



Frontier Services
serving remote Australia



Frontier Services Annual Report 2016/17

Message from the Chairperson

Few people can claim the almost unique impact on Australia as Reverend John Flynn did in his ministry to outback Australia and certainly few have been immortalised on Australian note currency with his special portrait on our red twenty-dollar note. His “mantle of safety”, his establishment of the Australian Inland Mission which we now call Frontier Services. His visions for the pedal radio, School of the Air, the Royal Flying Doctor Service and his significant part in the birth of Australia’s Qantas Airways are all testimony to his extraordinary impact which will be everlasting.

Flynn has also been very aptly described by the late Rev Dr Scott McPheat as the “Apostle of the Inland”, a truly remarkable Australian and Frontier Services continues his legacy to modern day remote and regional Australia. This is provided in partnership with all six Synods and rural Presbyteries of the Uniting Church in Australia across mainland Australia and Tasmania and in collaboration with the Church’s United Aboriginal & Islander Christian Congress. This is particularly achieved through the work of our bush chaplains and Patrol Ministers.

Much of the work of these bush chaplains nowadays involves supporting the socially isolated in mining, farming and remote townships, many of which are struggling through loneliness, economic hardship and increasing city centric government funding, policy and legislation. The chaplaincy work is increasingly needed to be a listening ear as these remarkable people are challenged with their struggles through their isolation, their emotional and mental challenges and so many economic and climate changes which too often are a norm to them but which city people are often not well equipped to understand nor are aware.

It is against this backdrop that Frontier Services works actively to be the substantial fundraiser as well as hands on support to rural and other remote communities. This Annual Report is designed to keep our individual and organisational donors up to date with the past year’s activities as well as with the ongoing needs of the people we support.

The Board of Frontier Services is well versed in ministry to remote and regional people, including our First Peoples, as well as being experienced and equipped with professional skills so essential for effective board governance such as fundraising, business, financial, ministry and legal services. We continue to understand the changing needs of our beneficiaries, increasing legislative and regulatory environments we live and work within as well as developing services through Frontier Services’ Outback Links programmes which are capturing corporate Australia’s employees and financial involvement. I encourage more and more Australians to participate in these programmes. To me, it is the best way to know, see and meet what I call the ‘the real’ Aussie. It is an indelible experience which heightens one’s passion for these people and the diversity and vastness of a magical country which is so dominantly desert.

We are very well served by our National Director, Jannine Jackson, and her specialist team of fundraisers and promoters, our Board and the National Assembly and broader members of the Uniting Church in Australia.

We very much appreciate our donors, financially and in kind, who make our work possible and especially through our bush chaplains who are the main face of the ministry. It is very much in keeping with John Flynn’s vision of proving a mantle of safety, bringing hope and encouragement through our public benevolence and spiritual ministry.



Jim Mein
Board Chairperson



Meet Our Board



Jim Mein, AM
Chair

Jim Mein AM was admitted to the Order of Australia on Australia Day 2010 for his service to the Uniting Church in Australia through a range of roles; to the promotion of inter-faith dialogue; to education; and to the community.

During his time as Moderator of the Uniting Church in Australia NSW Synod, Jim was involved in the official launch of the website ‘Interfaith Sydney’. This website was the outcome of discussion and collaboration between Muslims involved with the Affinity Intercultural Foundation and representatives from the Catholic, Anglican and Uniting Churches in NSW.



Lisa Sampson
Board Member

Lisa is a media relations and fundraising consultant who has worked with the Uniting Church Synod of NSW and the ACT since 2013. She has held senior executive roles and non-executive board directorships since 2007 with some of Australia’s well known not-for-profits.



Rev Will Pearson
Board Member

Will is a retired minister of the UCA, with a rural background. During his full-time ministry, Will did a two year Intentional Interim Ministry program at Armidale, before taking on a five and a half year placement, half-time with Broken Hill Congregation and half-time Presbytery Minister with Macquarie Darling Presbytery. Will has experienced first-hand the difficulties facing rural and remote families, and believes the presence of bush chaplains is critical to offering them the love and compassion of Christ.



John Baxter
Board Member

John is a Partner at the law firm Mills Oakley and acts for numerous charities and not-for-profits. John specialises in bequest issues and litigation, including family provision, testamentary capacity and ‘cy-pres’ schemes. John has acted as legal counsel to the Frontier Services’ board since early 2015, and has offered excellent legal advice pertaining to contested estates and other legal matters during the period of organisational transition.



