

Reach Connect Thrive

LIFELINE HARBOUR TO HAWKESBURY SYDNEY
ANNUAL REPORT 2024





Lu
Crisis Supporter, Trainer & Training Coach

Michele
Crisis Supporter & Office Administrator

We are broadening
our reach, deepening
our connection and
growing our impact.



'Reconnected Family' by Crystal Simpson

Acknowledgement of Country

Lifeline Harbour to Hawkesbury Sydney acknowledges the traditional Custodians of the land where we work and deliver our services. We recognise their continuing connection to land, water and community, and we pay our respects to Elders past and present.

Acknowledgement of lived and living experience of suicide

We acknowledge all the lives lost to suicide and recognise those struggling today, or in the past, with thoughts of suicide, mental health issues or crisis situations. We acknowledge those who care for their loved ones and those experiencing the pain of bereavement through suicide. We respect the expertise of those with a lived or living experience and their contribution to the work we do.

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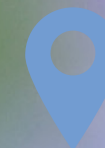
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Jane
Books & Christmas Hamper Volunteer

01

About Us

Who We Are

Lifeline Harbour to Hawkesbury Sydney (Lifeline H2HS) is an independent Lifeline Centre within Lifeline Australia’s network. We provide a suite of crisis support and suicide prevention services, including Lifeline’s national voice and digital crisis support services, counselling services and community support programs.

We are a not-for-profit organisation, and rely on our own fundraising efforts as well as the generosity of the community, through partnerships, grants and donations, to fund our operations.

Our Geographical Area

Local services and programs are available to those who live, work or are educated in the Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove and Willoughby local government areas as well as parts of Ryde and North Sydney.



Four-Stage Framework

The crisis support and suicide prevention services offered by Lifeline H2HS align with our four-stage framework of engagement, prevention, intervention and recovery.



Engagement

Increasing awareness and access to crisis support services



Prevention

Reducing distress and emotional turmoil to prevent suicide



Intervention

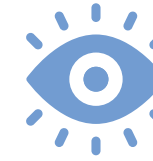
Supporting someone in crisis and at risk of suicide



Recovery

Supporting people bereaved by, or who have attempted, suicide

Our Strategy



Our Vision

An Australia free of suicide



Our Mission

To support people in times of crisis and to reach out to and equip individuals and communities to be resilient and suicide-safe.



Our Approach

We are guided by clinical research that shows the best way to prevent suicide is to build resilience and wellbeing. We do this by working across the whole life experience of people and the community around them, through engagement, prevention, intervention and recovery.



Our Aspirations & Focus Areas

Significantly contribute to a suicide-free Australia

A more suicide-resilient H2HS community

A sustainable, healthy, capable and growing Centre



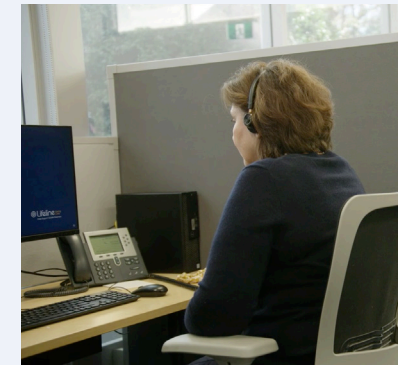
How We Work

Integrity & open communication

Empathy & respect

Listen without judgement

What We Do



National Reach

- Voice Crisis Support
- Digital Crisis Support
- Crisis Supporter Training



Local Reach

Clinical Services

- Counselling
- Psychology
- Clinical Support Groups
- Psycho-educational Support Groups
- Professional development
- Referral partners

Community Services

- Community Aid
- Financial Counselling
- Emergency Relief
- Support Line
- Referral partners

Community Engagement & Education

- Partners and Community Events
- Lifeline Connect
- Lifeline Crew
- Education and Training

Suicide Prevention & Recovery

- Prevention initiatives
- Critical Incident Response
- Lived Experience Advisory Group
- Collaborative partners



Powering Our Services

Commercial Operations

- Retail Shops
- Book Shops
- Book Fairs
- Online book sales

Fundraising

- Fundraising events
- Grants, donations and non-event fundraising
- Philanthropic and corporate partnerships



Our People

 **Our Workforce**
as at 30 June 2024

172*	10	159	3	1,041
Total * (FTE 78.6)	Full time	Casual & part time	Contract	Volunteers

 **Our Volunteers**
as at 30 June 2024

1,041	315	441	178	24	4
Total (Some volunteers have multiple roles)	Crisis Supporters	Books	Retail	Community Support	Crew
	49	35	23	15	22
	Community Aid	Personal Counselling	Administration	Fundraising	Connect



Message from the Board President

The Hon Graham West

The work of Lifeline Harbour to Hawkesbury Sydney brings us closer to a world without suicide. Every call we answer, every text we respond to and every conversation we have, helps.

At times of the greatest emotional distress our teams of trained staff and volunteers are there to listen without judgement and assist people confidently to stay safe.

It has been my privilege to join Lifeline Harbour to Hawkesbury Sydney's Board and see first-hand the commitment and care that our teams bring to our vital mission.

Working with individuals in crisis, families, communities, organisations, emergency services and governments, our people are there.

Everyone is not just committed to a community free from suicide but to actively doing something about it. This is real community in action. This is the face of caring.

In meeting our teams of staff and volunteers I have been particularly struck by their passion and enthusiasm. It has been my privilege to speak to the crisis supporters who take the calls from those thinking of suicide and I share their hope that we can get to every call and reach more people in the community. That is why we are now working to connect with people in new places such as Council libraries and to expand the languages in which we provide support.

It is also why our network of supporters and donors are so vital. From our volunteers in the Book Depots and Retail Shops, to the many schools and workplaces that host us and donate, to the amazing teams organising fundraising and community events. And importantly, the many friends of Lifeline H2HS who attend our events, make donations or patronise our shops and Book Fairs.

As a Board we are committed to working together to ensure we reach more people in crisis, develop community resilience and respond after crisis with support, whilst at the same time exploring new locations for shops and services.

I would like to thank Arabella Tuck, our Company Secretary, for her service and commitment as she moves from the Board to new roles. I am hopeful that, like many of our volunteers, Arabella will return to support us in new ways in the future.

Lifeline H2HS has benefited from the commitment and strategic leadership of our CEO, Elizabeth Lovell, and her outstanding team. Their leadership has significantly contributed to growing our organisational capacity and impact in all we do. This year we also recognise with deep gratitude the service and dedication of our outgoing Board President Dr David Scott. David joined the Board 10 years ago and became President in October 2021.

Lifeline H2HS is effective, not just because it is evidence-based and strives to be available whenever people need it, but because it is part of the biggest suicide prevention network in the country. By empowering everyone to understand suicide and equipping people with the skills and resources to respond to crisis, we can work towards a world without suicide. On behalf of the Board, thank you to everyone who is joining us in this goal.



Message from the CEO

Elizabeth Lovell

In the last 12 months, we turbo-charged our energy and efforts to reach more people and communities in new ways.

Nationally, we expanded our role as a top delivery partner within the Lifeline network, answering almost 11% of the nation's calls to 13 11 14 and 18% of the nation's SMS and webchat interactions.

Across Sydney's north, we partnered across agency and organisational boundaries as a community leader in suicide prevention and recovery.

In support of our efforts to expand our national and local impact, we significantly enhanced our local profile, donations, grant activity, fundraising, retail and book income.

Lifeline's powerful model of local and national impact represents an agile capability able to be leveraged by all levels of government to close critical gaps in crisis support, community wellbeing and reduce upstream social determinants of suicide risk.

Throughout FY24, the Digital service was successfully embedded in our organisation alongside our Voice Crisis Support. We are excited at the early leverage of quality, resource and skills across both Voice and Digital services, whilst maintaining important distinctions due to the differing mode and type of help-seeker. We also experienced an exciting flow of volunteers between both, enhancing our combined capacity to support people in crisis.

Further leveraging Lifeline's unique crisis supporter skills, we deployed skilled volunteers into local libraries across Sydney's north for in-person support via our Connect initiative. We also launched Mandarin mental health training and bi-lingual financial and clinical counselling.

We continued to provide free and low-cost counselling, financial counselling, emergency relief, support line, community aid and support groups, in a context where wait-times and cost are major barriers for people to access support.

We reached over 2 million people with social media posts urging people to reach out if in distress. We expanded digitally available education to increase the community's access to mental health training.

We continued strengthening the underpinning foundations of the organisation, including financial resilience, quality accreditation, cyber security, workplace safety and a new risk framework. We continued to unlock additional capacity through streamlining and digitising processes and optimised systems.

Every part of our organisation structure is powered by volunteers, whose passion and commitment were evidenced in our combined workforce's engagement score of 91%.

I am proud of our well-balanced organisation, exceptional team and am convinced that 2025 will bring a further wealth of possibilities for us to keep supporting individuals and transforming the community.

I wish to extend my sincere thanks to our volunteers and paid staff, our donors and supporters, Board, government and community partners, for their trust and ongoing support in the organisation. We are excited by the important opportunities presented by the year ahead!

