



# ANNUAL REPORT

JULY 2022 – JUNE 2023



THE  
**oasis**  
TOWNSVILLE

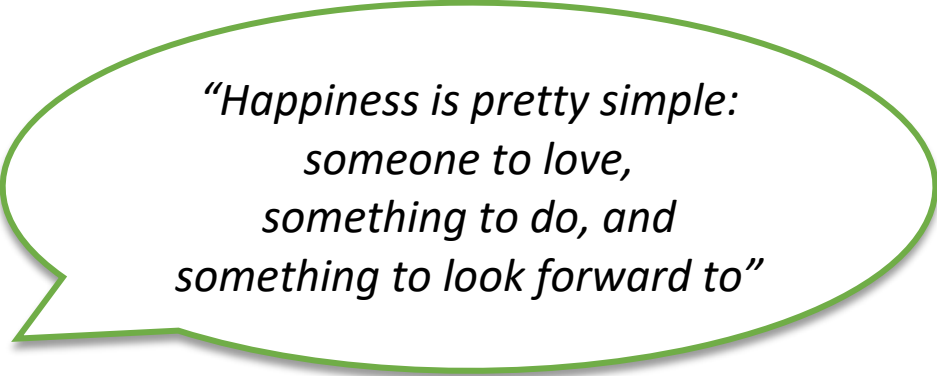
Transition | Connection | Integration

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## Overview

Our philosophy is simple and is derived from the experience of **Operation COMPASS** (the National Suicide Prevention Trial for Veterans and their families which commenced in Townsville in 2017 and is continued by The Oasis Townsville as a program). It is the philosophy for happiness first articulated by 18th Century German philosopher Immanuel Kant but has been used in various forms by many others since. Our form is thus:



*“Happiness is pretty simple:  
someone to love,  
something to do, and  
something to look forward to”*

As such, The Oasis Townsville comprises three core programs:

- A **Connections Program** that has as its aim maximum use of the purpose-built facility of our Home Base for the Veteran Community in Oonoonba. We have many groups using the facility, some we conduct ourselves, others are separately organised and just looking for a great venue. All usage of space is free for groups that can demonstrate they have members of the veteran community as members.
- An **Education and Employment Program** that seeks to place members of the veteran community into meaningful work. That can be support to start a business and self-employment employment, or as an employee of someone else's business. It could also be as simple as a volunteer role or a connections program.
- A **Plans Development Program** that assists all members of the veteran community to better prepare for their future whether transitioning from the ADF into civilian life or working through the issues associated with other likely or possible life-changing events.

## Vision

A thriving, respected, vibrant, and well supported veteran community enhancing the economic and social prosperity of Townsville.



## Mission

The Oasis Townsville is to provide a 'single front door' for all members of the ex-ADF community in Townsville, including families; as well as current ADF members who have begun the transition journey - to transition, connect and integrate into the Townsville Community.



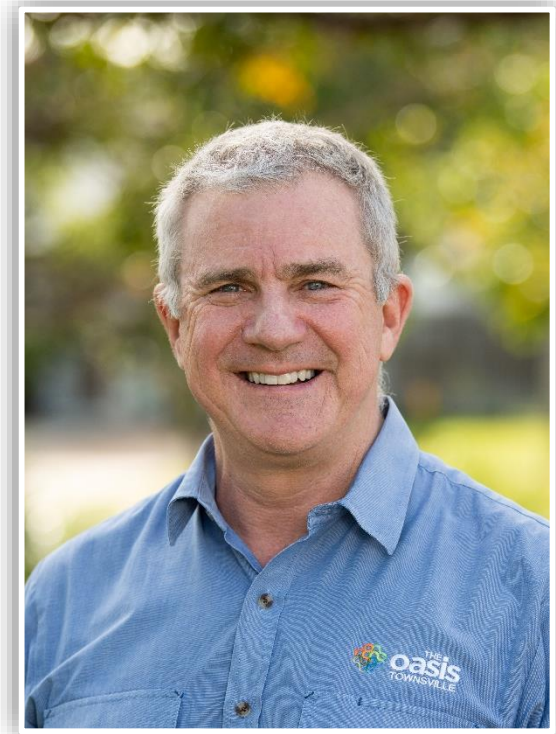
## Goals

1. An environment that is veteran and family-friendly and welcoming, facilitating social connections and a feeling of personal safety.
2. A service that facilitates comprehensive access by the veteran community (including families) to services that support the 10 Human Needs.
3. An experience that is rewarding, meaningful and enjoyable for all staff.
4. A culture that supports veterans supporting veterans and the pursuit of good ideas to do this better.

## **Chair's Report**

### **Veteran Community Ecosystem**

The first results of the Australian Bureau of Statistics 2021 Census have confirmed Townsville as Australia's largest garrison city. Figures released show that one in six households in Townsville has a veteran, which compares to one in 20 for the Australian average. In addition, recent Government announcements due to the Defence Strategic Review will mean an increase in the number of ADF personnel posted to Townsville, which could increase the veteran community by over 1,000. Townsville is also becoming a preferred location for resettlement, given a low job vacancy



rate, a great lifestyle recognised post-pandemic, and the increasing acceptance of veterans in Townsville as an important part of the community and economy.

The Royal Commission into Defence and Veterans Suicide released its interim report at the beginning of this reporting period, which has already begun to impact the community. The Australian ESO community led by RSL National has held several forums to work toward a peak body and ESO standards.

The Queensland Government has recently reformed the Queensland Veterans Council, and it has now met at The Oasis Townsville seeking support and collaboration in developing initiatives for the benefit of the Veteran Community in the region. We have also had an increasing number of approaches this year from other government and non-government agencies, ESOs, service providers and employers to collaborate on veteran community support. There is a strong appetite for working together, reducing wasted resources, making navigation easier for veterans and their families and improving outcomes for the veteran community. The Oasis Townsville is raising the attention of the significance of veterans to the Townsville Community and attracting organisations willing and able to support them. A significant gap in this collaboration network in Townsville is an organisation that can represent DVA and lead the cooperative effort. It is hoped that DVA develops the emerging Veterans' and Families' Hubs into a network to benefit the veteran community through better collaboration



in local areas, especially between Commonwealth and State Government agencies and organisations. These Hubs, joined up by DVA support and leadership, could significantly improve veteran community care across Australia by common systems and models. Developments at DVA, especially with the forming of a Branch for the Hubs, look to be heading in the right direction.

### **Team Oasis**

The professionalism and collegiality of the members of Team Oasis have been exceptional to witness. I am grateful for the support of a skilled, dedicated, diverse and experienced board. We are also very fortunate to have Angie as our General Manager. She has brought significant experience in the care and community sectors. Most importantly, her outstanding leadership of a team of mixed community sector professionals, veterans and partners, and volunteers and employees has helped us all appreciate how our Veteran Community can best integrate with the Townsville Community. I am sure she would agree she is also well served by Leith and Andrew. The Team Oasis workforce of both employed staff and volunteers brings the best of both capabilities to bear on the task of creating a community centre for the veteran community that is proving that we are achieving our vision of creating a thriving, respected, vibrant, and well-supported veteran community enhancing the economic and social prosperity of Townsville.

