



ANNUAL REPORT

JULY 2023 – JUNE 2024



THE
oasis
TOWNSVILLE

Transition | Connection | Integration

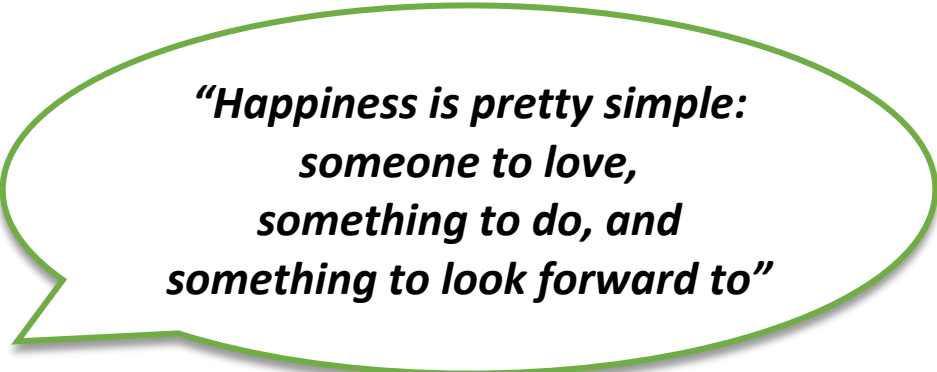
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Overview

Philosophy

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



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

As such, The Oasis Townsville comprises three core programs:

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

Vision

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



Mission

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



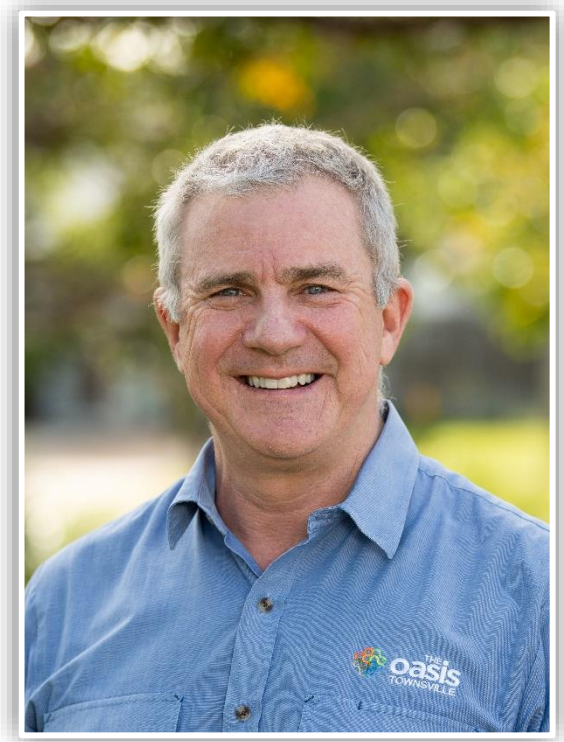
Goals

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

Chair's Report

Overview of the Year

The Oasis Townsville is well down the path to being The Hub of the veteran and ESO communities in Townsville and region. This year's most significant advancement has been the clear shift from us seeking out those who can help our veteran community and asking for their support to a situation now where we have all of those and many more coming to us to ask, 'What can we do for the veteran community in Townsville?' These supporters include politicians, government officials and agencies, support organisations, service providers and community members. Another very pleasing trend has been the exponential increase in current serving veterans seeking early support to consider their options for their future, whether to remain in the ADF or think more seriously about preparing for transition. In time, this behaviour will reduce the stress many experience on transition. We've also had many other veteran support organisations around Australia visiting to find out what we are doing as the reputation among soldiers, sailors and aviators grows.



The most satisfying achievement is hearing the many stories of those whose lives have improved as a result of our service and recognising that many veterans with families are choosing to return to Townsville after separation from the ADF because of The Oasis Townsville.

Significant Activity and Achievements

There is no doubt that The Oasis Townsville has had a positive impact on the veteran community in Townsville. While it is safe to say 80% of veterans and families satisfactorily transition back to civil community and thrive, 20% are on a scale of needing a little support to settle and flourish through to those with more complex issues that need addressing by referral to experts. We have many in the 80% finding new connections in the veteran and Townsville communities

through activity at Homebase, and an increasing number of those who fall into the 20% are proactively and compassionately supported until they, too, join the 80% again. The cornerstone is respect and recognition at a place called Homebase for all. Our Homebase (not labelled a wellbeing centre for good reason) is a place for veterans and partners to relax, tell their stories once, and know that everyone around them is empathetic and non-judgemental. No request for information or support is too small.

The Connections Program has seen an average of 1000 people participating in over 100 monthly activities. The turnover is about 10-15%, and the program grows at about 10% per quarter. The markets we've conducted have also seen over 5000 attendees at Homebase, and interestingly, the stall holders, who are primarily veterans and partners, have also found support and connections among themselves. Our Employment and Education Program has helped dozens find work and put many more on the path to gaining the skills and education they need to undertake the work they are good at and like to do. A particular highlight has been the Showcases for careers and education which have seen an exponential increase in attendance by veterans and partners over the past 12 months. Our Plans and Linkages Program has supported almost 1000 veterans and partners with plans by linking them to the best veteran-friendly services in Townsville. Many who recognise the value of our knowledge base are no longer reluctant to seek help and have returned multiple times. An increasing number of serving veterans are being brought in by unit welfare officers, junior officers and occasionally even commanding officers and RSMs. They recognise the depth of knowledge our plans and linkages coordinators have of the local service provider environment. This team has also been sharing their knowledge and expertise with DVA support staff and many other veteran support organisations around Australia.

In the last 12 months, we also undertook a rigorous evaluation against the Australian Social Values Bank requirements for measuring cost versus benefit. We are saving the health economy \$3 for every \$1 spent at The Oasis Townsville. This validates what we are doing and how we are doing it.

Operation COMPASS has been, and continues to be, the foundation of our service. An important contribution to the measures that can be taken to reduce the incidence of suicide in the veteran community was our publication of a Toolkit for Suicide Prevention in the Veteran Community, completed with the support of the Blackdog Institute. Another was a collaboration with the

Northern Territory Primary Health Network to conduct training for GPs. In the past 12 months, we have also supported the efforts of Defence, DVA, and the Queensland Government in developing mental health and wellbeing strategies. We contributed several submissions to the Royal Commission into Defence and Veteran Suicide. Our efforts represent what many governments and other suicide prevention organisations are increasingly recognising – prevention and mental health promotion are worth the investment and save lives and costs to the health economy.

