

# Annual Report

2018/2019



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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



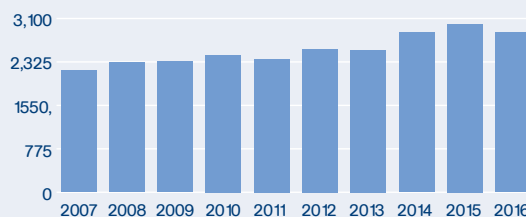
10%

Contact Lifeline



20%

Contact family/  
friends



**3,128** deaths by  
suicide



# How LLNB is making a difference

68,561

Crisis calls  
answered



5,233

Lifeline Text  
conversations

## COUNSELLING

1,094

Clinical  
counselling  
sessions held



604

Individual  
sessions

490

Group  
attendees



181

Support  
group  
sessions

444

Financial  
counselling  
sessions



Financial  
counselling  
session hours

506



## COMMUNITY VISITORS SCHEME

56

Volunteers



16

Registered aged care  
facilities served



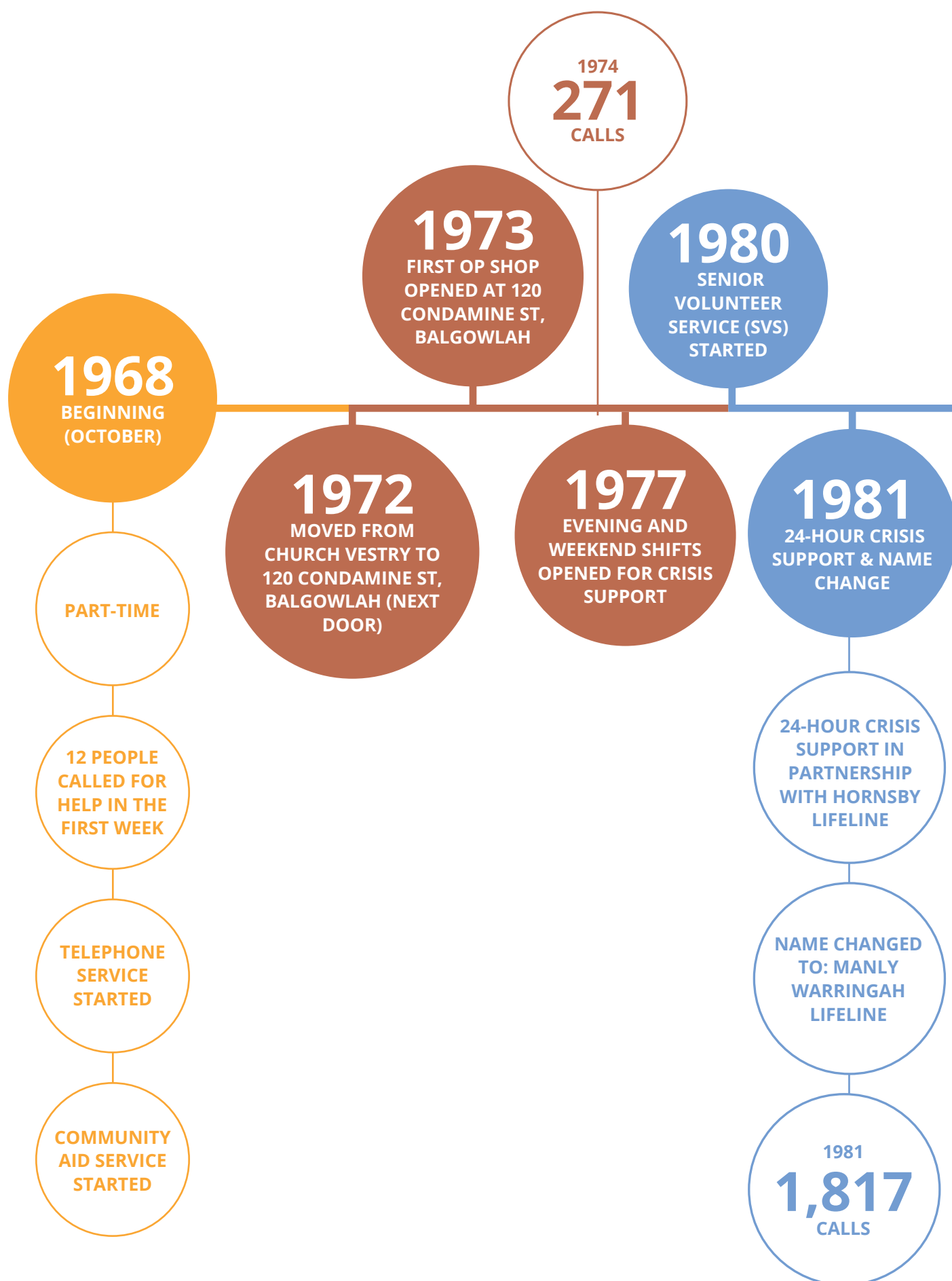
## TRAINING

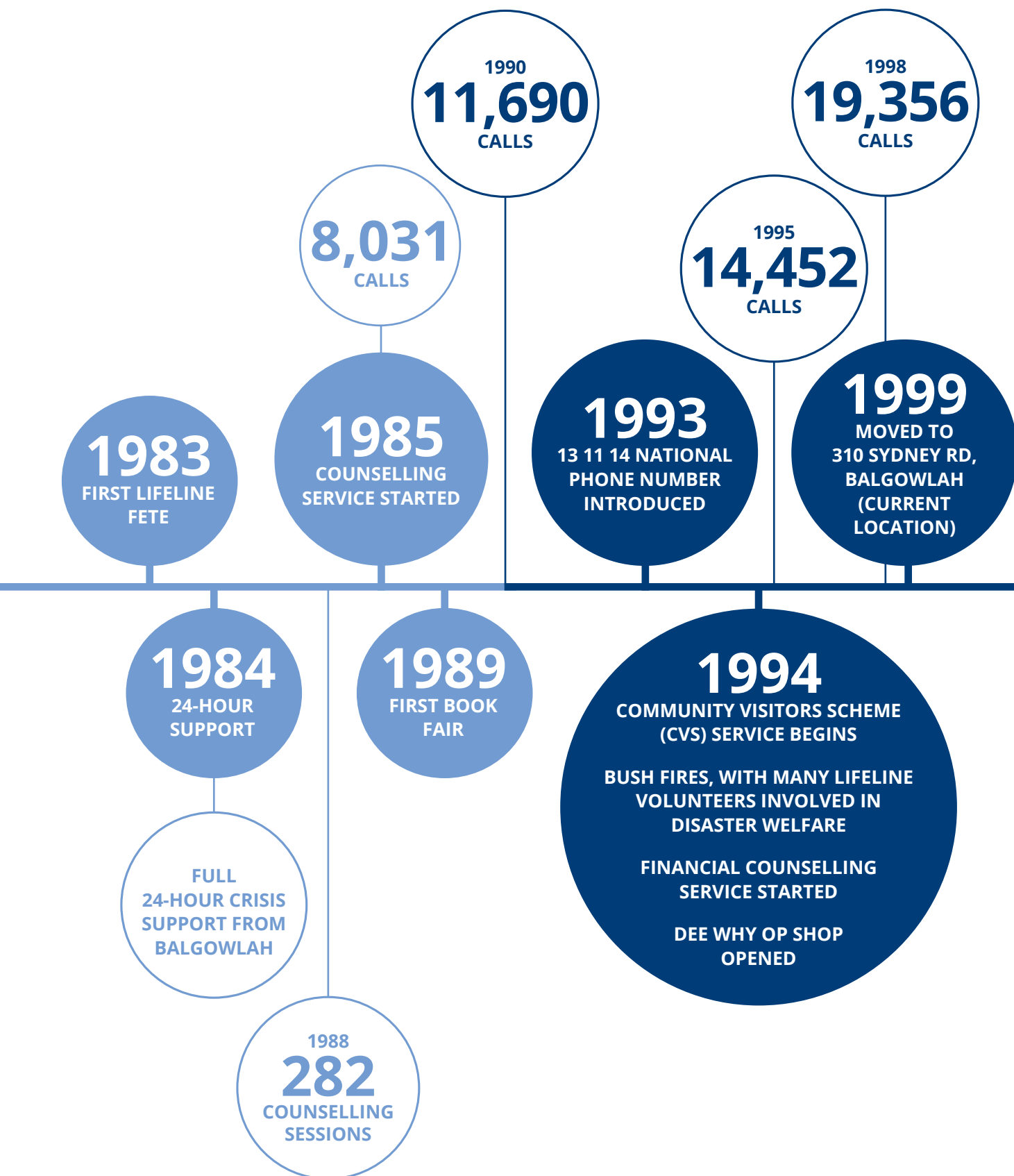
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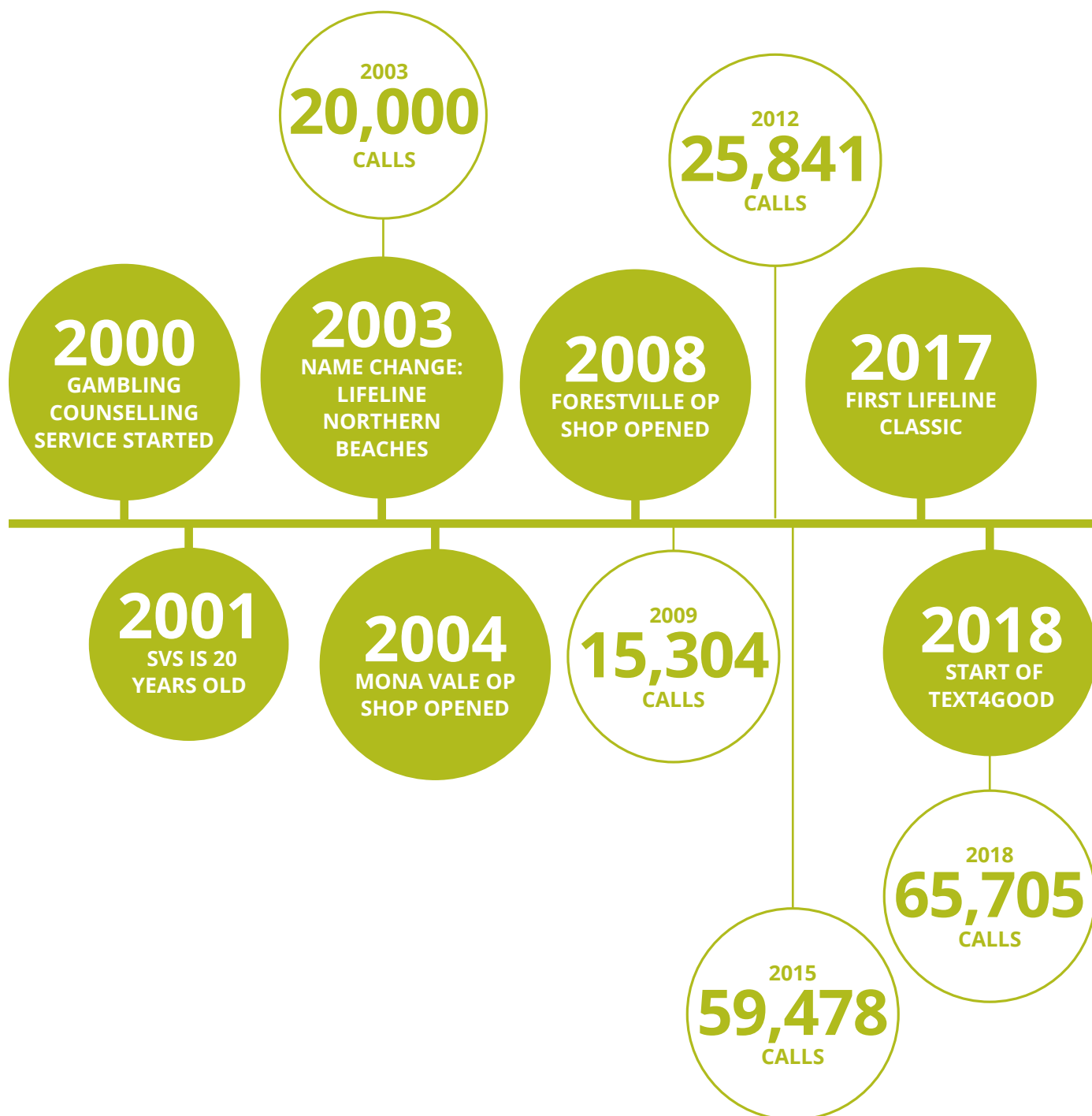
Number of  
students trained

