



# Lifeline

Harbour to Hawkesbury

Annual Report 2010





## Contents

Lifeline Australia's Beliefs and Shared Values .....	1
Mission Statement .....	2
Lifeline Harbour to Hawkesbury Provides .....	3
Board of Directors and Salaried Staff Positions as at June 2010 .....	4
Lifeline Harbour to Hawkesbury Organisational Chart .....	5
Chairperson's Report.....	6
Chief Executive Officer's Report .....	7
Counselling Services Report .....	10
Operations.....	19
Community Aid .....	21
Retail Division.....	23
Treasurer's Report.....	24
Statement of Financial Position .....	25
Statement of Financial Performance.....	26
Income and Expenditure.....	27
Notes Attached to the Financial Statements .....	28
Statement of the Board.....	30
Auditor's Report.....	31
Years of Service .....	33



**LIFELINE H2H INC**

4 Park Avenue, Gordon NSW 2072

<b>OFFICE</b>	<b>(02) 9498 8805</b>
<b>COMMUNITY AID</b>	<b>(02) 9498 5882</b>
<b>FAX</b>	<b>(02) 9498 2338</b>
<b>EMAIL</b>	<b>admin@lifelineh2h.com</b>
<b>WEBSITE</b>	<b>www.lifeline-h2h.org.au</b>

**24 HOUR COUNSELLING 13 11 14**

**LIFELINE OPPORTUNITY SHOP**

375 Pacific Highway, Asquith NSW 2077

Phone: (02) 9476 5876

**Trading Hours:**

Mon, Tues, Wed, Fri 10am-4pm

Thurs 10am-5pm, Sat 9.30am-1pm

## Lifeline Australia's Beliefs and Shared Values

### We affirm our living heritage.

**Lifeline affirms** its founding vision to make care accessible to all, in every community. The Christian heritage that shapes this vision views our neighbour as anyone in need.

**Lifeline invites** any who share this vision to help provide accessible support and strengthen community.

**Lifeline creates opportunities** for community participation. We value the unique ways volunteers and staff serve together, enriching Lifeline and the wider community.

**Within Lifeline**, people of differing beliefs and backgrounds work respectfully together, to create a spirit of support and service.

### We support people in Community.

**We believe in caring for the whole person** - mind, body, spirit and relationships. We seek to instil hope and sustain living; journeying with people through the problems and possibilities in their lives, nurturing healing and growth.

**We believe in inclusive communities** - where everyone can belong and contribute. We seek to embrace diversity by kindling a spirit of fairness and openness that overcomes prejudice builds understanding and promotes wellbeing.

**We believe people can grow through crisis** - finding resources to see and respond to painful situations in new ways. We seek to hear what is hurtful to people, inform healthy choices and support them in actions that enhance their wellbeing.

### We respect everyone's right to be heard, understood and cared for.

**Therefore we:**

**Embrace diversity**, working with and for people from all beliefs, cultures and backgrounds;

**Show compassion** through respectful relationships that give competent care;

**Invite trust** through active listening that seeks understanding;

**Instill hope** by nurturing growth through the pain and possibilities in crisis;

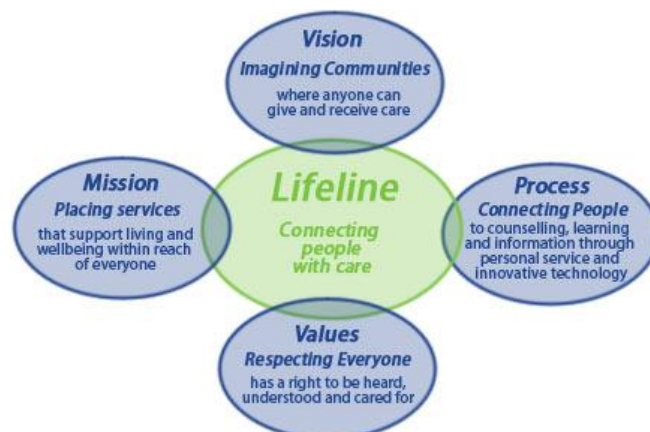
**Inform choices** that increase safety, enhance wellness and sustain living;

**Empower people** by enabling their ability to care for themselves and others;

**Build communities** that show fairness, enhance resilience and promote belonging.

### Lifeline's Key Statements

Lifeline aspires to be a leader in providing opportunities for people to benefit from and contribute to quality services in local communities across Australia. These opportunities link people with counselling, personal support, self-care resources, information about community services and training.



## **Mission Statement**

### **LIFELINE HARBOUR TO HAWKESBURY INC**

**TO BE:** A highly effective counselling and community service

**BY:** Being there – listening, hearing, and supporting

**FOR:** Our community, callers / clients, volunteers and staff

Lifeline first began as a telephone counselling service in Sydney on 16 March 1963. Lifeline Hornsby Ku-ring-gai and Community Aid Inc (in 2005 became Lifeline H2H Inc – LLH2H) commenced operating as a telephone counselling service in October 1968. Lifeline is now an international organisation, with 300 centres in 19 countries. In 2006 there were 41 accredited centres in Australia. As is the case with many Lifeline centres, LLH2H has developed and evolved to provide a range of other services to the community in addition to telephone counselling.

Lifeline was founded by the Rev. Alan Walker at the Methodist Central Mission in Sydney as an expression of Christian Ministry, providing counselling help over the telephone to people in need. Since that time Lifeline services have been established and have grown throughout Australia and in many parts of the world. Today, people who view Lifeline's work as a Christian Ministry and those who share compatible beliefs, values and qualities are part of the covenant. We affirm that people who hold the Christian faith, together with those who understand and accept the Christian background of Lifeline, are able to engage in a common service of compassion and concern for people in need.

**LIFELINE H2H INC**

is accredited by

**LIFELINE AUSTRALIA INC**

## Lifeline Harbour to Hawkesbury Provides

<b>Telephone Counselling</b>	24-hour counselling and support 13 11 14
<b>Financial Counselling</b>	Face-to-face counseling, by appointment
<b>Personal Counselling</b>	Face-to-face generalist counselling, offering caring support without judgement or religious or cultural bias in a safe and respectful environment, by appointment for couples and individuals
<b>Problem Gambling Counselling</b>	Face-to-face problem gambling counselling for individuals or family members, by appointment
<b>Community Aid</b>	Transporting, shopping, visiting for the frail, aged and disabled in consultation with co-ordinator
<b>Welfare</b>	General emergency assistance including food, electricity, water and phone bill vouchers, rent assistance
<b>Support Line</b>	Regular care calls for lonely and isolated people
<b>Suicide Bereavement Support Groups</b>	A safe and confidential environment for people to share their experience and support each other
<b>Lifeline Suicide Crisis Support Program (LSCSP)</b>	One-to one telephone support for those at risk of suicide or who have survived a suicide attempt
<b>Men's Anger Management Group</b>	8 week program for men (18 years and over) who are experiencing difficulties controlling their anger.
<b>Training</b>	Telephone Counselling Training, Certificate IV in Telephone Counselling, Suicide Awareness, Applied Suicide Intervention Skills Training, Customised Community & Workplace Training
<b>Shop</b>	<b>Op Shop</b> 9476 5876 Used clothing, bric-a-brac
<b>Office</b>	9498 8805

## Board of Directors and Salaried Staff Positions as at June 2010

### BOARD OF DIRECTORS

#### Chairperson

Malcolm McKinnon (resigned 08/09/09)  
Pam Pritchard

#### Secretary

Robyn Gaspari (resigned 25/02/09)  
Merlyne Thompson

#### Treasurer

Peter Anderson

#### Directors

Malcolm Braid  
Robyn Gaspari  
Tessa Marshall  
Malcolm McKinnon (Resigned 08/09/09)  
Peter Miller  
Belinda Tallis

#### Chief Executive Officer (Ex Officio)

David Woolley (Resigned 24/08/09)  
Wendy Carver

### ADMINISTRATION & COUNSELLING STAFF

#### Operations Manager

Joan Anderson

#### Fundraiser & Event Co-ordinator

Emma Bagley

#### Administration Assistant

Elsa Adshead (resigned 03/09/09)  
Carolyn Wong

#### Database Co-ordinator

Jim Henderson

#### Bookkeeper

Brendan Ritchie

#### Co-ordinator Face-to-Face Counselling Services

Gabrielle Waters-Mckay

#### Gambling Counsellor / RGF Co-ordinator

Jeanette Svehla

#### Financial Counselling Team Leader

Anne Holmes

#### Financial Counsellor

Raphael Byron

#### Co-ordinator Telephone Counselling Services

Kirstie D'Souza  
Sue Peacock (resigned 05/02/10)

#### Assistant Telephone Counsellor Co-ordinator

Judith Dallas

#### Supervisor Telephone Counsellors

Ceiny Maybury

#### Co-ordinator Suicide Bereavement Support Group

Ceiny Maybury

#### Co-ordinator Suicide Crisis Support Program

Kirstie D'Souza

#### Training Manager

Rosanne Petters

#### Co-ordinator Community Aid

Soniya Gune

### RETAIL DIVISION STAFF

#### Retail Manager

Madeline Roberts (resigned 30/11/09)  
Keri Davison

#### Sales Assistant

Linda Vagara

#### Coordinator Top Line

Jacqueline Bush (Resigned 08/05/10)  
Mairi Hume (Resigned 08/06/10)

