

**annual
report 2012**

about Lifeline Northern Beaches

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Lifeline Northern Beaches Inc. is an independent organisation that has been serving the Northern Beaches area for over 40 years. Our community involvement is from Kirribilli to Palm Beach and westward to include Terrey Hills and Forestville. We are accredited by Lifeline Australia Inc. and we are managed in accordance with a Constitution, by a Board of Governance and a Chief Executive Officer.

Lifeline as a registered charity carries out a variety of activities all aimed at relieving distress and suffering in the community. The organisation is primarily run on a volunteer basis with over 400 people offering their services as: Telephone Crisis Supporters; Assistants in our Retail Shops and Warehouse; Volunteers who ensure our Book Fairs are such a success; and Administrative Staff who give their time in our office in Balgowlah. As well as our volunteer network we have the equivalent of 18 full time paid positions, filled by caring individuals who ensure our charity can continue to provide quality crisis support services to the community.

Some of our key programs are supported by specific government funding, but in the main, Lifeline Northern Beaches is responsible for resourcing our counselling activities and operating costs from our own fundraising efforts. The bulk of our revenue is generated through: our Retail Shops, which sell donated goods; our Book Fairs which are an integral part of the local community calendar; and other fundraising events like our Annual Charity Golf Day and Fete. Local businesses, community groups and individuals make donations throughout the year to assist our charity for which we are sincerely grateful.

Lifeline Northern Beaches is proud of the services we provide to the community. This Annual Report clearly demonstrates why Lifeline is a vital community service provider.

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contents

Lifeline Northern Beaches Services and Support Groups	3
Mission Statement	4
Agenda - 44th Annual General Meeting	5
Minutes - 43rd Annual General Meeting	6
Board and Staff Members	7
Chairman's Report	8
CEO's Report	9
Telephone Crisis Support	10
Telephone Skills Training	11
Face-to-Face Counselling	12
Suicide Crisis Support and Care-ring	14
Financial Counselling Service	15
Community Visitors Scheme	16
Senior Visitors Service	17
Emergency Relief Program	18
Retail	19
Book Committee	20
Fundraising	21
Treasurer's Report	22
Statement by the Board	23
Profit and Loss	24
Balance Sheet	25
Statement of Government Funded Activities	26
Notes to Financial Statements:	
Statement of Accounting Policies	27
Declarations specific to the Charitable Fundraising	29
Independent Audit Report	30



our services

Telephone Crisis Support: This is Lifeline's core service. We provide 24 hour crisis support, suicide intervention and community services to those in need. The role of the telephone crisis supporter is to help callers find immediate relief. They safely manage any immediate threats to life and then explore coping strategies with the caller that will open pathways to longer term solutions.

Personal Counselling: Individuals can seek specialised, face-to-face counselling at our Balgowlah Centre. This is often an extension of an initial telephone call and is available both during and after business hours.

The Senior Visitors Service: provides social support for frail older people and younger members of the community with disabilities, who may be isolated in their own homes. Volunteers provide friendly visits, phone calls and in some cases assistance with shopping.

Financial Counselling Services: Counselling for people with financial difficulties, including bankruptcy, budgeting and repayment issues.

Community Visitors Scheme: co-ordinates visits to isolated people in hostels and nursing homes.

Suicide Prevention and Education: The suicide buddy support program places a volunteer buddy with a suicidal caller to support and encourage them to contact a doctor, counsellor or psychiatrist.

Emergency Relief Program: helps families or individuals who have an immediate financial need. Lifeline supplements the funds received from the Commonwealth Department of Family and Community Services, to provide this service.

support groups

Grief and Loss Support Group: Grief and loss are part of life's experience. This support group allows people to understand grief and its many forms.

Depression Support Group: This is an ongoing open group providing practical strategies for coping with depression.

Quit Smoking: The Mental Health Coordinating Council funds this project on behalf of NSW Health.

Problem Gambling: Our face-to-face gambling counselling service provides free individual and group counselling and support services for problem gamblers, their families and others affected by this issue.

Suicide Bereavement Support: This group is for people who have experienced the loss of someone through suicide. The group aims to provide a safe and confidential environment of trust for people to share their experiences and support one another.

Men's and Women's Anger Management Groups: There are separate groups for men and women. People will be given information and tools to identify their anger triggers and strategies to manage their anger more effectively.

Anxiety Management Group: Manage anxiety, challenge unhelpful thinking and learn how to deal with worry.

New Parents: Realities of Parenthood. This course is supported by Mosman Council and is for people who would like to enhance their ability to cope as a new parent.

our mission

To provide quality 24 hour telephone crisis support and associated services to help the community. Lifeline's programs are based on a Christian vision of caring for people of all backgrounds and circumstances.

Lifeline Northern Beaches Inc. acknowledges the authority of the National Board of Lifeline Australia Inc. Lifeline Northern Beaches Inc. adopts and is supportive of Lifeline Australia's key statements, beliefs and shared values, which guide all relevant services and activities.

LIFELINE is a Christian ministry committed to counsel in accordance with Christian insights.

LIFELINE seeks and acknowledges the support of the church and the wider community in enabling it to maintain its service.

LIFELINE NORTHERN BEACHES
INC.
holds accreditation from
LIFELINE AUSTRALIA INC.
and through that body is affiliated
with
LIFELINE INTERNATIONAL.

44th annual general meeting

tuesday 4 september, 2012

agenda

1. Opening Prayer
2. Welcome
3. Apologies and Quorum
4. Confirm the Minutes of AGM held 20 September 2011
5. Receive and adopt the Chairman's Report
6. Receive and adopt the Chief Executive Officer's Report
7. Receive and adopt the Treasurer's Report
8. Consider and approve by special resolution recommended changes to the Constitution.
9. Election of Board members to fill vacancies caused by resignation and retirement by rotation.
10. Appointment of Auditor
11. Appreciation
12. Closing Benediction

lifeline northern beaches inc.

minutes of 43rd annual general meeting

Tuesday 20 September 2011

Opening Prayer: Graham Perry

Welcome: Barry Williams, the Chairman declared the 43rd AGM Lifeline Northern Beaches Inc. (LLNB) open at 7:30pm.

Attendance: The Chairman noted that a quorum was present, per the attendance sheet signed at the door.

Apologies: Brian Lees, Wendy Hunter, Ros McLaughlin and the Patron Lucy Brogden.

Minutes: The minutes of the 42nd AGM held on 7 September 2010 having been circulated, were confirmed and authorised for signing by the Chairman.

Chairman's Report: The Chairman spoke to his report. It was resolved that his report be received and accepted.

Chief Executive Officer's Report: The Chief Executive Officer spoke to her report. It was resolved that her report be received and accepted.

Treasurer's Report: The Treasurer spoke to her report. It was resolved that her report be received and accepted.

Election of Board members:

The Secretary read a letter from the Balgowlah Uniting Church appointing Barry Williams and Brian Lees as representative members on the LLNB Board. The Chairman explained that as there were more nominees than vacancies to the Board, a secret ballot election would be held. He handed control of the meeting over to Graham Perry. Bruce Miller was appointed as Returning Officer and Barclay Wade as Scrutineer. Pursuant to the results of the secret ballot election, Graham Perry announced that Peter Lewis, Pat McDermott, John Oliver and Annette Willows were elected to fill the four vacant positions on the LLNB Board.

