



50 YEARS MAKING A DIFFERENCE

2018

ANNUAL REPORT

OUR STORY

Helping others is what we do!

Since our formation on 4 December 1967 in an old house in Hornsby, which was kindly donated by Hornsby Council, Lifeline Harbour to Hawkesbury (H2H) has been solely focussed on reducing distress and supporting people who are in crisis. This work has only been possible through the efforts of thousands of volunteers, each of whom have given generously of their time and expertise to ensure that a person who is in crisis has somewhere to turn.

By the early 1980s, as Hornsby Ku-ring-gai Lifeline & Community Aid, we provided training, transportation, food parcels, handyman services and 24-hour telephone counselling – thanks to more than 250 fully accredited volunteer telephone counsellors.

We celebrated our 25th Anniversary in 1992. By this time we had increased our services to include face-to-face counselling. This new service played a critical role in providing counselling support to State Emergency Services workers after the Cowan rail accident of May 1990, and again the following year in the aftermath of the severe storm that hit the Hornsby area in January 1991.

In late 1994, Lifeline H2H won a tender with Ku-ring-gai Council to use the former Gordon Library site. With the support of local media, a community campaign successfully raised funds for a refurbishment of the building. Renovations were completed in 1996 and we moved into our current premises at 4 Park Avenue, Gordon.

Since 1996, Lifeline H2H has grown into one of the largest Lifeline centres in Australia and we now provide an even further expanded range of services (see page 6).

We celebrated our 50th Anniversary in December 2017 with a workforce of more than 600 people. Over these years, Lifeline H2H has helped hundreds of thousands of people through some of the bleakest periods of their lives. We are extremely proud of our ability to help others, and continue to focus on ways to support anyone in our community who is struggling with the pressures of life. We look forward to making a difference for many years to come.



The beginning
1967



24-hour phone counselling
1980s



Face-to-face counselling
1990s



Celebrating 50 yrs
2017

Celebrating 50 years of making a difference

Top: Gordon
Library, 1964
Bottom: Lifeline
office today



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At Lifeline, we are united by a common desire – to make a difference in the lives of people in crisis.

– Wendy Carver, CEO

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WHAT WE STAND FOR

Our vision states our purpose at the highest level – we want to see an Australia free of suicide.

VISION

Our **VISION** is an Australia free of suicide.

MISSION

Our **MISSION** is to support Australians in times of crisis and to reach out and equip individuals and communities to be resilient and suicide-safe.

ASPIRATION

Our **ASPIRATION** is to gain measurable advances in the quality and reach of services we offer.

APPROACH

Our **APPROACH** is based on knowing that the best way to prevent suicide in an individual's life is to build their resilience and wellbeing. We do this by working across their whole life experience, and with the people and community around them.

PRINCIPLES

Our guiding **PRINCIPLES**:

- We value integrity and open communication
- We believe in empathy and respect
- We listen to others without judgement
- We share Lifeline Australia's vision & purpose
- We promote effective and responsive crisis support and suicide prevention services.

PRIORITIES

Our strategic **PRIORITIES** are to:

- Ensure our future by maintaining a financially viable, sustainable centre
- Meet the identified needs and demands within our community
- Ensure our volunteer workforce is skilled, committed, recognised & rewarded
- Increase our profile in the community to raise awareness of services available
- Develop our IT capacity to maximise efficiencies and effectiveness.

WHAT WE DO & HOW WE DO IT



We aim to achieve our vision by focussing on four key areas

WHO WE ARE

Lifeline Harbour to Hawkesbury is an independent Lifeline centre within the Lifeline Australia network. We provide a wide range of crisis support and suicide prevention services, including Lifeline's national 24/7 telephone crisis line **13 11 14**, and face-to-face counselling services and programs within our local community.

We are a not-for-profit organisation, and finance our operations through partnerships, grants, donations and our own fundraising efforts. We rely on this support to continue our life-saving work.



OUR IMPACT

Lifeline Harbour to Hawkesbury continues to be the centre with the highest number of **13 11 14** crisis calls answered in the Lifeline network by our volunteer and paid workforce.



OUR PEOPLE

Our staff

FTE 46.60



FULL TIME



CASUAL & PART TIME

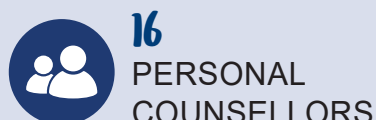


CONTRACT



VOLUNTEER

Our volunteers



NOTE: Some volunteers have multiple roles

OUR SERVICES

The services offered by Lifeline H2H align with our four-stage model of engagement, prevention, intervention and recovery.

These stages are represented in the following diverse areas.



CRISIS SUPPORT

Telephone Crisis Support – trained volunteers provide telephone crisis support to help-seekers on 13 11 14.

Paid Overnight Service – paid trained staff provide overnight telephone crisis support on 13 11 14.

Lifeline Suicide Crisis Support Program – trained volunteers provide one-on-one telephone support for those at risk of suicide, and survivors of suicide attempts.

CSWT Courses – Lifeline H2H facilitates two nationally recognised training courses per year for new telephone crisis supporters to join the volunteer team on 13 11 14.

Corporate & Community Training – sessions for organisations to empower their workforce to support each other and clients, giving practical tools and tips on how to recognise when someone may be struggling with their mental health, respond empathetically and refer to appropriate services for help.

CLINICAL SERVICES



Counselling Services – face-to-face counselling without judgement, cultural or religious bias, in a safe and respectful environment for couples and individuals.

Psychological Services – bulk-billed psychological sessions with an appropriate mental health plan from a GP.

Gambling Help – individual and group counselling for problem gamblers and their families.

Way2Wellness – trained supporters connect people in Sydney's North with mental wellbeing tools and support.

Lifeline Group Services – support groups held in a safe, confidential environment for people to share their experiences and support each other.

PHN Group Services – evidence-based, psychological-therapy groups for people experiencing mild-to-moderate mental health concerns.



COMMUNITY SERVICES

Community Aid – volunteers help other people in the community to remain independent by accompanying them to appointments and social activities, as well as providing assisted shopping and supportive home visits.

Financial Counselling – face-to-face counselling and support for individuals and families facing financial hardship.

Support Line – trained volunteers provide regular care calls for lonely and socially isolated people.

Community Legal – free legal support for clients of Lifeline H2H's financial counselling and clinical services.

BUSINESS & FUNDRAISING



Book Fairs – annual community events throughout the year in multiple locations, where donated books are sold to raise vital funds for Lifeline H2H's services.

Lifeline Shops – vibrant, community stores that sell pre-loved items generously donated by our community with all proceeds funding Lifeline H2H's services.

Fundraising Events – major events held throughout the year, including the Sapphire Gala Ball, Bobbin Head Cycle Classic and Go for Broke.

PRESIDENT'S MESSAGE



Carel Bothma President

Lifeline H2H became one of the first Lifeline centres to voluntarily scrutinise its own processes and systems and raise operational standards to achieve ISO9001:2015 certification. This has given us the assurance that we have all policies, processes and systems in place to deliver our future expanded services at an internationally recognised, benchmarked standard.

After the success of our fourth retail store in Waitara we made a decision to establish a presence on the Lower North Shore. Earlier this year the NSW Premier, Gladys Berejiklian, officially opened our fifth and largest store in Naremburn. This was the result of tremendous teamwork and effort by our Retail Committee and management team. I wish to congratulate everyone involved in this project and in delivering the grand opening.

A personal highlight this year was watching our book fairs in action and specifically our highly successful Wahroonga fair. The categorisation of books, the friendliness of volunteers and the public's response as they browse and buy made me realise that Lifeline H2H

I congratulate and thank Wendy Carver, the management team and all the staff and volunteers for a very successful year that has seen new services and initiatives being launched that will bring us a step closer in achieving our vision of a suicide-free Australia.

plays a multi-faceted role in supporting our communities.

This past year Dr Peter Tuchin has joined our board, bringing a much needed perspective to the board on the reality of what suicide intervention and crisis support means to people facing a crisis. Peter has had a long association with Lifeline H2H and his contribution regarding the impact of our services on people in need has been invaluable.

Lifeline H2H has also expanded its capability by establishing a Marketing and Media team, responsible for raising community awareness of our services. The board has also further strengthened its media and marketing capability with the appointment of Doreen Kirby. Doreen has been a member of the Gala Ball Committee for some time. Her strategic and leading-edge digital marketing experience will complement future initiatives.

Lifeline Australia has released its latest strategy to reach more people in crisis through the increased use of digital technologies. Lifeline H2H welcomes these developments and is keen to support these new programs. I welcome the Lifeline Australia board initiative of allocating a national board member to collaborate with each centre to ensure open channels of communication. Sheryl Weil from the national board is our Lifeline H2H partner and I look forward to this opportunity of greater dialogue.

Our biggest challenge in the coming year will be to increase the Telephone Crisis Support call answer rate. Nationally, 82% of calls are answered which means there are over 160,000 people in need whose calls go unanswered. Our focus at Lifeline H2H continues to be how we can play our

part to ensure that we do not let any call go unanswered. Our dedicated team of TCS volunteers and staff are committed to ensuring we achieve our targets.

