

Annual Report

2021



**Frontier
Services**

Standing with
people in the bush



Contents

3	21/22 Our Impact	13	Never Beyond Reach	26	A Cuppa and a Chat
4	How we help	14	Pilbara, WA - Rev. John Dihm	27	Moving Forward in Unprecedented Times
5	Our Mission	15	West Arnhem, NT - Rev. Lindsay Parkhill	28	Outback Links
6	Chairman's Report	16	Goldfields WA - Past. Lindsay Gin	29	Snowy Monaro Bushfire Recovery Projects
7	Members of the Board	17	Kennedy, QLD - Past. Chris Guise	32	Financials: Statement of Profit and Loss and Other Comprehensive Income
8	A message from the National Director	18	Barwon, NSW - Rev. Phill Matthews	33	Statement of Financial Position
9	Our Goals	19	Parkin Sturt, SA - Rev. Sunil Kadaparambil	34	Statement of Changes in Equity
10	Our Legacy	20	Ceduna, SA - Past. Gary Ferguson	35	Statement of Cash Flows
11	Mental Health out Bush	21	Oodnadatta, SA - Past. Julia Lennon		
12	Our Bush Chaplains	22	Cunnamulla, Burke & Wills, QLD - Past. Cain Hartigan		
		23	Murchison, WA - Rev. Mitch Fialkowski		
		24	McKay, QLD - Rev. David Ellis		
		25	Tennant Barkly, NT - Rev. Peter Wait		

2021/2022: Our Impact



We delivered disaster response

and emergency relief to communities in regional and remote Australia impacted by bushfires, droughts, floods, plagues, and COVID-19.



We built capacity

in rural communities through our network of Bush Chaplains who provide spiritual care and lead community events.



We walked alongside First Nations people

and promoted reconciliation through the adoption of the Uluru Statement from the Heart.



We operated where other support services have withdrawn,

maintaining a physical presence for isolated Australians.



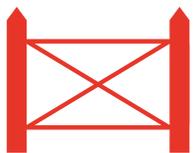
We provided 25,063 hours of practical hands-on volunteer work

to farmers and graziers in remote Australia who were experiencing hardship.



We advocated for all people

living in rural and remote areas to ensure a “mantle of safety” was extended to all those living out bush.



We ventured beyond the furthest fence,

knocking on the door of isolated properties, First Nation communities, and remote mining sites.



We connected 381 volunteers

with opportunities to support people in the bush.



We created a sustainable safety net

for regional Australians, with over 1,300 Outback Angels part of our regular giving program.

How we help

Bush Chaplaincy

Our 16 Bush Chaplains work to make our vision a reality in rural and remote Australia. Bush Chaplains are extraordinary men and women who are on the frontline of the issues out bush, building community capacity in remote Australian one person at a time. They are part of the fabric of their communities - embedded with isolated people as a friendly knock on the door, empathetic ear, wise counselor, sympathetic support, and practical helping hands of Frontier Services.

Outback Links

Hundreds of ordinary Australians - skilled and unskilled - lend their time and compassion to our Outback Links program. From grey nomads, to city workers, to retired tradesmen, we take care to ensure our volunteers are matched with farmers and graziers who need an extra set of hands. Volunteering tasks often include gardening, painting, cooking, farm chores, fencing, child-minding, or caretaking. More than just completing a practical list of jobs, our Outback Links volunteers provide emotional support and understanding to so many isolated Australians.

Mental Health Response

Living in these unprecedented times has taken a large financial, physical, and emotional toll on all of us. But in addition to the hardships of the last year, rural and remote Australians have faced an increased social isolation unlike ever before, adding to a mental health crisis out bush. We are on the ground in remote Australia to face these issues head on, providing wellbeing checks, mental health referrals, grief and loss counselling, suicide prevention, and domestic abuse interventions.

Disaster and Emergency Response

This year, we've seen so many disasters and emergencies affect our friends out bush, from bushfires to COVID-19 trade restrictions, to plague proportions of mice. In these unprecedented times of disaster, we are in place and ready to respond through Police, Fire and Rescue, SES, and Army Chaplains. Frontier Services has firsthand knowledge of the isolated properties, remote towns, First Nations communities, and mining communities in need of support. This puts us in a unique position to respond to disasters and emergencies quickly and effectively.

A Voice for the Bush

Advocacy for the people out bush is an important role for Frontier Services. As Australia's oldest bush charity, we feel a responsibility to not only walk alongside rural Australians, but also to speak up, raise awareness, and advocate for changes in local and national legislature. We actively seek out opportunities to make change at government, agency, and public levels.

Outback Angels Program

Regular monthly giving provides an ongoing safety net which enables Frontier Services to plan with confidence into the future. Currently we have over 1,300 Outback Angels and growing, who provide the financial backbone for growth.

Great Outback BBQ Campaign

The Great Outback BBQ campaign allows all Australians - regardless of skill set or financial situation - to support our friends out bush by raising awareness and much needed funds. By simply holding a community fundraising event or purchasing a virtual ticket, everyday Australians make a direct impact in the lives of rural Australians.

Our Mission

Standing with people in the bush

We dream of an Australia where everyone who lives in our regional and remote areas are cared for and supported, and have a mantle of safety and well-being. This includes indigenous communities, isolated properties, mining communities, and other remotely located communities.

Chairman's Report

It has been a tough year for so many Australians across our vast country. Many have battled the mouse plague, cyclones, floods, fires and 2021 still saw us face the adverse effects of Covid-19.