#### Supervisor Warehouse

Allan Keeler

#### Driver / Offsider

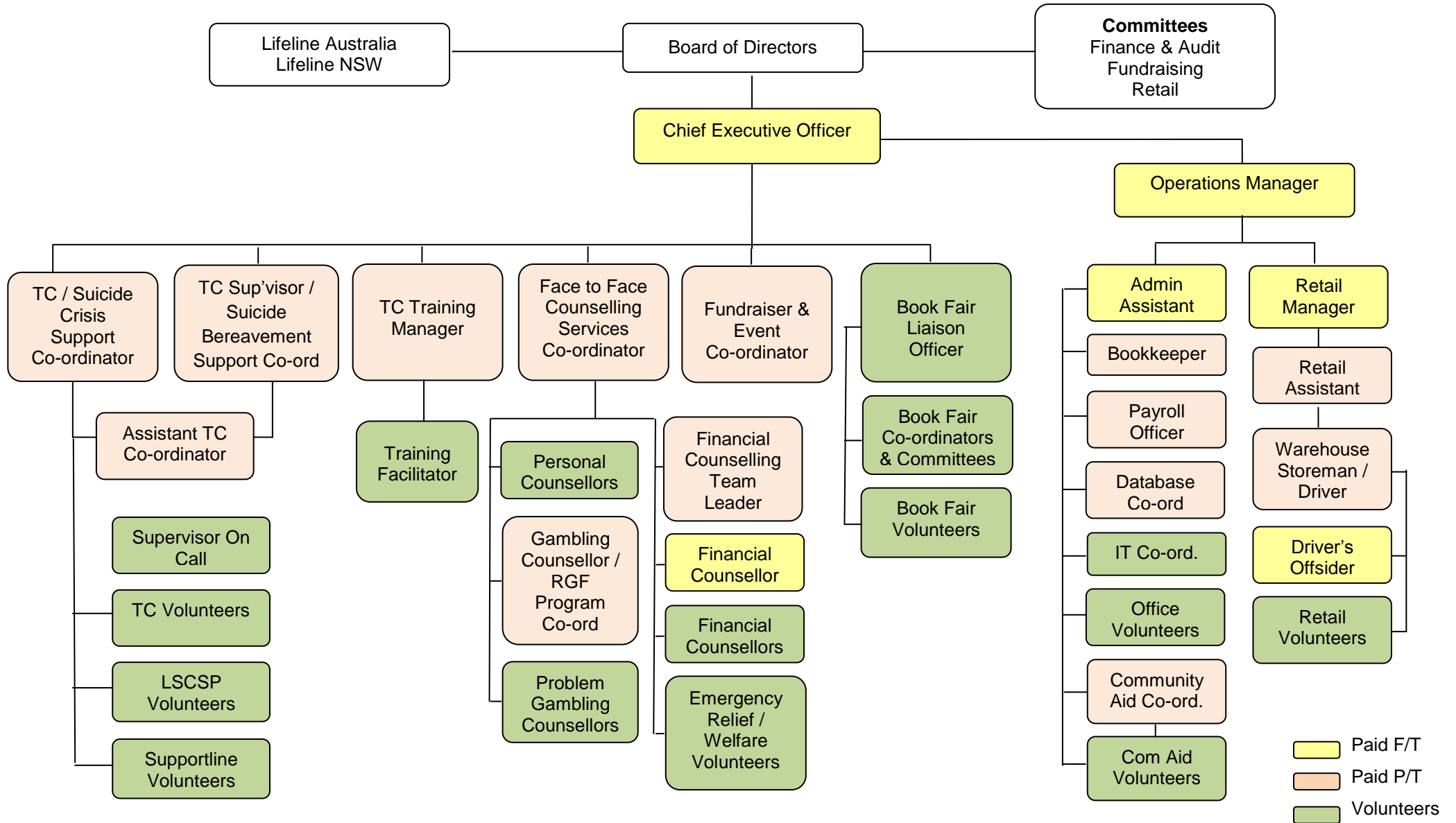
Richard Stone (resigned 29/09/09)  
Bruce Maddison

### AUDITORS

Rhodes Docherty & Co.  
Chartered Accountants



## Lifeline Harbour to Hawkesbury Organisational Chart



## Chairperson's Report

I am delighted to report a significant and very welcome improvement in the status of Lifeline H2H this year. The incredible efforts of CEO Wendy Carver and her team, both the professional staff and committed volunteers, have lifted not only the finances but also the spirits of everyone involved in the Centre and its fortunes.

The excellent financial result of turning a two year deficit into a surplus was due to an enormous fundraising effort and strict monitoring and control of expenditure. I congratulate all involved.

After a period as acting CEO for Lifeline H2H, Wendy Carver was appointed permanently to the role this year. She has displayed immense determination, skill and energy to bring the Centre back from a time of discouragement and disappointment into one of confidence and optimism. Joan Anderson has been given a new and most appropriate title of 'Operations Manager'.

The Board of Lifeline H2H has continued to provide guidance and support to the CEO and the management team. A new Governance Charter has been drawn up to clarify the processes of Board operations and to identify roles and responsibilities of Board members.

Two new members have joined the board this year. Merlyne Thompson barely had time to catch her breath before she took on the role of Secretary and Belinda (Lindy) Tallis, a lawyer, has already generously given advice on legal matters.

Our previous chairperson, Malcolm McKinnon resigned from the board. Our sincere appreciation goes to Malcolm for guiding us through difficult times.

This report could not be as positive without the efforts of our newly appointed fundraiser, Emma Bagley, our volunteer fundraisers and generous support from service clubs, individual donors and corporate organisations. The Book Fairs have again had exceptional results and the Golf Day, Ensemble Theatre and Bridge Day were all successful. Our sincere thanks go to all supporters.

I have every faith that Lifeline H2H will continue to fulfil its mission, 'to be a highly effective Lifeline counselling and community service by being there (listening, hearing, supporting) for our community, callers/clients, volunteers and staff'.

Pam Pritchard  
**Chairperson**

## Chief Executive Officer's Report

In line with the Chairperson's Report, I am also delighted to report that Lifeline H2H's previous two year pattern of financial deficits was turned around during the 2009-2010 Financial Year. The enormous effort of staff and all volunteers, involved in every aspect of raising funds, was rewarded with a significant improvement in our financial situation for the year ended 30 June 2010. My sincere gratitude goes to all concerned.

Without question it was a year of meaningful achievements. The provision of all our counseling services, both telephone and face-to-face, remained at a high and professional level. Our services continued to meet never-ending needs within the community, and these needs and our services remained our primary focus. I believe we can be extremely proud of the commitment, dedication and professional work of all our staff (paid and unpaid) and volunteers. More detailed reports covering our services are included in this Annual Report.

Our Lifeline Centre at Gordon underwent a significant refurbishment during the year. The refurbishment included:

- Internal painting of the main office, counselling rooms, Telephone Counselling room and kitchen. This was achieved with generous support and co-ordination from The Ku-ring-gai Rotary Club and their members, along with many Lifeline H2H volunteers. Paint was generously donated by Bunnings Warehouse.
- New carpet and a new kitchen fit out. This was made possible through a successful funding submission to The NSW Government Community Building Partnership.
- 12 workstations, kindly donated by Hitachi.
- New counselling room chairs, reception room chairs and furniture in the new kitchen/breakout space, generously donated by John Cootes Furniture.

Many, many people volunteered countless hours, energy and goodwill to the refurbishment achievement. Unfortunately, it is impossible to mention everyone by name; however I do wish to record our gratitude to everyone concerned. Special recognition and thanks needs to go to Michael Andrews, who project-managed the refurbishment; Malcolm Braid, who organised the donation of workstations from Hitachi; Judy Dalgamo, one of our Telephone Counsellors, who facilitated the donation of furniture from John Cootes; and Phil Dear, who voluntarily managed and carried out all the IT components of the refurbishment. The cost of the refurbishment to Lifeline H2H was absolutely minimal, yet the outcome was magnificent and raised our Centre's professional appearance, comfort for our clients, staff and volunteers and raised everyone's spirits and sense of belonging to an organisation that is professional and caring.

Ku-ring-gai Council continued to provide great support to our Lifeline Centre and a new 10 year lease on the premises at Gordon is currently being processed. Ku-ring-gai Council also continued to generously provide us with Lifeline's Book Depot at Lindfield, which enabled us to hold our highly successful Book Fair at Knox Grammar School, Wahroonga.

Our two newer annual Book Fairs at Thornleigh and Castle Hill, were only made possible through the support of Uniting Care's Bowden Brae Retirement Village at Normanhurst who provided us with a second book depot. It goes without saying that the two extraordinary teams of volunteers, who operated throughout the whole year from the two book depots, are indispensable and highly valued by our Lifeline Centre. Both groups are run by Committees

## Chief Executive Officer's Report continued

and Co-ordinators, who (along with their volunteers) worked tirelessly on Lifeline H2H's behalf, raising funds to cover the operational costs of our services. An additional volunteer role, that of Book Fair Liaison Officer, evolved as our Book Fairs grew from one to three. Bob Page fills this demanding liaison role and moves between both book depots, committee meetings and office meetings, providing further support to everyone concerned, including myself.

Lifeline H2H remained fortunate in having a strong and valued relationship with a number of Rotary Clubs in our area. I have already mentioned Ku-ring-gai Rotary, who help us every year in a variety of ways, not the least in refurbishing our premises. I would also like to mention Chatswood Rotary, who have formed a highly valued partnership with us and for a number of years we have been the Club's major beneficiary in their annual Golf/Gala dinner event. We could not have achieved our financial viability in the last year without their support. Turramurra Rotary, Wahroonga Rotary and Lane Cove Rotary also have an ongoing relationship with our Lifeline Centre and every year find different ways to support us both financially and in a hands-on capacity. To these clubs I would like to record a very warm vote of thanks. Each year, new Clubs appear to be reaching out and offering us support, which gives our Centre a strong sense of belonging within the community.

Thank you to our many other donors and supporters - to each and every individual, family, business and Club for their financial support, without which we could not have continued to operate our services. Our major sponsors and/or donors are mentioned in the Financial Reports.

While the income achieved by our retail outlets at Asquith declined, the operations still provided significant financial support for our Centre and services throughout the year. They achieved this in difficult circumstances which included:

- The retirement of Mandy Roberts, the Centre's long term, competent Retail Manager
- An overall drop in retail trading in the whole Asquith retail area
- A restructure of the Centre's retail operations (due to the need to maximize income) including closing the warehouse and Top Line
- Reduced paid staff hours, which resulted in heavier reliance on volunteers

Thanks go to our Centre's new, vibrant, professional and energetic Retail Manager, Keri Davison. Keri joined Lifeline H2H at a time of challenge and change and she and her staff and volunteers deserve our sincere gratitude for their resilience over the last twelve months. During the Financial Year, along with other staff members, I was involved with many meetings and reference groups with Lifeline Australia, Lifeline NSW and other Lifeline Centres around Australia. Virtually all of the meetings involved (in one way or another):

- exploring, brainstorming and reviewing the future direction of Lifeline's National Service and National Training program for the 24-hr telephone counselling service; hand in hand with
- the financial sustainability of Lifeline Centres and Lifeline Australia.