Year in Review



Our National Impact

Voice

94,120
calls answered

37,851
hours dedicated to
answering 13 11 14
(24/7, 365 days)

10.9%
of the nation's load

16.5
average call
length (minutes)

44
new Crisis
Supporters onboarded

Digital

33,328
interactions answered
(since 15 August 2023)

10,852
hours dedicated to
answering text/chat
(24/7, 365 days)

18%
of the nation's load

27
average interaction
length (minutes)

49
new Crisis
Supporters onboarded



Our Local Impact

14,000 hours of high-quality, affordable
support provided in the local community

4,106
hours of affordable
Counselling and bulk-
billed Psychology
sessions

98%
of clients rated a
'good', 'very good' or
'excellent' impact
upon their wellbeing

584
hours of
Psychological
Support Group
therapy

96%
of Psychological
Support Group clients
rated a 'good', 'very good'
or 'excellent' impact upon
their wellbeing

5,024
hours of Financial
Counselling and
Advocacy provided

97.4%
of clients stated they felt
'listened to, understood and
were satisfied with
the service'

3,434
hours of
Community Aid
provided

95%
of clients stated that the
volunteers were 'courteous and
considerate' during each visit

501
sessions of Emergency
Relief provided

351
hours of in-person support
in a Connect Library Hub

Reaching People, Partners & Donors



Over **1,150,143** people interacted with Lifeline H2HS



20,544
Book Fair enthusiasts



155,834
Retail and Book Shop customers



79,466
unique website visitors



887,098
people were reached on social media
with **4,024,853** impressions



629
Community Education
participants



2,480
Fundraising event guests



107
corporate
volunteers



3,985
members of the public
attended **27** community forums



Lifeline
24 HOUR CRISIS LINE
13 11 14

02

Our
National
Impact

Our National Impact

Crisis Support

Voice

Lifeline H2HS continues to have a material impact supporting help seekers, by answering 10.9% of the nation's calls to the 13 11 14 crisis line.

We are extremely thankful to the volunteers who have been with us for many years, along with the new people seeking to join the team, maintaining our workforce levels.

Crisis Supporters (CSs) and In Shift Supervisors (ISSs) are the backbone of this team. Their tireless commitment to answering calls, training and supervision ensures we can maintain our contribution to the national call answer rate. Many of our volunteers also take up additional roles of mentoring new team members, as well as involvement in the wider organisational initiatives including Connect, thus furthering a sense of belonging amongst our people.

The Paid Overnight shifts contracted by LLA continue to be critical to the national service, ensuring callers are not alone in their darkest moments. There is a focus on replenishing the night-shift team with those currently being trained. Paid shifts funded by Lifeline H2HS have been maintained and are consistently reviewed within funding availability to ensure they are focussed on answering calls at the most difficult to fill times.

Volunteers and staff have been working hard to ensure the success of an additional, mid-year CS intake, and the management team have been focussed on improving processes, including providing laptops to our volunteer ISSs and streamlining supervision and development for CSs.



94,120
calls plus
33,328
text & webchats
answered by
315 Crisis Supporters



Digital

In August 2023, we expanded our national Crisis Support scale and impact, launching Lifeline Australia's Digital Crisis Support service.

The service enables Lifeline to reach new, diverse help-seekers who are less likely to make a telephone call, including younger demographics and other vulnerable, at-risk groups. The service operates through text and webchat platforms, with demand for this mode of support continuing to grow nationwide.

This year we saw record peaks in both demand and the number of interactions answered across the country. Since inception, Lifeline H2HS's Digital team have played a crucial role, handling 18% of all interactions received via SMS and webchat on the Lifeline platform nationally.

The initial group of paid CSs was augmented through additional Lifeline-trained volunteers from February 2024, and new volunteers are flowing through to expand the service each month, having completed training with Lifeline H2HS. Our Digital volunteering cohort is growing substantially through targeted recruitment initiatives and retention strategies.

The Digital service allows volunteer CSs to contribute remotely and we look forward to offering hybrid opportunities in the office so they can join us in working toward our goal of a suicide-free Australia.



Crisis Support Recruitment and Training

In line with our commitment to supply more Crisis Supporter hours to the national network, we expanded Crisis Support training and recruitment in a number of ways, whilst continuing to focus on providing a high-quality and supportive training environment.

We evolved our campaigns and sourcing strategies for Voice and Digital CSs to fully utilise intakes and enhance long-term retention through our amazing volunteers.

Telephone Crisis Supporter (Voice) training continued with the two standard courses in FY24, resulting in 45 people progressing to placement. In June 2024, we introduced a third, intensive fast-tracked course designed specifically to supplement our overnight, hard-to-fill shifts. Our expert volunteer mentors continued to nurture trainees.

Digital Crisis Supporter (Digital) intakes occurred via a new volunteer management system, enabling recruitment in line with applicant demand and training cohorts commencing every four weeks.

With an exciting flow of CSs across both Voice and Digital services, we developed a structured curriculum to support the tailored skills required in delivery of the two crisis lines, whilst preserving the underpinning consistency and quality of the Lifeline Crisis Support model.

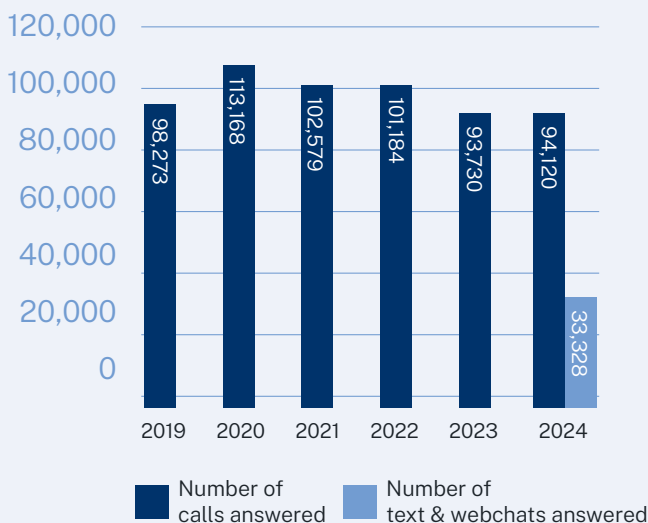
Due to the remote nature of Digital delivery, we deployed a Wellbeing Program to support the volunteering journey.

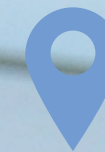
With growing enrolments, we are excited to play a vital role in providing high-quality, engaged volunteers for the national service.

The team also launched check-in surveys with Voice trainees to improve retention, expanded our pool of volunteer mentors, onboarded a Digital Coordinator and two dedicated, part-time Digital Trainers.

Having been a pivotal figure at Lifeline H2HS, serving as the Training Manager for over 20 years, we farewellled Rosanne Petters as she moved on to the next chapter in her life. Rosanne led the demanding and ever-changing realm of Crisis Supporter Workplace Training for new Telephone Crisis Supporters at Lifeline H2HS with great dedication, warmth and humour.

Call, Text & Webchat Volumes





Rachel
Community Engagement Manager

03

Our
Local
Impact

Our Local Impact

Clinical Services

Lifeline H2HS' Clinical Services support clients who may be at risk of suicide and its impact. Interventions include individual and group counselling services, supporting clients with a wide range of presenting issues. Evidence-based approaches are deployed through both telehealth and in-person sessions to reduce emotional distress, promote resilience and improve coping skills in our clients.

'The warmth, kindness and empathy shown helped me to start taking small steps towards my goals and get my life back on track.'

Psychological & Counselling Service

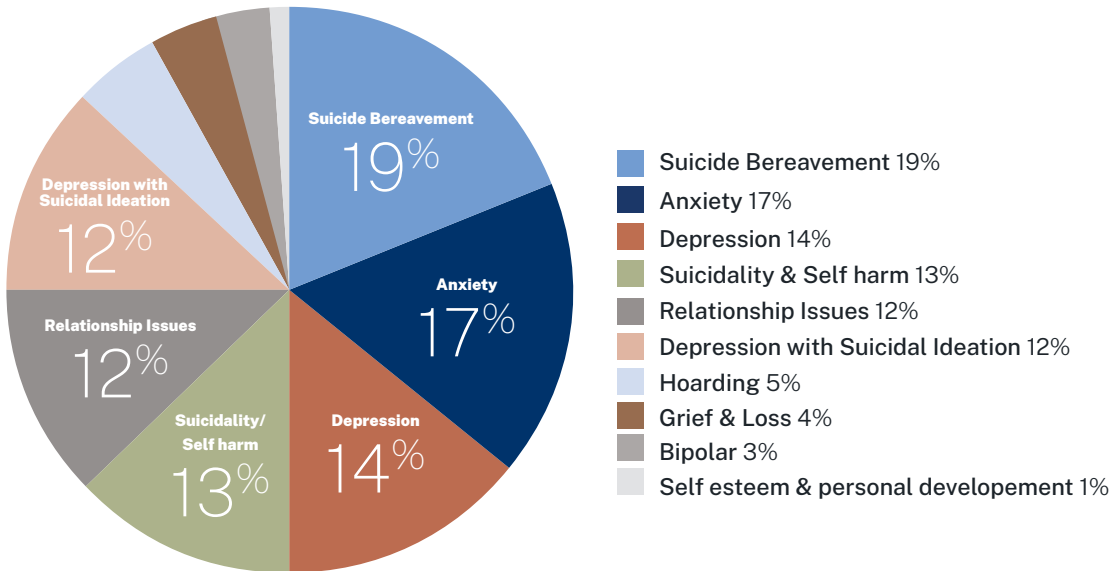
The psychological and counselling service provides low-to-no cost counselling to clients 18 years and older. This year, volunteer counsellors saw 154 clients across 1,165 counselling sessions. The bulk-billed psychological service is available to clients referred from their GP with a Mental Health Treatment Plan. In FY24 this team supported 315 clients across 2,941 sessions.