Farmers and remote communities face an already isolated life with little to no access to resources they need when times get really tough. I am so incredibly grateful for our Bush Chaplains and Outback Links program that ensures our friends in the bush get the help and support they need and makes sure they continue to have a 'mantle of safety', despite where they live.

The work of Frontier Services Bush Chaplains, goes far beyond a cuppa and a chat which in itself can be a blessing to a lot of people in the bush. Our Bush Chaplains are often the first call when help is needed, the helping hand in moments of crisis, and in emergencies quite often the lifeline people need when things get a little too much to bear. Their work is vital and thanks to our donors, congregations, staff and fellow Frontier Services Board members I am proud to see that these 'helping hands' are going to reach even further next year with 6 new Bush Chaplains in new remote areas around Australia.

The Outback Links volunteer program has grown exponentially over the past year, even when COVID meant that borders were shut and travel was difficult. It has been incredible to see our program flourish with willing and able volunteers who have collectively spent thousands of hours rolling up their sleeves and getting in to help. Whether it is fixing fences, repairing machinery, cleaning properties or looking after animals around farms. Our support recipients have forged the most incredible friendships with Outback Links volunteers and in most cases have made friends for life.

From the bottom of my heart I want to thank each and every one of our Bush Chaplains and volunteers for standing alongside people in the bush. The time

and effort to be there for those who need help most is priceless and you have saved more lives than you can imagine. Hope has been delivered far and wide and I couldn't be more proud.

On behalf of the Board I would like to thank each and every supporter of Frontier Services, the church congregations, and corporate partners who believe in the work we do. Your financial contributions have enabled us to reach out to more people than ever before.

It has been an honour to work alongside the National Director of Frontier Services, Jannine Jackson and the team in the head office. Her vision and strategic plan for the future brings forward a very bright light for those who receive our support. Since 2018 when I humbly accepted the role of Chairperson, I have watched every milestone not only be met, but exceeded. Although my time with the Board comes to an end, I will always watch on from the sidelines because I know great things are on the horizon for Frontier Services and the voice they provide to those in the bush.

It is with great honour that I can pass the baton of Frontier Services Board Chair to Lisa Sampson. Lisa has been a Board Member since 2016 and I know I am leaving this great organisation in more than capable hands.

Until we meet next at the farm gate!
Prayers and Blessings

Will Pearson



Members of the Board



Rev. Will Pearson – Chair

Will is a retired UCA minister with a close affinity for those living on the land. During his full time ministry he served two years in Armidale and experienced first hand the difficulties facing rural and remote families. Will is passionate about growing the number of Bush Chaplains across remote inland Australia.



Cecil Benjamin – Board Member

Cecil brings extensive experience and expertise as a marketing/business consultant to his role as board member. He co-founded Benkorp Management Services providing the SME and NFP sectors with management accounting, systems setup and maintenance services. He has also given 10 years in professional ministry with the Uniting Church Australia, serving congregations around Sydney.



Colleen Geyer – Board Member

Colleen is the current General Secretary of the Uniting Church in Australia and has held a number of other senior roles in the Church including Associate Director of UnitingCare Australia, and Director of Mission at BlueCare. She brings a wealth of experience, extensive leadership knowledge, and a range of UC perspectives to the Board.



Auntie Dianne Torrens – Board Member

Auntie Dianne Torrens is a Widjabal woman and Githabul woman of the Bundjalung nation from the Northern Rivers. She was a founding member of the Uniting Aboriginal and Islander Christian Congress (UAICC) in NSW and one of the first five Aboriginal women to be made a UCA elder. Auntie Dianne and her husband Tim Torrens initiated the “Walking on Bundjalung Country”, inviting non-Aboriginal people to join them for a time of learning, connection and sharing. This has inspired other Walking on Country events and promoted reconciliation within our community.



Dorothy Creek – Board Member

As a farmer living in rural NSW all her life, Dorothy brings valuable grassroots perspective to the Board. She knows only too well the reality of living off the land. Dorothy is also a lay preacher and a foundation member of the UCA Riverina Presbytery. She has served on the board since 2016.



Rev. Heather den Houting – Board Member

Heather was appointed as the General Secretary of the Uniting Church in Australia, Queensland Synod in June 2016. Heather serves across a range of Church Boards and commissions with the Uniting Church at national, state and local levels. Heather has a background in law including government, community and private practice. She is a Graduate of the Australia Institute of Company Directors and holds degrees in Economics, Law and Theology and post-graduate qualifications in Management.



Lisa Sampson – Board Member

Lisa is a marketing, media relations and fundraising consultant. She has held senior executive roles in the UCA NSW/ACT Synod and with several well-known charities, as well as a non-executive directorship within the education sector. She brings operational and strategic knowledge of the not-for-profit sector.



Katrina Gillies – Board Member

Katrina joined the Frontier Services Board with significant litigation, governance and compliance experience. Katrina’s knowledge was invaluable to the board and the operations of Frontier Services from a legal perspective. It was with a heavy heart that Katrina retired from the board in August 2021. We wish her the best in her new endeavours.



Sharon Lee – Board Member

Sharon was appointed to the Frontier Services board in December 2019. She brings over 15 years of experience across a range of sectors including telecommunications, professional and financial services, government and not-for-profit to the role. She has also served as a Board Trustee to the John Flynn Foundation since 2018.



