



 **Lifeline**
Northern Beaches

**ANNUAL
REPORT
2017/2018**

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OUR VALUES



RESPECT

We listen to the thoughts and feelings of others

We provide and accept feedback in a constructive manner

We are inclusive and non-judgemental with respect to cultural and social diversity

We deal with others in a way that is not intimidating, abusive or discriminatory



COMPASSION

We care for others and show empathy in our interactions with them

We act with kindness, tolerance and humanity

We contribute to others feeling better about themselves

We recognise others strengths in our interactions with them

We demonstrate the importance of meeting the needs of our community



COLLABORATION

We help others achieve their goals

We actively address barriers to working together

We contribute ideas on ways to improve our community services

We demonstrate flexibility and open-mindedness



INTEGRITY

We communicate openly and honestly

We are reliable and dependable

We are patient and sincere

We act with fairness and make ethical choices



ACCOUNTABILITY

We show commitment to the vision, mission and strategies of the organisation

We accept responsibility in everything we do

We acknowledge and learn from our mistakes

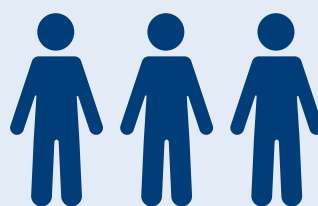
We are open and transparent in all our actions

THE PROBLEM WE ARE TRYING TO SOLVE

EACH YEAR

Over 2 million

Australians experience high or very high levels of psychological distress



Approx.

370,000

consider suicide



80,000

attempts



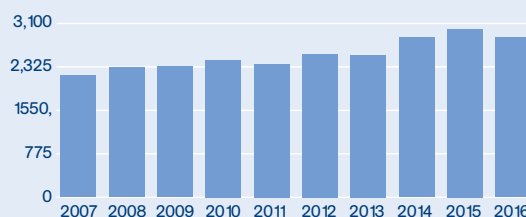
10%

Contact Lifeline



20%

Contact family/
friends



2,866 deaths by suicide

HOW LLNB IS MAKING A DIFFERENCE

65,707

Crisis calls answered



2.8%

Increase on last year



180

Number of Crisis Supporters



COUNSELLING

912

Clinical counselling sessions held



159

Support group sessions



351

Financial counselling sessions



Financial counselling session hours

441



COMMUNITY VISITORS SCHEME

44

Volunteers



12

Registered aged care facilities served



TRAINING

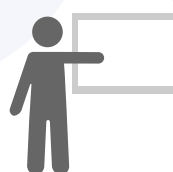
63

Number of Crisis Supporters trained



49

Community & corporate training sessions



VOLUNTEERS IN OUR COMMUNITY





THANK
YOU

*We recognise
and appreciate
the support of our
volunteers for without
you there would be
no Lifeline.*

MESSAGE FROM THE CHAIR



50 YEARS AGO, IN 1968, THE BALGOWLAH AND DISTRICT LIFELINE AND COMMUNITY AID SERVICE WAS OPENED AS AN AUTONOMOUS LOCALLY BASED COMMUNITY ORGANISATION. IN THOSE EARLY YEARS THE SERVICE OPERATED FROM THE BALGOWLAH UNITING CHURCH BUILDING, JUST A FEW MINUTES' WALK FROM OUR SYDNEY ROAD PREMISES TODAY.

One room was for telephone counselling, the other for face to face counselling. In that first week, 12 people contacted the service for help.

Over the intervening 50 years, countless people have dedicated themselves to building the centre from those small beginnings to where we are now – taking over 60,000 calls a year, providing multiple counselling and outreach services into our community, and acting as a voice in our community on suicide prevention and crisis support.

The legacy of those early pioneers is our ongoing sense of purpose - helping people in crisis and providing hope. Each and every day our employees and volunteers open their hearts to support friends and strangers in crisis and commit time and energy to our cause through our shops, book fairs, and other fundraising activities. Whilst the level of stress in our community seems to be ever-present and suicides are all too common, we know that we make a difference.

This year we have seen ongoing evolution of our services and fundraising activities in line with our strategy. Our commitment to the national 13 11 14 service has increased and we have been at the forefront of the work being done to adapt to a new era through the pilot of the Text4Good service. We continue to provide invaluable counselling services into the community. Important progress has also been made in local training and awareness, with our programme in schools as a prime example. Our profile and interconnections with related services and groups in the region continues to grow, as shown by the community hub at the Surf Classic this year.

The Board would like to thank David Thomas, our CEO, for his leadership through this year of change, and we acknowledge the efforts of all of our dedicated employees and volunteers in working together towards our goals. We would like to acknowledge the role all of our supporters play in helping us, through donations and grants, and through their contacts and referrals. The problems we are trying to address require exactly this sort of community collaboration.