### **Performance**

We have now been at Homebase for two years, and we have well and truly settled in. Homebase is very busy, and careful scheduling has become a necessity. We have moved to a model that attempts to hold one big event, generally involving over 1,000 participants or at least a significant effort to organise each month. Some of our biggest events in the last 12 months have been the open days, several types of markets, and hobby, gaming and modelling expos. I expect these will continue, and our new initiative to hold Career Connections Showcases will be significant in the next 12 months. These have helped raise our profile and had the effect of increasing the number of veterans recognising the support we can provide.

All three programs have experienced significant development and expansion. Our focus remains “someone to love, something to do and something to look forward to” (Immanuel Kant b. 1724).

The main reason for the need for Homebase is to bring the Veteran Community together and support the integration of that community into the Townsville Community. This is the goal of the Connections Program, reflecting the Operation COMPASS mantra of “Prevention through Connection”. Offering

access to a safe location that is well-appointed for conducting activities of common interests to veterans, partners, and children, along with the local Townsville Community, is paramount. In the last 12 months, the number of activities being conducted and the number of participants has increased significantly. At the beginning of the reporting period, we averaged 50 to 60 monthly activities with about 1000 participants. At the end of the reporting period, we are averaging over 1800 participants and over 100 monthly activities. Interestingly, more of those activities are being conducted after our core hours of 0900h to 1500h. This is facilitated by digital access to all buildings. We have been very impressed by the behaviour and respect of all participants in keeping Homebase looking in great shape.

In our Plans and Linkages Program, our client base has significantly increased, and most pleasingly, we are seeing many younger and more female veterans. Just less than half of our clients are currently serving veterans. The referral path has also changed from being largely social media driven, attracting many who saw us as an opportunity to simply change providers, to almost entirely personal referrals from those who have had a good experience. Most of these had not sought assistance previously. This is the client base we must maintain, and we have strongly focused on assuring our reputation and verifying our performance through evaluation and feedback. Not only have we evidence now that our program benefits the veteran care ecosystem by \$2 for every \$1 we spend, but we also have many heart-warming stories of veterans' lives we have saved.

Operation NAVIGATOR commenced toward the end of the reporting year with the commencement of the funding from the Department of Defence. This program focuses on offering tools to soldiers, sailors and aviators early in their career on their first posting, being Townsville, to have a productive career in the ADF. And when the time comes to transition, be confident that is the best decision and know how to best prepare for that challenging time in their lives. We will also develop our app to support recall of the issues and navigate the support available to maintain a happy life through transition. We are very fortunate to have Colleen as the project manager. She is a veteran who recently transitioned out of the ADF and has the experience and skills to make Operation NAVIGATOR a great success. The pilot begins in February 2024.

The Employment Program has gone from strength to strength. The two components are 'matching clients with meaningful work' and managing the Veterans Business Alliance (VBA). We are still discovering opportunities to support veteran and partner employment and support for businesses in the VBA and expect this will be a significant focus for the next 12 months. Progress has

taken longer than expected due to the diversity and number of providers, especially veteran-specific agencies, and the plethora of support opportunities on offer, many of which require aligning to be of value to clients. Christie, one of our longest-serving employees and among the first to join the Team, has stepped into the role and is doing a magnificent job. Her imagination, enthusiasm and hard work are taking the program ahead in leaps and bounds.

We have also had many visits from across Australia, too many to mention them all. However, of note, we did have the Minister for Veterans Affairs and Defence Personnel, Mr Matt Keogh, very early in his tenure after the election in mid-2022 and a second visit several months later. We were also honoured to host the new Secretary of DVA, Ms Alison Frame, in early 2023, soon after she assumed her office. We also had visits from the Presidents of the NSW and Queensland RSLs. All of whom were keen to understand the effect we were having on the veteran community in Townsville and what they might learn for their operations.

### **Foundation COMPASS**

Our foundation is based on Operation COMPASS and the lessons from that five-year trial. And the work of COMPASS continues within the framework of The Oasis Townsville's operations. The underlying principles of finding for every member of our veteran community a team, a job and a plan are strong in everything we do. A few initiatives continuing include work with the Black Dog Institute on a resource package for Primary Health Networks, a Toolkit for the other Veterans' and Families Hubs, training for GPs on best practice support for veterans, and the implementation of social prescriptions. The #CheckYourMates Campaign has also been central to our operation, and it has been pleasing to see others across Australia and internationally pick up the campaign and spread it more widely.



### **Evaluation**

Significant work has gone into evaluation in the last 12 months. We have four lines of operation.



We began with a qualitative evaluation conducted by CQU to find out from all our stakeholders how we are going and what we could do better. The result gave us some good food for thought and reinforced that we are on the right track.

We have automated through our CRM (ChilliDB) the counts for clients and participants and Homebase connection activities by events and hours. We are carefully watching the rate of climb of use of Homebase and the time spent on and with clients. This info is applied directly to our more sophisticated Microsoft Power BI Dashboard.

In Sep 2022, we completed the first version of our Outcomes and Impact Dashboard, produced directly from our data in ChilliDB, fed through the Australian Social Values Bank and displayed on a Microsoft Power BI Dashboard. This work began with a grant from DVA. In the nine months since the first version, we have worked through the processes and information requirements to populate the right data. Some interesting facts demonstrating developments of the past 12 months, apart from the cost-benefit described above, are that our average client age has shifted from over 50 to under 30, we have many more women seeking support, about 50% are serving in the ADF, and most of our referrals now are from word of mouth and first-time seekers of support. This is most definitely where we need to be.

The other important evaluation mechanism is our Veteran Community Integration Advisory Committee, chaired by the GM, which meets quarterly to be briefed and discuss progress and developments at The Oasis Townsville. The Committee includes representation from DVA Townsville's Veterans Access Network (VAN), Joint Transitions Authority's ADF Transitions Centre NQ, Defence Families Australia, Open Arms, Alliance Rehabilitation, and HQ 3<sup>rd</sup> Brigade.

### **Support**

We have so many supporters we've devoted a separate section of our Annual Report to them. Our Proud Supporters are also listed on our website. Of special note, we receive great support from 4th Regiment. We are very grateful to the Commanding Officer David Silverstone and his unit, particularly for the extra workforce they bring to large activities. We have a team of volunteers, and each volunteer plays an important role to the extent they can, which, when combined, greatly contributes to the life of our Homebase for the Veteran Community.

## **General Manager's Report**

In the past two years of operation at Homebase, we have embarked on a remarkable journey of growth, learning, and service to the veteran community. Our dedicated team of volunteers and paid staff, along with the steadfast support of our Board, has been instrumental in driving our mission forward.

One of the cornerstones of our success has been the exceptional team that we have cultivated. Our team, comprising both volunteers and paid staff, has displayed unwavering passion and dedication towards our mission. Their commitment has been instrumental in creating a positive and supportive environment for the veteran community. We are also fortunate to have a Board that provides unwavering support and guidance, helping us navigate challenges and make strategic decisions.



Our facility has evolved into a haven for the veteran community, offering a range of impactful programs. The Planning and Linkages Program, Connections Program, and Employment and Education Program have all gained momentum, effectively addressing the evolving needs of our veteran community. The strength of these programs lies in their adaptability and responsiveness, ensuring that they remain aligned with the needs of those we serve. The Veteran Business Alliance continues to thrive, attracting a growing number of members. This growth is a testament to the value that VBA provides.

The most rewarding aspect of our journey is witnessing the positive transformation in the lives of the veteran community members we serve. We've amassed a collection of inspiring success stories that stand as evidence of our ability to create lasting change and make a difference.