Dorothy Creek
Board Member

Dorothy is a primary producer and has lived in rural NSW all her life. She is keenly aware of the daily pressures that impact rural families. A foundation member of the Riverina Presbytery, Dorothy is a member of the UCA Assembly, as well as the NSW/ACT Synod.



Rev Dr Chris Budden
Board Advisor

Chris is a Minister in the Uniting Church, a resource worker with UAICC, an adjunct member of faculty at UTC, and an associate Researcher in the Public and Contextual Theology Research Centre at CSU. His particular research interests are theological method, theology in Australia, justice for Indigenous people, the relationship between discipleship and citizenship, issues in social ethics, and the social and theological location of the church. Chris serves as a key advisor for Dianne Torrens.

Message from the CEO

It has been a big year for change at Frontier Services. When taking the reins of the organisation, I was taken back by the sheer lack of funding and support available to those in rural and remote Australia. There is visible disparity between the levels of support and services in metro versus rural and it's growing. Right across remote Australia we are experiencing government and other service withdrawals. As more services withdraw, and the bush continues to change, life on the land is only going to get tougher for those living out bush.

The people of rural Australia need our help and support now more than ever. Our job is to make their voices heard and stand up for what is right. We believe everyone deserves a fair go irrespective of location. It is our job to continue supporting those in need with practical, pastoral and spiritual support.

As a cherished brand, an historic Australian cause, and a movement that sweeps right across the country, Frontier Services must continue to change, adapt and evolve. As the landscape and bush develops, so must we, to ensure we are properly equipped to deal with new challenges that will arise.

The importance of this organisation was made apparent during my trips out bush. One of the chaplains was recalling some of the situations he finds himself in. One was a domestic violence case that led to murder. Prior to death, a call was made to a local officer where the husband had said it "had been blown out of proportion", but later it escalated into tragedy. This incredibly troubling story is one that saddens me. When I think about the number of services available to those living in metro, I worry for those people who desperately need help when living in isolation.

When you overlay a lack of support with social issues, it magnifies the problem. Aged care, mental health and lack of resources, combined with remote and social isolation makes the problem that much larger. When hearing about this story, I am so thankful that our bush chaplains are on hand to help those in need. Our bush chaplains are more than a listening ear; they are bringing hope to those in need.

My placement here with Frontier Services is my true calling. My work brings many different parts of my life together: my faith, my values, and being a country girl at heart. At Frontier Services we believe in helping those who are marginalised through social isolation, providing help during natural disasters, lending a sympathetic ear when needed, and delivering pastoral care.

We stand together with the people, spreading the love of God through meeting human needs and giving practical care.

I would like to acknowledge the hard work and dedication of my predecessor, Graham Ryan and his team during this financial period. Their hard work and dedication has enabled Frontier Services to achieve some great results.