Thank you to my fellow Board Members, who all volunteer their time and expertise to the governance and leadership of Lifeline Northern Beaches. During this year Cheryl Walmsley stepped down from the Board – Cheryl led us as Chair through a time of significant change and some tough challenges and I want to acknowledge the strong legacy Cheryl has left for us to build on. Cheryl continues to volunteer on the phones and is very much part of the LLNB family.

At this AGM we bid a fond farewell to Dee Robbins, who will have been on the Board for some 6 years. Dee has been the Deputy Chair for the last 5 years and continues to this day to be a Crisis Supporter and supervisor, and heavily involved in training and mentoring many volunteers. Dee exemplifies the selfless qualities that inspire all of us to give time and energy in providing hope to people in need.

At our last AGM Michelle Harpur joined the Board and in March this year we welcomed Lisa Hiscock onto the Board. Both are active Crisis Supporters and bring much needed skills to the Board.

At a recent meeting of all the Lifeline Chairs and CEOs from around Australia, I was reminded just how important the work that we do is to our community. In times of change having Lifeline there as a constant support is something people can truly rely on. So, on behalf of everyone that seeks our help I want to thank all of our employees and volunteers, donors and supporters.

IAN FARMER
CHAIR

MESSAGE FROM THE CEO



THE LAST YEAR IS BEST DESCRIBED AS SATISFYING. SATISFYING IN THAT LIFELINE NORTHERN BEACHES' SOCIAL RETURN IS IMPROVING, BUILDING AND EXPANDING, PROVIDING THE COMMUNITY WITH A GREATER LEVEL OF CRISIS CARE SUPPORT.

The centre has answered more calls than ever before, held more counselling sessions and also expanded our service suite. I should highlight that the strong financial position we have built in the last few years has enabled a greater number of call answering shifts and also the expansion of our counselling services.

Notwithstanding the importance of telephone crisis support as our core service, it is important that our community recognise that our offering is *'not just a phone number'* and includes other services to those in or around crisis. The support group 'Managing Your Mood' has been a successful addition to our services suite, particularly with a separate stream for adolescents.

The organisation has recognised the need for change in the way we operate and offer crisis support services in light of the dynamic changing nature of communication. In this regard a proud moment for Lifeline Northern Beaches was being selected as one of two national pilot sites for the text4good service. This service is a text based crisis support service aimed at the next generation, creating a greater relevance and increased accessibility for the national community.

One of the highlights of the year was the Lifeline Classic Surf Competition. The event had widespread community involvement with a number of other mental health

charities involved. The event was a financial success but also provided the organisation with large local exposure helping to promote our cause and service suite on what was a memorable and fun day embodied with a brilliant community spirit of helping others.

A key initiative of the year was the creation and adoption of our value set, which is highlighted in this report. The process was carefully designed to ensure input from the 'Lifeline Northern Beaches' family' and we are proud of the values adopted. Our aim is that these values become the foundation of everything we do. With this in mind the organisation recently took the decision to no longer accept donations or grants from any RSL or Club in light of their primary source of income being from gambling. This decision was made reflective of the new value set. It is noted that the amounts forgone will be significant but in light of what we stand for we feel this stance is the correct one and we are in turn proud of this brave decision.

On a final note I have to thank and congratulate all the Lifeline Northern Beaches family for their efforts this year in making it our best on record. I also acknowledge and thank Cheryl Walmsley who retired from the role of Chair and on the Board for her time and efforts over the years. In turn I thank our new Chair, Ian Farmer, for his support and work behind the scenes and also the rest of the Board whose workload has increased significantly in such a short time.

DAVID THOMAS
CEO

TELEPHONE CRISIS SUPPORT

LIFELINE HAS A VISION OF AN AUSTRALIA FREE OF SUICIDE. Currently “more than eight Australians are taking their own lives each day.... Suicide is the leading cause of death for Australians aged between 15 and 44 years.”

In the past year at our Balgowlah Centre, 180 volunteer and paid Telephone Crisis Supporters answered 65, 707 calls from people in crisis. People of all ages contact Lifeline about many issues including anxiety, depression, loneliness, abuse and trauma, grief and loss, stresses from work and family. In each call we check the person's current safety and ask if they have any thoughts of suicide.

Being a Lifeline Crisis Supporter can be both challenging and rewarding. 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. This year we farewelled two volunteers Denise Taylor and Ian Stiff who both achieved the Opal Award for 20 years' service – an inspiration to us all.