Rev. Mark Kickett – Board Liaison

Rev. Mark is the Interim National Chair of the Uniting Aboriginal and Islander Christian Congress (UAICC). He served on the Frontier Services Board as Auntie Dianne Torrens’ liaison until June 2021. However, we now welcome Mark as a member of the Frontier Services Board.

A message from the National Director

It's been quite a long road for many, the past year has truly tested us in ways we didn't imagine. Although we have all faced the same storm, we are all in different boats and when times get really tough, humanity unites and forges friendships in even the most devastating times.

We have seen some extreme natural disasters right across the country, Cyclone Seroja, mouse and grasshopper plague, floods, ongoing drought and not to mention the battles of Covid.

I am constantly blown away by the commitment and strength of our Bush Chaplains and how dedicated they are to being a ministry of presence. Showing up to different communities right across the country, being a much-needed support to those in need and quite often being the very lifeline needed.

Our volunteers have clocked over 25,000 hours of practical support to those in need throughout our rural and remote communities over the past year.

I have seen some of the most incredible acts of resilience, hope, togetherness and support for those who are doing it tough and I am so proud of the impacts we as a team have managed to achieve with the odds against us this past year.

Looking ahead, the future is bright, and I must admit, I am very excited to see our plans unfold as we continue to grow our Bush Chaplaincy network, advocacy and our volunteer program to provide communities with even more access to the help and support they need.

Despite the trials, we have had a year full of incredible stories of hope and strength. We will continue to build incredible partnerships to build a more hopeful future for our rural and remote communities.

Thank you for your continued support and belief in the work we do, we couldn't do it without you.

Jannine Jackson
National Director



Our Goals

We believe that everyone in rural and remote Australia deserves access to help and support when they need it most. In order to achieve this, our goals are:

- **25 Bush Chaplains** providing practical, pastoral, and spiritual care to people in remote Australia 85% of the country
- **2,000 active volunteers** bringing helping hands and hope to people in the outback
- **1,500 Outback Angels** to increase a financial safety net which enables us to provide crucial services to isolated Australians
- **Advocacy** and providing a voice for people in the bush
- **Collaboration** with other agencies of the Uniting Church of Australia
- **Increased support network** for isolated communities facing mental health issues



Our Legacy

Australia's oldest bush charity

It was over 100 years ago that Rev John Flynn had a vision to establish a "mantle of safety" so people in outback Australia could build sustainable communities despite the hardships of isolation. Since 1912, Frontier Services has implemented John Flynn's vision for outback.

Australians: we are the welcome visitor, the friend, the counsellor, and advocate for the people of regional and remote Australia. Through our network of Bush Chaplains and Outback Links volunteers, we strive to build and maintain the sustainable communities John Flynn envisioned all those years ago.



Mental Health out Bush

Regional and remote Australians are twice as likely to die from suicide when compared with Australians living in metropolitan areas. This year, we've taken a stronger stance on suicide awareness and the mental health crisis out bush.

Our Bush Chaplains and Outback Links volunteers are on the frontlines, working to connect, fill the gaps, and be a trusted friend. Unlike traditional support workers that are only present for the initial response, they're not contracted for specific outcomes or for a certain quota of people.

Bush Chaplains maintain an ongoing presence and a listening ear for as long as it is needed.



Our Bush Chaplains

Walking alongside
the people of
remote Australia



In the next 12 months, we hope to place Bush Chaplains in 6 more regions to increase the network of support for regional and remote Australians.

A Bush Chaplain is there for so much more than a cuppa and a chat, they are there for the long haul, and to advocate for people when they can't do it themselves. Our Bush Chaplains fill a personalised role, supporting farmers through everything life throws at them. It's a job that is not about going into places where the support already exists, it's about filling the gaps and being there long after others have left.

Never beyond reach

Frontier Services Bush Chaplains are never beyond reach. Whether it's having a cuppa, providing practical assistance or simply connecting with their community, they are always willing to go above and beyond to support the people around them. This year saw the induction of two new Bush Chaplains; Pastor Lindsay Ginn and Pastor Julia Lennon. We welcome them into the team and look forward to what the future holds for their communities.



