

**TWEED HEADS & COOLANGATTA
RSL SUB BRANCH INC.**

**Annual General Meeting
27th July 2020**



Annual Report for 2019



TWEED HEADS & COOLANGATTA RSL SUB BRANCH INC.

FINANCIAL STATEMENT AND REPORTS

FOR THE YEAR ENDED 31ST DECEMBER 2019

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CURRENT
LIFE MEMBERS OF THE
TWEED HEADS AND COOLANGATTA
RSL SUB BRANCH

**THOSE GRANTED LIFE MEMBERSHIP BY
TWEED HEADS/COOLANGATTA SUB BRANCH:**

BEVAN CHRISTENSEN
JOHN GRIFFIN
ROBERT LOMINGA
JOE RUSSELL
LES TAYLOR

**THESE GRANTED LIFE MEMBERSHIP BY
OTHER SUB BRANCHES:**

TREVOR GERRISH
BRUCE LOYNES
JOHN THURGAR SC, MBE, OAM, RFD
KEITH WHELAN

LEST WE FORGET

DECEASED MEMBERS

2019

Robert	Anderson	Joseph	Mangan
James	Angus	Tom	Mann
Walter	Backhouse	Joseph	McCloy
Ted	Barnes	Brian	McHaffie
Bruce	Barringer	Kenneth	MacDonald
John	Barron	Mary	Millington
George	Beattie	Clyde	Nott
John	Blomberg	Sinclair	Nutting
John	Clarke	Albert	Page
Vivian	Cowie	Alan	Potts
Alan	Crofts	Robert	Sammons
Ronald	Dark	Alex	Sawyer
Tom	Davis	Robert	Shoebridge
Harry	Doran	Gordon	Smith
Patricia	Ducat	Geoffrey	Swindells
Maurice	Finkel	Edmund	Thompson
Stephen	Gomes	Robert	Tosi
Arthur	Hall	Lucy	Turner
Ronald	Hayes	Maurice	Wakefield
Raymond	Jenkins	Ruth	Warner
John	Jones	Keith	Williams
David	Maher		

TOTAL DECEASED 43

(The above names have been compiled by the Sub Branch from information received)

THEIR NAMES LIVETH FOREVER MORE



President's Report for 2019

Members, please accept this report for 2019 with the assurance that the Sub Branch has continued to abide with the Objects of the League by providing assistance to veterans whenever needed. Membership for 2019 stood at 9 Life Members, 570 Life Subscribers, and 259 Service Members. Total of 839..

I would like to acknowledge the hard work done by our committee during 2019. Our Committee Members have dedicated many hours to the Sub Branch in the past year. We are lucky to have such a hardworking Committee.

I would like to record our appreciation to the Chairman, Board, Staff and Members of Twin Towns Services Club who have continued to give valuable monetary and in-kind support to our Sub Branch and also for the refurbishment of the ANZAC Room.

Our Compensation section has been as busy as ever with a steady increase in younger veterans seeking help with DVA claims and welfare assistance. We have a Level 2 Advocate (Jenny Sheehan), a Level 3 Advocate (Joe Russell) and one Trainee Advocate (Debra Lumsden). We have finished up doing AAT work and no longer have a Level 4 Advocate.

Our Welfare Team under the guidance of Committee Member Dave Bell has worked tirelessly all year. Welfare Officers continue to maintain their accreditation under Advocacy Training and Development Program (ATDP) and are now called Wellbeing Advocates. We welcomed a new volunteer this year David Graham into the team. Much appreciation for all our Welfare Team and volunteers who have done a great job caring for our veterans.

Our Sub Branch has provided 9 homeless veterans with local accommodation through the RSL Qld Homeless Program initiative. Special thanks to Miranda Davies and Martin Shaw from Wounded Heroes for providing financial assistance when required generally out of office hours and on weekends. We continue to provide food and fuel vouchers when needed.

Clinical Psychologist Joan Jane continues to work from our office seeing a number of our members on a regular basis. This year approximately 85% of the claims we process include depressive and emotional disorders, PTSD and alcohol and drug addictions, so it has been beneficial to have a professional working on our premises for our veterans.

