



 **Lifeline**  
Northern Beaches

**Annual Report**  
2016/2017

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- 24 Hours Crisis Support
- Financial Counselling
- Gambling Counselling
- Face-to-face Counselling
- Community Visitors Scheme
- Training
- Support Groups



**314,495**

Population  
(our footprint)



**17**

Counsellors



**7**

TCS Seats

**725**

Volunteers

**7**

Shops

**991**

Counselling  
Sessions



**1**

Warehouse



**63,891**  
Calls Answered





# Achievements & Social Return

## Telephone Crisis Support

13 11 14 

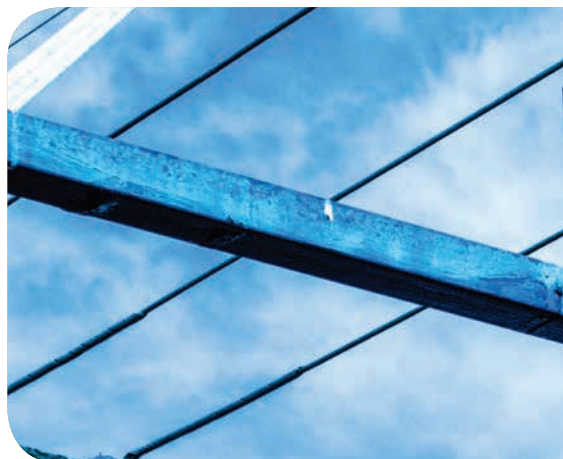
63,891

Telephone calls answered



7.2%

Increase on last year



## Counselling

991

Sessions



129

Support Group Sessions



## Financial Counselling

235

Sessions



320

Hours



## Community Visitors Scheme

45

Humans

2

Dogs



45 

Nursing Homes

5 

Hostels



Almost 8 people die by suicide every day

15-44

Suicide is the most common cause of death for Australians aged 15-44



More than 7 suicides are attempted every hour



Men represent 75% of all suicide deaths in Australia

\$17.2 Billion

Estimated social cost from suicidal behaviour in Australia



## Vision, Mission & Strategic Pillars



The Board committed to a three year strategic plan in March 2016. We are now in year two of the plan which aims to lift our service levels, community offering as one collective and unified sustainable operation.

# Volunteers

Number of  
Volunteers  
**725**



Retail  
Volunteer



TCS



Book Fair  
Volunteer



Other



Community  
Visitors  
Scheme



Book Room  
Volunteer



Events  
Volunteer



## 9 Volunteers 33 Years

Greater than 30 years  
service

Longest serving  
volunteer



LLA  
Volunteer  
Award

Steve Byrne, NSW

## Rotary award winners

Barry Williams

Jeff Smith



*"It is wonderful thing to be involved with a community organisation that gives back to both our local and wider community... without your help there would be no Lifeline Northern Beaches... thank you for what you do each day, day after day every day!"*





# Message from the Chair



An American journalist once said that the everyday kindness of the back roads more than makes up for the acts of greed in the headlines. Lifeline Northern Beaches is entirely a product of the quiet, unassuming efforts of hundreds of people who work as a team to provide every day kindness to strangers they may never meet.

We owe our continued existence to dedicated employees, over 500 volunteers and indeed to every single person who gives us a helping hand in the form of their discretionary time and labour or a donation, large or small. Our employees and volunteers continue to work hard to raise funds through shops and book fairs and by asking for all sorts of favours whether it's a discount for something we need or a prize to raffle. Everyone in the organisation pulls in the same direction, understanding our cost pressures while striving to help as many people as we can.

For some time we have been among the top call answering centres in the country and in the past year, we have often ranked as the highest in responses from volunteers. Congratulations to everyone in the phone centre for this remarkable achievement. Thank you to the training team for keeping new counsellors coming through the organisation and for keeping our skills and awareness up to date.

We are poised to grow our counselling services significantly over the next few years and thank the counselling team for their wonderful work in providing support groups and individual counselling that is so readily available and affordable for the community we serve.

The Board would like to acknowledge the sterling work of David Thomas, CEO for the stability and professionalism he has brought to the organisation since he took over the role in March 2016. It is a great pleasure to work with David and the team and to see new initiatives such as the Breakwater Ball and the Surf Classic boost our finances and raise our profile in the Northern Beaches.

Thank you sincerely to my fellow Board members who also volunteer enormous amounts of their spare time and expertise. At this AGM we bid a fond farewell to Brian Lees and Roger Gray who are both retiring from the Board.

Brian Lees was a church appointee for the past six years and has also served as a member of the Finance Committee. As well as being a very generous supporter, Brian has continued the Lees family legacy in shaping the organisation with his contribution to the formation of Lifeline Direct.

Roger Gray has recently stepped down as our Treasurer and has been a board member for five

years as well as being an active volunteer in the book room. Roger always describes himself as a 'rusty engineer' but we know him as a very dedicated board member who has always made his time and expertise available to Lifeline, particularly in the areas of finance and governance. We wish both Roger and Brian all the very best for the future and thank them for the countless hours they have given to Lifeline Northern Beaches.

In June I attended the funeral of Mrs Pat Dyson, one of our founding members, who passed away at the age of 95. Her son told me how proud she was to have been a part of the Lifeline story and right there at the very start of our organisation. Next year we celebrate a fifty-year anniversary and we will remember that we owe so much to people like Pat Dyson who built the foundations for Northern Beaches to become one of Lifeline Australia's most successful and enduring centres. We look forward to continuing this success for the next fifty years.

**Cheryl Walmsley**  
Chair



## Message from the CEO

The last year has been exciting, challenging but overall a very successful year for Lifeline Northern Beaches. Our efforts this year have seen us rise to one of the top call centres nationally, an increase in clinical and financial counselling services and a record surplus for the organisation. This could not have been achieved without the efforts and dedication of our volunteers, staff, management and Board, consequently congratulations to you all.

The results are not by accident with our three-year strategic plan now yielding strong and improving community outcomes. We have laid the foundations the past year which should pave the way for future growth of the organisation which serves our vision of an Australia free of suicide. On a more local level we aim to further increase and improve our community offering to help those in crisis. The increased media profile on both a national and local level has been a major achievement which is helping to increase awareness and our cause. Consequently, credit must be given to Anne Holt and her brilliant efforts the past year.