Key Achievements:

- 98% of clients who completed the Your Experience of Service Survey rated the impact of client service on wellbeing as good, very good or excellent.
- The team continued their strength of expertise through Professional Development in Dialectical Behaviour Therapy (DBT) Skills, Radically Open DBT, Suicidality & Self Harming, Domestic Violence, Suicidality, Ethics, Legislation & Documentation, Vicarious Trauma and Self-Care.
- We welcomed 3 new members to the counselling team including a counsellor fluent in both Mandarin and English.
- Clinical Intake extended its hours to 9am-4pm Monday to Friday.

The most frequent mental health concerns experienced by clients were Suicide Bereavement (18.9%), Anxiety (17.0%), and Depression (14.1%), followed by Suicidality/Self Harm (13.0%), Depression with Suicidal Ideation (12.0%) and Relationship issues (12.0%).

Primary Presenting Issues – Clinical Services FY24



Group Services

In FY24, a range of psychological and support groups were delivered across Northern Sydney and Northern Beaches local government areas. Funded by the Sydney North Primary Health Network, 210 group sessions were offered, and 188 clients attended. The groups included eleven Managing Your Mood (MYM) groups, three Being Mums groups and one Hoarding Treatment group.

In addition, we delivered six Lifeline H2HS-funded closed groups and four open monthly groups. 82 group sessions were offered, and 103 clients were confirmed for these groups. The closed groups included the REACH group for clients with depression/bipolar disorder, the Suicide Bereavement Group, the Eclipse Group for survivors of a suicide attempt and the Hoarding Support Group.

The open monthly groups include the Wellbeing Support Group (for graduates of the REACH group), the Suicide Bereavement Support Open Group, the Eclipse Open Group and the Carer Support Group.

Group Services Key Achievements:

- Human Research Ethics Committee (UNSW) approval has been obtained for a study examining outcomes and mechanisms of change in MYM group clients.
- Increased availability of groups this past year included a Saturday MYM Group, an evening REACH Group for clients with depression and bipolar, and development of a new monthly group for people supporting a loved one with suicidal ideation, the Carer Support Group.
- Group facilitator skill development for the REACH and the Suicide Bereavement Support groups was enhanced with two of our groups taking on trainee facilitators.

'The best things about this service were knowledge, growth and understanding from the group'

2,941
bulk-billed
psychological
sessions

1,165
individual
counselling
sessions

584
group session
hours
delivered

Our Local Impact

2,598
hours of
counselling

2,426
hours of
advocacy



Community Services

Financial Counselling

Financial Counsellors work with clients to alleviate financial and emotional stress.

The past year saw a 53% increase in new clients, including those seeking help for the first time and higher numbers of ‘working families’. Clients came to us due to general credit debt, unaffordable housing loans, rent and utility costs. We saw an increase in both tax and small business debt.

With the expansion of our team to 13 Financial Counsellors, including a Mandarin/Cantonese speaking Financial Counsellor, we were able to meet the increasing demand.

‘Thank you for your help and shining a light where it seems to be dark with no way out.’

By offering appointments by phone, virtually, and at our outreach locations the team broadened its footprint in the community. Delivering financial literacy training to the very vulnerable, including at-risk youth and women’s shelters, we also educated people on avoiding financial crisis.

A track record of improved outcomes for clients

98.5% My financial counsellor listened to me and understood my issues.

96.2% I am satisfied with the service I received.

93.8% I am better able to deal with issues I sought help with.

Through media publications including ABC News, the Guardian, and the Wentworth Courier, we advocated to raise awareness of the correlation between financial wellbeing and mental health.



Emergency Relief

Emergency Relief (ER) aims to reduce the mental health burden of financial crisis and the physical health impact of food poverty, whilst promoting resilience and coping skills.

Many clients delay reaching out for support due to shame and fear that “no-one understands the struggle to live like this”. As such, ER provides a safe space to talk, an entry point for other services, as well as basic living requirements (such as food, utilities, medicines, clothing and accommodation). The Department of Social Services funds the program, with the local community providing generous food donations for distribution to clients.

Over the past year, more people reached out for ER as the rising cost of living impacted households across our region as it “all got too much, I’m just so overwhelmed.”

Roughly one-third of clients expressed suicidal ideation, due to the risk of homelessness, domestic violence and/or poor mental health. Clients with families struggled to have enough food and appropriate clothing for growing children, while older clients became increasingly isolated, unable to afford a social outing.

‘This has saved me.’

The ER team (one staff member, two volunteers and two receptionists) are all experienced Crisis Supporters, and provide unconditional care as they support the service two days a week. The service ran at full capacity throughout FY24.

Emergency Relief can be a challenging and confronting space to work in; at the same time, the team sees the relief it provides clients.

Emergency Relief

501
ER appointments were held

29%
of ER clients were homeless and/or of suicide concern during appointment

179
people ‘dropped in’ requesting immediate help with food

483
bags of food were provided

800
household members benefitted from food and material aid provided by ER

Our Local Impact



Community Aid

In a recent national survey, remaining at home as long as possible is an overwhelming desire of older people.

Community Aid is an entry-level Commonwealth-funded aged care service designed to allow older people in our local community access to support services. By providing support, we assist our clients to remain active and engaged in their community and living in their own homes for as long as possible.

With the generous support of volunteers, we assist and transport our clients to attend medical appointments, social events, exercise classes and provide accompanied shopping. Social and emotional support are also provided through telephone calls.

'I survive because I have all you lovely people looking after me; the shopping is a sideline, having someone to talk to is marvellous and everyone is so pleasant.'

This year has seen demand for the service increase, placing pressure upon our volunteer workforce. Recruitment of additional volunteers has been difficult, with the likely constraints including the current cost of living pressures to households and strong competition for paid care workers within the aged care sector.

Our volunteers are integral to our services and we regularly receive compliments about the wonderful job they do and the enormous difference it makes for those who are otherwise alone much of their time.

Support Line

Support Line is a service which provides a regular out-bound telephone call to people in our community who identify as lonely or isolated.

'I have no family so I always look forward to talking to you and to hearing your voice.'

The calls are made by nine dedicated volunteers at a suitable time for both. Calls are weekly, fortnightly or as requested.

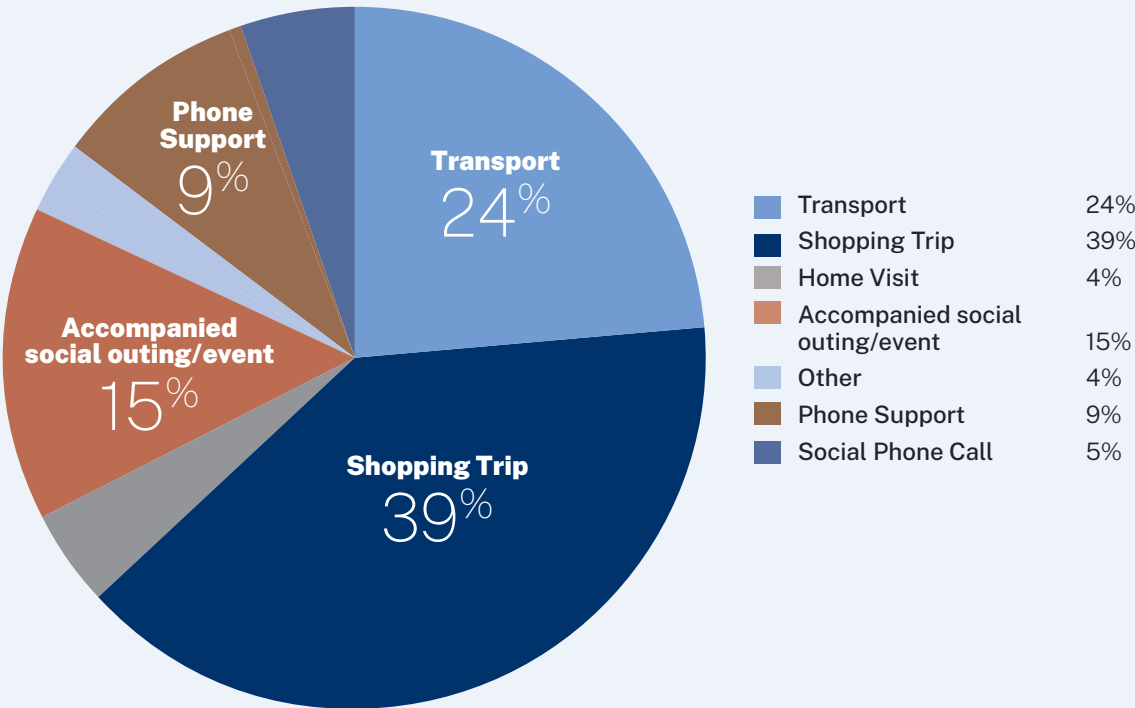
During this past year our amazing volunteers made 520 calls to 19 clients.

3,434
hours of service to 135 clients

49
Community Aid volunteers

520
calls made to 19 clients

Client Jobs – Community Aid FY24



Our Local Impact



Geotargeting

Engaged
787,824
people

Generated
2,054,372
impressions

Prompted
7,433
clicks to the
H2HS website &
crisis line

Community Engagement

The Community Engagement team collaborates with partners across Sydney’s northern region to meet the evolving needs of the community.

This year we hosted multiple in-person and virtual community engagement activities, expanding service delivery and formalising partnerships.

Activities included an Alcohol and Other Drugs Living Series Event, featuring the voices of both those with lived experience and experts to reduce shame and stigma of addiction on mental health. We also engaged people through fun initiatives, with over 200 people in attendance at an outdoor cinema event hosted with Westfield Hornsby.