DONNA FAVALORO

TELEPHONE CRISIS SUPPORT MANAGER

“TEAMWORK
ALLOWS
COMMON
PEOPLE
TO ATTAIN
UNCOMMON
RESULTS.”
ANONYMOUS



COMMUNITY VISITORS SCHEME (CVS)

THE CVS PROGRAM ENRICHES THE QUALITY OF LIFE FOR RESIDENTS IN RESIDENTIAL AGED CARE FACILITIES (RACFS) WHO ARE SOCIALLY ISOLATED, LONELY OR DECLINE TO JOIN IN ACTIVITIES AT THE FACILITY & WOULD BENEFIT FROM A REGULAR FORTNIGHTLY VISIT BY THE SAME VOLUNTEER. Our volunteers visit residents in 12 RACFs from Seaforth to Collaroy. The program is funded by the Commonwealth Department of Health for 42 volunteers, we currently have 44 volunteers.

Topical meetings are held throughout the year for the volunteers. A guest speaker presents information relevant to the role of the volunteers, eg a talk on Boundaries and Duty of Care. I keep in touch and provide support to the volunteers by regular phone calls, emails, meeting for coffee, sending birthday cards. Highlights this year have been the attendance by the volunteers to the annual Premier's Concert and then a lunch in May coinciding with Volunteers Week.

Certificates and badges for years of service provided by these wonderful volunteers will be presented at a celebration of the CVS 25 year anniversary later this year.

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

LYNDALL CALCRAFT
COORDINATOR
COMMUNITY VISITORS SCHEME



CLINICAL COUNSELLING

LLNB'S COUNSELLING SERVICE HAS HAD A VERY PRODUCTIVE YEAR WITH THE INCREASE IN OUR SUPPORT GROUPS TOGETHER WITH INDIVIDUAL COUNSELLING. We have also seen some changes to our counselling team - Marie Gibson retired after 25 wonderful years of volunteering as a counsellor. Marie will be dearly missed by us all.

During the year we have been working jointly with The Kirribilli Centre to deliver a support group for new mothers who are struggling, following the birth of their babies. 'Being Mums' assists mothers in reintroducing themselves back into their general community, and has proved very successful. A number of flourishing support groups have also been running throughout the year. Adult Survivors of Trauma and Abuse, Mood Matters (Anxiety/Mild depression), Men's Anger Management, and Suicide Bereavement which are held at our office in Balgowlah.

We have also joined with Lifeline Harbour to Hawkesbury to help promote Way2Wellness, an online and telephone based assistance/early intervention service. Also during the year we have continued to host 'Managing Your Mood', DBT skills group, for both adults and for adolescents. These groups have been very successful in supporting clients in our community with mild to moderate mental health needs. The Way2Wellness service and the Managing Your Mood program are funded by Primary Health Network.

On a final note, it is important acknowledge and thank our counselling team for their dedication and continual service to our community.

LINDA-ANN PATERSON
COUNSELLING SUPERVISOR



FINANCIAL COUNSELLING



THE FINANCIAL COUNSELLING SERVICE HAS ENJOYED A BUSY YEAR. MANY OF OUR REFERRALS HAVE COME FROM THE FINANCIAL RIGHTS LEGAL CENTRE, MANLY WARRINGAH WOMEN'S REFUGE, BANKS AND THE NATIONAL LIFELINE WEBSITE.

Lifeline Northern Beaches is a registered sponsor for the Work and Development Order through Revenue NSW. Clients can have financial and personal counselling and work off their fines at \$50 per hour. They have found this to be most helpful as they do not have the capacity to pay their fines and can unfortunately have their licence suspended, or have the Sheriff confiscate their goods. Many of our clients are suicidal as they see no way out of their financial position. We can refer them to Psychologists and Legal Aid Solicitors and we have been successful in getting good outcomes such as getting their licence back and partial waivers of their fines.

A recent client came to see us directly out of Drug and Alcohol Rehabilitation with fines amounting to \$35,000. He was providing for three children, had no income and had high anxiety and stress. After six months of negotiations with Revenue NSW they agreed to write off more than half of the fines and approved a Work and Development Order for the balance by attending Financial Counselling. This is a valuable service available to clients as we can assist them in so many other areas of their lives.

Our attendance at a Financial Counselling Australia Conference in Hobart was useful, helping create valuable network relationships. This is the national body of financial counsellors and 600 members and delegates attended from all around Australia. The bigger picture of what is happening in Australia with our most vulnerable people was discussed, and cutting edge knowledge and skills delivered in workshops.

We are looking to employ another Financial/Gambling Counsellor to assist with counselling clients who are struggling with problem gambling. This is a huge area and we are excited to reach out and offer Lifeline's services to these clients.

DEBBIE CHRISTOV
COUNSELLING MANAGER

TRAINING



THE TRAINING TEAM CONTINUES TO BUILD WITH A FOCUS ON THREE AREAS – INCREASING THE NUMBERS OF TRAINED TELEPHONE CRISIS SUPPORTERS (TCS) IN ORDER TO ANSWER MORE CALLS FOR THE 13 11 14 SERVICE, BUILDING OUR WORKPLACE AND COMMUNITY TRAINING SERVICE SUITE TOGETHER WITH INCREASING OUR REACH AND RELEVANCE IN THE COMMUNITY.