Over the year we have had the privilege of honouring two exceptional World War II veterans by officially naming two of our huts after them. In August, we had the distinct honour of officially naming Hut 4 after Lil Somers, an extraordinary veteran who served in the Australian Women's Army Service during World War II. At the age of 101, Lil Somers dedication and service to our country remain an inspiration to all of us. The event was a truly remarkable occasion, reflecting our deep respect for her contribution. The presence of Lil Somers and her family members added a unique touch to the ceremony, reminding us all of the sacrifices made by veterans like her.



In May, another momentous event took place as we officially named Hut 5 after Charles Alley. Charles Alley, an indigenous veteran, served valiantly in both World War I and World War II. This dedication served as a recognition of his remarkable service and a tribute to his legacy. The event was a moving experience, especially witnessing the presence of Charles Alley's family members who joined us at The Oasis to honour his memory.





Dirty Boots Café has proven to be more than just a place to grab a meal. It has become a hub of connection, enabling the veteran community to interact in a comfortable and relaxed setting. The cafe's role in promoting camaraderie and fostering relationships cannot be overstated.

The transition to the new data collection earlier this year has enhanced our ability to gather and analyse critical statistics. These insights enable us to refine our programs and offerings, ensuring that they align with the evolving needs of the veteran community.

None of our achievements would be possible without the generous support of our sponsors and donors. Defence Housing sponsored hut 4 providing a generous donation of \$30k over 3 years. Ashlee Adams who is a defence spouse chose to raise funds for The Oasis through competing in half marathon. Ashlee exceeded her goal and raised \$761.



Every contribution, no matter how big or small, plays a pivotal role in realising our vision and mission. I extend our heartfelt gratitude to all those who have stood by us.

As I reflect on two years of operation, it is clear that our journey is one of collaboration, growth, and service. The Homebase team, our dedicated volunteers and paid staff, the supportive Board, and the vibrant veteran community have all come together to create a thriving ecosystem that makes a real difference. With a focus on continuous improvement and a commitment to our mission, we look forward to the future with enthusiasm and determination.

# Team Oasis Key Personal

## The Board



**John Caligari**  
(Chair)



**David Kippin**



**Lucia Taylor**



**Tony Jones**



**Barbie Keller**



**Matt Lyons**

## Management



**Angie Barsby**  
General Manager



**Leith Milton**  
Centre Operations  
Manager



**Andrew Bligh**  
Service Delivery  
Operations Manager



**Collen Maclean**  
Project Manager



**Erin Donnelly**  
Volunteer Coordinator



**Nathan Mark**  
Compliance Officer

## Veteran Community Integration Advisory Committee (VCIAC)

**Angie Barsby**  
General Manager & VCIAC Chair  
The Oasis Townsville

**Andrew Bligh**  
Service Delivery Manager  
The Oasis Townsville

**Linda Bone**  
Assistant Director Transition Operations  
ADF Transitions Centre (Lavarack)

**Gary Pope**  
Senior Chaplain  
HQ 3rd Brigade

**Larissa Ostermann**  
NQ Representative  
Defence Families Australia

**Michelle Higgins**  
Client Service Manager  
DVA

**Kylie Hasse**  
Lieutenant Colonel  
SHO 3 BDE

**Hayley Golledge**  
Program Manager Townsville Private Clinic Aurora  
Health

**Amanda Delacy**  
CEO/Director of Clinical Services  
Aurora Townsville & Mackay

**Andrea van Grinsven**  
Managing Director/CEO  
Alliance Rehab

**Renee Wren**  
Client Coordinator  
Alliance Rehab

**Karen Green**  
Acting Regional Director  
Open Arms

**Colleen Maclean**  
Project Manager  
The Oasis Townsville



# Annual Statistics

totals for FY 22 - 23



## PLANS & LINKAGES PROGRAM

**241**  
New Clients



**708**

Referrals to External Services

## EMPLOYMENT & EDUCATION PROGRAM



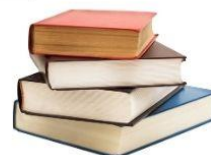
**80**

New Clients



**30**

VBA Members



**103**

Referrals to Training & Education Opportunities

## CONNECTIONS PROGRAMS

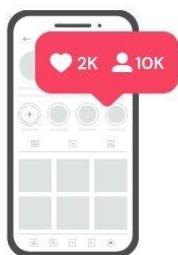


**17,149**  
Customers



**576**  
Events/ Activities

## ENGAGEMENT



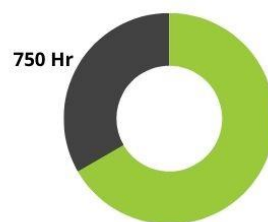
**9122**

Social Media Followers



**3141**

Volunteer Hours



**1500Hr** of Home Base Connections during Business Hours

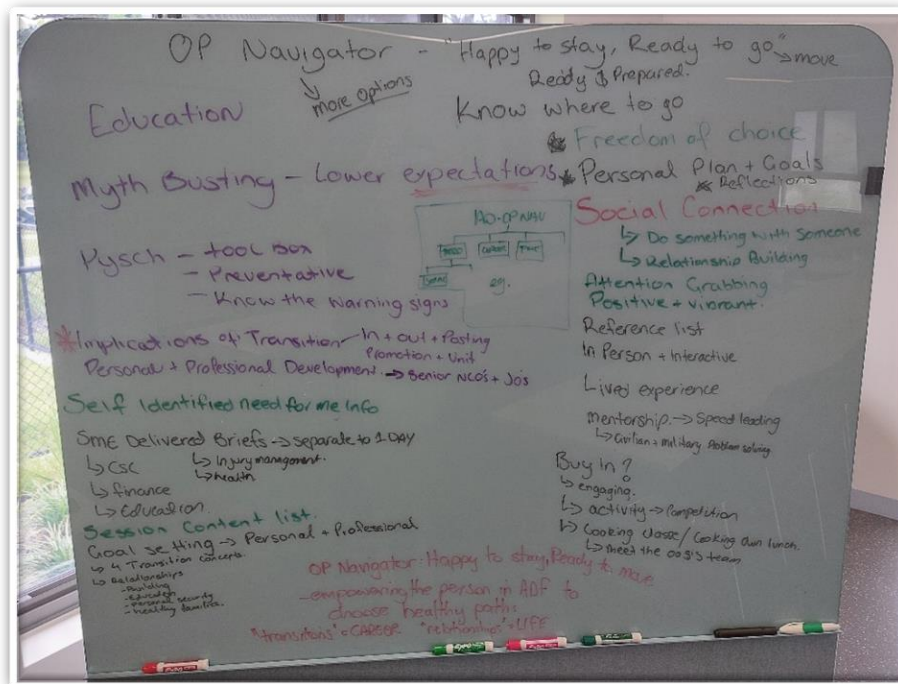
**750Hr** of Home Base Connections After Hours

# Operation Navigator

## Feb - June 2023

From 3rd March to 30th June 2023, we evolved the Operation Navigator project in collaboration with the expert panel. The expert panel helped define the current needs of the serving veterans and what information is required. The expert panel consisted of a wide range of expertise in various Veteran and community care professions and current and ex-serving personnel.