Appointment of Auditor:

It was resolved that Barrie Pitt be re-appointed as Auditor.

Closing Benediction:

Graham Perry as the Minister of the Balgowlah Uniting Church closed proceedings with the Benediction at 8:30pm.

board and staff members

1 july 2011 - 30 june 2012

Board Members

Chairman	Barry Williams
Deputy Chairman	Peter Lewis
Secretary	Bruce Miller
Treasurer	Annette Willows
Board Members	David Hunter, John Oliver, Philip Abigail, Graham Perry (ex-officio), Pat McDermott, Brian Lees
Retiring Board Members	Ceiny Maybury 2011 AGM

Executive

Chief Executive Officer	Shirley Eggleton July 2006 - March 2012 Dannielle Mackenzie March 2012 - current
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Operations and Administration

Operations Manager	Donna Favalaro
Office Manager	Angela Wade
Accountant	Marian Fouche
Retail Liaison and Administration	Wyn Smith

Counselling and Support Services

Counselling Psychologist	Kathi Pauncz
Financial Counselling Services Co-ordinators	Honora Corbett, Glenda Sherbin
Senior Visitors Service Co-ordinator	Cristina Zdroykowski
Community Visitors Scheme Co-ordinator	Helen Pook
Centre Supervisors	Linda Newcomb, Jo Paterson
In-Shift Support Officers	Wayne DeVenny, Jim Bell, Kate McMaugh, John Harris
Learning and Development Manager	Jo Paterson

Fundraising and Marketing

Fundraising and Marketing Manager	Jayne Persico
Fundraising and Marketing Assistant	Jessica Holmes

Business Operations

Balgowlah Retail Manager	Kris Kwanten, Hanne Bruun
Dee Why Retail Manager	Ginni Train, Julia Wickman
Kids World Retail Manager	Sharon Stanford
Mona Vale Retail Manager	Sharyn Watson, Enid Donnelly
Forestville Retail Manager	Jackie Van de Walle, Jay McHugh
Warehouse Manager	Maggie Hunter
Stock Controller	Celia Cohen
Truck Distribution	Mark Glover, Wayne DeVenny, Jim Bell
Hon . Auditor	Barrie Pitt
Hon. Solicitor	Philip Abigail

from the BOARD



Many thousands of callers have contacted Lifeline over the past 12 months with Lifeline Northern Beaches at the forefront of the national network. We provide quality support and confidential listening care to those for whom our service gives a “Lifeline” at a time when the caller

is often most vulnerable or simply needs to have someone who will listen. Further, our ancillary services continue to provide dedicated, personal care to those who require additional support through their time of need.

Our year could be described as one of “challenge and change” to achieve a positive and successful outcome. We are indebted to our committed team, both staff and volunteers, without whom we simply could not survive. No matter the challenge there is always someone who is willing to provide the necessary drive to achieve the desired outcome.

The retirement of CEO Shirley Eggleton was accepted with our thanks for her past endeavours and good wishes for a long, happy and healthy retirement. During her term as CEO Shirley provided strong leadership setting the footprint for our sustainability and was responsible for elevating our Centre to being acknowledged as one of the leaders in the national Lifeline Australia network.

Dannielle Mackenzie was appointed CEO in March 2012. Dannielle has taken up her role with an energetic enthusiasm and a strong emphasis on the culture of the Centre, its role in the community and the welfare of staff, volunteers and the many callers and clients our Centre serves.

Lifeline Australia is presently wrestling with considerable challenge as it addresses the increasing volume of calls and the needs of the community to ensure a professional and caring approach is maintained. We are committed to finding a way forward which does not compromise the integrity of the service or the quality provided to the caller.

The Rev Graham Perry, Minister Uniting Church Balgowlah and a Lifeline Board member, in a recent sermon spoke of leadership and that you don’t always get what you expect! We are indeed fortunate to have a Board committed and prepared to address and deal with whatever the issues, without fear or favour, to maintain and advance the services of our Centre, the national network and the welfare of staff and volunteers alike.

To our Patron Lucy Brogden and husband John we acknowledge with thanks the ongoing contribution, support and encouragement they provide, not only to Lifeline Northern Beaches but to the national Lifeline family; we value them as part of our community.

We acknowledge with thanks the important and considerable contribution made by Ceiny Maybury who stepped down as a Board member at the last Annual General Meeting.

To our supporters and donors, all of whom we are dependent upon for our long term survival, we give thanks. We value and appreciate the encouragement and support we receive from the generous community we are privileged to serve.

We should never overlook our founders and those who have preceded us; they have left a wonderful legacy upon which to build. We are indeed fortunate to have such strong foundations and gratefully acknowledge their enduring contribution.

Barry Williams
Chairman of the Board

from the CEO



In March 2012 I accepted the position of CEO of Lifeline Northern Beaches. It is a great honour to serve an organisation which does so much good work in the community by providing high quality crisis management services. During the short period of my tenure I

have been struck by the incredible depth and diversity of programs Lifeline provides and the commitment of the staff and volunteers.

I would like to acknowledge and thank Shirley Eggleton, my predecessor, who served and led the organisation for six years and provided strong stewardship and a solid foundation on which I intend to build. My background includes 16 years of working in the 'not-for-profit' sector with extensive experience in areas of operational and executive management; governance risk and compliance; program planning; and sustainability. I look forward to continuing to bring these skills and my long-held passion for people to Lifeline Northern Beaches.

During this reporting period our charity has undergone a significant season of change, driven primarily by the transformation in the human services and community service sectors. There is enormous consolidation and increasing competition in these areas, but Lifeline Northern Beaches, and our national body Lifeline Australia, have assessed the environment and are responding accordingly. Words such as 'partnership' and 'collaboration' have become part of our national conversation, underpinned by a growing acceptance of shared 'responsibility' across the public, private and not-for-profit sectors.

Lifeline Northern Beaches is well placed to meet the challenges and opportunities of the current environment. Our diverse service portfolio and genuine commitment to collaborative partnerships will ensure we can fulfil our mission 'to provide quality 24 hour telephone crisis support and associated services' to the community. Over the coming 12 months our focus will naturally be on service provision, but also assessing the future trends in demand and how Lifeline can effectively organise and deliver programs that best serve our Northern Beaches community.

This Annual Report is a testament to the achievements of the staff and volunteers of Lifeline Northern Beaches during the 2011/12 period. Their efforts and results are all the more commendable given the uncertain political, social, economic and funding environment that has prevailed during this time. There is much to do and it is my privilege to provide strong leadership and direction, in partnership with the Board, to bring about strategies for effective and desired changes. I personally look forward to focussing on building our community profile. The advent of new technology, particularly social media, will improve the channels of communication with our clients who use our services, our customers at our Retail Shops, booklovers who attend our Fairs and members of the business community who wish to support us. I am excited by the opportunities ahead and look forward to reviewing the achievements of the Lifeline team this time next year.

I sincerely thank everyone for the warm welcome and support I have received. The exceptional team of volunteers and staff at Lifeline Northern Beaches create such a positive environment which translates to tremendous outcomes for the community. I am inspired by your dedication, hard work and unrelenting focus on realising our vision.

Dannielle Mackenzie
Chief Executive Officer

telephone crisis support

The telephone crisis support service, **13 11 14**, is Lifeline's core service. We provide access to crisis support, suicide prevention and mental health support services, 24 hours a day, 7 days a week. This year the title of our volunteers changed from *Telephone Counsellor* to *Telephone Crisis Supporter (TCS)* to more accurately reflect their role.