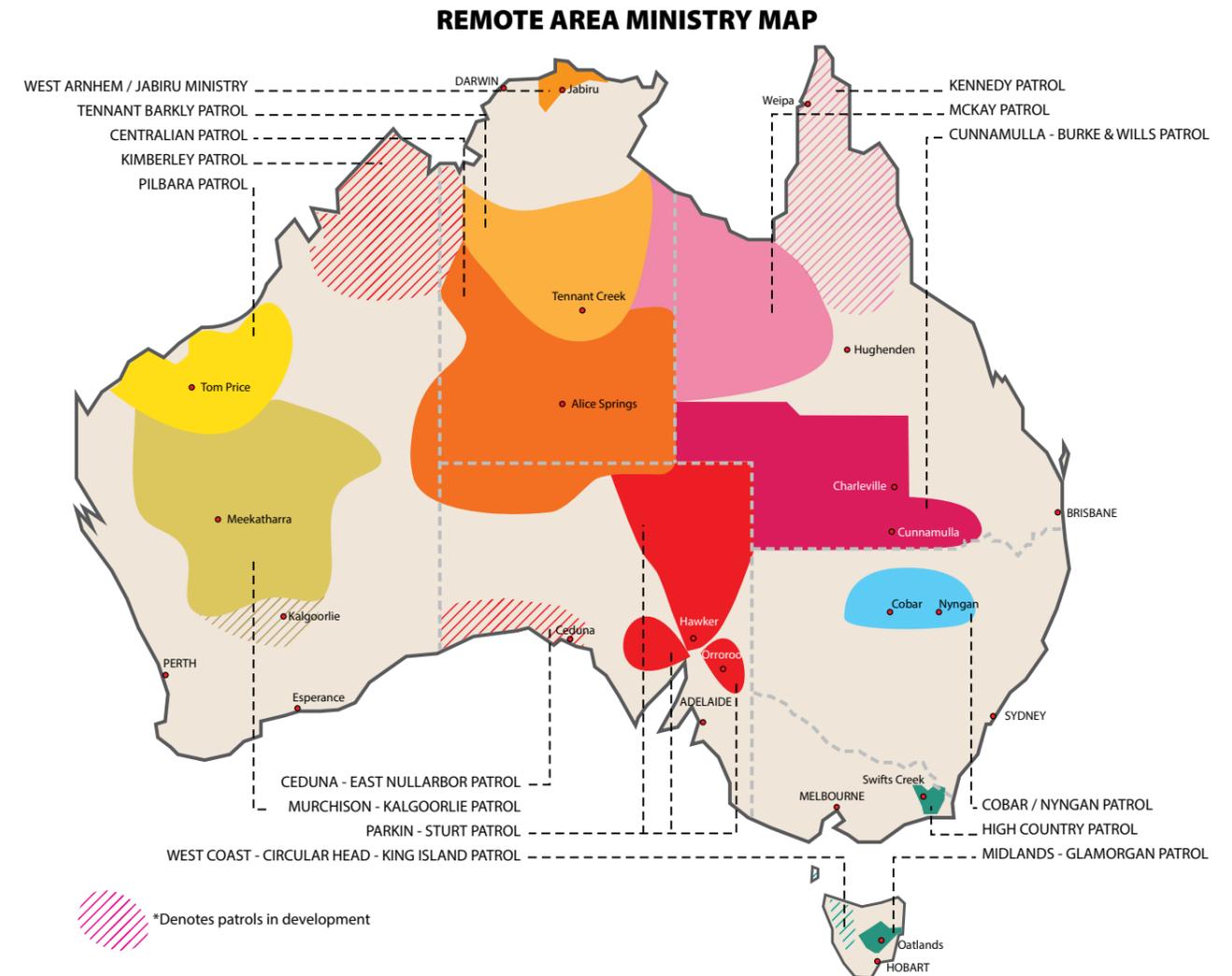


Jannine Jackson
CEO



Our footprint across Australia

Frontier Services is in Remote Australia across 10 very different remote areas. Each has its own challenges, needs and logistics, and is manned by one of our amazing bush chaplains.



Our bush chaplains are the life blood of our organisation, connecting those in isolation and building resilience in our remote communities. Driving countless miles, helping people on the ground with practical, emotional, pastoral and spiritual help, our bush chaplains are truly building the 'mantle of safety' for all those in need.

It takes a very special person to take on the role and responsibility of being a bush chaplain, (or Patrol Minister as they have been known by for many years). We asked some of our bush chaplains to share what it means to them.

Chaplains use a term “intentionally loitering”, whether it is in a jail, a hospital, a school, or the great Australian Outback, including the Victorian Alps. One “hangs around” and gradually one is known as being a “genuine sort of person”. I drive, join, attend, converse, mix, mingle, worship, laugh, cry, celebrate, despair, hope and pray... Whether it be deep snow, frenetic bushfire, devastating flood, violent storms, resilient recovery - whatever - I am with the men, women and children who live in the remote mountain ranges of Victoria. Sometimes I get to call God by name, and acknowledge his direct presence. Other times, I stand beside people in the darkness, and we wait for the coming of the light, and in that waiting time, we stoke the fire, make cups of tea, butter scones and dispense tissues. Out here, there are not many other professional helpers, as it is too expensive for government and other private agencies to send staff out. But I think that being a chaplain is more than being a professional helper. I am a harbinger of the gospel, can sometimes give wise counsel, but always and everywhere I listen and befriend. I ask myself not only “what would Jesus do?” but also “what would John Flynn do?” And one of my answers is simple, yet profound, BE THERE!

Yep, that’s bush chaplaincy!

Rev Rowena Harris – High Country Patrol

“Someone who has a heart for the outback, an ear to listen to their stories, a hand to help in their hardship, a mind to comfort in their struggle, a smile to relax in their time of stress, and an insight to guide them to God’s eternal love”.

**Rev Sunny (Sunil) Kadaparambil
Cunnamulla – Burke & Wills Patrol**





Rev. Lindsay Parkhill with pastors from Maningrida taken at Warruwi 2017

“Ministering with people in their country.”

