and education in social work, psychology, mental health, disabilities and community services and education as well as veterans and veteran spouses. We pool our skills for optimal care and case management of client's needs. Our Advocates are working closely with mentors via RSL QLD, along with a MOU for a smoother referral process for clients. We are moving toward growing in this space as we see a need for quality advocacy in the region.

The Wellbeing Program are working to ensure our services maximize access and are inclusive to all. Ensuring that this inclusivity extends to our most vulnerable and at-risk cohorts, which will enable us to expand our footprint slowly and steadily in the region.

We focus on outcomes that are achieved through thorough development, design, delivery and evaluation of our services. We work to stay current and relevant in evidence-based knowledge known to be effective in improving outcomes which informs policy making and effective and reflective professional practice. We are using a Person-centred and family sensitive approach empowering partnerships with families and communities that enhance health and wellbeing. We are committed to excellence and continually assessing our work practices to find opportunities for improvement.



The Wellbeing Program has been collaborating with local businesses and organisation's to bring a variety of connections classes/ groups to The Oasis. These include yoga, war hammer gaming, exercise physiology and exercise boot camp to name a few. As we are still feeling our way, the new connections survey is key in pointing us in the direction of client's needs, wants and interests. We look forward to seeing these kinds of activities grow.

We have developed our own Veterans Health and Wellbeing Advisory Group. The purpose of this group is to provide insight and advice to inform the design, development, and implementation of our Wellbeing Program. These will continue to run quarterly.

VOLUNTEERING PROGRAM

Volunteer Coordinator - Erin Donnelly

For most of the past 12 months, our previous temporary location and COVID restrictions placed limitations on the number of volunteers we were able to recruit. The volunteers we had continued to come into the office and/or volunteer from home. We were planning for an increase in volunteers and the implementation of new teams such as the Meet and Greet Team but delayed this until we moved to our new location in The Village. The requirements and numbers for the teams were difficult to determine until we were in the facility and open to the public. However, our recruitment continued to focus on the Wellbeing Program and we had four new volunteers join the team in the latter half of last year.



Many of our volunteers returned in the New Year and were keen to move to our new facility as the date moved closer. In April we again needed to limit the number of members of the Team (paid and volunteers) coming into the office due to COVID restrictions for two weeks. The priority was our clients, and Advocates were coming into the office for appointments. There was a surge in Volunteer Applications received once we moved into the new facility which was great to see, and this allowed us to recruit to the new Meet and Greet Team. As in the past most of our volunteer applicants are very keen to assist in the Wellbeing Program.

We were able to celebrate National Volunteer Week in May in the new facility. This was quite exciting as it was our first function in the new facility. We had a wonderful lunch prepared by Dirty Boots Café, and the Chairman of the Board, John Caligari, and our new General Manager, Angie

Barsby, were able to present Certificates of Appreciation to our volunteers.

As can be expected, for a relatively new organisation, development of our computer systems and programs continued. We implemented our new Intranet site in the new year and started work on a new online induction. This required our volunteers to learn and navigate the new Intranet and move our records management to the new site. For a volunteer workforce this can take a little longer but as they have proven in the past they got on with the job.

Recognition continues to also be important for our Team. And whilst we have not formalised our recognition program in a framework and policy, we are well down the path of doing this, day to day and month to month. We had a previous volunteer donate some funds which allowed us to implement a voucher that is given to volunteers to make purchases from the Dirty Boots Café when they came into The Oasis. It is these small gestures that show how much we appreciate and value our Volunteers.



The volunteers are a vital aspect of our organisation. Whilst they may come and go for various reasons, every volunteer who has been with us for however long has made a significant contribution to our vision and mission for our current and Ex ADF members, families, and friends. Their commitment, passion and belief has been wonderful to see and be a part of. We expect our volunteer programs to continue to evolve and adjust as the organisation settles into our new facility. But most of all we want our volunteers to have an enjoyable, rewarding and fulfilling experience with us. Our volunteers are valued and vital to our continued operations.