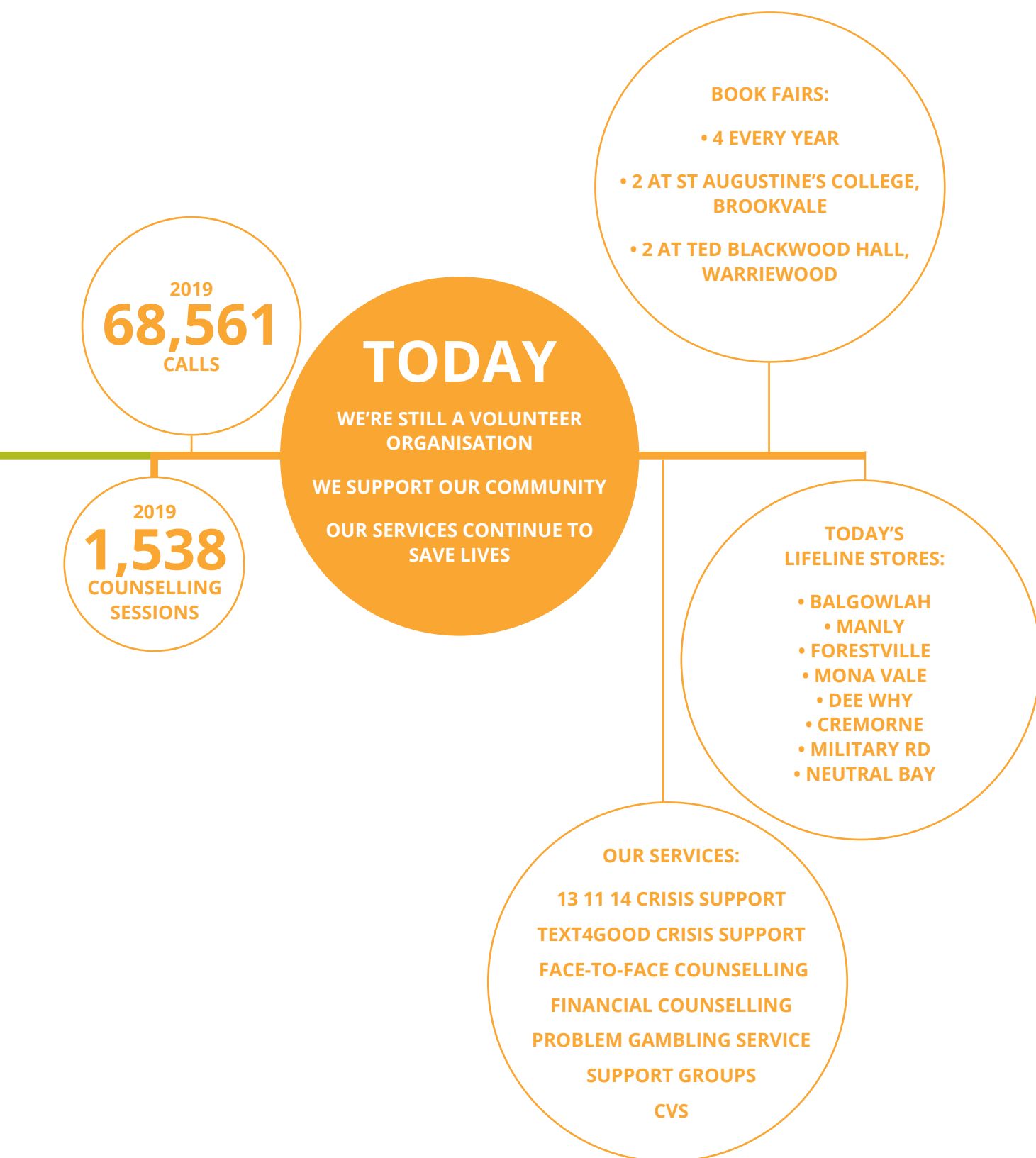


# Lifeline timeline









# Lifeline timeline



# Chair's Report

**EACH TIME I SEE 'CALL LIFELINE ON 13 11 14' ON A TV SEGMENT, IN A NEWSPAPER OR ONLINE, I AM REMINDED JUST HOW VITAL OUR WORK IS.**

The implied offer of unconditional human connection, compassion and hope underpins all our services - across phone and text crisis support, counselling, community visits, training, and broader community engagement.

The Board and our CEO recently established a strategy to take us through to 2022 and as part of that review, we have established a new statement of "our purpose" - why we are here - which is that "we create connection with people in crisis and empower individuals and communities to be safe from suicide". Everything that we do is directed at this purpose.

Our 13 11 14 service is well known. One of our challenges is helping people understand that we are more than a phone service. In our local community we are steadily increasing awareness of our local services and our desire to help local people in crisis. This last year was a turning point in that journey and I truly believe that we have helped more people in our area than ever before, and we continue to build on the past 50 years of impact of Lifeline on the Northern Beaches.

People who I talk to often wrongly believe that we are fully government-funded. We are not. So our fundraising is crucial in allowing us to deliver our services. This year, our retail and book fair activities, community fundraising and donations have all played their part in keeping the wheels turning. A huge thank you to everyone involved.

The Board would like to thank our CEO David Thomas for his leadership and all our dedicated employees and volunteers. Everyone involved in our work should be proud of the difference they make to peoples' lives, whether in the front line with help-seekers, in our shops, sorting books or elsewhere in the organisation.

I would also like to acknowledge the role all our supporters play in helping us, through donations and grants, and through their contacts and referrals.

Thank you to all my fellow volunteer Board members, for giving their time and expertise to the cause. Michelle Harpur stepped down from the Board recently, due to an impending interstate move. At this year's AGM Robyn Stubbs will retire and will not re-nominate, with other commitments coming in to play. I want to thank them both for their invaluable support and commitment over the last two and three years respectively. Michelle has chaired our governance committee and provided us with legal insight on a range of tricky issues. Robyn has been our Treasurer for the last two years and Deputy Chair for the last year and has brought her governance and property experience to the table to great effect. I will miss them, as will the whole Board.

In other Board changes, we welcomed Amelia Walter and Phillip Comans to the Board recently, bringing his invaluable skills and experience to the table.

Through the ongoing support of all our volunteers, donors and funding bodies, Lifeline Northern Beaches can continue moving forward to help more people in need with confidence.

**IAN FARMER**  
BOARD CHAIR



# CEO Report

**THIS YEAR THE ALARMING STATISTIC OF THIRTY DEATHS BY SUICIDE WAS REPORTED BY OUR LOCAL AREA COMMAND.** This is the first time such statistics have been collected locally and revealed that there is more than one suicide every fortnight at a local level.

During this time a suicide prevention committee was established by the head of the Northern Beaches Police Area Command and Northern Beaches Council to address this issue and to promote greater efficiency between the many agencies delivering like-minded services within our catchment. Lifeline Northern Beaches has played a significant role in the formation and ongoing management of this committee. It is pleasing to see this committee being one of action rather than a 'talkfest' that delivers nothing. The committee's actions have included:

- Creating a co-ordinated response team for local crisis support
- Erecting safety signs in problem suicide locations
- Organising community briefing forums
- Organising and facilitating various community training sessions
- Enabling fast response emergency counselling and care to school communities

This welcome development has long been discussed. Accordingly, it is very satisfying to be part of the creation of a long overdue response protocol and process for crisis management in our community.

Demand for Lifeline's services continues to grow with expansion in our counselling services, Community Visitors' Scheme and the Text4Good pilot. For the first time we are now able to provide clinical and financial counselling support five days a week. The successful Community Visitor's Scheme, which had its 25th anniversary was expanded to incorporate the Mosman area.

The increased service capacity of course creates a

greater financial impost for the centre. We are indebted to our many volunteers who assist in this quest. Our 'bookies' had amazing success this year, lifting the status and profile of our four book fairs and breaking fundraising records on almost every occasion. Retail was busy with the opening of two new stores in Cremorne and Neutral Bay which has helped lift our revenue base and in turn helped fund our expanded service suite.

I cannot finish my report without acknowledging the continued dedication of all our volunteers and staff. In fact, this is always the highlight of the year for Lifeline Northern Beaches, the thankless hours and sacrifices you have all made to make the centre stronger and deliver a greater service for our community – it is wonderful what you do.

Thank you.

**DAVID THOMAS**  
CHIEF EXECUTIVE OFFICER





# Crisis Support

## THANK YOU FOR HELPING US SAVE LIVES.

Suicide is the leading cause of death for Australians aged between 15 and 44. Survivors of suicide attempts tell us what they wanted was to end the pain. Lifeline has developed a new national campaign, Hold On Pain Ends (HOPE) to speak directly to people experiencing crisis and contemplating suicide – and asking them to reach out to Lifeline for help.

The role of the Lifeline Crisis Supporter is to help keep people safe from suicide by supporting them through their crisis. Help-seekers contact Lifeline for a variety of issues, with mental health concerns and loneliness underlying many of their problems. The simple act of listening without judgement, providing empathy and unconditional positive regard makes a huge difference in their lives and Lifeline remains at the forefront of suicide prevention.

Lifeline Northern Beaches has a reputation as a centre of excellence – meeting and exceeding key performance indicators in all areas, especially risk assessment and referrals. In the past year we have been chosen to trial a new national crisis call service framework (CARE) and introduce a new Lifeline text service (Text4Good) aimed at people who find it too difficult to talk.

I acknowledge and congratulate the Crisis Supporters for their dedication and commitment to help-seekers, for their responsible approach to ongoing education, and for their contribution towards the caring and effective service provided by Lifeline Northern Beaches.

Over the past twelve months volunteers and paid staff answered 68,561 calls at Lifeline Northern Beaches. The Lifeline text service, which began in September (working together with Lifeline Brisbane), answered 5,233 texts. Forty-two percent of text help-seekers said they would not contact Lifeline by our existing services (phone and chat) so this has proved to be a valuable extension to our crisis support.

I feel privileged to be supported by such a dedicated staff enabling Lifeline Northern Beaches to continue to provide service that incorporates our centre's values of respect, compassion, collaboration, integrity and accountability.