The other major initiative of The Oasis Townsville, funded by the Department of Defence, is Operation NAVIGATOR. The second half of 2023 put in place the four components that will lead to a smartphone app to support information gathering by serving veterans when they need it to make the best decisions about transition. Our experience so far has increased our confidence that giving soldiers, sailors and aviators an early glimpse of their future, whether in the Service or after transition, is very positive. This approach reinforces the findings of the Productivity Commission 2019 and the Interim Commissioner for Defence and Veteran Suicide. Operation NAVIGATOR has two more years to run.

Business Performance

Our business performance has been strong, with steady growth and increasing confidence in the model we established. Since the company's formation in January 2018, we have sustained operations on the generosity of sponsors and donors, many grants for specific purposes, and election commitments to test concepts and develop the model of The Oasis Townsville. In four years, we have gone from having almost nothing in the bank and all volunteers to a multimillion-dollar business with 16 employees (12 FTE). Although we have had a few significant benefactors over the last four years, the financial management has become increasingly complex. Many grants, donations and sponsorships come with particular outcomes and specific accounting and reporting requirements. I am happy to report that our Executive Leader (Angie) and her Leader of Operations, People, and Performance (Leith) have expertly managed this increasing burden.

This approach is becoming increasingly difficult to sustain, given projected growth. This could change in the next 12 months if the Government continues to recognise the strength of our concept and support further enhancement of the network and/or the Royal Commission into Defence and Veteran Suicide recommends funding the veterans' and families' hubs network. If neither occurs,

we will likely need to scale back operations over the next two years. This will cause an adverse reaction in the veteran community across Australia, but most certainly in the most densely populated veteran community in Australia, Townsville.

Outlook

The future of our operation will be busy as demand grows as the word gets around about our service. We are looking forward to the other 15 hubs developing to such an extent that we can share experiences and information on veterans and families transitioning or moving around Australia. We hope to be supported by the Queensland Government to support Queensland's uniformed services, many of whom are ex-serving veterans. We have learnt a lot from our employment and education program funded by the Queensland government and hope they see fit to continue supporting our program and enhancement proposal. We also expect to continue our work demonstrating the value of prevention and mental health promotion by working with the Queensland Mental Health Commission, specifically supporting its Mental Health and Wellbeing Strategy 2024-2029. We will support and, where it is within our gift, take action to implement the recommendations of the Royal Commission's Final Report, which are expected to be released and tabled in Parliament in Q1 of FY2024-25.

Corporate Governance

This year, the Constitution was amended to broaden membership. We've been humbled by the number of people seeking to support and be more closely affiliated with The Oasis Townsville. Since this change, we have added over 200 members. Another change has been the implementation of a roster for board membership changes at each AGM to ensure appropriate skills and continuity are maintained. Our Board members' knowledge, skills, and experience mix is outstanding. I remain very grateful for their support.

Stakeholder and Community Involvement

We have a strong relationship with many service providers who have demonstrated a conviction to support the veteran community. A good example is Michael Clements, one of Townsville's most knowledgeable GPs for veteran support, who recently opened a veteran community-specific GP clinic in Idalia. Other concrete support is growing as Operation NAVIGATOR gathers steam, such as Alliance Rehabilitation providing high-demand cooking classes at

Homebase for veterans and partners; or Members of the Veteran Business Alliance getting involved directly with veterans and families and supporting a soft-landing into the civilian workforce. We have also been proud to support ANVAM's entrée into Townsville and the Australian Catholic University's establishment as a veteran tertiary education institution of choice for veterans in the Townsville region. We have strong support from the North Queensland Cowboys, who not only fundraise for us but have generously provided lessons on how they conduct the transition for players back to the community after life in the NRL is over.

Awards and Recognitions

The most satisfying reward for us all has been the Great Stories of the veterans we have helped turn their lives around. They are what keeps every member of Team Oasis going strong. Some of these are now published on the website with the client's permission and, where appropriate, anonymised.

We are proud to be among the Townsville Chamber of Commerce Employer of the Year Award finalists. Most of our employees are veteran community members, and we ensure we are at the forefront of demonstrating practical ways to support them. We have also learnt much from the members of our Veterans Business Alliance in best practices in supporting veterans and partners into jobs. As such, we have been recognised in the National Veteran Employment Program as a Veteran Employment Supporter. All of Team Oasis have demonstrated a real passion for strongly supporting our community.

Environmental, Social, and Governance (ESG) Initiatives

While directly supporting our community members, we also contributed to improving the environment and the broader communities within which we sit. We are well on the way to being much less dependent on the grid for power with the upcoming installation of more solar panels and a couple of batteries, thanks to a generous donation from Boeing. We have contributed to the collaboration of the ESO Community by hosting ESO leadership collaborative fora quarterly with the local veteran community issues published on our website. We were honoured to have DVA Deputy Secretary Andrew Kefford, the Repatriation Commissioner Kahlil Fegan and the Families Commissioner Gwen Cherne attended the mid-year forum. We've also been privileged to have representation on the DVA Families Forum and Female Veterans Forum which held meetings this year. A tremendous leap forward for our community has

been the formation of a Townsville Military Advocacy Community of Practice centred on our Homebase, led by one of Townsville's most knowledgeable advocates, Brett Armstrong. Our work was also recognised in the Royal Commission publication "Shining a Light: Stories of Trauma and Tragedy, Hope and Healing".

Acknowledgements and Thanks

Finally, I am indebted to our Executive Leader, Angie Barsby, who leads a diverse and very competent Team Oasis. The professionalism and willingness of the members of Team Oasis to adapt the form and function of The Oasis Townsville as we learn and grow is impressive. The empathy and respect shown by our team in meeting the needs of our community of serving and ex-serving veterans and their partners is a testament to the supportive and collegiate culture led by Angie and her key leaders. There is no shortage of ideas for improvement, and the team clearly thrives on doing the best possible for every individual who attends Homebase. The essence of this success is in having paid staff committed to maintaining superior knowledge and contacts in the community and service provider ecosystems. While a solid focused effort from paid staff is essential, our volunteers provide the capacity to surge and undertake activities at scale. They are expertly coordinated by Erin, who Robyn supports well. The Board, being all volunteers, is also vital to the operation. I am very grateful to them all.