We partnered with schools and corporations including Northholm Grammar, UTS, Deloitte and the Commonwealth Bank, resulting in increases to corporate volunteering, peer fundraising and community education attendees.

Broadening our culturally and linguistically diverse (CALD) volunteer population meant we were able to reach new communities, in particular the Chinese community.

Suicide Prevention & Recovery

Critical Incident Response

Lifeline H2HS remains closely involved in the Northern Sydney Critical Incident Collaborative and actively works with key stakeholders to ensure a coordinated, timely and effective response within the community to deaths by suicide, critical incidents and suicide attempts that may have impacted the broader population.

Help may include small group support, individual or family counselling, as well as geotargeted social media encouraging referral to services.

Geotargeting

The aim of geotargeted social media campaigns focused on suicide prevention/postvention is to provide informational support, instil hope, triage referrals to services and encourage people to connect with help.

By targeting tailored audiences, specific postcodes and demographics, we ensure our support reaches those most in need. As such, Lifeline H2HS deployed a steady stream of targeted posts across the year, incident-specific and seasonal, during known times of pressure and crisis. Over 7,400 people reached out for help, having seen our posts this year.

Lifeline Connect

Leveraging the proven impact of Lifeline’s 13 11 14 crisis support model, Lifeline Connect provides the same early intervention and suicide prevention in a face-to-face mode.

Lifeline Connect enables help-seekers to anonymously access support services without the barrier of cost or wait-time. The Connect model provides a warm gateway to other local services, not only those run by Lifeline H2HS.

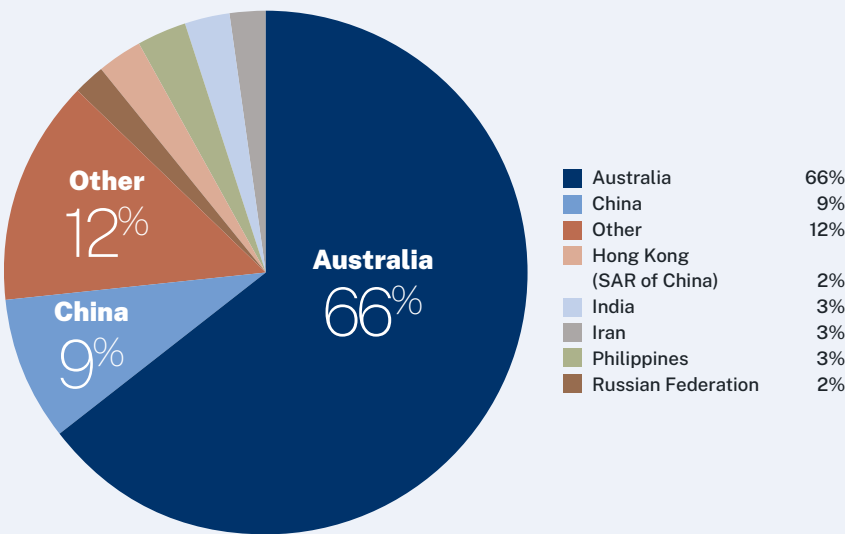
In partnership with Willoughby Council, Hornsby Shire Council and North Sydney Council we deliver Connect in the heart of the local communities at libraries, staffed by trained Lifeline volunteers.

Funding supplied by the Sydney North PHN and Lifeline Australia enabled us to establish and deliver the service in its infancy phases. Skilled volunteers and our Connect Coordinator steward the service as we grow, partner and respond to the needs of our local communities.

We are excited that this new mode of support is bringing Lifeline H2HS to people who have not typically accessed its service, with over 44% of our help-seekers born overseas or from a culturally and linguistically diverse background. A partnership with CASS (Chinese Australian Society Services) supports our service expansion to the Chinese community.

Since its kick-off in September 2023, we have supported 209 individuals across Sydney’s north in need of connection, assistance with service navigation and low-level crisis support.

Country of birth



As a sector, we collectively have much work to do, to ensure all people in need are reached with the right level of care at the right time.

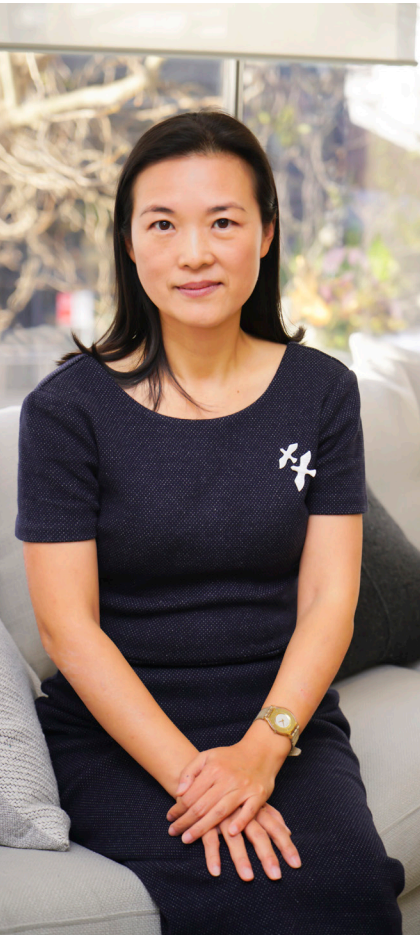
As well as point-in-time support, the Lifeline Connect model provides warm referrals and local service integration, matched to a person’s specific needs for ongoing support.

44% of help seekers were born outside of Australia.

81% of under-18 help seekers were male.



Our Local Impact



Community Education

Our dedication to community outreach and support through high-standard education remains steadfast.

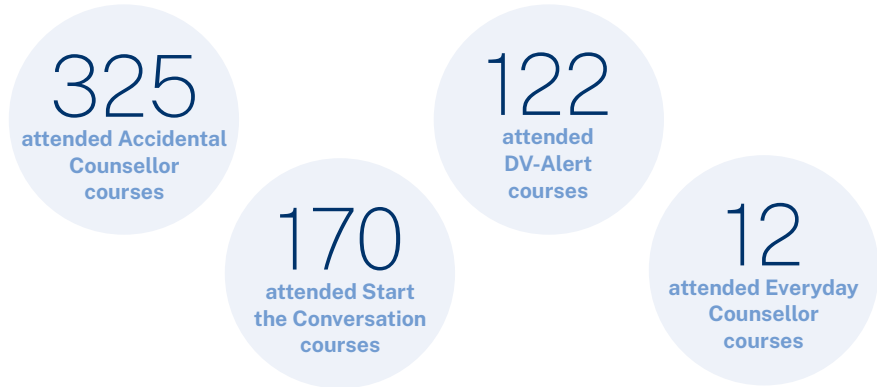
Our goal is that community members attending our courses will gain a greater sense of awareness and confidence when dealing with those needing extra support and those at risk of suicide, thereby fostering resilience and engagement within the community.

We continued to offer our foundation courses; “Start the Conversation”, “Accidental Counsellor” and the DV-Alert program, all well-attended and receiving excellent feedback, highlighting the community’s growing appetite. We ran 22 Accidental Counsellor Courses with 325 attendees and seven DV-Alert Courses with 122 attendees. We also continued to partner with Hornsby Council on their quarterly Mind Mates program.

‘I learnt a lot about having these difficult conversations without coming across judgemental and using empathy.’

This year, we expanded our offerings to include “Everyday Counsellor” in Mandarin, providing valuable mental health training to the Chinese community. We expect demand for this course to grow significantly over the coming year. Dr. Yu, a well-respected psychiatrist in the Chinese community and Lifeline H2HS volunteer commenced a reading group for those enrolled in the Mandarin “Everyday Counsellor” workshop, which we anticipate will further increase participation. In collaboration with CASS (Chinese Australian Social Services), we also provided three free lectures promoting our services and activities in Mandarin.

The process of recruiting and onboarding new trainers at Lifeline H2HS has been a priority. Our trainers are exceptionally qualified and motivated individuals who are deeply passionate about educating the community on mental health, suicide prevention and domestic violence.





04

Powering Our Organisation

Powering Our Organisation



Commercial Operations

Books

With the exceptional dedication of hard-working volunteers, our Lindfield and Hornsby Book teams continued to curate a constant stream of donations into an expansive range of high-quality, appealing items for our Book Fairs, Book Shops and Retail Shops.

Demonstrating an enduring passion for books, the size of crowds at our Book Fairs again exceeded expectations, resulting in significant income above predictions, which then enabled additional life-saving services to be deployed during the year.

As they continue to etch themselves into the community landscape, our Book Fairs at Chatswood, Oakhill College, Knox Grammar School and Barker College drew huge crowds, as did the popular Hornsby \$2 Clearance Sale. With remodelling taking place at the Concourse, Chatswood, we are excited to launch a Book Fair at Macquarie University in April 2025.

Through books, we nurture enduring relationships with the public, our supporters and volunteers.

Powered by volunteers, our Book Shops at Hornsby and Lindfield continued to grow in popularity, with sales contributing significantly to the financial bedrock of our organisation's ability to expand services.

This year, our online book presence tripled in size, with book, CD, DVD, and vinyl enthusiasts tapping into our online 'lifelinebooks4life' eBay site.

Attracting national and global patronage, our eBay site sells a selection of rare, special and valuable items. Run by volunteers from our Lindfield and Hornsby Book Depots, this additional avenue has proved very successful and will continue to grow in 2025.

