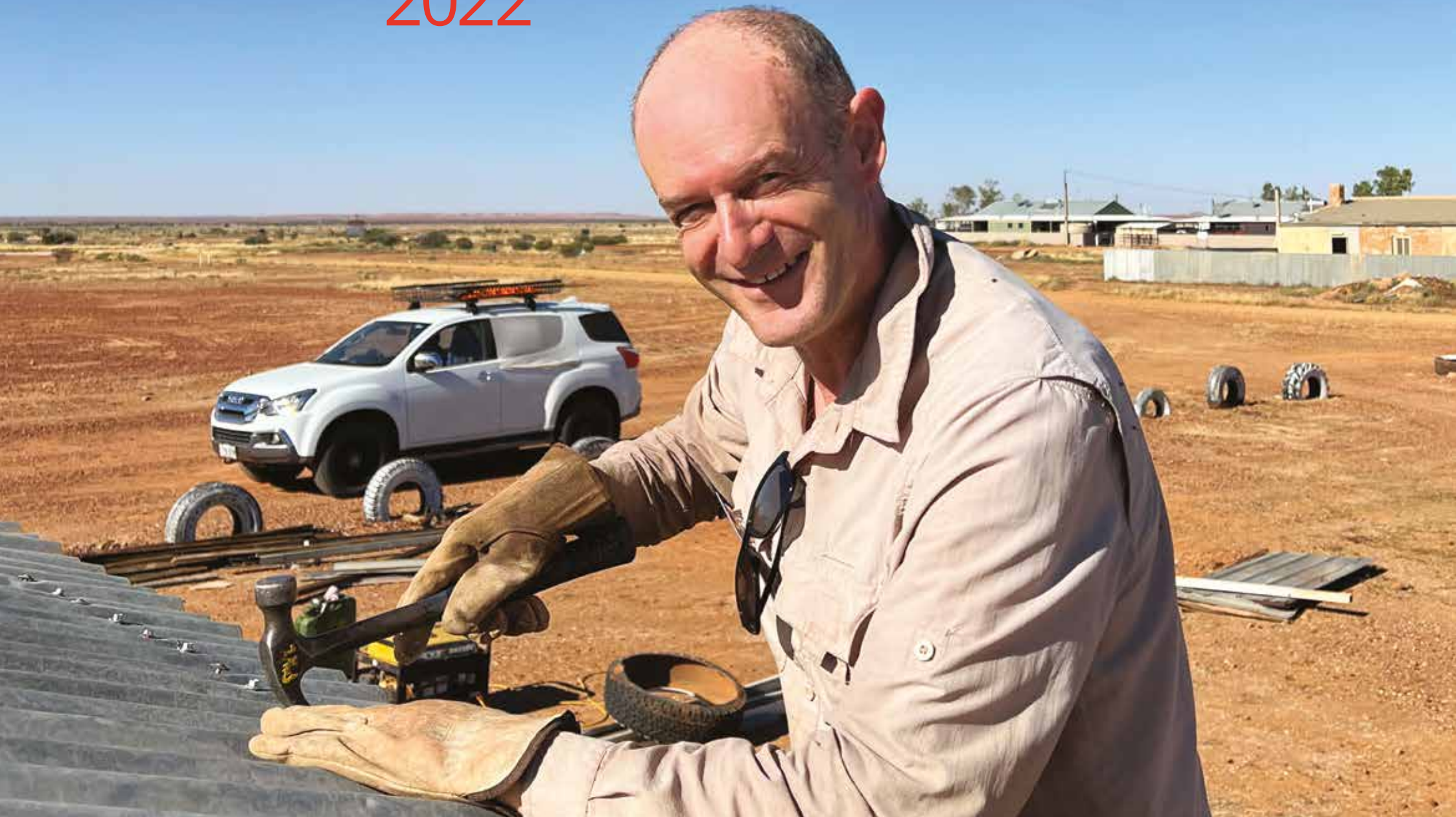


# Annual Report

## 2022



**Frontier Services**  
Standing with people in the bush



**Frontier Services  
acknowledges the  
sovereign First Peoples  
on whose lands and  
waters we live, meet  
and work. We pay our  
respects to their Elders  
past and present and  
to all descendants of  
these Nations who  
have cared for this  
place since creation.**

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# 2021/2022: Our Impact



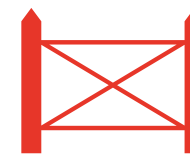
## **We advocated for all people**

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



## **We created a sustainable safety net**

for regional Australians, with over 1,100 Outback Angels part of our regular giving program.