Every day six Australians complete suicide. For every completed suicide there are an estimated 30 people who attempt suicide, and even more people who think about suicide every day. Suicide is the leading cause of death in men under the age of 45 and women under the age of 32.

In the past year at our Balgowlah Centre, 150 TCS volunteers answered 25,814 calls from those in crisis. People of all ages contact Lifeline about many issues including anxiety, depression, loneliness, abuse and trauma, grief, loss, and stresses from work and family. In each call we check the person's current safety and ask if they have any thoughts of suicide.

Our Crisis Supporters respond to the callers with empathy, respect and warmth. They use their skills to connect with the callers, relieve their distress and enable them to identify their strengths and any options available to them. The Crisis Supporters work with the callers using the Lifeline Crisis Counselling and ASIST (Applied Suicide Intervention Strategies Training) models. If the caller is suicidal the Crisis Supporters work with the caller to achieve their safety.

Being a Crisis Supporter can be challenging and rewarding. In addition to regular phone shifts, the Telephone Crisis Supporters fulfil supervision and professional development requirements and cope with the many changes to procedures with a minimum of fuss.

"Volunteers do not necessarily have the time, they just have the heart." (Elizabeth Andrew)

This year Lifeline centres received funding from the NSW Government for supervision of volunteers. We were able to employ on-site, in-shift support, to cover all shifts. The volunteers have been very pleased with the increased level of support and gladly welcomed Wayne DeVenny, Jim Bell, Kate McMaugh and John Harris to the TCS room. Our volunteer in-shift support still provides a back-up service and I sincerely thank those who contribute in this role. Jo Paterson and Linda Newcomb continue to support and up-skill the volunteers in their roles as supervisors.

This year Lifeline introduced a Paid Overnight Service in a few large centres. Some Lifeline Northern beaches volunteers have worked in this role. This change has enabled us to refocus our volunteers in other areas. Their contribution to the overall Lifeline service has been exceptional and they can be proud of the quality and extent of their contribution to the national Lifeline service.

"In the past year at our Balgowlah Centre, 150 TCS volunteers answered 25,814 calls from those in crisis."

I am continually inspired by the people I work with at Lifeline. The value of our volunteers is immense and irreplaceable. I acknowledge and thank all staff (both paid and volunteer) for their generosity and commitment to their role. It is a pleasure to be part of the Lifeline Telephone Crisis Support team.

"Teamwork allows common people to attain uncommon results." (Anonymous)

Donna Favaloro
Operations Manager

telephone skills training

Every Lifeline Telephone Crisis Support Volunteer must undertake the National Telephone Counselling Core Training Program. This course consists of a minimum of 67 hours training and comprises 14 modules divided into four key phases. The structure of this training course enables volunteers to gradually build their skills and develop knowledge so that they can support callers to the **13 11 14** service who experience a variety of community issues. The course is delivered through e-learning and face-to-face training sessions as well as workplace experience. Students are required to complete various learning activities on-line prior to attending each face-to-face training session.

Over the last 12 months Lifeline Northern Beaches has hosted two cycles of the National Training Program. The first cycle concluded in July 2011 and 18 volunteers are now in their Probationary Year. From the second cycle we have 34 students who have completed their 'sit-in phase' (being monitored by a supervisor) and graduated to being able to fly solo on the phones. To educate student volunteers to this level requires an enormous amount of time and effort from supervising Telephone Crisis Supporters (TCSs) and staff. To everyone involved in the process – thank you.

The student volunteers' response to the training has been extremely positive with many referring to the course as "life-changing". Whilst the primary goal of the training program is to equip volunteers with the necessary skills to work on our **13 11 14** service, other skills are imparted: listening skills; greater self-awareness; and being cognisant of social issues that are of benefit to the wider world.

Part of the National Training Program is a two-day workshop on Applied Suicide Intervention Skills Training. Each year, Lifeline Northern Beaches trains 70 people in this area; which can only be of enormous benefit to the wider community, as participants learn to recognise when someone may be at risk of suicide and respond in ways that help increase their immediate safety and link them to further help.

The training of the students is very much a team effort. The Group Facilitators and Facilitators give generously of their time and enthusiasm without which the training would not proceed. So my heartfelt thanks go to the

Group Facilitators: Jan Blenkinsop, Wendy Bolton, Cat Grimley, Peter Lewis, Ev Prone, Dominique Robert Hendren, Dee Robbins.

Facilitators: Jim Bell, Noel Braun, Wayne De Venney, Jenifa Dwyer, Steph Fleet, Liz Goldie, Gerry Johnson, Sue Luby, Helen Pook, Glenda Shirbin, Denise Taylor, Aaron Thomas. Simon Wu did a marvellous job of coaching the trainees in counselling skills.

Looking forward we are focused on increasing the retention rate of the Telephone Crisis Supporters; getting them through their probationary period and keeping them as part of the Lifeline network for many years. One strategy is to record when TCSs exit the program and why. From this we gain an understanding of how to retain these volunteers in whom we have invested heavily.

To all those people who have participated in our training course, thank you for giving so generously of your time and for seeking to assist those in the community in crisis.

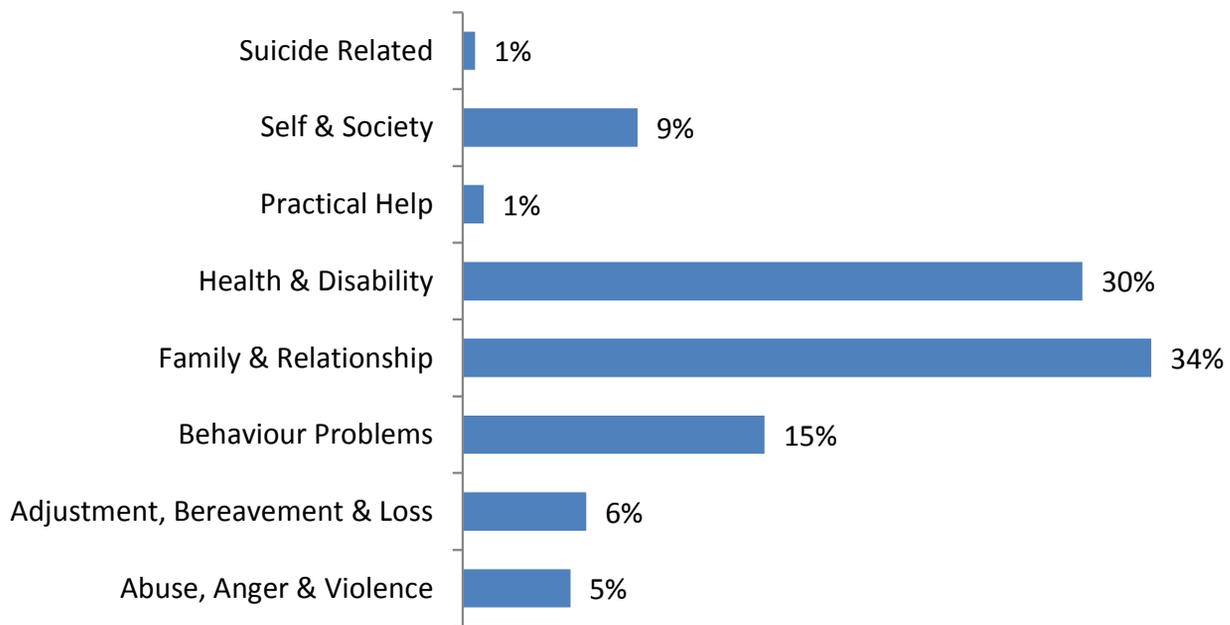
Jo Paterson
Learning and Development Manager

face-to-face

Face-to-Face Counselling is an integral part of Lifeline’s service. Throughout the year we provided 233 individual counselling sessions to people from a variety of backgrounds, managing a range of issues including: mental health; problem gambling; suicide; grief; loss; and relationship concerns.