**DONNA FAVALORO**

TELEPHONE CRISIS SUPPORT MANAGER



# Community Visitors Scheme

**THE CVS VOLUNTEER VISITS A RESIDENT ON A ONE-TO-ONE BASIS EVERY FORTNIGHT. THESE VISITS TAKE PLACE IN A RESIDENTIAL AGED CARE FACILITY (RACF).**

With more than forty-per-cent of aged care residents not receiving any visitors, this contact provides friendship and companionship to a person who may be socially isolated or lonely. Despite living in a facility with other residents and staff, isolation and loneliness can still be an issue. Some residents may not enjoy group activities, don't have family living locally, are estranged from their family and friends, or don't have family at all. These visits help bridge the gap between living in a facility and the community at large. The visits enrich the lives of both the volunteer and the resident.

In October 2018, twenty-five years of the CVS Program was celebrated by current and previous volunteers and co-ordinators, staff from facilities, board members, and local politicians with an elegant high tea in the newly renovated Balgowlah Uniting Church hall. Certificates and badges were presented to our wonderful volunteers for their years of service - there was a twenty year, a fifteen year and a ten year!

In March 2019, Lifeline Northern Beaches took over the Mosman Council CVS program. To date there are five facilities in Mosman that have volunteers continuing in their roles.

There is now a total of sixteen facilities visited by our volunteers from Mosman to Collaroy. The program is funded by the Commonwealth Department of Health for forty-two volunteers.

Throughout the year meetings are held for the volunteers. These meetings not only provide pertinent information to their role, but are an opportune time to get together, have morning tea and a chat as well.

Many thanks to all the wonderful volunteers for their commitment to their friend during the past year and the support given by the Lifeline staff to the CVS Program.

**LYNDALL CALCRAFT**

CO-ORDINATOR  
COMMUNITY VISITORS SCHEME



# Clinical Counselling



**AS COMMUNITY AWARENESS CONTINUES TO INCREASE ABOUT THE VARIED FACE-TO-FACE SERVICES THAT LIFELINE NORTHERN BEACHES OFFERS, WE HAVE SEEN SIGNIFICANT GROWTH IN CONSUMERS ACCESSING OUR COUNSELLING SERVICE.** We have a volunteer counsellor on site every day of the working week, with many of our counsellors make themselves available after hours and on weekends to enhance access to our services.

The counselling team has also had a presence in the community. Responding to requests by Northern Beaches Council, the Police and local schools, Lifeline Northern Beaches counsellors have been available to support the local community during bereavement and we were on hand during community forums in which concerns about rates of suicide on the Northern Beaches have been discussed.

To further strengthen our sense of connection as a counselling team within Lifeline NB, the face-to-face counselling team met and brainstormed their personal values and how they fitted within the organisational

values created in 2018. As a collective, the team felt a strong sense of connection between the work we do with clients and the organisational values of: Respect, Compassion, Collaboration, Integrity & Accountability. The counselling team focused on opportunities to further strengthen these core values and generated additional personal values that underpin our counselling work. These included: acknowledging Dedication and appreciating the individual values and strengths that are contributed within the counselling team; Taking Inspiration from clients and each other to inspire creativity and foster a growth mindset; and, finally, Humour – creating time and space to smile and have fun helps us connect with each other and with our clients.

I would like to personally thank each member of our counselling team for their dedication and continued service. It is indeed inspiring.

**BARBARA RABBITS**  
COUNSELLING MANAGER





# Financial Counselling



**THE FINANCIAL COUNSELLING SERVICE HAS SEEN A BIG INCREASE IN CLIENT NUMBERS OVER THE PAST TWELVE MONTHS AND NOW HAS THREE COUNSELLORS TO SERVICE CLIENTS FIVE DAYS A WEEK.**

Since June, we have also begun to offer a specialist support group for Gambling addiction to meet the growing demand. Lifeline Northern Beaches is now included on the referral list for the Northern Beaches Hospital Psychiatric Ward, South Pacific Private Hospital and Northern Beaches Council, so we expect the pipeline of clients will only continue to increase.

Financial counsellors provide a service to clients dealing with chronic financial hardship or stress. Many of those clients have complex issues and may be concurrently dealing with mental health issues, substance abuse, domestic violence or homelessness. In circumstances of extreme financial stress, suicidal ideation is not uncommon.

Our team help clients to explore and then weigh up the various options available to alleviate the stress of their financial position. Counsellors may advocate on clients' behalf to negotiate with their creditors for partial, and sometimes even full, waivers of their debt. In other cases, they might work with the client to budget for a manageable repayment plan or help them to secure from creditors a payment moratorium on their debt for a few months; long enough for the client to get their head above water.

The following examples illustrate the value of the service provided by our Financial Counselling team. A couple came to see us in serious financial hardship, with a \$50,000 debt, very little income and no means of paying off their debt. After nearly twelve months of negotiation by our financial counsellors, all of the creditors agreed to a full waiver of the couple's debts. This provided an important element of relief for their very difficult circumstances.

In another case, a client had a serious health issue that left her unable to work. She had multiple debts with a number of banks and had spent years personally trying to negotiate with them for hardship assistance, but with no success in achieving long term, sustainable outcomes. This left her feeling "harassed and despondent", which spiralled into depression as

well as exacerbating her physical health conditions. She came to see our financial counselling team after a bank commenced legal action in an attempt to seize her home. Our counsellor quickly assessed her financial and medical information, and proceeded to request debt waivers from all of her creditors. Three of her creditors immediately agreed to a full waiver of debts totalling \$60,000. We were able to help this client in the longer term and achieve agreement for further debt waivers with creditors.

## **Problem Gambling**

The Lifeline Northern Beaches Problem Gambling Group has recently commenced, facilitated by two of our specialist counsellors. Problem gambling is a challenging process addiction mainly because of the social acceptance and promotion of gambling. We are struck by the damaging affects problem gambling has on our clients' lives, their families and the community. Dealing with a gambling addiction is often a gateway step to being able to provide a client with more holistic support, because there are often various other issues that stem from the gambling – financial stress being a common one. Fortunately, Lifeline Northern Beaches can in such cases refer clients to our financial counselling or other clinical counselling services.

We will leave the last words to Peter Grete, who delivered the keynote address at the 2019 Financial Counselling Conference. Peter is the Australian journalist who worked for Al Jazeera and was jailed in Egypt for 400 days. He described his eventual release from jail as being the result of the "little stories" by journalists from around the world that came together to become a "big voice of solidarity". He drew parallels between this campaign and the work of financial counsellors, whose work produced the "little stories" which combined to be the driving force and evidence behind the 2018 Banking and Financial Services Royal Commission. In Peter's words "we provide hope at a time when all hope seems lost" and "the human spirit can endure a lot more than we all think".

## **DEBBIE CHRISTOV**

FINANCIAL COUNSELLING CO-ORDINATOR

# Training

## **DURING THE LAST YEAR, 75 STUDENT CRISIS SUPPORTERS WERE TRAINED.**

A working group used feedback from students, mentors and trainers to consider ways to improve the training experience. While we are guided by the national accreditation standards, we have made some changes to the training delivery and have received very positive feedback from our students.

We have worked hard to strengthen our links to the community and this has enabled us to deliver training to over 200 people from local sports groups, not-for-profit support groups, and schools. The community training involved the delivery of Accidental Counsellor and also Mental Health First Aid for the Suicidal Person. The latter training initiative focused on those people who may find themselves as "first on the scene" - for example, people living or working in proximity to suicidal "hot spots".

The training team now includes facilitators with a range of skills and experience - counselling and crisis support, corporate and management training, trauma and youth support, and mentoring. We are equipped to deliver tailored Accidental Counsellor and private in-house Mental Health First Aid workshops to any organisation or community group. The diversity of the team enables us to meet the needs of a wide range of businesses, school staff and parents, and community groups.