GRAND LAUNCH 16 OCTOBER 2021

What a fantastic day this was. We had several openings, but this was the biggest and the best and celebrated the official launch of The Oasis Townsville Veteran Community Home Base. Over 2000 recorded in on the day but we suspect more than that attended. The official program included the cutting of the ribbon by Mayor Jenny Hill and our Patron Brigadier Kahlil Fegan. We unveiled a magnificent artwork by veteran and First Nations man Chris Gray and launched our own smartphone app. To top it off we received a very encouraging video message from the Governor-General David Hurley AC, DSO. It was a fantastic day all around with an official Welcome to Bindal Country by Aunty



Jenny and dancers, including a smoking ceremony. Also, to entertain was the 1RAR Band and our own Veterans and Veterans Families Pipe Band and the Military Wives Choir. Our Connections Sewing and Craft Group had a great response to interested veterans and partners on the day with over 70 signing up on the sheets provided. We even had an appearance by Pricey of 4MMM showing his support. We also had a special presentation by our 2021 grant recipients and learnt how they have inspired others to seek grant funding. Dirty Boots Café was in full swing, and the kids' activities and food trucks complemented the day nicely. We have now settled down to the hard work after that big day.



OASIS CONNECTIONS SEWING, ART AND CRAFT PROGRAM

Team Leader - Narelle Caligari

As The Oasis Townsville celebrates its third Anniversary, this year's Connections activities and events kicked off with Sewing and Quilting Classes recommencing as the doors of the new Oasis Townsville premises were thrown open in June 2021. During the past six months, The Oasis went from providing four sewing machines increasing to eight machines and an Overlocker, as classes became fully booked with waiting lists of participants on several days per week. Approximately 65 people have participated in our classroom on a regular basis, creating amazing projects of dressmaking, quilting, costumes, sewing and items to sell at our Christmas Craft Markets in November. They have made costumes, hats, cushion covers, dog beds and other practical items. Some participants formed close friendship



and support groups, who meet regularly and have found their new "family". We have increased from three to seven Oasis Volunteer Teachers, who all bring different skills and talents to our Sewing, Art and Craft Studio to provide instruction, guidance, support and inspiration to our participants.

Veterans (both male and female), their partners, children, relatives and close supportive friends have enjoyed a variety of classes and formed many friendship groups over the past six months. Saturday afternoon "Painting for fun and friendship" with Acrylic and Watercolour is very popular. More classes are planned to start in January 2022 including crochet, knitting,

smocking & embroidery, Quilt making, dressmaking, Overlocking, mending, Men only group, Kids sewing, Scrap booking, Sewing Retreats, quarterly Craft Markets, Airing of the Quilts Day and Sewing Sundays are being planned for 2022.

During the Grand Opening Day in October and the Xmas Craft Market weekend in November, over 400 visitors passed through the Sewing Studio with another 70 future participants signing up on our Expression of Interest Class Lists that were on display. They will receive emailed newsletters and future notifications of Connections Sewing, Art and Craft classes and events in 2022. Website registration for classes has been very successful due to the demand of places available.



OASIS CONNECTIONS MUMS, DADS AND BUBS SUPPORT PROGRAM

Team Leader - Narelle Caligari, Registered Nurse and Midwife and mother of three, including twins.



Mums, Dads and Bubs Coffee Group kicked off in June as the Oasis opened and has included Veterans, their partners, family members, couples with newborns and supportive friends. The first gathering had nine Mums and twelve children, and the outdoor BBQ area and lawn was great for toddlers to explore in the beautiful cooler winter months. New friends were made, and activities included bubble blowing, playdough, art, mini shopping trolley play and ball fun. Cooking demonstrations and taste testing were so popular that Oasis staff, unable to resist the delicious smells from the Oasis kitchen, came out to join the group regularly and chat. Friday mornings are now full of family fun and participants just turn

up when they like, no need to register on the Website.