As a board, we are acutely aware that the culture of Lifeline H2H is influenced by the conduct and actions of board members and individual directors. I am pleased that the co-operation between the board and the executive team is one of openness, rigorous discussions and strong guidance when faced with challenges. Board members continue to serve on board committees to share their corporate experience. One such example was a Sunday midday meeting to resolve a specific matter that needed broad expertise. Board members did not hesitate to give of their time to come together with the management team to resolve the issue. I am proud of the broad experience and expertise that each of our board members bring.

This year ends Merlyne Thompson's term as a member of the board after serving 9 consecutive years. Merlyne has played a vital role as secretary to the board for all of that period. Her hands-on volunteer work as a TCS has always kept the board in touch with the heart of Lifeline H2H. On behalf of my colleagues on the board, I express my sincere thanks for her dedication in ensuring the efficiency of our board meetings. We will surely miss her contribution and presence on the board.

I also congratulate and thank Wendy Carver, the management team and all the staff and volunteers for a very successful year that has seen new services and initiatives being launched that will bring us a step closer in achieving our vision of a suicide-free Australia.

CEO'S MESSAGE

At a time when suicide has remained tragically and stubbornly prevalent in Australia and in our community, Lifeline Harbour to Hawkesbury (H2H) has continued to focus on making a difference and, most importantly, providing more support and more care to people in need.

Last year, while celebrating Lifeline H2H's 50th anniversary, we were in the fortunate position of being able to put more funds than ever before into our crisis support services. We aimed to help alleviate more of the pressures, emotional turmoil and distress people were facing, and support growth in their wellbeing and resilience. We funded more paid shifts (during hard-to-fill volunteer shift times) on Lifeline's national service 13 11 14; and answered more than 10% (100,000+) of calls to Lifeline's national service.

We also grew the number and reach of our local preventative services, some of which were funded by the Sydney North Primary Health Network (SNPHN) and some by our supporters or our own business streams. In addition, we commenced a community legal service and continued to grow our corporate and community training well beyond our target for the year, focussing on raising alertness and awareness to mental illness and suicidality.

One of our main objectives during the year was to achieve ISO 9001:2015 Certification for all of our centre's local crisis support services. After a huge amount of work by many of our staff, certification was successfully gained in June this year. ISO Certification is highly respected and will give all of our services excellent credibility as well as enable us to meet a Lifeline Australia (LLA) Service requirement for external accreditation/certification. We also met all LLA's internal Accreditation and Standards Program (LASP) requirements, where it was noted that "from a risk perspective the centre is in excellent shape overall".

At the beginning of the year we appointed Lifeline H2H's first Marketing and Communications Manager to head up a

marketing and communications stream. This new H2H division made remarkable inroads throughout the year and the team lifted our marketing and communications to a new and pleasing level.

Our ongoing work in the community was only made possible through the diversity and viability of our funding, along with the extraordinary commitment and dedication of our workforce (volunteer and paid). We are unbelievably blessed in both of these areas. We have gratefully received Government funding, including the extension of Community Aid funding, an increase in Responsible Gambling funding and SNPHN funding.

Our book fairs, shops and fundraising events continued to excel. All book fairs increased their sales and a large new shop was opened at Naremburn and exceeded sales targets from day one. The annual Sapphire Gala Ball, where we remembered Lifeline's own Tessa, raised more funds than ever before. The Bobbin Head Cycle Classic and Go for Broke events were extraordinarily successful and raised outstanding funds through the sheer hard work of Rotarians, Go for Broke organisers and our staff and volunteers.

Relationships with our volunteers, partners, sponsors and friends remained one of our highest and most valued priorities. Unfortunately, there are far too many organisations and individuals to mention here, but you will find them listed at the end of this report. I would, however, like to give special mention to Ku-ring-gai Council for the long-term provision of our Gordon office. I would also like to acknowledge the highly valued friendship and support we receive from Julian Leaser, Federal Member for Berowra; and Alister Henskens, State Member for Ku-ring-gai; along with other



Wendy Carver
CEO

Members of Parliament including Paul Fletcher, Federal Member for Bradfield, for his valuable funding support.

The new financial year is already looking exciting and action-packed with our office and service provision expanding into additional premises; a new group program, Eclipse, scheduled to provide support for people who have previously attempted and survived suicide; and a new annual book fair planned for Macquarie University.

To all of our Lifeline family, thank you for your incredible support, dedication and commitment to Lifeline, especially to our callers and clients. Special thanks to our Executive and Management teams, staff and volunteers; and to the Board of Governance members, led by Carel Bothma, who all give generously of their time and expertise and provide invaluable support to me and the centre's management.

Thanks to you all for unquestionably making a difference in our community and helping us to save lives.

TELEPHONE CRISIS SUPPORT



The Telephone Crisis Support (TCS) service at Lifeline Harbour to Hawkesbury has had a steady year and continues to answer more calls across its combined volunteer and paid services than any other Lifeline centre in the national network.

It has, however, been a year of change and realignment for all those on the phones, with Lifeline Australia implementing changes to established work practices which will hopefully enable more calls to be answered. Currently, on average, 18% of 13 11 14 calls go unanswered each month. TCSs in both volunteer and paid roles are rising to the new challenges. Meanwhile, centres strive as always to balance caller needs with those of the people answering the calls.

“Just some quick feedback to compliment the man who took my call last night - he may have saved a life - he was very patient, caring, understanding and just gave me hope that there are good and nice and kind people in this world. I hope he is told how wonderful a help and support he was.”
 – Help seeker

The Paid Overnight Service, which has been running at Lifeline H2H since 2011, provides vital support during what can be the bleakest hours for help seekers.

The service has worked hard to adapt its work practices to meet new requirements set by Lifeline Australia, at the same time as preserving the high standards of care offered to callers.

“Lifeline has got me through the terrible darkness. Thank you so much. I owe you everything.”
 – Help seeker

Remote In-Shift Support

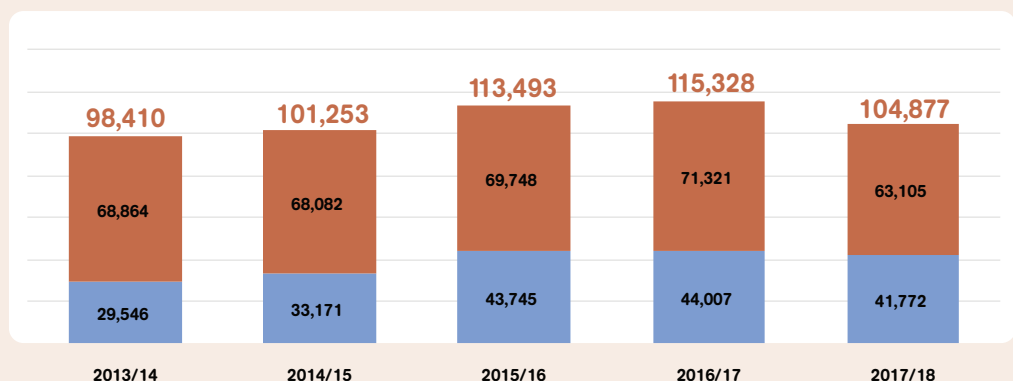
The Paid Overnight Service was pleased to be able to offer remote In Shift Support (ISS) for TCSs on some evening and nights shifts for Lifeline Melbourne during May and June. Without the remote ISSs in place, Telephone Crisis Supporters in Melbourne would have been unable to take calls. Lifeline H2H’s Paid Overnight ISSs provided debriefing, guidance and intervention for TCSs at Lifeline Melbourne.

A New Model

In January, Lifeline Australia began a consultation process with centres regarding the crisis support model used by TCSs as they help callers. Staff from Lifeline Harbour to Hawkesbury’s training team and TCS team have taken part in various reference groups and forums to discuss the crisis support model and its efficacy. Our centre continues to be part of this year-long project to design and test a new framework that will hopefully be easier for crisis supporters to learn and to use.

Number of calls answered

- Paid Overnight
- Volunteer



SUPPORT & TRAINING

“When I speak to Lifeline and I hear a calm, rational voice, it moves me right out of that ‘fight or flight’ headspace.”
– Help seeker

Care calls

Lifeline H2H continues to provide follow-up calls to people who have contacted Lifeline Australia directly and appear to be vulnerable to self-harm. We also make back-up calls on behalf of the Black Dog Institute to any participants of their online surveys who appear, from their answers, to be considering suicide or are otherwise at risk. These calls are made by volunteer TCSs during their shift times and we aim to make contact with each person at risk within just a few hours.