An unprecedented number of Domestic and Family Violence training workshops have been delivered by Lifeline Northern Beaches, both locally and across the city. These have been made available as open courses for front-line professionals and some were also delivered as tailored in-house workshops.

Our aim as always has been to equip our community to be resilient and suicide-safe by enabling people to feel in a better position to act and support others with confidence. Some testimonials below give an insight on the work of the training team:

*"Thank you for all your work, your information, your empathy and understanding of the issues. The staff walked away with an increased knowledge, a new confidence and felt they could ask questions, offer comments and discuss key areas."*

*"Practical, relatable, great presenter."*

*"I was surprised how useful the whole session was, I think a number of us really needed it. So beneficial."*

**EMMA WILSON**  
TRAINING MANAGER



# Fundraising

The success of this year's fundraising efforts was underpinned from our strong community support, corporate donors and our amazing volunteers supported by an increased presence with social and traditional media.

Our signature fundraising initiative, the Lifeline Classic at Queenscliff Beach, has now 'arrived' on the Northern Beaches with seventeen teams raising more than \$60,000; a record amount to assist those in crisis. This event is now being recognised as important event on the community calendar with tremendous support from the northern beaches surfing and local business community raising awareness of mental health. The focus is on community involvement in an effort to help those in crisis, and those affected by those in crisis, and this year that festival feel really took shape with the involvement of other mental health service providers. A special thanks to the Member for Manly, James Griffin for his efforts with the school competition and the Lifeline Classic, plus our AIS Ambassadors, Cooper Chapman and Sophie Fletcher.

This year we launched our Corporate Program to assist companies achieve their corporate social responsibility with initiatives to motivate, unite and empower employees to support their own and others wellbeing and create a culture of giving. As the program is designed to be mutually beneficial this includes workplace training, counselling services, support groups and workplace giving.

This coming year we are implementing a fundraising strategy to create and maintain fundraising activities and initiatives to support community services and raise awareness for Lifeline Northern Beaches. We will continue to support the third-party fundraising efforts of individuals, schools, local businesses, Rotary Clubs and community groups with the provision of our new peer-to-peer fundraising platform and marketing collateral along with personalised support to ensure their success.

Our achievements this year are fortified by the ongoing in-kind and financial support we receive from our community, volunteers and business supporters and fabulous Lifeline Northern Beaches team.

**DEANNE BENNETT**  
FUNDRAISING MANAGER







# Retail

## OUR RETAIL NETWORK HAD ANOTHER BUSY AND FINANCIALLY SUCCESSFUL YEAR.

The Military Rd Shop at Cremorne has now been trading for a full year. This shop has a vintage clothing specialty and is proving popular with customers coming from far and wide. We have been able to secure a further two year lease on this property which is very pleasing as the Military Rd Shop results have been outstanding.

The Neutral Bay shop opened on the 1st November 2019 and looks amazing. The window display has a homeware focus which is proving popular with people with the locals and commuters waiting just outside at the B-line bus stop.

Our Manly shop continues to be our best sales performer. During the year we invested in some urgent repairs which helped secure the lease until November 2021. A major focus in our strategic plan is to increase our revenue stream and reduce the reliance on the Manly site.

The Avalon shop lease expired in July 2019 and the decision was made not to renew. The position and lack of parking has always been a challenge. I would like to thank the Retail Manager Sharon Malcolm, Vicki Taylor Watson and the dedicated team of volunteers for their efforts over the last six years.

Our Forestville shop has had a great year and has been running some events in the evening called "Shop and Style nights". The Military Rd shop at Cremorne held a Couture event with more than 40 people attending to see the Vintage Couture fashion parade. The Manly shop recently held a relaunch night of their new look and also a Thankyou to the local community and our Volunteers.

Not only do these events have a wonderful community spirit but significantly contribute financially to raise funds for crisis support and suicide prevention. I would like to thank our warehouse team and all our retail staff and volunteers for their time and effort in making another successful year for Lifeline Northern Beaches.

**SARAH WATTS**  
CHIEF OPERATIONS OFFICER



# Book Fairs

## **THE NUMBER OF REGULAR “BOOKIES” (VOLUNTEERS) AT THE BOOK DEPOT HAS GROWN THIS YEAR, AND THE DEPOT CONTINUES TO PROCESS A MOUNTAIN OF DONATIONS.**

Throughout the summer period we were one of the very few charities which remained open to donations for books, CDs, DVDs, puzzles & games, and we continue to enjoy a steady stream of public donations from across Sydney.

Our Book Fairs are ably supported by our volunteer Banner Team who erect and remove corflute signs and banners in an increasing network of innovative locations.

The Book Fair Committee conducted four three-day Book Fairs, one each quarter, and has continued the sales growth seen in the 2017/18 year.

Innovations over the past 12 months contributing to this sales growth momentum include:

- Our first letterbox drop conducted over 66,000 households in the southern half of our territory for the May 2019 St Augustine's Fair.
- The implementation of “Early Bird” opening has been successful in both
- developing our “Booklovers” mailing list and Facebook “Followers”: plus
- extending our “opening hours” ahead of the usual opening to the general public.
- The introduction of a Replenishment stock process (over the last 2 Book Fairs) – has enabled us to top up categories on Day 2 of the Fair.
- Modifying our logistics process using cost effective “Pod” offsite storage to both accommodate boxes packed ready for sale, and to provide options for logistics of delivery to venues. This was necessary to accommodate the growth in number of boxes of books, puzzles & games required for the higher sales, while constrained by the very limited space at the current Book Depot.

The resulting Book Fair sales growth has been remarkable.

Each Book Fair during the course of the year has seen an increase on the same fair in the prior year, with sales records being broken each quarter. Most recently at St Augustine's we had a record number of customers through the doors, & a record number of boxes sold. This translated to a new Book Fair sales record of \$78,208, a 10% increase over the two most recent Book Fairs, and an amazing 35% increase over the Book Fair in May 2018.

In addition to income from the Book Fair we are also seeing sustained growth in “direct sales”, i.e. income generated via eBay & other direct sales channels. This provides an ongoing opportunity to maximise sales from the generous donations we receive.

We continue to build our Corporate Volunteer membership with 3 additional groups providing volunteers in the last 12 months - ANZ, Integro & Balgowlah Stocklands. Our Book Fair volunteer base remains strong with over 200 volunteers participating in each Book Fair, and strong support from the NB school community Duke of Edinburgh Program.

Long standing volunteers Wendy & David Hunter, and Denise & Robert Barrack stepped down from many years dedicated service as members of the Book Fair Committee.

### **PENNY CERVETTO**

BOOK FAIR COMMITTEE CHAIR











## What does the money raised for LLNB achieve?

- Answer more than 68,000 crisis calls per year
  - Hold over 1,000 counselling sessions
- Provide over 440 financial counselling sessions
  - Run over 180 support group sessions





# 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.



**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.



**AMELIA WALTER**  
BOARD MEMBER

Dr Amelia Walter (DClinPsych/MSc, BA Hons Psych) is a Clinical Psychologist with extensive clinical and research experience working with infants, children and adolescents with mental health and neurodevelopmental difficulties. Amelia works full-time as a Senior Clinical Psychologist at the Northern Beaches Child and Youth Mental Health Service (NB CYMHS) where she is responsible for the assessment and treatment of a range of moderate to severe mental health difficulties in children, adolescents and their families. Amelia is an endorsed psychology supervisor with the Australian Health Practitioners Regulation Agency (AHPRA), has acted in the role of Clinical Lead at NB CYMHS for almost two years, and has multiple peer-reviewed publications.