## **We ventured beyond the furthest fence,**

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



## **We helped in disaster recovery**

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



## **We walked alongside First Nations people**

and promoted reconciliation.



## **We connected 254 volunteers**

with opportunities to support people in the bush.



## **We built capacity**

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



## **We operated where other support services have withdrawn,**

maintaining a physical presence for isolated Australians.



## **We provided 11,690 hours of practical hands-on volunteer work**

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

# How we help

## **Bush Chaplaincy**

Our 19 Bush Chaplains are on the ground supporting rural and remote Australians every day. They are experts in providing care and assistance to people doing it tough in isolated areas. By being present in the community, they are helping to build community resilience.

## **Outback Links**

Anyone can sign up to be part of our Outback Links program and thousands already have. They may be a retired tradesperson offering skilled services to people in the bush where such skills are in short supply. They may simply be a friend from a far away place, happy to stay for a cuppa and a friendly chat. We listen to what the need is for those in rural and remote places, and we respond with a real person showing up to the front door ready to give a hand.

## **Mental health**

In recent times, we have collectively learned how challenging the experience of isolation can be, when the four walls that form our dwelling become our entire world. In rural and remote Australia, natural disaster, social isolation, and financial pressures have pushed many to breaking point, creating a mental health crisis. A presence is needed now more than ever. We are on the ground checking in on people, offering counselling and support, and, when necessary, providing referrals to support services.

## **Disaster and Emergency**

Disaster will always occur and our rural and remote communities are vulnerable to its impact. One catastrophic event often follows another before those affected have had a chance to fully recover.

With our network of support spanning the country, we are in place to help communities recover. By connecting ourselves to community, we are a valuable resource with firsthand knowledge of the isolated properties, remote towns, First Nations communities, and mining communities in need of support. When emergency services have left and the media cycle has moved on, Frontier Services will remain to provide essential ongoing support.

## **Amplifying voices of the bush**

The bush is a diverse place, with countless voices and perspectives representing different people, different parts of Australia and many different challenges. With our rich history, Frontier Services is committed to echoing and amplifying the expressed needs and desires of communities in rural and remote places. We walk alongside, listen to, and amplify the voice of the people we encounter and support, to help create meaningful and sustainable change in government and at all levels of society.

## **Outback Angels**

Our regular monthly giving program gives us a stable base from which to operate, ensuring that our vital services can continue. With over 1,100 Outback Angels and growing, we are able to plan strategically for the future with confidence.

## **Great Outback BBQ**

The Great Outback BBQ is a community fundraising event which anyone can take part in. By having a BBQ with friends, family, or colleagues, people with a passion for the bush can raise funds and awareness for our Aussie farmers and their communities in rural and remote Australia.





## **Our Mission**

# **Standing with people in the bush**

**We show up for the communities of rural and remote Australia to offer a helping hand. We spend time with those who are often alone and listen to those who aren't always heard.**



# Message from the Chairperson

The challenges of life in the bush can be unrelenting, and our rural and remote communities continue to be tested by isolation and distance. Increasingly, they are also facing the reality of disaster, with one catastrophic event often following another. Even as the memory of crises fade, we know their impacts still roll on. With more challenges on the horizon, the need for support in our isolated regions is greater than ever.

Over the past year, we have seen people pushed from their homes due to floods and cyclones. We have heard how much some in the bush continue to do it tough in the aftermath of drought, fire, and mouse plague. And in recent times due to the pandemic, we can all reflect on the feeling of isolation and being stranded from friends and loved ones. It is clear that people in rural and remote communities experience these challenges more acutely and more often.