We are also indebted to the ESO leadership of Townsville and the region. Without exception, the ESOs providing valuable service to their respective communities of veterans and/or partners become an integral part of the ecosystem, of which The Oasis Townsville is the Hub. Their collective leadership and collaboration significantly benefit our local veteran community.

Conclusion/Closing Remarks

The veterans' and families' hubs model begun by The Oasis Townsville in January 2018 as a consequence of the Queensland Government's support has been proven and validated by the cementing of its place in the Townsville veteran community eco-system, successive governments' interest in and growth of the concept around Australia to now a network of 16, and strong support from the Royal Commission's lines of inquiry. We have every reason to be proud of our achievements and optimistic about the increasingly positive impact we'll have on the veteran community in Townsville and the region.

STOP PRESS

At the time of publication of this annual report, the Final Report of the Royal Commission into Defence and Veteran Suicide was tabled in Parliament and several recommendations address the sustainability of the veterans' and families' hubs. If Recommendation 86, in particular, is accepted by the Government, the Hubs will have recurrent funding to allow them to operate with a paid workforce on a sustainable basis into the future and for each of them to grow and support the veteran and ESO communities to the same outstanding extent achieved by The Oasis Townsville.



Executive Leader's Report

As we reflect on the past three years, it's remarkable to see how far we've come. From our humble beginnings, we have grown into a vital part of the veteran community, offering essential programs and services that make a real difference in the lives of those we serve. This journey has been marked by continuous growth, learning, and a deepening commitment to our mission.

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

Our achievements are reflected in the impressive milestones we've reached over the three years: 7,500 hours of booked Hut time, 3,300 activities held, and support provided to 1,620 unique clients. These numbers are more than just statistics; they represent the significant impact we've had on our community.

The exceptional outcomes we have achieved over the past three years would not have been possible without our dedicated and compassionate team of staff and volunteers, supported by our Board of Directors. Our team, comprising both volunteers and paid staff, has shown unwavering passion and dedication to our mission. Their commitment has been instrumental in creating a positive and supportive environment for the veteran community. The great stories on our website further demonstrate the difference and lives we are saving every day.





We are fortunate to have a Board that provides steadfast support and guidance. Their expertise and strategic vision have helped navigate challenges and make informed decisions that drive our mission forward. The collaboration between our staff, volunteers, and Board has been a cornerstone of our success, fostering a thriving ecosystem that truly makes a difference.

Pathway to remembrance was launched in August 2023. Extending from Dirty Boots Cafe to The Oasis Townsville's main building, the Path of Remembrance will feature pavers inscribed with the names of those who have served. This pathway is more than just a walkway; it's a journey of remembrance and appreciation. Townsville's award-

winning builder, Ellis Developments, is partnering with The Oasis Townsville to construct the pathway. For each \$100 donation, The Oasis Townsville will



inscribe a brick with a nominated Veteran's name, creating a lasting tribute to the Veteran community. Businesses, associations, and other organisations also have gotten involved. The pathway will be completed at the end of this year.

Our journey at Homebase has been significantly bolstered by the generous support of our sponsors and donors. Every contribution, no matter how big or small, plays a crucial role in realizing our vision and mission. We extend our heartfelt gratitude to all those who have stood by us, providing the financial resources and encouragement needed to sustain our programs and initiatives.



The impact of our sponsors and donors is evident in the success stories we've amassed over the years. Their generosity has enabled us to offer a wide range of innovative programs, and create a welcoming space for the veteran community. We are deeply thankful for their continued support and look forward to building on this strong foundation in the years to come.

Dirty Boots Café has become more than just a place to grab a meal; it has evolved into a hub of connection and camaraderie. Known for its simple food done well, the café offers a comfortable and relaxed setting where members of the veteran community can interact and build relationships.

The role of Dirty Boots Café in promoting a sense of community cannot be overstated. It has become a gathering place where stories are shared, friendships are formed, and a strong sense of belonging flourishes. The café's welcoming atmosphere and delicious, affordable food have made it a beloved spot for veteran community

In our commitment to transparency and continuous improvement, we have transitioned our data collection and reporting on our website. This move allows us to present our statistics in a more accessible and visually appealing format, with graphs that are updated quarterly.

By making our data visible online, we aim to provide our stakeholders with a clear and comprehensive view of our impact. This initiative enhances our ability to track progress, identify trends, and make data-driven decisions that improve our programs and services. We believe that transparency is key to building trust and demonstrating the effectiveness of our efforts.

As we look back on the past three years, we are filled with pride for what we have accomplished and gratitude for all those who have supported us. With a focus on continuous improvement and a commitment to our mission, we are excited for what the future holds for Homebase and the veteran community we serve.