WEST ARNHEM - NT
Rev. Lindsay Parkhill



TENNANT BARKLY - NT
Rev. Peter Wait



CENTRALIAN - NT
Benjamin Quilliam



PILBARA - WA
Rev. John Dihm



MURCHISON - WA
Rev. Mitch Fialkowski



GOLDFIELDS - WA
Past. Lindsay Ginn



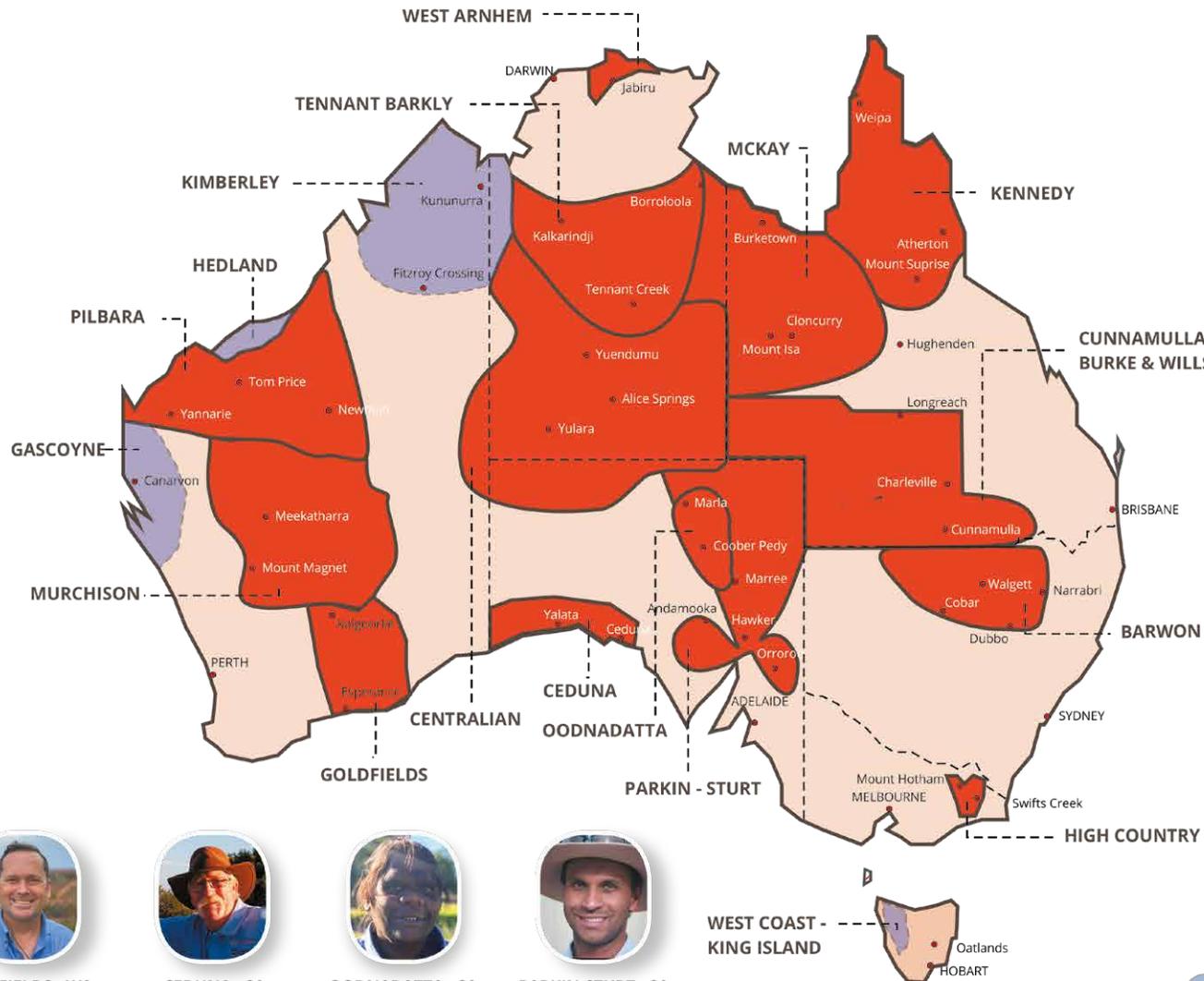
CEDUNA - SA
Past. Gary Ferguson



OODNADATTA - SA
Past. Julia Lennon



PARKIN-STURT - SA
Rev. Sunil Kadaparambil



MCKAY - QLD
Rev. David Ellis



KENNEDY - QLD
Past. Chris Guise



CUNNAMULLA-BURKE & WILLS - QLD
Past. Cain Hartigan



BARWON - NSW
Rev. Phill Matthews



HIGH COUNTRY - VIC
Rev. Rowena Harris

*Denotes Remote Areas in development



An Update from Rev. John Dihm

REMOTE AREA: PILBARA, WA

John works alongside local police to implement a drug and alcohol education program for high school students. Since its implementation last year, there has been a steep decline in offences by local youth and many of Pilbara's young residents and parents connect with John for assistance.

The Pilbara region has a serious issue with mental health, as there are many mining communities. John visits many miners regularly, helping them tackle the fear and isolation created by the ongoing uncertainty of COVID-19 and border restrictions. John works closely with Fly-In-Fly-Out (FIFO) camps to provide mental health support and create community connections in his region.

John works closely with many support services on the ground. Working closely with the Nintirri Centre, which aims to enrich lives and build thriving communities in the Pilbara, John provides chaplaincy and advisory support to his community. He also works closely with the Liquor Accord to help reduce antisocial behaviour and alcohol related violence. John fosters connections with local First Nations people to provide education and support surrounding alcohol related violence, which has proven to be extremely valuable for the Pilbara.



An Update from Rev. Lindsay Parkhill

REMOTE AREA: WEST ARNHEM, NT

Lindsay works to create connections and build community resilience for those doing it financially tough in West Arnhem. Lindsay runs a monthly clothing stall, which sees donations of various items of linen and clothing distributed to members of the community who are in dire need.

Lindsay conducts community events and fundraisers to help fund the transport of goods to people especially isolated in West Arnhem. Through these events and

fundraisers this year, Lindsay was able to refurbish a trailer that has been crucial in transporting clothing and other goods around his region.

Lindsay fosters connections between First Nations people and his local community, working with the Army Cadet Camp and Jabiru leaders. This year, the Army Cadet Camp and Jabiru came together on Anzac Day, where Lindsay gave the opening prayer at Dawn Service.