## Chief Executive Officer's Report continued

Lifeline H2H also underwent a rigorous accreditation review with Lifeline Australia during 2009. Throughout the year centre staff worked conscientiously toward the accreditation review which was held from 24 - 26 November 2009. Our Centre successfully achieved three years full accreditation, with all standards being fully met. This was a wonderful achievement and a special vote of thanks needs to be given to Adrienne Bennett and Merlyne Thompson, who worked tirelessly through 2009 in co-ordinating and supporting office staff in ensuring all standards were met. This included a huge amount of work in updating documentation such as a multitude of Policy & Procedure manuals, position descriptions, systems and processes, etc.

Staff changes during the year included:

- The abovementioned Retail Manager's position
- Appointment of Emma Bagley, Fundraiser and Event Co-ordinator 2 days per week from February 2010. Emma's appointment followed on from her voluntary role as Event Co-ordinator in 2009. Emma has been a welcome addition to our staff team and her contribution to increasing fundraising revenue has been greatly appreciated
- Elsa Adshead resigned from the Administration Assistant role and we welcomed Carolyn Wong into the position. Carolyn had previously been employed by our Centre in the same role and it has been delightful to have her return
- A long standing staff member, Sue Peacock, moved on from Lifeline H2H, to take up employment with Relationships Australia. While Sue remains a volunteer at Lifeline H2H, her presence and expertise in the office has been greatly missed
- Judith Dallas was employed as Assistant Telephone Counsellor Co-ordinator. Judith has also had a long term relationship with Lifeline H2H and it was a great pleasure to have her join our staff team
- The position for one Intern Psychologist grew to a role of three (part time) Intern Psychologists. We therefore welcomed Cheri Southerton and Simone Isemann onto the team with Jeanette Svehla. All three interns have been of enormous value to office staff and counselling teams
- Richard Stone, LLH2H's retail division Driver/Offsider, resigned and Bruce Maddison was welcomed onto the retail team at Asquith
- Both part time Top Line Retail Co-ordinators, Jacqueline Bush and Mairi Hume, positions were made redundant during the year due to the restructure of the retail division

My sincere thanks to the Board for their support through challenging times. An enormous thank you to our volunteers, staff and management for their commitment, dedication and tireless work without which there would be no achievements, no services, no retail, no Book Fairs and no fundraising! A special thank you to the Centre's Operations Manager, Joan Anderson, for her support, assistance and tireless commitment to work.

Wendy Carver  
**Chief Executive Officer**

# Counselling Services Report

## Telephone Counselling

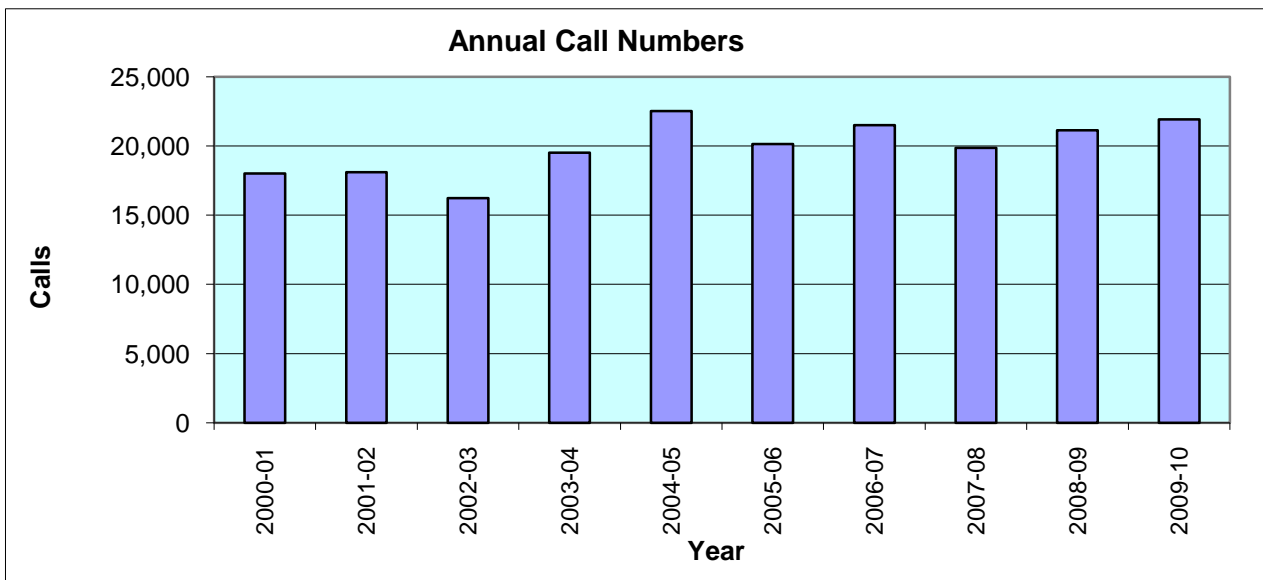
Our Telephone Counsellors (TCs) have continued to provide a 24 hour service of consistently high quality during a year of many changes. They have coped with great equanimity with changes to the way they work on the phones as well as changes to the organisation. A total of 206 TCs on our phones at some time during the financial year and we are grateful to each one of them for their care of Lifeline callers. Between them, they answered a total of 21,905 calls during the year.

TCs could not do their shifts without back-up and support from our Supervisors On Call (SOCs). We are very fortunate to have such dedicated and highly-skilled supervisors and we thank each of them for the time they have devoted to Lifeline in the past year.

The telephone counselling service said goodbye to one of its longstanding Coordinators, Sue Peacock, during the year. Sue's warmth, good organisation, sense of humour and passionate belief in the Lifeline telephone counselling service have been vital in creating strong TC and SOC bodies at Lifeline H2H. We wish her well in her new role in family dispute resolution. Fortunately Judith Dallas, a long-time TC and SOC, has stepped in very ably to take on some of Sue's hours.

There are more changes ahead for the service in the coming year but, as always, we are confident that our TCs and SOC's will handle everything that is thrown at them.

### Telephone Counsellor Statistics 2009-2010



## Telephone Counselling Supervision

It is heartening to see that our Telephone Counsellors are now embracing the supervision process. One formal and one informal supervision session, as well as three group supervision sessions are needed by each counsellor, as part of their annual re-accreditation process.

With the introduction of the new Telephone Counselling Training Program, more demand is being placed on supervision requirements. It is therefore fortuitous that Judith Dallas has been appointed to the role of Telephone Counsellor Supervisor for a period of eight hours per week. We have also trained two TC volunteers and Kirstie D'Souza our TC Coordinator, as assessors.

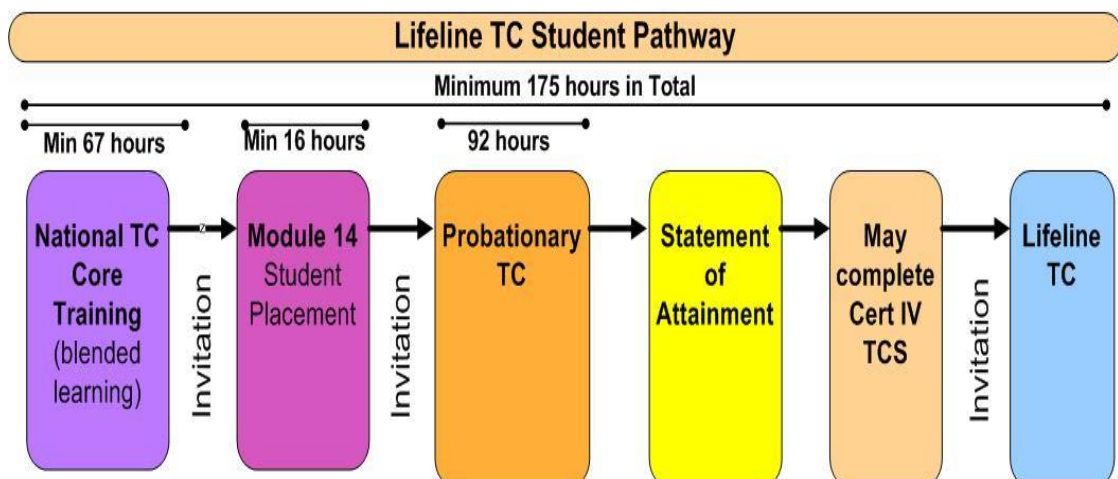
## Telephone Counselling Training

Rosanne Petters has continued to fulfill the role of Training Manager during the last Financial Year. Rosanne ran two courses during this period, supported by a very committed and skilled team of Training Facilitators, all of whom are devoted and enthusiastic in their roles. Over the past financial year Rosanne has also trained six new facilitators to support the training team.

February 2010 marked the beginning of a Lifeline National Training Program. For the first time since Lifeline began, every centre in Australia will be delivering the same program incorporating a Lifeline Practice Model. Having a Practice Model which all Telephone Counsellors are trained in, helps provide focused, consistent and quality short term crisis support to the callers on the 13 11 14 service.

The Lifeline National Telephone Counselling Training Course covers 13 Modules of Face to Face Training including a 2-day ASIST (Applied Suicide Intervention Skills Training) workshop and a 1-day Domestic Violence and Sexual Assault workshop. Upon successful completion of the Face to Face Modules, students are invited to undergo student placement. This consists of a minimum of four supervised counselling shifts. Successful completion of student placement will lead to an invitation to become a Probationary Telephone Counsellor. There are a number of requirements that probationary telephone counsellors are required to meet before becoming fully accredited volunteer Telephone Counsellors.

The training corresponds to Certificate IV in Telephone Counselling and fully accredited students will receive a statement of attainment in four of the Cert IV competencies. See Lifeline Student Pathway below.



## Telephone Counselling Training continued

A Bridging Course, for existing Telephone Counsellors, has been developed to enable experienced Telephone Counsellors to become familiar with the Practice Model and therefore provide consistency across all calls and counsellors.

All Lifeline H2H Telephone Counsellors continue with the requirements to meet accreditation standards on an annual basis. Re-accreditation includes 92 hours of counselling, counsellor development sessions, re-skilling sessions and supervision. The Counsellor Development Program is developed and co-ordinated by Ceiny Maybury, TC Supervisor and Counsellor Development Co-ordinator.

## Personal Counselling

This service experienced marked fluctuations from month to month in the number of people seeking appointments and counselling. Cold and rainy months tended to have low intake, with clients also cancelling their appointments. However, other months saw our counsellors working at full capacity and doubling their load.