A Mums, Dads and Bubs/Toddler Lounge Area was permanently set up at the opposite end to the Veterans Lounge of the main building and has been enjoyed and utilised by many families since the group outgrew the Sewing and Craft Studio. Now this group uses airconditioned Hut 4 or 5 as the perfect environment, next to Dirty Boots Café to meet. The large television on the wall plays favourite toddler songs to dance to, the soft fall mats, kids' toys, and bean bags create a safe, welcoming environment.

Dads are also coming along and inviting their mates to come. Each newborn parent is given a gift of a beautiful handmade baby blanket to celebrate the birth of their baby. Feedback received from one of our Veteran participants is "this group has changed my life and given me a Townsville family who offer me love, acceptance and support".



VETERANS ADVENTURE CAMP

The veterans adventure camp was developed with the main goal for people to connect to others whilst discovering alternative forms of exercise. We saw 11 participants head off to Paluma to hike bike kayak, complete challenging high rope course, scale waterfalls and camp out. We saw sunshine steamy days and rainy nights. Shared stories around the campfire and bonded over commonality of the ADF. Some had been out for 10 plus years others still serving

We have many takes aways from the adventure camp and learnings that we will be sure to implemnet for the next camp.

All those who attended had never met before bar 3 gentleman who had previously been involved with Farmer Assist.



The all-male group were accompanied by Wellbeing Program Manager Colleen and Oasis Team Member Nikita who utilized the expertise of Sam Steadman and Outer Limits adventure fitness. An existing program was modified to meet the needs of the veterans and their ability to complete the course.

Although there were a few hurdles, the target goals were met with members of the group maintaining contact to either go mountain bike riding, sailing on the bay, kayaking, or socializing at the Oasis and or other venues and much talk about when another camp would be.

TOWNSVILLE'S COOLEST BOOK FAIR

On 27 November, Brothers N Books hosted Townsville's Coolest Book Fair at The Oasis Townsville. The fair was a massive success with over 4000 books sold to over 2000 attendees. We are all expecting to do it again next year. We received over 6000 books and spent all day the day before to set it up. Out of the almost 2000 books left, Brothers N Books will set up a few other community libraries for the veteran community and the growing number of veterans reading for entertainment and pleasure. Well done Dylan and Kirsty.



DIRTY BOOTS CAFE

Owner – Glenn Kremmer

Well, after 3 years of planning, lots of changes, and investments Peta and I managed to get Dirty Boots Cafe opened in May this year.

We are continuing to grow and learn how this operation will evolve over the coming years. We have trialled different coffee blends. This will be showcased early in 2022, when we will have a full week of “select your favourite blend”. The aim will be to have our own famous brand Dirty Boots Blend. Keep your eyes peeled early in 2022 to assist with selecting our own blends.

Since we have opened, we have had a steady rise in customers and provided and assisted many groups and connections activities with catering, both on and off site. We currently have a small following of daily attendees who call in for their daily brew and chat with their local barista.



We entered a trial of opening Saturday mornings for the local community. We selected some Saturday only breakfast special options based on customer feedback throughout our opening weeks. Whilst Saturdays started off well, the patronage has not been sufficient to give us a return for The Oasis Townsville so will likely be discontinued in 2022.