# Treasurer's Report

**FOR THE 2017/18 FINANCIAL YEAR, LIFELINE NORTHERN BEACHES REPORTED A RECORD HIGH OPERATING SURPLUS OF \$381,872. AT THAT TIME, THE BOARD FLAGGED ITS COMMITMENT TO REINVESTING SOME OF THESE FUNDS TO EXPAND THE IMPORTANT SERVICES THAT THE ORGANISATION PROVIDES TO THE COMMUNITY.**

I am delighted to report that in the year ended 30 June 2019, not only have those services grown, but a healthy operating surplus of \$149,354 was also achieved. This excellent result is a credit to our dedicated management, staff and volunteers, working together as a team to achieve a common purpose.

Our solid surplus allowed us to substantially increase our investment in core services including 13 11 14 and the Text4Good initiative, with a combined 68 percent funding increase year-on-year. We also directed additional funding to expand our counselling services.

Our operating surplus was once again underpinned by our retail stores, with the Manly store remaining a key contributor. In the months ahead, the Board and Management will be working to extend our lease on the Manly site as well as identifying alternative income strategies.

Book Fairs went from strength-to-strength throughout the year, with a significant 19 per cent year-on-year increase in profits. Other sources of funds including donations, fundraising and other income also provided a valuable contribution to the overall surplus position. These pleasing results across all parts of the operation were only achieved through the goodwill and hard work of many people, to whom the Board is very grateful.

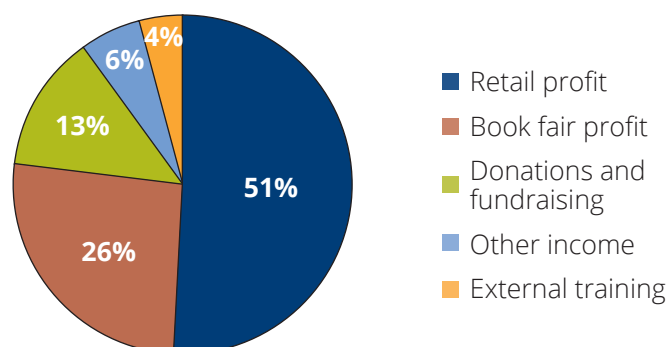
Lifeline Northern Beaches' balance sheet remains strong and stable. Cash and cash equivalents (term deposits) are largely in line with last year at more than \$1.5 million. Similarly, non-current assets including property, plant and equipment remained steady at over \$3.2 million. With total assets exceeding \$5 million, our total liabilities remain low at \$432,267.

Financial stability is important to the long-term sustainability of Lifeline Northern Beaches. Our sound asset base, coupled with another year of healthy operating surpluses, allows us to continue to execute our strategy and enhance the services we deliver to the community. It also helps in managing future risks, by giving us a helpful contingency to draw on, in the event of an unforeseen downturn in our usual funding sources.

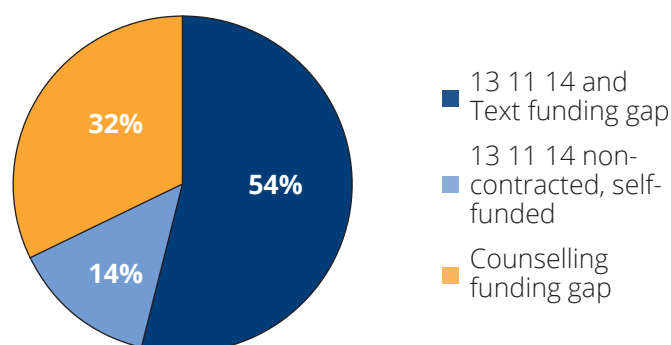
After a rewarding three-and-a-half years on the Board, this will be my last report as Treasurer. I step down from the Board after the 2019 AGM. Sincere thanks to our Board Chairman Ian Farmer, CEO David Thomas and COO Sarah Watts for their support.

**ROBYN STUBBS**  
TREASURER  
B.BUS, M.SC, GAICD

**Fundraising income after direct costs and overheads**



**Where we spent fundraising income**





# Board Report

For the Year Ended 30 June 2019

Your board members submit the financial report of Lifeline Northern Beaches Incorporated for the financial year ended 30 June 2019.

## 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) (Retired September 2018)
- Robyn Stubbs (Treasurer)
- Stephen Todd (Secretary)
- Rev John Barker
- Bob Talas
- Sue Saunders
- Michelle Harpur (Resigned July 2019)
- Lisa Hiscock
- Phillip Comans (appointed September 2018)
- Amelia Walter (appointed September 2018)

## Principal Activity

The principal activity of the entity during the financial year was providing Crisis Support Services.

## Significant Changes

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

## Operating Results

The surplus for year amounted to \$149,354 (2018: \$381,872).

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



Ian Farmer  
Chair

Dated this 27<sup>th</sup> day of August 2019



Robyn Stubbs  
Treasurer

Dated this 27<sup>th</sup> day of August 2019

# Auditor's Independence Declaration

For the Year Ended 30 June 2019

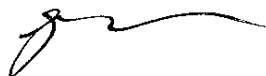
## **Lifeline Northern Beaches Incorporated**

### **Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Lifeline Northern Beaches Incorporated**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2019, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

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



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

**Address:** Hornsby

Dated this 27<sup>th</sup> day of August 2019

# Statement of Profit and Loss and other Comprehensive Income

For the Year Ended 30 June 2019

Revenue	4	<b>3,884,721</b>	3,318,548
Other income	4	<b>251,831</b>	273,102
Employee benefits expense	6	<b>(2,677,827)</b>	(2,123,466)
Depreciation and amortisation expense	9	<b>(82,369)</b>	(51,310)
Electricity expense		<b>(56,765)</b>	(53,377)
Other expense		<b>(569,259)</b>	(487,550)
Rent expense	6	<b>(503,697)</b>	(411,370)
Rubbish removal expense		<b>(66,826)</b>	(54,345)
Volunteer expense		<b>(30,455)</b>	(28,362)
<b>Profit before income tax</b>		<b>149,354</b>	381,872
Income tax expense		-	-
<b>Profit from continuing operations</b>		<b>149,354</b>	381,872
<b>Profit for the year</b>		<b>149,354</b>	381,872
<b>Other comprehensive income, net of income tax</b>			
<b>Items that will not be reclassified subsequently to profit or loss</b>			
<b>Items that will be reclassified to profit or loss when specific conditions are met</b>			
<b>Total comprehensive income for the year</b>		<b>149,354</b>	381,872

# Statement of Financial Position

For the Year Ended 30 June 2019

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	7	<b>1,589,868</b>	1,522,621
Trade and other receivables	8	<b>114,466</b>	59,754
Current tax receivable		<b>10,102</b>	5,145
Other assets	10	<b>23,400</b>	22,171
<b>TOTAL CURRENT ASSETS</b>		<b>1,737,836</b>	1,603,691
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	9	<b>3,285,381</b>	3,243,667
<b>TOTAL NON-CURRENT ASSETS</b>		<b>3,285,381</b>	3,243,667
<b>TOTAL ASSETS</b>		<b>5,023,217</b>	4,847,358
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	11	<b>225,270</b>	156,762
Employee benefits	12	<b>186,259</b>	151,257
Other liabilities		<b>14,911</b>	92,442
<b>TOTAL CURRENT LIABILITIES</b>		<b>426,440</b>	400,461
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	12	<b>5,827</b>	5,301
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>5,827</b>	5,301
<b>TOTAL LIABILITIES</b>		<b>432,267</b>	405,762
<b>NET ASSETS</b>		<b>4,590,950</b>	4,441,596
<b>EQUITY</b>			
Retained earnings		<b>4,590,950</b>	4,441,596
<b>TOTAL EQUITY</b>		<b>4,590,950</b>	4,441,596