The number of student TCSs has increased throughout the year and the training team is working closely with the centre management team to further support students as they make the challenging transition to answering calls.

The training team has grown to enable us to provide more 'Accidental Counsellor' workshops for businesses and community groups. The need for mental health training in the workplace is becoming more pressing. Thanks to the skill, experience and professionalism of our trainers the feedback on our courses has been extremely positive. This year will see this service further expanding as we build our presence within the business community in line with the current strategic plan.

Further work has been undertaken within community organisations and a number of Accidental Counsellor workshops have been run for schools (teachers and parents), surf lifesaving clubs and other groups. This work will continue with a focus on working with other organisations and reaching more of the community throughout the Lifeline Northern Beaches geographical footprint.

EMMA WILSON
TRAINING MANAGER

FUNDRAISING

IT IS GREAT TO REPORT LIFELINE NORTHERN BEACHES AGAIN HAD A SUCCESSFUL FUNDRAISING YEAR. Our community and commercial supporters, along with our awesome volunteers, underpin every aspect of our success. In addition, our strong presence across the social and traditional media spectrum is also a key contributor.

This year we launched, Lunch for Lifeline, a new initiative aimed at bringing people together at home, school, work and clubs to not only share a meal together but help raise those much needed funds to maintain our 24/7 crisis support 13 11 14 telephone line and our face to face counselling services and support groups.

We also built on the success of last year's inaugural Lifeline Surf Classic, introducing a schools competition as part of the Vissla Pro. Our local students were amazing and their fundraising contribution fantastic, raising big dollars surfing the big blue at Manly. A special thanks to the Member for Manly, James Griffin for his efforts with the school competition.

The Grill Team did a sizzling job over the course of the year with their volunteer efforts on the tongs at Bunnings Belrose and Balgowlah. Sausage sales soared as did the Grill Team's spirits as we surpassed our fundraising target.

We continue to support the third party fundraising efforts of individuals, schools and business with the provision of marketing collateral along with personalised support to ensure their success.

Our achievements this year are testament to the motivation and commitment of a skilled, supportive team with massive heart.

ANNE HOLT
Fundraising Manager



BOOK FAIRS

Coordinated by the Book Fair Committee, this year's four Book Fairs and one Clearance Sale achieved a record result of almost \$250,000. Other channels, such as eBay and direct-selling have added further revenue. Each Book Fair involves over 100 volunteers; a combination of regular corporate supporters, students and individuals.

The Book Fair Committee consists of volunteers Jeff Smith, Robert and Denise Barrack, Penny Cervetto, Roger Gray, David and Wendy Hunter, Ian Milne, Jane Page and Malcolm Woolford.

RETAIL

OUR RETAIL STREAM HAD ANOTHER VERY SUCCESSFUL FINANCIAL YEAR WITH STRONG SALES.

This could not be achieved without the tireless efforts of our Retail Managers, Supervisors and our Shop Volunteers. Thanks must also go to our Warehouse team whom work hard to ensure quality stock is provided to our stores.

The Retail team also had a great trip to Newcastle Lifeline on a fact finding mission in May. We had a really enjoyable team building night away and then toured 5 retail shops in the Newcastle/Hunter region. We all came away with some great ideas for our shops and a new enthusiasm for sustainable fashion. Our challenge for the year ahead is to continue to source great quality donations which we hope to maximise with the roll out of our mobile donation trailer in various locations across our footprint.

June 16 saw us extend our retail footprint to include a second store at Cremorne. Located on Military Rd, near the iconic Hayden Orpheum Theatre, the store opened with some fantastic Vintage fanfare that saw crowds lining up before the doors opened. It was a monumental effort by our staff and volunteers but well worth it as happy shoppers tapped their cards away for a very successful launch.

Thanks again to all our volunteers who are priceless. Your dedication and service allows us to continue to fund our core 13 11 14 telephone service.
Thank You