Professional Development and Staff Wellbeing

The Professional Development program at our centre, organised by Centre Supervisor Nicola Probert and enthusiastically received by TCSs and other staff, continues to offer diverse and informative sessions covering a range of issues from cyber-bullying to sex addiction to a woman’s refuge service. However, work on the crisis line can be challenging in many ways and one of the focusses of this program in the last year has been staff wellbeing and self-care. We have provided sessions on meeting and managing anger in TCS work, assertiveness and maintaining healthy boundaries at work, and how to build a framework for general wellbeing and ‘human flourishing’. Our services would not thrive without the generous efforts and commitment of our marvellous staff and volunteers, and this is just one of the ways that we aim to support and thank them.

Training

Headed by Training Manager Rosanne Petters, between July 2017 and 2018 our training team offered the following general courses:

- Crisis Support Workplace Training **(64 students)**
- ASIST (2 days) – Applied Suicide Intervention Skills Training **(64)**
- ASIST Tune-up refresher for Crisis Supporters **(145)**
- CSWT Refresher course for skills **(40)**
- safeTALK – a brief version of ASIST (3 hours) **(45)**
- Mental Health First Aid Workshop (2 days) **(64)**
- DV-alert (2 days) recognising and responding to domestic and family violence **(155)**
- DV-aware (2 hours) raising awareness in domestic and family violence **(244)**

Lifeline H2H also offers Corporate and Community Training, which has grown significantly under the leadership of Cutty Felton. Our Accidental Counsellor workshop is extremely versatile, and delivery has been tailored to meet the needs of varied and expansive audiences across corporate workplaces and community organisations, educating people in topics that range from dealing with challenging clients, through to domestic violence and mental health support. This year, we decided to develop a new Lifeline H2H 2-hour training course – Dare to Ask – which is designed to equip people to be comfortable in asking and talking about suicide and where to refer for help.

KIRSTIE D’SOUZA,
TCS MANAGER



Why I volunteer for Support Line

“

“Passion for caring and listening to the unfortunate, disadvantaged, terminally ill and mentally ill, sick and lonely people in the community, supporting them is a wonderful feeling for me”

“I help clear their negative thoughts and help them to stay positive in spite of their tough lives”

“[The clients] are very inspiring to me when at the end of the call they smile and thank me, it is great to be connected with them on the phone. They’re all respected and important to me.”

”

“You have helped me turn on a switch in my head. I now feel a purpose and a plan to fix me.”

– Help seeker



CLINICAL SERVICES

Clinical Services offers a suite of face-to-face services that meet the needs of our local community. By engaging with our clients and establishing caring and professional relationships, our services reduce emotional distress, promote resilience and improve coping skills in clients who may be at risk of suicide.

Counselling Service

This generalist counselling service is funded by the Neilson Foundation and sees clients with relationship difficulties (34%), depression (15%), anxiety (11%), grief (9%) and a wide range of other presenting issues including adjustment disorder and trauma. Our team has increased to 12 volunteer counsellors, 2 provisionally registered psychologists and 2 clinical psychology masters students. The increase in counsellors allowed us to conduct 1,178 individual sessions with a total of 198 clients seen in the 2017/2018 financial year.

“The support has been there when I needed it and it has been up to me to form my coping strengths in my own time & way, which I am confident that I am doing.”
– Lifeline H2H client

Way2Wellness

Way2Wellness (W2W) is a telephone-based coaching service for people aged 16-years and over who are living, working or attending school in the Northern Sydney area. This service is funded by Sydney North Primary Health Network (SNPHN). W2W supports those currently experiencing mild to moderate mental health concerns such as anxiety, low mood or stress and assists them to access e-mental health tools or local face-to-face services. In 2017/2018, 59 clients engaged in the W2W service, 187 sessions were conducted.

Highlights

- Extensive promotion and marketing throughout the Northern Sydney community to both health professionals and consumers.
- High client satisfaction: 83% of callers ranked their satisfaction with the service as 7/7 and 17% as 6/7. 75% of those surveyed found the service to be extremely or very effective and 25% found it moderately effective.

“It is a well thought-out service. The follow-up calls were encouraging. It was a great experience and I’ve already recommended W2W to two others.”
– Way2Wellness caller

Highlights

- High client satisfaction: our annual Client Experience Evaluation indicated a 95% satisfaction rating from our clients.
- Clinical Services demonstrated their commitment to quality improvement and were proud to receive ISO9001:2015 Certification after undergoing auditing during June 2018.
- Up-skilling our workforce: Lifeline H2H provided extensive professional development opportunities to the clinical services team, including training on Ethics, Traumatic Stress and Prolonged Grief, Anger Management, Domestic Violence and Suicide Bereavement.

Psychological Service

This service sees clients who have a mental health treatment plan from their GP. The service allows clients to access session-limited psychological treatment without incurring any out-of-pocket expenses. Clients present with depression (38%), anxiety (23%) and hoarding disorder (10%) together with a range of other clinically diagnosable mental health issues that significantly interfere with their current functioning. In 2017/2018, client numbers have increased to 241 clients attending 1,390 bulk-billed sessions.

Highlights

- Increasing referrals from GPs: engagement with local GPs has resulted in a continued increase in referrals to the bulk-billing psychological service and increased community connection.



Gambling Help Service

The Gambling Help service, funded by the Responsible Gambling Fund, aims to deliver a responsive and integrated service that strives to meet the needs of problem gamblers, their family members and concerned friends impacted by problem gambling. The number of new Gambling Help clients and Gambling Help sessions per month has remained stable over 2017/2018. A team of 9 therapeutic counsellors and 10 financial counsellors is available to service Gambling Help clients. In 2017/2018, the Gambling Help service saw a total of 144 clients and provided 1,003 sessions. Many clients access both financial counselling and therapeutic counselling at the same time. With consent, financial and therapeutic counsellors can work together to meet clients' needs and support those community members impacted by gambling problems.

“The counsellor has helped me tremendously through a very traumatic year. Very understanding and caring.”
– Lifeline H2H client

Group Services

In 2017/2018 Lifeline H2H coordinated and ran 29 groups. This is a significant increase on the past financial year and has been made possible by funding from SNPHN, with groups held at various venues across Northern Sydney, including at Lifeline Northern Beaches. The funding from SNPHN has enabled the development of focused psychological group treatment programs targeted at identified at-risk groups including mothers with perinatal depression or anxiety, people with mild to moderate intellectual disability and anxiety/depression, people with hoarding disorder, and young people and adults experiencing anxiety /depression issues. Over 222 clients have accessed SNPHN group services with over 1,598 service contacts, and further clients await placement into appropriate groups.

Within the existing Lifeline H2H suite of group programs, the Suicide Bereavement Support (private) Group has run twice this past year, and the monthly open group has continued for those bereaved by suicide. A 10-week Family as Motivators group has run again this year to support people with a loved one with Hoarding Disorder. Two Gambling Help Groups were conducted, each of 6 weeks duration, providing support to anyone wishing to stop or reduce their gambling. The REACH Depression/Bipolar 9-week Group Program ran twice and continues to offer a monthly follow-up support group for past attendees of the REACH program.

“The Managing Your Mood classes may be free but the lessons are priceless.”
– Lifeline H2H client

Highlights

- Extension of Funding and Performance Agreement between Lifeline H2H and the NSW government to 31 December 2019.
- Exceeding KPIs: Gambling Help service significantly exceeded its target of 384 sessions per full-time equivalent (FTE), providing 1,003 sessions per FTE in the last year, from 5 Local Government Areas.
- Excellent client satisfaction: 41% of clients provided feedback. Service was rated 4/5 by 6.67% of clients and 5/5 by 93.33% of clients.
- Extensive promotion of the Gambling Help Service: 19 presentations were made and 18 community events were attended. 36 new clients learned about the service through awareness activities, including the website. 13 new referrals from other human service agencies, including GPs and hospitals.

“Lifeline is amazing. Its main concern demonstrated by this group is the welfare of the community.”
– Lifeline H2H client

Highlights

- 50% increase in the number of groups offered in 2017/2018.
- Renewal of the SNPHN Psychological Groups Tender until June 2019.
- Securing NSW Government funding to pilot the Eclipse group. This group will provide support to participants who have attempted suicide.

SIMONE ISEMANN,
CLINICAL SERVICES MANAGER



COMMUNITY SERVICES

Community Services focusses on assisting clients to navigate life's stressful transitions. Our aim is to increase people's sense of purpose, independence and community functioning. Together, staff and volunteers empower clients to exercise control in determining immediate and ongoing support.

We would like to acknowledge the dedication and effort of all volunteers and staff who show each and every client unparalleled care, compassion and respect. Over the last year, we have grown by increasing staffing in Community Aid and establishing Community Legal.

Financial Counselling

The demand for Financial Counselling has steadily increased. More than 560 clients were assisted in the past year (51% were new clients) with 2,800 hours of face-to-face appointments, phone contact and advocacy services. Financial Counselling helps individuals and families experiencing financial hardship and related distress. Staff work collaboratively with clients experiencing wide-ranging financial issues and crises, by addressing immediate financial concerns, supporting self-management of money, and providing referrals.

Financial Counselling is offered as a no-fee, private and confidential, non-judgemental service. Funded by the Commonwealth Government, Department of Social Services, our team of nine accredited Financial Counsellors also volunteer many additional hours of work.