Through the discussions with the Expert Panel, it was identified that there is a need for a multilevel approach to disseminating training and information with a variety of options to choose the delivery method and investment of time. These programs are built upon a sliding scale, from professional to personal development. Further opportunities for Families and friends to support the Veterans and ensure all information is transparent and delivered to all persons who may be involved in the Veteran's ADF career through the transition back into the civilian community and beyond. Operation Navigator aligns with The Oasis Townsville service delivery model following the 10 Veteran Community needs.



We understand that transition is not finite and that veterans will continue to reflect on their service many years after separating from the ADF. Each veteran's service and transition are unique. Similar themes have arisen where mode and timing of delivery are important factors when looking at the needs of service personnel.

Deliberation with our expert panel from meetings held in March, April and May established the need for a variety of flexible programs based on the needs of the veteran community. These programs were required to be fit for purpose, have flexibility with how and when they were delivered to include families and friends' participation, and participants had freedom of choice.

These programs will build the foundations for developing an app allowing ADF members to find information, assess what is relevant for them and their families, and connect with the appropriate agencies and organisations for support throughout their ADF careers and beyond.

We have established appropriate subject matter experts to deliver Q and A information briefs on various topics. These Q and A information briefs will be open to current and ex-serving ADFs and their families to ensure information is available for all decision-makers in a family unit and the information is clear and transparent. We aim to ensure that current serving ADF and their families can make informed decisions about their ADF careers and futures outside of the ADF.

### **June – Dec 2023**

As we move into the second half of 2023, we will see the trial launch on 15th August. The trial phase of the project will develop the content delivered to current serving ADF members in their first year of posting into Townsville post-initial employment training. The trial will engage ex-serving veterans with lived experience of the transition process to inform us of what they wish they had known early on in their careers to support them in planning for transition.





## Plans and Linkages Program

The Plans and Linkages Program is one of the main pillars of The Oasis Townsville. The program also feeds into the other deliverable supports offered to the Veteran community, which include employment, social connections, events, and training. This year, the program has seen an increase in our database of over 500% on the previous year (2021/22 active clients Vs 2022/23 active clients).



The year began with a refresh of the planning team with added staff joining. Planners' numbers hovered at three active planners, a planning support officer and the introduction of a dedicated intake officer inside the team. This shift was to better support each Veteran seeking support and was in a direct response to client feedback. The reorganisation centred on providing two direct contacts for each person seeking support. Thus, reducing the number of times a veteran must retell/relive their experiences whilst providing more contact points should a crisis or critical support be needed. These changes have been regularly commented on as overwhelmingly positive in feedback.

Statistics gathered show a shift in the client group utilising Homebase for support. In the previous period, the largest client group was those over 50 years of age. In the concurrent 2022/23 period, this has shifted to now being the fourth largest group, headed by the 20-29 (1<sup>st</sup>), 30-39 (2<sup>nd</sup>) and 40 to 49 (3<sup>rd</sup>) age groups.

In the last 12 months we have welcomed an increase in casual visitations through Homebase doors with Veterans seeking first-time assistance or simply general information on both mainstream and community options. A direct point of difference that The Oasis offers is the “no wrong door policy” noting we will strive always to be available to support any Veteran on any part of their journey no matter where they are on that timeline. A good sign of our success is that we have had a significant increase in veterans who do not live in Townsville accessing our services. Overwhelmingly now the client base is comprised of clients who have heard from other clients and friends what services are offered, and visitors are keen to take the news about the support and options back to their regions for implementation from localised ESOs.



The evolution of the latest support in the planning space has been the emergence of NDIS planning and information. Homebase has been fortunate that some recently joining staff into Homebase have come with NDIS planning backgrounds. During the “posting in” period, there was a noticeable increase in clients/families with NDIS plans who have come to Homebase with the team able to assist with a greater understanding of their existing plans and gain some ideas of what potential supports are available for the use of their funds. In one instance, our planning team assisted a veteran’s family to prepare for their first NDIS plan appointment, which mitigated all the anxiety and worry that often goes with these types of impactful moments. After the planning appointment, the family could return to Homebase to get support and guidance around their child’s plan after approval.



Much work has been completed in raising the profile of the supports available on bases in Townsville. Our team have attended several events where we have addressed pertinent personnel who can effect change with the delivery of information to the service members themselves. This has been reflected in the attendance at The Oasis of an even mix of both ex-serving and serving veterans seeking information and referral. The Oasis has forged a greater depth of understanding and collaboration with all the Unit Welfare Staff on bases and instigated dedicated time and contact pathways with the Chaplain Teams in the region. We have also hosted tours for many individual units to disseminate information on the service and how we are uniquely placed to support its personnel. We are noticing an increase in serving soldiers seeking information and clarity on a range of issues they are experiencing, which have been directly referred to The Oasis internally. The Plans and Linkages Team has been active attending notable community opportunities to speak with serving and non-serving veterans, which always sees a significant increase in feet through our door at Homebase.

The Oasis team has also addressed the Townsville Mental Health Practitioners group and has been involved in activities with the Defence Family Network and its stakeholders over the year. The team has been asked to present at all Defence bases in Townsville, plus address several service/allied health providers in Townsville. The team continue to have a close relationship with RSL Queensland (Advocacy, Employment and Welfare Services), Salvation Army Veterans Homeless Program, Townsville Private Clinic, GP (General Practitioner) Clinics, Queensland Health, Police, and other emergency providers in the region.

This “relationship building” has materialised an increase in referrals between Homebase and other existing service organisations, community, and mainstream supports. Over 400 referrals to work alongside other organisations fits directly into the mission of the organisation. The Oasis’s core intention is not to duplicate an existing “excellent” organisation or service but to collaborate with the community and its groups to get the best outcomes for Veterans.

Some outstanding outcomes were gained by some of our clients:

An unwell veteran suffering from poor mental health and substance abuse arrived at Homebase, seeking help. The team worked together to ensure the veteran got immediate medical attention. Following that, the veteran was secured in safe, temporary accommodation. Over the coming week, the team worked closely with the veteran and rehab facilities throughout Queensland to secure a place for the veteran. The best outcome occurred, and the veteran was

placed in a rehab and mental health facility close to family. The veteran has recently provided the team with an update to say that he is doing very well, feels he is getting better, changing his life, reconnected to his family, and has even arranged to extend his involvement with the rehab program to continue the momentum (M, 22–25-year-old).

Notable outcomes for the period have included several instances where a spouse (wife/girlfriend) of a couple has come in seeking some support only to feel so comfortable that we have then seen the other half of the relationship a few days later. On each of these occasions, we have been able to set some referrals in action, and we have seen the lift in spirits of the family through interactions on-site and attendance in some of our social connections' programs for each of the couples post intake.

In one instance, a veteran who discharged over 10 years ago had ventured to Homebase as a mate *"told me to get in and see these people- they can save your life and marriage"*. The veteran spent several hours chatting with planners and remarked that *"this had been the most enjoyable and worthwhile conversation he had had since leaving Defence."* One week later, his wife appeared seeking help to develop her business idea. Our team supported her to instantly connect to some training, mentoring and mainstream business support, which were completely unknown to her before the chat with our team. The veteran attended our recent Craft Market for the first time, selling her wares and reported a successful and uplifting day.

The program's impact and importance have grown significantly in each quarter, with continued growth in client numbers and a noticeable shift in the demographic seeking support. Furthermore, the program has positively impacted veterans' families, with more spouses seeking support and then encouraging their partners to seek help, too. This collaborative approach has led to improved well-being and a significant impact on Veterans and their family units.