The demand for our services continues to grow and it is important to recognise the limitations of future government funding. Consequently, building a sustainable operation has been a core strategic objective and one we will continue to pursue. The results of our book fairs, retail operation and fundraising have significantly improved and have enabled an increase in our non-government funded service offering. Consequently, I would like to express heartfelt thanks to the work, efforts and dedication to Jeff Smith and his team of 'bookies', our retail volunteers and all our volunteer fundraisers.

The rise of LLNB as one of the top centres in terms of volunteer calls has been a highlight not only for the organisation but for myself personally. I cannot thank the work of Donna and her TCS team enough for their efforts – to be able to motivate yourselves in the cold, dark mornings of Winter for your shifts is so inspiring and embodies the spirit and ethos of the organisation so succinctly – wonderful!

I should also acknowledge the efforts of the Board who put in many hours behind the scenes to ensure the success of the operation. Thanks go to Roger Gray and Brian Lees who retire from the Board after many years of service. Also to Cheryl Walmsley who is stepping down from a very successful term as our Chair. Also on a management level, thank you to Sarah Watts who wears many hats and is our resident 'problem solver and go to person'.

The year ahead is promising but again is not without significant challenges that being an ever-increasing rate of those in crisis. As another year's challenges confront us it is important to recognise and focus what we are here for and collectively work towards our mission to ensure we do the best we can possibly do as the 'Northern Beaches Lifeline family' to help all those in crisis.

**David Thomas**  
CEO





# Telephone Crisis Support

## Our Vision

An Australia  
free of suicide



The Lifeline 13 11 14 service aims to prevent suicide through supporting people in crisis. The telephone service is free and accessible 24 hours a day to respond to vulnerable people. Lifeline's aim is to make every crisis contact count, every time, building hope and empowering help-seekers to take the next steps.

Last year Lifeline Northern Beaches answered 63, 891 calls for crisis

support. This outcome is achieved through the dedicated efforts of our volunteers (38,288 calls) and paid staff.

Whilst the volume of calls answered is outstanding our focus is on providing confidential, non-judgemental quality crisis support. Our training team and In-shift Supervisors have been exemplary in assisting our crisis supporters to achieve this quality client-centred support.

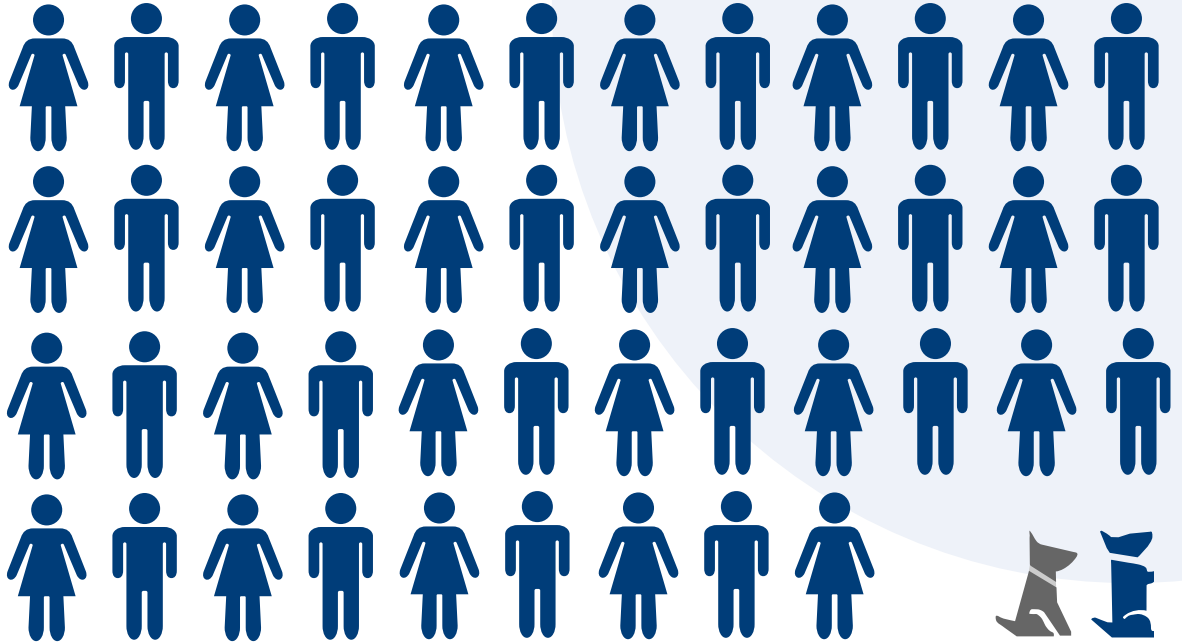
Our service remains resilient due to the continued support of all our volunteers, government grants, individual and corporate sponsors and looks forward to making a real difference in the lives of our callers in the year ahead.

**Donna Favaloro**  
Telephone Crisis Support Manager

# Community Visitors Scheme (CVS)

45  
Humans

2  
Dogs



45   
Nursing Homes

5   
Hostels

The Philosophy of the CVS program is to enrich the quality of life of residents of Residential Aged Care Facilities (RACFs) who are socially isolated, lonely, or decline to join in activities at the facility and would benefit from a regular fortnightly visit by the same volunteer. Our volunteers visit residents in seven nursing homes and five hostels. Currently 45 volunteers are visiting 46 residents at the time of this report.

At the time of writing there are 35 women, 10 men, five children and two dogs visiting residents one to one. During the year we organise monthly

meetings for the volunteers to attend, providing a guest speaker covering relevant topics relating to the residents' health and disability needs and at the same time providing support for our volunteers. During Volunteers Week in May we presented 20 certificates, with one volunteer receiving one for 20 years commitment. To thank the staff at the residential facilities that our volunteers visit, we invite them to a free Christmas breakfast in November.

Special thanks to Dana who has retired after eight years as a regular CVS office volunteer.

We take this opportunity to thank all our volunteers for their commitment to their Friend during the past year and the support given by the Lifeline staff to our CVS Program.

**Helen Pook & Lyndall Calcraft,**  
Coordinators





# Clinical Counselling

Lifeline Northern Beaches offers individual, couple and support group sessions. Our face to face counselling service and support groups operate seven days a week, during and after office hours, thanks to our highly qualified counsellors and group facilitators who give their time so generously to make this worthwhile low-cost service possible. We also have student counsellors and provisional psychologists on placement that again we are grateful for.