In the last financial year the main reasons clients sought assistance were due to inadequate income, debt recovery, budgeting, financial over-commitment, and relationship breakdown. The majority of clients are; on a government payment (42%), individuals living alone (36%), in rental accommodation (38%) or home owners/mortgagees (49%). High housing costs combined with low fixed income leads to financial hardship. Clients experiencing financial difficulty often struggle with feelings of anxiety and stress.

Financial Counsellors take a holistic approach to supporting vulnerable people. Clients who may have underlying issues (e.g. gambling or mental health) can be referred to individual counselling, couples counselling or group work.

Another important role of the Counsellors is to advocate on behalf of clients, negotiating and liaising with banks and credit agencies. We have been successful in having debts waived, loan terms extended and hardship agreements made, which has allowed clients to make affordable repayments over the long-term, often on reduced debts. Our post-counselling survey shows significant improvements in behaviour, enhanced financial skills and engagement with support services.

Clients say they benefit through:

- understanding their financial affairs
- increased independence, self-esteem and confidence
- a renewed sense of purpose
- hope for the future
- feeling less isolated and more supported
- better connections with family, friends and community
- a sense of relief that they have talked to someone

Highly experienced Financial Counsellors help clients to negotiate immediate financial crisis, and develop long-term financial independence and resilience, coupled with intimate understanding of the impact on relationships and families. Referrals to other support services are also provided.

Community Legal

In June 2018, Community Legal was established as we welcomed Richard Brading, an experienced lawyer, as a volunteer at Lifeline Harbour to Hawkesbury.

Community Legal is a free service, providing information, advice, referral, assistance and case work for existing Lifeline clients. Working closely with financial, personal and gambling counsellors, a number of clients have already been assisted and given positive feedback.

This service rounds out the Community Services offering, strengthens existing programs and offers additional support services to vulnerable people.

"My financial counsellor went above and beyond to help me and my children through the difficult times we were facing. She extended the service she was providing, always working on my case and was always looking out for my welfare financially & mentally & emotionally. I wouldn't be in such a better position now if it wasn't for her."

Community Aid

Community Aid connects with local aged people, providing social support to enable them to live independently in their own home.

Clients are referred via the Commonwealth Government's centralised assessment service, My Aged Care. Staff collaborate with clients to develop support plans and identify goals, interests, strengths and abilities. Our services, provided by volunteers, include assisted shopping, transport to and from appointments, social activities, home visits and phone calls. Community Aid is funded by the Department of Health, under the Commonwealth Home Support Program.

The demand for Community Aid continues to increase with an ageing population. Over the last year, we have assisted almost 200 clients, fulfilling over 2,345 service requests. This is an increase of 37% from the previous year. Overall we supported more than 90 new clients. The majority (75%) of clients need assistance to medical appointments and grocery shopping on a regular basis. Another important aspect of this service is the social benefit gained by interacting with volunteers and through a change in environment by leaving the house.

Over 50% of clients live alone and may have no family support. Isolated people rely on Community Aid, which provides a valuable community connection - supporting mental, physical and general wellbeing. Clients benefit from structure in the week and a sense of anticipation and purpose, which results in increased self-esteem and confidence.

In the last year alone, our caring and committed team of 45 volunteers have given over 4,000 hours of their time to this essential program. Many Community Aid volunteers (40%) have been with us for over 5 years.

A survey in March 2018 demonstrated program objectives and client goals are being met. The responses included 92% of clients Agree/Strongly Agree that "My quality of life has improved", 98% felt "safe and secure with volunteers" and 100% "felt supported in maintaining my independence".

Community Aid clients are supported to engage with the local community, which leads to improved mental, physical and social wellbeing, while being supported to live safely in their home of choice.

Support Line

Support Line assists individuals experiencing feelings of loneliness and isolation. Clients experiencing mental or physical health issues may have limited social contact. These vulnerable clients have been referred to Support Line by Telephone Crisis Support and Community Aid.

Currently, twenty clients are supported by skilled volunteers who make scheduled telephone calls to check on wellbeing, fostering a social connection and increasing feelings of self-worth.

Support Line provides clients with reassurance, builds capacity and confidence, and improves community connection.

NATASHA HUGHES, COMMUNITY SERVICES MANAGER

“I have learned from you, ‘Jan’. You give me strength to keep going on in my life, despite my mental health issues and other problems. I love to do good things for other people, as you do for me.”



LIFELINE SHOPS

“ A very large part of our team consists of the unfailing support of Lifeline H2H volunteers, without whom we would be unable to achieve such success in our retail business.

Lifeline H2H Retail has enjoyed another very successful year and has grown from 4 to 5 Lifeline Shops with the addition of a new store in Naremburn in February. All stores have continued to grow in popularity and sales, with quality donations and income increasing from last year.

Our new Lifeline Shop in Naremburn is our largest store, with over 400 square metres of retail space. It has the ability to accept donations and sell furniture, thus increasing usual revenue by 50%.

Our retail shops – our community-focussed brand – are now well established in Asquith, Epping, Pennant Hills, Waitara and Naremburn. This allows more people to recognise and engage with Lifeline, and gives us another avenue to educate our community about the support services available to them.

Retail also collects the vast range of donations from our more than 20 locations of clothing bins on Sydney’s North Shore. With a fleet of 5 vans, we are also able to collect larger items from some donor’s homes as well as offer a delivery service to some of our customers. The fleet of vans is also utilised throughout the year by other areas of Lifeline H2H in the delivery and pick-up of books for our Book Fairs, as well as for many other events as required by Lifeline H2H, such as the Sapphire Ball and the Bobbin Head Cycle Classic.

We are very grateful for the unfailing support of our Lifeline H2H retail volunteers who generously give up their free time to help out and support our vital work in saving lives. Thank you to each and every one of our volunteers.

BOB WILLIAMSON, RETAIL MANAGER

5
Retail
stores



1
New
location



20
Clothing
bins



5
Fleet
vans





BOOK FAIRS

“ Our continued successful results are due to a great deal of hard work, good humour and collaboration throughout the year.

The Book Fair volunteer teams at both Hornsby and West Lindfield depots have once again excelled in producing first-class book fairs, resulting in another record year of funds raised to support Lifeline’s services. The experience gained over our many years of operation and a professional approach ensures every event is of the highest standard.

Our continued successful results are due to a great deal of hard work, good humour and collaboration throughout the year to set up and run 5 book fairs and 2 sales. A big thank you to all the volunteers who worked tirelessly across the whole year – planning, cleaning, sorting, packing and carrying the vast number of books donated by our community.

HORNSBY & WEST LINDFIELD BOOK FAIR COMMITEES

Highlights

July

The Lindfield Book Depot delivered an exceptional Wahroonga Book Fair from 13-16 July 2017. Our sales over the four days were **a record result** for Lifeline H2H.

October

Our 2nd fair at Oakhill College, Castle Hill was held on 7-8 October 2017 and was a great success, eclipsing our past performance at the Oakhill venue. Following this, we are trialling a **3 day fair** in 2018.

November

The Hunters Hill Book Fair saw sales figures reach a **new level of success** and customer support, particularly from the local community continues to increase.

December

We had a fantastic result for our \$2 Sale at the Lindfield Depot with both the weather and number of customers **exceeding expectations**. The final total was almost 15% above last year.

January

Our first 2-day book fair to achieve the **magical six figure sales**, Chatswood Concourse started 2018 with a bang. The venue, location, high presentation standard and the growth in support all added up to a wonderful event.

April

At Thornleigh we delivered our **10th anniversary book fair** at the Thornleigh Community Centre. This very popular event certainly lived up to all expectations with another record sales result.

May

The Hornsby \$1 Clearance sale remains at the **top of bargain book sales**, and the increase in customer gratitude and support again demonstrated the high standard of this event.

In addition to our book fairs, there were many other community events where the book fair volunteer teams were heavily involved. We also provided support for other community organisations, such as day-care centres, local schools and Paint the Town REaD.

Finally, we extend our sincere appreciation for the wonderful support given to us by Knox Grammar School and Oakhill College. Thank you to our invaluable corporate and community partners who help us for each fair, in particular, Commonwealth Bank, IAG, Mizuho Bank, National Australia Bank and Rotary.



FUNDRAISING & EVENTS



Over the past few years, our fundraising strategy has been to focus our efforts on a small number of major annual events, the successful Bobbin Head Cycle Classic and the Sapphire Gala Ball. This year these two events were joined by a new, major fundraising initiative, Go for Broke. We also hosted a couple of smaller events and promotions that raise awareness of Lifeline's vital services.

This year's outstanding results are due to the generous support we received from organisations and individuals including Rotary, Ed Kirk and the organising committee of Go for Broke, along with Lifeline Harbour to Hawkesbury's amazing network of volunteers, staff and friends who continued to embrace and support our fundraising efforts in the community.

This financial year, the fundraising team has grown our community fundraising events and continued to develop corporate partnerships to maintain a sustainable fundraising platform for our services.