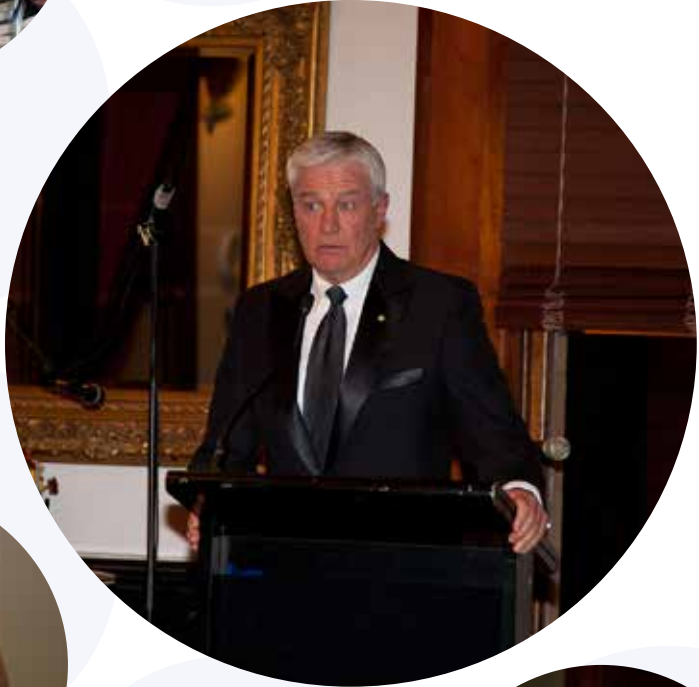
SARAH WATTS
CHIEF OPERATING OFFICER



The Committee would like to acknowledge the tireless efforts of retiring members Robert Barrack and Bede Alexander to our Book Fairs.

We welcome our new Book Depot Manager, Grahame Marks, who has been appointed to co-ordinate Book Depot activities, supplying stock for book fairs and Lifeline Shops.

We thank our wonderful team of volunteers for achieving such a fantastic result for Lifeline Northern Beaches.





OUR BOARD



IAN FARMER
CHAIR

Ian joined the Board in 2016 and became the Chairperson in September 2017. Ian is a member of the Finance, Audit and Risk Committee and the Governance and Compliance committee. Ian has been a Crisis Supporter (CS) since 2015 and also volunteers in the warehouse team. Ian's background is with a large accounting and consulting firm where he held a number of roles over 30 years working with clients and leading parts of the business in Australia and globally. Ian is also a Board member at Sydney Drug Education and Counselling Centre Ltd, The Public Interest Advocacy Centre Ltd and The Community Restorative Centre Ltd.



DEE ROBINS
DEPUTY CHAIR

Dee has been a member of the Board of Lifeline Northern Beaches since September 2012 and is currently Deputy Chair. Dee has been a Crisis Supporter for 9 years and is also an ISS (In Shift Support). She is also involved as a Mentor with the training of new students as Crisis Supporters, 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.



ROBYN STUBBS
TREASURER

Robyn Stubbs is a Board Director and Executive Coach working across a diverse range of industry sectors, teams and individuals. Robyn is the chair of Finance, Audit and Risk committee. 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 ECI Partners.



STEPHEN TODD
SECRETARY

Stephen joined the Board in 2016 after serving as a Crisis Supporter 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. 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



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.



BOB TALAS
BOARD MEMBER

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 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 plays an active role in engaging with our sponsors. In his spare time, Bob enjoys gardening, bush walking and ocean racing kayaks.



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.



MICHELLE HARPUR
BOARD MEMBER

Michelle joined the Board in September 2017, and became a TCS earlier that year. She is a lawyer, with over 30 years' experience in litigation, risk management and governance for large companies. She now enjoys life as a sole practitioner, working with longstanding clients. Michelle is chair of LLNB's Governance Committee, and also sits on the board of Eildon Capital Limited where she is also chair of its Audit and Risk Committee.



LISA HISCOCK
BOARD MEMBER

Lisa joined the board in 2018 and volunteers as a Crisis Supporter, having prior experience as a telephone counsellor with the Samaritans in the UK. Lisa currently works as Senior Underwriter for XL Catlin/AXA specialising in Crisis Management and has a law degree from the University of Essex and Advanced Diploma in Insurance from the Chartered Institute of Insurance in the UK. Lisa is also a Board member for the Industry Reinsurance Faculty Advisory Board.

TREASURER'S REPORT 2017-18

I AM PLEASED TO REPORT THE FINANCIAL POSITION OF LIFELINE NORTHERN BEACHES STRENGTHENED AGAIN IN 2017-18, REFLECTING THE EXPANDED SERVICES AND ACTIVITIES DELIVERED BY OUR DEDICATED TEAM OF MANAGEMENT, STAFF AND VOLUNTEERS OVER THE LAST 12 MONTHS.

Our operating surplus, cash reserves and net assets all increased considerably on the prior year. This positions the organisation very well to fund continued growth in core 131114 crisis-support services in the year ahead.

A record high operating surplus of \$381,871 was under-pinned by increased sales from our Lifeline retail stores, as well as by year-on-year growth in book fairs, grants and other fund-raising initiatives. Sincere thanks to the entire team whose continued hard work has driven this result.

Our balance sheet is also strong with cash and cash equivalents (term deposits) of \$1.5 million at June 30. Non-current assets increased to \$3.3 million as a result of a new independent, external valuation undertaken during the year on our office and warehouse buildings. In contrast to our assets, our total liabilities remain low at \$405,762.

