

2019 ANNUAL REPORT



Reaching our Community



Lifeline

Harbour to Hawkesbury

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.

CONTENTS



Lifeline is available every single hour of every single day. We reach out to our community with services and support to help people in crisis and, ultimately, save lives.

**Wendy Carver,
CEO**

Contents	1
What we do and how we do it	2
Who we are	2
What we stand for	3
Our impact	4
Our people	4
Our services	5
Board president's message	6
CEO's message	7
Telephone crisis support and training	8
Clinical services	10
Community services	12
Lifeline shops	14
Book fairs	15
Fundraising and events	16
Our board	17
Treasurer's report	19
Financial statements	21
Our heartfelt thanks	31
Years of service awards	32

WHAT WE DO AND 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 Lifeline Australia's 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.



24/7
Telephone crisis support



Face-to-face counselling



Community support programs

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

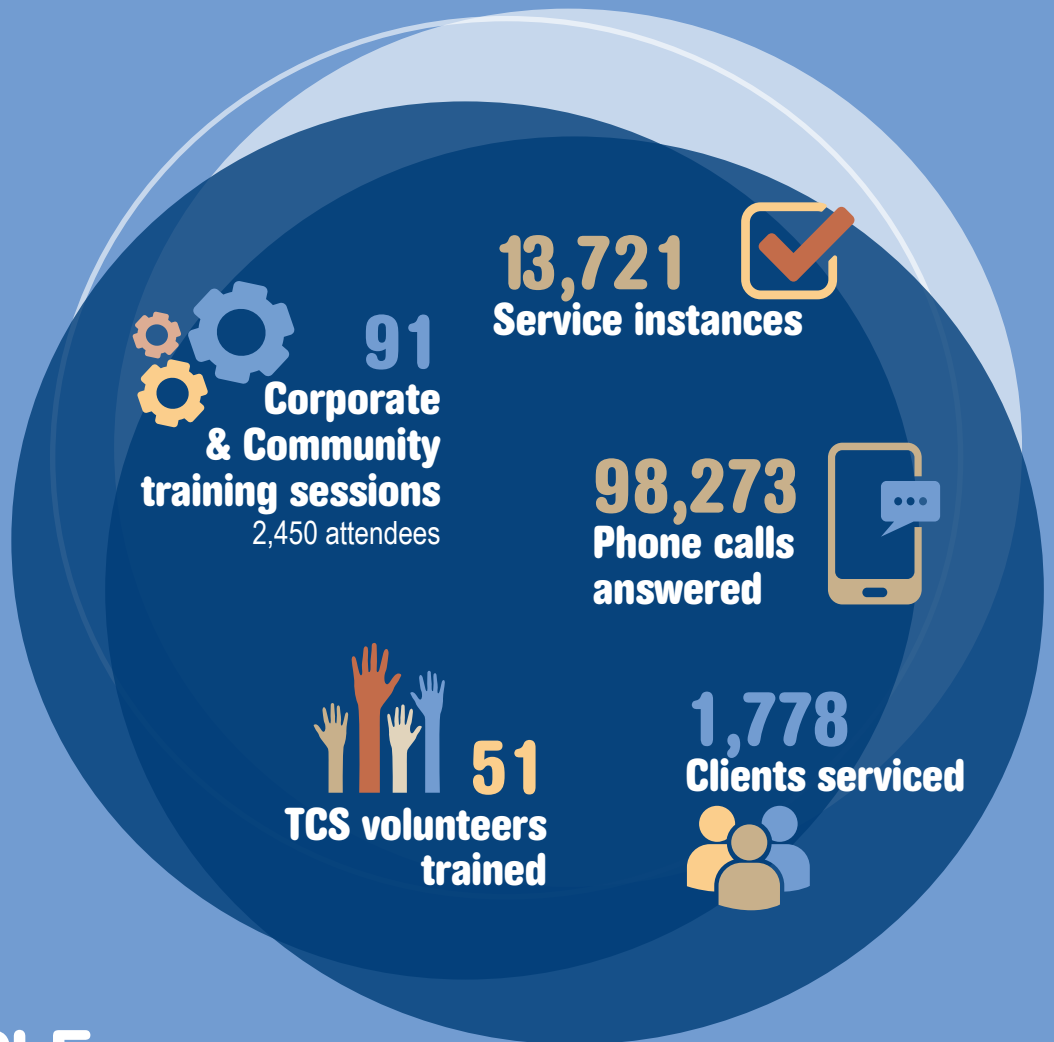
- Our guiding **PRINCIPLES**:
- - We value integrity and
- open communication
- - We believe in empathy
- and respect
- - We listen to others
- without judgement
- - We share Lifeline
- Australia's vision and
- purpose
- - We promote effective and
- responsive crisis support
- and suicide prevention
- 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 and rewarded
- - Increase our profile in the
- community to raise awareness
- of services available
- - Develop our IT capacity to
- maximise efficiencies and
- effectiveness.

OUR IMPACT

Lifeline Harbour to Hawkesbury has continued to be the Centre with the highest number of **13 11 14** crisis calls answered in the Lifeline network.



OUR PEOPLE

AS AT 30 JUNE 2019

Our Workforce

FTE 48.71



Our Volunteers

Please note: Some volunteers have multiple roles



OUR SERVICES

The services offered by Lifeline H2H align with our four-stage framework of engagement, prevention, intervention and postvention. These four 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.

Centre Paid Service – paid trained staff provide telephone crisis support on 13 11 14 at hard-to-fill shift times.

CSWT Courses – Lifeline H2H facilitates two nationally recognised training sessions per year for new Telephone Crisis Supporters to join the volunteer team on 13 11 14.

Corporate and Community Training – training sessions for businesses and community organisations to empower their volunteers and staff to support each other and clients, giving practical tools and tips on how to recognise when someone may be struggling, respond empathically and refer to appropriate places for help.



Clinical Services

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

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

Gambling Help – individual and group Gambling Help counselling for problem gamblers and their families, plus access to free legal advice.

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

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

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



Community Services

Community Support

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

Community Visitors Scheme – volunteers visit elderly people in their homes and residents of aged care facilities on a regular basis to maintain their connection with our community.

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

Emergency Relief – immediate assistance to people in severe financial hardship, this service provides food parcels, vouchers for necessities & assistance with utility bills.

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

Legal Support – preferred referral pathway to a local lawyer, providing pro bono legal assistance to Lifeline clients.

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 store network that sells pre-loved items generously donated by our community with all proceeds funding Lifeline H2H services.

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

BOARD PRESIDENT'S MESSAGE

CAREL BOTHMA, PRESIDENT

The past financial year has seen a changed approach from previous years. This year was also the last year of our 2016 to 2019 long-range plan.

Previous years' successful delivery of our services and diversified fundraising strategies enabled us to be bolder with introducing change and growth.

In the need to deliver a larger range of services we have invested in expanding beyond our Park Ave, Gordon offices to acquiring additional premises in Wade Lane. This positioned us to increase our range of Community Services.

We reviewed our retail portfolio and determined that our long-standing Epping store, with its physical limitations, could not deliver the standard of service to the community that we wanted to offer nor the expected financial returns. We made the difficult decision to close this store at the end of its lease. Since then, we have found a new store site with the aim to provide the community with a bigger and better retail store in Gladesville in the coming year.

In March, the Board set a new three-year long-range strategy for Lifeline H2H. Our vision is to see an Australia free of suicide and our purpose is to support Australians in times of crisis and equip individuals and communities to be resilient and suicide-safe. The new strategy builds on our vision and purpose and includes sharing our expertise with other regions and centres. Wendy, our CEO, and her team have turned this strategy into a first-year operational plan for 2019/20.