TEAM OASIS KEY PERSONAL

THE BOARD



John Caligari
Chair



David Kippin
*Treasurer &
Deputy Chair*



Lucia Taylor
Director



Tony Jones
Director



Barbie Keller
Director



Matt Lyons
Director

LEADERSHIP



Angie Barsby
Executive Leader



Leith Milton
Leader Operations,
People & Performance



Andrew Bligh
Leader Services &
Strategic Partnerships



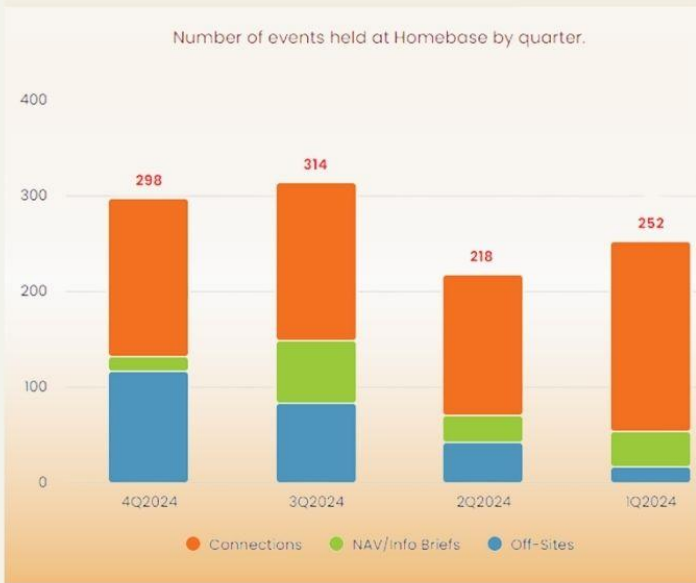
Collen Maclean
Leader of Projects



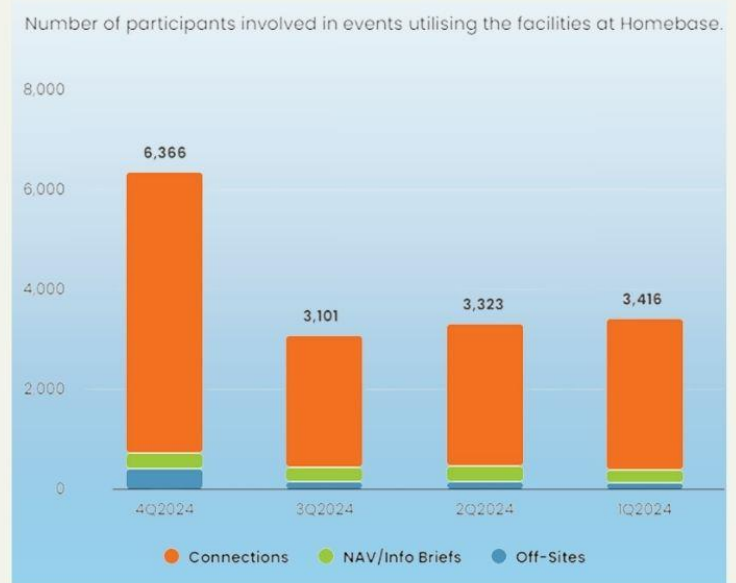
Erin Donnelly
Volunteer Coordinator

Annual Statistics FY 23-24

EVENTS AT HOMEBASE

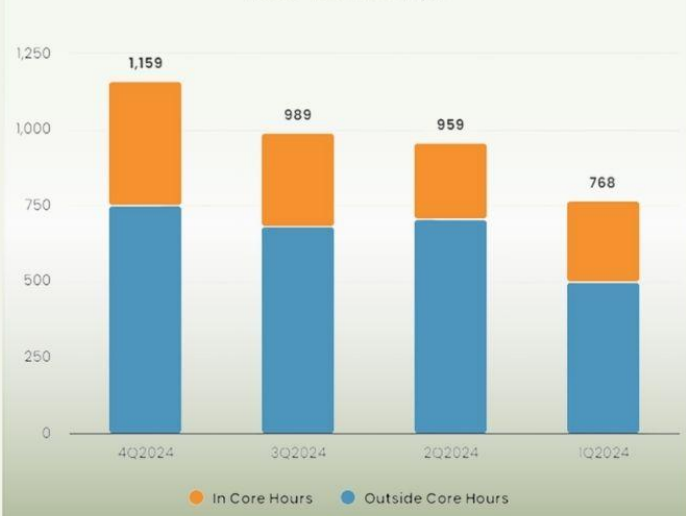


EVENT PARTICIPANTS



HOMEBASE UTILISATION

Total hours of activities and events at Homebase during and outside core hours (0900-1500 weekdays)



TOTAL COST & BENEFITS

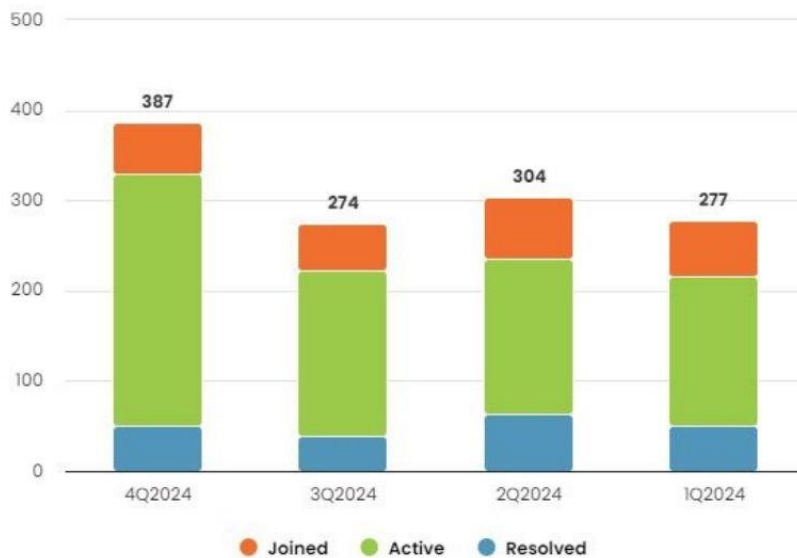
Total Benefit Total Cost Net benefits



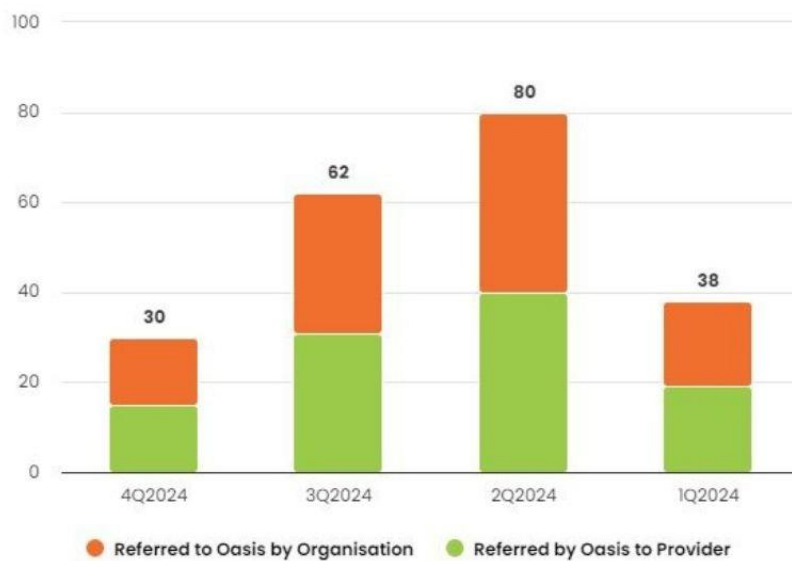
Annual Statistics FY 23-24

More statistics are available on our website.