With thanks to Bunnings Pymble, Ku-ring-gai Community Workshop, Turrumurra High students and our own volunteers, the Lindfield Depot and Book Shop were able to refresh the shop counter and shelving. We were also grateful to Ku-ring-gai Council for upgrading the driveway and parking area at the Lindfield Depot.



Retail Shops

The contribution that our Retail Shops make to Lifeline H2HS goes from strength to strength and our six shops consistently performed, surpassing external benchmarks in value per sale and revenue.

Our shops create excitement, from the thrill of finding an amazing piece of pre-loved clothing, furniture or homeware, or a special book you've not seen for years, to the adrenaline rush of finding unexpected treasure.

With all goods donated by our generous community, our Retail staff and volunteers work hard to keep our shops stocked with interesting, high-quality and rare items as well as popular everyday stock.

Humans have an intrinsic curiosity about links between the past, present and future. Vintage and pre-loved is one such way to remind ourselves of a colourful past.

In FY24, our Shops in Asquith, Waitara, Pennant Hills, Gladesville and Lane Cove continued to allow us to maximise Lifeline's exposure and brand awareness across Sydney's north. Our new shop at Naremburn, so close to Crows Nest, added another jewel to the crown this year, and we are pressing forward to expand our portfolio in the year ahead.



Powering Our Organisation



Fundraising

Collective efforts through partners, sponsors and treasured donors are amongst the most important mechanisms with which Lifeline H2HS strengthens wellbeing, resilience and reduces suicides in the community. The more we grow, the more people we help.

Donors & Partners

Lifeline H2HS is grateful to receive financial support in the form of generous donations from philanthropic individuals, businesses and foundations. Our special thanks to major donors the Neilson Foundation, Darling Carol Foundation, Harris Charitable Foundation, Rodwell Foundation and TISM Foundation for their wonderful ongoing support.

Dialling up our fundraising efforts through key partners, we are grateful to Westfield Hornsby, Westfield Chatswood and Macquarie Centre, for income opportunities including Christmas gift wrapping, the Push-Up Challenge and an outdoor cinema event, with all funds raised donated to Lifeline H2HS.

Bendigo Community Bank Lindfield & Districts continued as a key partner, supporting several Lifeline H2HS events, including a Building Healthy Workplaces workshop.

Organisations including CBA Macquarie, Northholm Grammar School and UTS also delivered unique fundraising initiatives to support Lifeline H2HS and front-line mental health services.

Lifeline H2HS was the successful recipient of a number of additional grants, and we are also grateful for funds received from Lifeline Australia's Local Initiatives Fund, Westfield Chatswood and the Sydney North Primary Health Network.



Events Fundraising

The year's strong results would not be possible without the wonderful support we received from organisations and individuals, dedicated volunteer Event Committees, and Lifeline H2HS' amazing network of staff and volunteers, who wholeheartedly embraced our fundraising efforts.

With more help-seekers than ever reaching out for support, partners, sponsors and donors are critical to our work.

The Fundraising team continued to focus their efforts on four major annual events: The Sapphire Gala Ball, Go For Broke (GFB), Bobbin Head Cycle Classic (Bobbo), and Golf Day.

Hosted by Juanita Phillips, ABC News presenter, the 2023 Sapphire Gala Ball included Mahalia Barnes' headline performance, mental health advocate Dan Price shared his heartfelt lived experience and auctioneer Vic Lorusso achieved record results from the live auction.

Cycling events continue to be a major part of our calendar. September saw Ed Kirk and the GFB team host another successful Go For Broke 180km endurance event. The Bobbo was held in March under near-perfect weather conditions, with record partnership revenue raised.

The FY24 event calendar drew to a close with our most successful Golf Day yet, hosted at Terrey Hills Golf & Country Club and sponsored by ClearView Wealth.



Powering Our Organisation



‘The supportive culture is outstanding and makes volunteering at Lifeline H2HS a wonderful experience.’



By learning and connecting with others who know the nuances and complexities of a similar journey, we remain sensitive, aware and relevant.

Our Organisation

Our People

Kicking off with the new Strategy in 2023, we commenced a range of initiatives aimed at growing and diversifying our paid and volunteer workforce. Underpinning this objective was ensuring we preserve our incredible culture of purpose, belonging and care.

In November 2023, we ran the Experience Survey to measure people’s experience of Lifeline H2HS, identify themes for improvement and take meaningful action in response to the feedback. All current volunteer, paid, casual and contractors had an opportunity to complete the survey. The results confirmed an outstanding workforce engagement of 91%.

This incredible result highlighted the pride felt by everyone in the organisation in the difference we make, as well as our people’s strong sense of accomplishment derived from their efforts. Our people also said they feel cared for, supported and were pleased with improvements to organisation-wide communication over the past year.

Moving forward, we are implementing a number of actions in response to the feedback, including a peer-recognition program, quarterly cross-team induction sessions, even more collaboration opportunities and a strong focus on human resources and professional development.

Our Diversity and Inclusion Committee, involving members from across the organisation, developed a new Diversity and Inclusion Strategy.

We remained focused on the psychological safety of our people, expanding access to the Employee Assistance Program for all volunteers, paid staff and their families and introduced Community of Practice debriefing sessions for non-crisis support/clinical staff.

We are proud to say that, through a combination of attraction and retention, our workforce has grown over the past year, from 1,053 to 1,213 people, and is expected to expand further in 2025.

Lived Experience Advisory Group

In December 2023, Lifeline H2HS launched a Lived Experience Advisory Group (LEAG) which has met every six weeks since its inauguration.

The LEAG consists of 10 individuals who identify with Lived or Living Experience of either losing someone to suicide or have, or have had, suicidal ideation, or attempts, or are a carer for someone experiencing suicidal ideation. The group is chaired by our CEO, with a clinical services team member present at each meeting.

The LEAG has proven itself immensely valuable by way of insights and reviews of services provided by Lifeline H2HS to support the wider community. The group has to date completed reviews of Connect, Clinical Services, Financial Counselling and Emergency Relief, provided feedback on the FY24 suicide prevention social media campaigns and has made recommendations regarding the Carer Support Group.



Our Systems & Processes

To support a capable, agile and efficient workforce, we looked to create additional capacity through streamlined, digitised processes, workflow automation and additional system integrations.

The year also saw continued focus on cyber security, including a complete shift of all systems to the cloud, wi-fi upgrade and deployment of additional data and system security features.

Risk, Compliance, Work Health & Safety (WHS)

This year we future-proofed the organisation’s aspirations, integrity and governance with a new Risk Improvement Framework and Implementation Plan, including delivery of risk reporting and an operational controls register.

Work on a refreshed Policy Framework and Internal Audit Plan will continue over the coming year.

The work of the volunteer WHS committee and safety inspections continued, with a heightened focus on proactive property maintenance, safety awareness and training.

We were very pleased to pass the ISO9001 and Lifeline Australia accreditation audits with “flying colours”.

Finance & Property

With an ever-increasing portfolio, we delivered a Property Strategy.

The strategy aims to ensure our property footprint (both physical and virtual) supports and enhances volunteer and client experience as well as accessibility across our geography.

The year ahead will include expanding the footprint of Lifeline H2HS within its area and aims to optimise synergies between retail, books, warehousing, management and services.

With an ability to foster differences and a range of perspectives, we know that our effectiveness, engagement and innovation will increase.



Funds raised are prioritised against expanding services, followed by funds-generation efforts.





Michelle
Financial Counsellor

05

Our Team

Our Board



Hon. Graham West
PRESIDENT

Graham is an experienced leader in the not-for-profit sector and previously served as a Minister in the NSW Government. A seasoned CEO, Board Chair, consultant and advocate, including at an international level, Graham has established and led services focused on helping those experiencing disadvantage, including homelessness and mental health. He is proud to be working with Lifeline H2HS to support those in need to build resilient, suicide-safe communities and increase positive mental health and wellbeing. He holds a Masters in International Studies and a Bachelor of Commerce. Graham joined the Board in February 2024.



David Scott
OUTGOING PRESIDENT

Dr David Scott joined the Board of Lifeline H2HS in September 2013 and was President from October 2021 to February 2024. Previously, he was Chair of the Retail & Property Committee from 2013 to 2022. David has degrees in science, business, and policy, including a PhD in social policy from UNSW. With over 20 years of banking experience, David was an Executive General Manager at Commonwealth Bank in its Group Strategic Development department for nine years, heading the team responsible for group mergers and acquisitions. He is also a Fellow of the Australian Institute of Company Directors.



Mark Hedges
DEPUTY PRESIDENT & TREASURER

Mark has been a member of our Finance & Audit Committee since he joined the Lifeline H2HS Board in 2016 and became its Chair and Treasurer in March 2017. He was appointed Vice President in May 2023. His career spans more than 40 years in commercial and financial roles in listed corporates. He is a member of Turramurra Rotary and was President from 2016 to 2017. Mark has a Bachelor's degree in Business Studies and Master degrees in Business Administration and Applied Finance. He is a CPA and a graduate of the Australian Institute of Company Directors.



Arabella Tuck
SECRETARY

Arabella joined the Board in 2020 and is Company Secretary and Chair of the Membership Committee. She is a corporate tax solicitor at A&O Shearman and acts on both local and cross-jurisdictional matters. She provides tax advice on the establishment of international funds, inbound and outbound investment, tax due diligence, structuring of transaction documents for both private equity and public M&A deals, as well as pro-bono support for charitable entities. Arabella has a BA in Government & International Relations and a Bachelor of Laws from the University of Sydney and is a Chartered Tax Advisor.