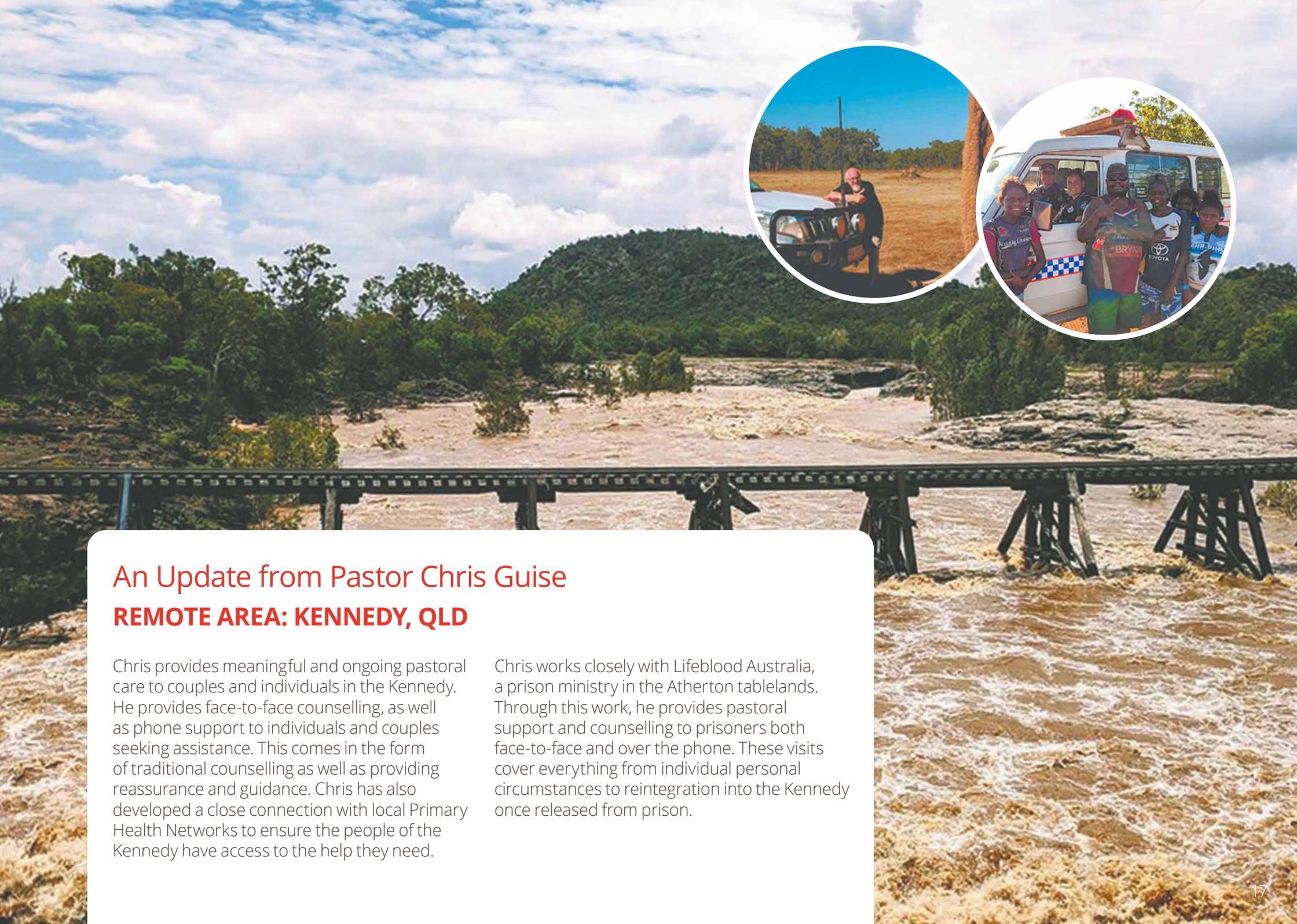
An Update from Pastor Lindsay Ginn

REMOTE AREA: GOLDFIELDS, WA

Western Australia was relentlessly hit by fires and then a cyclone, and Lindsay stepped up as the Duty Officer for the Disaster Recovery Chaplaincy Network in WA. This position has seen him provide pastoral support not only in Goldfields, but also in Gidgegannup, Mundaring, Swan View, Toodyay and Northam. Lindsay has been able to provide crucial disaster support and increased community resilience in the wake of these disasters.

Not only does Lindsay work to provide practical and pastoral support in the aftermath of these disasters, but he is also now certified as a trainer for the Living Works Safetalk Program. With this training, he is able to provide increased emotional support for survivors of traumatic events, with an increased focus on supporting children who have lost everything in natural disasters.





An Update from Pastor Chris Guise

REMOTE AREA: KENNEDY, QLD

Chris provides meaningful and ongoing pastoral care to couples and individuals in the Kennedy. He provides face-to-face counselling, as well as phone support to individuals and couples seeking assistance. This comes in the form of traditional counselling as well as providing reassurance and guidance. Chris has also developed a close connection with local Primary Health Networks to ensure the people of the Kennedy have access to the help they need.

Chris works closely with Lifeblood Australia, a prison ministry in the Atherton tablelands. Through this work, he provides pastoral support and counselling to prisoners both face-to-face and over the phone. These visits cover everything from individual personal circumstances to reintegration into the Kennedy once released from prison.

An Update from Rev. Phill Matthews

REMOTE AREA: BARWON, NSW

Leading up to his retirement in August 2021, Phil worked to ensure he left Barwon in good stead for his replacement. This work included regular counselling for the people of Barwon, particularly surrounding grief and mental health issues.

Phil worked closely with the Rural Resilience Network, to listen, learn, and create

opportunities for residents in his region. Phil advocated for more funding, programs, and support for the people of the Barwon.

Phil attended many speaking engagements, raising awareness and spreading the vision of the work we do at Frontier Services. He will be greatly missed!