The Board made a conscious decision to fill our two remaining Board vacancies with Telephone Crisis Support volunteers this year. This ensures that the Board retains a front-line perspective of what it is like supporting people in crisis and rendering suicide prevention services. Mike Thomas joined as

Secretary and Karen Aucamp will head up the Human Resources Committee. Both are TCS volunteers. All Board vacancies are now filled based upon our skills matrix.

I would like to acknowledge the excellent work our service streams continue to deliver within our own community and thank them for sharing their experience in the broader community.

Lifeline Australia also saw change in the appointment of a new CEO, Colin Seery, and commenced relocating their head office from Canberra to Sydney. Colin received a thorough induction of Lifeline H2H and an opportunity to meet with Board members over dinner. We continue to have a constructive and influencing relationship with Lifeline Australia (LLA). LLA is continuing to build a digital strategy, along with the current call centre support service, to raise the national call answer rate. Our aim remains to answer 100% of calls to 13 11 14.

This year you will see that our surplus has declined from the previous year due to our decision to invest in more services to prevent suicide and save more lives.

I am humbled by our continued success in supporting a large number of people in crisis and would like to thank my Board colleagues who each gave of their talent and expertise to Lifeline H2H. We are fortunate to have such a wide variety of highly talented Board members. I would also like to acknowledge the Board committee members, who are of great support with their leadership and management experience. A big thank you to our committed staff, led so competently by Wendy, and lastly, but most importantly, thank you to our more than 680 volunteers without whom Lifeline H2H would not exist.

Carel Bothma
President



“ I am humbled by our continued success in supporting a large number of people in crisis. ”

CEO'S MESSAGE

WENDY CARVER, CEO

Lifeline Harbour to Hawkesbury (H2H) has been fortunate to have another highly successful financial year, which enabled us to extend our reach in the community, and provide more support to more people who reached out to us for help. The success of our year was primarily due to the magnificent community support received from a wide range of supporters, including Julian Leaser, Federal Member for Berowra; Paul Fletcher, Federal Member for Bradfield; Alister Henskens, State Member for Ku-ring-gai; Ku-ring-gai Council; Rotary Clubs; event organisers; corporates; supporters; friends; and, most importantly, our extraordinary army of volunteers (numbering more than a staggering 680). Volunteers worked across all areas of H2H's activities.

Service growth included the commencement of a new Eclipse Group for adults who have attempted suicide, bedding down a free Legal Support service, opening a Community Visitors Scheme, reintroducing an Emergency Relief service, and further growth in the reach of Corporate & Community training. The training plays a pivotal role in helping members of our community to 'Recognise, Respond and Refer' in regards to mental health and domestic violence concerns. Particular thanks go to Cutty Felton, Philip Basche and Much More Than Money for managing, enabling and delivering this important training.

I am pleased to report that, through sheer hard work, dedication and commitment, our volunteer telephone crisis supporters and paid staff maintained a consistently high call answer rate on 13 11 14, Lifeline's core national service. Our Centre also played a leading role with Lifeline Australia in developing and piloting a new framework for 13 11 14. Sincere thanks go to our Centre's Telephone Crisis Support team, in particular Rosanne Petters and Cameron Robinson, who worked tirelessly on this project.

Due to the continued growth in H2H services, we literally outgrew our Gordon office premises (generously provided by Ku-ring-gai Council), and a decision was made to rent and open a second office in Wade Lane,

Gordon. A major refurbishment was carried out, with help from a Federal Government Community Building Grant. The new premises are now fully occupied by staff from Lifeline H2H's Community Services stream, which includes Financial Counselling, Legal Support, Community Aid and Community Visitors Scheme.

Further highlights during the year included sustained growth in our diverse funding pathways. H2H's retail team developed a new business plan, which resulted in our rather small shop at Epping being closed and much larger retail premises will be opened in the near future. Book Fairs continued to go from strength to strength, thanks to the dedicated work of our volunteers led by Bob Page and Michael Cleary. Major events such as the dynamic Sapphire Gala Ball, the outstanding Bobbin Head Cycle Classic (a Rotary event) and the amazing Go for Broke organised by Ed Kirk remained priorities on our calendar. New events in the last year included a wonderful Charity Golf Day organised by David Streichler, Cheers Fest organised by Chris Navin, Ku-ring-gai Monopoly organised by Bendigo Bank and a concert by Hills Harmony. All events and fundraising carried out on our behalf are deeply appreciated.

Relationships, being one of our highest and most valued priorities, remain core to who we are. Lifeline H2H could not provide our services and support to the people who reach out for help without each and every person connected to our Centre. Special acknowledgement and thanks also go to our Executive and Management teams, all our staff and volunteers, and our Board of Governance members, led by Carel Bothma.

Sincere thanks to you all for enabling our growing reach in the community and helping us to save more lives from suicide over the past year. I am pleased to report that next year is looking equally exciting in regards to our journey ahead.

Wendy Carver
CEO



“ Sincere thanks to you all for enabling our growing reach in the community and helping us to save more lives from suicide over the past year. ”



TELEPHONE CRISIS SUPPORT & TRAINING



Telephone Crisis Supporters

Learning CARE

The Telephone Crisis Support (TCS) service at Lifeline Harbour to Hawkesbury has had a year of change and adjustment. The most fundamental change has been to the way we work with help-seekers on Lifeline's 13 11 14 service.

We have continued to be heavily involved in the introduction of a new Crisis Support framework for 13 11 14. The framework, called CARE, provides an outline for Crisis Supporters to guide them in working with a help-seeker. Many of our staff contributed to reference groups and discussion last year which led to the creation of CARE. This year, the centre has been part of the initial trial of CARE on the phones, with callers. The trial was carried out by a group of Harbour to Hawkesbury's paid TCSs who are highly experienced and were able to adapt quickly to the new approach to calls. The trial included surveys with callers about call satisfaction as well as comparisons of the old model with the new framework.

CARE differs from the previous model in its clear emphasis on the help-seeker and his or her needs at the time of the call. It has been designed with input from a Lived-Experience Reference Group as well as in consultation with experienced TCSs and trainers.

Since January this year, our Training manager Rosanne Petters and Training Coordinator Cameron Robinson have been a key part of the process; working with Lifeline Australia to design and refine the new framework. CARE would not be going ahead in its current form without their generous and knowledgeable inputs and sheer hard work. Three other TCS staff have also been up-skilled so that they will be able to run training sessions for experienced TCSs in how to work within the new framework.

We have started the process of training our In-Shift Supporters and mentors in how to work with CARE so that they are able to support TCSs and students as they learn to use the framework. Bridging training for existing TCSs will begin in the new financial year, organised by our Centre Supervisor Nicola Probert, and should be completed by the beginning of November. Harbour to Hawkesbury's training team will also be involved in the pilot of the CARE Training for those new to the phones. We are very grateful to all our volunteer training mentors for taking on the extra work involved in teaching the new framework.

Any help-seeker whose call to 13 11 14 is answered at Lifeline Harbour to Hawkesbury by the end of this calendar year will be supported within the new CARE framework.

Extended paid shifts

In November 2018, we expanded the number of Centre paid shifts. These are shifts where Centre funds are used to pay TCSs and ISSs in a bid to answer calls during those hours hardest to fill with volunteer TCSs. We added a paid shift each Sunday, the most difficult day of the week in regards to keeping the phones covered.