Guy Amon
BOARD MEMBER

Guy joined the Board in April 2022, is Chair of the Retail & Property Committee, and was a member of the Finance, Audit & Risk Committee from June 2017 to April 2022. A certified financial planner with degrees in Commerce and Law, Guy was director of a financial planning practice founded in 1997. In addition to teaching ESL and being on the board of a foundation and another charity, Guy is involved in an Indonesian charity constructing a clinic in Indonesia and a training centre for ex prisoners. The same charity teaches English to prisoners in jail. He also has an interest in Christians Against Poverty (CAP) money which assists people to budget wisely.



Nathan Deveson
BOARD MEMBER

Nathan joined the Lifeline H2HS Board in May 2023 and is a member of the Finance & Audit Committee. Nathan has been a Partner at MinterEllison for more than 20 years and specialises in transaction structuring and tax, with expertise in the real estate industry. He is a former Sydney Managing Partner and Chairman of Partners. He has significant experience as a division councillor and committee chair within industry bodies and has given many years of pro-bono advice to not-for-profit entities. He has sponsored the implementation of programs in suicide awareness and mental wellbeing and has degrees in Economics (Accounting) and Law, and a Master of Law.



Marie Soghomonian
BOARD MEMBER

Marie joined the Board in 2022 and is Chair of the Fundraising, Marketing & Communications Committee and Sapphire Gala Ball Committee. Her experience includes philanthropic programs, capital fundraising, community building and charities such as the Wenona Foundation, the Armenian Missionary Association of Australia, Armenian Children's Fund Australia, and the Sister 2 Sister Foundation. She is the Executive Director of the Wenona Foundation and Advancement at Wenona School. Marie holds a Master of Not for Profit and Social Enterprise, a Master of Management, a Bachelor of Business, and is a member of the Australian Institute of Company Directors.



Peter Tuchin
BOARD MEMBER

After 27 years at Macquarie University, Dr Peter Tuchin retired as Associate Professor in 2018 and has been a member of the Board since 2017. He was President of the Chiropractic & Osteopathic College of Australia and was recently made a Life Member. Peter is also a member of the World Federation of Chiropractic (WFC) Disability & Rehabilitation Committee and has had over 30 papers accepted for WFC Congresses, where he received several international research awards. Peter is Chair of the Lifeline H2HS Services Committee, member of the Sapphire Gala Ball and Golf Day Committees, and is also a volunteer Telephone Crisis Supporter.



Barbara Ward
BOARD MEMBER

Barbara Ward is the Deputy Mayor of Ku-ring-gai Council and Chair of the Lifeline H2HS Human Resources Committee. She has executive management experience in finance, audit, marketing, capital and fundraising, health and education and food security. Barbara is the founder of Impact One and Patron of Hornsby Ku-ring-gai Women's Shelter, sits on the Ministerial Advisory Committee on Ageing and is President of SHARE Inc and Nutrition Australia NSW. She is on the Advisory Boards of UN Australia, Asian Australia Business Council, Australia China & India Business Councils and InQ Global. Barbara has been a member of the Board since 2017.



Bruce Young
BOARD MEMBER

Bruce joined the Board in 2020 and is Chair of the Risk and Compliance Committee. He spent over 20 years with Ernst & Young, serving as an audit, risk and advisory partner for 16 years and was Chief Risk Officer for the Commonwealth Bank Information Technology and Group Operations for six years. He served as General Manager, Operational Resilience at the Australian Prudential Regulatory Authority (APRA), leading the specialist risk teams and now holds the position of Executive Director, Technology and Data. Bruce holds a BSc, BCom (Hons) Accounting and MCom (Computer Auditing), is a GAICD and a member of CA ANZ.



Our Team

Board Committees

- FINANCE & AUDIT COMMITTEE**
Mark Hedges (Chair), Nathan Deveson, Angela Dodd, Elizabeth Lovell, Mahesh Nair
- RETAIL & PROPERTY COMMITTEE**
Guy Amon (Chair), Brett Clarke, Michael Cleary, Angela Dodd, Elizabeth Lovell, Merlyne Thompson, Mark Jeffery
- RISK & COMPLIANCE COMMITTEE**
Bruce Young (Chair), Kathryn Bosworth, Angela Dodd, Natasha Kelley, Elizabeth Lovell, Mahesh Nair, Angela Powell
- FUNDRAISING, MARKETING & COMMUNICATIONS**
Marie Soghomonian (Chair), Emma Bagley, Tom Day, Elizabeth Lovell, Rachael Temm, Rachel Krippner
- SERVICES COMMITTEE**
Peter Tuchin (Chair), Graeme Cowan, Tom Day, Elizabeth Lovell
- MEMBERSHIP COMMITTEE**
Arabella Tuck (Chair), Angela Dodd, Rachael Temm
- HR COMMITTEE**
Barbara Ward (Chair), Patricia Kelly, Kym Fletcher, Elizabeth Lovell

Leadership Team

- CEO** Elizabeth Lovell
- CFO** Angela Dodd
- Crisis Support Services – Voice** Kirstie D’Souza
- Crisis Support Services – Digital** Gaby Cody-Osborne
- Crisis Support Training** Rosanne Petters & Kerry Heintze
- Clinical Services** Simone Iseman
- Community Services** Natasha Hughes, Peta Jesse, Annette Brink
- Community Engagement** Rachel Krippner
- Community Education** Michelle Vilo
- Fundraising & Events** Emma Bagley
- Commercial Operations** Mark Jeffery
- Information & Communications Technology** Hugh Jones



 **Lifeline**
Saving Lives
Crisis Support. Suicide Prevention.



06

Financials

Treasurer's Report

Mark Hedges



Our Balance Sheet has reserves of \$6.67 million as at 30 June 2024. This provides greater financial resilience to continue to provide our services during future economic disruptions.

We are reliant upon the ongoing support of our community for the success of our revenue initiatives and are greatly appreciative of our wonderful supporters.

For the year ended 30 June 2024, Lifeline H2HS delivered a surplus of \$388,785. We invested funds into expanding our services and these additional costs, on top of wage and rent increases, impacted on the result.

Our retail operations footprint remained constant through the year and we benefitted from a full year's trading at the Pennant Hills shop which opened in September 2022. Retail revenue of \$3.7 million was up from \$3.5 million in 2022-23. We also opened a replacement store in Naremburn after the expiry of the lease on our old shop in the same suburb. The new location is trading strongly.

Our book operations, which encompass Book Fairs and Book Shops, again delivered a strong result with sales of \$1.5 million compared to \$1.3 million in 2022-23. The support from our community for each of our Book Fairs continues to grow. Additionally, our online Book Shop is delivering strong growth.

Fundraising continues to make a material contribution to our revenue with the Sapphire Gala Ball again being an outstanding success. Other successful fundraising included the Bobbin Head Cycle Classic, Go for Broke ride, and the Annual Charity Golf Day. Donations continue to be an important source of revenue. Overall, proceeds from fundraising and donations were \$888,597 compared to 2022-23 of \$1.05 million.

The CEO's report highlighted our new service initiatives including the addition of the text and chat crisis support service. From its inception in August 2023, this has grown to complement our telephone crisis line, with 33,328 interactions delivered up to June 2024.

We also funded a Mandarin counselling service and translated our Accidental Counsellor training material into Mandarin.

Grant funding from government and other sources was \$1.325 million compared to \$1.338 million in 2022-23.

We renewed our lease on the premises at Gordon with Ku-Ring-Gai Council for a further 5 years with an option for an additional 5 years to give Lifeline H2HS certainty of tenure through to at least January 2029.