Rev Lindsay Parkhill
West Arnhem/Jabiru Patrol



“Being a bush chaplain is about trying to understand and share in the struggles and joys of life in the bush. It’s about standing up for people too easily forgotten by governments, businesses, churches and other organisations. It’s about working for equity of access to services, education, etc that other Australians take for granted. Being a bush chaplain means people in the bush know you as a good listener. It means people know you’re available when things go wrong, tragedy strikes, and times are tough. It means filling gaps. It means being “all things to all people”. It means getting your hands dirty. It means being sensitive to people’s spiritual journeys and contributing to those journeys where possible. It means helping people to celebrate life and love, and helping them to mourn death. Being a bush chaplain means showing people in the bush that you care by serving them in whatever ways you can.”

Benjamin Quilliam
Centralian Patrol



“I am proud to have followed in the footsteps of John Flynn for the last 14 years.

My experience is being the ‘presence of God’. Denomination does not really matter. My ministry is often with people outside the traditional structures. It is missional.

My ministry to the mines is to live and be beside people who are working FIFO and also for those who live in a mining town to understand and appreciate their life, culture, concerns, pains and joys.

Also to gather people of all denominations at appropriate times and places to celebrate and express their communal life, to discover God’s word and to celebrate the sacraments.”

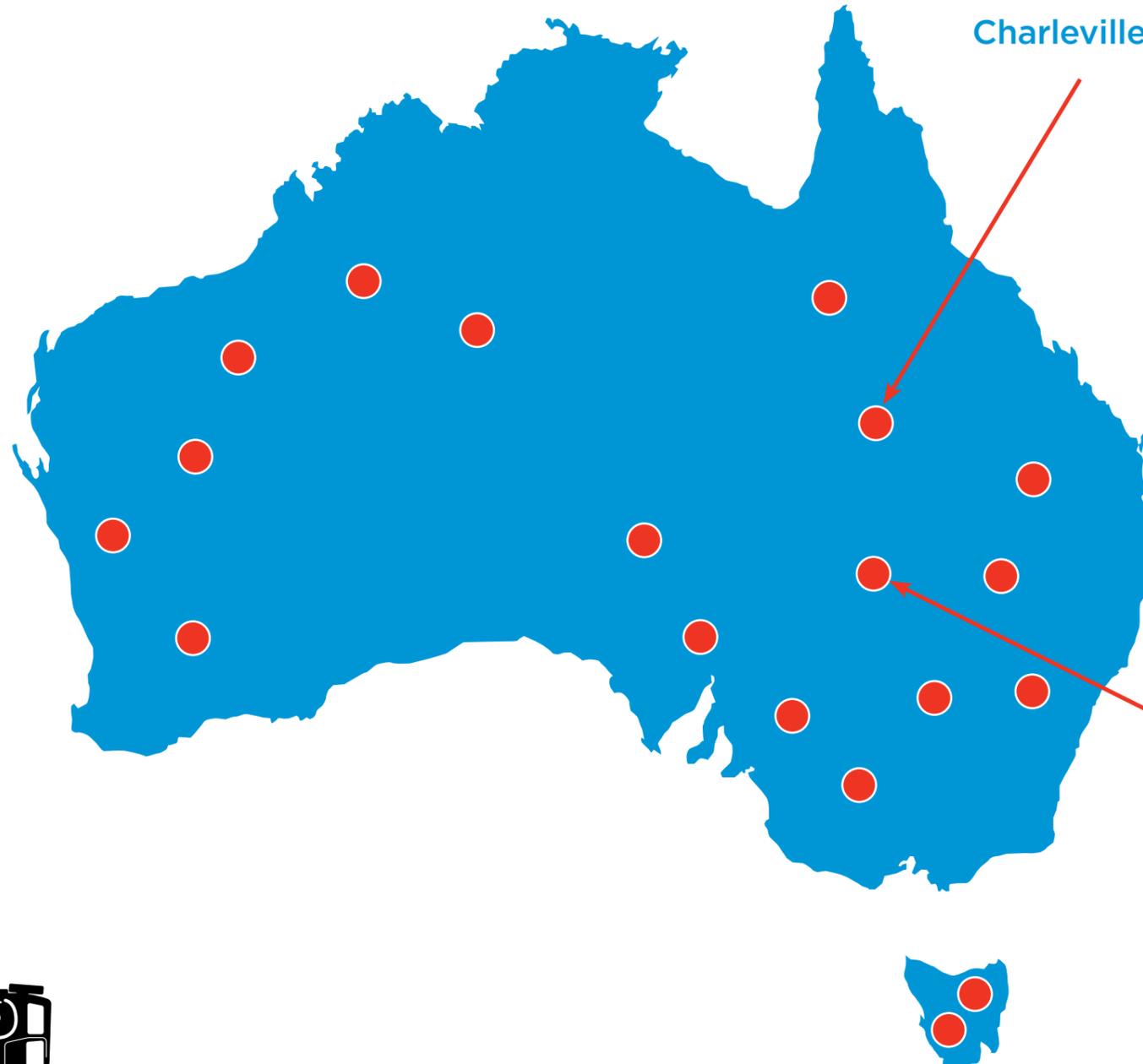
Rev John Dihm
Pilbara Patrol

Frontier Services Snapshot

 **120+**
FARMS
VISITED
ACROSS AUSTRALIA

 **150+**
SKILLED
VOLUNTEERS


**MORE THAN
230,000+
KILOMETRES
TRAVELLED** 



RACQ
Charleville Group



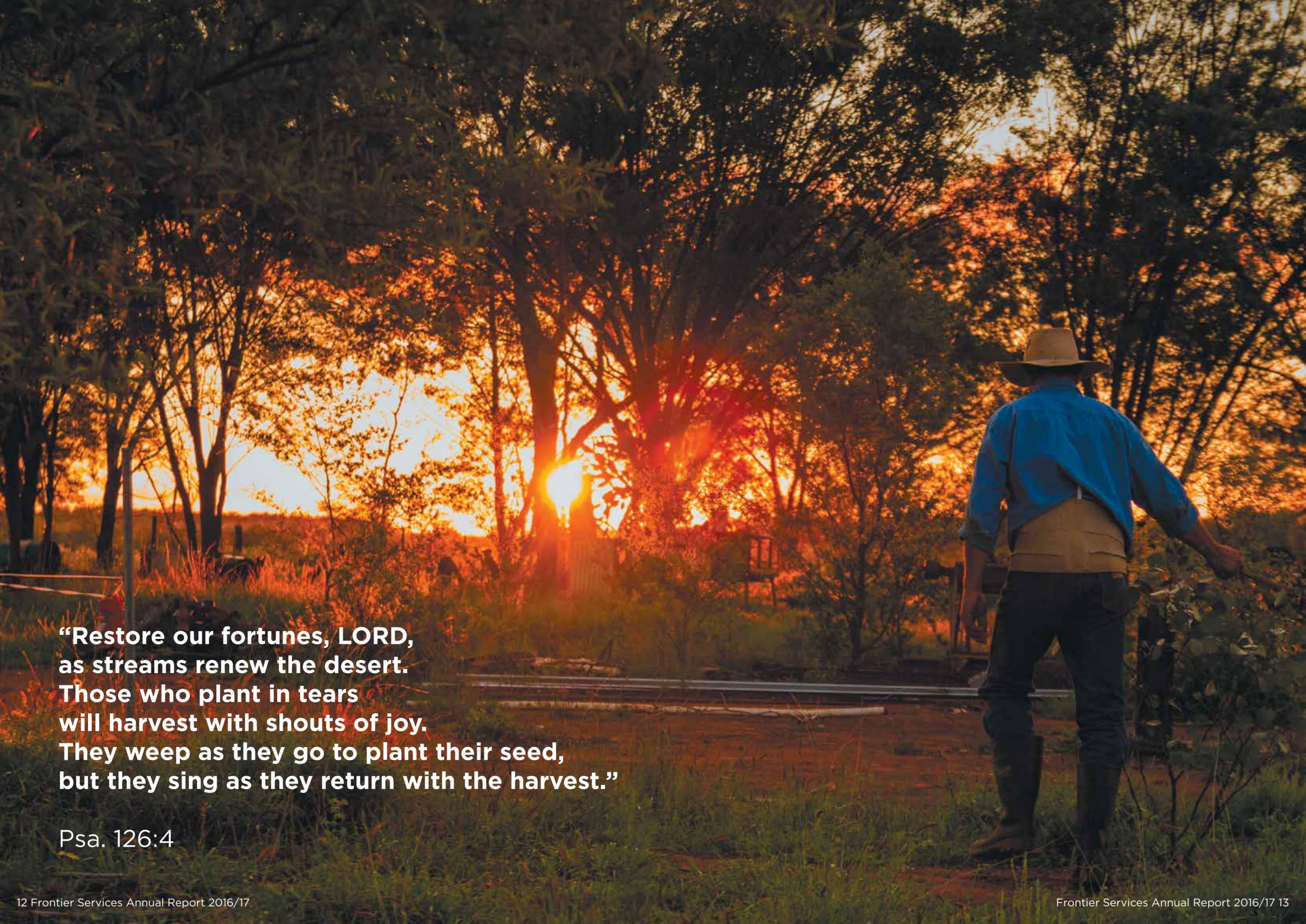
**MORE THAN
2,750+
PEOPLE
IMPACTED**



Cobar Year Round Program

6 MAJOR PARTNERS



A man wearing a cowboy hat, a blue long-sleeved shirt, and dark pants stands in a field, looking towards a line of trees at sunset. The sun is low on the horizon, creating a warm, golden glow. The trees are silhouetted against the bright sky. The man is standing with his back to the camera, looking towards the trees.