A decision was made at the beginning of 2010 to increase the counselling fee from \$20 to \$25 in accordance with other non for profit organisation counselling services. The counselling fee still remains on a sliding scale from \$0 to \$25, so all members of the community can access this service.

We are sincerely grateful and appreciative of our professional multidisciplinary team of Counselling Psychologists, Psychotherapists, Social Workers and Counsellors who are all professionally qualified and members of APS, CAPA and ASSW. We have both male and female counsellors available. As at June 30, we had 17 counsellors on the team, two being on leave. Three of these counsellors are intern psychologists. Jeannette Svehla is the RGF Gambling Counsellor, Cherri Southerton is a facilitator for the Men's Anger Management and Suicide Bereavement Group. Simone Isemann will be facilitating the Partners in Depression Group (commencing in August 2010) and running support groups for the Training Facilitators.

Our services cover:

- Depression/Anxiety
- Eating Disorders
- Panic & Loss
- Obsessive Compulsive Disorder
- General issues
- Suicide bereavement support group
- Relationships
- Grief & Loss
- Post Traumatic Stress
- Sleep problems
- Adjustment/change

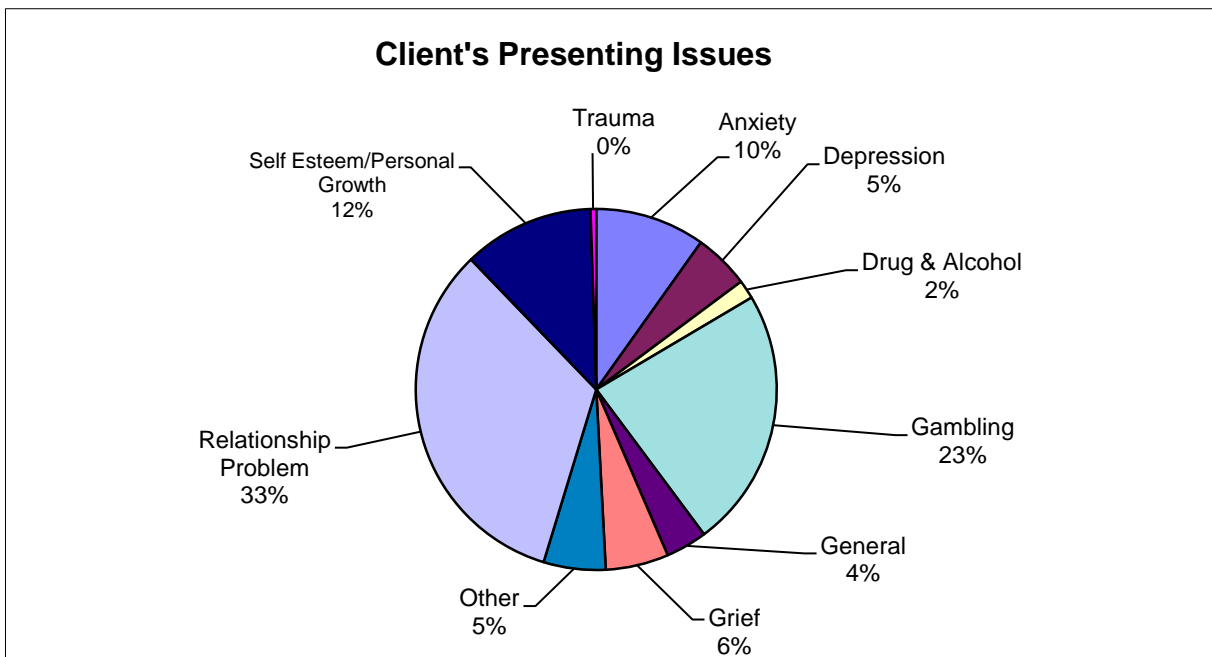
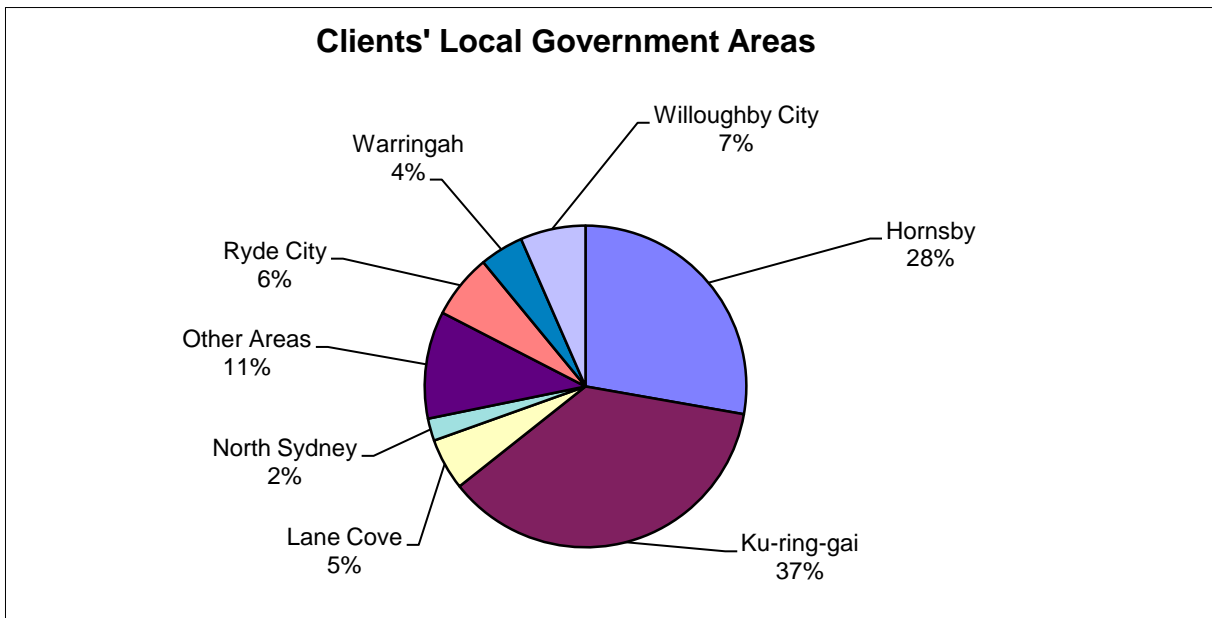
For the 12 month period to June 30 2010, a total of 171 clients attended 1,113 counselling sessions consistent with June 2009 statistics. The service continues to be generalist in nature and responds to issues such as listed above, with the major presentation being relationship issues.



**Personal Counselling continued**

**Personal Counselling Statistics 2009-2010**

Service	2005-06	2006-07	2007-08	2008-09	2009-2010
New Clients	134	121	93	121	91
Number of Clients	197	181	142	182	171
Face-to-face Sessions	984	983	895	1,102	1,113
Face-to-face hours	1,056	1,055	960	1,249	1,215
Additional Support hours	270	228	231	285	299
Total Clients' hours	1,326	1,283	1,191	1,534	1,514



## **Problem Gambling Counselling**

Problem Gambling counselling is a Responsible Gambling Fund (RGF) funded service. This service provides both problem gambling, personal and financial counselling. As at 30 June 2010, we have nine financial counselling team members and five personal counselling team members available to provide counselling to problem gamblers. All counsellors are accredited with CAPA, APS or FCAN. The RGF funded Personal Counsellor has completed the minimum qualifications requirements for all RGF Problem Gambling Counsellors.

The service has fluctuations from month to month in the number of people seeking counselling. Also, a number of clients who seek counselling and who identify problem gambling as an issue at intake, do not turn up for their first appointment. Clients who identify problem gambling at intake are given priority and are not placed on a waiting list (if one exists at the time). Appointments are generally available within one week of the intake call.

For the 12 month period to 30 June 2010, a total of 39 clients attended the service for 285.01 counselling hours. An additional 75.99 support hours were recorded. The number of missed appointments recorded was 13; cancelled appointments recorded were 32.

Our sincere thanks go to all staff and volunteers involved in this service.

## **Financial Counselling**

Demand for financial counselling remained constant throughout the year. Hours spent with clients and ongoing support increased significantly. Cases generally have increased in complexity over the past few years. Many of our clients have mortgage issues and are often long term unemployed. A total of 287 clients attended 938 sessions, with Financial Counsellors providing 2150.08 hours of service on behalf of their clients. This is a significant increase over the past year and was mostly as a result of funding received for a full time counsellor from the Office of Fair Trading (OFT). Raf Byron has taken four of the five OFT days and one day of ongoing funding from the Responsible Gambling Fund (RGF). Anne Holmes has taken the fifth OFT funded day as Team Leader. This year again we had professional development conducted in-house by Betty Weule. Her knowledge and wisdom are of enormous value to both old and new counsellors. We have also welcomed financial counsellors from nearby agencies to our bi-monthly speakers who offer us an insight into their areas of speciality.

During the year Jane Drexler passed her accreditation exam with FCAN and Hugh Seccombe trained as a supervisor. Sandy Logie and Ric Bouvier completed their training as financial counsellors and will join the Team as our tenth and eleventh counsellors in August. We anticipate that in the future, we will be able to increase our client base and offer more talks and seminars within the community. This year we conducted five seminars within the community.

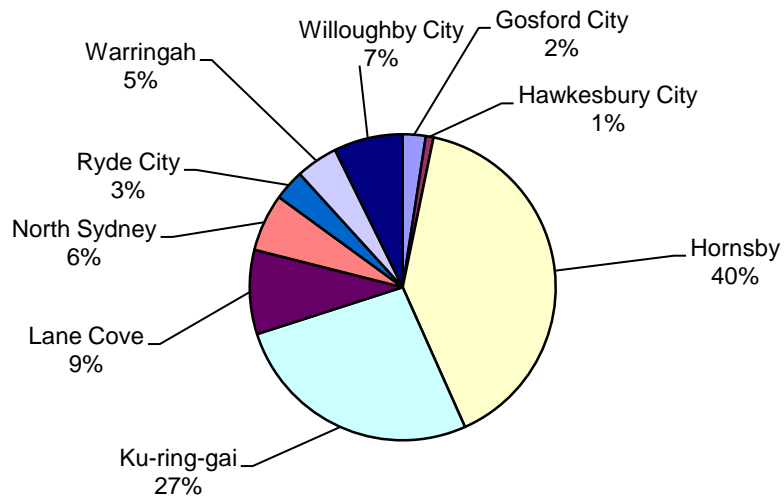
Raf became seriously ill in May and was hospitalised. As Raf was Lifeline H2H's sole full time funded Financial Counsellor, the service determined that it was best to close our books to new clients for a short period of time. Our thanks go to all financial counsellors who cheerfully took up the enormous workload as a result of Raf's absence and ensured that all existing clients continued to be looked after. Our thanks also go to Gabrielle Waters-McKay and Cherri Southton for their wonderful support during this difficult period. We were pleased to welcome Raf back in mid June and wish him well in his ongoing treatment.