During the year, we have enjoyed ongoing support from The Kirribilli Centre, which offers counselling space and also a new mothers support group called 'Being Mums', which is proving very successful. The support groups we have run throughout the year - Adult Survivors of Childhood Abuse and Trauma, Anxiety, Depression, Men's Anger Management, and Suicide Bereavement are held at our LLNB centre. Our counselling rooms have been refurbished and look fabulous. We have had a changeover of staff, with Kathi Pauncz moving on from our counselling team and we welcomed Gina O'Neill as our Clinical Supervisor.

We have also joined Lifeline Harbour to Hawkesbury to help promote Way2Wellness a new online and telephone based assistance/early intervention service for people 16 years and over experiencing mild to moderate mental health concerns. Lifeline Northern Beaches will also host new support groups starting with a 16-week DBT skills group for adults and one for adolescents called Managing your Mood. (Way2Wellness and the support groups are funded by Primary Health Network).

Lifeline Northern Beaches has continued to work with the Beach School to offer greater support to assist the school community in catering for their mental health and wellbeing needs. To this end, we have placed a provisional psychologist at the school to provide counselling services to students and families at the Beach School.

Thank you so much to our counselling team for their dedication and continual service to our community.

**Linda-Ann Paterson**  
Counselling Supervisor



# Financial Counselling

The Financial Counselling Service has had another busy 12 months with an increased client load and some very complicated cases. We have seen an increasing number of suicidal clients who are in financial crisis. Fortunately as Financial Counsellors we are able to advocate on their behalf with their creditors and we have had a lot of positive outcomes.

"One of our clients was a 66 year old gentleman who came to financial counselling because he had no income, was unable to get the Centrelink Aged Pension, was living in a "container" and was high risk suicidal. Because of his mental and physical health he did not have the capacity to deal with his financial situation. He also needed to complete the last 2 years tax returns in order for Centrelink to approve his aged pension. The Australian Tax Office advised me that he had not done his tax returns for 13 years! So after a good few sessions he completed his tax returns and we all crossed our fingers. The Tax Office waived his debt. Next was dealing with Centrelink. I was delighted when I received a call one day to advise that his pension was approved and back paid. He was delighted and said that he now had a reason to live and was going to save his money to visit his daughter interstate."

We are currently looking at having more Volunteers who have completed the Diploma in Financial Counselling (or are currently working towards the Diploma) join us. Financial Counselling is interesting, varied and we have the privilege of being able to see clients lives changed for the positive.

**Debbie Christov**  
Financial Counsellor



# Fundraising

It really was an amazing year for the Fundraising team with new fundraising events such as the Breakwater Ball, the Lifeline Surf Classic and Mufti for Your Mates, a plain clothes day for high school students where they make a gold coin donation to participate. We also enjoyed continued success with our quarterly Bunnings sausage sizzles, Book Fairs and the Christmas raffle.

In the past 12 months the media profile of Lifeline Northern Beaches increased dramatically, which helped enormously in raising awareness of the Lifeline ethos and the services we provide nationally and also at the grass roots community level. The increased traditional and social media presence was integral in not only garnering support for Lifeline Northern Beaches run events but was also key in encouraging individuals, schools, clubs and businesses to fundraise on our behalf.

Our team also worked to communicate and showcase to existing and potential supporters ways in which they

could assist us through in kind support, volunteering or raising funds. We will continue to develop and make available to our supporters marketing and other collateral to assist them in their fundraising efforts.

Our success this year is testament to the power of relationships and having a consistent and real presence in the community and media.

**Anne Holt**  
Fundraising Manager



# Training

The Training Department has experienced a great evolution in the last year, with changes to the nationally recognised Crisis Supporter Workplace Training (CSWT), aiming to deepen the quality and skill of our professional volunteers who become Telephone Crisis Supporters (TCS). Quality is something we continually strive to improve upon and as such, many processes and policies have been reworked and enhanced in the last year.

In addition we have continued to work on our reach into our Northern Beaches community through our Accidental Counsellor (AC) training program. This has enabled the up-skilling of teachers, parents, volunteers and community members to be better able to recognise, respond and refer a person in crisis. The AC training has also become a significant part of our corporate suite of training programs.

We have continued to work with the Australian Government's National Plan to Reduce Violence Against Women and their Children (2010-2022), by taking Domestic Violence Alert training to frontline workers. This year we ran eleven DV-alerts, both the general and multicultural streams.

Our other training programs, Applied Suicide Intervention Skills Training and Mental Health First Aid Training were delivered to our TCS's, Counsellors and



external participants, in our aim to make our community more suicide safe and mental health aware.

All this work has only been possible through the high level of professionalism and skill of our team of trainers. Finally I would like to honour the outstanding work of Jo Paterson, who retired in December from the role of Training Manager. Jo held this position for ten years and in this time trained at least 800 people to become (TCS's). In addition, Jo facilitated all versions of all the different training programs we run. Our deepest gratitude goes out to Jo for her enormous contribution.

Thank you,

**Liz Whyte,**  
Training Manager



# Retail

We have had our most successful retail year to date in FY17 – being a record result. The seven Retail shops of LLNB and the Warehouse are to be commended on all they have achieved and their hard work certainly shows in this year's great result. I would like to individually thank each Retail Manager and their teams for their tireless efforts:

Avalon Shop – Sharon Malcolm

Balgowlah Shop – Kris Kwanten

Cremorne Shop – Maureen Chambers

Dee Why Shop – Laura Cramer

Forestville Shop – Jackie van de Walle

Manly Shop – Hanne Bruun

Mona Vale Shop – Sharyn Watson

Warehouse Distribution centre – Maggie Hunter

Our Manly shop hosted two themed shopping weeks in September 2016 and June 2017: Vintage Lines for Lifeline. Our in house fashionistas at the shop and warehouse did a fantastic job creating a vintage couture collection Audrey H and Mary Quant would have twisted and shouted about.

Our great results this year are a direct result of the professionalism of our Retail Managers and Supervisors and the dedication of our volunteers. A heartfelt THANK YOU for all that you do.

**Sarah Watts**  
Finance and  
Operations  
Manager







This financial year,  
calls to Lifeline  
across Australia  
were close to  
**1 Million**

## Our Committees

### Finance Committee

The finance committee of the board reviews and monitors the current and future financial, investment and risk management of LLNB. The committee supports the full Board in fulfilling its financial reporting, investment, risk management and property oversight role.

### Governance and Compliance Committee

The Governance and Compliance committee is responsible for supporting the Board in executing its governance and legal compliance obligations effectively and in accordance with best practice.