An Update from Rev. Sunil Kadaparambil

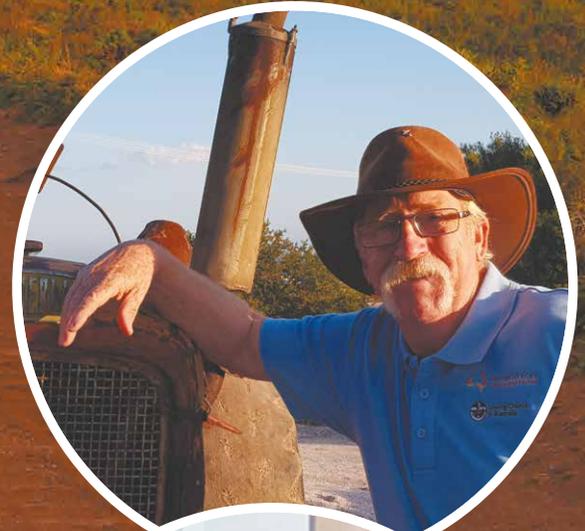
REMOTE AREA: PARKIN STURT, SA

Sunny covers thousands of kilometres in the Parkin Sturt, frequently visiting a number of small towns and numerous small pastoral, farming, and tourism settlements. Sunny provides practical and pastoral support to the most remote of stations and people isolated by vast distances.

Sunny works closely with the Outback Links team to support the Parkin Sturt. His remote area has been hit particularly hard with droughts and declining mental health. Sunny organises and runs various volunteer and fundraising events throughout the year to address these issues, and build community resilience and connection in the face of despair.

Sunny has built and continues to maintain an incredible support network in an area that is extremely vast. He works closely with the federal government and local organisations such as the Rotary Club to ensure that all residents of Parkin Sturt have access to services and support.





An Update from Pastor Gary Ferguson

REMOTE AREA: CEDUNA, SA

Gary forms close connections with the people of Ceduna, scheduling regular visits with a variety of residents to provide practical and pastoral care. Gary is always the first to drop in for a cuppa and a chat, and has long standing relationships with the people in his region.

Gary is a big advocate for men's mental health, and stays closely involved in the shooting club, sheering sheds, and mens' sheds. Gary promotes mateship and support among the men of the Ceduna and their families.

Gary works with local organisations such as the Hospital Advisory Committee, and serves as a South Australian Ambulance Volunteer. Through this work, Gary is able to provide direct care to those in need as well refer people to other services. Gary maintains a close relationship with service providers in the area in order to best service his community.

An Update from Pastor Julia Lennon

REMOTE AREA: OODNADATTA, SA

Julia's work in the Oodnadatta often takes place in the form of community events and BBQs.

Julia brings people together to foster community connectedness and offer a safe space to raise any issues they may be facing. She provides emotional and pastoral care in a setting where people feel comfortable to open up without any judgement.

Julia continues to foster solid and ongoing relationships with the people in her community through regular visits, scheduling regular phone calls, and attending events. She works hard to connect with the people in the Oodnadatta who are not typically comfortable with sharing or asking for help. She has made great strides in connecting with a historically private community,

Julia faces mental health issues head on, working with teenagers and other members of her community. She coaches them on becoming resilient and provides education on mental health. She also works hard to teach the people of her region the practical skills they need to survive, such as cooking.





An Update from Pastor Cain Hartigan

REMOTE AREA: CUNNAMULLA-BURKE & WILLS, QLD

Cain works as an active Police Chaplain for the Cunnamulla region, which increases his ministry's outreach in the community. Cain is involved with many local services in addition to Police Chaplaincy, including Healthy Ageing, Men's Shed, and Indigenous Domestic Violence Services. Cain is recognised as a "safe contact" in the Cunnamulla-Burke & Wills which allows him to offer services to a larger community.

Cain is committed to promoting the work of Outback Links in the Cunnamulla-Burke & Wills. He works closely with our Outback Links team to connect volunteers with residents in

need. The connection between our volunteers and remote communities is essential, and Cain works hard to ensure the best match of skills is made.

Cain makes regular visits to hospitals and aged care facilities to ensure the vulnerable and elderly in his community have access to emotional and pastoral support. These visits were put on hold for some time due to COVID-19 restrictions, so Cain's visits have increased recently now that restrictions in the Cunnamulla-Burke & Wills have been reduced.



An Update from Rev. Mitch Fialkowski

REMOTE AREA: MURCHISON, WA

Mitch works hard to mend the divide between First Nations People and the community of his remote area, Murchison. Working closely with the Police and Shire Council, he hopes to connect locals with the authorities in a more positive and efficient way.

Mitch's efforts focus closely on building resilience in the Murchison. He often works with the local hostel, school, churches, and emergency service providers to build a solid network of community support. His work often takes form in counselling and pastoral work, as well as a big focus on emergency food relief for First Nations people and residents of the Murchison doing it financially tough.

Mitch is present for so many milestones in the Murchison, leading services for weddings and funerals. More than just leading services, Mitch works closely with the families during all of the preparations that need to be made as well as helping distribute their loved one's belongings to those in need.



An Update from Rev. David Ellis

REMOTE AREA: MCKAY, QLD

David's work in the McKay region often comes in the form of personal visits and face-to-face counselling. David visits with hundreds of individuals, couples, and families yearly on isolated properties. The cancellation of community events in the wake of COVID-19 left an already isolated population in the McKay facing even more challenges, and David works to bridge the gap through regular visits, counselling, and practical assistance.