Referrals for assistance came from many sources including: general practitioners, hospitals, Carers NSW, Department of Probation and Parole and by word of mouth. All face-to-face counsellors are provided with clinical supervision and in some cases additional external overview.

Face to Face Counselling



Throughout 2011/2012 our counsellors conducted support and therapy groups open to any member of the community. These groups offer specific therapy for: Smoking Reduction (funded by the Mental Health Coordinating Council); Depression; Suicide Bereavement Support, and Men’s Anger Management. A group dynamic offers people a safe, comfortable and supportive environment to learn new skills to manage these issues.

Lifeline also contributes to the community by providing invaluable experience to trainee psychologists and counsellors. We accepted placements from colleges and universities such as Macquarie University, Australian College of Applied Psychology and the Jansen Newman Institute. This is a symbiotic relationship that serves Lifeline, the trainees and the community extremely well.

Providing In-service Training and professional development for our counsellors is vital. The sessions Lifeline offers present opportunities for growth in areas of knowledge, skill and personal development. Jo Paterson, Ceiny Maybury, Liz Whyte and I conduct regular Suicide First Aid Training for telephone crisis supporters, and face-to-face and trainee counsellors, as well as for external organisations. Tessa Marshall held a course - *Telephone Counsellor as Coach*, which enabled counsellors to explore how the coaching model can be used with our caller. Peter Harris hosted a one day training session about *Existential Therapy and Gambling*.

Relationship management is a core issue counsellors face and Jeni Marin spoke about relationships, whilst Tim Harvey offered interesting insight into *Conflict Management and Couples*. Michelle Meyes conducted *Mindfulness Training*, Anne Cantor and Suz Gavran conducted a half day *Art Therapy Workshop* which was a practical session to enable participants to experience the therapeutic benefits of art therapy.

Ebi Cocodia gave counsellors the opportunity to reflect on personal experiences, beliefs and values within the context of counselling in her course *Reflective Practice in Counselling*. *Suicide Bereavement* was presented by Ceiny Maybury, and Phillip van Rooyen spoke about *Drug and Alcohol Rehabilitation*.

I am grateful and thankful that accredited and skilled psychologists and counsellors volunteer their time so generously. Without them Lifeline could not provide the professional face-to-face counselling service to people in need. Throughout the year we farewelled some members of the counselling team, and wish them all the best in their new ventures, plus welcoming new counsellors to Lifeline. Currently we have 28 casual face-to-face counsellors providing our services. Thank you to the administration staff, including Robbie Bird, who play an integral part in our service provision.

Kathi Pauncz
Counselling Psychologist

suicide crisis support and care-ring

Lifeline Northern Beaches provides these two key programs: Suicide Crisis Support Program (SCSP), assisting those people in the community who have been identified at possible risk of suicide; and a Care-ring Program, helping socially isolated individuals who are without current support. Referrals come from our Northern Beaches Telephone Crisis Supporters (TCSs) through the Lifeline **13 11 14** service. The TCSs identify callers who might be suitable for support from either of these programs.

A caller's suitability for a program is then assessed by a program co-ordinator and they are offered phone support for 6-8 weeks to encourage self-management of their issues and to link them with appropriate resources within the community. There are some cases where support is confined to call-backs by a co-ordinator to encourage the client to access existing support. When a client is outside New South Wales, we do utilise the Lifeline network and arrange to have the referrals supported by similar programs in Queensland, Victoria, South Australia and Tasmania as we maintain links to all Lifeline Suicide Crisis Support or Care-ring Programs.

The Programs are jointly co-ordinated by Linda Newcomb and Jo Paterson. In March 2012, we conducted a training program for those interested in being supporters; consequently, there are now seven committed supporters involved with the Programs with two additional TCSs expressing interest.

During the 2011/12 period there were 64 referrals to the Programs. The following summarises the initial outcome for these referrals:

- Twenty were accepted into the SCSP at Lifeline Northern Beaches.
- Thirteen received a number of call-backs from a co-ordinator.
- Two were supported by a Care-ring Program
- Fifteen received assessment calls only and were identified as: not suitable for the program; linked to and accessing support; or clearly indicated non-interest in, or need for, further support.
- Two were unable to be contacted despite repeated attempts over a minimum of two weeks.
- One client was linked to the Lifeline Port Augusta Care-ring service.
- One client aged 17 (this age is outside the scope of our programs) received two call-backs and took a referral to the Kids Helpline for support.
- One referral was already supported by our SCSP program.
- Three were referred to RISC (Responsive Interactive and Supportive Care), Northern Queensland.
- Six were referred to Gippsland Lifeline Suicide Crisis Support Program.

The key objectives of the Programs: to reduce the risk of suicide; support the isolated; and link clients to professional and community services, have been achieved this year. For the majority of clients the service has enabled them to realise some positive outcomes and they have warmly expressed their thanks for the help these Programs provide.

Linda Newcomb and Jo Paterson
SCSP and Care-ring Joint Co-ordinators

financial counselling service

While everyone experiences financial difficulties at some stage of their lives, the resulting confusion, despair and stress can sometimes become overwhelming. That is when our free and unbiased financial counselling service may be able to help.

Our clients experience financial hardship for many reasons. The most common crisis triggers are unexpected reduction in income, unemployment, injury or illness, business failure, “bill shock”, relationship breakdown, or natural disaster. Some more entrenched problems could involve financial illiteracy, gambling, addictions, financial abuse, mental illness, difficulty adjusting to retirement, or consistently living beyond one’s means. Our clients come from all walks of life, age groups, occupations and income brackets. They are referred by telephone crisis supporters or personal counsellors, social workers, creditors, doctors, solicitors, the internet, and the Insolvency Trustee Service of Australia.

Financial counsellors aim to empower the client to enable them to become financially independent and ultimately take control of their own financial affairs. We do this by listening to the client’s story, assisting them to complete a Money Plan and an Assets & Liabilities Statement, providing relevant information, and exploring possible options to resolve their problem in a sustainable long-term manner. We may negotiate with creditors on their behalf, refer them to legal or government services or,

as a rare last resort, help them complete their bankruptcy papers. Education about clients rights and obligations is an important part of the service, and we also present community education sessions.

“The most common crisis triggers are unexpected reduction in income, unemployment, injury or illness, business failure, “bill shock”, relationship breakdown, or natural disaster. “

In 2011-12 we saw a total of 167 clients (including 50 new participants). They comprised 57 men, 103 women and 7 couples. This was despite our team shrinking due to retirements, notably Deb Hunter who was a financial counsellor for 10 years, and Lynette Gregory who counselled clients over four years. Glenda Shirbin and I are preparing our service for more challenging economic times.