# Your Board



**Cheryl Walmsley**  
**Chair**

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Cheryl has worked for over thirty years as an employee and consultant in Human Resources, Learning and Development and Organisational Development. Her work has been within multinationals in Australia, Hong Kong and the UK predominantly in the Engineering sector. She is a graduate of Business and has an MSc in Organisational Psychology from the university of London. She is a TCS at LLNB and Chairperson of the Board of LLNB



**Ian Farmer**  
**Secretary**

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Ian joined LLNB in 2015 as a Telephone Crisis Support volunteer, and as a weekly support volunteer for the warehouse and delivery team. Ian joined the Board in June 2016, and the Finance Committee in July 2016, and continues with his TCS and warehouse activities. Ian brings to the Board financial, risk and commercial experience obtained through a range of local and international roles over a 30 year career with a major accounting and consulting firm.



**Robyn Stubbs**  
**Treasurer**  
**effective 1 July 2017**

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Robyn Stubbs is a Board Director and Executive Coach working across a diverse range of industry sectors, teams and individuals. Drawing on a successful 25+ year career as a senior executive in large, complex organisations, including Stockland and Lend Lease, Robyn currently sits on the Board of ASX listed entities InvoCare Limited and Aventus Property Group. She also provides premium coaching, facilitation and leadership development services through Executive Coaching International (ECI).



**Roger Gray**  
**Treasurer**  
**until 30 June 2017**

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Roger was appointed to the Lifeline Northern Beaches Board in September 2012, having previously served as a member of the book committee for a number of years. He is presently Treasurer and Chair of the Finance Committee. Roger's career experience includes senior management roles in the manufacturing and engineering industries. In the not for profit sector, he has been a director of the Australian Institute of Export (NSW) and is presently Community Services Director of Balgowlah Rotary. He has a degree in engineering and is a graduate and past fellow of the Australian Institute of Company Directors



**Bob Talas**  
**Board Member**

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Bob is an active member of the Lifeline Northern Beaches team with a passion for helping people find the strength to help themselves. Starting out as a Telephone Crisis Supporter in 2010, Bob has extended his involvement to include training our new TCS volunteers as well as taking our Crisis Support experience out to the community through the LLNB Training Services Team. Bob is also on the LLNB Board and plays an active role in engaging with our sponsors. In his spare time, Bob enjoys gardening, bush walking and ocean racing kayaks.



**Brian Lees**  
Board Member

With qualifications in Economics, Accounting, IT and Business Administration Brian ran a number of successful Management Consulting Companies. As a longtime resident and member of Balgowlah Uniting Church, he joined the LLNB Board in 2013 where as a member of the finance team he has worked to provide a sustainable future for the organisation. Over the past year he has lead a Team from the National Office and other Centers to develop a more streamlined operating model for Lifeline.



**Stephen Todd**  
Board Member

Stephen joined the Board in 2016 after serving as a telephone counsellor for over five years and a number of years training new recruits for the crisis telephone service. Since joining the Board Stephen has been a member of the Governance Committee working on updating the Constitution and various Board Charters. He has also been involved with supporting the fundraising effort and conducting a Board Effectiveness Review. Stephen holds a B. Com {Econ} and a Masters in Development Economics. He brings skills in the areas of senior management, government policy and operations, marketing, project funding and management, along with consulting at high levels on strategy, culture change and performance management. Stephen also assists a number of other community based groups on the Northern Beaches



**Sue Saunders**  
Board Member

Sue has been a member of Balgowlah Uniting Church for the past 20 years and has always been supportive and active in the churches support of Lifeline Northern Beaches. Sue grew up in Castle Hill and went to Teachers College in Wollongong to become a Physical Education Teacher. She has been a teacher working for the Department of Education for over 30 years. During a break from teaching, Sue worked as a ski guide in Switzerland. She came back to Australia to run a small business and moved to Manly. When Sue was offered a position at Mackellar Girls High School, it was too good to pass up, so she returned to teaching and has taught at Mackellar since 1990. In that time, Sue married and brought up two boys who are now at University. Sue is passionate about young people's health and wellbeing, bringing this important perspective to her role on the LLNB Board.



**Reverend John Barker**  
Board Member

John is a Minister for the Northern Beaches Uniting Churches (which includes Balgowlah and Manly), and has held that role since early 2014. John also sits on the local board of *StreetWork* Northern Beaches (an outreach and mentoring programs for at-risk youth).

In his role as a local Minister, John is very connected to the community at many levels across the Northern Beaches. Prior to becoming a Minister, John was in the public accountancy sector, running his own firm on the Northern Beaches for over 20 years. He is married to Joanna and has four children who have all attended local schools.



**Dee Robins**  
Board Member

Dee has been a member of the Board of Lifeline Northern Beaches since September 2012 and is currently Deputy Chairperson. She is the Chair of the Grievance Committee and is a member of the Fundraising Committee. Dee has been a Telephone Counsellor for 8 years and is also an ISS (In Shift Support) Supervisor. She is also involved as a Mentor with the training of new students as Telephone Counsellors, and continues to offer support while they are on probation.

Her major career experience includes 10 years with Telstra Payphone Services, 5 years in Real Estate Sales Support and 4 years managing Temp Staff for a recruitment agency. Dee has a BA from Sydney Uni. a Cert. IV in Telephone Counselling and a Cert IV in Workplace Training & Assessment.



# Treasurer's Report

## Report 2016-2017

Lifeline Northern Beaches financial position improved strongly again in 2016 – 2017. The surplus for the year was \$298,941, with significantly increased contributions from our retail operations, especially Manly, Dee Why and Mona Vale shops, our book-fairs and our fundraising activities and donations. This has allowed us to maintain an increased level of expenditure on our core services, especially the 131114 Crisis Support Service and its associated TCS training. It has also led to a small fall in the proportion of government funding to 62% of the direct and associated administration costs of these services.

***“outstanding effort from our management, staff, and volunteers”***

Cash reserves at year-end increased by just under \$350,000, enabling us to plan for further development of our services to the community and for ways to improve the effectiveness of our retail and book-fair operations, each of which is so important to our future growth and financial stability. We are also better prepared for any unforeseen downturn in revenue from our traditional funding sources.