## Financial Counselling continued

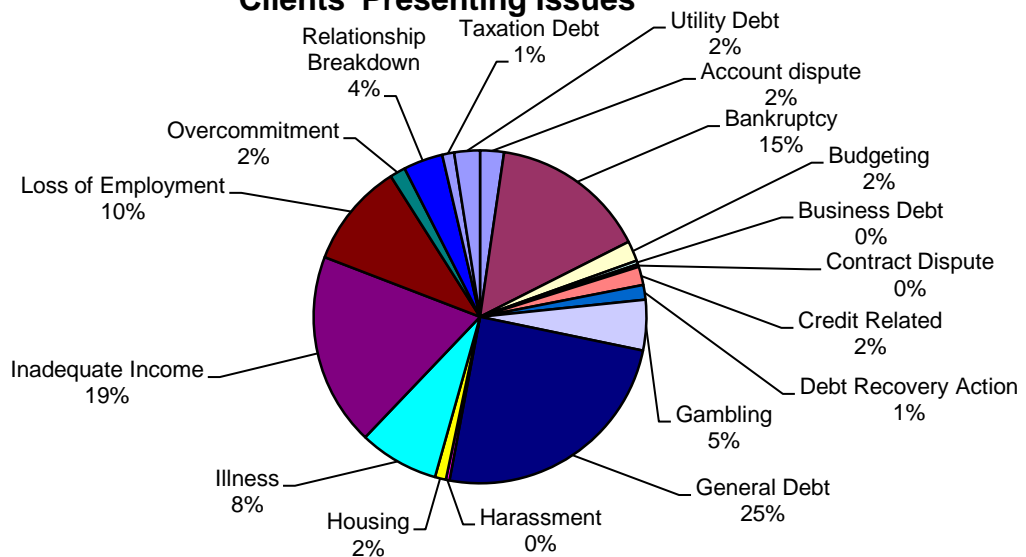
### Financial Counselling Statistics 2009-2010

Service	2005-06	2006-07	2007-08	2008-09	2009-10
New clients	143	130	161	139	190
Number of Clients	197	200	209	227	287
Face-to-face sessions	338	390	458	593	938
Face-to-face hours	442	509	588	687	1,144
Additional support hours	386	228	447	467	1,005
Total clients' hours	828	737	1035	1,154	2,149

#### Clients' Local Government Areas



#### Clients' Presenting Issues



## Emergency Relief

During the year ending 30 June 2010, a total of 258 clients/families attended 532 appointments. The total value of assistance including vouchers and payments was \$86,600, An increase of \$11,000.00 on the 08/09 financial year.

The Emergency Relief service runs in accordance with the Guiding Principles of the Australian Government Department of Families, Community Services and Indigenous Affairs, which provides funds for assisting people who are in financial crisis. The funds are supplemented with vouchers provided by the NSW Government to assist with electricity, gas, and water accounts; and vouchers provided by Telstra to allow people to have continual access to telephone and internet services.

The aim of Lifeline H2H's Emergency Relief Fund (ERF) is to assist members of the local community who come to us from a wide range of circumstances. Some are pensioners who have unexpected financial costs due to illness, others may be people with refugee status who are not eligible for government benefits and have not yet managed to find employment. Others are people whose businesses have folded, who have huge debts and great difficulty managing to make ends meet for their family.

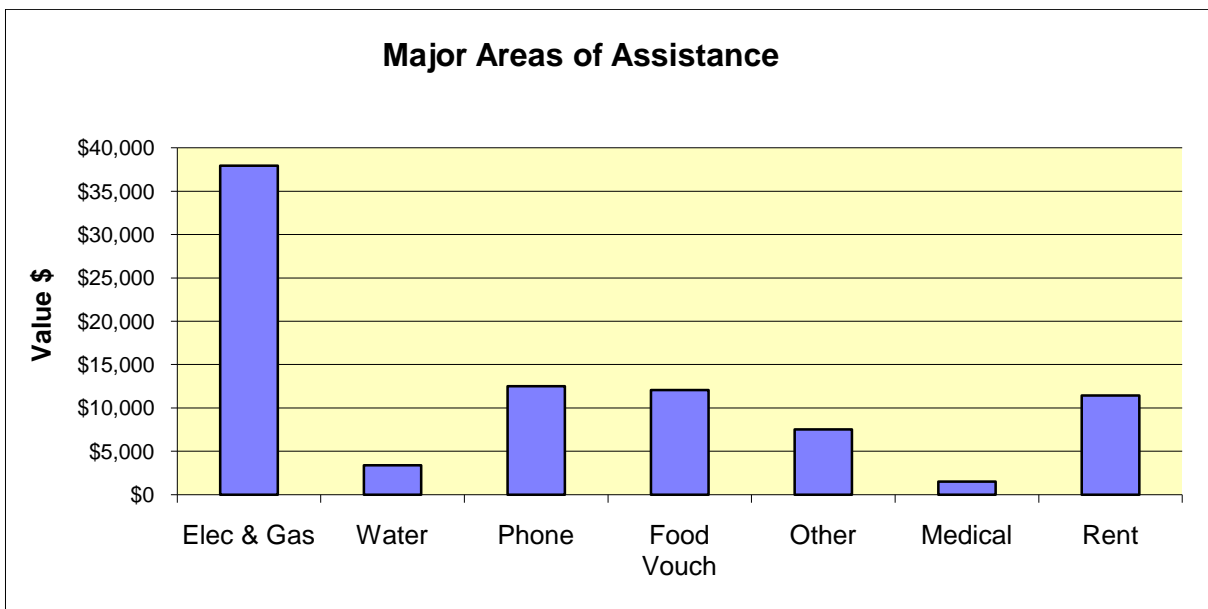
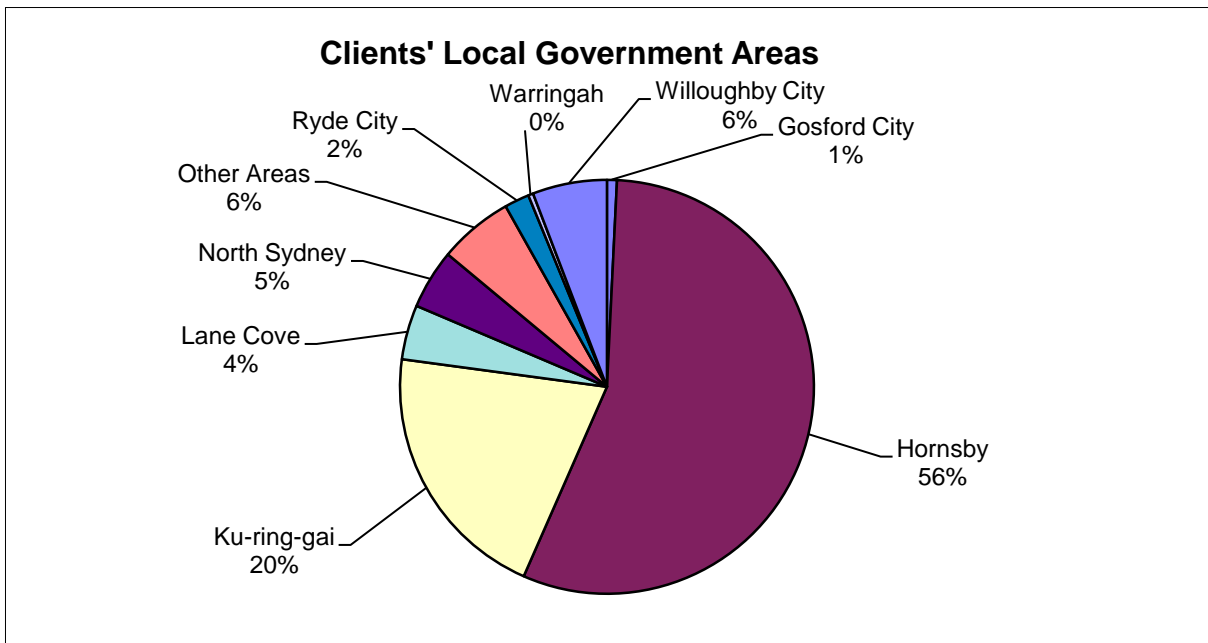
This year our Welfare cupboard has often been empty. Fortunately we receive regular donations of food from the Gordon Uniting church, the Leisure and Learning Group at Gordon Uniting Church, St John's Anglican Church, North Shore Temple Emmanuel, Ravenswood School for Girls and Pymble Girl Guides. This service would be limited without their support and ongoing donations, both of which are valued and very much appreciated.

Appointments for emergency relief assessments and assistance were primarily carried out by our extremely committed volunteers, Peter Bates, Maggy Franklin and Sue Lewis (who is undertaking Welfare studies at Brookvale TAFE). We are also fortunate to have John Buchanan and his dedicated team, who for many years have facilitated the sorting and collection of goods and gifts, There were 159 Christmas Hampers that were packaged and distributed individuals and families residing on the North Shore. We are extremely grateful to all our volunteers who have worked tirelessly on the emergency relief programs throughout the last financial year.

### ***Emergency Relief Statistics***

	<b>2005-06</b>	<b>2006-07</b>	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>
Number of Appointments	519	601	533	505	532
Number of clients served	258	274	253	242	258
Number of new clients	133	110	91	89	103
Total Value of Assistance	\$53,017	\$63,463	\$69,268	\$75,667	\$86,600

## Emergency Relief continued



## **Suicide Bereavement Support Group (SBSG)**

Our Centre is currently running monthly SBSG's. Our groups provide a safe and confidential space where those bereaved by suicide can share their grief and support each other. We provide information and promote discussion on some of the more complex aspects of grief following the suicide of a loved one. We also explore the various coping mechanisms that group members find helpful.