Honora Corbett
Financial Counselling Co-ordinator

“More than a third of people in NSW are affected by financial stress, representing 850,000 households. In addition, more than half the population is now anxious about the future and one in six households is ‘very worried’ about its financial future, double the figure recorded in 2006.”¹

1. Making Ends Meet, Wesley Mission Report 2011, p.6.

community visitors scheme - CVS

The Community Visitors Scheme (CVS) is a Federal Government initiative to establish links between people living in an aged care facility and their local community.

The key objective of this program is to co-ordinate visits to isolated people living in hostels and nursing homes. During the 2011/2012 period we had 51 volunteers registered for the program, with 46 currently active in the community. This level of volunteer commitment enables Lifeline to visit seven nursing homes and four hostels on the Northern Beaches, every fortnight.

During the year reviews were conducted with the volunteers which highlighted their enormous commitment to the role. The relationship that develops between the volunteer and resident is one of friendship. This year we welcomed 12 new volunteers to the program and farewelled 11 others for a variety of reasons; in many cases the passing of their resident in care.

The Community Visitors Scheme could not function without financial support from the Department of Health & Ageing and advertising assistance given by Northside Community Connect and the Manly Daily. I extend my personal thanks to Dana Boudaghian for her weekly assistance in the office and to the team at Lifeline who ensure I can co-ordinate this program effectively.

Behind the scenes of the Community Visitors Scheme a range of educational and support programs were offered to our volunteers. Guest speakers provided advice and information on:

- Effective Communication and Coping with Conflict
- Depression
- Loss and Grief

- What is dementia?
- Updating First Aid Skills
- Current Mental Health Advice.

When National Volunteer Week arrived in May our Community Service Volunteers' effort was recognised at a special morning tea with a hand massage (kindly supplied by two volunteers from the Body Shop), gifts and a bouquet of flowers. And as the year closed the Christmas Party was enjoyed by all Lifeline volunteers; a great event and definitely worth the effort.

This year we had a number of volunteers reach a milestone in their volunteering journey with CVS. Katty Ogrizek and June St Clair received badges for 15 years of service; Amanda Tabor and Dana Boudaghian for 10 years service; Gilna Conado, Dianne McLea and Janet Egerton were presented with their five year badges; and we congratulated Suzanne Gillies, Louise Matthews, Heloise Monterio, Julie Rose, Gerard Kelly, Paul Brown and Joanne Christiansen for completing their first year with CVS.

To every volunteer on this program I extend my heartfelt thanks for the energy, enthusiasm and care you extend to our friends in nursing homes and hostels in the community and to me as the program co-ordinator. The essence of what we achieve can be encapsulated by this brief story:

"A four year old child lived next door to an elderly neighbour whose wife had died recently. Upon seeing the man cry, the little boy went into the old gentleman's yard, climbed onto his lap and just sat there. When his mother asked him what he had said to the neighbour, the little boy said, "Nothing, I just helped him cry".

Helen Pook
Community Visitors Scheme Co-ordinator

senior visitors service - SVS

The Senior Visitors Service (SVS) provides social support for frail older people, and younger people with disabilities, who may be isolated in their own homes. Volunteers provide friendly visits, phone calls and in some cases assist with shopping. This service is provided by Lifeline and funded by the Home and Community Care Program (HACC).

Currently the SVS program has 24 volunteers all providing various levels of service. We welcomed eight new volunteers on board this year, and farewelled 10 wonderful people whose service and dedication was greatly appreciated.

Currently 27 members of the community from Manly, Pittwater and the Warringah Local Government Areas are clients of the program. We received 21 new referrals in the last 12 months, and after an initial assessment, 10 became clients. This conversion rate is often associated with people not being aware of the scope of our service or its intended recipients. As is to be expected with such a program we lost nine clients in 2011/12; four passed away and another five were placed in permanent care facilities or left the local area.

On the 10th anniversary of "The International Year of Volunteers" SVS was invited to participate in a photographic exhibition profiling volunteers and their stories. This wonderful community event, highlighting the value of volunteering and the enormous contribution volunteers make to our society, was organised by Community Connect Northern Beaches, a not-for-profit organisation providing community services to local residents. Two of Lifeline's SVS volunteers and their clients were photographed and on 5 December 2011, these images were displayed at an exhibition in Dee Why.

Each month the SVS volunteers met at the Lifeline Balgowlah office where guest speakers provided interesting and informative presentations on a range of topics.

Volunteers also had the opportunity to attend training workshops conducted by Community Connect Northern Beaches in areas such as "Managing Emotions on the Front Line", and "Effective Communication". As co-ordinator of this service, I attended a variety of training programs in the last 12 months all of which proved very pertinent to my position:

- Occupational Health & Safety – September 2011
- Art of Negotiation – October 2011
- HACC Aged Care Program Accountability – March 2012
- Community Care Common Standards – March 2012

Throughout the last year we have undertaken a range of strategies to engage more volunteers in this program and promote the service. Attendance at the Trades Morning hosted by Northern Sydney Commonwealth Respite & Carelink Centre was beneficial as was the Volunteer Expo held in May by Community Connect Northern Beaches and Warringah Council. There were a range of forums held in our area: HACC Regional Forum, HACC Sub-regional Forum and the Northern Beaches Volunteer Co-ordinators Forum, which were informative and provided another platform to promote SVS.

I would like to sincerely thank all our volunteers for their time and care given to SVS clients. Their commitment to people in the community, by providing ongoing regular visits to relieve isolation and loneliness is invaluable.

Welcome to our new CEO Dannielle Mackenzie. I wish to thank her and her predecessor Shirley Eggleton for their support throughout the year. The office staff at Lifeline Northern Beaches provide endless assistance and to each and every one of you – thank you!

Cristina Zdroykowski
Senior Visitors Service Co-ordinator

emergency relief program

Our Emergency Relief Program is focused on providing financial and material assistance to people in financial crisis. That involves providing basic food, food vouchers, medicine and fares to those in need. This program is funded by the Commonwealth Government through its Department of Families, Housing, Community Services and Indigenous Affairs with additional funding from Lifeline. To give some sense of the size and scale of this program, in the past year Lifeline Northern Beaches assisted 1,200 individuals and families needing help on 2,243 separate occasions.

Some clients access emergency relief to help them with a “one off” episode; while for others it becomes part of their solution to dealing with social disadvantage¹. People come for help when they have insufficient income to meet their basic needs. Most of our clients receive a Centrelink benefit and are disadvantaged due to age, disability or illness. On the whole the causes of poverty are structural rather than related to individual behaviour or motives¹.

Assistance with the program is provided by Telstra and the Department of Industry and Investment who supply vouchers to assist with utility payments. This year the increase in power costs has had a huge impact on our clients. We distributed a staggering \$84,000 in vouchers to help people pay their gas and electricity accounts. All clients are encouraged to join a payment plan and have a free Home Power Saving Program assessment. Sydney Water also provides assistance with customers having difficulty paying their account or affording a plumber for essential repairs.

Special thanks to Balgowlah, Forestville and Freshwater Uniting Churches, who support our clients throughout the year with monthly collections of food and toiletries and to the

Bryne family who collect the weekly bread donations from Baker’s Delight at Allambie Heights.

At Christmas we like to remember the people we have helped throughout the year and offer them a hamper. Many of them will be alone with no family or friends to share the holiday. It can be an especially lonely time for them. For Christmas 2011 we distributed 200 Hampers.