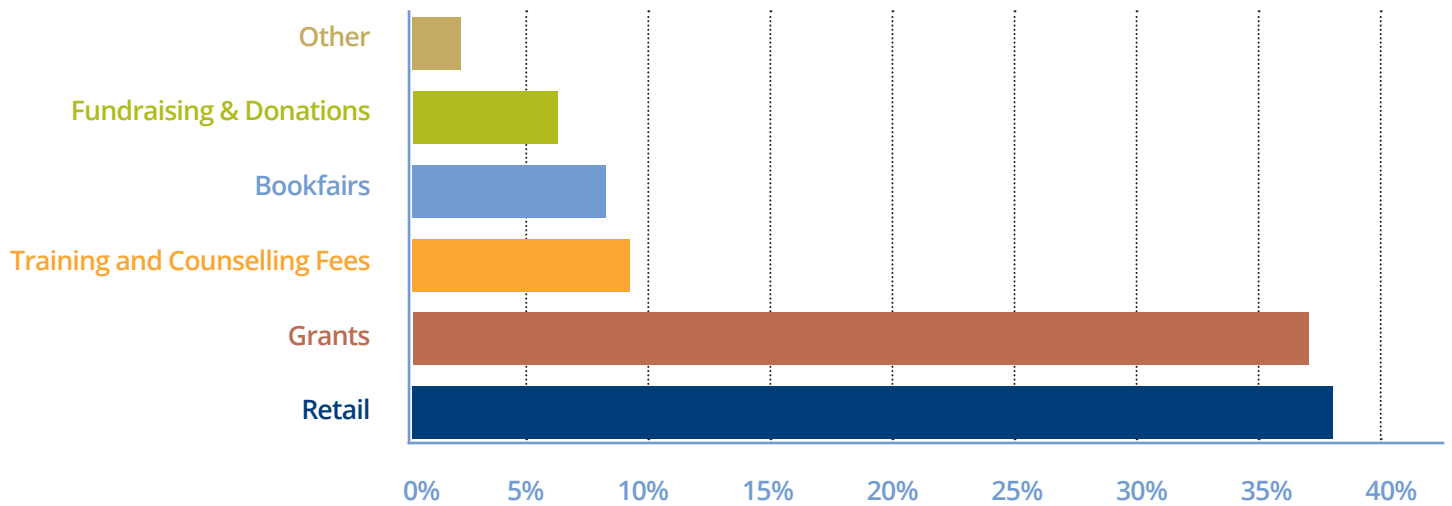
The outstanding effort from our management, staff, and volunteers in achieving these results is acknowledged, and I would especially like to thank our CEO, David Thomas and our Finance and Operations Manager, Sarah Watts for their leadership. Thank you also to our board Chair, Cheryl Walmsley and to members of the board's Finance and Risk committee, Ian Farmer, Brian Lees and outgoing Treasurer Roger Gray, for their support throughout the year. As incoming Treasurer, I am particularly grateful to Roger for the reporting disciplines and insightful analysis he has developed, a legacy the board is committed to continuing.

**Robyn Stubbs**

B.Bus, M.Sc., GAICD

Treasurer 1 July 2017

## How we fund the operation:



# Board Report

Your board members submit the financial report of Lifeline Northern Beaches Incorporated for the financial year ended 30 June 2017.

## Board Members

The names of board members throughout the year and to the date of this report are:

- Cheryl Walmsley (Chair)
- Dee Robbins (Deputy Chair)
- Roger Gray (Treasurer to 30 June 2017)
- Robyn Stubbs (Treasurer from 1 July 2017)
- Bob Talas (Secretary to September 2016)
- Ian Farmer (Secretary from September 2016)
- John Barker
- David Hunter (resigned September 2016)
- Brian Lees
- Barry Williams (resigned September 2016)
- Sue Saunders (appointed September 2016)
- Stephen Todd (appointed September 2016)

## Principal Activity

The principal activity of the entity during the financial year was providing 24 hour telephone counselling and related services in the local community.

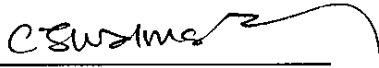
## Significant Changes


No significant change in the nature of the activities occurred during the year.

## Operating Results

The surplus for year amounted to \$298,940 (2016: \$165,254).

Signed in accordance with a resolution of the Members of the Board.

  
Cheryl Walmsley  
Chair  
Dated this 22 day of August 2017

  
Robyn Stubbs  
Treasurer  
Dated this 22 day of August 2017



## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

		2017	2016
	Note	\$	\$
Revenue	4	2,961,317	2,761,663
Other income	4	254,641	142,594
Employee benefits expense		(1,963,177)	(1,809,976)
Depreciation and amortisation expense		(50,637)	(48,007)
Electricity expense		(50,965)	(54,910)
Other expense		(355,499)	(319,470)
Rent expense		(385,615)	(392,495)
Rubbish removal expense		(65,557)	(67,181)
Volunteer expense		(45,568)	(46,964)
<b>Surplus before income tax</b>		<b>298,940</b>	<b>165,254</b>
Income tax expense		-	-
<b>Surplus from continuing operations</b>		<b>298,940</b>	<b>165,254</b>
<b>Surplus for the year</b>		<b>298,940</b>	<b>165,254</b>
<b>Other comprehensive income, net of income tax</b>			
<b>Items that will not be reclassified subsequently to profit or loss</b>			
<b>Items that will be reclassified to profit or loss when specific conditions are met</b>			
<b>Total comprehensive income for the year</b>		<b>298,940</b>	<b>165,254</b>

## STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	6	1,085,811	735,342
Trade and other receivables	7	52,812	21,968
Other assets	9	14,420	3,235
TOTAL CURRENT ASSETS		1,153,043	760,545
NON-CURRENT ASSETS			
Trade and other receivables	7	33,122	30,290
Property, plant and equipment	8	1,973,275	2,017,940
TOTAL NON-CURRENT ASSETS		2,006,397	2,048,230
TOTAL ASSETS		3,159,440	2,808,775
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	10	135,908	90,337
Borrowings	11	695	388
Employee benefits	13	139,523	125,337
Other financial liabilities	12	117,393	122,395
TOTAL CURRENT LIABILITIES		393,519	338,457
NON-CURRENT LIABILITIES			
Employee benefits	13	2,488	5,825
TOTAL NON-CURRENT LIABILITIES		2,488	5,825
TOTAL LIABILITIES		396,007	344,282
NET ASSETS		2,763,433	2,464,493
<b>EQUITY</b>			
Reserves		676,124	676,124
Retained earnings		2,087,309	1,788,369
TOTAL EQUITY		2,763,433	2,464,493