David continually works with various service providers in the area including Disaster Relief and Rebuilding and the RFDS Psych and Wellbeing service. As well as establishing

pathways for cross referrals, they work to train community members in the McKay around mental health and relationship issues. David regularly visits hospitals and local schools in the McKay to offer counseling and emotional support, as well as monetary support when possible.

While on annual leave for a portion of the year, David and his wife Janette were featured in an episode of "ABC Backroads" to spread the vision of Frontier Services and share the triumphs of Cloncurry from the significant history to the resilience in the face of disasters.



An Update from Rev. Peter Wait

REMOTE AREA: TENNANT BARKLY, NT

Peter works to bridge the divide between denominations in the Tennant Barkly. He often attends “clergy chatter” meetings, which sees ministry practitioners from different denominations come together for mutual cooperation. This builds capacity and resilience for isolated people in the region, and allows Peter to provide services for more people.

Peter works extensively with prisons in the Tennant Barkly, conducting regular worship services as well as individual counseling sessions. These sessions give prisoners the

opportunity to connect with the community in a positive way, something that would be impossible without Peter’s support.

In addition to emotional and pastoral support, Peter conducts a lot of practical work in the Tennant Barkly. He assists with local business owners facing staffing shortages due to COVID-19 as well as other residents who need practical support. He’s an ongoing volunteer with the Tennant Creek Bush Fire Brigade as well as a mentor to volunteers with the prison ministry’s program.



Stopping by for more than a cuppa and a chat

Regardless of denomination or belief systems, our Bush Chaplains are celebrants available to all people living in remote Australia. They are privileged to be present at all the milestones of life in the bush.



Moving Forward in Unprecedented Times

We're living in a time that is constantly referred to as "unprecedented." First it was the 2019-2020 bushfires, then it was COVID-19, then floods and plagues of biblical proportions. The physical damage caused in the last year has been unimaginable. Houses have been destroyed, billions of animals have perished, and so many beautiful lives have been tragically lost. When we look around and take stock of the last year, it shouldn't only be the physical destruction that comes to mind. The emotional trauma inflicted on our communities is immeasurable.

As is the case for most regional and remote Australians, "community" means something different to those of us living in big cities or suburbs. We're able to see our neighbours and friends by just peeking our head out the window. For our friends out bush, neighbours and friends

are often few and far between. When you add in the collective trauma of the last year, it's easy to see how the already lacking sense of community our farmers sometimes feel can be easily destroyed.

Here at Frontier Services, we strive to be a friend and neighbour our farmers can turn to. The work we do in regional and remote Australia aims to rebuild relationships and foster a sense of community resilience in the aftermath of this unprecedented year. Studies show that the immediate aftermath of a disaster is a flurry of emotion, but it's often months or years later when concerns about mental wellbeing begin to surface. Frontier Services is here to address these issues – providing spiritual, practical, and emotional support to regional and remote Australians.

OUTBACK LINKS

Bringing Hope and Help

For decades, Outback Links has been connecting volunteers with communities in regional and remote Australia in need of support. We provide practical support where it's needed most – from care taking to property maintenance, gardening to painting, to general farm support or child care – our volunteers help in any way they can.

Outback Links volunteers bring hope and help in the aftermath of disaster or in a time where individuals need extra support. They are there to lend a helping hand and relieve the pressure of living in isolation. Our Outback Links program is a life-changing, meaningful experience – making a direct impact in the lives of both the volunteers and regional and remote communities.



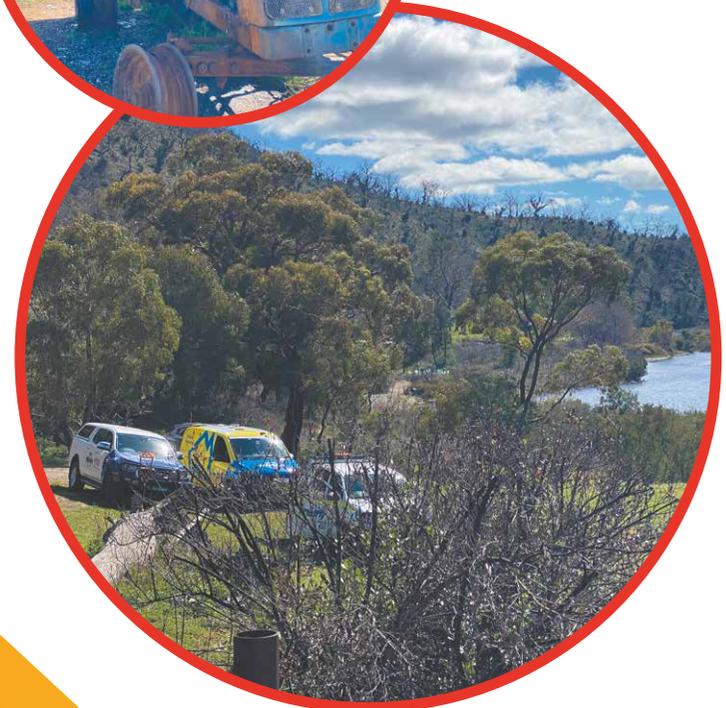
Snowy Monaro Bushfire Recovery Projects

The “Black Summer Bush Fires” hit a large amount of regional NSW and VIC, causing destruction and devastation right across the country. Paired with back to back years of drought prior to the fires, a global pandemic, and record-breaking floods, Aussies out bush were relentlessly hit with one disaster after another. The compounded effects of these events led to an undeniable physical, mental, and emotional toll on families and communities out bush.