With this in mind, I am so appreciative of the work our Bush Chaplains and Outback Links volunteers do to support and assist wherever they can. Whether it's a cuppa and a chat, practical help, or a life-changing intervention, their presence has a remarkable impact.

Recently, we farewelled Jannine Jackson. After five and half years leading the Frontier Services team, Jannine Jackson resigned from her role as National Director. We acknowledge Jannine's significant contribution to the vital work of the organisation, supporting the people of rural and remote Australia. She has helped secure our financial position and worked with the Board to develop exciting plans in the coming years. We thank Jannine and wish her well for the future.

The past 12 months have been incredibly challenging for many people in Australia. Even so, I know that it has been an enriching experience for all involved with Frontier services. The testimony from the people and communities supported has been so encouraging. I am proud to be a part of this great, ongoing mission and forever thankful for our donors, congregations, staff, volunteers and fellow Frontier Services Board members.

**Lisa Sampson**  
Chairperson



# Members of the Board



## **Lisa Sampson – Chair**

Lisa was appointed to the Frontier Services Board in 2016. She held the role of Deputy Chair for three years prior to being appointed Chair in 2021. Over her career, Lisa has held senior executive roles in the Australian media and the not-for-profit sector in public relations, marketing, communications and philanthropy, as well as a non-executive directorship within the education sector for seven years. Lisa graduated with a Bachelor of Commerce Marketing from the University of New South Wales.



## **Rev Heather den Houting - Deputy Chair**

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.



## **Colleen Geyer - Board Member**

Colleen is the current General Secretary of the Uniting Church in Australia Assembly and has held a number of other senior roles in the Church including Associate Director of UnitingCare Australia, Director of Mission at BlueCare, and National Consultant for the Assembly Gospel and Gender Unit. She brings a wealth of experience, extensive leadership knowledge, and a range of Uniting Church perspectives to the Board. Colleen has also been a member of the Queensland Churches Together Indigenous People's Partnership.



## **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 Uniting Church in Australia 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.



## **Dorothy Creek - Board Member**

Dorothy has served on the Frontier Services Board since 2016. As a farmer living in rural NSW all her life, Dorothy brings a valuable grassroots perspective to the Board. She knows only too well the reality of living on the land. Dorothy is also a lay preacher and a foundation member of the Uniting Church in Australia Riverina Presbytery. Attending school at Narrandera in southern NSW, Dorothy completed her studies at the University of Sydney before returning to the Riverina region.



## **Rev Mark Kickett - Board Member**

Mark is a Noongar man from the south west of Western Australia and 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, when he was formally appointed as a member. Mark has worked in Government, Community Services, and congregations, and has served as a minister in churches in Brisbane, Perth, Broken Hill, and Kalbarri.



## **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. Sharon has an academic background in informatics, information systems, government, and international relations. She is currently the Principal Cyber Response Specialist at Cyber Security NSW.



## **Ben Cohen - Board Member**

Ben has over 60 years of experience in investment banking, accounting, information technology and strategic development. A member of Toorak Uniting Congregation, Ben has been serving the Uniting Church in an official capacity since 1989, contributing to numerous boards and committees including a 10-year membership of The Assembly Finance Risk and Audit Committee. He is a past Director of CPA Australia and holds a Bachelor of Commerce from UNSW.



## **Tim Ford - Board Member**

Tim was appointed to the Frontier Services Board in 2021, carrying forward a family legacy of involvement within the organisation. He operates a leadership advisory practice serving Boards and Executive Teams in a range of areas encompassing succession planning, developmental assessments, team optimisation, and executive coaching. Tim graduated with high honours in Organisational Psychology from Harvard University and has a Masters Degree in Business Administration from Harvard Business School.



# Message from the Acting National Director

For as much as there is to be grateful for over the past twelve months, progress usually goes hand in hand with the emergence of new, even greater obstacles. Together, we have endured the peak of the pandemic and now embark on a steady road to recovery.

Over the past 12 months, our Frontier Services team has been able to come together in person again. The experience has affirmed the difference a little human connection can make, to be in another's presence, have a chat and share some stories.