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2017

	Revaluation Surplus	Retained Surplus	Total Equity
	\$	\$	\$
<b>Balance at 1 July 2015</b>	676,124	1,623,115	2,299,239
<b>Comprehensive income</b>			
Net surplus for the year		165,254	165,254
Other comprehensive income for the year			
<b>Total comprehensive income</b>	<u>676,124</u>	<u>165,254</u>	<u>165,254</u>
<b>Other transfers</b>			
Transfer from//to general reserves			
<b>Total other transfers</b>	<u></u>	<u>-</u>	<u></u>
<b>Balance at 30 June 2016</b>	<u>676,124</u>	<u>1,788,369</u>	<u>2,464,493</u>
<b>Comprehensive income</b>			
Net surplus for the year		298,940	298,940
Other comprehensive income for the year			
- Gain on revaluation of building			
<b>Total comprehensive income</b>	<u></u>	<u>298,940</u>	<u>298,940</u>
<b>Other transfers</b>			
Transfer from//to general reserves			
<b>Total other transfers</b>	<u></u>	<u>-</u>	<u></u>
<b>Balance at 30 June 2017</b>	<u>676,124</u>	<u>2,087,309</u>	<u>2,763,433</u>

For a description of reserves refer to note 14.

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from customers	2,516,995	2,301,752
Receipt of grants	649,570	602,506
Payments to suppliers and employees	(2,808,393)	(2,511,469)
Interest received	7,319	5,304
Net cash provided by/(used in) operating activities	<u>365,491</u>	<u>398,093</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Payment for shop deposit	(2,831)	5,291
Purchase of property, plant and equipment	<u>(11,803)</u>	<u>(17,376)</u>
Net cash used by investing activities	<u>(14,634)</u>	<u>(12,085)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
Net increase/(decrease) in cash and cash equivalents held	350,857	386,008
Cash and cash equivalents at beginning of year	<u>734,954</u>	<u>348,946</u>
Cash and cash equivalents at end of financial year	6 <u>1,085,811</u>	<u>734,954</u>



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

The financial report covers Lifeline Northern Beaches Incorporated as an individual entity. Lifeline Northern Beaches Incorporated is a not-for-profit entity, registered and domiciled in Australia.

The principal activities of the entity for the year ended 30 June 2017 was the provision of 24 hour telephone counselling and related services in the local community.

The functional and presentation currency of Lifeline Northern Beaches Incorporated is Australian dollars.

The financial report was authorised for issue by those charged with governance on 22 August 2017.

Comparatives are consistent with prior years, unless otherwise stated.

### 1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*.

### 2 Summary of Significant Accounting Policies

#### (a) Income Tax

The entity is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

#### (b) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

#### (c) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the entity and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

All revenue is stated net of the amount of goods and services tax (GST).

#### Sale of goods

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 2 Summary of Significant Accounting Policies

#### (c) Revenue and other income

##### Grant revenue

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Lifeline Northern Beaches Incorporated receives non-reciprocal contributions of assets from other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

##### Interest revenue

Interest is recognised using the effective interest method.

##### Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

##### Other income

Other income is recognised on an accruals basis when the entity is entitled to it.

#### (d) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of financial position.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 2 Summary of Significant Accounting Policies

#### (e) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

Where the cost model is used, the asset is carried at its cost less any accumulated depreciation and any impairment losses. Costs include purchase price, other directly attributable costs and the initial estimate of the costs of dismantling and restoring the asset, where applicable.

##### Land and buildings

Land and buildings are measured using the revaluation model.

##### Plant and equipment

Plant and equipment are measured using the cost basis.

##### Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the entity, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

<b><i>Class of Fixed Asset</i></b>	<b><i>Depreciation Rate</i></b>
Buildings and Improvements	2.5%
Furniture, Fixtures and Fittings	10%
Shop & Office Equipment	10%
Computers	33.3%
Photocopier	20%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

#### (f) Financial instruments

Financial instruments are recognised initially using trade date accounting, i.e. on the date that the entity becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 2 Summary of Significant Accounting Policies

#### (f) Financial instruments

##### *Financial Assets*

Financial assets are divided into the following categories which are described in detail below:

- loans and receivables;
- financial assets at fair value through profit or loss;
- available-for-sale financial assets; and
- held-to-maturity investments.

Financial assets are assigned to the different categories on initial recognition, depending on the characteristics of the instrument and its purpose. A financial instrument's category is relevant to the way it is measured and whether any resulting income and expenses are recognised in profit or loss or in other comprehensive income.

All income and expenses relating to financial assets are recognised in the statement of profit or loss and other comprehensive income in the 'finance income' or 'finance costs' line item respectively.

##### *Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise principally through the provision of goods and services to customers but also incorporate other types of contractual monetary assets.

After initial recognition these are measured at amortised cost using the effective interest method, less provision for impairment. Any change in their value is recognised in profit or loss.

The entity's trade and other receivables fall into this category of financial instruments.

Significant receivables are considered for impairment on an individual asset basis when they are past due at the reporting date or when objective evidence is received that a specific counterparty will default.

The amount of the impairment is the difference between the net carrying amount and the present value of the future expected cash flows associated with the impaired receivable.

##### *Financial assets at fair value through profit or loss*

Financial assets at fair value through profit or loss include financial assets:

- acquired principally for the purpose of selling in the near future
- designated by the entity to be carried at fair value through profit or loss upon initial recognition or
- which are derivatives not qualifying for hedge accounting.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 2 Summary of Significant Accounting Policies

#### (f) Financial instruments

##### *Held-to-maturity investments*

Held-to-maturity investments are non-derivative financial assets with fixed or determinable payments and fixed maturity. Investments are classified as held-to-maturity if it is the intention of the entity's management to hold them until maturity.

Held-to-maturity investments are subsequently measured at amortised cost using the effective interest method, with revenue recognised on an effective yield basis. In addition, if there is objective evidence that the investment has been impaired, the financial asset is measured at the present value of estimated cash flows. Any changes to the carrying amount of the investment are recognised in profit or loss.

##### *Available-for-sale financial assets*

Available-for-sale financial assets are non-derivative financial assets that do not qualify for inclusion in any of the other categories of financial assets or which have been designated in this category. The entity's available-for-sale financial assets comprise listed securities.

The investment in [enter investment name] is reported at cost less any impairment charges, as its fair value cannot currently be reliably estimated.

All available-for-sale financial assets are measured at fair value, with subsequent changes in value recognised in other comprehensive income.