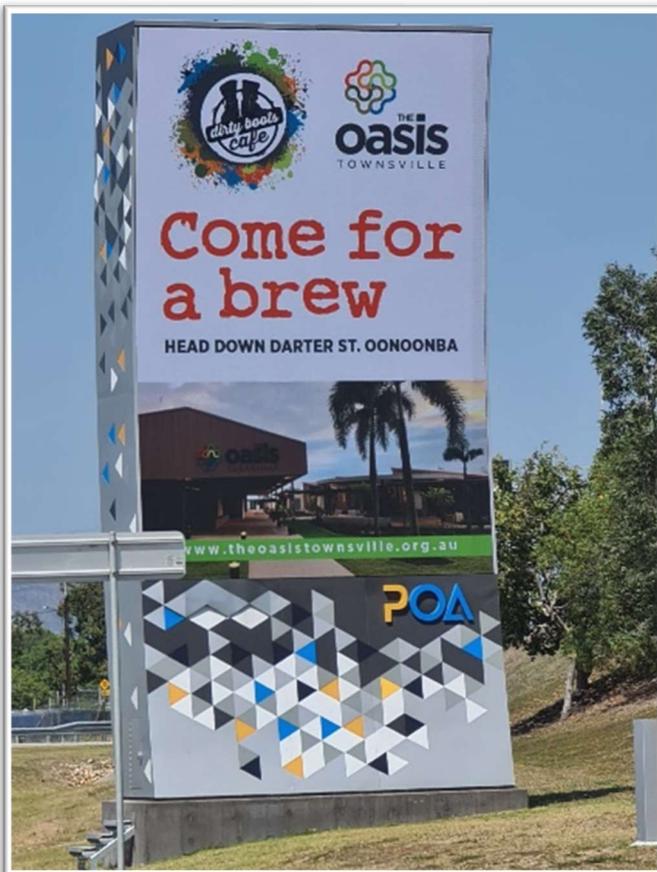
Moving through the months we made it to the Grand Launch in good shape. We had a few technical issues to sort out, but we are feeling more established as the year finishes. We had a very successful Grand Launch at the cafe thanks to our staff and our wonderful volunteers on the day.

Coming into the back end of the year, we have supported Christmas parties, Legacy big annual event, we have had Townsville’s Coolest Book Fair put on by Brothers N Books which was a tremendous success, as well as many events like the local Warhammer Gaming event in December.

Peta and I, wish to thank our customers for the support they have provided us since opening and we have had over 3400 visitors through the shop.

Dirty Boots Café will have a well-earned break from 24 Dec 21 to 10 Jan 22. We look forward to 2022 and supporting and growing our small business which in turn supports The Oasis Townsville.

Merry Christmas and Happy New Year from your wonderful team at DBC.



OUR SUPPORTERS

DIAMOND



EMERALD



SAPPHIRE



RUBY



OPAL



Magnetic Island
RSL



Member for
Mundingburra

Individual Donors

Glen Robinson, Harold Hunter, Cath Weis, Barry and Chris Caligari, Joel Volker, Rod Cateley, Narelle Morgan, David Stephens.

The Oasis Townsville Limited 2021

53624166196

Financial Statements

For the Year Ended 30 June 2021

The Oasis Townsville Limited 2021

53624166196

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The Oasis Townsville Limited 2021

53624166196

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2021

	2021	2020
Note	\$	\$
Contracts	844,148	-
Donations Received	17,979	114,356
Grants	16,418	138,651
Sponsorship - sapphire	8,000	-
ATO Cash Boost	(10,000)	10,000
Total Revenue	876,545	263,007
Expenditure		
Accounting fees	(9,485)	(1,055)
Advertising	(87,017)	(2,739)
Cleaning	(10,264)	-
Computer Expenses	(12,797)	(10,794)
Consultancy Fees	(2,681)	(24,707)
Consumables	(7,141)	(5,576)
Equipment Expenses	(11,418)	(79,141)
Employee benefits expense	(314,800)	-
Engagement events	(175,446)	-
Finance Costs	(112)	(36)
Freight and cartage	(398)	-
Legal fees	(582)	-
Insurance	(8,115)	(4,394)
Magazines & subscriptions	(11,297)	-
Motor vehicle expenses	(5,125)	(4,055)
Minor capital items (less than 10k)	(135,254)	-
Repairs and maintenance	(9,013)	-
Other Expenses	(14,383)	(1,301)
Other direct service costs	(4,199)	-
Oncost - training and development	(19,401)	-
Staff amenities	(2,890)	-
Storage costs	(2,695)	(2,120)
Training	(28,531)	-
Travel, Accomodation and Food	(11,855)	(18,668)
Uniforms	(1,019)	-
Volunteer recognition	(1,175)	-
Total Expenditure	(887,093)	(154,586)
Surplus (deficit) for the year	(10,548)	108,421

The accompanying notes form part of these financial statements.