Treasurer Ronda Rose with the support of our previous Treasurer Bruce Loynes was successful in obtaining our BEST Grant this year and we continue to stay in a strong financial position.

This year's Poppy Appeal was most successful where we raised more than was expected. This was achieved by the dedication of Milan Govedic and Geoff and Jan Partridge who organise and manage the badge selling. I would like to thank all our volunteer sellers who donated their time.

I would like to thank Jan Partridge for her assistance where needed at the Sub Branch and for the volunteers which help with the morning tea. Appreciation goes to Library team of John Parsons Jnr & John Parsons Snr for the management of the library.

Appreciation goes to John Connolly for all the behind the scenes work he does for ANZAC and Remembrance Days and for his work as School Liaison Officer. I also thank all of our volunteers who provide ANZAC day and Remembrance services in the schools and nursing homes.

I would like to acknowledge the wonderful work by Committee Member Ken Campbell provides to the younger veterans in our community now as President of the Association of Veteran Surfers. It's great to see their member numbers increasing.

We have had many social outing for members in the last year. Those that have attended have enjoyed these days and look forward to more.

Thursday Morning "Drop in Day" in the ANZAC Room is still popular and it is great to see members of all ages enjoying the facilities and catching up with fellow members.

Finally, on a sad note we said farewell to 43 Sub Branch members who passed away. Their service to our country will be remembered and on behalf of this Sub Branch, to the families, relatives and friends of deceased members I express our Sincere Sympathy and Condolences.

We will remember them.

Cheers Joe

PENSION / WELFARE REPORT Jan 2019 – Dec 2019

PRIMARY CLAIMS	133
MRCA	126
DRCA	88
W/Widow	6
AAT Hearing Bris	15
VRB Phone Hearing	38
VRB Applications	20
INCREASES	38
EDA	10
Temp Special Rate	3
Special Rate	15
W/Widow	4 Accepted 2 Rejected
MRCA	85
DRCA	65
VRB	12 set aside
Lump Sum Offers	\$9,325,884.70
UNSUCCESSFUL	23
PENSION CONTACTS	4430
WELFARE CONTACTS	37,800
HOME VISITS	3716
VOLUNTEER HOURS	16,762
COMMEMORATIVE Hrs	271

2019 Welfare Report

Sub Branch Activities

Sub Branch Office

The Sub Branch office hours are Monday to Friday 9:00am to 12:00pm with Compensation/Wellbeing Advocates working through to 4pm on Tue, Wed, Thur and on weekends when required.

Sub Branch Library

The Sub Branch has a very extensive Military Library and was open to members Monday through Friday with two volunteer librarians on hand on Wednesday mornings to assist members. The library provides a quiet place for members to come and do some reading getting them out of their homes. The librarians work hard to keep up with the large influx of donated books often from the family of deceased veterans who wish to donate their treasured military books. Often researched family military history of deceased veterans is donated to Bob Meehan at the Gold Coast Museum.

Computer Lessons – Ace College

Open to the community with two courses consisting of five lessons running over 5 weeks with three classes per day. Many veterans from the Sub Branch attended and are able to use the skills to communicate with family and to navigate organisations online such as DVA and MyGov.

Internet access

The Sub Branch has two computers with internet access. Members can come into the ANZAC room during office hours and use the computers free of charge. Members can request computer printing services from the office.

Drop in Thursdays

Each Thursday we encourage members to drop in for morning tea. This has become very popular with members of all ages and they look forward to catching up for a chat. Veterans waiting to see Advocates also come through to the ANZAC Room to wait and participate in morning tea and get a chance to meet the Committee Members and volunteers and have a chat with other members.

Bus/Boat Trips

In 2019 there were four outings. Bus trips to RAAF Amberley (54 attended), QLD Maritime Museum (51 attended), Port of Brisbane (51 attended) and a Tweed River Cruise (60 attended).

Social Luncheon

Members attended a Social Luncheon in September 2019 at Twin Towns Services Club with a guest speaker.

Sub Branch Monthly Meetings

Each month (excluding December) the Sub Branch holds a Member's Monthly Meeting in the ANZAC Room. Guest speakers are invited to entertain and inform with a light snack and drinks provided after the meeting for members to socialise.