Gains and losses arising from financial instruments classified as available-for-sale are only recognised in profit or loss when they are sold or when the investment is impaired.

In the case of impairment or sale, any gain or loss previously recognised in equity is transferred to the profit or loss.

Losses recognised in the prior period statement of profit or loss and other comprehensive income resulting from the impairment of debt securities are reversed through the statement of profit or loss and other comprehensive income, if the subsequent increase can be objectively related to an event occurring after the impairment loss was recognised in profit or loss.

##### *Impairment of financial assets*

At the end of the reporting period the entity assesses whether there is any objective evidence that a financial asset or group of financial assets is impaired.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 2 Summary of Significant Accounting Policies

#### (f) Financial instruments

##### *Financial assets at amortised cost*

If there is objective evidence that an impairment loss on financial assets carried at amortised cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial assets original effective interest rate.

Impairment on loans and receivables is reduced through the use of an allowance accounts, all other impairment losses on financial assets at amortised cost are taken directly to the asset.

Subsequent recoveries of amounts previously written off are credited against other expenses in profit or loss.

##### *Available-for-sale financial assets*

A significant or prolonged decline in value of an available-for-sale asset below its cost is objective evidence of impairment, in this case, the cumulative loss that has been recognised in other comprehensive income is reclassified from equity to profit or loss as a reclassification adjustment. Any subsequent increase in the value of the asset is taken directly to other comprehensive income.

#### (g) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Bank overdrafts also form part of cash equivalents for the purpose of the statement of cash flows and are presented within current liabilities on the statement of financial position.

#### (h) Employee benefits

Provision is made for the entity's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements.

### 3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 3 Critical Accounting Estimates and Judgments

The significant estimates and judgements made have been described below.

#### Key estimates - impairment of property, plant and equipment

The entity assesses impairment at the end of each reporting period by evaluating conditions specific to the entity that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

#### Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

### 4 Revenue and Other Income

	2017 \$	2016 \$
<b>Revenue from continuing operations</b>		
- Sale of goods	2,114,287	1,979,103
- Provision of services	151,776	128,004
- Grants Received	695,254	654,556
<b>Total Revenue</b>	<b>2,961,317</b>	<b>2,761,663</b>
<b>Other Income</b>		
- recoveries	6,486	10,472
- donations	118,976	39,238
- fundraising	112,817	75,730
- other	1,800	11,850
- interest received	14,562	5,304
<b>Total Other Income</b>	<b>254,641</b>	<b>142,594</b>
<b>Total Revenue and Other Income</b>	<b>3,215,958</b>	<b>2,904,257</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 5 Result for the Year

The result for the year includes the following specific expenses:

	2017 \$	2016 \$
Other expenses:		
Employee benefits expense	1,963,177	1,809,976
Amortisation expense	50,637	48,007
Impairment of receivables:		
Rental expense on operating leases:		
- Minimum lease payments	385,615	392,495

### 6 Cash and Cash Equivalents

	2017 \$	2016 \$
Cash at bank and in hand	435,017	612,341
Other cash and cash equivalents	650,794	123,001
	<b>1,085,811</b>	<b>735,342</b>

### 7 Trade and Other Receivables

	2017 \$	2016 \$
CURRENT		
Trade receivables	50,545	20,717
	<b>50,545</b>	<b>20,717</b>
GST receivable	2,267	1,251
<b>Total current trade and other receivables</b>	<b>52,812</b>	<b>21,968</b>



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 7 Trade and Other Receivables

	2017 \$	2016 \$
NON-CURRENT		
Deposits	33,122	30,290
<b>Total non-current trade and other receivables</b>	<b>33,122</b>	<b>30,290</b>

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

The maximum exposure to credit risk at the reporting date is the fair value of each class of receivable in the financial statements.

### 8 Property, plant and equipment

	2017 \$	2016 \$
LAND AND BUILDINGS		
Freehold land		
At fair value	900,000	900,000
Total Land	900,000	900,000
Buildings		
At fair value	994,082	1,024,546
Total buildings	994,082	1,024,546
Total land and buildings	1,894,082	1,924,546
PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At fair value	79,193	93,394
Total furniture, fixtures and fittings	79,193	93,394
Total plant and equipment	79,193	93,394
<b>Total property, plant and equipment</b>	<b>1,973,275</b>	<b>2,017,940</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 8 Property, plant and equipment

#### (a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Land \$	Buildings \$	Furniture, Fixtures and Fittings \$	Total \$
<b>Year ended 30 June 2017</b>				
Balance at the beginning of year	900,000	1,024,546	93,394	2,017,940
Additions	-	-	11,803	11,803
Capitalised borrowing cost and depreciation	-	(30,464)	(26,004)	(56,468)
<b>Balance at the end of the year</b>	<b>900,000</b>	<b>994,082</b>	<b>79,193</b>	<b>1,973,275</b>

Sydney Road building and land held by the entity was valued to be \$1,470,000 by an independent valuer on 14 March 2014. The fair value of the land was determined to be \$900,000.00. Harbord Road building held by the entity was valued to be \$530,000 by an independent valuer on 18 July 2014. The directors have determined at balance date that this value is still current.

### 9 Other Assets

	2017 \$	2016 \$
CURRENT		
Prepayments	7,177	3,235
Accrued income	7,243	-
	<b>14,420</b>	<b>3,235</b>

### 10 Trade and Other Payables

	Note	2017 \$	2016 \$
Current			
Trade payables		11,879	8,743
Accrued Superannuation		40,346	34,850
Accrued Wages		49,715	-
Sundry payables and accrued expenses		21,101	35,666
Group tax		12,867	11,078
		<b>135,908</b>	<b>90,337</b>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying amounts are considered to be a reasonable approximation of fair value.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 11 Borrowings

	2017 \$	2016 \$
CURRENT		
Secured liabilities:		
Bank overdraft	695	388
	<u>695</u>	<u>388</u>
<b>Total current borrowings</b>	<u>695</u>	<u>388</u>
<b>Total borrowings</b>	<u>695</u>	<u>388</u>

### 12 Other Financial Liabilities

	2017 \$	2016 \$
CURRENT		
Unexpended grants	116,711	122,395
Amounts received in advance	682	-
<b>Total</b>	<u>117,393</u>	<u>122,395</u>

### 13 Employee Benefits

	2017 \$	2016 \$
CURRENT		
Annual Leave	97,562	90,795
Long Service Leave	41,961	34,542
	<u>139,523</u>	<u>125,337</u>
NON-CURRENT		
Long Service Leave	2,488	5,825
	<u>2,488</u>	<u>5,825</u>
<b>Total provision of employee benefits</b>	<u>142,012</u>	<u>131,162</u>

### 14 Reserves

#### (a) Asset realisation reserve

The asset realisation reserve records realised gains on sale of non-current assets.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 15 Leasing Commitments

#### (a) Operating leases

	2017 \$	2016 \$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	341,744	307,013
- between one year and five years	246,115	413,505
	<b>587,859</b>	<b>720,518</b>

The property lease commitments are non-cancellable operating leases with varying terms, with rent payable monthly in advance.