In September 2017, we hosted the annual Sapphire Gala Ball at a new location in the Sydney CBD, the Westin Hotel. The change of venue allowed us to increase the number of tickets on offer and, as a result, we achieved a record result for Lifeline H2H – more than doubling the funds raised from the previous year.

This success would not be possible without the amazing support of the Gala Ball Committee, including

Phil McCarroll and his company McCarroll's Automotive Group, as well as the event's Diamond Sponsor, The Star. Special guests included Master of Ceremonies, Mark Ferguson; auctioneer Geoff Smith; the Premier of NSW, Gladys Berejiklian; and guest speaker, Kathy Kelly. Kathy is the founder of the Thomas Kelly Youth Foundation and a powerful advocate for the prevention of youth suicide. Kathy courageously shared her heartbreaking story of losing her eldest son, Thomas, in an unprovoked cowardly attack in Kings Cross, and her second son, Stuart, to suicide. We thank all of the Sapphire Gala Ball guests for generously donating their time to support Lifeline. The event this year remembered Tessa Marshall, one of our own loved staff members, who died from suicide on 6 June 2017.

Our longstanding partnerships with local Rotary Clubs, continues to be of vital importance to the success of our fundraising initiatives. In March 2018, Lifeline H2H was the charity partner of the Bobbin Head Cycle Classic (BHCC) for the seventh consecutive year. Organised by the Rotary Clubs of Turrumurra, Ku-ring-gai, Wahroonga and St Ives, the BHCC was attended by more than 2,500 riders and over 500 volunteers. As always, our sincere gratitude goes to the four Rotary Clubs, the BHCC's Executive Committee, the incredible teams of volunteers, and all the dedicated riders and fundraisers involved in such a highly successful event.

On 23 September 2017, Lifeline H2H was the charity partner for Go for Broke; an exciting and gruelling

cycling event that focusses on riding to beat depression. 70 riders made the 180km trip from Berowra to Broke, raising funds and awareness for depression and mental health. The event had a high rider fundraising ratio and we are very grateful to be the beneficiaries of all funds raised. A huge thank you to Ed Kirk (the founder of Go for Broke), the organising committee, the riders and volunteers for their commitment to the event.

Lifeline H2H is also grateful to receive financial support in the form of generous donations from individuals and businesses throughout the year, which forms a significant part of our strategy for achieving financial sustainability. Special thanks go to Cheri Carol and Mark Hancock for their wonderful ongoing support, and to Lisa O'Brien and Grace Keegan for their fantastic individual fundraising efforts.

Finally, my sincere thanks to the hardworking fundraising team members at Lifeline H2H and office staff for their never-ending support.

EMMA BAGLEY
FUNDRAISING MANAGER



Lifeline Sapphire Gala Ball
Images © Jason Kirk Photography

OUR BOARD

2018 Board Members



Carel Bothma
President, Chair of HR Committee

On the board since September 2012, Carel has an honours degree majoring in Business Economics and Organisational Psychology. He has worked for many years in recruitment, industrial relations, organisational development, and more recently HR, across South Africa, Asia, New Zealand and Europe. In 2015, he joined Aged Care Plus.



David Scott
Vice President, Chair of Retail & Property (RP) Committee

A Fellow of the Australian Institute of Company Directors, David became a board member in 2013. With degrees in Science, Business and Policy, David was most recently a senior executive at the Commonwealth Bank in group mergers and acquisitions, and is currently undertaking a PhD in Social Policy at UNSW.



Mark Hedges
Treasurer, Chair of Finance, Audit & Risk (FAR) Committee

With a career spanning over 40 years in the securities industry, Mark joined the board in April 2016. He has a long association with community projects and was Turrumurra Rotary's 2016–17 President. He is also a CPA, a Fellow of the Finance and Treasurers' Association, Director of Newcastle Anglican Church Corporation, and Deputy Chair of the Hunter United Employees Credit Union.



Merlyne Thompson
Secretary, Chair of Membership Committee, Member of RP Committee

Merlyne joined Lifeline Harbour to Hawkesbury in 1998, and continues to work on the 13 11 14 telephone crisis support line. Her corporate experience includes Asia–Pacific leadership roles in strategic procurement for multinational companies. She holds a Bachelor of Science degree and a Graduate Diploma in Administration (Financial Administration). She joined the board in 2009.

OUR BOARD

2018 Board Members (Continued)



Chris Kinsella
Member of FAR Committee

Chris joined the board in 2013. A lawyer and chartered accountant with over 30 years' professional experience in Sydney, London and Singapore, Chris is a partner at Minter Ellison. Chris has a Masters of Law from Cambridge University and a Masters of Economics from Macquarie University. He also holds a diploma in Applied Finance and Investment from FINSIA.



Doreen Kirby
Member of Gala Ball Committee

Doreen joined the board in 2017 and has been a member of the Gala Ball Committee since August 2016. Doreen is head of marketing for Royal Bank of Canada's Capital Markets arm in Australia. Doreen has a Bachelor of Business majoring in Marketing, a Certificate in Financial Markets from FINSIA, and published an academic paper on 'Ethical decision making for Marketers'.



Peter Tuchin
Member of Gala Ball Committee

Dr Tuchin has worked at Macquarie University for over 27 years and is an Associate Professor. He joined the board in 2017. Peter has been 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 Disability and Rehabilitation Committee and has had over 30 papers accepted for WFC Congresses, where he received several international research awards.



Barbara Ward
Chair of Fundraising, Media & Marketing Committee

Barbara joined the board in February 2017. In the same month she was awarded Ku-ring-gai Local Woman of the Year. Currently President of the Lupus Association, Barbara has high-level executive experience in fundraising, welfare services, humanitarian aid, finance, business administration, human resources, state and local government, and management consulting.

TREASURER'S REPORT

Lifeline Harbour to Hawkesbury recorded another successful year in 2017-18.

We were able to provide enhancements to services through centre paid shifts on Lifeline's 13 11 14 Crisis Line, a new Community Legal service, and expanding support for our services. We also enhanced our reach into the community through promotional and engagement activities by our new Marketing and Communications stream. The cost of these additional expenses was \$331,000.

Revenue in Lifeline H2H operations performed more strongly than the prior year and allowed us to fund these service enhancements. We recorded income of over \$6 million compared to \$5 million in the prior year.

Assisting our revenue increase was strong performance in both retail operations and book fairs, which achieved record sales. Adding to retail and book fairs was the outstanding

success of the 2017 Gala Ball, an increase in Responsible Gambling funding, an extension of Community Aid funding through to 2020, plus generous support to run the Eclipse group in 2018-19. Without the dedication and skill of our staff and volunteers, this result would not be possible.

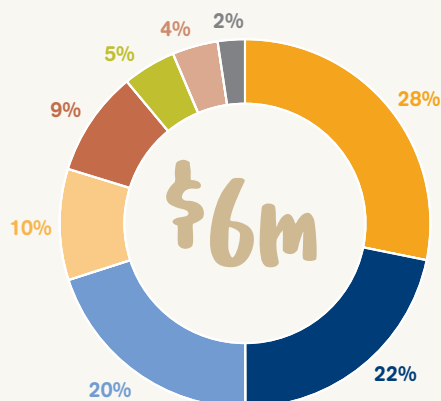
Thanks also to our other supporters who donated funds, participated in our fundraising activities and provided facilities, including our building at Park Avenue in Gordon.

We recorded a surplus of \$392,000 in the year compared to \$341,000 in the year prior. This has been invested very conservatively in term deposits and short-dated bonds to allow us to continue to provide and enhance much-needed services to the community whilst providing insurance against the risks that Lifeline H2H faces.



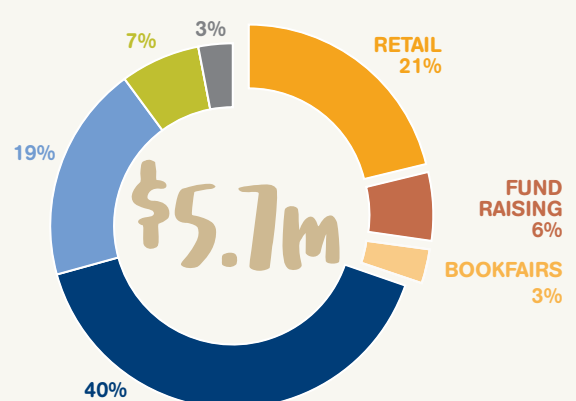
Mark Hedges
Treasurer

Where our money comes from



Retail	\$1,707,619
Grants	\$1,318,244
Contracted services	\$1,214,045
Book fairs	\$591,032
Donations	\$558,047
Course and service fees	\$281,545
Events	\$241,236
Other income	\$143,011

Where our money goes



Retail	\$1,205,184	SPENT GENERATING FUNDS
Fundraising	\$329,496	
Book fairs	\$194,760	
Telephone crisis support services	\$2,271,703	SPENT ON SERVICE PROVISION
Clinical services	\$1,099,216	
Community services	\$417,417	
Other	\$144,841	

TREASURER'S REPORT



Thank you to the Finance Audit and Risk Committee comprising Guy Amon, Chris Kinsella, Angela Dodd and Wendy Carver for their continued hard work.