# Statement of Changes in Equity

For the Year Ended 30 June 2019

## 2019

	Retained Earnings	Asset Realisation Reserve	Total
Note	\$	\$	\$
<b>Balance at 1 July 2018</b>	<b>2,469,181</b>	<b>1,972,415</b>	<b>4,441,596</b>
Net surplus for the year	149,354	-	149,354
<b>Transactions with owners in their capacity as owners</b>			
<b>Balance at 30 June 2019</b>	<b>2,618,535</b>	<b>1,972,415</b>	<b>4,590,950</b>

## 2018

	Retained Earnings	Asset Realisation Reserve	Total
Note	\$	\$	\$
<b>Balance at 1 July 2017</b>	<b>2,087,309</b>	<b>676,124</b>	<b>2,763,433</b>
Net surplus for the year	381,872	-	381,872
<b>Transactions with owners in their capacity as owners</b>			
Transfers from retained earnings to general reserve	-	1,296,291	1,296,291
<b>Balance at 30 June 2018</b>	<b>2,469,181</b>	<b>1,972,415</b>	<b>4,441,596</b>

The accompanying notes form part of these financial statements.

# Statement of Cash Flows

For the Year Ended 30 June 2019

	Note	2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from customers		3,975,183	3,572,257
Payments to suppliers and employees		(3,780,054)	(3,110,035)
Net cash provided by/(used in) operating activities		<u>195,129</u>	<u>462,222</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Purchase of property, plant and equipment		(127,883)	(25,412)
Net cash provided by/(used in) investing activities		<u>(127,883)</u>	<u>(25,412)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Net increase/(decrease) in cash and cash equivalents held		67,246	436,810
Cash and cash equivalents at beginning of year		1,522,622	1,085,811
Cash and cash equivalents at end of financial year	7	<u>1,589,868</u>	<u>1,522,621</u>

# Notes to the Financial Statements

For the Year Ended 30 June 2019

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

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 27<sup>th</sup> August 2019

Comparatives are consistent with prior years, unless otherwise stated.

The Association is an entity to which ASIC Corporations (Rounding in Financial/Directors' Reports) Instrument 2016/191 applies and, accordingly amounts in the financial statements and Directors' Report have been rounded to the nearest thousand dollars.

## 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 Association 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.

Lease incentives under operating leases are recognised as a liability and amortised 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 Association 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.

#### 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 2019

## 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 Association 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 Association 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 the government and 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.

#### 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.

#### Rental income

Investment property revenue is recognised on a straight-line basis over a period of the lease term so as to reflect a constant periodic rate of return on the net investment.

#### Other income

Other income is recognised on an accruals basis when the Association 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.

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.

### (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.



# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 2 Summary of Significant Accounting Policies

### (f) Financial instruments

#### Financial assets

- 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 Company's trade and other receivables fall into this category of financial instruments.

In some circumstances, the Association renegotiates repayment terms with customers which may lead to changes in the timing of the payments, the Association does not necessarily consider the balance to be impaired, however assessment is made on a case-by-case basis.

#### *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 Association to be carried at fair value through profit or loss upon initial recognition or
- which are derivatives not qualifying for hedge accounting.

#### *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 Company'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*

# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 2 Summary of Significant Accounting Policies

### (f) Financial instruments

#### 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 Company's available-for-sale financial assets comprise listed securities.

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.

#### Financial liabilities

The Company's financial liabilities include borrowings, trade and other payables (including finance lease liabilities), which are measured at amortised cost using the effective interest rate method.

#### Impairment of Financial Assets

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

#### *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.

For current year

Financial instruments are recognised initially on the date that the Association becomes party to the contractual provisions of the instrument.

# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 2 Summary of Significant Accounting Policies

### (f) Financial instruments

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).

#### Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

#### *Classification*

On initial recognition, the Association classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL
- fair value through other comprehensive income - equity instrument (FVOCI - equity)
- fair value through other comprehensive income - debt investments (FVOCI - debt)

Financial assets are not reclassified subsequent to their initial recognition unless the Association changes its business model for managing financial assets.

#### *Amortised cost*

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Company's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

#### *Fair value through other comprehensive income*

#### *Impairment of financial assets*

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the following assets:

# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 2 Summary of Significant Accounting Policies

### (f) Financial instruments

#### Financial assets

- financial assets measured at amortised cost
- debt investments measured at FVOCI

When determining whether the credit risk of a financial assets has increased significant since initial recognition and when estimating ECL, the Association considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the Company's historical experience and informed credit assessment and including forward looking information.

The Association uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

The Association uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to the Association in full, without recourse to the Association to actions such as realising security (if any is held); or
- the financial assets is more than 90 days past due.

Credit losses are measured as the present value of the difference between the cash flows due to the Association in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

#### *Trade receivables*

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Association has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Where the Association renegotiates the terms of trade receivables due from certain customers, the new expected cash flow are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

#### *Other financial assets measured at amortised cost*

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12 months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.



# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 2 Summary of Significant Accounting Policies

### (f) Financial instruments

#### Financial liabilities

The Association measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Association comprise trade payables, bank and other loans and finance lease liabilities.

### (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.

### (h) Employee benefits

Provision is made for the Company'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. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

### (i) Adoption of new and revised accounting standards

The Association has adopted all standards which became effective for the first time at 30 June 2019, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company.

## 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.

The significant estimates and judgements made have been described below.

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

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

# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 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

### Revenue from continuing operations

	2019 \$	2018 \$
Revenue from contracts with customers		
Revenue from other sources		
- sale of goods	2,632,308	2,216,344
- provision of services	382,287	159,482
- grants received	870,126	942,722
	<b>3,884,721</b>	<b>3,318,548</b>
<b>Total Revenue</b>	<b>3,884,721</b>	<b>3,318,548</b>

	2019 \$	2018 \$
Other Income		
- recoveries	5,189	-
- donations	124,125	118,716
- fundraising	90,987	126,445
- other	7,362	6,463
- interest received	24,168	21,478
	<b>251,831</b>	<b>273,102</b>
<b>Total Revenue and Other Income</b>	<b>4,136,552</b>	<b>3,591,652</b>

## 5 Finance Income and Expenses

### Finance expenses

	2019 \$	2018 \$
Interest expense	332	55

The Association has not restated comparatives when initially applying AASB 9, the comparative information has been prepared under AASB 139 *Financial Instruments: Recognition and Measurement*.

# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 6 Result for the Year

The result for the year includes the following specific expenses:

	2019	2018
	\$	\$
Other expenses:		
Employee benefits expense	2,677,827	2,132,527
Rental expense on operating leases:	503,697	411,370

## 7 Cash and Cash Equivalents

	2019	2018
	\$	\$
Cash at bank and in hand	485,615	544,031
Short-term deposits	1,104,253	978,590
	1,589,868	1,522,621

## 8 Trade and Other Receivables

	2019	2018
	\$	\$
CURRENT		
Trade receivables	81,344	26,632
	81,344	26,632
Deposits	27,122	27,122
Other receivables	6,000	6,000
<b>Total current trade and other receivables</b>	<b>114,466</b>	<b>59,754</b>

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

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

### (a) Impairment of receivables

The Association applies the simplified approach to providing for expected credit losses prescribed by AASB 9, which permits the use of the lifetime expected loss provision for all trade receivables. To measure the expected credit losses, trade receivables have been grouped based on shared credit risk characteristics and the days past due. The loss allowance provision as at 30 June 2019 is determined as follows, the expected credit losses incorporate forward looking information.

# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 9 Property, plant and equipment

	2019 \$	2018 \$
<b>LAND AND BUILDINGS</b>		
Freehold land		
At valuation	1,780,000	1,780,000
Total Land	1,780,000	1,780,000
Buildings		
At revalued cost	1,506,233	1,946,864
Accumulated depreciation	(160,075)	(566,864)
Total buildings	1,346,158	1,380,000
Total land and buildings	3,126,158	3,160,000
<b>PLANT AND EQUIPMENT</b>		
Furniture, fixtures and fittings		
At cost	367,281	271,222
Accumulated depreciation	(234,763)	(193,037)
Total furniture, fixtures and fittings	132,518	78,185
Motor vehicles		
At cost	27,273	-
Accumulated depreciation	(568)	-
Total motor vehicles	26,705	-
Computer software		
At cost	10,810	10,810
Accumulated depreciation	(10,810)	(5,328)
Total computer software	-	5,482
Total plant and equipment	159,223	83,667
<b>Total property, plant and equipment</b>	<b>3,285,381</b>	<b>3,243,667</b>

### (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 \$	Plant and Equipment, Other \$	Total \$
<b>Year ended 30 June 2019</b>				
Balance at the beginning of year	1,780,000	1,380,000	79,166	3,243,667
Additions	-	126,233	127,833	254,066
Less; Depreciation		(160,075)	(47,776)	(207,851)
Balance at End of the year	1,780,000	1,346,158	159,223	3,285,381



# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 10 Other Assets

	2019	2018
	\$	\$
CURRENT		
Prepayments	19,650	16,171
Other Asset - Current portion	3,750	6,000
	<u>23,400</u>	<u>22,171</u>

## 11 Trade and Other Payables

	2019	2018
Note	\$	\$
Current		
Trade payables	16,081	17,151
Employee benefits	158,537	114,071
Accrued expense	30,330	10,760
Provision for tax	20,322	14,781
	<u>225,270</u>	<u>156,763</u>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

## 12 Employee Benefits

	2019	2018
	\$	\$
CURRENT		
Long service leave	45,019	39,642
Annual leave	141,240	111,615
	<u>186,259</u>	<u>151,257</u>
NON CURRENT		
Long service leave	5,827	5,301
	<u>5,827</u>	<u>5,301</u>
Total provision of employee benefits	<u>192,086</u>	<u>156,558</u>

# Notes to the Financial Statements

For the Year Ended 30 June 2019

## 13 Leasing Commitments

### (a) Operating leases

	2019	2018
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	467,427	239,858
- between one year and five years	552,574	81,015
	<u>1,022,021</u>	<u>320,873</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, Manly, Military Rd Cremorne, Neutral Bay and Book Depot in Brookvale.

## 14 Contingencies

In the opinion of those charged with governance, the Association did not have any contingencies at 30 June 2019 (30 June 2018: None).

## 15 Related Parties

### Transactions with 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.

## 16 Events after the end of the Reporting Period

The financial report was authorised for issue on 27<sup>th</sup> August 2019 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 Company, the results of those operations or the state of affairs of the Association in future financial years.

# Notes to the Financial Statements

For the Year Ended 30 June 2019

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

During the year Lifeline Northern Beaches received net income of \$90,887 from fundraising activities. The full amount of this has been applied towards the provision of services and the development of facilities.

## **18 Statutory Information**

The registered office and principal place of business of the Association is:

310 Sydney Road  
BALGOWLAH NSW 2093

# Responsible Persons' Declaration


In the opinion of the board the financial statements as set out on pages 2 to 20:

1. Present a true and fair view of the financial position of Lifeline Northern Beaches Incorporated as at 30 June 2019 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.

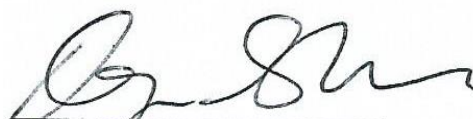
This statement is made in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Act 2012* and is signed for and on behalf of the Board by:

Responsible person

Responsible person



Ian Farmer  
Chair



Robyn Stubbs  
Treasurer

Dated 27<sup>th</sup> August 2019



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, which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of Lifeline Northern Beaches Incorporated has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2019 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*; and
- (iii) complying with the requirements of the NSW Fundraising Act and Charitable fundraising regulation 2015 in respect of fundraising appeals and compliance with conditions attached to the authority.

#### 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 Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and 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.

#### Responsibilities of Responsible Entities for the Financial Report

The responsible entities of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

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

Those charged with governance are responsible for overseeing the Registered Entity's financial reporting process.

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**THOMAS GLC** ABN 24 738 839 322

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**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 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 the financial report.

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

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

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

**Address:** Hornsby

Dated this 27<sup>th</sup> day of August 2019

# Thank You

Lifeline Northern Beaches thanks each and every one of our dedicated Lifeline volunteers. Without your tireless efforts and generosity, Lifeline would be unable to provide such vital services to our local community.

We also acknowledge the contributions of the following people and organisations towards Lifeline's vision of an Australia free of suicide.

## Our community partners

BALANCE FOUNDATION  
COMBAT ROOM BROOKVALE  
MAN ANCHOR  
MEDITATION FOR MEN  
NORTHERN BEACHES UNITING CHURCH  
PENN FOUNDATION  
ROTARY CLUB OF DEE WHY  
ROTARY CLUB OF BALGOWLAH  
ROTARY CLUB OF MANLY  
ROTARY CLUB OF UPPER NORTHERN BEACHES  
ST AUGUSTINE'S COLLEGE SYDNEY  
SURFING MUMS  
VISSLA SYDNEY SURF PRO  
WALK 'N' TALK

## Our government partners

NORTHERN BEACHES COUNCIL  
MOSMAN COUNCIL  
NSW MINISTRY OF HEALTH  
DEPARTMENT OF HUMAN SERVICES  
STATE TRANSIT AUTHORITY

## Corporate supporters

ANZ  
BILL BUCKLE  
BUNNINGS BALGOWLAH  
BUNNINGS BELROSE  
CHOICES FLOORING ST LEONARDS  
CISCO SYSTEMS AUSTRALIA  
COMPLETE FIRE CERTIFICATION  
COMMONWEALTH BANK OF AUSTRALIA  
GLOBAL SURF TAG  
INTEGRO  
KABEL FINANCIAL SERVICES  
KATAGA PTY LTD  
LANDMARK TRAVEL  
LATITUDE FINANCIAL SERVICES  
LOCKTON COMPANIES  
MINTER ELLISON  
NAB  
NUANCE COMMUNICATIONS  
RENAULT AUSTRALIA  
SNAP PRINTING  
STOCKLAND BALGOWLAH  
SWELLNET  
UULIVERSE COFFEE  
XL CATLIN  
ZOUBAKIN STRATEGIC CREATIVE

## Individual supporters

ALEX HAYES  
ALEX AND ANNA SCOTT  
MAYOR CR CAROLINE CORRIGAN  
COOPER CHAPMAN  
CRAIG BROKENSHA  
EMMA HEATH  
FELICITY WILSON MP  
JAMES GRIFFIN MP  
JASON FALINKSI MP  
JOHN AND LUCY BROGDEN  
JONATHAN O'DEA MP  
KATY YOUNG  
KERRIE LEE MAY  
KIRK WILCOX  
MAYOR CR MICHAEL REGAN  
RACHEL PRAVITT  
ROB STOKES MP  
SHANNON NEVIN  
SIMON ANDERSON  
SOPHIE FLETCHER  
STEVE HARRISON  
SYDNEY LAVINE  
TONY ABBOTT

# How can you help?

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

# lifeline**nb**.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