Overall, the Plans and Linkages Program at Homebase has seen substantial growth and success in supporting the Veteran Community, fostering collaborations, and improving the lives of veterans and their families. Our model continues to flex and respond to the needs of the Veteran Community. We often reflect on the numbers seeking support, and although we wish The Oasis did not need to exist, we passionately believe our "people" are much better placed due to the unflinching resolve of our team delivering these programs.

## Connections Program

The Connections Program has emerged as a vibrant hub for veterans and families, fostering a sense of community through a multitude of engaging activities held both at Homebase and throughout the Townsville community. A highlight was the collaborative cooking workshop with Alliance Rehabilitation as part of Men's Health Week. The workshop equipped veterans with culinary skills and healthy recipe options while providing a platform for building participant connections.

At Homebase, an array of regular activities catered to diverse interests, including Yoga, Tabletop Gaming, Watercolour painting, Kanga fitness training, sewing, crochet, the Veterans and Family Pipe Band, Dungeons and Dragons sessions, Qigong, and the popular fortnightly Banjo's BBQ event. Notably, The Townsville RSL's sponsorship has bolstered Banjo's, adding to the program's impact and reach. Sitting proudly in our BBQ area are our picnic tables hand crafted by veterans in collaboration with Dubbeld Studio. The tables have become a centrepiece for meaningful conversations amongst our veterans and are a regular talking point at our Banjo's breakfast.



The program's commitment to community engagement was exemplified by the collaboration with Matt and the team at Life Skills QLD, which resulted in the execution of a Mother's Day woodworking project and a kid's school holiday project. These activities created new skills and hobbies for participants while providing a positive connection between adults and children.

The team orchestrated three successful craft markets, including our inaugural Twilight Market, which was an overwhelming success with over 1500 attendees on the evening. The markets continue to allow veterans to explore small business options while creating meaningful connections between stallholders and the community. The connections program thrives as a platform where veterans build connections, nurture skills, and flourish in a welcoming community, leaving a positive and lasting impact.

## **Employment & Education Program**

The 2022/2023 financial year period has seen solid growth within The Oasis Townsville's Employment Program. With more than 80 new clients over the reporting period, we have had a 35% increase in obtaining employment through our program.

We have seen a wide variety of clients, some who are ready to go into employment straight away, others who are still a while off ready to re-enter the workforce and some who are simply investigating their options once they are ready to transition out of the military. While our program is open to family members of Veterans within all life stages, we haven't seen a great deal of engagement as yet from current serving family members. We are hopeful to increase participation from current serving member families over the next reporting period.

We listen to the feedback provided by our participants and transfer this into actual events and opportunities. We are looking forward to increasing our capacity over the next twelve months.

The second half of 2022 saw engagement with the community via events providing opportunities in the digital employment space, manufacturing and educational opportunities. We provided two evenings to provide information as to how Veterans and their families can benefit from digital employment demand increasing within the job market. This time period also saw us kick off our relationship with the manufacturing hub and collaborate on manufacturing tours for those transitioning out of service. These were complimented with an offering of support services in job hunting preparation from both CBC services and Active HR.





In the first half of 2023, we had our first event with a focus on financial education, support and opportunities for the wider Veteran Community. This event was incredibly well received, and feedback was excellent and encouraging. To complement this, we had two more standalone events based on budgeting and financial entitlements. In addition to this, we have worked closely with large organisations like Bravus, Energy Queensland and Cubic to develop and implement employment opportunities for the community.



We surveyed 78% of our new participants over the reporting period, with all responses positive in nature and all respondents are keen to refer their friends and connections into our program. Currently, the main reason why people have connection into the program is due to a referral from a friend or co-worker.

We now have a section on our website that shares our testimonials on our website. [Testimonials | The Oasis Townsville](#)



## The Veterans Business Alliance

The Veterans Business Alliance (VBA) was conceived in early 2021 and has gone from strength to strength this year doubling in size since July 2022. With the growth the Alliance has had, we can now develop our engagement and connectivity deeper within the community.



The intent was to form an alliance of Townsville's Veteran-smart businesses that have an interest in harnessing the value of Veterans in supporting the economic prosperity of Townsville and the region. Employers who are members of the VBA:

- appreciate the value of Veterans working for them,
- want greater access to Veteran recruits,
- want to support Veterans to transition into civilian employment, and
- want to help other employers appreciate the benefits.

Our members come from a variety of industries and with a variety of intents for their involvements.

Some of the notable additions to our group and you can see all of our members on our website.

[VBA Members \(theoasistownsville.org.au\)](http://theoasistownsville.org.au)

Our members participate within the alliance on different levels and with different intent. Some organisations like Cubic, AEP and Energy Queensland

have a high density of Veterans already within their organisations, see great value in being heavily involved within the Veteran Community. Organisations like TEi Services and NEM Group have a real purpose in encouraging growth within North Queensland, the Veteran Community and the manufacturing industry within both communities. Smaller, Veteran owned and operated



organisations like Accidental Healthy and Safety and Evergreen Financial Planners are committed to the success of the Veterans of our Community and are keen to stay actively involved in the space.

The growth that the Veterans Business Alliance has seen over the last 12 months has placed the alliance in a position to be able to provide more opportunities frequently and be able to serve a larger cohort of the Veteran Community moving into 2024.



## **Operation Compass**

Operation Compass – The National Ex ADF and Veterans Suicide Prevention Trial is expanding the *Enduring Connections Strategy*.

Operation COMPASS was the codename for **one of the 12 national suicide prevention trials** that trialled initiatives that are likely to have a better chance of reducing the rate of suicide in the ex-serving veteran community. It was run from Townsville, North Queensland, from June 2017 to December 2022.

During the final year of the trial, Operation COMPASS was a period of collaboration and national networking, enabling the socialisation of project learnings to the Veterans and Families Hubs, ESO's and Veteran Policy Communities. It also saw the completion of the Resource Package, developed to support PHNs around Australia.



### **RSL NSW RSL Life Care**

Support was requested and provided to the founders of the Nowra Veteran and Family Hub. They received learnings about the BDI Lifespan Model and the #CheckYourMates Campaign. Better understanding of the service model of The Oasis Townsville has resulted in a request for RSL NSW staff to visit The Oasis for an in-service on how-to of the establishment of the model.

### **National Mental Health Commission**

National Mental Health Commissioner CEO Christine Morgan, requested to have a private meeting with Veterans with a lived experience. 10 Veterans participated in the meeting with various levels of lived experience of service, deployment and non-deployment. The CEO was also able to interact with the serving members connected with local ADF units and the RAAF Transitions Cell. This was informative in understanding the impacts of transitions and welfare-related discharge issues.

### **Check Your Mates**

The period included liaising with key ADF stakeholders in the ADF around Operation Compass and the #CheckYourMates Campaign. The Australian Army

demonstrated a strong interest in #CheckYourMates, resulting in the Operation Compass team briefing key Army Commanders in Brisbane, Darwin and Townsville. They were particularly impressed that #CheckYourMates is peer led and are keen to launch #CheckYourMates Campaigns in their areas too.