Working to combat these issues, Frontier Services partnered with the NRMA to support the affected communities. Over the course of two multi-day projects, we made a huge impact in the Snowy Monaro region:

- 21 Outback Links volunteers
- 950 skilled volunteer hours donated
- 26 lives changed across 11 properties
- 100% locally sourced accommodation and meals
- All parts and materials used in projects were paid for and provided to the families at no cost

Not only did our Outback Links volunteers tackle a huge list of practical tasks in the Snowy Monaro, but we also provided hope and emotional support to so many isolated Aussies.





"It exceeded my expectations and was extremely rewarding. I would do it again in a heartbeat."

Volunteer



"The support we received was targeted to us and it's hard to explain how important that can be to one's morale."

Farmer

"The actual experience was so far above my wildest expectations it is hard to explain.

From the moment we all got together it was like it was family helping."

Farmer



"There were some fantastic moments where I felt like we were making a huge difference to their lives just by being there."

Volunteer





Financials

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2021

	Note	30 June 2021 \$	30 June 2020 \$
Revenue			
Donations and bequests	2	6,295,311	5,211,535
Other income	2	741,306	272,468
Total revenue	2	<u>7,036,617</u>	<u>5,484,003</u>
Employee expenses		941,636	875,165
Professional services		339,150	281,267
Administration costs		476,208	423,170
Interest expense		-	39,000
Communications		48,244	81,098
Depreciation		80,680	70,213
Travel and accommodation		21,783	39,157
Other expenses	3	1,239,871	136,717
Grants to Bush Chaplains		<u>1,283,863</u>	<u>1,328,768</u>
Total Expenses		<u>4,431,435</u>	<u>3,274,555</u>
Surplus for the year		<u>2,605,182</u>	<u>2,209,448</u>
Finance costs		(1,596)	(2,892)
Net surplus for the year		<u>2,603,586</u>	<u>2,206,556</u>
Other comprehensive income		-	-
Total comprehensive income for the year		<u>2,603,586</u>	<u>2,206,556</u>

Financials

STATEMENT OF FINANCIAL POSITION

As at 30 June 2021

	Note	30 June 2021 \$	30 June 2020 \$
Assets			
Current assets			
Cash and cash equivalents	4	4,546,079	1,918,311
Term deposits	5	-	2,300,000
Trade and other receivables	6	36,940	37,831
Other current assets	7	14,409	21,036
Total current assets		<u>4,597,428</u>	<u>6,012,562</u>
Non-current assets			
Financial Assets	8	5,110,748	1,735,384
Property plant & equipment	9	158,601	184,637
Lease - Right-of-Use Assets	12(a)	33,492	86,156
Total non-current assets		<u>5,302,841</u>	<u>270,793</u>
Total assets		<u>9,900,269</u>	<u>6,283,355</u>
Liabilities			
Current liabilities			
Trade creditors and payables	10	182,955	71,888
Provisions	11	999,951	44,492
Lease Liabilities	12(b)	30,125	55,559
Total current liabilities		<u>1,213,031</u>	<u>171,939</u>
Non-current liabilities			
Lease Liabilities	12(b)	4,632	32,396
Total non-current liabilities		4,632	32,396
Total liabilities		<u>1,217,663</u>	<u>204,335</u>
Net assets		<u>8,682,606</u>	<u>6,079,020</u>
Equity			
Endowment Fund		636,118	636,118
General Fund		8,046,488	5,442,902
Total equity		<u>8,682,606</u>	<u>6,079,020</u>

Financials

STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2021

	Restricted Fund \$	Unrestricted Fund \$	Total Equity \$
Adjusted balance at 1 July 2019	636,118	7,868	643,986
Transfer of control of John Flynn Foundation	-	3,228,478	3,228,478
Surplus for the year	-	2,206,556	2,206,556
Balance at 30 June 2020	636,118	5,442,902	6,079,020
Balance at 1 July 2020	636,118	5,442,902	6,079,020
Surplus for the year	-	2,603,586	2,603,586
Balance at 30 June 2021	636,118	8,046,488	8,682,606

Financials

STATEMENT OF CASH FLOWS

For the year ended 30 June 2021

	Note	2021 \$	2020 \$
Cash flows from operating activities			
Cash receipts in course of operations		6,834,530	5,556,409
Interest and dividends received		177,116	77,844
Cash payments in course of operations		(3,391,456)	(3,204,627)
Interest paid		(1,596)	(41,892)
Net Cash from operating activities		<u>3,618,594</u>	<u>2,387,734</u>
Cash flows from investing activities			
Purchase of property, plant & equipment		(2,864)	(3,901)
Investment in managed funds		(3,232,447)	(1,531,489)
Cash from control of John Flynn Foundation		2,300,000	173,430
Net Cash (used in) investing activities		<u>(935,311)</u>	<u>(1,361,961)</u>
Cash flows from financing activities			
Uniting Church in Australia National Assembly repayment		-	(1,126,977)
Payments for the principal portion of the lease liability		(55,515)	(53,163)
Net Cash (used in) financing activities		<u>(55,515)</u>	<u>(1,180,140)</u>
Net increase/(decrease) in cash held		2,627,768	(154,367)
Cash at the beginning of the financial year	4	1,918,311	2,072,677
Cash at the end of the financial year	4	<u>4,546,079</u>	<u>1,918,311</u>



**Frontier
Services**

Standing with
people in the bush