Leases exist currently over shops in Cremorne, Dee Why, Forestville, Mona Vale, Avalon and Manly and Book Depot in Brookvale.

### 16 Contingencies

In the opinion of those charged with governance, the entity did not have any contingencies at 30 June 2017 (30 June 2016: None).

### 17 Related Parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

### 18 Events after the end of the Reporting Period

The financial report was authorised for issue on 22 August 2017 by those charged with governance.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations or the state of affairs of the entity in future financial years.

### 19 Information required to be furnished under the Charitable Fundraising Act, 1991 (NSW)

During the year Lifeline Northern Beaches received net income of \$112,817 from fundraising activities. The full amount of this has been applied towards the provision of services and the development of facilities.

### 20 Statutory Information

The registered office of the entity is:  
310 Sydney Road  
BALGOWLAH NSW 2093

The principal place of business is:  
310 Sydney Road  
BALGOWLAH NSW 2093

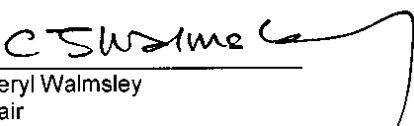


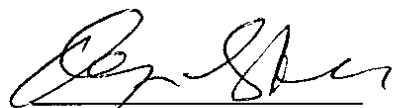
## RESPONSIBLE PERSONS DECLARATION FOR THE YEAR ENDED 30 JUNE 2017

In the opinion of the board the financial statements as set out on pages 2 to 17:

1. Present a true and fair view of the financial position of Lifeline Northern Beaches Incorporated as at 30 June 2017 and its performance for the year ended on that date in accordance with Australian Accounting Standards – Reduced Disclosure Requirements of the Australian Accounting Standards Board, requirements of *Associations Incorporation Act 2009* and the *Australian Charities and Not-for-profits Commission Act 2012*.
2. At the date of this statement, there are reasonable grounds to believe that Lifeline Northern Beaches Incorporated will be able to pay its debts as and when they fall due.
3. Declaration in respect of Fundraising appeals
  - (i) The accounts give a true and fair view of all income and expenditure, and of the state of affairs of Lifeline Northern Beaches Inc. with respect to fundraising appeals;
  - (ii) The provisions of the Charitable Fundraising Act 1991 and the Regulations under that Act and the conditions attached to the authority to fundraise have been complied with; and
  - (iii) The internal controls exercised by Lifeline Northern Beaches Inc. are appropriate and effective in accounting for all income received and applied from any of its fundraising appeals.

This statement is made in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Act 2012* and is signed for and on behalf of the Board by:

  
Cheryl Walmsley  
Chair

  
Robyn Stubbs  
Treasurer

Dated this 22nd day of August 2017

Dated this 22 day of August 2017

## Lifeline Northern Beaches Incorporated

# Independent Audit Report to the members of Lifeline Northern Beaches Incorporated

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Lifeline Northern Beaches Incorporated (the entity), which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive Income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the board on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report of Lifeline Northern Beaches Incorporated is in accordance with the *Associations Incorporation Act 2009* and the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2017 and of its financial performance for the year then ended; and
- (ii) that the financial records kept by the association are such as to enable financial statements to be prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements.

#### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

#### Information Other than the Financial Report and Auditor's Report Thereon

The board of the association is responsible for the other information. The other information comprises the information included in the association's annual report for the year ended 30 June 2017, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### Responsibilities of the Board for the Financial Report

The board of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *Associations Incorporation Reform 2012* and for such internal control as the board determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board is responsible for assessing the ability of the association to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

## **Lifeline Northern Beaches Incorporated**

# **Independent Audit Report to the members of Lifeline Northern Beaches Incorporated**

### **Auditor's Responsibilities for the Audit of the Financial Report**


Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the board.
- Conclude on the appropriateness of the board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Name of Firm:** Thomas GLC  
Chartered Accountants



**Name of Partner:** .....  
Glenn McEwen

**Address:** Hornsby

**Dated this 22<sup>nd</sup> day of August 2017**

# Thank you...

## Supporters

- Avalon Soccer Club
- Bunnings Balgowlah
- Bunnings Belrose
- Dee Why RSL
- Kirk Wilcox
- Kabel Financial Services
- Kataga Pty Ltd
- Krambach Classic
- Michael Teys
- Northern Beaches Credit Union
- Penn Foundation
- Renault Australia
- Rotary Balgowlah
- Rotary Dee Why
- Snap Printing
- St Augustine's College Sydney
- Swaab Attorneys
- Uniting Church Balgowlah
- Warrington Charities
- XL Catlin
- Zoubakin Creative

## Testimonials

*"Your intervention saved a life tonight. Thank you for your non pitying, non-condescending, practical approach. You de-escalated, what would have been a lethal attempt. I'm nowhere near, being rid of these negative symptoms, but your perspective definitely helped me win the battle tonight."*

*"Thank you"*

### Being Mum's Support Group

*"With the help of Lifeline we ensure our mums get continued support in the way of extended counselling and additional programs. We could not run this without the backing and knowledge of Lifeline Northern Beaches. The staff there are wonderful, professional and incredibly supportive. We cannot speak more highly of them."*

### Accidental Counsellor Training

*"The information, strategies and statistics were such an eye opener"*

*"How to approach or ask someone how things are going or how they're feeling. Everything was relevant & useful"*

*Lifeline Northern Beaches  
volunteers support their  
community with  
energy, humour &  
genuine commitment*



#### Services

- Suicide Crisis Support
- 24 hour Telephone Crisis

#### Support

- Financial Counselling
- Face- to-face Counselling
- Community Visitors Scheme
- Training

## How can you help?

**Make a donation**

**Volunteer your time**

**Become a corporate supporter**

**Help raise awareness**

**Become involved in fundraising**



Our Balgowlah Administration Office

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## Connect with us



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