CLIENTS



CLIENT REFERRALS



Operation Navigator

Operation Navigator has made significant progress and achieved significant achievements over the past year. The Advisory Board conducted a thorough review of the Online Application Tool and identified areas for improvement, such as the inclusion of additional information related to Education and Skills, Compensation, and Housing. To gather valuable insights, a participant feedback form was created to ensure that the tool meets the needs of its users.

Engaging with stakeholders has been a key focus for us. We held briefings with Townsville ADF Command to discuss important initiatives such as the Solid Foundations Workshop, a crucial program that we believe will greatly benefit our participants. The Oasis Townsville was also a significant topic of discussion. Additionally, we introduced Unit Welfare Officers to these programs to broaden their understanding and support.

In terms of program implementation, we successfully commenced delivery of Solid Foundation Workshop Block 1-3, offering essential support to participants. Our collaborative efforts with Australian Catholic University (ACU) have been instrumental in this progress, as we negotiated contracts and drafted participant surveys aimed at securing ethics approval for our evaluation process. The survey of participants commenced in July 2024, marking a significant milestone in our partnership with ACU.

Our commitment to strategic planning and development remains unwavering. A meeting was held with COL Love, where a revised Strategic Plan was presented. In addition, discussions were initiated regarding potential support from JTA while also undertaking an analysis comparing existing Veteran Community Needs Frameworks in anticipation of new developments by DVA and Defence.

We have continued our relentless pursuit of improvement through ongoing reviews of the Online Application Tool, which are focused on enhancing accessibility for users seeking essential information through it.


Moving forward into this year's agenda, preparation for the delivery of Solid Foundations Block 4 and sustained engagement efforts with Townsville ADF Command are underway. Furthermore, finalising ACU's evaluation conduct, including signing an MOU, will further strengthen our evaluation framework, ultimately advancing our program goals.

Plans and Linkages Program

During the period, the team was fully staffed and supported by several core volunteers. The current team consists of an intake officer, three planners, and three volunteers. The integration of the two new full-time planners was guided by a recently developed training plan, which both completed. They have now moved on to a formal training pathway to become ATDP Wellbeing Officers (Level 1). Additionally, an existing planner completed the assessment to qualify as a Wellbeing Officer (Level 1) and is now pursuing Level 2 competency to be qualified to sign off and develop our staff internally in the future.



“I did not plan on being here for Christmas until I met a planner” Existing client 2024



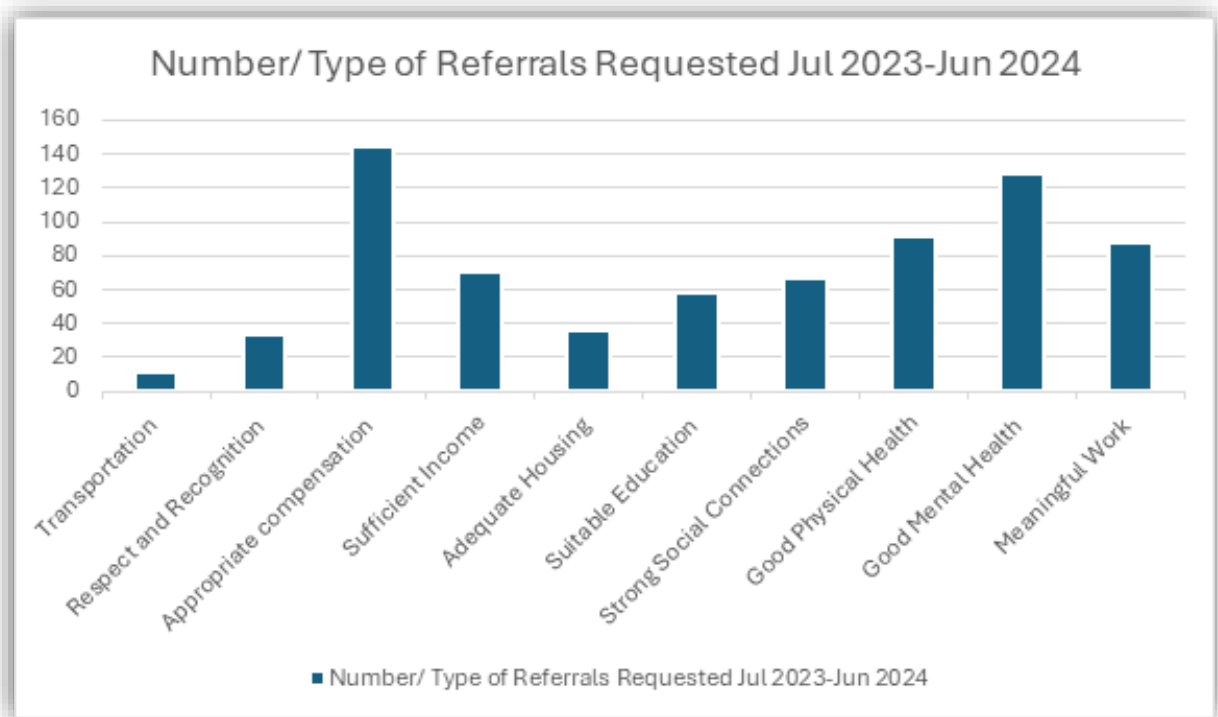
“I feel like a respected Veteran now” - Client (name withheld by request)



“You guys simply saved my life “T (client) 2024

The team have undertaken a large piece of work in ensuring that the data within our systems are as current and accurate as feasibly possible. This has supported our organisation to be clear on our responses to the needs of the Veteran Community as we can very quickly identify trends and issues within the client base we support.

In the past 12 months we have taken on 288 new clients with a range of supports and referrals required



As part of our commitment to the Veteran Community, we actively foster and enhance strategic partnerships that bolster our service delivery. Over the past year, our team has engaged with more than 80 mainstream and community stakeholders to forge collaborations that address the needs of our community. Several of these partnerships have become vital in ensuring timely support and have also introduced new resources for Veterans, such as the Rehabilitation Appliances Program (RAP), and specialised allied health services.