As is often the case with crises, the people and communities in rural and remote Australia have been hit hardest. Their road to recovery is longer and full of uncertainty.

Small businesses, commercial farms, and outback communities have been particularly affected by disruptions to supply chains, labour shortages, and reduced access to basic services people in cities often take for granted. Where some towns are still dealing with a scarcity of clean drinking water, many others have been submerged by rivers flooding out onto the surrounding plains. And for many, these challenges come as people are still recovering from previous catastrophes. After so many blows, it is a wonder that people in the bush are still able to keep going.

I am inspired by their resilience, as much as I am by the response of our Bush Chaplains and volunteers who show up to lend a hand and a listening ear. Their courage, expertise, and compassion for the people they stand alongside in rural and remote communities is so uplifting.

Each Bush Chaplain plays a critical role in their respective communities. Their leadership and presence are never waning whether circumstances are everyday or exceptional. Collectively, they bring a ministry of hope.

In Frontier Services' 110th year, the people working for us on the ground truly embody the 'mantle of safety' first envisioned by our founder Rev John Flynn.

I will conclude by offering my heartfelt thanks to our Bush Chaplains, our volunteers, the dedicated staff and, most importantly, our supporters from across Australia. You are such an important part of all we do as we share together in this vital work in support of our sisters and brothers across rural and remote Australia.

**Rob Floyd**

Acting 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:

- **Bush Chaplains** – to grow the number of Bush Chaplains providing practical, pastoral, and spiritual care to people in rural and remote Australia, 85% of the area of the continent
- **Volunteers** – to grow the number of volunteers bringing a helping hand and hope to people in the outback
- **Outback Angels** – to grow the number of financial supporters and increase the financial safety net that enables us to provide crucial services to isolated Australians
- **Advocacy** – to listen to and amplify the voice of people in the bush
- **Collaboration** – to join with other agencies of the Uniting Church and beyond in offering vital care and support





# Our Legacy

## 110 years of support for the bush

Plenty has changed in rural and remote Australia since the beginning of the 20th century, but some things remain the same. When Rev John Flynn envisioned a “mantle of safety” to enrich and protect our outback communities, he was responding to an overwhelming need he witnessed firsthand.

Where there are people in the bush struggling with hardship and isolation, our network of Bush Chaplains and Outback Links volunteers will be this mantle of safety. They are a shoulder to lean on when there is no one else around. As long as the need for support endures, so too does Frontier Services' presence.





# Our Bush Chaplains

**Walking alongside  
the people of  
remote Australia**



We are growing the number of Bush Chaplains placed across rural and remote Australia, creating a network of support to meet an overwhelming need.

There is so much value in their presence alone, and the work they do extends far beyond that.

They are reaching out to people, and giving them a helping hand, offering them a listening ear and being a caring presence. They are a pillar of support when a community is confronted with disaster. Our Bush Chaplains are in placements across Australia, part of their communities, ready to help.



## Never beyond reach

We are placing Bush Chaplains in rural and remote regions where the need for support is most urgent and where we can have the greatest impact.