Our retail operations continued to deliver strong results, achieving an overall surplus after direct costs of \$581,000 (2017: \$503,000) with a profit margin of 34%. We opened a new shop at Naremburn in late February this year after a hectic period of fitting out. The new shop is performing well with sales of \$170,000 and a surplus of \$50,000 in the period to June.

All of our book fairs achieved record results in 2017-18. Total income was \$594,000 and the book fairs delivered a surplus after direct expenses of \$468,000 (2017: \$437,000).

The Gala Ball delivered a record result. We celebrated the 50th anniversary of Lifeline Harbour to Hawkesbury with over 640 attendees. After expenses, the Ball delivered a surplus of \$241,000.

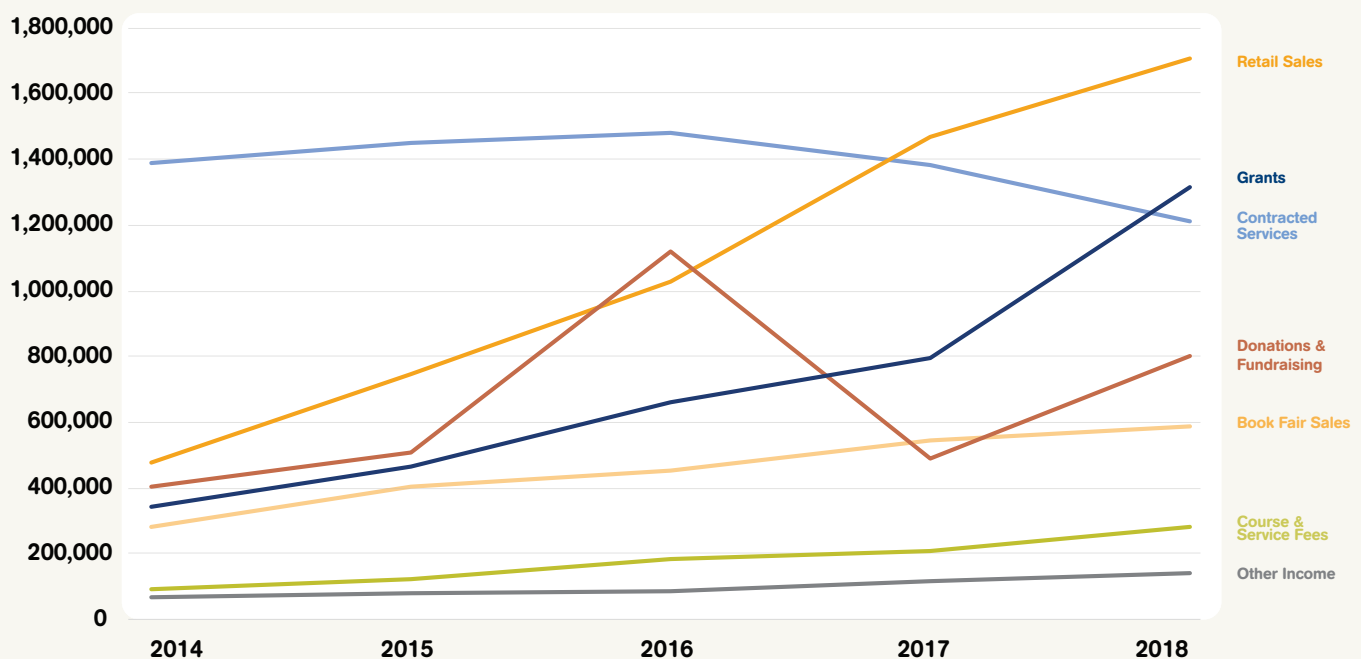
We also received \$150,000 in donations from the Bobbin Head Cycle Classic and Go for Broke events.

We have spent considerable effort this year in preparing a risk profile for Lifeline H2H. The outcome has been a framework for identifying and mitigating the array of risks that the organisation faces. We will continue to enhance this process over the coming year.

I would like to foreshadow some important changes to the accounting standards that affect charities. This relates to the need to fair value donated time and stock, plus concessional rent. We will need to value those items where possible and record them in our accounts next year. This will add complexity to our report and I will provide you with an update next year. The standard comes into force on 1 January 2019.

Thank you to the Finance Audit and Risk Committee comprising Guy Amon, Chris Kinsella, Angela Dodd and Wendy Carver for their continued hard work.

Five-year revenue comparison



STATEMENT OF FINANCIAL POSITION

balance sheet as at 30 June 2018

	NOTES	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash on hand and at bank		116,406	122,263
Short term deposits	7	1,138,977	1,163,667
Investments	8	1,774,668	1,274,389
Trade and other receivables	9	264,653	223,396
TOTAL CURRENT ASSETS		3,294,704	2,783,715
NON-CURRENT ASSETS			
Plant & Equipment	10	360,443	268,316
TOTAL NON-CURRENT ASSETS		360,443	268,316
TOTAL ASSETS		3,655,147	3,052,031
LIABILITIES			
CURRENT LIABILITIES			
Trade & other payables	11	383,461	301,441
Other liabilities	12	190,430	151,056
Provisions	13	460,786	371,226
TOTAL CURRENT LIABILITIES		1,034,677	823,723
TOTAL LIABILITIES		1,034,677	823,723
NET ASSETS		2,620,470	2,228,308
EQUITY			
Reserves	16	2,620,470	2,228,308
TOTAL EQUITY		2,620,470	2,228,308

STATEMENT OF FINANCIAL PERFORMANCE

for year ended 30 June 2018

	NOTES	2018 \$	2017 \$
Contracted services	3	1,214,045	1,381,012
Sale of goods	2	2,298,651	2,013,094
Fundraising			
Donations	5	558,047	320,023
Events		241,236	167,615
Grants	4	1,318,244	797,383
Course and service fees		281,545	208,166
Other income		143,011	119,578
REVENUE & OTHER INCOME		6,054,779	5,006,871
Costs of generating funds			
Fundraising		329,496	229,815
Retail and book fairs		1,399,944	1,195,818
Charitable services			
Telephone crisis support services		2,271,703	2,190,347
Clinical services		1,099,216	529,744
Community services		417,417	386,918
Other		144,841	133,112
EXPENDITURE	6	5,662,617	4,665,754
NET SURPLUS FOR THE YEAR		392,162	341,117

STATEMENT OF CASH FLOWS

for year ended 30 June 2018

	NOTES	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from Customers		5,930,433	4,926,261
Payments to suppliers & employees		(5,324,554)	(4,478,395)
Interest received		83,089	60,466
Net cash provided by (used in) operating activities		688,968	508,332
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of plant and equipment		(219,238)	(129,116)
Net cash used by investing activities		(219,238)	(129,116)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Proceeds for fully paid shares			
Net cash used by financing activities		0	0
Net increase (decrease) in cash and cash equivalents held		469,730	379,216
Cash and cash equivalents at beginning of year		2,560,320	2,181,104
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR		3,030,050	2,560,320

Note: Cash and cash equivalents consist of cash on hand, cash at bank, short-term deposits and liquid investments

NOTES TO THE FINANCIAL STATEMENTS

for year ended 30 June 2018

Note 1: Accounting policies

The financial statements have been prepared using the accrual accounting method. The financial report is a special purposes financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). The Board has determined that Lifeline H2H Inc. is not a reporting entity. The financial report has been prepared in accordance with the requirements of the above Acts and the following standards:

- AAS 5 Materiality
- AAS 8 Events Occurring after reporting date

The accounting policies applied are consistent with those applied in the previous year. No other applicable Accounting Standards, Urgent Issues Consensus views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

PRINCIPAL ACCOUNTING POLICIES ARE:

Provisions: provisions are made for employee entitlements such as long service leave and annual leave in accordance with the relevant legislation. All provisions are classified as current rather than non-current.

Depreciation: fixed assets costing \$1,001 or more per item purchased on and after 1 July 2006 are depreciated over their estimated useful lives. Items costing \$1,000 or less are fully depreciated at the time of purchase.

Accrued and prepaid expenses and income are calculated and brought to account.

Note 2: Revenue from the sale of goods

	2018	2017
	\$	\$
Retail	1,707,619	1,469,677
Book fairs	591,032	543,417
	2,298,651	2,013,094

The revenue received from Retail includes four months trading at the new Naremburn store.

Note 3: Revenue from contracted services

During the year Lifeline H2H provided services such as the Paid Overnight Service on behalf of Lifeline Australia. The revenue received covered employment costs of the specialised counsellors, as well as the costs of management and administrative overheads.