The need for an Open Group was identified when group members finished their eight sessions in the Closed Group and were looking for continued ongoing support. It has proved to be a successful change and numbers are steadily growing. Amongst our groups it has been rewarding to see members forming friendships which continue outside the group, offering ongoing support. It is also encouraging to see how current members embrace new members, who might feel quite tentative in their initial group experience.

The group is facilitated by Tessa Marshall and Ceiny Maybury who are both clinically accredited counsellors. Tessa and Ceiny are capably assisted by Cherri Southerton our Intern Psychologist.

## **Men's Anger Management Program**

A Men's Anger Management Program (MAMP) was started at the centre on 23 June. Eleven men attended this inaugural group. MAMP is an eight week program that educates men on both what anger is and strategies in which to gain control over it. The course costs \$200.00. Seven participants were full fee paying, three participants (all unemployed) paid a partial fee and the final member who was on probation and unemployed attended the program free of charge. The feedback from participants was very positive with many recounting stories of how they have used their new knowledge and strategies to gain control over their anger since the start of the program. Plans are well underway to run a second program in 2010.

Our sincere thanks go to Tim Harvey from Northern Beaches Lifeline who facilitated the Men's Anger Management Group meetings. Cherri Southerton, who is an Intern Psychologist at our centre, was co-facilitator and coordinator the group.

## **Counselling Services Staff Team**

The Counselling Services Staff consists of an amazing group of dedicated Co-ordinators and Counsellors; Kirstie D'Souza, Ceiny Maybury, Judith Dallas, Rosanne Petters, Gabrielle Waters-Mckay, Anne Holmes, Raphael Byron, Jeanette Svehla, Cherri Southerton and Simone Isseman. They are all to be commended for their commitment to Lifeline H2H, our services, callers, clients and volunteer teams. The support that they provide to management is deeply appreciated.

## **Operations**

### **Finance & Payroll**

Maintaining the Lifeline H2H “mean and lean” approach creates an ongoing budget vigil. As you can see from both the CEO’s & Treasurer’s report, the financial turnaround this year has been one of great achievement.

Accountability to various funding bodies is an exacting process. The complexities of each audited financial acquittal relies on accurate accounting and up-to-date systems to support these demands.

The payroll position requires up-to-date knowledge of the various awards under which our staff are employed. Salary Sacrificing is available to our paid staff members.

During the year we commenced updating our job description format. Adrienne Bennett has been very generous with her input to this process and her expert professional support is always appreciated.

The Operations Manager is most appreciative of the support of volunteer Human Resource managers when required.

### **OH&S and Risk Management**

We are fortunate to have the volunteer services of Chris Beard, an OH&S Manager, who has been very generous with his time in addressing staff and fundraising committees on OH&S matters. Chris also conducted inspections at Gordon, Lindfield book depot, Normanhurst book depot and our shop and storage area. Chris’s professional and constructive approach along with his ongoing support, has provided us with structure to address any OH&S issues which may arise.

Risk Management is an important and ongoing process. Risk concerns from staff and risks identified in various accreditation processes Lifeline H2H undertake have formed the Lifeline H2H Risk Management matrix. This work is capably undertaken by MerlyneThompson who generously donates one day per week of her time in our office.

### **Administrative Assistant**

Lifeline H2H welcomed Carolyn Wong back to her former Administration Assistant position after Elsa left us in September 2009.

Being at the coal face of Lifeline H2H, day in day out, requires special interpersonal skills and a positive approach with the ability to juggle many demands. No matter what busyness is behind the scenes, Carolyn’s approach creates a safe place where clients feel at ease. The Administrative Assistant position also requires a high level of administrative and computer skills which support all the office staff and in particular, the Operations Manager.

## **Insurance**

All insurances related to the properties we occupy plus public liability, professional indemnity, director's and officers insurances and workers compensation are monitored regularly. Individual insurance assessment for each fundraising event is required.

## **IT**

2009/2010 was a period of consolidation and strengthening of Lifeline H2H's IT infrastructure. Such activities included bringing web-site administration in-house, conducting a comprehensive IT review of data and telephone services, and development of the first ever IT Security Standards and Procedure document. The February-March office refurbishment was also a significant IT event with all office computers and servers being disconnected, packed away and subsequently reconnected three times. On the first occasion, this also included the staged relocation of the LLA Crisis Centre computers so that 13 11 14 – 24/7 operations could continue uninterrupted. 2009/2010 was also a period where increasing staff numbers made even greater use of available computing resources. Some of the resultant growing pains will be eased with the acquisition of a purpose-built server, an early sign that Lifeline H2H is coming of age from an IT perspective.

## **Database**

A suite of Database Management Systems is used by the Centre to maintain records related to all personnel, and to manage the various counselling services operating from the Centre. These then provide the basis for statistical analyses which are required from time-to-time for each of the services for both reporting purposes and fund-raising applications. Access to the databases is available across the office computer network permitting all staff to generate pre-determined reports or check client details as needed. Further database systems are also used to store data related to community groups to assist with contacts related to fund-raising. The Centre's Asset Register has been set up as a database, recording details of plant and equipment held in the Centre.

## **Support and thanks**

Lifeline H2H continues to provide an ever-increasing range of support service to those in need. This would not be possible without the leadership and enthusiasm of our CEO Wendy Carver and the ongoing support of our administrative services team who play their part, directly or indirectly in supporting our Centre's operations.

Joan Anderson  
**Operations Manager**



## Community Aid

Lifeline H2H Community Aid service is funded by the Commonwealth and State Governments as a Home and Community Care project, to provide social support to frail aged and young people with disabilities and also their carers. The aim of this service is to help clients maintain their independence in their own homes and enhance the quality of their lives by providing transport for medical appointments, shopping and other essential needs, and friendly visiting to avoid social isolation.

Department of Ageing, Disabilities & Home Care (DADHC) has had a name change. The new title under the newly established Department of Human Services is now the Ageing Disability & Home Care (ADHC). The change will not affect any existing agreements between the agencies.

Quarterly reporting for ADHC through Home and Community Care Minimum Data Set (HACC MDS) was processed successfully and consistent with the guidelines provided by HACC.

Community Aid has registered with Crimtrac – a federal statutory company that conducts national criminal record checks on behalf of government and larger private organisations. This makes the process of recruiting volunteers quicker, as it is an online based system that provides results within 24 hours.

Many of our existing volunteers have moved on. Sincere thanks go to Alison Grealish, Coordinator of Ku-ring-gai /Hornsby Volunteer Service for her help in recruiting new suitable volunteers.

Community Aid is regularly in touch with the delegated Regional Officer for our service from ADHC (DADHC) for feedback on our service and for the opportunity to ask questions regarding the funding agreement, HACC standards and any issues encountered in the day-to-day running of the service.

Relevant HACC training sessions, regional and sub-regional meetings held by Northside Community Forum Inc are regularly attended. These forums provide a platform for networking, information sharing with waiting lists, client statistics, and project developments. These meetings also important to enable understanding of the Hornsby Ku-ring-gai sub regional profile and its changing nature and developments. Quarterly meetings with Volunteer Recruitment Referral and Training Services (VRRTS) are also attended. These meetings are also beneficial for networking and information sharing.

Regular volunteers' morning teas provide interaction and feedback for any necessary changes, improvements and efficiency of the service. Our fabulous guest speakers this year were Maris Tonkin, Manager Aged Care Assessment Team and Community Rehabilitation Team at Hornsby Hospital, and Raf Byron, financial counsellor at Lifeline H2H.

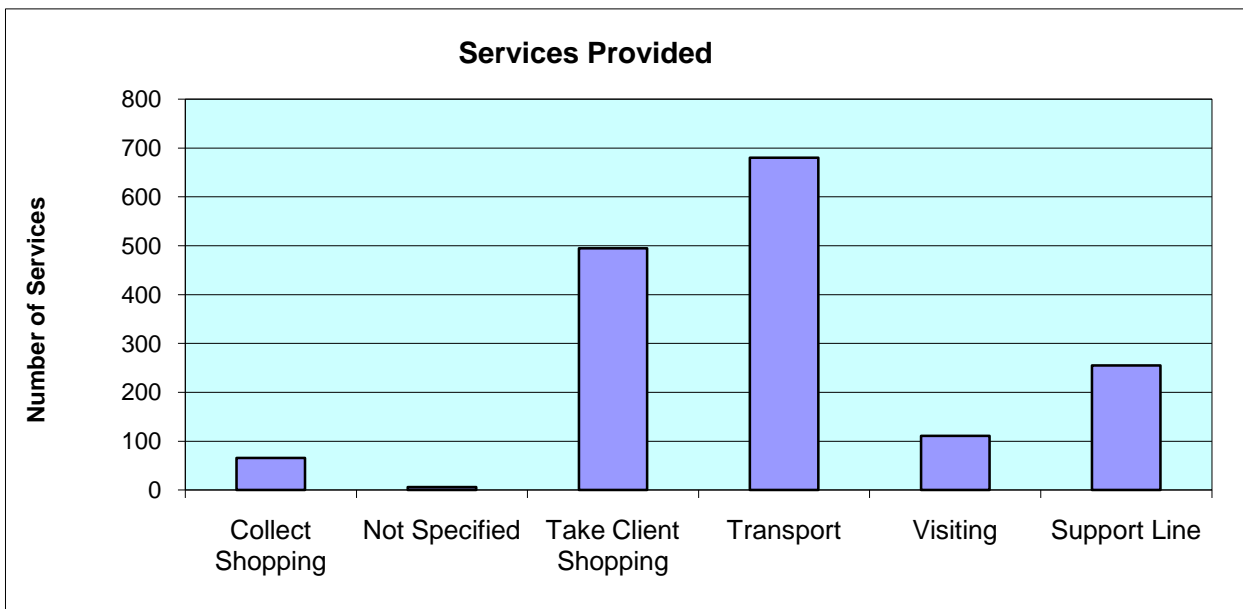
Our volunteers also enjoyed the annual volunteer celebration lunch at Galston Community Centre organised in appreciation by the Ku-ring-gai/Hornsby Volunteer Coordinators Forum for all the HACC volunteers in the area.

**Community Aid continued**

The service operates with the ongoing dedication of our volunteers who work professionally, with unparalleled enthusiasm, compassion and most of all patience. We would like to thank each one of them and acknowledge their efforts and generosity.