# Our Bush Chaplains and their Remote Areas



**CENTRALIAN - NT**  
Benjamin Quilliam



**TENNANT BARKLY - NT**  
Rev. Peter Wait



**WEST ARNHEM - NT**  
Rev. Lindsay Parkhill



**NATIONAL DISASTER  
RECOVERY OFFICER**  
Rev. Dr. Stephen  
Robinson



**KENNEDY - QLD**  
Past. Joe Eka



**CARPENTARIA/MCKAY -  
QLD**  
Past. Michael Chapman



**GASCOYNE - WA**  
Past. John Tomkins



**PILBARA - WA**  
Rev. John Dittm



**DISASTER RECOVERY  
MIDWEST - WA**  
Rev. David Jackson



**DISASTER RECOVERY  
MIDWEST - WA**  
Rev. Erica Payne



**MURCHISON - WA**  
Rev. Mitch Fialkowski



**GOLDFIELDS - WA**  
Past. Lindsay Ginn



**CEDUNA - SA**  
Past. Gary Ferguson



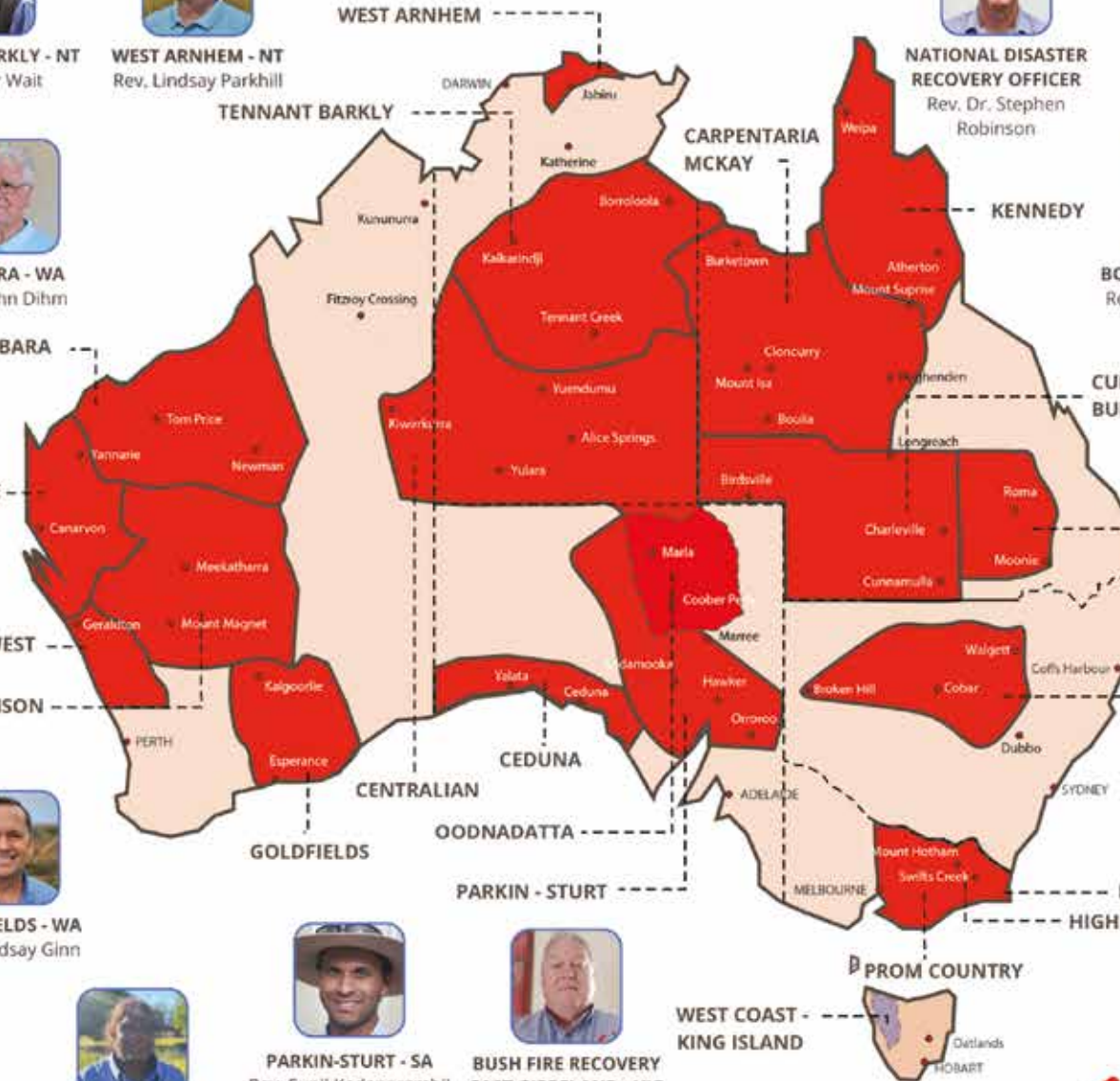
**OODNADATTA - SA**  
Past. Julia Lennon