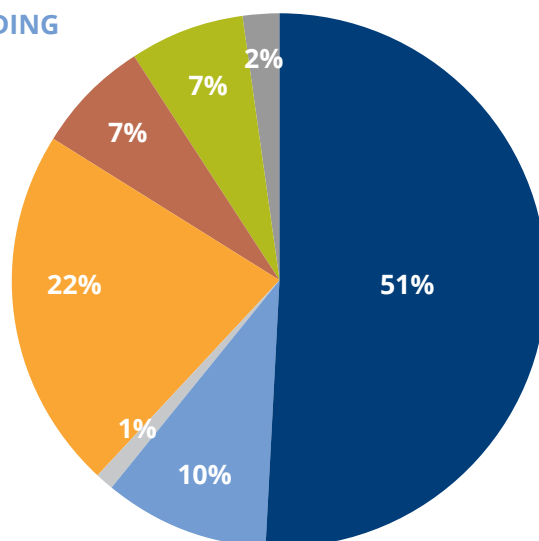
This record operating surplus coupled with a solid asset-base provides important financial stability for Lifeline Northern Beaches. It enables us to effectively execute our strategy and continue to enhance and expand our services, as well as providing a buffer in the event of an unanticipated downturn in traditional funding sources.

Many thanks again to the entire Lifeline Northern Beaches team for their important contribution to these excellent results. Thanks also to our Board Chairman Ian Farmer, CEO David Thomas and Operations Manager Sarah Watts for their support in Finance, Audit & Risk Committee meetings throughout the year.

ROBYN STUBBS

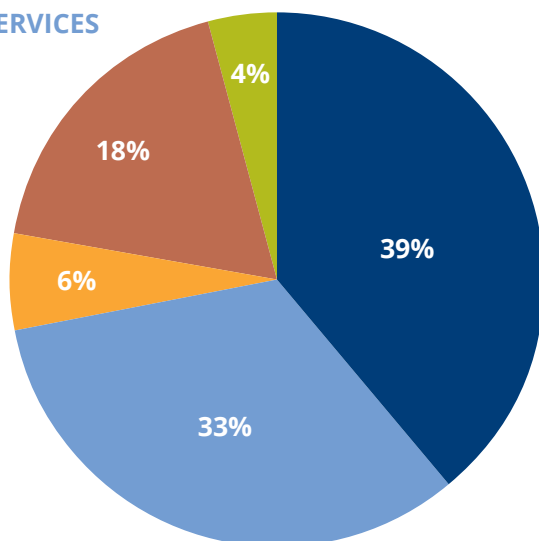
B.Bus., M.Sc., GAICD
TREASURER JULY 2018

OUR FUNDING SOURCES



- Government grants for services
- Fees charged
- Other grants for services
- Retail profit
- Book Fair profit
- Donations & fundraising
- Interest & others

RELATIVE CONTRIBUTION TO OUR SERVICES



- Volunteered time
- Government & other grants
- Fees charged
- Retail, book fairs & fundraising
- Donations

BOARD REPORT

For the Year Ended 30 June 2018

Your board members submit the financial report of Lifeline Northern Beaches Incorporated for the financial year ended 30 June 2018.

Board Members

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

- Ian Farmer (Chair)
- Dee Robbins (Deputy Chair)
- Robyn Stubbs (Treasurer)
- Stephen Todd (Secretary)
- Rev John Barker
- Bob Talas
- Sue Saunders
- Michelle Harpur (appointed September 2017)
- Lisa Hiscock (appointed April 2018)
- Cheryl Walmsley (resigned January 2018)
- Roger Gray (retired September 2017)
- Brian Lees (retired September 2017)

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 \$381,871 (2017: \$298,940).

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



Ian Farmer
Chair



Robyn Stubbs
Treasurer

Dated this 27th day of August 2018

Dated this 27th day of August 2018

STATEMENT OF PROFIT OT LOSS AND OTHER COMPREHENSIVE INCOME

For the Year Ended 30 June 2018

		2018	2017
	Note	\$	\$
Revenue	4	3,318,548	2,961,317
Other income	4	273,102	254,641
Employee benefits expense	5	(2,123,466)	(1,963,177)
Depreciation and amortisation expense	5	(51,310)	(50,637)
Electricity expense		(53,377)	(50,965)
Other expense		(487,549)	(355,499)
Rent expense	5	(411,370)	(385,615)
Rubbish removal expense		(54,345)	(65,557)
Volunteer expense		(28,362)	(45,568)
Surplus before income tax		381,871	298,940
Income tax expense		-	-
Surplus from continuing operations		381,871	298,940
Surplus for the year		381,871	298,940
Other comprehensive income, net of income tax			
Items that will not be reclassified subsequently to profit or loss			
Gain on revaluation of land and buildings		1,296,291	-
Other Comprehensive Income for the year		1,296,291	-
Total comprehensive income for the year		1,678,162	298,940