We have alternated between covering Sunday afternoons and Sunday evenings with paid TCSs because we wanted to make it easy for as many of our Sunday volunteer TCSs as possible to keep working at times that suited them.

We still have two other paid shifts each week, and our hard-working Paid Overnight staff continue to fill the hours between 11pm and 6am seven nights per week when so many of our help-seekers have nowhere else to turn for support.

Calls answered

The current figures available don't allow for a breakdown of calls answered by paid shifts and volunteer shifts. However, our volunteer and paid Crisis Supporters answered a combined total of 98,273 calls from July 2018 to June 2019.

“ 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. ”



98,273
Crisis calls
answered

Kirstie D'Souza
Telephone Crisis Support Manager

Training

Our CSWT training team, headed by Training Manager Rosanne Petters, offered a variety of general courses over the past year:

- Crisis Support Workplace Training (CSWT)
- ASIST (2 days) – Applied Suicide Intervention Training
- Mental Health First Aid Workshops (2 days)
- DV-alert (2 days) recognising and responding to domestic and family violence
- DV-aware (2 hours) raising awareness in our community about domestic and family violence

We also continued to see expansion in our Corporate & Community Training programs, under the leadership of Manager Cutty Felton. Lifeline H2H's Accidental Counsellor workshop was offered as a monthly community event from our office in Gordon, with most sessions sold out. This workshop has been tailored for a number of businesses, equipping their staff with the skills to recognise if a colleague or client is struggling, respond empathically, and refer to appropriate services for help.

Key events during the year included Accidental Counsellor presentations to Mortgage Choice and Mortgage & Finance Association of Australia conferences, plus a community event organised by Julian Leaser MP in his electorate of Berowra. This event brought together community groups and community leaders to take part in our new 2 hour Dare to Ask course – a course designed to equip people to be comfortable in asking and talking about suicide and to enable them to refer for help.





Clients supported

CLINICAL SERVICES

Clinical Services strive to connect our local community to a suite of effective and responsive mental health services. Through 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. During 2018/19, Clinical Services supported 926 clients to access a range of services.

Counselling Service

This generalist counselling service is funded by the Neilson Foundation. The top 5 presenting issues for clients were Depression (19.6%), Depression with Suicidal Ideation (19.2%), Relationship Difficulties (14%), Gambling Help (13%) and Anxiety (10.3%).

Our volunteer counselling team has increased to 14 volunteer counsellors and 3 provisionally registered psychologists, enabling the team to see 187 clients and conduct 1,106 sessions for the 2018/2019 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 and way, which I am confident that I am doing.

Highlights

- High client satisfaction indicated through annual Client Experience Evaluation. Over 95% of clients report their experience of the service as very good or excellent.
- Up-skilling our workforce through the provision of extensive professional development opportunities, enabling the clinical services team to attend training on Complex Trauma, Hoarding Disorder, Dialectical Behavioural Therapy, Online Cognitive Behavioural Therapy Tools, Genograms and Family Systems, Couples Therapy and Domestic Violence.
- Resourcing clients through a relationship with SANE Australia. This has enabled our clients to access a forum, via the Lifeline H2H website, where people living with mental illness and family/ carers can access social connection and a safe space online to share their journey as well as helpful information and resources.

Psychological Service

This service sees clients who have a mental health treatment plan from their General Practitioner. 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 everyday functioning. In 2018/2019 we increased our bulk-billing service to 3 psychologists, enabling a 24% increase in client numbers to 302 clients accessing the service and a 31% increase to 1,843 psychological 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.

“ My abilities to handle anxiety and stress have improved immensely and it was all thanks to the support. ”



Gambling Help Service

The Gambling Help service, funded by the Responsible Gambling Fund (RGF), is an integrated responsible gambling hub that provides holistic care, meets client needs and supports those community members impacted by gambling problems. In 2018/19, the Gambling Help service saw 206 clients and provided 994 sessions. The number of new Gambling Help clients increased by 16%, while the number of Gambling Help sessions per month remained stable. The RGF has funded a one-year pilot for decentralised legal support in Gordon for the period of April 2019 to March 2020. A team of 9 Clinical Services counsellors was available to service Gambling Help clients, with a further team from Community Services of 8 financial counsellors and 1 lawyer. Many clients accessed both financial counselling and therapeutic counselling at the same time. In addition, some referrals were made for legal support.

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. 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 2018/2019, 80 clients engaged in the W2W service, an increase of 38% on the previous year, and 307 sessions were conducted, an increase of 63%.

“ Once I got started I quickly became aware of the benefits. The experience was very positive and I found it rewarding. I was very pleased for the service I received.

Highlights

- Comprehensive promotion and marketing throughout the northern Sydney community to both health professionals and consumers.
- When asked to indicate on a scale of 1 to 7 if they would use the service in the future, 81% answered 7/7 and 14.3% responded 6/7.
- When asked if they felt safe and were able to focus on what was of real concern to them, 76.2% responded 7/7 and 19% 6/7.

SIMONE ISEMANN
CLINICAL SERVICES MANAGER

Highlights

- Extension of the Funding and Performance Agreement between Lifeline H2H and RGF to 30 June 2020.
- Exceeding KPIs: Gambling Help service significantly exceeded its target of 384 sessions per FTE, providing 974 sessions per FTE in the last year, from 6 of the 7 LGAs.
- Excellent client satisfaction: The Gambling Help Service was rated 3/5 by 4.76% of clients and 5/5 by 95.24% of clients.
- Extensive promotion of the Gambling Help Service: 20 presentations were made and 7 community events were attended. 45 new clients learned about the service through awareness activities, including the website. 17 new referrals were from other human service agencies, including GPs and hospitals.

“ I would not be able to survive without Lifeline’s help ”

Group Services

In FY 2018/2019 a range of groups were coordinated by Lifeline H2H for adults and young people. During this period, 22 PHN-funded groups commenced and 12 Lifeline H2H groups commenced, whilst 2 open groups continued to meet.

A total of 284 new referrals were received for PHN groups, and over the year 384 clients accessed PHN group services (approximately a 75% increase) for a total of 3,149 group attendances, which is almost double the number of sessions of the prior year. Within the Lifeline H2H suite of groups, the new Eclipse Support group started and has run twice. This innovative group, for adults who have attempted suicide, is part of a research project conducted by UNE in cooperation with Lifeline Australia. The Suicide Bereavement Support Group ran twice, with an associated monthly open group. The REACH Depression/Bipolar Group also ran twice in the past FY, along with a monthly open Wellbeing group for past attendees of REACH.

Highlights

- Doubling of the number of PHN group sessions conducted in 2018/2019.
- Widening of the geographical footprint of the PHN-funded groups, with groups commencing in North Narrabeen (adult) and Chatswood (young adult).
- Renewal of the SNPHN Psychological Groups tender for two years up to June 2021.

“ There is an atmosphere of welcome and care (that) encourages improvement in wellbeing in a very genuine and warm way. ”

COMMUNITY SERVICES

Over the last year, Community Services expanded by adding three new services – Legal Support, Emergency Relief and the Community Visitors Scheme. We provide one entry point to a range of support services, which is timely as an increasing number of people need multiple supports. In the last financial year, we have seen over 1,000 clients, many using more than one service.

Community Support

The three Community Support services – Community Aid, Community Visitors Scheme, Support Line – are aimed at our older community (aged 65+). All Lifeline services aim to reduce someone reaching crisis point, with loneliness and isolation becoming increasing issues for the elderly. Just getting to the shops, having a conversation and sharing our lives can become more challenging as we age, and impact our ability to fully function in the community.