**PARKIN-STURT - SA**  
Rev. Sunil Kadaparambil



**BUSH FIRE RECOVERY  
EAST GIPPSLAND - VIC**  
Rev. Peter Harvey



**BOTTLE TREE - QLD**  
Rev. Dona Spencer



**CUNNAMULLA-BURKE  
& WILLS - QLD**  
Currently Recruiting



**BARWON - NSW**  
Rev. Noel Williams



**PROM COUNTRY - VIC**  
Rev. Veronica Bradley



**HIGH COUNTRY - VIC**  
Rev. Marian Bisset



# Supporting communities through Bush Chaplaincy and Outback Links

Our Bush Chaplains are at the centre of everything we do. With the support of Outback Links volunteers, they have led significant community renewal projects and given locals hope. Whether it's fixing fences or painting walls, the work they get through in a week can inspire growth and renewal for years to come.





# Outback Links

## Being there when it matters

By showing up, having a chat, and getting some hard work done, we can make a real difference to our friends in the bush. Outback Links has been empowering volunteers to do just that, providing practical support where it is needed most for communities in rural and remote Australia.

With many people in need, our volunteers can help people to pull through tough times and get back on track. Whether it's minding a property so that a mother can make it to her daughter's wedding thousands of kilometres away or helping a family find their feet after losing their home to floods, our volunteers will help in any way they can.

Outback Links is more than one person helping another. It forges connections between strangers, standing alongside one another, building friendships for life. It is a life-changing opportunity for both the volunteers and the regional and remote communities they visit.





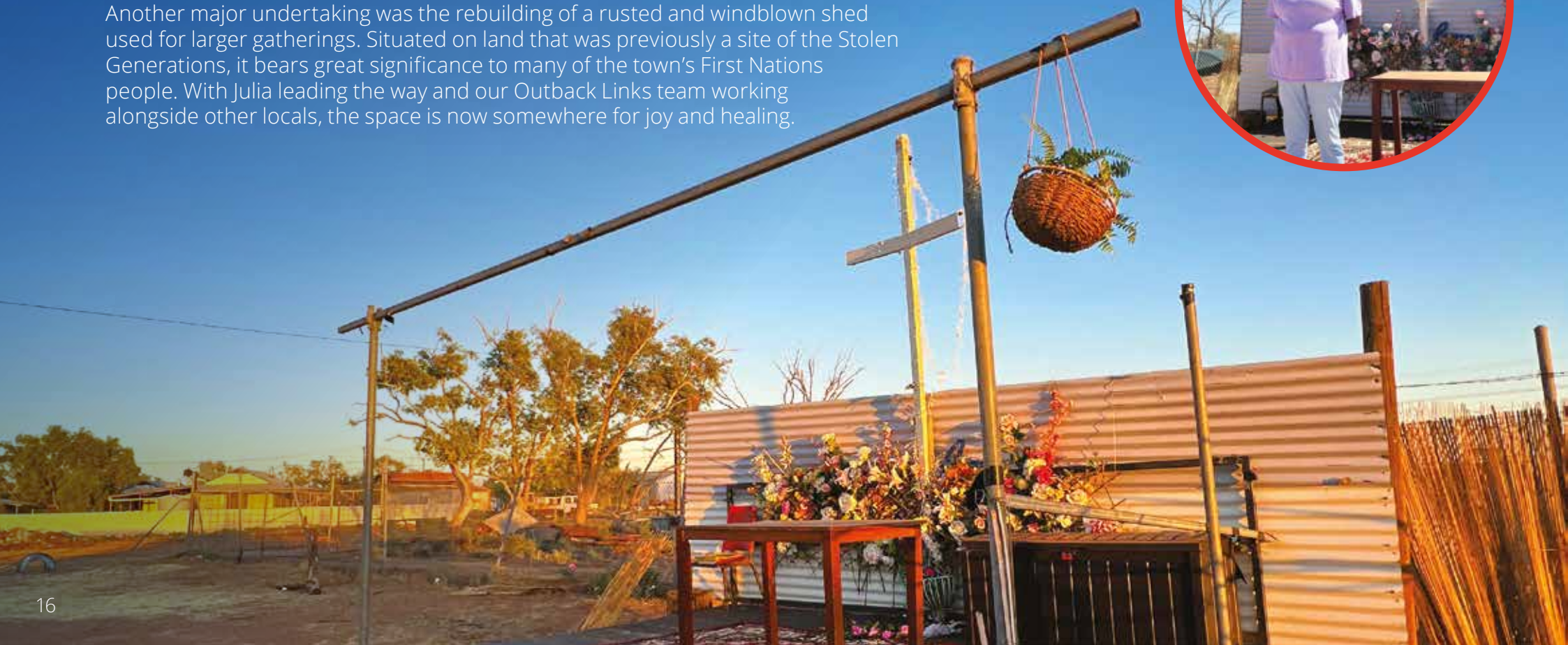
# Case study: Joy and healing in Oodnadatta