We have collaborated with both state and national organisations, including Regional Housing AU, NQPHN, Veterans Housing AU, Medilinks, Stride (Mental Health), and the Townsville Suicide Prevention Network. These collaborations have expanded our service delivery options, allowing us to better meet the diverse needs of Veterans.

Our database of organisations has also grown significantly, now encompassing over 1,500 entries. This expanded network enables us to provide our planners with comprehensive information on the best services available for the clients we support.

Connections Program

The Connections Program is a vital and unwavering cornerstone at The Oasis, serving both our regular visitors and newcomers. The various activities within the Connections Program are truly the heartbeat of our organisation. Each one plays a crucial role in fostering meaningful connections. Participants provide valuable feedback, highlighting the positive impact these activities have on their lives.

Four Key activities conducted at Homebase this year were.

Cooking Workshop:

The Cooking Workshop has received positive feedback from participants, as well as from those who simply witness the joy and camaraderie in the air, enhanced by the aromatic scents filling the building. For many, cooking at The Oasis offers a chance to regain or build independence. What seems like a simple act extends far beyond a simple cooking session it becomes a central hub of connection, as meals often accompany deep, meaningful conversations. Many participants see our Cooking Workshop as an opportunity to socialise and reengage in conversations they might otherwise avoid. The workshop continues to gain popularity, drawing more interest and participation.



KX Pilates Class:

The KX Pilates Class is an intense and rewarding workout with the challenge of maintaining form and surviving the full 50 minutes. The exercises are well-structured, and the professional trainers offer support and guidance in the small, accommodating class size. Those that attended were left feeling sore but with improved mobility, especially after following the recommended stretches post-session. The focus on body conditioning and educating participants about the importance of longevity and well-being makes KX Pilates a valuable opportunity to engage with the fitness community. It's a chance to connect socially, build a foundation, or reignite a passion for fitness, ultimately leading to a healthier lifestyle.

Banjos:

Another year ending and despite being a regular fortnightly event, our Banjo Breakfast has remained steadily popular with new faces attending every time. An event that encourages social connections amongst those in the veteran and wider community, with the bonus of a coffee and a bacon & egg muffin on the house. We have had the privilege of witnessing old friends being found, new friends being made, plenty of laughs and the problems of the world solved – at least in theory! There are a few more to go before the end of the calendar year but we look forward to bringing back everyone's favourite breakfast next year and we hope to see you there!



Twilight Markets:

One of our most cherished Connection Activities is the Twilight Craft Markets, an event we eagerly anticipate. These markets are enthusiastically supported by our surrounding community, with many people either setting up a stall or dropping in to admire the incredible talents of those in and around Townsville. The businesses that participate in the Twilight Markets are passionate about The Oasis's mission and are committed to being a part of our journey. The connections and friendships made between the stall holders will be everlasting. Many stallholders have personal ties to veterans, whether as partners, family members, friends, or veterans themselves. Interest in our Twilight Markets continues to grow rapidly, and we're excited to see this event continue to thrive!



Employment & Education Program

For our Employment Program, the 2023/2024 financial year saw the building on the success of the previous year. With 95 clients engaged in the program last year, a 20% increase on last years, we are hopeful to see this number increase as we expand our outreach efforts. With a notable trend of increased connecting in for support at an earlier time, saw our participants being empowered for transition earlier.

Looking at the statistics from the previous year, it is clear that our program is making a positive impact on our clients. With 133 referrals to employment and education providers, 29 clients obtaining full-time employment, and 14 events and sessions held to connect clients to employment or study opportunities, we are proud of the progress we have made.

A key component to our 2023/2024 activities was our Career Connections Showcase. With 3 events held over the period and a more than 200% increase in participation, the event connecting Veterans and their families with businesses wanting to hire, has cemented its place in the program for the foreseeable future.



Our focus for the upcoming year will be on increasing participation from current serving members families and continuing to provide valuable resources and opportunities for our clients. We plan formalise a rhythmic system with our events and education sessions that address the specific needs and interests of our clients.



We are also committed to gathering feedback from our participants and using this information to improve and expand our program. By listening to the needs and the issues that affect the wider Veteran Community, we can ensure that we are providing the support and resources they need to succeed in their employment goals.

Overall, we are optimistic about the year ahead and look forward to continuing to make a positive impact on the lives of our clients. Thank you to all of our participants, businesses and stakeholders continued support of The Oasis Townsville Employment Program. To learn more of the successes of our program, please view our testimonials on our website. Testimonials | The Oasis Townsville

The Veterans Business Alliance

The Veterans Business Alliance (VBA) was established in 2021 as an opportunity for Veterans to connect with Veteran educated businesses in the region. With the growth the Alliance has had, we're now able to develop our engagement and connectivity deeper within the community.