Many organisations and individuals support the Christmas Hamper activities. The Rotary Clubs of Frenchs Forest and Pittwater, plus Uniting Care (working with Target) collect and deliver donations from the “gifting trees” at local shopping centres. Toys and food are collected by local Uniting Churches at Balgowlah, Freshwater and Forestville, while St Matthews Manly prepares 25 completed Hampers for distribution. Further donations arrive from the service clubs and individuals who contribute food and cash. All these donations are then sorted and distributed by a team of volunteers from Lifeline and Balgowlah Uniting Church. The families who receive this help are always very grateful and appreciative of the difference the hamper makes to their Christmas.

Asking for help can be a humiliating experience. Thank you to the staff and volunteers who uphold the dignity of each person requesting assistance, while working collaboratively to achieve the best result for that client. Julie Bateson, Ev Prone, Robbie Bird, and Ceng Chung respond with care and compassion giving more than just material aid, they also give respect and support and renewed “hope”.

Donna Favaloro
Operations Manager

1. Emergency Relief Handbook, 4th edition, Australian Council of Social Services, 2011

retail

Lifeline Northern Beaches is responsible for almost 90% of its funding and our retail shops continue to be the engine room of our income. With six shops plus a Warehouse spread across the Northern Beaches catchment area we are in a great position to capitalise on this retail opportunity. Thanks to our store managers, volunteers, warehouse and truck distribution team, this vital arm of Lifeline Northern Beaches continues to prosper.

Our retail shops offer consumers an environmentally friendly alternative to mainstream retail and with the cost of living escalating over the last few years there has been an increase in the diversity of customers visiting our stores looking for a bargain or treasure. Importantly for Lifeline these customers not only leave satisfied from their shopping experience, they also contribute substantially to our charity remaining viable.

In the year ahead we will be implementing a range of strategies to increase our retail turnover and expanding our network:

- Quality Assurance
- Continued Investment in Stock Presentation
- Environmental and Sustainability Program Initiatives
- Customer Service Standards

- Brand Management, Advertising, Marketing, and increasing our Community Profile
- A Value for Money Pricing Strategy
- Moving into the Online Retail World.

Lifeline Northern Beaches thanks the local community who support our retail shops by making quality donations of clothing and accessories at our Donation Bins or by shopping at our stores. Your support ensures we can provide quality crisis management services to this community.

As Chief Executive Officer I am so excited about the year ahead in the retail sector of this organisation and look forward to working alongside the dedicated and passionate team out there on the ground in the shops.



Donation Bins:

- Lifeline Retail Shop - 120 Condamine St Balgowlah.
- Seaforth - corner Panorama St and Grandview Cres.
- Allambie Heights Shopping Centre.
- Frenchs Forest - Forestway Shopping Centre.
- Christian City Church, Oxford Falls.
- St Johns Uniting Church - Yeo St, Neutral Bay.

Shop Locations:

- Balgowlah, 120 Condamine St, Balgowlah
- Dee Why, 908 Pittwater Rd, Dee Why
- Forestville, 47 The Centre, Forestville
- Kids World, 5 Chard Rd, Brookvale
- Cremorne, 112 Cabramatta Rd, Cremorne
- Warehouse, 2/267 Harbord Rd, Brookvale

book committee



image supplied by the Manly Daily

Lifeline Northern Beaches sold their two millionth book this year; an admirable milestone to achieve in the National Year of Reading, and highlights the scope and size of our Book Fair commitment. A wonderful symbiotic relationship exists between the community and Lifeline through our Fairs: we feed the community's thirst for literature, creativity and imagination; and what the public may not realise is their book purchase is keeping volunteers on the phone - saving people from suicide.

This year four Book Fairs raised almost \$115,000. To achieve this, 45 volunteers, or "Bookies" as they are fondly called, worked tirelessly at our Book Warehouse in Brookvale, culling, sorting and pricing over 200,000 books. On the day before a Fair, 65 people are involved in setting up over 1,000 boxes of books. This would not be possible without the heavy lifting assistance of those volunteers from The National Australia Bank, who have earned our sincerest thanks. During the course of a 3-day Book Fair, over 155 volunteers work in some capacity to ensure the event is a huge success; as reflected in a letter from one of our happy customers:

"Thank you for letting us old faithfuls know the dates of the Book Fairs. We'd be sorry to miss one! You must know from the turn up how much these Fairs are appreciated. We love the way everything is set out, especially as our bags get full and our arms get tired. We love the cheery, committed helpers and the whole atmosphere of goodwill and good work. Don't change anything."

The Book Fairs would not be possible without the enormous dedication and support of our Book Fair Committee, whose members: Roger Gray (Logistics), Denis Lynch (Outdoor Advertising), Lynne Peterson (Publicity), Mary Lynas (Book Room), Wendy and David Hunter (Catering) and Glenice Bland (Roster and Co-ordinator), bring enthusiasm and energy to Lifeline; the result being crucial funds for our charity.

Looking to the future, the electronic world of information and print is upon us and our biggest challenge now is to maintain sales in an environment where book sales and book shops are suffering. As a result we have increased our profile in the community via more and better outdoor signage and emails to community data-bases, plus maintaining a high quality of available books. These strategies are working as our June Book Fair raised almost \$35,000.

All our volunteers look forward to working on our Book Fairs in the year ahead and continuing our relationship with the local community. Happy reading!

Glenice Bland
Book Committee Co-ordinator

fundraising

Support from the community ensured Lifeline Northern Beaches raised \$287,592 through a variety of ventures. We have been working towards the standardisation of the Lifeline brand in all forms of communication, bringing Northern Beaches into compliance with National Office requirements. Jessica Holmes joined Lifeline and her graphic art skills have ensured we can produce professional communication materials. Our objective over the coming year is to increase our profile through media relations, marketing programs and networking opportunities. We look forward to an exciting year ahead and thank all volunteers who answered our call for assistance throughout the year.

Annual Charity Golf Day – November 2011

Lifeline was delighted to celebrate the 5th Anniversary of our own golf event, continuing our association with the Penn Foundation. Major sponsors and teams took to the course at Long Reef under the professional instruction of Teed Up Golf who kindly donated their services. The event raised over \$60,000 for our charity.



Manly Sea Eagles Event - July 2011: Twenty volunteers shook the tin at Brookvale Oval, cajoling \$4,000 from the fans.

Balgowlah Rotary Club Golf Day – September 2011: These fabulous Rotarians raised over \$8,000 for Lifeline.



Annual Fete – May 2012

Volunteers from across the Lifeline network ensured we opened our Annual Fete with stalls galore. From homemade jams, cakes and cookies, to bric-a-brac, boots and books, there was something to tempt the community through the gates. When the last table was folded away and weary volunteers relaxed we had raised over \$17,000. Thank you to everyone who made this event happen.

Blackmores Running Festival – September 2011: Participants walked, ran or jogged their way through this event contributing \$6,000 to Lifeline Northern Beaches.

ASX Thomson Reuters Foundation – February 2012: This Foundation gave us the opportunity to sell Art Union tickets. With support from our Board, retail managers and volunteers we managed to put over \$14,000 towards training our Telephone Crisis Supporters.

General - A number of organisations raised funds including: Manly Golf Club Musical Revue, Barrenjoey Ladies Golf, and the Royal Motor Yacht Club. We sincerely thank them for their generous donations.

treasurer's report

This report is presented with the Financial Report of Lifeline Northern Beaches Inc. (see following pages). Separate accounts are kept for Lifeline as distinct from those activities funded by the Commonwealth and NSW Governments which are reported separately in the Financial Reports.