Volunteers Luncheon

In December the Sub Branch held a Christmas Luncheon for all Sub Branch volunteers and their partners in gratitude for the dedication and time given freely in the service of others. Christmas hampers which have been donated to the Sub Branch by organisations which utilise the ANZAC Room throughout the year free of charge and are raffled off to the volunteers in appreciation.

Wellbeing Officer Meetings

Committee Member Max Greber was the Gold Coast District Mentor for all volunteers undertaking the Wellbeing Level 1 course for this Sub Branch and other Sub Branches in the Gold Coast District. A District Wellbeing meeting and morning tea with candidates under training from Nerang RSL was held.

Welfare Phone Calls

Every week Wellbeing Support Officers Patricia Cummins and Peter Freeman make contact with members and try to ring members in their birthday week. Phoning our members for a chat can identify further assistance the veteran may need. Some Home or hospital visits are requested from these calls, appointments with Compensation Advocates are made, RSL Membership contact details are updated and information regarding social outings can be given out to those that have no computer or contact with the Sub Branch.

Hospital/Nursing Home Visits

We have a team of Welfare Officers that visit two hospitals and seven nursing homes in our area. Welfare officers also visit members in their home when required. We also provide care packages to those in need when in hospital.

Funerals

We have 5 Funeral Officers that attended funerals for 25 Members and 3 Non Members of our Sub Branch. These representatives sometimes travel many kilometers and give up hours of their time to conduct RSL Services at funerals whenever requested. We are often requested to attend funerals on the same day with little notice given.

School Representative

Volunteer John Connolly regularly visits local schools and represents the RSL Sub Branch during award ceremonies.

Justice of the Peace

Justice of the Peace services were provided to Sub Branch members by Geoff Partridge, Jim Wilding and Debra Lumsden.

Use of ANZAC Room

The following organizations use the Sub Branch's ANZAC room for meetings and training purposes:

Community

Lifebridge
Parkinsons Association (Tweed)
ACE College
Twin Towns Services Club

Ex Service Organisation

Open Arms
War Widows
Legacy Laurel
National Servicemens Association
Merchant Navy
Wounded Heroes

Compensation Section

We had four (4) qualified Compensation Advocates working from our Sub Branch made up of two (2) x Level 2, two (2) x Level 2, and one trainee. There is a Clinical Psychologist who also works from this office. All Compensation Advocates are accredited through Advocacy Training and Development Program (ADTP).

Application Type	Number of Claims	Contacts
Claims VEA	133	Total Pension Contacts 4430
MRCA Claims	126	
DRCA Claims	88	
War Widow Claims	6	
VRB Applications	20	
AAT	15	
Total Claims	385	
Psychology Appointments	130	

Veterans Homeless Program

Dave Bell our head Welfare Officer has been working in conjunction with the RSL Gold Coast District and we have had 9 veterans enrolled in the RSL QLD Homeless Program in partnership with the Salvation Army and assistance from Wounded Heroes and Open Arms. Dave Bell also helped veterans seeking financial assistance by providing food vouchers funded by Gold Coast District. Dave would like to thank his welfare team for their help and assistance with what can be sometimes difficult situations.

Connecting with Younger Veterans

This Sub-branch continued to support a number of Younger Veterans programs this year. Two of our members, Debra Lumsden (Wellbeing Advocate) and Ken Campbell (Wellbeing Advocate) have also taken on Executive positions in the Association of Veteran Surfers (AVS). Founded in 2016 by two Afghanistan Veterans, AVS is a group of mainly Young Veteran surfers and family members, who get together several times a month for surfing, mateship, and a BBQ.

Our Sub-branch provides some financial support plus the use of the RSL vehicle for AVS to continue running surf events, competitions, and camps. The AVS membership continues to grow with Veterans of all ages and surfing abilities because of the support provided by our members Deb and Ken, as well as the assistance coming from our Sub-branch.

The Veteran Mentors organisation is another program supported by our Sub-branch. Staffed by Younger Veterans of both genders this group has also found a niche market here on the Gold Coast, interstate, and abroad, providing today's teenagers from ages 12 to 17 years with valuable life skills and foundations to change their lives for the better. As well as providing the ANZAC Room for Parent Workshops and RSL vehicle support, two of our Committee members, Dave Bell and Geoff Partridge, have given of their time and experience to assist this growing organisation.