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

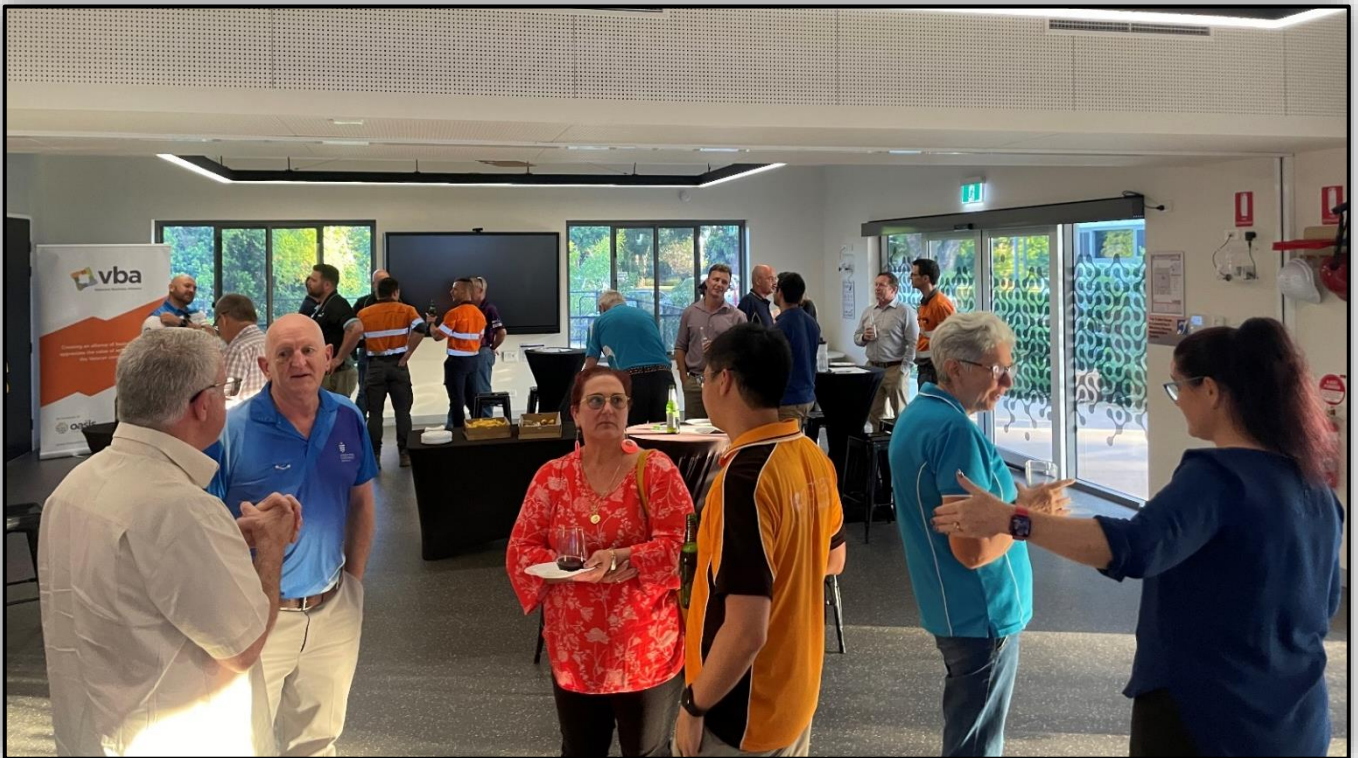
- appreciate the value of Veterans working for them,
- want greater access to Veteran recruits,
- want to support Veterans to transition into civilian employment, and
- want to help other employers appreciate the benefits.

Our members come from a variety of industries and with a variety of intents for their involvements, this year we have seen an increase of involvement from businesses not necessarily hiring, just very dedicated to support the growth and empowerment of the Veteran Community. You can see all of our members on our website.

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



While 2023/2024 provided us with an opportunity to further develop the membership structure with a focus on providing a more accessible model, we're looking forward to significant growth next financial year.



Our members engage with the alliance in varying capacities and with diverse motivations. Some organisations such as Cubic, AEP, and Energy Queensland already have a significant number of Veterans in their ranks and recognise the importance of being deeply engaged in the Veteran Community. Organisations like TEi Services, AAA Triarda and NEM Group are dedicated to promoting growth within North Queensland, the Veteran Community, and their respective industries within the region. Smaller, Veteran-owned businesses like Investor Support, Accidental Healthy and Safety and Evergreen Financial Planners are dedicated to supporting the success of the Veteran Community and are eager to remain active participants in this space.



Operation Compass

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

Many of the initiatives were taken on by The Oasis Townsville from the Enduring Connections Campaign (one of 6 campaigns). The primary driver for this campaign is to prove the significance of connections in reducing mental health problems and improving the wellbeing of veterans and their families.



In five years, Operation COMPASS ran six campaigns and trialled over 30 initiatives, of which 22 were assessed as being worthy of pursuit in the veteran community to achieve a reduction in mental health problems and suicide among veterans and their families.

Some of the key initiatives that originated in the Trial and others that The Oasis Townsville has since pursued as part of the ongoing operation to keep Operation COMPASS at its core, are listed below

1. Check your Mates
2. Suicide Prevention Toolkit for Primary Health Networks
3. Veteran Health Training for GPs

The Veteran Health training for GP's was delivered in Darwin in November 2023 by Kerry Summerscales along with Renee Gardner from RANDI Digital who have

partnered with The Oasis. The event was sponsored by Defence NT, PHN NT, Rural Workforce Agency NT, Mates4Mates and NT Government.

The training provided valuable upskilling in the crucial domain of Veteran health. 23 GPs and 1 Practice Nurse attended the training and great feedback was received. This training package is available for more information please reach out to The Oasis.



Volunteering Program

This year, we have been focusing on reviewing and developing processes regarding the onboarding and management of our Casual Volunteers. This included using our existing systems to record attendance and availability of the volunteers, and the review of how we recognise our volunteers.

We have a small team of Core and Regular Volunteers who continue to contribute regular hours each week. When able they also contribute their time in other areas and activities. The Casual Volunteer pool is currently 19 and they have been regularly involved in Banjos Breakfast held fortnightly, the markets, our annual Open Day, and other events outside of Homebase such as the Army Open Day, Grey Matters etc. Of these, 10 are new volunteers who have joined us in the last 12 months.



In May we celebrated National Volunteer Week with morning tea, cake, and gift bags for our Core and Regular Volunteers. Recognition of our Casual Volunteers was held in November of the previous year. We have plans to incorporate the recognition of our Casual Volunteers into our NVW celebrations each year.



Our volunteer program is now firmly embedded into the organisation and we have reached a point where the roles are well developed to support the Oasis into the future. Our Casual Volunteer Program is where we are focusing our efforts to build a sustainable pool of volunteers. Our volunteers continue to support our vision and mission and are greatly valued and appreciated.