The Oasis Townsville Limited 2021

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Statement of Financial Position As At 30 June 2021

	2021	2020
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	361,406	175,280
Trade and other receivables	3,400	-
TOTAL CURRENT ASSETS	<u>364,806</u>	<u>175,280</u>
TOTAL ASSETS	<u>364,806</u>	<u>175,280</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	3 180,113	1,534
Provisions for annual leave	21,495	-
TOTAL CURRENT LIABILITIES	<u>201,608</u>	<u>1,534</u>
TOTAL LIABILITIES	<u>201,608</u>	<u>1,534</u>
NET ASSETS	<u>163,198</u>	<u>173,746</u>
EQUITY		
Retained earnings	173,746	65,325
Surplus/(deficit) for the year	(10,548)	108,421
TOTAL EQUITY	<u>163,198</u>	<u>173,746</u>

The accompanying notes form part of these financial statements.

The Oasis Townsville Limited 2021

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Statement of Changes in Equity For the Year Ended 30 June 2021

2021

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2020	173,746	173,746
Surplus for the year	(10,548)	(10,548)
Balance at 30 June 2021	163,198	163,198

2020

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2019	65,325	65,325
Surplus for the year	108,421	108,421
Balance at 30 June 2020	173,746	173,746

The accompanying notes form part of these financial statements.

The Oasis Townsville Limited 2021

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Statement of Cash Flows For the Year Ended 30 June 2021

	2021	2020
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	878,364	247,322
Payments to suppliers and employees	<u>(692,238)</u>	<u>(137,420)</u>
Net cash provided by/(used in) operating activities	<u>186,126</u>	<u>109,902</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net increase/(decrease) in cash and cash equivalents held	186,126	109,902
Cash and cash equivalents at beginning of year	<u>175,280</u>	<u>65,378</u>
Cash and cash equivalents at end of financial year	<u><u>361,406</u></u>	<u><u>175,280</u></u>

The accompanying notes form part of these financial statements.

The Oasis Townsville Limited 2021

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Notes to the Financial Statements For the Year Ended 30 June 2021

The financial report covers The Oasis Townsville Limited 2021 as an individual entity. The Oasis Townsville Limited 2021 is a Company, registered and domiciled in Australia.

The functional and presentation currency of The Oasis Townsville Limited 2021 is Australian dollars.

1 Basis of Preparation

In the Directors' opinion the Company is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. The directors have determined that the accounting policies adopted are appropriate to meet the needs of members.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

2 Summary of Significant Accounting Policies

(a) Income Tax

The Company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(b) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(c) Revenue and other income

Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Company expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(c) Revenue and other income

Revenue from contracts with customers

3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Company have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Grant revenue

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the Company satisfies the performance obligations stated within the funding agreements

When grant revenue is received whereby the Company incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

The company receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

Donations

Donations and bequests are recognised as revenue when received.

(d) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

The Oasis Townsville Limited 2021

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Notes to the Financial Statements For the Year Ended 30 June 2021

3 Trade and Other Payables

	2021	2020
Note	\$	\$
CURRENT		
Trade payables	157,662	-
GST payable	-	1,535
PAYG Withholding Payable	18,388	-
Superannuation Payable	4,063	-
	<u>180,113</u>	<u>1,535</u>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

4 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2021 (30 June 2020:None).

5 Events Occurring After the Reporting Date

No other matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

6 Statutory Information

The registered office of business of the company is:

Findex (Aust) Pty Ltd
Level 5
22 Walker Street
Townsville QLD 4810

The Oasis Townsville Limited 2021

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Directors' Declaration

The directors' declare that in the directors' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Director 
John Caligari

Dated this 13th day of September 2021

Independent Auditor's Report to the Members of The Oasis Townsville Limited

Opinion

We have audited the special purpose financial report of The Oasis Townsville Limited (the Company), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2021 and of its financial performance and cash flows for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Company to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Independent Auditor's Report to the Members of The Oasis Townsville Limited (cont.)

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Conclude on the appropriateness of those charged with governance's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

Crowe Audit Australia
CROWE AUDIT AUSTRALIA



Donna Sinanian
Partner

Townsville, 13 / 09 / 2021.