### **Roses in the Ocean Collaboration**

Operation Compass engaged Roses in the Ocean in August 2022 to facilitate the exploration of lived and living experience of suicide across the Defence community and the impact service has on how suicide is viewed, experienced, and responded to. The ultimate outcome of the exploration was to confirm if the understanding of the lived experience of suicide is unique in the Defence context. With much planning and recruitment from around Australia a series of online one-on-one and group-facilitated sessions with participants sourced by Operation Compass from all states and territories was conducted. The groups included serving members, various types of combat and non-combat veterans serving spouses, war widows, and suicide bereaved families, all with various service stories and lived and living experiences. The findings were verified in other forums, such as with the War Widows of NSW /ACT.

The results are now finalised in a 20-page document which was circulated by Roses in the Ocean and The Oasis Townsville via the Royal Commission, DVA Lived Experience Forums and in the Veterans Wellbeing Centres Resource Package.

### **Resource Package**

The Resource Package which is a living document has been finalised and is available on The Oasis Townsville website. The resource package has been developed for Primary Health Networks around Australia based on our philosophy and what we learned from Operation Compass. The interest in this work around the country continues to heighten and aligns with our intent that Operation Compass would endure long after the formal national trial ended.

Another amazing project in which The Oasis has been working closely with The Black Dog Institute is creating a toolkit for the benefit of the emerging Veterans' and Families' Hubs.



## Operation Compass - Key Activities

Chalk the Streets was an event that brought the Townsville community together in support of mental health. The event was held at Strand Park and various other locations around the CBD. The event provided the opportunity to chalk a message of hope, support, and positivity. There was an estimated 500+ participation over the full day event, with activation by businesses, people with a lived experience and volunteers alike.



### **Ink the Lines Collaborations – Share Your Ink**

This was collaboration with Australian War Memorial and Museums QLD – with photography taken of local veterans and serving people to be received by the AWM to add to the official collection and added to their website. Facilitated by a veteran tattoo artist initially sharing his journey, which included a summary of his military and art careers, and encouraged the audience to share their stories associated with their tattoos, and encouraged them to speak of their own journeys an example of lived experience storytelling through body art





**Grants Mini Workshops / Mentoring - Multiple sessions were held in groups and one on one:**

This helped numerous ESO, VSO groups including veteran led social enterprises or start-ups. One key testimonial was a veteran starting a grant funded program for Operation Compass – building confidence to develop his own program put in for a council grant and be successful in the training and mentoring to secure a multiple thousand-dollar grant from council to continue to develop in the public art space. A successful proof of concept.

**#CheckYourMates – Resilience Breakfast**

A road to resilience breakfast was conducted with keynote from Dr Dan Pronk about developing your personal resilience plan. The event was organised in two sessions of about 150 people from the Defence community, first responders and sporting community. We heard about mental fitness and resilience from three Cowboy captains who shared the similarities of transition to a new reality post sporting careers that is such a hallmark of the distress Veterans feel. "Let yourself be Connected, Yarn and share your story, and Motivate to your best mental and physical future. #CYM"



## Blue Tree Project

The Oasis Townsville partnered with Shed 3 to develop a blue tree project for Homebase. A number of volunteers including Veterans and Defence Community came together to create a blue installation of individual woven blue panels to ensure the project can be added to and sustain a longer conversation in the year ahead. As we register our trees, we join 800 trees and communities around Australia to bring the resounding messaging reach out for yourself and as always #CheckYourMates



## **Volunteering Program**

The past 12 months we have been focusing on building the capacity of the Oasis through our Volunteer Program. We have created a new volunteer role referred to as 'Casual Volunteers'. It has been through a name change (initially Friends of the Oasis) but the concept is the same. It is considered the starting point for volunteering with us. Our pool of casual volunteers is made up of those who would like to help and support us but cannot commit to a regular role as they either work, have family commitments, or are generally time poor. We only seek the support of our casual volunteers when we have specific activities or events that need more hands-on deck. We have developed and implemented the recruitment, onboarding and induction processes so they are simple but still ensure we adhere to our responsibilities to the organisation and the volunteers.

Our volunteer are asked to assist with, as a minimum, two events annually, but can assist with as many as they are able to. And whilst there was a slow start to utilising this pool of volunteers, we have been very active from April this year, using our casual volunteers to assist with activities and events such as Banjos, the markets and our Open Day. There is a small number of volunteers who regularly volunteer, which is so great to see.

Our Core and Regular volunteers continue to contribute regular hours each week in support of our Service Delivery program, connections, and the volunteer operations team. Our volunteer workforce has been valued at \$129,000 by Volunteering Australia.

National Volunteer Week was celebrated again in May this year, with Oasis holding a morning tea on 17 May for our regular volunteers, including presenting some rather fancy gift baskets to the volunteers.

We continue to receive volunteer applications and this year we received over 40 applications. Most were accepted to volunteer mainly in the casual role. And as can be expected, we have those that have left for various reasons but who have made a valuable and appreciated contribution to the organisation. Some in fact moved on to paid employment with a reference from our GM, which is great to see.

Overall, our volunteers continue to significantly contribute to The Oasis Townsville, supporting our vision and mission. They are valued and appreciated, and we thank them for the time they give to us.



# KEY EVENTS TIMELINE

## JULY 2022

- BROTHERS N BOOKS: BOOK FAIR RAISED \$12,000 FOR MEN'S MENTAL HEALTH



## SEPTEMBER 2022

- CHALK ABOUT MENTAL HEALTH EVENT - OPERATION COMPASS



## NOVEMBER 2022

- OASIS CRAFT MARKETS
- RESILIENCE BREAKFAST WITH DAN PRONK



## AUGUST 2022

- LIL SOMERS PEEWEE HUT 4 NAMING REVEAL
- FIRST OASIS MARKETS
- DIRTY BOOTS CAFE LAUNCH



## OCTOBER 2022

- CATCH AND COOK WITH REELING VETERANS
- OUTER LIMITS FAMILY CAMP



## DECEMBER 2022

- PEEWEE HUT 4 SPONSORSHIP NAMING CEREMONY
- BRIGADIER HANDOVER TAKEOVER
- CYM LAUNCH IN DARWIN





# KEY EVENTS TIMELINE

## MARCH 2023

- TWILIGHT HAND-MADE CRAFTS MARKETS



## MAY 2023

- CHARLES ALLEY PEEWEE HUT 3 SPONSORSHIP NAMING CEREMONY



## APRIL 2023

- CONNECTIONS FAMILY EASTER EGG HUNT



## JUNE 2023

- FUNDING ANNOUNCED FOR OPERATION NAVIGATOR
- HAND-MADE CRAFTS MARKETS
- RESIN BBQ TABLES UNVEILING
- ASHLEE ADAMS PRESENTS DONATION FOR WOMANS IRON MAN TRIATHLON FUNDRAISING



## Connections Program Articles

### The Oasis Craft Markets

The Oasis successfully organised three craft markets during the year. These markets have become a focal point for fostering local talent, encouraging entrepreneurship among veterans and partners, and creating a platform for meaningful connections between stallholders and the community. Each event attracted a remarkable attendance of over 2000 people with the highlight being our first ever twilight market. The inclusion of a local musician and food trucks under the stars added a vibrant and dynamic dimension while escaping the harsh North QLD sun.

The craft markets provided an invaluable opportunity for new stallholders to interact with experienced vendors. This mentorship and networking aspect played a significant role in fostering a sense of community and collaboration. The markets will continue to provide a great connection between our veterans, the community and local vendors.