Community Visitors Scheme (commenced in January 2019) and Community Aid are funded by the Commonwealth Department of Health, while Support Line is a Lifeline H2H initiative.

Each service focusses on identifying each client's objectives and chosen goals. With an understanding of strengths and capabilities, we can encourage self-reliance, independence and improved physical health outcomes.

Additionally, the recent Government initiative of "Wellness and Reablement" – whereby we do things "with" the client rather than "for" them – is being embedded across all services.

Our recent Annual Survey indicated people felt "more in control" and "more satisfied with their life" as a result of accessing Community Support.

Over the last year we completed over 2,791 service requests for more than 230 people. Our team of over 50 volunteers spent almost 4,000 hours with clients – chatting, driving and listening to life stories. Many volunteers see the same person regularly, developing rapport and establishing a deep connection, thereby improving self-esteem and confidence.

“Community Support changes people's lives by valuing individuals, providing positive interactions and enhancing community connections.”

Our aim is to build a person's wellbeing and resilience through the suite of interrelated and complementary services. By offering practical help to people experiencing difficult life transitions, we can reduce distress and the risk of suicide.

All services are made possible by our team of volunteers. Thank you to our volunteers for their invaluable care, compassion and commitment.

Legal Support

Legal Support provides free legal advice and casework focussing on supporting our gambling, financial and personal counselling services. Clients are referred by Community Services and/or Clinical Services to make an appointment with Legal Support.

The Responsible Gambling Fund provides funding for one day a week of legal services to assist problem gamblers and their families in the Lifeline Harbour to Hawkesbury area. This funding has enabled Legal Support to expand and offer appointments two days per week.

Clients have face-to-face appointments with the *pro bono* solicitor who assesses the person's situation and provides advice and assistance covering a wide range of general legal issues. Over the last year 72 clients have held appointments, with 203 hours spent in face-to-face meetings, advocacy and legal representation.

Over 50% of Legal Support clients were born outside of Australia and may be unfamiliar or confused by the Australian legal system. Getting a clear explanation of their legal options and support in exercising their legal rights reduces stress and anxiety.

Clients comment on the convenience of having ease of access to multiple services, being able to see a personal counsellor, gambling counsellor, financial counsellor and pro bono solicitor all at the one location. Establishing simple referral pathways makes it easier for clients to access long term support and eases anxiety and distress.

“The Lifeline service has always been known to us through media etc. but it's not until now that we fully appreciate how being thrown a life line can help to keep your head above water.”

Financial Counselling

Lifeline Harbour to Hawkesbury's Financial Counselling Service helps individuals, couples and families experiencing financial hardship and related distress. Clients experiencing financial distress often struggle with overwhelming feelings of anxiety and stress. The emotional, relational and social impact of financial difficulty has far-reaching costs for our clients and local community.

Financial Counselling is a no-fee, private and confidential, non-judgemental service, which has provided over 2,600 hours of assistance this year. This service is funded by the Commonwealth Government Department of Social Services.

Our team of 8 accredited Financial Counsellors deal with wide-ranging financial issues and crises, including business debt, credit card debt and tax debt. Payday loans are also becoming an increasing issue, as is understanding the complexity surrounding superannuation.

Counsellors work to improve financial resilience and independence, developing money plans, budgets and improving financial literacy. Clients may be referred to other support services.

The demand for our Financial Counselling service continues to increase. In the last year we held 3,190 appointments with 717 clients – almost 50% were new to the service.

Four in ten clients (43%) receive a Centrelink payment and half are 'single living alone' or 'single parents with children'. The cost of living on a single income or Centrelink payment, combined with the increasing cost of utilities, is increasingly challenging.

As clients' needs are becoming more complex, with other issues underpinning financial distress, the Financial Counsellors have developed a broader base of skills and knowledge. There is deeper involvement with clients experiencing depression, gambling, suicidality, mental health and domestic violence.

Our highly experienced team encounters diverse situations and is able to offer comprehensive and varied support options, including other Lifeline services – Legal Support, Emergency Relief and Clinical Services.

We have seen clients leave appointments feeling more optimistic, more confident and less alone.

“ I am absolutely grateful for your wonderful support and truly can't thank you enough for the results of your great consults and negotiations on our behalf. In some of the darkest times of my life, when I was both depressed and desperate, you showed a light of hope to me and my wife ”

Emergency Relief

Last year, our Grant Application to the Commonwealth Government Department of Social Services for Emergency Relief was successful. The new service commenced in January 2019.

Emergency Relief is a no-fee service, providing immediate support for individuals and families experiencing financial stress or current crisis. The service offers material aid while encouraging self-reliance and autonomy.

Clients are referred from other charitable organisations, Personal and Financial Counsellors, or hear of us “on the street” and via the internet.

Since Emergency Relief began, we have provided 83 appointments to 54 clients.

Clients often arrive in distress but are relieved knowing they can go to Woolworths to buy some meat for their children's meals, knowing they will have electricity over the weekend, or can buy some clothes at a Lifeline shop.

The service is for emergency relief, but it gives the client some hope and belief that there is support, and they are not quite as overwhelmed by their immediate situation.

“ Once I'm back on my feet, can I do something for Lifeline in return for how much you've done for me. ”

NATASHA HUGHES
COMMUNITY SERVICES
MANAGER



LIFELINE SHOPS

This year has been another successful year for Lifeline H2H shops with sales and revenue totalling over \$2 million. Our brand is now recognised as a quality and professional retail brand, with customer satisfaction and feedback confirming that we are continuing to deliver year after year.

Our shops at Asquith, Waitara, Pennant Hills and Naremburn enjoy great repeat business six days a week. March this year saw the end-of-lease closing of our smallest shop at Epping and prompted plans for a new larger shop next year. Our shops are staffed and run with a team of more than 150 volunteers and a small paid management team at each location. We carry a large stock of clothing, furniture, homewares, gifts and many undiscovered treasures which keep our customers coming back.

All of our stock is donated; nothing is bought in for resale. Our shops now operate through direct donations from their local communities, with a minimal requirement for warehousing or donation bins. This has meant we have reduced the number of donation bins to support retail sales.

Our retail shops run a fleet of 5 vans for collections of furniture and other donations, and delivery to and from our shops and customers. These vans also support other Lifeline H2H activities – e.g. fundraising and events – on a daily basis.

Our Retail Shops run on modern, internet-based technology for POS, data collection, reporting and CCTV. All shops are also supported with social media – Facebook and Instagram.

Our retail shops have grown and gained experience in retailing and customer service, which enables donations to be turned into the vital funds needed to support our important crisis support services.

Our staff, volunteers and customers get great satisfaction and pride knowing Lifeline shops support the services Lifeline H2H offers, while also offering a great shopping experience.

We are 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


\$2m+
Revenue Earned



BOOK FAIRS

5 Book Fairs 2 Book Clearances



The two volunteer teams at West Lindfield and Hornsby have continued to work as very strong and cohesive units throughout the year, with the standard of presentation reflecting the dedication and desire for continual improvement. The tireless efforts of volunteers mean we are able to host 5 Book Fairs and 2 Book Clearances throughout the year. There were a few challenges that were successfully overcome with a) the new Book Fair at Macquarie University, b) the increase from \$1 to \$2 for the annual Clearance Sale in Hornsby, c) a second level of books for sale added to the Wahroonga Book Fair at Knox Grammar and d) securing regular corporate volunteer support. The overall result was another record year in sales revenue for Lifeline H2H's Book Fairs.