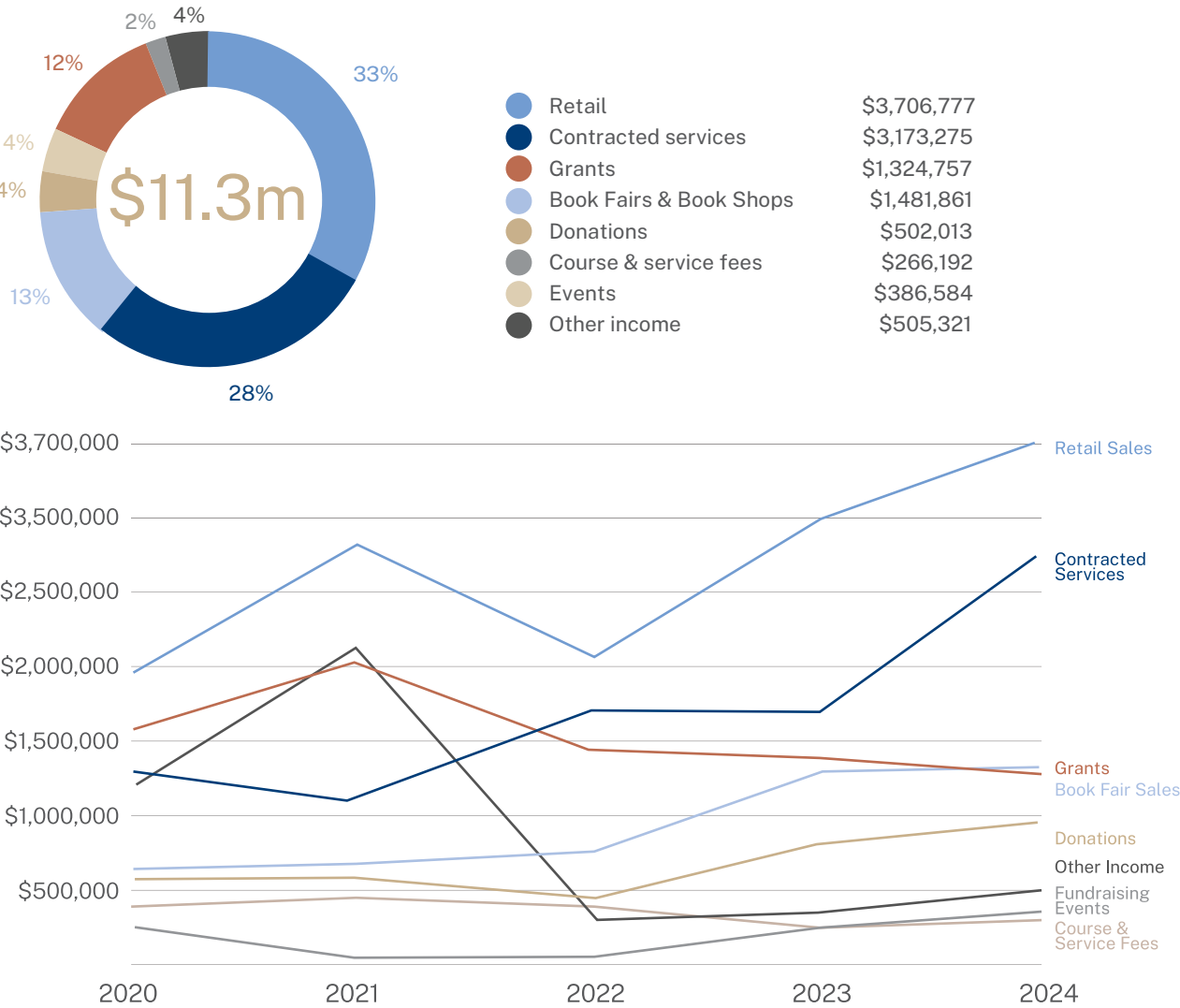
Our investments performed strongly in the year, delivering net income of \$392,236. This included unrealised gains of \$169,292. There was a net change of \$37,781 from lease accounting. Accordingly, the surplus from operations was \$34,330.

My particular thanks go to CFO Angela Dodd and the Finance team, whose incredible work continues to provide a strong backbone to the efforts of the organisation and Board.

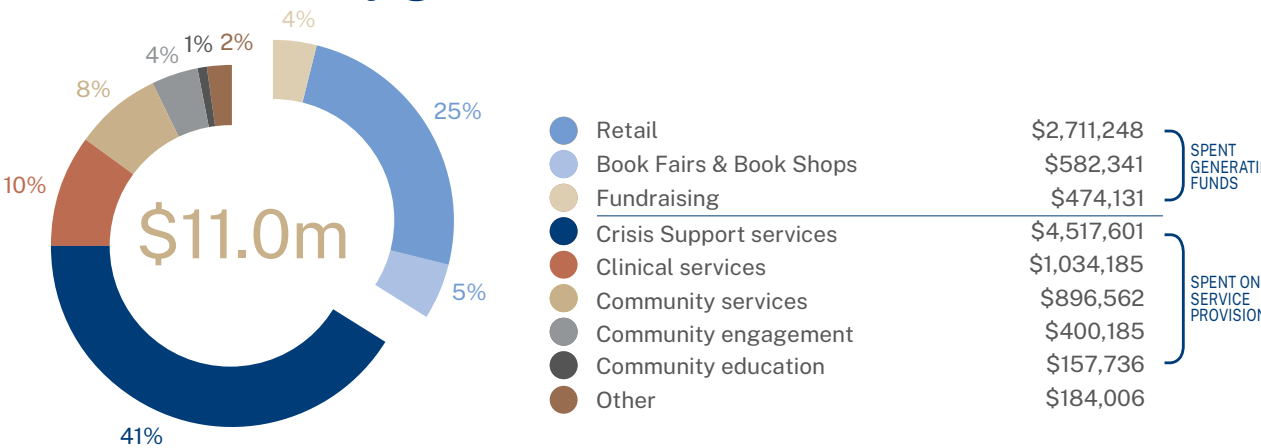
Outlook

Lifeline H2HS is working to mitigate the effect of cost increases on our services by looking at new revenue streams and ways to deliver our services more efficiently. Thank you again to management, staff, and the Board for their tireless effort to deliver a community free of suicide.

Where the money comes from



Where the money goes



Statement of Profit or Loss & Other Comprehensive Income

For the year ending 30 June 2024

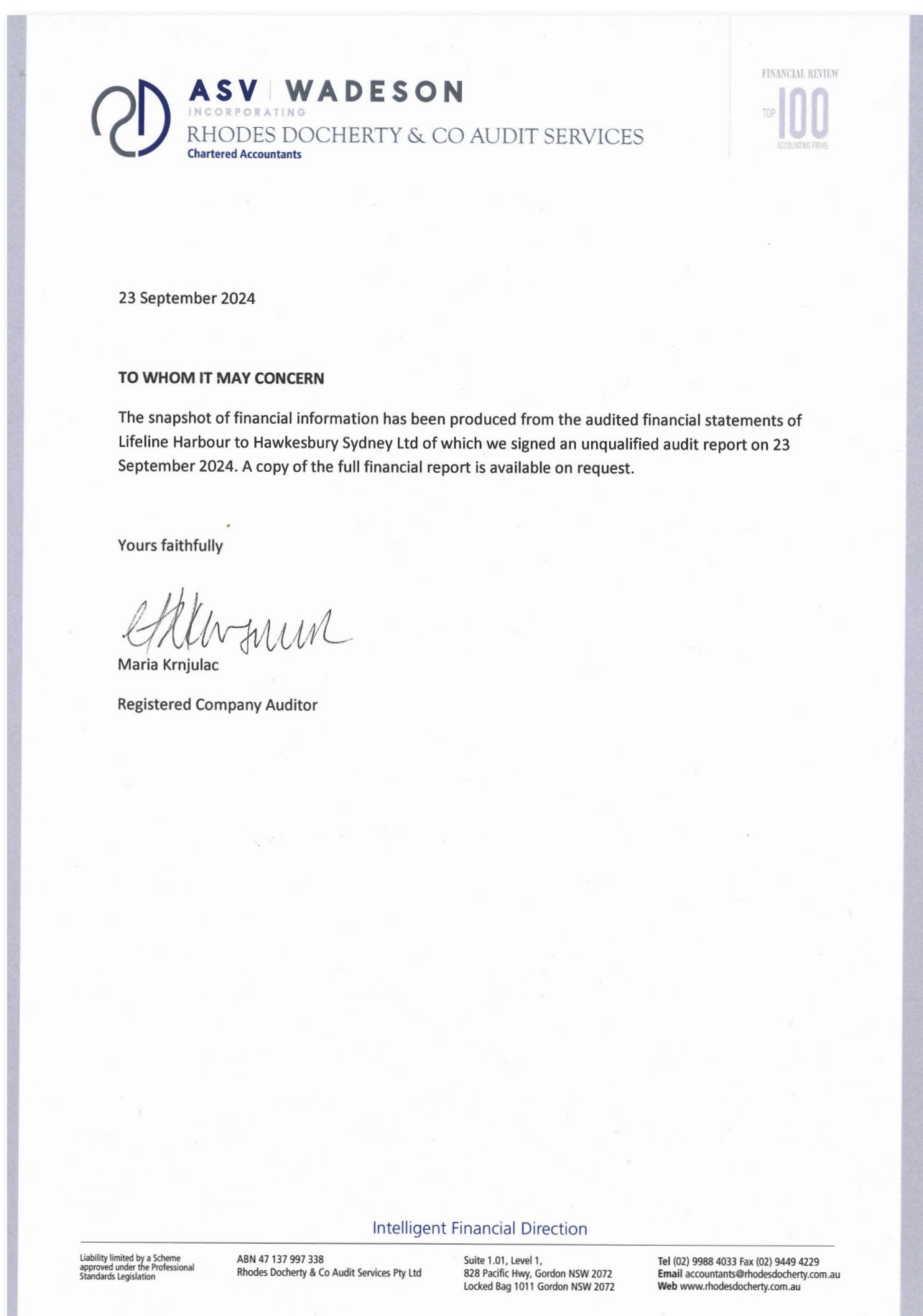
	2024 \$	2023 \$
Revenue	10,936,490	9,271,429
Investment income	240,998	145,028
Gain on investment revaluation	169,292	128,908
Other income	-	-
Employee benefits expense	(7,973,506)	(6,091,178)
Depreciation and amortisation expense	(954,031)	(835,271)
Other expenses	(1,946,498)	(1,730,459)
Finance expenses	(83,960)	(60,046)
Profit/(Loss) before income tax	388,785	828,411
Income tax expense	-	-
Profit/(Loss) from continuing operations	388,785	828,411
Total comprehensive income/(loss) for the year	388,785	828,411

Lifeline Harbour to Hawkesbury Sydney Ltd prepares general purpose financial reports in accordance with the Australian Accounting Standards – Simplified Disclosures. A full copy of the reports is available on our website.