STATEMENT OF FINANCIAL POSITION

For the Year Ended 30 June 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	1,522,621	1,085,811
Trade and other receivables	7	25,777	52,812
Other assets	9	22,171	14,420
TOTAL CURRENT ASSETS		1,570,569	1,153,043
NON-CURRENT ASSETS			
Trade and other receivables	7	33,122	33,122
Property, plant and equipment	8	3,243,667	1,973,275
TOTAL NON-CURRENT ASSETS		3,276,789	2,006,397
TOTAL ASSETS		4,847,358	3,159,440
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	156,762	135,908
Borrowings	11	-	695
Employee benefits	13	151,257	139,523
Other financial liabilities	12	92,442	117,393
TOTAL CURRENT LIABILITIES		400,461	393,519
NON-CURRENT LIABILITIES			
Employee benefits	13	5,301	2,488
TOTAL NON-CURRENT LIABILITIES		5,301	2,488
TOTAL LIABILITIES		405,762	396,007
NET ASSETS		4,441,596	2,763,433
EQUITY			
Reserves	14	1,972,415	676,124
Retained earnings		2,469,181	2,087,309
TOTAL EQUITY		4,441,596	2,763,433

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2018

	Revaluation Surplus \$	Retained Surplus \$	Total Equity \$
Balance at 1 July 2016	676,124	1,788,369	2,464,493
Comprehensive income			
Net surplus for the year		298,940	298,940
Other comprehensive income for the year			
Total comprehensive income	<u>676,124</u>	<u>298,940</u>	<u>298,940</u>
Other transfers			
Transfer from//to general reserves			
Total other transfers	<u></u>	<u>-</u>	<u></u>
Balance at 30 June 2017	<u>676,124</u>	<u>2,087,309</u>	<u>2,763,433</u>
Comprehensive income			
Net surplus for the year		381,872	381,872
Other comprehensive income for the year			
- Gain on revaluation of building			
Total comprehensive income	<u></u>	<u>381,872</u>	<u>381,872</u>
Other transfers			
Transfer from//to general reserves	1,296,291		1,296,291
Total other transfers	<u>1,296,291</u>	<u></u>	<u>1,296,291</u>
Balance at 30 June 2018	<u>1,972,415</u>	<u>2,469,181</u>	<u>4,441,596</u>

For a description of reserves refer to note 14.

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2018

	Note	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		2,629,535	2,516,995
Receipt of grants		942,722	649,570
Payments to suppliers and employees		(3,132,757)	(2,808,393)
Interest received		22,722	7,319
Net cash provided by/(used in) operating activities		<u>462,222</u>	<u>365,491</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Payment for shop deposit			(2,831)
Purchase of property, plant and equipment		(25,412)	(11,803)
Net cash used by investing activities		<u>(25,412)</u>	<u>(14,634)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		436,810	350,857
Cash and cash equivalents at beginning of year		<u>1,085,811</u>	<u>734,954</u>
Cash and cash equivalents at end of financial year	6	<u><u>1,522,621</u></u>	<u><u>1,085,811</u></u>

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 30 June 2018

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 2018 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 21 August 2018.

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 2018

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 2018

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:

<i>Class of Fixed Asset</i>	<i>Depreciation Rate</i>
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 2018

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 2018

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 2018

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 2018

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

	2018	2017
	\$	\$
Revenue from continuing operations		
- Sale of goods	2,216,344	2,114,287
- Provision of services	159,482	151,776
- Grants Received	942,722	695,254
Total Revenue	3,318,548	2,961,317
Other Income		
- recoveries	-	6,486
- donations	118,716	118,976
- fundraising	126,445	112,817
- other	6,463	1,800
- interest received	21,478	14,562
Total Other Income	273,102	254,641
Total Revenue and Other Income	3,591,650	3,215,958

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 30 June 2018

5 Result for the Year

The result for the year includes the following specific expenses:

	2018	2017
	\$	\$
Other expenses:		
Employee benefits expense	2,123,466	1,963,177
Amortisation expense	51,310	50,637
Impairment of receivables:		
Rental expense on operating leases:		
- Minimum lease payments	411,370	385,615

6 Cash and Cash Equivalents

	2018	2017
	\$	\$
Cash at bank and in hand	544,031	435,017
Other cash and cash equivalents	978,590	650,794
	1,522,621	1,085,811

7 Trade and Other Receivables

	2018	2017
	\$	\$
CURRENT		
Trade receivables	20,632	50,545
	20,632	50,545
GST receivable	5,145	2,267
Total current trade and other receivables	25,777	52,812