In addition to the annual book fairs, there were other very important activities where the volunteer teams were heavily involved.

1. A stall at Pennant Hills Baptist Church in January
2. Sale of books direct to day-care centres/pre-schools
3. DVD and large print book sales to aged-care facilities
4. Supplying books on a weekly basis to our Asquith, Naremburn and Waitara stores
5. Supplying books to "Paint the Town REAd" – an organisation that motivates communities to read, talk, sing and rhyme with their children.

We extend our sincere appreciation for the wonderful assistance from various corporate volunteers; including Commonwealth Bank, National Australia Bank, Salesforce, CBRE, IAG, Macquarie Bank, oOh! Media, and the Rotary Clubs of Chatswood, Ku-ring-gai, St Ives and Wahroonga, plus the kind assistance from Venturers and Sydney North Region Rovers (in particular Normanhurst) and the UNSW Volunteer Army. We also thank Knox Grammar School, Oakhill College and Macquarie Uni for donating the use of their premises for our fairs.



Book Fair Highlights

July 2018

The volunteer team from our Lindfield Book Depot delivered a wonderful Wahroonga Book Fair. The sales over the four days saw a huge increase over the previous year, helped by the second floor of books, and we achieved another record fundraising result.

October

The third Book Fair at Oakhill College, Castle Hill was extended to three huge days. This helped raise an even greater amount of funds for Lifeline's services than the previous year.

November

We couldn't secure Hunters Hill Town Hall in 2018, so a new venue was found in Macquarie University. The new location continued to build on the past successes at Hunters Hill, and we had a first-time result almost 25% greater than the same time in 2017.

December

Our annual \$2 Book Sale before Christmas always gives an opportunity to purchase gifts at much reduced prices. The sale was held at our Depot in West Lindfield, however this sale has now outgrown the venue and will be held at Beaumont Rd Public School in 2019.

January 2019

We saw in the new year with another very successful event at the Concourse in Chatswood. The ongoing improvements in our presentation standard together with a comfortable, inviting venue have been reflected in both support and strong positive feedback.

April

Thornleigh once again exceeded expectations with another record sales result. This is a strong family-oriented event where we have developed a wonderful rapport with customers. The feedback and knowledge gained has provided the opportunity to present a more personalised event.

June

For the first time the Hornsby Clearance Sale was primarily a \$2 sale where in the past it was a \$1 clearance. The increase in pricing was reflected in a greater revenue from this event.

FUNDRAISING & EVENTS

This year our fundraising team continued to focus our efforts on three major annual events, the Bobbin Head Cycle Classic, the Sapphire Gala Ball, and Go for Broke. We also participated as the charity partner of Cheers Fest and a Charity Golf Day that raised funds and 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 and the Sapphire Gala Ball committee, along with Lifeline H2H's amazing network of volunteers, staff and friends who continue 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 2018, we hosted the annual Sapphire Gala Ball at the Westin Hotel in the Sydney CBD. The event was attended by 570 guests, including valued corporate sponsors and individuals passionate about supporting Lifeline. This event 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, Chairman of Lifeline Australia John Brogden, and guest speaker Jo Abi. Jo is a writer, author, TV presenter, and radio announcer, and she bravely shared her story of fighting to support her son through his mental health battle. We thank all the Sapphire Gala Ball guests for generously donating their time to support Lifeline.

In September 2018, Lifeline H2H was once again the charity partner of Go for Broke, an exciting cycling event that focusses on riding to beat depression. 60 riders rode 180km from Berowra to Broke, raising funds for and awareness of mental health. The event had a high rider to fundraising ratio and we are very grateful to be the beneficiary of all funds raised. A huge thank you to founder Ed Kirk, the sponsors and organising committee, and the riders and volunteers.

Our longstanding partnerships with local Rotary Clubs continue to be of vital importance. In March 2019,

Lifeline H2H was the charity partner of the Bobbin Head Cycle Classic (BHCC) for the eighth consecutive year. Organised by the Rotary Clubs of Turramurra, Ku-ring-gai, Wahroonga and St Ives, the BHCC was attended by over 2,500 riders and 500 volunteers. As always, our sincere gratitude goes to the four Rotary Clubs, the BHCC's Executive Committee, Official Partner Platinum Asset Management, event sponsors, incredible volunteers, and all the dedicated riders and fundraisers involved in such a highly successful event.

It was a pleasure to be invited to be the charity partner of two new events. Lifeline was excited to work with Chris Navin as the Charity Partner of the inaugural Cheers Fest event held in Barangaroo in November 2018. Likewise, we were thrilled to be involved in the annual Charity Golf Day organised by David Streichler in June 2019. The event was an outstanding success, exceeding all fundraising targets. In addition to organising this event, David was an inspirational speaker during the lunch. This event presented a great opportunity to raise funds for Lifeline and awareness about men's mental health issues.

Lifeline H2H is also grateful to receive financial support in the form of generous donations from individuals and businesses throughout the year. These donations form a significant part of our strategy for achieving financial sustainability. Special thanks to Cherri Carol, Mark and Sue Hancock, and Jonathan Macleod, for their wonderful ongoing support. We are also supported by individual fundraising efforts throughout the year, including Gordon Fuller who was a high fundraiser on his May 2019 Camino Frances 800km pilgrimage.

Finally, my sincere thanks to the hardworking fundraising team members at Lifeline H2H, the office staff for their never-ending support, and Lifeline H2H's volunteers who help make each event a success.

**EMMA BAGLEY
FUNDRAISING MANAGER**



OUR BOARD

CAREL BOTHMA, PRESIDENT

Member of HR Committee

On the board since September 2012, Carel has an honours degree majoring in Business Economics and Organisational Psychology, a postgraduate diploma in Industrial Relations, and a Masters Degree in Human Resources. 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 the Salvation Army and is currently their General Manager HR Services.



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 2016. He has a long association with community projects and was Turramurra Rotary's 2016–17 President. He is also a CPA, a Fellow of the Finance and Treasurers' Association, plus Director and Deputy Chair of the Hunter United Employees Credit Union and Newcastle Anglican Church Corporation.



MIKE THOMAS, SECRETARY

Chair of Membership Committee

Mike has been a volunteer Telephone Crisis Supporter at Lifeline H2H since 2017. He joined the Board in 2018. His professional experience includes working for the NSW Department of State and Regional Development, Parramatta City Council, and McDonald House Charities Greater Western Sydney as its CEO. Mike is currently the Head of Economic Development at Blacktown City Council.



CONTINUED OVER PAGE



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
Chair of Fundraising, Marketing & Communications (FMC) Committee; Member of Gala Ball Committee

Doreen joined the board in December 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. Her career in institutional banking includes roles in Sydney with Commonwealth Bank, Macquarie Bank and County NatWest and in London with Salomon Smith Barney. 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 Peter Tuchin worked at Macquarie University for over 27 years and recently retired from his position Associate Professor. Peter joined the board in 2017 and has been President of the Chiropractic & Osteopathic College of Australia (COCA) and was recently made a Life Member of COCA. Peter is also a member of the World Federation of Chiropractic (WFC) Disability and Rehabilitation Committee and has had more than 30 papers accepted for WFC Congresses, where he received several international research awards.



BARBARA WARD
Member of FMC Committee

Barbara joined the board in February 2017. In the same month she was awarded Kuring-gai Local Woman of the Year. Currently President of the Rotary Club of Sydney, Lupus Association, SHARE (SMR) Inc, and Nutrition Australia NSW, Barbara has high-level executive experience in fundraising, welfare services, humanitarian aid, finance, business administration, human resources, state and local government, and management consulting.