Statement of Financial Position

As at 30 June 2024

	2024	2023
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,451,976	1,131,489
Trade and other receivables	1,000,376	752,016
Other financial assets	600,410	850,410
TOTAL CURRENT ASSETS	3,052,762	2,733,915
NON-CURRENT ASSETS		
Other financial assets	5,561,338	5,015,910
Property, plant and equipment	1,715,903	1,134,338
TOTAL NON-CURRENT ASSETS	7,277,241	6,150,248
TOTAL ASSETS	10,330,003	8,884,163
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	570,435	409,118
Lease liabilities	611,287	617,679
Employee benefits	779,336	736,624
Other financial liabilities	505,692	264,792
TOTAL CURRENT LIABILITIES	2,466,750	2,028,213
NON-CURRENT LIABILITIES		
Lease liabilities	967,917	369,971
Employee benefits	223,223	202,651
TOTAL NON-CURRENT LIABILITIES	1,191,140	572,622
TOTAL LIABILITIES	3,657,890	2,600,835
NET ASSETS	6,672,113	6,283,328
EQUITY		
Retained earnings	6,672,113	6,283,328
TOTAL EQUITY	6,672,113	6,283,328



Governance



Corporate Governance & Accreditation

Lifeline Harbour to Hawkesbury Sydney Ltd is a company limited by guarantee, registered as a charity with the Australian Charities and Not-for-Profit Commission (ACNC) and endorsed by the Australian Taxation Office as a Deductible Gift Recipient (DGR). It is a Public Benevolent Institution (PBI) and is endorsed to access the following tax concessions: Income Tax Exemption, Goods and Services Tax concession, and Fringe Benefits Tax rebates.

Lifeline Harbour to Hawkesbury Sydney is an independent Lifeline centre accredited by, and accountable to, Lifeline Australia for the governance of its operations.

The Lifeline Accreditation and Standards Program (LASP) is an annual audit that ensures Lifeline Harbour to Hawkesbury meets its governance requirements as a Lifeline Member. The audit covers statutory and regulatory compliance, financial viability, corporate governance, risk management, workplace, health and safety, policy and procedures, and volunteer engagement.

Lifeline Harbour to Hawkesbury Sydney is accredited by ISO 9001, the international standard that sets out the requirements for a quality management system (QMS).





07
Thank you



Our Heartfelt Thanks

Lifeline Harbour to Hawkesbury Sydney is magnanimously supported by a huge diversity of organisations, community groups and individuals every year.

Lifeline H2HS was able to meet the challenges of the FY24 because of all these generous contributions, as well as those from the following partners and supporters.

Our government funding bodies and service delivery partners

Black Dog Institute
Chinese Australian Society Services (CASS)
City of Ryde Council
Department of Health and Aging
Department of Planning, Industry and Environment
Department of Social Services
Dougherty Community Centre, Chatswood
Gidget Foundation
Headspace
Hornsby Shire Council
Ku-ring-gai Council
Ku-ring-gai Police Area Command
KYDS
Lane Cove Council
Lifeline Australia
Lifeline Northern Beaches
Metro Trains Sydney
Mission Australia
North Shore Police Area Command
North Sydney Council
Northern Sydney Local Health District (NSLHD)
NSW Ministry of Health
Ryde Police Area Command
Sydney North Primary Health Network
Sydney Trains
Uniting
Uniting Youth Enhanced Support Service (YESS)
Willoughby City Council

Our Rotary Club partners

Rotary Club of Chatswood Roseville
Rotary Club of Ku-Ring-Gai
Rotary Club of St Ives
Rotary Club of Turramurra
Rotary Club of Wahroonga

Our community supporters

Australian Catholic University
Barker College
Beaumont Road Public School
Beecroft-Pennant Hills Uniting Church
Black Dog Ride Australia
Bobbin Head Cycle Classic
Century Venues, The Concourse
Embroiderers Guild St Ives
Go For Broke Initiative
Gordon Baptist Church
Gordon Community Preschool
Gordon Library
Gordon-Pymble Uniting Church
Guardian Childcare & Education Wahroonga
Holy Cross College, Ryde
Hornsby Connect
Hornsby Ku-ring-gai Community College
Hornsby RSL
Ingenuity Computer Systems
Knox Grammar School
Lady Game Community Kindergarten
Lane Cove IGA
Lindfield Learning Village
Loreto Normanhurst
MindSpot
Mount Colah Uniting Church
Northholm Grammar
Oakhill College

Pennant Hills/Cherrybrook Uniting Church
Prices Pharmacy
Provida
Roseville Kindergarten
South Turramurra Group
Standby
The Lions Club of Hornsby Inc.
The Push-Up Challenge
TW Runners
Uniting Bowden Brae
Veterans Wellbeing Centre – Hornsby

Our trust, foundation, institute and association supporters

AMP Foundation
Australian Chinese Charity Foundation
Australian Taiwanese Womens Association
Darling Carol Foundation
Neilson Foundation
The Harris Charitable Foundation
The Rodwell Foundation
TISM Foundation

Our workplace giving supporters

ASX
Atlassian
Bain & Co
Gartner
Macquarie Bank
Stockland
Suncorp
Unilever
Zendesk

Our corporate supporters

3E Advantage Pty Ltd
AMP Capital Investors Ltd
Angle Finance
Anthony Hamer & Associates
ASV EuroCar Parts
Auspods
Ben & Jerrys
Bendigo Community Bank - Turramurra & Lindfield
Bunnings Pymble
CC Pines
Colliers International
Commonwealth Bank of Australia
Corporate Edge
CouncilJobs Holdings
Covermore
Cozens Paper Recycling Pty Ltd
Data #3
Deutsche Group Services
Employment Innovations
Enviro Heroes
Envisage Fitness
Evolution Mining
Ferrero
FIIG Securities
Fresenius Kabi
Fretus Waste Services
Guzzi Pasta
Haliard Pty Ltd
Hewlett Packard Enterprise
Hornsby Event Cinema
Ku-ring-gai Community Workshop - The Shed
Lexis Nexis
Lindt
Macquarie Centre
McCarrolls Automotive Group
Minter-Ellison
NIB
Platinum Asset Management
Proactive Contracting
Reserve Bank of Australia
Revlon & Elizabeth Arden
Robert Walters
Salesforce
Scentre Group (Westfield)
Servcorp
Share SMR
Stanford Brown
The Arnott's Group
The Post
The Traditional Tools Group
Thinking Signs

Tulloch Wines
Vestone Capital
Vinco Architectural Hardware
Vinva Investment Management
Westfield Chatswood
Westfield Hornsby
Westpac
William Buck
Zendesk

Our individual supporters

Matt Cross MP
Paul Fletcher MP
Alister Henskens SC MP
Tim James MP
Matt Kean MP
Julian Leeser MP
Kylea Tink MP
Felicity Wilson MP
Philip Ruddock Mayor
Tanya Taylor Mayor

Jo Abi
Guy Amon
Patrick Andwandter
KimbaLee Angus
Kriz Armytage
Angela Azimi
Vanessa Bortolin
Paul Brooks
Steven Brown
Cherri Carol
Chris Cooper
Tom Day
Gilbert Eliott
Jacqueline Every-Burns
Tiffany Fillingham
Nerida Fisher
Simon Gooderick
Deepa Gopalakrishnan
Mark & Sue Hancock
Richard Hansford
David Hirsch
Ed Kirk
Jason Kirk
Peter Landis
Chris Lavers
Helen Logie
Fiona Mackillop
Peter MacMillan
Cyril Melman
Tim Oner
Paul Peachey
Dave Prescott

Ian Rodwell
Rebecca Rusten
Elizabeth Sands
Emmanuel Schweitzer
Stewart Skinner
Cathy Smith
Angela Solomou
Fiona Steele
Margaret Taylor
Debbie Templeton
Rodney Templeton
Robin Wall
Valerie Washington
Jan Weston
Junius Wong
Weijun Zhang
Estate of the late Joy Dorothy Fairfull



Acknowledging Our People

We take great pride in acknowledging and thanking all our people for their invaluable service and commitment.



Years of Service Awards

This year, the following paid staff and volunteers of Lifeline H2HS receive our Years of Service awards, recognising their continued contribution to our vibrant Lifeline Centre at every 5-year milestone.

5
Years

- Timothy Aldrich

Riccardo Battellino

Iris Borghgraef

Jolene Bowles

Katie Breatnach

Kathryn Evans

Karen Flaherty

Deepa Gopalakrishnan

Katherine Griffin

Howard Gwatkin

Robin Ho

Natasha Hughes

Linda Li

Mardi McCarthy

Linda McDonald

Guy McEwan

Wendy Minne

Olivia Noon

Jennifer Northey

Sandra Owen

Osman Qadri

Jacinta Shallvey

Anne Shegog
- Sue Simons

Jacqueline Stapleton

Christine Suggate

Anne Summerhayes

Jedda Thorley

Rowan Tracey

Jane Tracey

Frank Zwarteveen

10
Years

- Janelle Allan

Helen Battellino

Prue Castleden

Anne Clarke

Roger Conway

Jennifer Cooke

Susan Gillespie

Judith Gleeson

Kenneth Gow

Miriam Gross

Phil Irons

Harvey Kaufmann

Marinela Mendes

Judith Oliver

Vivienne Schreiber

Sarah Searle

Jennifer Stewart

Deborah Templeton

Connie Therkildsen

Robert Williamson

Bruce Young

15
Years

- Mary Barr

Stewart Barr

Marian Bentley

Dianne Dampney

Diane Drinkwater

Eleanor Galt

Diane Kelly

Bill Laidlaw

Judy Laidlaw

Marina McCullagh

Eve Nairn

John Nairn

David Oates

John Rawson

Kirsty Reid

Alison Rose

Janet Scilly

Phil Summerfield

Lyn Terrey

20
Years

- Nikki Harding

Georgina Harricks

Timothy Harricks

Elizabeth Lawson

Ronald Smith

Jane Stone