Feedback from Facebook:

***'Thank you for hosting such an amazing event, the ambience was welcoming & relaxing for all involved'***

***'Great night, thanks to the team at The Oasis'***

***'It was a fantastic night with a great vibe'***



## Outer Limits Camp at Gumburu Environmental Education Centre

### **Intro:**

The Outer Limits Camp was designed to challenge individuals both physically and mentally, while fostering camaraderie and personal growth through a series of adventure-based activities and outdoor exploration. The camp was also a fantastic opportunity for some parent and child bonding.

*“We had a great time; the whole camp is great for our father and son bonding”*

### **Highlights:**

Amidst the challenges, the Outer Limits Camp provided unforgettable highlights:

1. **Archery Tag:** The strategic and competitive nature of the game brought out participants' teamwork and tactical skills.
2. **High Ropes Course:** Conquering the high ropes course highlighted individual courage and determination.
3. **Cooking and Cleaning Break:** Participants appreciated the break from daily responsibilities, enjoying two days of not having to cook or clean!

*“It was great! No wait, that’s not right: it wasn’t great, it was awesome!”*

### **Challenges:**

The Outer Limits Camp presented several challenges that participants had to overcome:

1. **Adventure-Based Learning:** Engaging in activities outside of their comfort zones forced participants to confront fears and insecurities, fostering personal growth and resilience.
2. **Cold Water and Weather:** Swimming in cold water and enduring chilly weather tested participants physical endurance and mental toughness.

### **Conclusion:**

The Outer Limits Camp at Gumburu successfully combined adventure, personal growth and camaraderie. Participants engaged in a series of challenging activities that pushed their boundaries, fostering resilience, teamwork, and self-discovery. The camps focus on pushing limits and embracing the unknown ultimately led to a transformative and rewarding experience for all involved. A

special thank you to Sam Stedman and the team from Outer Limits Adventure Fitness.

*“It was a fantastic way for kids to see how other kids interact with adults and to enjoy the moment without realising it. Along the way everyone had to step out of their comfort zone.*

*Nothing says it better than to see someone smile, or have a moment of happiness, and a sense of achievement, with one of the most precious people who share our life’s journey: our kids.*

*Parents and grandparents have always got that bond with kids, but the kids don’t know it. This gave the kids the opportunity to experience it as well”*

## **The Oasis Veteran Woodwork Project**

### **Project Description:**

The Veteran's Woodwork Project was a remarkable initiative that collaborated over a span of 12 weeks to construct two barbecue picnic tables for use at The Oasis. Under the guidance of Studio Dubbeld, an experienced woodworking studio, the participants were provided with the necessary tools, equipment, and materials to build the picnic tables. The project not only aimed to teach woodworking skills but also to foster teamwork and a sense of purpose among the veterans.

### **Participants:**

The project attracted 40 veterans, including both current serving and ex-serving members and partners. The diversity of the participants, some of whom had no prior woodwork experience, added to the richness of the project. Their dedication, commitment, and enthusiasm were instrumental in the successful completion of the task.

### **Support and Funding:**

The realization of the Veteran's Woodwork Project was made possible by the generous support and funding from the Rotary Club of Townsville Sunrise. Their contribution enabled the procurement of high-quality materials and the necessary resources to construct the barbecue picnic tables.



### Impact and Benefits:

The impact of the Veteran's Woodwork Project extends beyond the physical picnic tables. The initiative brought together veterans with varying degrees of woodworking expertise, providing them with an opportunity to share skills, experiences, and stories. It served as a therapeutic and empowering experience for the participants, allowing them to rediscover their talents and build new connections.

Furthermore, the completed barbecue picnic tables have become a central point for gatherings and conversations. These events will not only strengthen the bond among the veterans but also create an avenue for community engagement and support. The tables will serve as a reminder of the strength and resilience of the veterans, showcasing their abilities to overcome challenges and work together for a common cause.



### Conclusion:

The Veteran's Woodwork Project stands as a testament to the power of unity, collaboration, and community support. Through the dedication and hard work of current serving and ex-serving veterans, along with the guidance of Studio



Dubbeld and the funding provided by the Rotary Club of Townsville Sunrise, two barbecue picnic tables were created for the benefit of The Oasis community. These tables will undoubtedly serve as a catalyst for meaningful conversations, social interactions, and camaraderie among veterans and the wider community for years to come.

## Dirty Boots Café

Dirty Boots Café continues to stand as a beacon of connection, forging meaningful bonds among individuals from all walks of life, and its significance to The Oasis Townsville cannot be overstated. Beyond being a delightful culinary destination, the café serves as a hub where stories are shared, friendships are kindled, and a strong sense of belonging flourishes. It's important to emphasize that our doors are open to everyone, transcending the boundaries of the Veteran community.

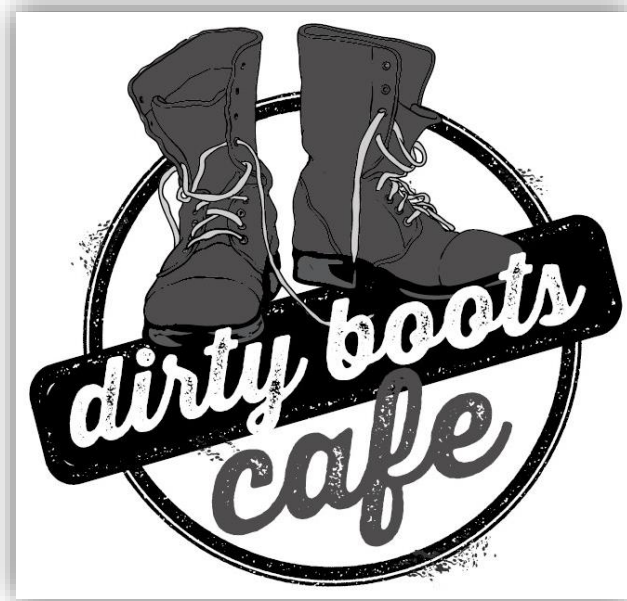
The change in operations from the café being externally run to being managed directly by The Oasis under the guidance of our General Manager has proven to be a remarkable success story. The transition not only allowed us to align more closely with our core values but also enabled us to curate an innovative vibe and menu that has consistently garnered rave reviews. Our commitment to delivering quality remains unwavering; we take pride in the art of serving simple yet delectable food, all while maintaining reasonable prices that reflect our dedication to accessibility. Embracing the spirit of evolution, we introduce subtle tweaks now and then to keep the experience intriguing while ensuring that our patrons can always find their beloved favourites awaiting them.



Our EKO (Early Knock Off) coffee bean, which is a blend locally roasted by Dominion has been very popular, with supply being provided to local military bases around town. Purchasing this coffee assists in supporting the Veteran Community through The Oasis Townsville. The coffee is available for purchase at Dirty Boots Café.

We continue to see regular faces at our Cafe along with many new ones, and it's a testament to the lasting relationships we've built and the curiosity that keeps bringing fresh patrons through our doors. The unwavering support

from The Townsville community has been the cornerstone of our growth, and we're immensely grateful for every smile, conversation, and shared moment that makes our Cafe a vibrant hub. As we strive to create a welcoming space for all, we eagerly hope to see many more new faces, to learn their stories, and to become an integral part of their own journeys.