KAREN AUCAMP
Chair of Human Resources (HR) Committee

A volunteer Lifeline H2H TCS from 2017 to 2019, Karen joined the Board in 2018. She has honours degrees in Psychology and in Social Work, a Masters in Management (HR), and is a graduate of the Australian Institute of Company Directors (GAIDC). She currently works as a Human Resources (HR) Director for Honeywell with experience across Asia Pacific, India, Middle East and South Africa.

TREASURER'S REPORT

MARK HEDGES, TREASURER

Lifeline Harbour to Hawkesbury achieved another year of growth, both in services and financially.

The growth in finances enabled us to offer new services to the community and increase our Centre paid shifts on Lifeline's 13 11 14 Crisis Line. Growth in service delivery led to the need for additional office space, and we leased premises in Wade Lane, Gordon for this purpose. Some of the service enhancement was funded through Government, but we also paid for a portion from our surplus.

Revenue from Lifeline H2H operations continued to grow. We recorded income of \$6.8 million compared with \$6.0 million the previous year.

We recorded a surplus of \$274,000 in the year, compared with \$392,000 the year prior.

We have a diverse range of funding streams, including:

Sale of Goods

Lifeline H2H showed a strong performance from our Retail operations with the inclusion of a full year's trading at our new Naremburn shop contributing to overall revenue of \$2,043,000 (2018: \$1,708,000). Our Retail

operations continue to prosper thanks to the talented and dedicated retail team.

We recognised that our model for larger stores is more successful. Accordingly, with the lease expiring, we closed our small Epping store in March 2019.

Our book fairs continue to grow strongly with every book fair achieving a new record. Total sales for book fairs was \$685,000 (2018: \$591,000).

Fundraising

Our fundraising events were again well supported. Our overall fundraising events and donations raised \$436,000 after costs (2018: \$470,000). We were chosen as a beneficiary of proceeds from the Bendigo Bank Monopoly promotion and from a Charity Golf Day which contributed \$15,000 and \$40,000 respectively to our result.

Grants

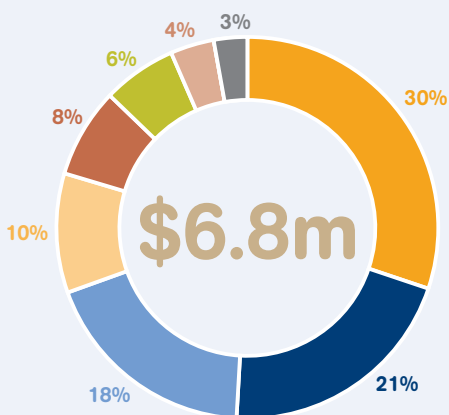
Lifeline H2H secured grant funding for 2019 of \$1,406,000 (2018: \$1,318,000). Our funding bodies included Departments of Health and Social Services, NSW Ministry of Health, Responsible Gambling Fund and Sydney North Health Network. A detailed list of grants is included in the notes to the financial statements.



Lifeline Harbour to Hawkesbury achieved another year of growth, both in services and financially. We recorded a surplus of \$274,000 in the year, compared with \$392,000 in the year prior.

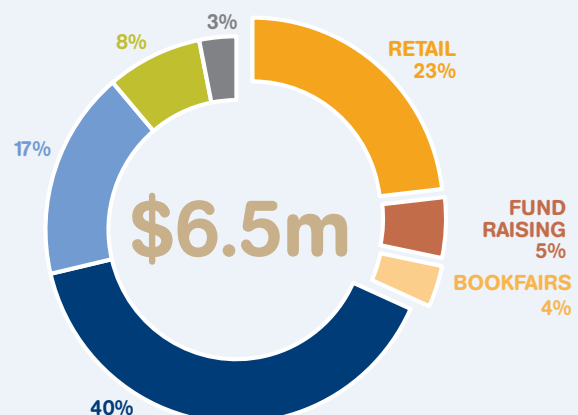


Where our funds come from



Retail	\$2,043,383
Grants	\$1,406,317
Contracted services	\$1,260,326
Book fairs	\$685,127
Donations	\$513,590
Course and service fees	\$425,217
Fundraising and Events	\$250,874
Other income	\$191,700

How we spend our funds



Retail	\$1,507,966	SPENT GENERATING FUNDS
Fundraising	\$328,748	
Book fairs	\$225,845	
Telephone crisis support services	\$2,575,917	SPENT ON SERVICE PROVISION
Clinical services	\$1,134,409	
Community services	\$526,210	
Other	\$203,486	

TREASURER'S REPORT (CONTINUED)

MARK HEDGES, TREASURER

These results would not be possible without our dedicated volunteers and other supporters who donated funds, attended our events, booked Corporate & Community training sessions, and provided other material support. Thank you for your incredible support.

In order to be a Lifeline accredited Centre, Lifeline H2H must be financially viable and sustainable, which requires the accumulation of reserves to protect our future against adverse financial events. We continued the conservative investment of these surplus funds in term deposits and short-dated bonds, and diversified into managed portfolio funds. This delivered \$121,000 of income. With declining interest rates, our investments might not perform as well next year.

Our accounts have again been audited by Rhodes Docherty & Co and were signed off without qualification.

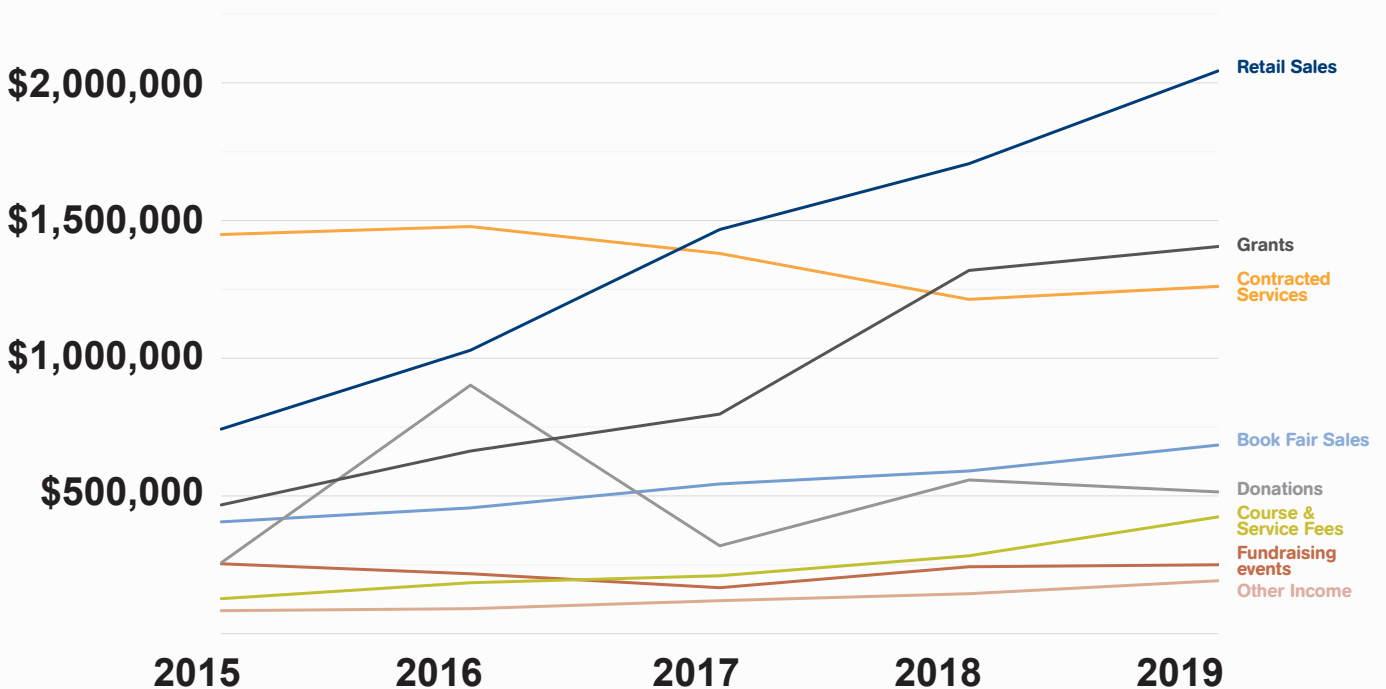
In last year's report I foreshadowed changes

to the accounting standards for charities and not-for-profit entities. The implementation date for these changes has been postponed until at least next year, and accordingly there have been no changes to accounting policy this year.