Note 4: Grants

During the year Lifeline H2H received the following grants:

	2018	2017
	\$	\$
Department of Social Services Commonwealth Home Support Program - to fund our Community Aid service	87,446	86,228
Department of Social Services Financial Counselling Grant - to support the costs of Financial Counselling Service	99,939	99,712
Department of Infrastructure & Regional Development - funding for lighting upgrade	10,100	0
Responsible Gambling Fund - to support the costs of Gambling Help Service	117,395	99,240
NSW Ministry of Health - to support Lifeline's 13 11 14 Crisis Support Telephone Service in NSW	340,664	314,203
NSW Ministry of Health - funding for Eclipse Group	25,200	0
Sydney North Health Network - funding for Hoarding Disorder Treatment and Support Program	0	45,455
Sydney North Primary Health Network - funding for Low Intensity Mental Health Services	250,000	100,000
Sydney North Primary Health Network - funding for Group Psychological Services to Underserved Groups	387,500	50,000
Transurban Innovation and Community	0	2,545
TOTAL	1,318,244	797,383

NOTES TO THE FINANCIAL STATEMENTS

for year ended 30 June 2018 (continued)

Note 5: Donations

During the year Lifeline H2H received donations generated by fund-raising initiatives, such as the Gala Ball and events conducted jointly with Rotary Clubs and community organisations, as well as general unsolicited donations and bequests.

Note 6: Expenses

	2018 \$	2017 \$
Net operating surplus includes the following specific expenses:		
Depreciation:		
- Furniture & fixtures	16,082	14,421
- Office equipment	29,116	30,547
- Shop fixtures & fittings	71,402	61,281
- Motor vehicles	10,512	8,293
	127,112	114,542
Accounting advice - Rhodes Docherty & Co	0	0
Audit and review of financial statements - Rhodes Docherty & Co	9,980	10,595

Note 7: Short term deposits

Deposits at Call	578,857	506,958
Term deposits	560,120	656,709
	1,138,977	1,163,667

Note 8: Investments

Shares in listed companies	48,289	40,061
Floating rate bonds	1,231,040	1,234,328
Corporate bond fund	495,339	0
	1,774,668	1,274,389

The shares held for the Helping Hand Fund and the bond investments are classified as current as they can be realised in the next 12 months, however it is the intention of Lifeline H2H to hold these as long term investments.

Note 9: Trade and other receivables

Trade receivables	85,532	90,867
Other receivables	0	0
Deposits paid	132,358	96,427
Prepayments	46,763	36,102
	264,653	223,396

NOTES TO THE FINANCIAL STATEMENTS

for year ended 30 June 2018 (continued)

Note 10: Plant & equipment	2018	2017
	\$	\$
Motor Vehicles	149,031	125,528
Furniture and Fittings	48,766	126,941
Office Equipment	106,360	115,084
Shop Fixtures and Fittings	464,045	210,431
Warehouse Fixtures and Fittings	4,967	4,967
	773,169	582,951
Less Provision for Depreciation	(412,726)	(314,635)
	360,443	268,316

Note 11: Trade & other payables		
Trade payables	84,899	16,710
Accruals	77,730	89,523
Helping Hand Funds	56,672	45,704
Other payables	164,160	149,504
	383,461	301,441

Note 12: Other liabilities		
Unexpended grant funds	156,140	75,000
Deferred income	34,290	76,056
	190,430	151,056

Note 13: Provisions		
Provision for Long Service Leave	172,336	128,376
Provision for Annual Leave	288,450	242,850
	460,786	371,226

Note 14: Leasing commitments		
Operating lease commitments payable - minimum lease payments:		
- No later than 1 year	348,243	395,783
- After 1 year	291,191	639,434
	639,434	1,035,217

Leases are currently held over Gordon office, shops in Epping, Pennant Hills, Waitara, Naremburn and warehouse and book depots in Hornsby and Lindfield.

NOTES TO THE FINANCIAL STATEMENTS

for year ended 30 June 2018 (continued)

Note 15: Cash flow information	2018	2017
	\$	\$
Reconciliation of result for the year to cash flows from operating activities:		
Surplus for the year	392,162	341,117
Non-cash flows in surplus:		
- Depreciation	127,112	114,542
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	5,335	(32,785)
- (increase)/decrease in other assets	(46,592)	12,641
- increase/(decrease) in trade and other payables	82,017	68,670
- increase/(decrease) in employee benefits	89,560	24,630
- increase/(decrease) in other liabilities	39,374	(20,483)
CASH FLOW FROM OPERATIONS	688,968	508,332

Note 16: Reserves

Retained Surplus at beginning of financial Year	2,228,308	1,887,191
Current year surplus	392,162	341,117
RETAINED SURPLUS AT END OF FINANCIAL YEAR	2,620,470	2,228,308

Note 17: Additional information and declarations to be furnished under the NSW Charitable Funding Act

Lifeline H2H is an authority holder in accordance with the NSW Charitable Fundraising Act, 1991. The following statements are provided in accordance with authority condition No. 7.

The accounting principles adopted are as stated above.

Details of Lifeline H2H activities are set out in Manager's reports appearing elsewhere in the Annual report. There are no other material matters or occurrences to report.

During the year, Lifeline H2H obtained a surplus of \$512,419 (2017 \$446,275) from the collection and subsequent sale, through our shops, of donated second hand clothing, books and other items. Our Book fairs contributed a net surplus of \$399,265 (2017 \$373,546). These results include a conservative allocation for administrative support necessary for these business centres to be successful.

Donations were received amounting to \$558,047 (2017 \$320,023).

These amounts, together with income from other sources, were applied to the cost of providing our counselling and other services and administration costs. A surplus of \$392,162 was transferred to accumulated funds.

Lifeline H2H did not conduct any appeals jointly with traders during the period.

Note 18: Accumulated Funds

Accumulated Funds, including specific reserves:

2018	2017	2016	2015	2014
2,620,470	2,228,308	1,887,191	924,258	707,298

STATEMENT OF THE BOARD



STATEMENT OF THE BOARD

We state that:

In the opinion of the Board of Lifeline Harbour to Hawkesbury Incorporated:

- (a) The financial statements and notes are in accordance with the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-For-Profits Commission Act 2012 (Cth), including:
 - (i) complying with Accounting Standards and;
 - (ii) giving a true and fair view of Lifeline Harbour to Hawkesbury Incorporated's financial position at 30 June 2018 and of its performance for the financial year ended on that date and;
- (b) At the date of this statement there are reasonable grounds to believe the association will be able to pay its debts as and when they fall due and payable.

On behalf of the Board.

President

A handwritten signature in black ink, appearing to read "Carel Bothma".

Carel Bothma
27th September 2018

Treasurer

A handwritten signature in black ink, appearing to read "Mark Hedges".

Mark Hedges
27th September 2018

AUDITOR'S REPORT



RHODES DOCHERTY & CO AUDIT SERVICES
Chartered Accountants

Lifeline Harbour to Hawkesbury Inc

ABN 56 766 506 533

Independent Audit Report to the members of Lifeline Harbour to Hawkesbury Inc

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline Harbour to Hawkesbury Inc, which comprises the statement of financial position as at 30th June 2018, and the statement of financial performance, a cash flow statement, a summary of significant accounting policies, other explanatory notes and statement by the Board.

In our opinion, the financial report of Lifeline Harbour to Hawkesbury Inc is properly drawn up:

- o The special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30th June 2018 and the results of its operations for the year then ended in accordance with the accounting policies described in Note 1 to the financial report, the Association's Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth);
- o The accounts and associated records of Lifeline Harbour to Hawkesbury Inc have been properly kept during the year in accordance with the Charitable Fundraising Act 1991;
- o Money received as a result of fundraising appeals conducted during the year has been properly accounted for and applied in accordance with the Charitable Fundraising Act 1991; and
- o There are reasonable grounds to believe that Lifeline Harbour to Hawkesbury Inc will be able to pay its debts as and when they fall due.

Emphasis of Matter - Basis of Accounting

Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee's financial reporting responsibilities under the Association's Incorporation Act 2009. As a result, the financial report may not be suitable for another purpose.

Committee's Responsibility for the Financial Report

The committee of the entity is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Association's Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth) and are appropriate to meet the needs of the members.

The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

AUDITOR'S REPORT

Lifeline Harbour to Hawkesbury Inc

ABN 56 766 506 533

Independent Audit Report to the members of Lifeline Harbour to Hawkesbury Inc

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

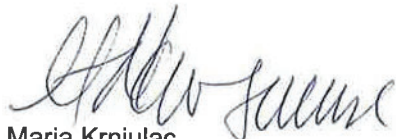
The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Association's Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Rhodes Docherty & Co Audit Services Pty Ltd



Maria Krnjulac
Registered Company Auditor
Registered Audit Company Registration No. 413053

828 Pacific Highway, Gordon, NSW 2072

Dated: 27th September 2018

OUR HEARTFELT THANKS

Every year we are generously supported by a huge number of organisations and individuals. We especially thank Ku-ring-gai Council for its ongoing support and continued provision of our premises in Gordon. We also acknowledge and thank everyone who supported our fundraising events throughout the year, our many book fairs and clearance sales, as well as our Christmas Hamper project. Without this support Lifeline H2H would be unable to make the difference we do in people's lives.