**“Restore our fortunes, LORD,
as streams renew the desert.
Those who plant in tears
will harvest with shouts of joy.
They weep as they go to plant their seed,
but they sing as they return with the harvest.”**

Psa. 126:4

Our Outback Links Program

Our program connects skilled volunteers with people across remote Australia who could use a helping hand. Outback Links has a community of more than 1,200 volunteers from various backgrounds who share a passion for 'giving back' to farmers in the bush.

Through the program we:

- respond to the short term need including crisis response
- match skilled volunteers to situations where they can provide practical assistance
- help those living in isolation and have limited access to resources

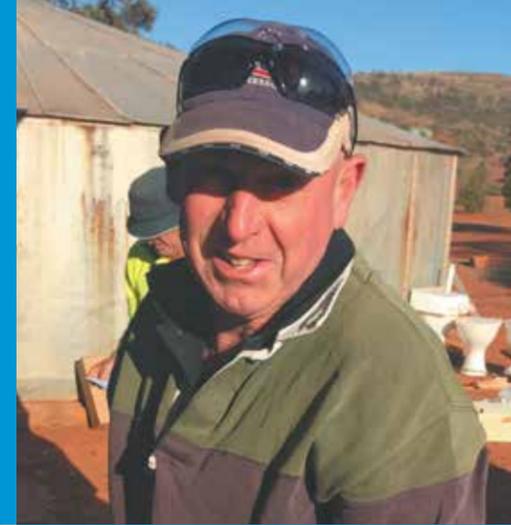
We work hard to:

- support families and individuals living in remote Australia, regardless of their income, cultural background, religion or disability.
- cooperate with other community services in remote Australia to ensure a complementary service



"I thought it was a great program that should be used by more people in the bush. It really works in every way!"

Farmer



"The amazing graziers and the people that are involved in the Station. The teamwork involved towards a successful result. Great friendships made, new trade skills and experiences learnt."

Volunteer



"We loved that they became part of the family for the week. Our whole family enjoyed everyone's company."

Farmer



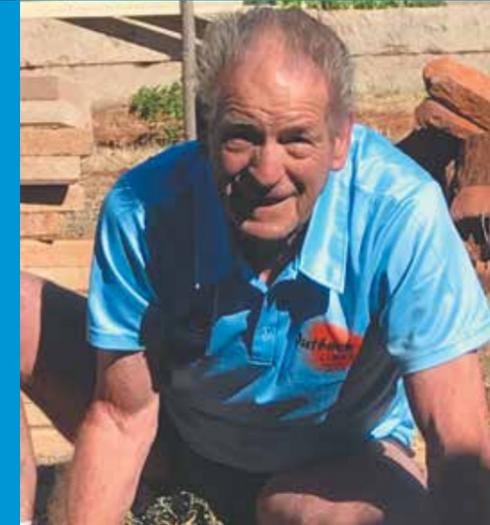
"I learned how difficult it is for the farmers and land owners in such a barren area of our huge continent. They never whinge or moan, just get on with their daily chores with aplomb. Their resilience, tenacity and enthusiasm is something that you don't tend to see as much in the city areas."

Volunteer



"Thank you very much! Words cannot express how much I appreciate all the effort put into the work at Mt Ive Station. I'm very grateful and feel very blessed to have had the privilege of hosting and having a team work on the shearer's quarters men's bathroom."

Farmer



"I felt inspired spending a week living and working with people of the outback and other volunteers."