The Finance, Audit and Risk (FAR) Committee again worked tirelessly and professionally to deliver the financial governance of Lifeline H2H. My thanks go to the FAR Committee members – Chris Kinsella, Guy Amon, Wendy Carver and Angela Dodd – for their continued hard work.

“ These results would not be possible without our dedicated volunteers and other supporters who donated funds, attended our events, booked corporate and community training sessions, and provided other material support. ”

Five-year revenue comparison



STATEMENT OF FINANCIAL POSITION

BALANCE SHEET AS AT 30 JUNE 2019

	NOTES	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash on hand and at bank		132,377	116,406
Short term deposits	7	855,478	1,138,977
Investments	8	2,300,648	1,774,668
Trade and other receivables	9	452,685	264,653
TOTAL CURRENT ASSETS		3,741,188	3,294,704
NON-CURRENT ASSETS			
Plant & Equipment	10	311,846	360,443
TOTAL NON-CURRENT ASSETS		311,846	360,443
TOTAL ASSETS		4,053,034	3,655,147
LIABILITIES			
CURRENT LIABILITIES			
Trade & other payables	11	355,968	383,461
Other liabilities	12	287,375	190,430
Provisions	13	515,268	460,786
TOTAL CURRENT LIABILITIES		1,158,611	1,034,677
TOTAL LIABILITIES		1,158,611	1,034,677
NET ASSETS		2,894,423	2,620,470
EQUITY			
Reserves	16	2,894,423	2,620,470
TOTAL EQUITY		2,894,423	2,620,470

STATEMENT OF FINANCIAL PERFORMANCE

FOR YEAR ENDED 30 JUNE 2019

	NOTES	2019 \$	2018 \$
Contracted services	3	1,260,326	1,214,045
Sale of goods	2	2,728,510	2,298,651
Fundraising			
Donations	5	513,590	558,047
Events		250,874	241,236
Grants	4	1,406,317	1,318,244
Course and service fees		425,217	281,545
Other income		191,700	143,011
REVENUE & OTHER INCOME		6,776,534	6,054,779
Costs of generating funds			
Fundraising		328,748	329,496
Retail and bookfairs		1,733,811	1,399,944
Charitable services			
Telephone crisis support services		2,575,917	2,271,703
Clinical services		1,134,409	1,099,216
Community services		526,210	417,417
Other		203,486	144,841
EXPENDITURE	6	6,502,581	5,662,617
NET SURPLUS FOR THE YEAR		273,953	392,162

STATEMENT OF CASH FLOWS

FOR YEAR ENDED 30 JUNE 2019

	NOTES	2019	2018
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from Customers		6,467,375	5,930,433
Payments to suppliers & employees		(6,201,400)	(5,324,554)
Interest received		121,127	83,089
Net cash provided by (used in) operating activities		387,102	688,968
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of plant and equipment		(128,649)	(219,238)
Net cash used by investing activities		(128,649)	(219,238)
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		258,453	469,730
Cash and cash equivalents at beginning of year		3,030,050	2,560,320
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR		3,288,503	3,030,050

Note: The 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 2019

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

	2019	2018
	\$	\$
Retail	2,043,383	1,707,619
Book fairs	685,127	591,032
	2,728,510	2,298,651

The revenue received from Retail reflects closure of Epping store in March 2019.

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:

	2019	2018
	\$	\$
Department of Health Commonwealth Home Support Program - to fund our Community Aid service	88,854	87,446
Department of Social Services Financial Counselling Grant - to support the costs of Financial Counselling Service	100,950	99,939
Department of Health Emergency Relief Grant - to support the costs of Emergency Relief Service	25,664	0
Department of Health Community Visitors Grant - to support the costs of Community Visitors Service	7,000	0
Department of Infrastructure & Regional Development - funding for lighting upgrade	0	10,100
Department of Infrastructure & Regional Development - funding for fit out of Wade Lane premises	20,000	0
Responsible Gambling Fund - to support the costs of Gambling Help Service	119,625	117,395
Responsible Gambling Fund - to support the pilot of Gambling Help Legal Project	25,250	0
NSW Ministry of Health - to support Lifeline's 13 11 14 Crisis Support Telephone Service in NSW	409,286	340,664
NSW Ministry of Health - funding for Eclipse Group	0	25,200
NSW Ministry of Health - funding for REACH and Wellness Group Program	22,188	0
Sydney North Primary Health Network - funding for Low Intensity Mental Health Services	200,000	250,000
Sydney North Primary Health Network - funding for Group Psychological Services to Underserved Groups	387,500	387,500
TOTAL	1,406,317	1,318,244

NOTES TO THE FINANCIAL STATEMENTS

FOR YEAR ENDED 30 JUNE 2019

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

	2019 \$	2018 \$
Net operating surplus includes the following specific expenses:		
Depreciation:		
- Furniture & fixtures	35,345	16,082
- Office equipment	27,549	29,116
- Shop fixtures & fittings	103,012	71,402
- Motor vehicles	11,340	10,512
	177,246	127,112
Accounting advice - Rhodes Docherty & Co	0	0
Audit and review of financial statements - Rhodes Docherty & Co	11,115	9,980

Note 7: Short term deposits

Deposits at Call	445,478	578,857
Term deposits	410,000	560,120
	855,478	1,138,977

Note 8: Investments

Shares in listed companies	48,151	48,289
Floating rate bonds	1,222,181	1,231,040
Managed investment funds	1,030,316	495,339
	2,300,648	1,774,668

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	217,584	85,532
Other assets	42,000	0
Deposits paid	147,634	132,358
Prepayments	45,467	46,763
	452,685	264,653

NOTES TO THE FINANCIAL STATEMENTS

FOR YEAR ENDED 30 JUNE 2019

Note 10: Plant & equipment	2019	2018
	\$	\$
Motor Vehicles	149,031	149,031
Furniture and Fittings	54,866	48,766
Office Equipment	115,896	106,360
Shop Fixtures and Fittings	550,670	464,045
Warehouse Fixtures and Fittings	6,511	4,967
	876,974	773,169
Less Provision for Depreciation	(565,128)	(412,726)
	311,846	360,443

Note 11: Trade & other payables

Trade payables	68,169	84,899
Accruals	45,632	77,730
Helping Hand Funds	60,216	56,672
Other payables	181,951	164,160
	355,968	383,461

Note 12: Other liabilities

Unexpended grant funds	168,184	156,140
Deferred income	119,191	34,290
	287,375	190,430

Note 13: Provisions

Provision for Long Service Leave	207,788	172,336
Provision for Annual Leave	307,480	288,450
	515,268	460,786