**Community Aid Statistics 2009-2010**

	2005-06	2006-07	2007-08	2008-09	2009-10
Number of new clients referred	61	57	106	101	85
Number of clients served	107	89	153	142	134
Number of trips	1,544	1,139	1,968	2,250	2,221
Job time (hours)	1,667	1,467	3,596	3,988	3,667
Unsatisfied requests for assistance	33	13	14	7	4



Soniya Gune  
**Coordinator Community Aid**

## Retail Division

It is my pleasure to be writing my first Annual Report for Lifeline H2H's retail division.

Starting a new position nearly always involves changes and challenges and the last Financial Year at Lifeline H2H's shops certainly involved both of these issues. The Centre's long term Retail Manager, Mandy Roberts, retired on 30 September 2009, which resulted in my new role commencing at a time when all retail businesses in the Asquith area were seeing a downturn in trade. I also had new ideas to bring to the position, as well as an upgrade being requested by Management.

Due to an overall downturn in all Lifeline H2H's shops, Management made a decision to restructure the businesses. This resulted in Lifeline H2H's 'Topline' and the main warehouse being closed and a restructuring of the Op Shop. To enable better processing of goods with improved quality control of stock. The warehouse moved to facilities on the lower ground floor at the rear of the Op Shop.

The book shop was, once again, a great source of revenue. This section of the Op Shop is manned by volunteers and staff alike.

Following three months of research and implementation of a new layout for the Op Shop's fashion categories (men, women and children) takings improved and began to meet budget. Changes are however still being implemented and will continue to be over the next few months to maintain not only budget, but to increase sales.

A new wave of volunteers have been recruited and whilst small in numbers, are certainly large on planning and forethought. I wish to personally thank all our volunteers for their time and effort, it is sincerely appreciated. Thank you also to the staff who warmly welcomed me in starting my new role as Retail Manager.

New security measures applied to the clothing bins in the community have resulted in a significant increase in quality goods arriving at the warehouse. Shop security is also being addressed.

Our annual toy sale will take place in November and will be held at the rear driveway of 375 Pacific Highway.

While Lifeline H2H's retail business has more challenges ahead, we are optimistic that the retail business will (when the time is right) expand to include more clothing bins and more outlets.

Keri Davison  
**Retail Manager**

## Treasurer's Report

Lifeline H2H's operating result for the year ended 30 June 2010 was a surplus of \$43,291, a marvelous turnaround from losses of \$67,903 in 2008/09 and \$120,005 in 2007/08.

Continued losses were not sustainable, and at the start of the financial year the Lifeline H2H Board and senior management spent a great deal of time and effort in re-structuring the Centre and arriving at a budget that delivered a break-even result.

After a year of concentrated effort, including overcoming some setbacks along the way, enough momentum was gained to not only achieve budget but end the year with a handsome surplus.

The main factors behind the final result were:

- A grant from the NSW Department of Fair Trading for \$93,322 for financial counselling.
- A grant of \$29,756 from the NSW Community Partnership covering the refurbishment of TC/office kitchen.
- A grant of \$7,200 from the Coopers Brewery Foundation for personal counselling supervision.
- Receipt of \$15,000 from the Chatswood Monkey Bar in terms of their licence agreement. Monkey Bar had been placed in receivership in July 2008, and given the uncertainty surrounding its future, this amount had not been included in the budget.
- An additional \$100,000 from fundraising compared to the previous year. This included continued excellent results from the Wahroonga Book Fair, a new and successful book fair at Castle Hill, three book clearance sales, a successful golf day and dinner in conjunction with Chatswood Rotary, and two theatre nights.
- Continued support from Rotaries and other service clubs.

Unfortunately income from our shops at Asquith declined sharply during the second half of the year. Some tough decisions had to be made which led to a major restructuring of our retail operations resulting in a combined op shop including one sorting/warehouse area. We look forward to a more cost efficient business in the coming year.

During the year successful discussions were held with Ku-ring-gai Council regarding the ongoing tenancies of the Gordon centre and the former Lindfield Scout Hall (book hall). These matters are still proceeding but all indications are that new leases will be signed during the coming year.

As well as financial gains, other generous donations of time, labour, office fittings and furniture have resulted in a transformation of the office, the TC room and kitchen areas.

The balance sheet shows that accumulated funds have arrested their decline and increased from \$68,467 to \$111,758. This is a gratifying result which reflects great credit on all concerned. Re-establishing financial stability remains Lifeline H2H's main strategic objective. Further challenges lie ahead but all efforts remain focused on building further on the strong positive result achieved during the last financial year.

Peter Anderson  
**Treasurer**

## Statement of Financial Position

### BALANCE SHEET AS AT 30 JUNE 2010

	2010	2009
<b>Current Assets</b>		
Cash and Deposits	173,791	139,199
Accounts Receivable	3,183	22,197
Less: Provision for Doubtful Debts	<u>(0)</u>	<u>(259)</u>
Sundry Receivables	16,049	17,206
Prepayments	12,517	11,226
<b>Total Current Assets</b>	<u>205,540</u>	<u>189,569</u>
<b>Non Current Assets</b>		
Motor Vehicles	40,640	40,640
Furniture & Fixtures	56,996	24,373
Office Equipment	61,638	60,490
Confidential Helpline Call Centre	75,697	75,697
	<u>234,971</u>	<u>201,200</u>
Less Provision for Depreciation	<u>(179,092)</u>	<u>(159,354)</u>
	55,879	41,846
<b>Total Non Current Assets</b>	<u>55,879</u>	<u>41,846</u>
<b>Total Assets</b>	<u>261,419</u>	<u>231,415</u>
<b>Current Liabilities</b>		
Trade Creditors	3,254	0
Sundry Creditors	26,919	26,875
Accruals	8,095	6,000
Provision for Long Service Leave	44,733	52,385
Provision for Annual Leave	66,430	77,688
Income Received in Advance	230	0
<b>Total Current Liabilities</b>	<u>149,661</u>	<u>162,948</u>
<b>Net Assets</b>	<u>111,758</u>	<u>68,467</u>
<b>Accumulated Funds</b>		
Balance brought forward 1 July 2009	68,467	136,370
Surplus/(Deficit) arising during year	43,291	(67,903)
<b>Total Accumulated Funds</b>	<u>111,758</u>	<u>68,467</u>

# Statement of Financial Performance

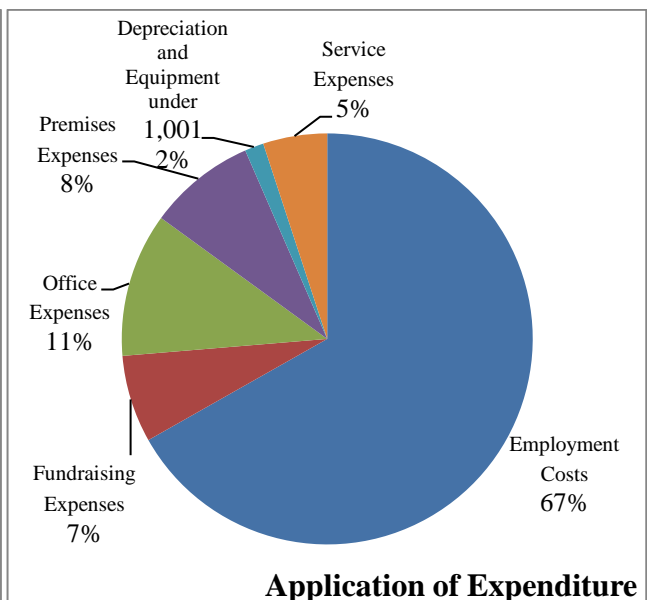
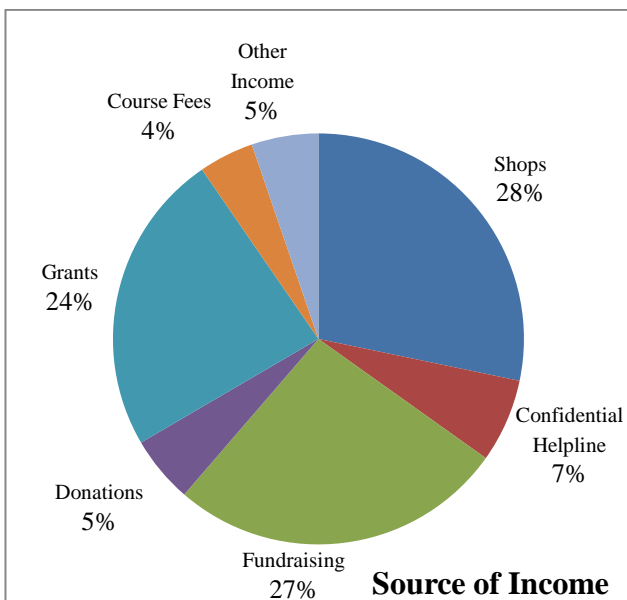
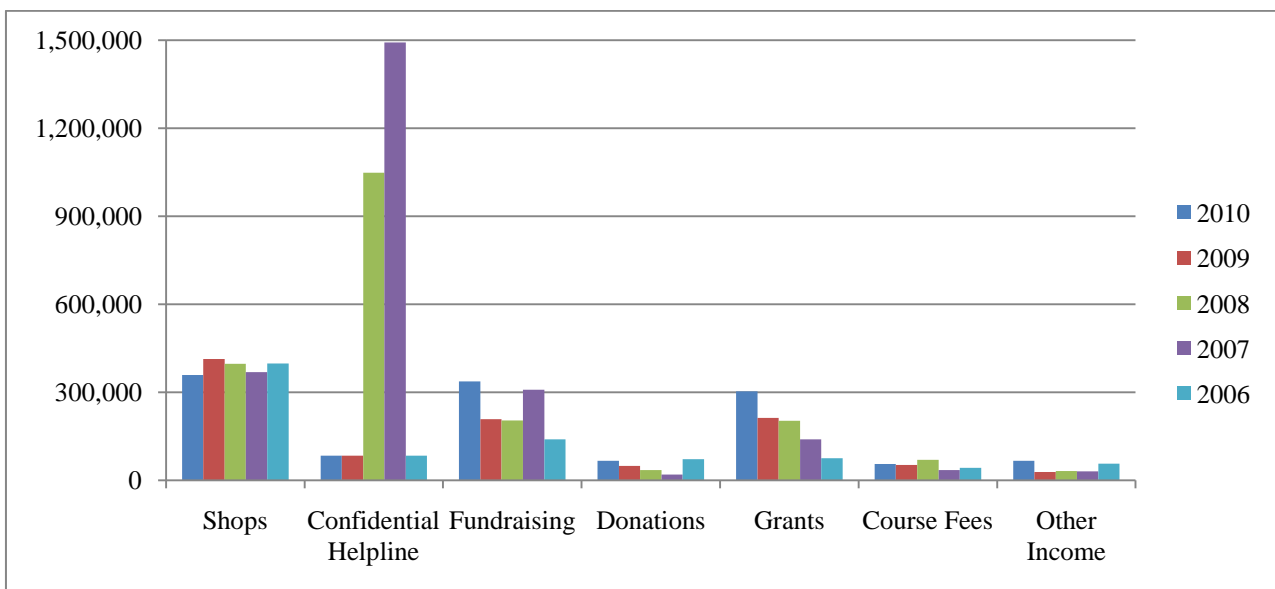
FOR YEAR ENDED 30 JUNE 2010