The surplus for the year ended 30th June 2012 was \$8,986. Our income increased due to retail sales, fundraising and funding from the NSW Government. We have also increased our expenditure on counselling including training and improved services.

Our main source of income is from our retail operations. At the start of the financial year we expanded south of The Spit and opened a retail outlet at Cremorne for the sale of second hand goods. We also saw the consolidation of operational changes made last financial year with improvements to distribution channels. The current retail environment is difficult with competition from not only the second hand market but also the discount chains. Our staff are congratulated for achieving strong and consistent results.

Fundraising continued to make a significant contribution to our financial position. Staff have worked hard to organise a successful and busy calendar of events. Thank you to our fundraising partners and volunteers who help make these events not only enjoyable but also a financial success.

In June 2011 the NSW Government announced that they would provide a three year grant to Lifeline to help fund telephone crisis support programs. During the financial year we are grateful to have received \$162,481 of this funding. These funds have been used to improve telephone crisis support services and training with the aim of increasing the number of calls we are able to answer.

We are thankful to our many donors for their continued support. We received \$54,148 during the year as donations as well as goods and services in kind. These goods and services are sold through our shops, featured in fundraising events or used to support our operations thereby reducing our costs.

Thanks go to both of our CEOs, Shirley and Dannielle, our staff and volunteers who have worked hard to complete a successful year. We enter the new financial year with a strong financial foundation. It is important that we maintain our financial sustainability and we are able to adapt to a changing environment.

Annette Willows
CPA
Honorary Treasurer

lifeline northern beaches inc.

audited financial report for the year ended 30 june 2012

statement by the board

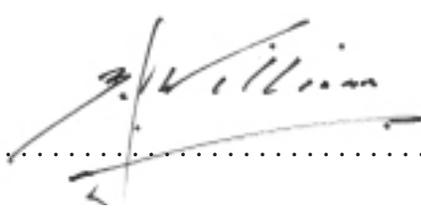
The Board has determined that Lifeline Northern Beaches Inc. is not a reporting entity.

The Board has determined that this special purpose Financial Report has been prepared in accordance with the accounting policies outlined in Note 1. to the Financial Statements.

In the opinion of the Board this Financial Report:

1. presents fairly the financial position of Lifeline Northern Beaches Inc. as at 30 June 2012 and its performance for the year ended on that date; and
2. at the date of this Statement, there are reasonable grounds to believe that Lifeline Northern Beaches Inc. will be able to pay its debts as and when they fall due.

This Statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

Chairman  BARRY WILLIAMS

Treasurer  ANNETTE WILLOWS

Dated this 7th day of August 2012

lifeline northern beaches inc.

profit and loss for the year ended 30 june 2012

	2011/2012	2010/2011
	\$	\$
INCOME		
Retail Operations	1,096,607	961,946
Donations and Bequests	54,148	78,570
Administration	25,206	48,575
Fundraising	287,592	206,848
Grants	275,434	139,520
Telephone Counselling	34,412	33,330
Personal Counselling	10,942	15,371
Financial Counselling	-	115
Interest	12,747	15,637
Sundry	-	3,646
TOTAL	1,797,088	1,503,558
EXPENSES		
Retail Operations	997,443	828,413
Administration and Office	131,848	130,198
Fundraising	129,714	69,655
Telephone Counselling	359,168	259,777
Personal Counselling	85,438	100,174
Financial Counselling	35,312	33,709
Welfare	18,513	31,060
Depreciation	30,666	41,624
TOTAL	1,788,102	1,494,610
SURPLUS	8,986	8,948

lifeline northern beaches inc.

balance sheet as at 30 June 2012

	2011/2012	2010/2011
	\$	\$
ACCUMULATED FUNDS	1,669,263	1,660,315
Add Asset Revaluation Reserve	223,703	223,703
Donated Assets at Valuation	29,156	29,156
Surplus for the Financial Year	8,986	8,948
	1,931,108	1,922,122
These Funds are represented by:		
CURRENT ASSETS		
Cash at Bank	126,683	147,641
Development Funds	271,862	253,457
Debtors and Prepayments	30,839	32,550
Net GST	9,436	10,025
TOTAL CURRENT ASSETS	438,820	443,673
NON-CURRENT ASSETS		
310 Sydney Road Land	609,328	609,328
310 Sydney Road Buildings	681,782	
less Depreciation provision	253,038	428,744
2/267 Harbord Road Land and Buildings	538,665	
less Depreciation provision	13,503	525,162
Fixtures, Fittings, Equipment, Plant and Vehicles	140,618	
less Depreciation provision	100,300	40,318
Deposits Held	7,289	7,291
TOTAL NON-CURRENT ASSETS	1,610,841	1,638,629
TOTAL ASSETS	2,049,661	2,082,302
CURRENT LIABILITIES		
Creditors and Accruals	17,819	11,942
Superannuation	145	6,097
Group Tax	7,940	27,459
Income in Advance	2,150	25,451
Provision for Annual Leave	62,407	63,645
TOTAL CURRENT LIABILITIES	90,461	134,594
NON-CURRENT LIABILITIES		
Provision for Long Service Leave	28,092	25,586
TOTAL NON-CURRENT LIABILITIES	28,092	25,586
TOTAL LIABILITIES	118,553	160,180
TOTAL ASSETS Less TOTAL LIABILITIES	1,931,108	1,922,122

lifeline northern beaches inc.

Statements for Government Funded Activities for the Year Ended 30 June 2012

	2011/2012 \$	2010/2011 \$
WELFARE FUNDING		
Emergency Relief Fund	33,396	38,961
Lifeline	4,703	9,267
Donated Food, Furniture & Clothing (est)	13,591	15,691
Christmas Hampers (est)	27,680	29,000
Government electricity, water & telephone vouchers	106,430	106,495
	185,800	199,414
EMERGENCY RELIEF FUND (ERF)		
Balance of Grant at 1st July 2011	82	42
Grant received from the Commonwealth Government	33,316	39,001
Donations	34	-
	33,432	39,043
Less: Welfare Assistance given:		
Bill Payment	494	5,140
Food Parcels	786	-
Supermarket Vouchers	31,851	33,465
Sundry	265	356
Administration and Management	-	-
	33,396	38,961
Balance of Grant at 30th June 2012	36	82
COMMUNITY VISITORS SCHEME (CVS)		
Balance of Grant at 1st July 2011	77	41
Grant received from the Commonwealth Government	55,880	54,560
Bank Interest	70	2
	56,027	54,603
Less: Wages & Salaries	30,448	25,254
Superannuation	2,497	2,216
Travel	1,114	1,840
Training	4,926	5,863
Advertising and Public Relations	2,185	3,146
Office & Telephone	1,289	1,943
Administration and Management	13,498	14,264
	55,957	54,526
Balance of Grant at 30th June 2012	70	77
SENIOR VISITORS SERVICE (SVS)		
Balance of Grant at 1st July 2011	(143)	36
Grant received from the NSW Government	31,534	31,260
Bank Interest	32	1
	31,423	31,297
Less: Wages & salaries	25,963	27,268
Superannuation	2,334	2,243
Training	634	-
Travel	283	1,015
Office	940	355
Administration and Management	1,288	559
	31,442	31,440
Balance of Grant at 30th June 2012	(19)	(143)

lifeline northern beaches inc.

notes to the financial statements for the year ended 30th june 2012

1. STATEMENT OF ACCOUNTING POLICIES

This Financial Report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 (NSW) and the Constitution of Lifeline Northern Beaches Inc. The Board has determined that Lifeline Northern Beaches Inc. is not a reporting entity and therefore there is no requirement to apply accounting standards and other mandatory professional requirements in preparation and presentation of these statements.