KEY EVENTS TIMELINE

JULY 2023

- CAREER CONNECTION
- VBA OFFICIAL LAUNCH



AUGUST 2023

- OASIS OPEN DAY



SEPTEMBER 2023

- CSC 1 ON 1 CONSULTATION AND Q&A



OCTOBER 2023

- FINANCIAL & ENTITLEMENTS INFO NIGHT
- PERSONA ANVAM LAUNCH AT HOMEBASE
- BAIT TO PLATE WITH REELING VETERANS
- DEFENCE HEALTH HUT 5 SPONSORSHIP UNVEILING
- OASIS COOKING WORKSHOP WITH ALLIANCE
- FINANCIALS FOR FAMILIES INFO NIGHT

NOVEMBER 2023

- PATH OF REMEMBRANCE BRICK SALES LAUNCH
- OASIS CRAFT MARKETS
- UNDERSTANDING YOUR ENTITLEMENTS INFO SESSION
- EMPLOYMENT SKILLS WORKSHOP
- ADF HOUSING WITH AXON PROPERTY INFO SESSION
- CAREER CONNECTIONS



KEY EVENTS TIMELINE

JANUARY 2024

- ADVOCACY COMMUNITY OF PRACTICE LAUNCHES

MARCH 2024

- UNDERSTANDING CSC & DVA INFO SESSION
- EMPLOYMENT SKILLS WORKSHOP
- FINANCIALS FOR FAMILIES INFO SESSION



JUNE 2024

- OASIS 3RD OPEN DAY
- OASIS COOKING WORKSHOP WITH ALLIANCE



FEBRUARY 2024

- OFFICIAL LAUNCH OF OPERATION NAVIGATOR
- SOLID FOUNDATIONS WORKSHOP BEGINS
- OASIS COOKING WORKSHOP WITH ALLIANCE
- CAREER CONNECTIONS SHOWCASE



APRIL 2024

- FREE KX PILATES CLASS
- OASIS TWILIGHT CRAFT MARKETS
- ESO ADVISORY COMMITTEE MEETING
- OASIS COOKING WORKSHOP WITH ALLIANCE



Dirty Boots Café

Dirty Boots Café remains a vital gathering place, fostering connections among people from diverse backgrounds, and its importance to The Oasis Townsville is immense. More than just a delightful culinary spot, the café is a community hub where stories are shared, friendships are formed, and a strong sense of belonging thrives. We proudly welcome everyone, extending our hospitality beyond the Veteran community.



Our dedication to quality is unwavering. We take pride in serving simple, delicious food at reasonable prices, reflecting our commitment to accessibility. We regularly introduce subtle changes to keep the experience fresh and engaging, while ensuring our patrons can always find their favourite dishes.



Our EKO (Early Knock Off) coffee bean, a blend locally roasted by Dominion, has become very popular, with supplies provided to local military bases. Purchasing this coffee supports the Veteran Community through The Oasis Townsville and is available at Dirty Boots Café.

We continue to welcome both familiar faces and new visitors, a testament to the lasting relationships we've built and the curiosity that draws fresh patrons. The steadfast support from the Townsville community has been crucial to our growth, and we deeply appreciate every smile, conversation, and shared moment that



makes

our café a vibrant hub. As we strive to create an inclusive space for all, we look forward to meeting many more new faces, learning their stories, and becoming a meaningful part of their journeys.



SUPPORTERS



Diamond



Australian Government

Department of Defence



Emerald



Australian Government

Department of Veterans' Affairs



QBE



Sapphire



CUBIC™



Ruby

Rotary
Mundingburra



SUPPORTERS



Magnetic Island



Opal



Contributing Supporters



Member for Townsville:
Scott Stuart



NORTHSHORE
TAVERN



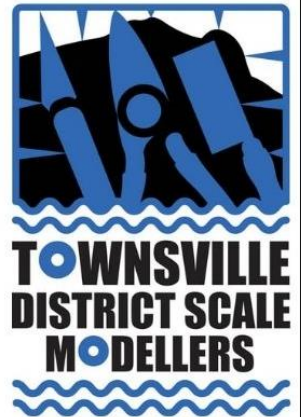
PRETTY PLEASE
HANDMADE®



Member for Mundingburra:
Les Walker

Rotary

Sunrise Townsville



COWBOYS LEAGUES CLUB LTD.

KYLE HOSE

KELLY SHARP



Member for Thuringowa:
Aaron Harper

ERIN JONES



National Servicemen's Association
of Australia QLD inc.

ROD CATELEY

The Oasis Townsville Limited

ABN: 53624166196

For the Year Ended 30 June 2024

Please see below link to ACNC website where our charity details including a full set of audited financials can be found:

<https://www.acnc.gov.au/charity/charities/413a72b3-3aaf-e811-a963-000d3ad244fd/profile>

The Oasis Townsville Limited

53 624 166 196

Statement of Profit or Loss For the Year Ended 30 June 2024

	2024	2023
	\$	\$
Revenue		
Contracts	1,370,800	2,898,281
Donations Received	50,783	19,761
Grants	33,588	29,992
Sponsorship	87,273	100,000
Other Income	310,275	331,733
	<u>1,852,719</u>	<u>3,379,767</u>
Expenditure		
Accounting fees	26,840	14,640
Advertising	78,763	58,607
Cleaning	80,203	87,309
Consumables	54,749	75,524
Contractors Cost	113,267	192,039
Employee benefits expense	1,248,196	1,066,394
Engagement Events	90,420	46,454
Ex-Gratia Payout Cafe	-	9,398
Finance Costs	1,752	1,705
Insurance	16,806	16,470
Magazines & Subscriptions	28,078	28,478
Motor vehicle expenses	235	229
Minor Capital Items (Less Than 10K)	31,074	10,180
Repairs and maintenance	62,610	83,725
Other expenses	56,238	51,904
Oncost - Training and Development	12,094	26,659
Staff amenities	-	2,951
Storage costs	212	204
Travel - Accomodation and Food	12	6,590
Uniforms	254	1,637
	<u>1,901,803</u>	<u>1,781,097</u>
Total Expenditure		
	-	-
Surplus (Deficit) For The Year	<u>(49,084)</u>	<u>1,598,670</u>

The accompanying notes form part of these financial statements.

The Oasis Townsville Limited

53 624 166 196

Statement of Assets and Liabilities

As At 30 June 2024

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents		2,023,781	2,272,260
Trade and other receivables		2,134	12,677
TOTAL CURRENT ASSETS		2,025,915	2,284,937
Property, plant and equipment		11,321	-
TOTAL NON-CURRENT ASSETS		11,321	-
TOTAL ASSETS		2,037,236	2,284,937
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	3	130,024	239,586
Provision For Annual Leave		39,989	40,679
Contract Liability		-	88,364
TOTAL CURRENT LIABILITIES		170,013	368,629
TOTAL LIABILITIES		170,013	368,629
NET ASSETS		1,867,223	1,916,308
MEMBERS' FUNDS			
Retained Earnings		1,916,307	317,637
Surplus (Deficit) For The Year		(49,084)	1,598,670
TOTAL EQUITY		1,867,223	1,916,307

The accompanying notes form part of these financial statements.