We also liaise regularly with other Sub-branches regarding Younger Veteran's welfare, especially through the Young Veterans Support Centre based at Currumbin RSL Sub-branch. Several of our members - Ken Campbell, Deb Lumsden, and occasionally Joe Russell plus Dave Bell, attend functions there with the Younger Veterans. We continue to have a very productive and mutually beneficial relationship with several nearby RSL Sub-branches.

Younger Vets are meeting at Purple Café at West Burleigh which is owned and managed by a veteran Danie Ross.

We are also seeing an increase in young veterans in our Compensation Section. We are seeing many who are new to our area and need to connect with other Veterans. We have been referring them to Psychologists, Exercise groups, Physiotherapists, Local GP's and Specialists. We all know that these younger Veterans are the RSL of the future, so it is very important to connect with them and provide any assistance they may need.

Ken Campbell

Commemorative Activities

The Sub Branch greatly appreciates the Twin Towns Services Club for both the financial and in-kind support provided to enable a very successful commemoration of ANZAC Day and Remembrance Day in 2019.

ANZAC Day

Committee Members attended 12 Schools and Nursing Homes as guest speakers for ANZAC Day Ceremonies.

Dawn Service 4 hours - approx 6000 contacts.

Gunfire breakfast at Twin Towns Service Club - 750 people - 2 Hours.

The Main Service March saw 1056 school children attend with around 1000 Veterans, War Widows and cadets. This year we supported the "By the Left" initiative and encouraged all ex-serving women to lead the march. The Main service was attended by around 6000 plus people. A Members Luncheon was held at Twin Towns Services Club with 238 members attending.

Remembrance Day

Badge selling took place in Tweed Centro Shopping Centre, Tweed City Shopping Centre and The Strand Coolangatta for 10 days, selling was also conducted at Twin Towns Services Club, Club Banora, South Tweed Sports Club and the RSL Sub Branch and various Nursing Homes in our Area.

Our Remembrance Service at Chris Cunningham Memorial Park was well attended with around 200 people attending.

Memorial and Wreath Laying Services

Sub Branch Committee and Members attended the following Memorial Services on our Sub Branches behalf.

Gold Coast Navy Week, Centaur Memorial Day, Korean Veterans Day, Coral Sea Memorial Day, Bomber Command Memorial Day

Social Luncheon

Members attended the Sub Branch's Social Luncheon in September at Twin Towns Services Club.

Funerals Conducted

Sub Branch Funeral officer attended 29 Funerals for 2019.

25 being Members of the Sub Branch and 4 being Non Members

Vietnam Veterans Day

In conjunction with the South Tweed Vietnam Veterans Association, A service was held at South Tweed Spots Club attended by 320 people. Our Sub Branch provided the wreaths and a donation was also made for the provision of lunch for those attending.

Other Ex Service Organisations (ESO)

The ANZAC room is used by the following Ex Service Organisations for their monthly and Committee Meetings:

National Servicemen's Association Gold Coast South Twin Towns Branch.

Merchant Navy Association

Tweed Heads Legacy Laurel

Tweed Heads War Widows Association

Gold Coast District RSL

Veteran Surfers Association

Veteran Mentors Group

Wounded Heroes

Mates 4 Mates

Reunions

The Sub Branch also hosted 3 reunions for 1 Field SQN, 2 RAR, and Vietnam Volunteers Resource Group during the year. We coordinate with Tweed Shire Council regarding the use of the Memorial; provide a flag marshal and the use of the ANZAC Room for Meet and Greet as well as AGM or meetings for the visiting organisations.

Fountain Upgrade

Members of the Tweed Heads & Coolangatta RSL Sub-Branch and Twin Towns Board of Directors joined Geoff Provest MP, Member for Tweed, Craig Elliott representing the Hon Justine Elliott MP, Federal Member for Richmond, and Tweed Shire Councilors Warren Polglase and Reece Byrnes for the official opening of the refurbished ANZAC Memorial Fountain in Chris Cunningham Park. Work on the fountain was required due to water leaks and safety hazards.