Note 14: Leasing commitments

Operating lease commitments payable - minimum lease payments:		
- No later than 1 year	421,148	348,243
- After 1 year	271,178	291,191
	692,327	639,434

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

NOTES TO THE FINANCIAL STATEMENTS

FOR YEAR ENDED 30 JUNE 2019

Note 15: Cash flow information	2019	2018
	\$	\$
Reconciliation of result for the year to cashflows from operating activities:		
Profit for the year	273,953	392,162
Non-cash flows in profit:		
- Depreciation	177,246	127,112
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(132,051)	5,335
- (increase)/decrease in other assets	(55,980)	(46,592)
- increase/(decrease) in trade and other payables	(27,493)	82,017
- increase/(decrease) in employee benefits	54,482	89,560
- increase/(decrease) in other liabilities	96,945	39,374
CASH FLOW FROM OPERATIONS	387,102	688,968

Note 16: Reserves

Retained Profits at beginning of financial Year	2,620,470	2,228,308
Current year surplus	273,953	392,162
RETAINED SURPLUS AT END OF FINANCIAL YEAR	2,894,423	2,620,470

Note 17: Additional information and declarations to be furnished under the NSW Charitable Fundraising 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 \$535,419 (2018 \$512,419) 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 \$459,280 (2018 \$399,265). These results include a conservative allocation for administrative support necessary for these business centres to be successful.

Donations were received amounting to \$513,590 (2018 \$558,047).

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 \$273,953 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:

2019	2018	2017	2016	2015
2,894,423	2,620,470	2,228,308	1,887,191	924,258

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 2019 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 "C. Bothma".

Carel Bothma
26th September 2019

Treasurer

A handwritten signature in blue ink, appearing to read "M. Hedges".

Mark Hedges
26th September 2019

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 2019, 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:

- The special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30th June 2019 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);
- 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;
- 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
- 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: 26 September 2019



OUR HEARTFELT THANKS

Lifeline Harbour to Hawkesbury is generously supported by a huge number of organisations and individuals every year. We especially thank Ku-ring-gai Council for its ongoing support and continued provision of our premises in Gordon and Lindfield. We also acknowledge and thank everyone who supported our fundraising events throughout the year, our many book fairs and book clearance sales, as well as our Christmas Hamper project. Without this unwavering support, Lifeline H2H would be unable to reach our community as effectively.

OUR GOVERNMENT FUNDING BODIES AND SUPPORTERS

Department of Industry,
Innovation and Science
Department of Health
Department of Social Services

Dougherty Community Centre – Chatswood
Ku-ring-gai Council
Willoughby City Council
Lifeline Australia

NSW Ministry of Health
Sydney North Primary Health Network
Responsible Gambling Fund

OUR ROTARY CLUB PARTNERS

Rotary Club of Chatswood
Rotary Club of Ku-ring-gai

Rotary Club of St Ives
Rotary Club of Turramurra

Rotary Club of Wahroonga

TRUSTS AND FOUNDATIONS

IAG Foundation
Neilson Foundation

TISM Foundation

Young Australian Chinese
Charity Association

OUR WORKPLACE GIVING PARTNERS

Adshel
Apple

Ausgrid
Blackmores

Unilever

OUR CORPORATE PARTNERS

AAA Tyres
ASV Euro Car Parts
Bendigo Community Bank –
Turramurra & Lindfield Branches
Big Music, Naremburn
Black Dog Institute
Caltex Australia
Cheers Fest
Commonwealth Bank of Australia
Datacom
Energetics Pty Ltd
Evolution Mining
Grill'd Crows Nest
Guylian

IAG
Kipling's Garage Bar
Local Direct Networks
Lupus Association
McCarroll's Automotive Group
McCarroll's Body & Paint
MFAA
Minter Ellison
Mizuho Bank
MLC
Mortgage Choice
Much More Than Money
Nexia Australia
National Australia Bank

oOh! Media
Platinum Asset Management
Polite Social
QBE
Ruralco
Servcorp
Share – Learn for Life
SNAP Printing Parra Phillip
Toyota Financial Services
Toyota of Chatswood
The Star Pty Ltd
Unique Window Tinting
Vinva Investment Management
Westpac

OUR INDIVIDUAL SUPPORTERS

Gladys Berejiklian MP
Paul Fletcher MP
Alister Henskens, SC MP
Julian Leeser MP
Philip Basche
Cherri Carol
Tom Day
Jacqueline Every-Burns
Gordon Fuller
Madeleine Gower
Mark & Sue Hancock

David Hirsch
Keith Holder
Anthony Jones
Ed Kirk
Jason Kirk
Phil McCarroll
Jonathan MacLeod
Sarah McPherson
Cyril Melman
Chris Navin
Lisa O'Brien

Alan Onslow
Tim Richards
Rhett Rollan
Ian Salmon
David Streichler
Jan Stuart
Belinda Tejcek
Connie Therkildsen
Family & Friends of Margaret Carey

OUR COMMUNITY PARTNERS

Century Venues, The Concourse
Go for Broke
Gordon Uniting Church
Hills Harmony Chorus
India Club

KYDS
Knox Grammar School
Macquarie University
Mission Australia
Oakhill College

Peter Canisius House
Pittwater Village Activities Club
Ravenswood School for Girls
Saint Ignatius College Riverview
SANE Australia

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

Louise Joy

25 Twenty-Five Years

Gordon Crossley
Philippa Harding
Frank Warren

15 Fifteen Years

Nikki Harding
Georgina Harricks
Timothy Harricks
Elizabeth Lawson
Ron Smith
Jane Stone
Jan Whitaker

10 Ten Years

Mary Barr
Stewart Barr
Marian Bentley
Beryl Cameron
Dianne Dampney
Lorraine Delprado
Diane Drinkwater
Michael Fawkner
Eleanor Galt
Diane Kelly
Judy Laidlaw
Bill Laidlaw
Marina McCullagh
Eve Nairn
David Oates
John Rawson
Kirsty Reid
Alison Rose
Colleen Sullivan
Phil Summerfield
Lyn Terrey
Lyndell Van Noort

7 Seven Years

Suzanne Kelly

5 Five Years

Janelle Allan
Helen Battellino
Fay Bird
Prue Castleden
Margaret Clayton
Roger Conway
Jennifer Cooke
Grace De Wet
Susan Gillespie
Judith Gleeson
Kenneth Gow
Miriam Gross
Phil Irons
Harvey Kaufmann
Angela Keighery
Chris Kinsella
Caroline Le Gay Brereton
Marinela Mendes
Judith Oliver
Kerrie Piper
Vivienne Schreiber
David Scott
Sarah Searle
Helen Silber
Jennifer Stewart
Deborah Templeton
Connie Therkildsen
Judy Timms
Robert Williamson
Bruce Young

THANK YOU!

INCORPORATION

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

ABN 56 766 506 533

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 donations \$2 and over are tax deductible.



How you can help Lifeline

Our volunteers provide support in all areas of our operations including service delivery, administration, retail, book fairs and fundraising.

There are many ways to help Lifeline:

- Make a financial donation or bequest
- Become a Telephone Crisis Supporter
- Donate to our book fairs or retail stores
- Volunteer at our book fairs, retail stores or fundraising events
- Help us raise awareness of the issues surrounding suicide and crisis help

www.lifelineh2h.org.au

Contact Us

4 Park Avenue
Gordon NSW 2072

T: 02 9498 8805

F: 02 9498 2338

E: admin@lifelineh2h.org.au