Volunteer

Statement of profit or loss and other comprehensive income
For the year ended 30 June 2017

	30 June 2017 \$	30 June 2016 \$
Continuing Operations		
Revenue from rendering of services	-	129,794
Donations and bequests	3,698,944	2,976,491
Other revenues from ordinary activities	167,583	25,681
Total revenue	3,866,527	3,131,966
Employee expenses	722,112	1,611,428
Depreciation and amortisation expense	85,072	26,606
Administration costs	236,307	184,238
Interest expense	248,189	481,358
Communications	174,011	126,126
Property costs	138,302	97,517
Travel & Accommodation	84,918	71,229
Vehicle running costs	8,655	30,069
Other expenses from ordinary activities	189,752	118,315
Grants to Patrol Ministers	1,146,303	433,338
Total Expenses	3,033,621	3,180,224
Net surplus/(deficit) from continuing operations	832,906	(48,258)
Discontinued operations		
Surplus from discontinued operations	-	1,259,327
Surplus for the year	832,906	1,211,069
Other comprehensive (loss)/income		
Items that may be reclassified subsequently to profit or loss		
Net gain/(loss) on remeasurement of financial assets available for sale	20,548	(1,620)
Total Other comprehensive income/(loss) for the year	20,548	(1,620)
Total comprehensive income for the year	853,454	1,209,449

Statement of financial position
As at 30 June 2017

	30 June 2017 \$	30 June 2016 \$
Assets		
Current assets		
Cash and cash equivalents	951,378	661,041
Trade and other receivables	319,470	279,646
Financial assets	282,278	368,600
Other current assets	15,638	43,587
Total current assets	1,568,764	1,352,874
Non-current assets		
Property plant & equipment	231,837	2,266,802
Total non-current assets	231,837	2,266,802
Total assets	1,800,601	3,619,676
Liabilities		
Current liabilities		
Trade creditors and payables	919,969	2,986,334
Borrowings	341,559	2,596,643
Provisions	36,057	39,757
Total current liabilities	1,297,585	5,622,734
Non-current liabilities		
Trade creditors and payables	1,672,977	-
Borrowings	750,000	5,749,994
Provisions	-	20,357
Total non-current liabilities	2,422,977	5,770,351
Total liabilities	3,720,562	11,393,085
Net liabilities	(1,919,961)	(7,773,409)
Equity		
Specific Fund	-	145,805
Endowment Fund	636,118	688,179
General Fund	(2,576,627)	(8,697,109)
Financial Asset Reserve	20,548	89,716
Total (deficit)	(1,919,961)	(7,773,409)