School Programs

A Morning Tea was Held at Kirra Haven Nursing Home with the children from Coolangatta State School. Our Welfare Officers attended providing the cake and a financial donation for morning tea.

Presentation Assemblies

Sub Branch members attended Presentation Assemblies throughout the year.

TS Vampire –Cadet Unit

TS Vampire is our local cadet unit. Our Committee attends Parade and Award days. Their band also took part in our ANZAC Day Ceremonies for 2019.

Welfare Activities

ACTIVITY TYPE	Contacts	Hours
Home/Hospital/Aged Visits	37,800	16,762
Bus/Boat Trips	355	32
Funerals	40	80
Pension/Advocacy	4,430	7,974
Drop In Thursdays	1,820	210
Special Morning Tea	120	8
Library	850	250
Computer Lessons	100	50
Internet Access	200	200
Social Luncheon	210	4
Monthly Meetings	560	36
Welfare Meetings	150	85
Welfare Phone Calls	2,500	500
TS Vampire	170	26
TOTAL	49,305	26,217

Commemorative Activities

ANZAC DAY	Contacts	Hours
School	6	12
Nursing Home	6	12
ANZAC Day /Planning	180	44
Dawn Service	>6500	4
Gunfire Breakfast	750	2
Main Service	>7000	3
Members Luncheon	238	3
Number of Volunteers	25	
TOTAL		80

REMEMBRANCE DAY	Contacts	Hours
Memorabilia Selling	>3000	63
Service	275	3
Luncheon	120	4
Number of Volunteers	20	
TOTAL		70

SERVICES	Contacts	Hours
Vietnam Veterans Day	300	6
Reunions/Memorial Services	1950	10
External ESO's using Sub Branch	3600	550
TOTAL		666

**4 Compensation Advocates, 6 Wellbeing Advocates,
9 Visitation Officers, 9 Committee Members**

**TWEED HEADS & COOLANGATTA RSL SUB BRANCH
HOSPITAL WELFARE & VISITATION REPORT-2019**

Members, once again it is my pleasure to present this Report on behalf of my fellow welfare volunteers. We carried out the following number of visits to the Hospital and Aged Care facilities listed in the table below for the period 01Jan19 – 31Dec19:

FACILITIES VISITED 01JAN19-31DEC19	
1. John Flynn Hospital	6. Freedom Aged Care Tweed Heads South
2. Tweed Heads Hospital	7. Kirra Haven Nursing Home
3. Bolton Clarke Banora Darlington Dr	8. Raffles Nursing Home Tweed Heads South
4. Opal Kirra Beach	9. Winders Lodge Banora Point
5. Florence Towers Tweed Heads	
Total Home Visits	3,716
Total Number of Contacts	37,800
Total Number of Hours	16,742
Total Commemorative Hours	271

2019 Wellbeing Advocates	2019 Wellbeing Support Officers
Max Greber	Howard Maher
Ken Campbell	Brian Kirk
Peter Freeman	Milan Govedic
David Bell	Jan Partridge
Annie Strawbridge	Margaret Rozen
	Bob Lominga
	Patricia Cummins
	David Graham
	Craig Edmunds
	Geoff Partridge

Thank you to all the Hospital/Welfare Visitors for their hard work and dedication over the year; it has been much appreciated by all.

David Bell Welfare Officer

TWEED HEADS & COOLANGATTA RSL SUB BRANCH
FUNERAL ATTENDANCE REPORT –2019

As many of you are aware, this Sub Branch provides representatives (upon request by the family or next of kin) to attend the funerals of our own members, members of other Sub Branches and non-members alike, to render the RSL Service.

The table below is break-down of the Funerals attended, as compiled from records held in the Sub Branch Office, for the period 01Jan19 – 31Dec19.