The Financial Report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values. Accounting policies have been consistently applied unless otherwise stated.

The following is a summary of the significant accounting policies adopted in the preparation of the Financial Report:

Income Tax and the GST

No provision for income tax has been raised, as Lifeline Northern Beaches Inc. is an Income Tax Exempt Charity. GST is reported quarterly on a cash basis to the Australian Taxation Office. All Financial Statements are exclusive of any GST component, except for the Lifeline Northern Beaches Inc. Balance Sheet, where Current Assets records the net amount of GST recoverable from the Australian Taxation Office.

Presentation of Profit and Loss Statement

The Profit and Loss Statement is presented in a new format reflecting the costs associated with the services provided by Lifeline Northern Beaches Inc. The previous year has been reclassified to provide comparative information.

Fixed Assets

Fixed assets are all brought to account at cost.

The depreciable amounts of all fixed assets are depreciated on a straight line basis over the useful lives of the assets to Lifeline Northern Beaches Inc., commencing from the time the assets are held ready for use.

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

Class of Fixed Asset	%
Buildings	2.5
Furniture, Fixtures and Fittings	10.0
Shop & Office Equipment	10.0
Motor Vehicles & Electrical	25.0
Computers	33.3

Mortgage Loan

St George Bank Limited continues to hold a mortgage over the property at 310 Sydney Road Balgowlah, although the loan used for the construction of the office on that property has now been paid out in full. The Board holds this mortgage account open to provide for any future operational and development needs.

Inventories

Lifeline Northern Beaches Inc. does not account for the value of shop trading stock, which is mainly second hand. Loss of trading stock is provided for by insurance based on average receipts.

Employee Entitlements

Provision is made as a current liability, for the value of annual leave owed to employees at balance date.

Provision is made as a non-current liability, for the value of long service leave for employees with greater than two and a half years service.

Contributions are made on behalf of employees to superannuation funds in accordance with Superannuation Guarantee requirements.

Government Funding

Lifeline Northern Beaches Inc. is supported by the NSW Health Ministry in the form of a three year grant. The funding commenced on the 1 July 2011 and \$162,481 was received in the year to 30 June 2012. These funds are included in Grants in the Profit and Loss Statement.

Retail Operations

The following table provides additional detail on income and expenses relevant to Retail Operations:

	2011/2012			2010/2011		
	Income	Expenses	Surplus/ (Deficit)	Income	Expenses	Surplus/ (Deficit)
Balgowlah Shop	201,105	134,663	66,442	207,613	115,032	92,581
Dee Why Shop	174,229	137,558	36,671	176,018	121,135	54,883
Kids Shop	91,806	88,306	3,500	74,092	98,545	(24,453)
Forestville Shop	196,668	144,251	52,417	208,105	141,305	66,800
Mona Vale Shop	225,944	155,730	70,214	230,286	161,500	68,786
Cremorne Shop	130,260	141,683	(11,423)	-	-	-
Warehouse and Distribution	76,595	195,252	(118,657)	65,832	190,896	(125,064)
Total	1,096,607	997,443	99,164	961,946	828,413	133,533

2. INFORMATION AND DECLARATIONS SPECIFIC TO THE CHARITABLE FUNDRAISING ACT 1991 (NSW).

During the year Lifeline Northern Beaches Inc. received net income of \$157,878 from fundraising activities. The full amount of this has been applied towards the provision of services and the development of facilities.

The forms of fundraising used during the financial year included, a golf day, the annual fete, four book fairs and sundry activities.

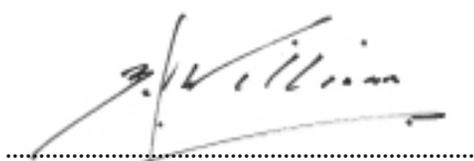
Comparative figures and ratios:	2011/2012		2010/2011	
	\$	%	\$	%
Total cost of fundraising /	129,714	45.1	69,655	33.7
Gross income from fundraising	287,592		206,848	
Net surplus from fundraising /	157,878	54.9	137,193	66.3
Gross income from fundraising	287,592		206,848	
Total cost of services* /	630,279	35.2	554,918	37.1
Total expenditure	1,788,102		1,494,610	
Total cost of services* /	630,279	35.1	554,918	36.9
Total income received	1,797,088		1,503,558	

*Total cost of services equals total expenditure on Counselling, Welfare and Administration and Office.

Declaration by the Chairman in respect of fundraising appeals

I, Barry Williams, Chairman of Lifeline Northern Beaches Inc. declare that in my opinion:

- 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;
- 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
- 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.



.....

Dated: 7th August 2012

independent audit report

To the members of Lifeline Northern Beaches Inc.

I have audited the attached Special Purpose Financial Report of Lifeline Northern Beaches Inc. for the year ended 30 June, 2012 comprising the Profit and Loss Statement and Balance Sheet. I have also conducted an audit of the Statements for Government Funded Activities.

The Board of Governance is responsible for the preparation and presentation of the financial reports and the information contained therein, and has determined that the basis of accounting used is appropriate to the needs of members. I have conducted an independent audit of the financial reports in order to express an opinion on them to the members. No opinion is expressed as to whether the basis of accounting used is appropriate to the needs of the members.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Board of Governance's financial reporting requirements under the Constitution of Lifeline Northern Beaches Inc. I 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.

My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination on a test basis of evidence supporting the amounts and other disclosures in the financial reports, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all material respects the financial reports are presented fairly in accordance with the requirements of the Constitution of Lifeline Northern Beaches Inc. and the Associations Incorporation Act.

The audit opinion expressed in this report has been formed on the above basis.

Qualification

It is not practical for Lifeline Northern Beaches Inc. to maintain an effective system of internal control over all sources of income until their initial entry in the accounting records. Accordingly, my audit in relation to income was limited to amounts recorded.

Qualified audit opinion

In my opinion, except for the effects, if any, of the matters referred to above, the financial report presents fairly in accordance with the accounting policies described in Note 1 to the financial statements, the financial position of Lifeline Northern Beaches Inc. as at 30th June, 2012 and the results of its operations for the year then ended.



BARRIE PITT
Registered Company Auditor
No: 3469

7th day of August, 2012



“ I sincerely thank everyone for the warm welcome and support I have received. The exceptional team of volunteers and staff at Lifeline Northern Beaches create such a positive environment which translates to tremendous outcomes for the community. I am inspired by your dedication, hard work and unrelenting focus on realising our vision. ”

Dannielle Mackenzie
CEO

Back row left to right: Angela Wade (Office Manager), Christina Zdroykowski (Senior Visitors Service Co-ordinator), Robbie Bird (Office Volunteer), Helen Pook (Community Visitors Scheme Co-ordinator), Donna Favaloro (Operations Manager), Ev Prone (Telephone Crisis Supporter)
Front row left to right: Marian Frouche (Accountant), Dannielle Mackenzie (Chief Executive Officer), Jayne Persico (Fundraising and Marketing Manager)