Statement of changes in equity
For the year ended 30 June 2017

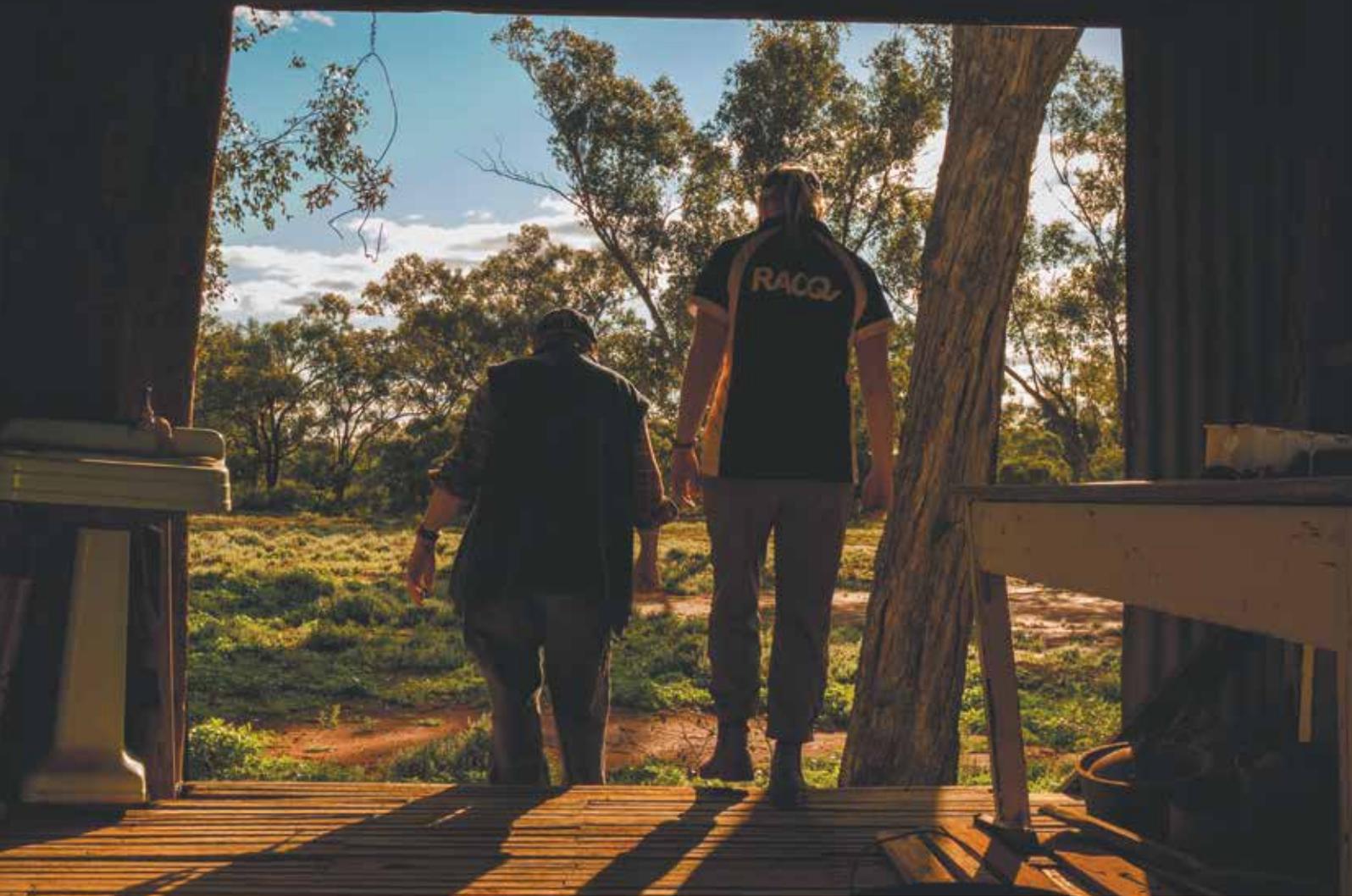
	Specific Fund	Endowment Fund	General Fund	Financial Asset Reserve	Fixed Asset Revaluation	Total Equity
	\$	\$	\$	\$		\$
Balance at 1 July 2015	145,805	688,179	(17,585,677)	91,335	-	(8,982,858)
Surplus for the year	-	-	1,211,069	-	-	1,211,069
Transfers from/ (to) Funds & Reserves						
Fixed Asset Revaluation Reserve	-	-	7,677,500	-	(7,677,500)	-
Total transfers	-	-	7,677,500	-	(7,677,500)	-
Other comprehensive income/(loss) for the year						
Net (loss) on remeasurement of financial assets available for sale	-	-	-	(1,620)	-	(1,620)
	-	-	-	(1,620)	-	(1,620)
Balance at 30 June 2016	145,805	688,179	(8,697,108)	89,715	-	(7,773,409)
Balance at 1 July 2016	145,805	688,179	(8,697,108)	89,715	-	(7,773,409)
Surplus for the year	-	-	832,906	-	-	832,906
Capital contribution	-	-	4,999,994	-	-	4,999,994
Transfers to/(from) Funds & Reserves						
General Fund	-	272,731	(272,731)	-	-	-
Specific Fund	(145,805)		145,805	-	-	-
Endowment Fund	-	(324,792)	324,792	-	-	-
Financial Asset Reserve	-	-	89,715	(89,715)	-	-
	(145,805)	(52,061)	287,581	(89,715)	-	-
Other comprehensive income/(loss) for the year						
Net increase on remeasurement of financial assets available for sale	-	-	-	20,548	-	20,548
	-	-	-	20,548	-	20,548
Balance at 30 June 2017	-	636,118	(2,576,627)	20,548	-	(1,919,961)

Statement of cash flows
For the year ended 30 June 2017

	2017	2016
	\$	\$
Cash flows from operating activities (including discontinued operations)		
Cash receipts in course of operations	3,927,856	5,817,767
Cash payments in course of operations	(3,473,501)	(7,205,991)
Interest and dividends received	4,196	38,714
Interest paid	(248,189)	(260,755)
Net Cash from/(used in) operating activities	210,362	(1,610,265)
Cash flows from investing activities		
Proceeds from sale of property, plant & equipment	2,255,084	10,501,361
Proceeds from sale of financial assets	105,500	-
Purchase of property, plant & equipment	(25,525)	(1,647)
Payment to ARCCS and Juniper	-	(8,102,719)
Net Cash from investing activities	2,335,059	2,396,995
Cash flows from financing activities		
Uniting Financial Services repayment	(2,255,084)	(787,765)
Net Cash (used in) financing activities	(2,255,084)	(787,765)
Net increase/(decrease) in cash held	290,337	(1,035)
Cash at the beginning of the financial year	4	661,041
Cash at the end of the financial year	4	951,378



Frontier Services
serving remote Australia



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