	2010	2009
<b>LIFELINE SHOPS</b>		
Sales Revenue	359,217	413,723
Cost of Sales	<u>300,640</u>	<u>296,829</u>
Shops' Contributions	58,577	116,894
<b>SERVICES</b>		
<b>INCOME</b>		
Govt, Council & Other Grants	302,753	212,245
Donations	30,658	48,480
Course Fees	55,073	52,391
Fundraising	366,438	208,743
Other Income	66,773	69,642
Confidential Helpline	<u>83,600</u>	<u>83,600</u>
Total Service Income	<u>905,295</u>	<u>675,101</u>
<b>Amount available to provide our services</b>	963,872	791,995
<b>EXPENSES</b>		
Employment Costs	614,879	580,417
Fundraising Expenses	63,279	42,889
Doubtful Debts	(259)	(77,454)
Office Expenses	104,285	103,338
Bad Debts	455	72,149
Premises Expenses	77,798	67,234
Depreciation and Equipment under \$1,001	13,738	8,148
Service Expenses	<u>46,406</u>	<u>63,177</u>
Total Expenses	<u>920,581</u>	<u>859,898</u>
<b>Surplus/(Deficit)</b>	43,291	(67,903)
Retained Profits at beginning of financial year	68,467	136,370
Retained Profits at end of financial year	<u>\$111,758</u>	<u>\$68,467</u>

# Income and Expenditure

## FIVE YEAR COMPARISON

GROSS INCOME	2010	2009	2008	2007	2006
Shop	359,217	413,723	396,585	368,816	397,570
Confidential Helpline	83,600	83,600	1,048,306	1,492,210	84,378
Fundraising	366,438	208,743	204,347	308,315	139,320
Donations	66,773	48,480	35,197	19,448	71,615
Grants	302,753	212,245	202,684	139,142	75,307
Course Fees	55,073	52,391	69,474	34,883	42,551
Other Income	66,773	27,928	31,175	30,931	56,876



## Notes Attached to the Financial Statements

### 1. ACCOUNTING PRINCIPLES AND METHODS ADOPTED IN THE ACCOUNTS

The financial statements have been prepared using the accrual accounting method. The financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (NSW) 1984 and the Charitable Fundraising Act 1991. 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 accounting 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.

**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.

### 2. GRANTS AND SPECIAL FUNDING

During the year Lifeline H2H received as grants:

- \$81,526 (2009 \$73,627) from the NSW Home and Community Care program. This grant is applied specifically to fund our Community Aid services.
- \$52,138 (2009 \$43,397) from the COAG Mental Health – Telephone Counselling, Self Help and Web-Based Support Program.
- \$3,182 (2009 \$28,683) from Mental Health Council of Australia. This grant was applied to the replacement of computer hardware and systems and the installation of security systems in the foyer.
- \$35,630 (2009 \$36,409) from the Responsible Gambling Fund. This was applied to support the costs of supporting a part-time Gambling Counsellor.
- \$29,756 (2009 \$0) from NSW State Government Building Partnership for costs pertaining to the refurbishment of office premises.
- \$93,322 (2009 \$0) from the NSW Department of Fair Trading - Financial Counselling Grant to support the costs of Financial Counsellors.
- \$7,200 (2009 \$0) from Coopers Brewery Foundation Incorporated to cover the costs of the External Supervisor component of the Personal Counsellors' Project.
- \$15,000 (2009 \$14,206) from Randall Pty Limited (Receivers & Managers Appointed) formerly trading as Chatswood Monkey Bar to contribute to the costs of providing gambling counseling services.



## Notes Attached to the Financial Statements continued

Lifeline H2H also received funding of \$57,487 (2009 \$46,045) from the Commonwealth Department of Family and Community Services for provision of emergency relief (ERF) to persons experiencing severe financial difficulties.

These funds are applied solely to the distribution of relief. The Centre acts as agent only for the Department. As the funds belong to the Department, not the Centre, they are accounted for separately from the Centre's ordinary accounts.

### 3. HELPLINES

Lifeline H2H received a service fee of \$83,600 (last year \$83,600) for allowing Lifeline Australia (LLA) to use Lifeline H2H premises for the provision of Helpline call services.

### 4. ASQUITH SHOPS' CONTRIBUTIONS

	2010	2009
Opportunity Shop	51,168	104,254
Top Line	7,409	12,640
Total	58,577	116,894

### 5. 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 compliance with authority condition No 7.

The accounting principles adopted are as stated above.

Details of Lifeline H2H activities are set out in the Managers' 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 \$58,577 (2009 \$116,894) from the collection and subsequent sale, through our shops, of donated second hand clothing, books, toys, furniture and other items. No indirect costs or any allocation of Gordon office expenses were charged to the shops. Our Book Fairs contributed a net surplus of \$252,677 (2009 \$149,479).

Donations were received amounting to \$30,658 (2009 \$48,480).

These amounts, together with income from other sources, were applied to meet the costs of providing our counselling and other welfare services and administration costs. A surplus of \$43,291 (2009 deficit of \$67,903) has been applied against accumulated funds.

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

### 6 ACCUMULATED FUNDS

	2010	2009	2008	2007	2006	2005
Accumulated Funds	111,758	68,467	136,370	256,375	242,499	261,273



## STATEMENT OF THE BOARD

We state that

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

1. The revenue statement is drawn up so as to give a true and fair view of the results of the association for the year ended 30<sup>th</sup> June 2010.
2. The balance sheet is drawn up so as to give a true and fair view of the state of the association as at 30<sup>th</sup> June 2010.
3. 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.
4. The provisions of the *Charitable Fundraising Act 1991* and the regulations under that act and the conditions attached to the authority have been complied with.
5. The internal controls of Lifeline Harbour to Hawkesbury are appropriate and effective in accounting for all income received.

On behalf of the Board

Chairperson

Handwritten signature of Pamela Pritchard in blue ink.

Pamela Pritchard

Date: 8 September 2010.

Treasurer

Handwritten signature of Peter Anderson in blue ink.

Peter Anderson

Date: 7 SEPTEMBER 2010

# Auditor's Report

RHODES DOCHERTY & CO PTY LTD  
Chartered Accountants



## **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LIFELINE HARBOUR TO HAWKESBURY INC**

### **Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline Harbour to Hawkesbury Inc, which comprises the balance sheet as at 30 June 2010, and the statement of financial performance, a summary of significant accounting policies, other explanatory notes and statement by the Board.

### **Committee's Responsibility for the Financial Report**

The committee of the association 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 (NSW) 1984 and the Charitable Fundraising Act 1991 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.

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 (NSW) 1984 and the Charitable Fundraising Act 1991. 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.



Liability limited by a Scheme  
approved under the Professional  
Standards Legislation.

ABN 99 131 742 633

Suite 202, 164A Mona Vale Rd, St Ives  
PO Box 86, St Ives NSW 2075 Australia

Tel (02) 9988 4033 Fax (02) 9149 4229  
Email accountants@rhodesdocherty.com.au

### ***Independence***

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

### **Qualification**

It is not always practicable for Lifeline Harbour to Hawkesbury Inc to establish accounting control over all sources of fundraising appeal activities prior to receipt of these funds and accordingly, it is not possible for our examination to include procedures which extend beyond the amounts of such income recorded in the accounting records of Lifeline Harbour to Hawkesbury Inc.

In respect of the above qualification however, based on our review of the internal controls, nothing has come to our attention, which would cause us to believe that the internal controls over revenue from fundraising appeal activities by Lifeline Harbour to Hawkesbury Inc are not appropriate.

### **Qualified Audit Opinion**

In our opinion, subject to the above qualification, the financial report of Lifeline Harbour to Hawkesbury Inc are properly drawn up:

- (a) the special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30 June 2010 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 Incorporations Act (NSW) 1984 and the Charitable Fundraising Act 1991;
- (b) 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; and
- (c) 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.
- (d) 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.

**Rhodes Docherty & Co  
Chartered Accountants**



**John Bernard Docherty**

**St Ives  
Dated 20 September 2010**

## **Years of Service**

*Based on Financial Year as at June 2010*

*Lifeline recognizes with sincere thanks these milestones of years of service*

### **5 YEARS**

Nadene Alhadeff  
Desley Barry  
Angela Baxter  
Carole Clifton  
Deborah Cole  
Philip Dear  
Penny Drane  
Sekhar Ganpathy  
Diana Gower  
Helen Hill  
Jane James  
Christopher Kent  
Gordon Leung  
Dorothy Letters  
Tess Mc Callum  
Peter Miller  
Clair North  
Peter Ong  
Annette Perkins  
Brian Perkins  
Helen Schettini  
Jacqui Walsh  
Jean Williams

### **10 YEARS**

Harry Bruhl  
Raphael Byron  
Kirstie D'Souza  
Deirdre Haywood  
Jill Kaye  
Terry Moreau  
Carole Stannard  
Wendy Wallin

### **15 YEARS**

Peter Anderson  
Sally Andrews  
James Henderson  
Sandy Logie

### ***A special mention 19 YEARS***

*Cyril Melman*

### **20 YEARS**

Gail Hinchcliffe

### **25 YEARS**

Brenda Barber  
Patrick Rougon

### **30 YEARS**

Eileen Field