OUR GOVERNMENT FUNDING BODIES AND SUPPORTERS

Department of Family & Community Services
Department of Health
Department of Social Services

Dougherty Community Centre – Chatswood
Hunters Hill Council
Ku-ring-gai Council
Willoughby City Council

Lifeline Australia
NSW Ministry for Health
Sydney North Primary Health Network
Responsible Gambling Fund

OUR ROTARY CLUB PARTNERS

Rotary Club of Hornsby
Rotary Club of Ku-ring-gai

Rotary Club of St Ives
Rotary Club of Turramurra

Rotary Club of Wahroonga

TRUSTS AND FOUNDATIONS

Doherty Swinhoe Family Foundation
IAG Foundation
Neilson Foundation

Rossi Foundation
TISM Foundation

Young Australian Chinese
Charity Association

OUR WORKPLACE GIVING PARTNERS

Apple
Ausgrid

Blackmores
Unilever

OUR CORPORATE PARTNERS

Amway
ASV Euro Car Parts
Black Dog Institute
Caltex Australia
Clubs NSW
Commonwealth Bank of Australia
Datacom
Energetics Pty Ltd
Evolution Mining
Guylian
IAG

Janacas Recycling
Local Direct Networks
Lupus Association
McCarroll's Automotive Group
McCarroll's Paint & Panel
Minter Ellison
Mizuho Bank
MLC
Much More Than Money
Nexia Australia
National Australia Bank

Polite Social
QBE
Share – Learn for Life
SNAP Printing Parra Phillip
The Palmdale Group
Toyota Financial Services
Toyota of Chatswood
The Star Pty Ltd
Unique Window Tinting
Vinva Investment Management
Westpac

OUR INDIVIDUAL SUPPORTERS

Gladys Berejikian MP
Paul Fletcher MP
Alister Henskens, SC MP
Julian Leeser MP
Philip Basche
Cherri Carol
Tom Day
Madeleine Gower

Mark Hancock
Kay Hill
Keith Holder
Grace Keegan
Ed Kirk
Phil McCarroll
Sarah McPherson
Cyril Melman

Lisa O'Brien
Ian Salmon
Owen Sherrard
Connie Therikildsen
Peter Tuchin
Tuchin Family & Friends
Family & Friends of Anthea Meggitt

OUR COMMUNITY PARTNERS

Big Music, Naremburn
Century Venues, The Concourse
Go for Broke
Gordon Uniting Church

Grill'd Crows Nest
Jewish House
Knox Grammar School
Mission Australia

Oakhill College
Peter Canisius House
Ravenswood School for Girls
Saint Ignatius College Riverview

YEARS OF SERVICE AWARDS



We wish to acknowledge and thank our amazing team of paid staff and volunteers who have committed their time and expertise to Lifeline Harbour to Hawkesbury. It is because of your dedication and involvement that Lifeline is able to make a difference. **THANK YOU!**

This year, the following paid staff and volunteers of Lifeline H2H receive our Years of Service awards, recognising their continued contribution to our vibrant Lifeline Centre. Congratulations on reaching these significant milestones!

30 Thirty Years

Wendy Carver

25 Twenty-five Years

Judith Wigglesworth
Denny Woodburn

20 Twenty Years

Dianne Fletcher

15 Fifteen Years

Kirstie D'Souza
Graeme Daley
Maggy Franklin
Leigh Hodgkinson
Caroline McGrory
Rosanne Petters
Kay Straiton
Linda Vergara

10 Ten Years

Ann Barclay
Peter Barclay
Judith Beard
Adrienne Bennett
Jeanette Browne
Lea-Ann Clarke
Peter Foster
Allan Goldin
Kay Hill
Patsy Hungerford
Donna McIntosh
Vincent Murtagh
Nicola Probert

5 Five Years

Susan Angles
Stephanie Ashton
Paul Barry
Carel Bothma
Paul Brown
Deborah Byers
Karen Carver
Maria Clarke
Anne Clarke
Michael Cleary

5 Five Years (Cont)

Rosalind Cooke
Margaret Cox
Alec Cox
Stephen Dobbie
Joanne Evans
Jennifer
Gripton-Corbett
Dee Hannah
Alex Hansson
Kevin James
Hilla Knight
Fiona Krautil
Wendy Lee
Mary Leonard
Christopher Lisha
Kathrine Lyttle
Ross Mulcahy
Chandra Pal
Marilyn Pryor
Philip Pryor
Deborah Reid
Wilfred Roach
Rosanna Sheridan
Linda Sterling-Levis
Christine Stuart
Carole Webb

***All dates correct at
30 June 2018**

THANK YOU!

MARY PARSISSONS AWARD

Earlier this year, Bob Page, our Hornsby Book Depot Coordinator, was selected as the NSW winner of the **Mary Parsissons Outstanding Volunteer of the Year Award** for 2018. This is a Lifeline Australia award and recognises the contributions of volunteers to Lifeline at a national level.

Bob has been a volunteer with Lifeline H2H for 11 years, and has been instrumental in the creation of the second book depot at Hornsby; helping Lifeline H2H's book fairs grow significantly; and working with a team of over 50 dedicated volunteers. Bob has been inspirational in his leadership role, with his commitment, dedication, energy and will to succeed ensuring not only Lifeline H2H's financial viability but also maintaining our strong community presence and reputation.



50 YEARS OF MAKING A DIFFERENCE

Help is as close
as the telephone
HORNSBY NORTHSIDE
LIFE LINE
and community aid

477-4445

*1980s newspaper
advertisement*

INCORPORATION

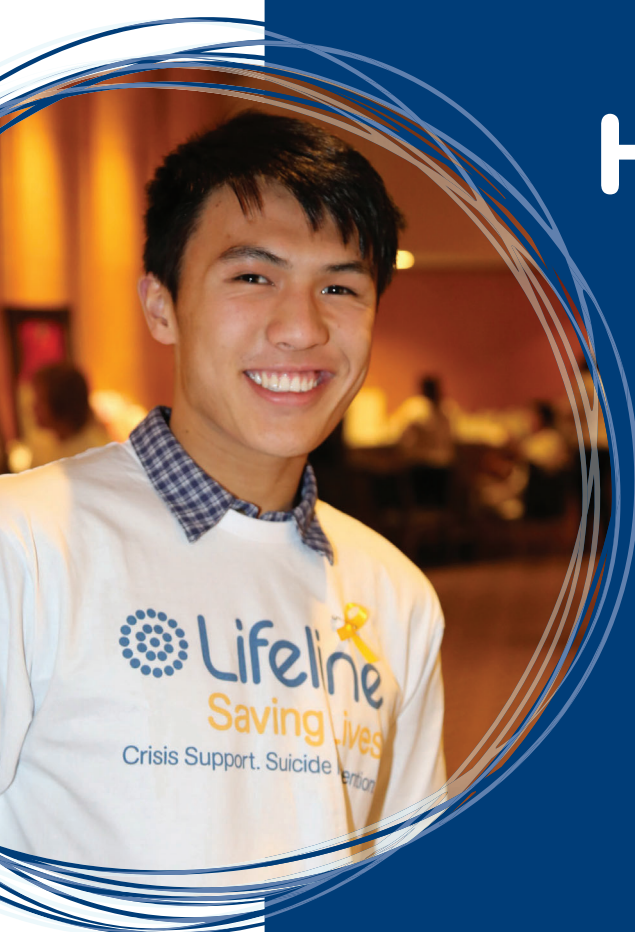
Lifeline Harbour to Hawkesbury is incorporated under the Associations Incorporations Act 2009.

CHARITABLE STATUS, TAX CONCESSIONS AND FUNDRAISING

Lifeline Harbour to Hawkesbury Incorporated holds a charitable fundraising authority and is endorsed as an Income Tax Exempt Charity

Lifeline Harbour to Hawkesbury Incorporated has been endorsed by the Australian Tax Office as a Deductible Gift Recipient, which means all donation \$2 and over are tax deductible.

ABN 56 766 506 533



HOW YOU CAN HELP LIFELINE

Our volunteers provide support in all areas of our operations including services, administration, retail and fundraising.

THERE ARE MANY WAYS TO HELP US:

- make a financial donation or bequest
- become a Telephone Crisis Supporter
- donate to our book fairs or retail shops
- volunteer at our fairs, retail shops or fundraising events
- help us raise awareness of the issues surrounding suicide and crisis help

CONTACT US

4 Park Avenue
Gordon NSW 2072

T: 02 9498 8805

F: 02 9498 2338

E: admin@lifelineh2h.org.au

www.lifelineh2h.org.au



CALL 13 11 14 (24/7)



TEXT 0477 13 11 14



CHAT lifeline.org.au

Acknowledgement of Country

Lifeline Harbour to Hawkesbury acknowledges the Traditional Custodians of the land where we work and deliver our services. We pay our respects to their elders; past, present and future.



LifelineH2H



#LifelineH2H



[lifelineh2h](https://www.instagram.com/lifelineh2h)



Lifeline

Harbour to Hawkesbury