## SUPPORTERS



### Diamond



Australian Government  
Department of Defence



Black Dog  
Institute



### Emerald



Australian Government



QBE

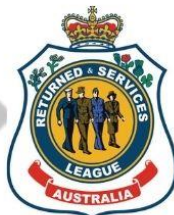
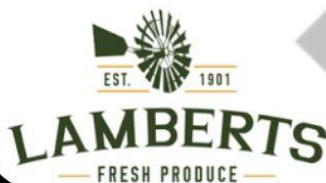


Department of Veterans' Affairs

Rotary  
Sunrise Townsville



### Ruby



RSL  
Queensland

Rotary  
Port of Townsville



Australia  
Post

### Opal

RYDER LEGAL



Townsville District Scale Modellers

Woolworths

## Personal Significant Supporters

BARRY AND CHRISTINE CALIGARI

ASHLEE ADAMS

KYLE HOSE

ROD CATELY

GREG BURNS

MARK SNELL



# **The Oasis Townsville Limited**

**ABN: 53624166196**

## **Financial Statements**

**For the Year Ended 30 June 2023**

# The Oasis Townsville Limited

ABN: 53624166196

## Contents

For the Year Ended 30 June 2023

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## The Oasis Townsville Limited

ABN: 53624166196

### Statement of Profit or Loss For the Year Ended 30 June 2023

	2023	2022
	\$	\$
<b>Revenue</b>		
Contracts	2,898,281	1,872,215
Donations Received	19,761	39,303
Grants	29,992	32,738
Sponsorship	100,000	70,482
Other Income	331,733	31,143
<b>Total Revenue</b>	<b>3,379,767</b>	<b>2,045,881</b>
<b>Expenditure</b>		
Accounting fees	14,640	11,723
Advertising	58,607	150,170
Cleaning	87,309	87,809
Consumables	75,524	38,179
Employee benefits expense	1,258,433	1,183,424
Engagement Events	46,454	85,438
Ex-Gratia Payout Cafe	9,398	-
Finance Costs	1,705	231
Legal fees	-	(82)
Insurance	16,470	12,105
Magazines & Subscriptions	28,478	27,077
Motor vehicle expenses	229	-
Minor Capital Items (Less Than 10K)	10,180	125,429
Repairs and maintenance	83,725	60,425
Other expenses	51,904	50,887
Oncost - Training and Development	26,659	41,121
Staff amenities	2,951	7,195
Storage costs	205	692
Travel - Accomodation and Food	6,590	7,538
Uniforms	1,636	2,081
<b>Total Expenditure</b>	<b>1,781,097</b>	<b>1,891,442</b>
Surplus (Deficit) For The Year	<b>1,598,670</b>	<b>154,439</b>

The accompanying notes form part of these financial statements.

1

# The Oasis Townsville Limited

ABN: 53624166196

## Statement of Financial Position

As At 30 June 2023

	2023	2022
	\$	\$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	2,272,260	552,028
Trade and other receivables	12,677	2,425
<b>TOTAL CURRENT ASSETS</b>	<u>2,284,937</u>	<u>554,453</u>
<b>TOTAL ASSETS</b>	<u>2,284,937</u>	<u>554,453</u>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	3 239,586	75,520
Provisions For Annual Leave	40,680	38,016
Contract Liability	88,364	123,280
<b>TOTAL CURRENT LIABILITIES</b>	<u>368,630</u>	<u>236,816</u>
<b>TOTAL LIABILITIES</b>	<u>368,630</u>	<u>236,816</u>
<b>NET ASSETS</b>	<u>1,916,307</u>	<u>317,637</u>
<b>MEMBERS' FUNDS</b>		
Retained Earnings	317,637	163,198
Surplus (Deficit) For The Year	1,598,670	154,439
<b>TOTAL EQUITY</b>	<u>1,916,307</u>	<u>317,637</u>

The accompanying notes form part of these financial statements.



**The Oasis Townsville Limited**

ABN: 53624166196

**Statement of Changes in Equity**  
For the Year Ended 30 June 2023

2023

	Retained Earnings \$	Total \$
Balance at 1 July 2022	317,637	317,637
Surplus for the year	1,598,670	1,598,670
<b>Balance at 30 June 2023</b>	<b>1,916,307</b>	<b>1,916,307</b>

2022

	Retained Earnings \$	Total \$
Balance at 1 July 2021	163,198	163,198
Surplus for the year	154,439	154,439
<b>Balance at 30 June 2022</b>	<b>317,637</b>	<b>317,637</b>

The accompanying notes form part of these financial statements.

## The Oasis Townsville Limited

ABN: 53624166196

### Statement of Cash Flows For the Year Ended 30 June 2023

	2023	2022
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from customers	3,369,514	2,046,856
Payments to suppliers and employees	(1,649,282)	(1,856,235)
Net cash provided by/(used in) operating activities	<u>1,720,232</u>	<u>190,621</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
Net increase/(decrease) in cash and cash equivalents held	1,720,232	190,621
Cash and cash equivalents at beginning of year	<u>552,028</u>	<u>361,407</u>
Cash and cash equivalents at end of financial year	<u><u>2,272,260</u></u>	<u><u>552,028</u></u>

The accompanying notes form part of these financial statements.

## Notes to the Financial Statements For the Year Ended 30 June 2023

The financial report covers The Oasis Townsville Limited as an individual entity. The Oasis Townsville Limited is a not-for-profit Company, incorporated and domiciled in Australia.

The principal activities of the Company for the year ended 30 June 2023 were to provide support services to veterans and their families in their transition journey and integration into the Townsville Community

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

Comparative are consistent with prior years, unless otherwise stated.

### 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.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements and material accounting policies all comply with the recognition and measurement requirements in Australian Accounting Standards.

### 2 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.

## Notes to the Financial Statements

### For the Year Ended 30 June 2023

#### 2 Significant Accounting Policies

##### (c) Revenue and other income

Revenue is recognised at an amount that reflects the consideration to which the Company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the Company recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

##### 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 the five-step model as follows:

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

##### Donations

Donations and bequests are recognised as revenue when received.

##### (d) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand and deposits held at call with financial institutions.



## Notes to the Financial Statements

### For the Year Ended 30 June 2023

#### 3 Trade and Other Payables

	2023	2022
	\$	\$
Trade Creditors	48,756	8,176
GST payable	169,046	9,607
Accrued Wages Payable	-	24,119
PAYG Withholding Payable	13,368	27,106
Superannuation Payable	8,416	6,511
Bank Square Balance	-	1
	239,586	75,520

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 2023 (30 June 2022:None).

#### 5 Commitments

In the opinion of those charged with governance, the Company did not have any commitments at 30 June 2023 (30 June 2022: None).

#### 6 Events After the End of the Reporting Period

No 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.

#### 7 Statutory Information

The registered office and principal place of business of the company is:

The Oasis Townsville Limited  
 Cnr Darter and Colvin Streets  
 The Village  
 OONOONBA QLD 4811

**The Oasis Townsville Limited**

ABN: 63624166196

**Directors' Declaration**

The directors declare that in the directors' opinion,:

In the opinion of the committee the financial report as set out on pages 1 to 7:

1. 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
2. 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 Act 2012*.

Chairman.....

John Caligari

Dated this 12<sup>th</sup> day of September 2023

## 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 2023, 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 2023 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.

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## 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*  
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**Donna Sinanian**  
Partner  
Townsville, 12<sup>th</sup> September 2023

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