LOCATION (Church/Cemetery/Chapel)	Poppy Services	No. of Hours
Tweed Heads Local Area	28	56
Gold Coast Area	0	0
Townsville	1	2
Total 2019	29	58

Total Deceased Members 43

Total of 29 Poppy Services for 25 Members and 4 Non Members

Total Hours 58

The Sub Branch Funeral Representatives are:

GEOFF PARTRIDGE JOE RUSSELL DAVID BELL
BOBBY LOMINGA MAX GREBER

These representatives sometimes travel many kilometres and give up many hours of their time to conduct the RSL Service at funerals whenever requested. We are often requested to attend two or more funerals on the same day.

I would like to give special thanks to Dave Bell and Geoff Partridge for their selfless dedication in making themselves available at short notice to attend funerals.

You do not have to be on the Committee to give us a hand and volunteers are always welcome.

Joe Russell

2019 Treasurer's Report to Members

Financial year ended 31 December 2019

- Operating Profit for the year of \$21,398, 2018 loss of (\$13,006)
- Sub-Branch assets increased to \$623,618
- Total Expenditure for the year of \$168,873 – as attached. Decrease in expenditure of \$57,301 to 2018 year due to no large projects were undertaken for this year.
- Total Income of \$190,271 – as attached.
- Total Grants of \$133,913 – a decrease of \$26,087 for 2018 year.

- 2018 Grants being:

Twin Towns Services Club	\$ 57,784 (cash)
Dept of Veteran's Affairs	58,970
Gold Coast District Council	14,498
DPC Grant	2,000
Donations Received	660
	<hr/>
	\$133,913

- I would like to publicly record and acknowledge the support and generosity of Twin Towns Services Club which assists the Sub-branch in its ongoing operations and services to veterans and serving members in the Tweed Heads Coolangatta area.
- The Sub-Branch's 2019 year accounts have been audited, by the Sub-Branch Auditor – Peter Grant of Grant and Brady Accountants.
- Members may obtain a full copy of the audited accounts if they so desire.
- The Sub-Branch as part of the RSL movement is a tax-free entity and does not pay income tax, and as a registered charity receives a refund from the ATO of any GST paid.

Ronda Rose
Honorary Treasurer

TWEED HEADS & COOLANGATTA RSL SUB-BRANCH INCORPORATED
ABN 64 361 787 935

BALANCE SHEET
AS AT 31 DECEMBER 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	633,773	590,864
Trade and other receivables	3	6,754	18,120
TOTAL CURRENT ASSETS		<u>640,527</u>	<u>608,984</u>
TOTAL ASSETS		<u>640,527</u>	<u>608,984</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade Creditors		-	-
Accrued Expenses		3,500	1,500
PAYG Tax Payable		2,416	1,812
Superannuation Payable		1,689	1,555
GST on supplies		9	1,897
Provision for Annual Leave		5,979	-
Provision for Long Service Leave		3,316	-
TOTAL CURRENT LIABILITIES		<u>16,909</u>	<u>6,764</u>
TOTAL LIABILITIES		<u>16,909</u>	<u>6,764</u>
NET ASSETS		<u>623,618</u>	<u>602,220</u>
MEMBERS' FUNDS			
Retained earnings		623,618	602,220
TOTAL MEMBERS' FUNDS		<u>623,618</u>	<u>602,220</u>

The accompanying notes form part of these financial statements.

TWEED HEADS & COOLANGATTA RSL SUB-BRANCH INCORPORATED
ABN 64 361 787 935

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2019

	Note	2019 \$	2018 \$
INCOME			
Memberships		5,350	6,125
Grants		133,913	160,000
Interest		10,656	14,840
Functions		18,541	19,159
Other Revenue		21,811	13,044
		<u>190,271</u>	<u>213,168</u>
EXPENDITURE			
Bank Charges		870	947
Donations		606	893
Employment Expenses		74,566	58,044
Fundraising		8,301	2,791
Functions		41,764	77,382
Administration Expenses		27,234	79,123
Accounting & Audit Expenses		2,281	2,412
Other Expenditure		13,251	4,582
		<u>168,873</u>	<u>226,174</u>
Profit before income tax		21,398	(13,006)
Profit for the year		<u>21,398</u>	<u>(13,006)</u>
Retained surplus at the beginning of the financial year		602,220	615,226
Retained surplus at the end of the financial	4	<u>623,618</u>	<u>602,220</u>

The accompanying notes form part of these financial statements.