Oodnadatta is a town in the middle of the Australian outback which takes pride in its hot, dry climate. The challenges these conditions pose its two hundred residents are very real, however.

Frontier Services Bush Chaplain Julia Lennon grew up in Oodnadatta, and while she has always felt a bond to the land, she has also wanted more for the community.

Bringing together our Outback Links team alongside enthusiastic locals, Julia coordinated an effort to restore some of the town's facilities which had fallen into disrepair and disuse. This included a women's shelter where friends and family can gather for crafts, cooking and healthy discussion, and bollards outside to provide safe passage for people coming and going.

Another major undertaking was the rebuilding of a rusted and windblown shed used for larger gatherings. Situated on land that was previously a site of the Stolen Generations, it bears great significance to many of the town's First Nations people. With Julia leading the way and our Outback Links team working alongside other locals, the space is now somewhere for joy and healing.





## Case study: Stronger together

When our volunteers show up at a farmer's gate, they show the power of a helping hand. By bonding over morning tea, a friendly chat, and some hard work, they forge connections that make a difference to people's lives.

Finding time to get through all the work is one of the hardest things Brad confronts day to day on his family farm, 100km away from Condobolin in central west NSW. When drought struck in 2017, it all became too much. For two years, Brad and his wife Beck had to feed their sheep and cattle by hand every day to stop them starving. The arid conditions also destroyed vehicles and machinery on the farm, adding to a neverending list of jobs and making others harder to do.

In May, with the support of our Official Mobility Partner the NRMA, a group of volunteers spent a week helping Brad get back on top of things. By the time they said goodbye, after a whirlwind of hard slog, all the break-downs were back running again. In Brad's words, "Those blokes came out, and they were incredible. They fixed everything. It has put a spring back in my step."





**"I always say, if they cry when we leave, we've done a good job."**

*Outback Links volunteer*



**"They've done everything from helping to move livestock for shearing to having a big clean up and decluttering. More than anything, it's just good to have someone to talk to."**

*Farmer*



**"In my heart, I feel drawn to communities that are living through challenges. People who live elsewhere take so many things in life for granted."**

*Bush Chaplain Veronica Bradley*



**"Sometimes, all you need is a helping hand and someone willing to share a cuppa and a yarn. It can go a long way in reassuring people they're not alone."**

*Support recipient*







# Financials

## STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2022

	30 June 2022 \$	30 June 2021 \$
<b>Revenue</b>		
Donations and bequests	4,022,709	6,295,311
Other income	(355,274)	741,306
<b>Total revenue</b>	<u>3,667,435</u>	<u>7,036,617</u>
Employee expenses	1,092,259	941,636
Professional services	165,798	339,150
Administration costs	462,810	476,208
Communications	31,976	48,244
Depreciation	47,917	80,680
Travel and accommodation	14,626	21,783
Other expenses	254,425	1,239,871
Grants to Bush Chaplains	1,451,979	1,283,863
<b>Total Expenses</b>	<u>3,521,790</u>	<u>4,431,435</u>
<b>Surplus for the year</b>	<u>145,645</u>	<u>2,605,182</u>
<b>Finance costs</b>	365	1,596
<b>Net surplus for the year</b>	<u>145,280</u>	<u>2,603,586</u>
<b>Other comprehensive income</b>	-	-
<b>Total comprehensive income for the year</b>	<u><b>145,280</b></u>	<u><b>2,603,586</b></u>