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 30 June 2018

7 Trade and Other Receivables

	2018	2017
	\$	\$
NON-CURRENT		
Deposits	33,122	33,122
Total non-current trade and other receivables	33,122	33,122

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

	2018	2017
	\$	\$
LAND AND BUILDINGS		
Freehold land at:		
- Directors Valuation 2017		900,000
- Independent Valuation 2018	1,780,000	
Total Land	1,780,000	900,000
Buildings at:		
- Directors Valuation 2017		1,530,574
- Independent Valuation 2018	1,380,000	
Accumulated Depreciation	0	(536,492)
Total land and buildings	1,380,000	994,082
PLANT AND EQUIPMENT		
Plant and Equipment at cost	282,782	257,370
Accumulated Depreciation	(199,115)	(178,177)
Total plant and equipment	83,667	79,193
Total property, plant and equipment	3,243,667	1,973,275

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 30 June 2018

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 \$
Year ended 30 June 2018				
Balance at the beginning of year	900,000	994,082	79,193	1,973,275
Additions	-	-	25,412	25,412
Revaluations	880,000	416,290		1,296,290
Capitalised borrowing cost and depreciation	-	(30,372)	(20,938)	(51,310)
Balance at the end of the year	1,780,000	1,380,000	83,667	3,243,667

Sydney Road building and land held by the entity was valued at \$2,230,000 by an independent valuer on 30 June 2018. The fair value of the land was determined to be \$1,780,000. The Harbord Road building held by the entity was valued at \$930,000 by an independent valuer on 30 June 2018.

9 Other Assets

	2018 \$	2017 \$
CURRENT		
Prepayments	16,171	7,177
Accrued income	6,000	7,243
	22,171	14,420

10 Trade and Other Payables

	Note	2018 \$	2017 \$
Current			
Trade payables		15,391	11,879
Accrued Superannuation		42,729	40,346
Accrued Wages		71,341	49,715
Sundry payables and accrued expenses		12,520	21,101
Group tax		14,781	12,867
		156,762	135,908

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 2018

11 Borrowings

	2018 \$	2017 \$
CURRENT		
Secured liabilities:		
Bank overdraft	-	695
	-	695
Total current borrowings	-	695
Total borrowings	-	695

12 Other Financial Liabilities

	2018 \$	2017 \$
CURRENT		
Unexpended grants	92,442	116,711
Amounts received in advance	-	682
Total	92,442	117,393

13 Employee Benefits

	2018 \$	2017 \$
CURRENT		
Annual Leave	111,615	97,562
Long Service Leave	39,642	41,961
	151,257	139,523
NON-CURRENT		
Long Service Leave	5,301	2,488
	5,301	2,488
Total provision of employee benefits	156,558	142,012

14 Reserves

(a) Asset revaluation surplus

The asset revaluation surplus records realised gains and losses from the revaluations of land and buildings.

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 30 June 2018

15 Leasing Commitments

(a) Operating leases

	2018	2017
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	239,858	341,744
- between one year and five years	81,015	246,115
	<u>320,873</u>	<u>587,859</u>

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

Leases exist currently over shops in Balgowlah, 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 2018 (30 June 2017: 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 21 August 2018 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 \$126,445 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

1. Present a true and fair view of the financial position of Lifeline Northern Beaches Incorporated as at 30 June 2018 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 Regulation 2015 and the Regulations under that Regulation 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:


 Ian Farmer
 Chair


 Robyn Stubbs
 Treasurer

Dated this 27th day of August 2018

Dated this 27th day of August 2018

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 2018, 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 2018 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 2018 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

A handwritten signature in black ink, appearing to read 'Glenn McEwen'.

Name of Partner:
Glenn McEwen

Address: Hornsby

Dated this 27th day of August 2018

THANK YOU

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BILL BUCKLE

BUNNINGS BALGOWLAH

BUNNINGS BELROSE

CHOICES FLOORING ST LEONARDS

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Lifeline
Northern Beaches

VISION

AN AUSTRALIA
FREE OF SUICIDE

MISSION

TO BE A CENTRE OF EXCELLENCE
TO SUPPORT AUSTRALIANS
IN TIMES OF CRISIS AND
EQUIP INDIVIDUALS AND
COMMUNITIES TO BE RESILIENT
AND SUICIDE-SAFE



HOW CAN YOU HELP?

- MAKE A DONATION
- VOLUNTEER YOUR TIME
- BECOME A CORPORATE SUPPORTER
- HELP RAISE AWARENESS
- BECOME INVOLVED IN FUNDRAISING

lifelinenb.org.au

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SERVICES

- SUICIDE CRISIS SUPPORT
- 24 HOUR TELEPHONE CRISIS SUPPORT

SUPPORT

- FINANCIAL COUNSELLING
- FACE-TO-FACE COUNSELLING
- COMMUNITY VISITORS SCHEME
- TRAINING