# Financials

## STATEMENT OF FINANCIAL POSITION

As at 30 June 2022

	30 June 2022 \$	30 June 2021 \$
<b>Assets</b>		
<b>Current assets</b>		
Cash and cash equivalents	3,678,068	4,546,079
Trade and other receivables	90,740	36,940
Other current assets	8,568	14,409
<b>Total current assets</b>	<u>3,773,376</u>	<u>4,597,428</u>
<b>Non-current assets</b>		
Financial assets	6,143,440	5,110,748
Property plant & equipment	67,082	158,601
Lease - Right-of-Use Assets	4,401	33,492
<b>Total non-current assets</b>	<u>6,214,923</u>	<u>5,302,841</u>
<b>Total assets</b>	<u><b>9,988,299</b></u>	<u><b>9,900,269</b></u>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade creditors and payables	141,121	182,955
Provisions	1,007,532	999,951
Lease liabilities	3,256	30,125
<b>Total current liabilities</b>	<u>1,151,909</u>	<u>1,213,031</u>
<b>Non-current liabilities</b>		
Provisions	7,128	-
Lease liabilities	1,376	4,632
<b>Total non-current liabilities</b>	<u>8,504</u>	<u>4,632</u>
<b>Total liabilities</b>	<u><b>1,160,413</b></u>	<u><b>1,217,663</b></u>
<b>Net assets</b>	<u><b>8,827,886</b></u>	<u><b>8,682,606</b></u>
<b>Equity</b>		
Endowment Fund	636,118	636,118
General Fund	8,191,768	8,046,488
<b>Total equity</b>	<u><b>8,827,886</b></u>	<u><b>8,682,606</b></u>

# Financials

## STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2022

	Restricted Fund \$	Unrestricted Fund \$	All Funds \$
<b>Adjusted balance at 1 July 2020</b>	<b>636,118</b>	<b>5,442,902</b>	<b>6,079,020</b>
Surplus for the year	-	2,603,586	2,603,586
<b>Balance at 30 June 2021</b>	<b>636,118</b>	<b>8,046,488</b>	<b>8,682,606</b>
<b>Balance at 1 July 2021</b>	<b>636,118</b>	<b>8,046,488</b>	<b>8,682,606</b>
Surplus for the year	-	145,280	145,280
<b>Balance at 30 June 2022</b>	<b>636,118</b>	<b>8,191,768</b>	<b>8,827,886</b>



# Financials

## STATEMENT OF CASH FLOWS

For the year ended 30 June 2022

	2022 \$	2021 \$
<b>Cash flows from operating activities</b>		
Cash receipts in course of operations	4,147,021	6,834,530
Interest and dividends received	619,418	177,116
Cash payments in course of operations	(3,626,759)	(3,391,456)
Interest paid	(365)	(1,596)
<b>Net Cash from operating activities</b>	<b><u>1,139,315</u></b>	<b><u>3,618,594</u></b>
<b>Cash flows from investing activities</b>		
Purchase of property, plant & equipment	(28,667)	(2,864)
Proceeds from sale of asset	140,000	-
Investment in managed funds	(2,092,533)	(3,232,447)
Term deposit redemption	-	2,300,000
<b>Net Cash used in investing activities</b>	<b><u>(1,981,200)</u></b>	<b><u>(935,311)</u></b>
<b>Cash flows from financing activities</b>		
Payments for the principal portion of the lease liability	(30,126)	(55,515)
<b>Net Cash used in financing activities</b>	<b><u>(30,126)</u></b>	<b><u>(55,515)</u></b>
<b>Net (decrease)/increase in cash held</b>	<b>(872,011)</b>	<b>2,627,768</b>
<b>Cash at the beginning of the financial year</b>	4,546,079	1,918,311
<b>Cash at the end of the financial year</b>	<b><u>3,674,068</u></b>	<b><u>4,546,079</u></b>

Full Financial Statements are available on request.

