



**2021**  
**Annual Report**

**REIMAGINING  
CRISIS SUPPORT**

# The ongoing, world-wide pandemic compelled us to reimagine crisis support.

## Acknowledgment of Country

Lifeline Harbour to Hawkesbury acknowledges the Traditional Custodians of the land where we work and deliver our services. We pay our respects to their elders; past, present and future.

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## WHO WE ARE

### Lifeline H2H



Lifeline Harbour to Hawkesbury (H2H) is an independent Lifeline centre within Lifeline Australia's network. We provide a suite of crisis support and suicide prevention services, including Lifeline's national 24/7 telephone crisis line 13 11 14, counselling services and community support programs.

We are a not-for-profit organisation, and fund our operations through partnerships, grants, donations and our own fundraising efforts. We rely on the generosity of our community to provide support through any crisis.

## What we do & how we do it

We aim to achieve our vision by focusing on **four key areas...**



## VISION

Our **VISION** is an Australia free of suicide.

## MISSION

Our **MISSION** is to support Australians in times of crisis and to reach out and equip individuals and communities to be resilient and suicide-safe.

## ASPIRATION

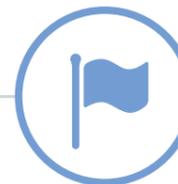
Our **ASPIRATION** is to gain measurable advances in the quality and reach of services we offer.

## PRIORITIES

Our strategic **PRIORITIES** are to:

- Ensure our future by maintaining a financially viable, sustainable centre
- Meet the identified needs and demands within our community
- Ensure our workforce is skilled, committed, recognised and rewarded
- Increase our profile in the community to raise awareness of services available
- Develop our IT capacity to maximise efficiencies and effectiveness.

## What we stand for



## APPROACH

Our **APPROACH** is based on knowing that the best way to prevent suicide in an individual's life is to build their resilience and wellbeing. We do this by working across their whole life experience, and with the people and community around them.

## PRINCIPLES

Our guiding **PRINCIPLES**:

- We value integrity and open communication
- We believe in empathy and respect
- We listen to others without judgement
- We share Lifeline Australia's vision and purpose
- We promote effective and responsive crisis support and suicide prevention services.

## OUR SERVICES

The crisis support and suicide prevention services offered by Lifeline H2H align with our four-stage framework of engagement, prevention, intervention and recovery. All Lifeline H2H services have continued to operate during COVID-19 restrictions.

These four stages are represented in the following diverse areas:

### CRISIS SUPPORT SERVICES

**Telephone Crisis Support** – trained volunteers provide telephone crisis support to help-seekers on 13 11 14.

**Paid Overnight Service** – paid trained staff provide overnight telephone crisis support on 13 11 14.

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

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

**DV-Alert** – nationally recognised domestic violence response training for frontline workers.

### CLINICAL SERVICES

**Counselling Services** – face-to-face counselling with counsellors and psychologists in a safe, confidential and respectful environment for couples and individuals.

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

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

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

**Primary Health Networks Group Services** – evidence-based, psychological therapy groups for people experiencing mild-to-moderate mental health concerns.

### COMMUNITY SERVICES

**Community Aid** – volunteers help people in the community to remain independent through provision of social support.

**Community Visitors Scheme** – volunteers visit individuals on a regular basis to maintain their connection with our community.

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

**Emergency Relief** – offers immediate assistance to people in severe financial hardship.

**Financial Counselling** – counselling and support for individuals/families facing financial hardship.

**Legal Support Referrals** – referral pathways to a lawyer, providing pro bono legal assistance to Lifeline H2H clients.

### COMMUNITY ENGAGEMENT & FUNDRAISING

**Book Fairs** – annual community events throughout the year in multiple locations, where donated books are sold to raise vital funds.

**Lifeline Shops** – vibrant community store network that sells pre-loved items or books generously donated by our community, with all proceeds helping to fund Lifeline H2H services.

**Fundraising & Events** – major events held throughout the year, including the Sapphire Gala Ball, and as charity partners in the Bobbin Head Cycle Classic and Go for Broke.

**Corporate & Community Training** – general and tailored training sessions for businesses and community organisations to equip their volunteers and staff to support each other and clients using Lifeline’s Recognise, Respond, Refer model.

## OUR IMPACT

Financial Year 20/21

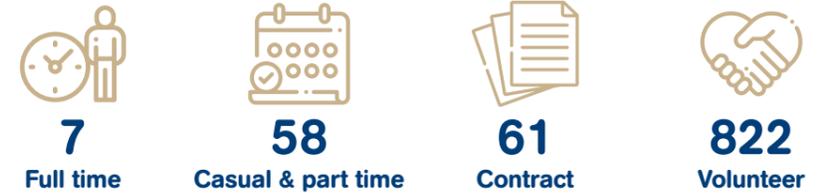
Lifeline Harbour to Hawkesbury’s team had one of the highest call answer rates on Lifeline’s National Crisis Line 13 11 14



## OUR PEOPLE

\*as at 30 June 2021

**Our workforce\***  
FTE 53.20



**Our volunteers**  
some volunteers have multiple roles



## BOARD PRESIDENT'S MESSAGE

### Carel Bothma, President

The challenges of the past year cast a spotlight on the resilience and commitment of our volunteers and staff, who found ways to continue to deliver services to reduce suicide, or the risk of suicide, within our local community and nationally. The recovery plan set in place in response to the pandemic restrictions imposed during the first half of the year was successful, and saw growth in our clinical and community services compared with the same time the previous year. In 20/21, we once again exceeded our KPI commitments and answered 102,579 calls during the year. It is encouraging to see the ever-growing number of applicants wishing to enrol in our Telephone Crisis Support training, as it will ensure we have a skilled volunteer workforce to care for help seekers into the future.

Tremendous effort by staff and volunteers was made to ensure our facilities and practices were COVID-safe for our people, customers and clients. The TCS Room was refurbished accordingly, and the implementation of COVID-safe protocols enabled us to keep our shops open. The nimble pivot towards telehealth and online delivery of our training and clinical and community services ensured ongoing support for those in need and safety to all involved.

In light of such challenges, I would like to congratulate everyone who enabled the Christmas Hamper Appeal project to proceed. It was a stellar display of teamwork by a special group of volunteers and staff to ensure hampers were delivered to needy families beyond our local area and as far away as Dubbo.

Our fundraising efforts in 20/21 were severely curtailed by the pandemic, with many events having to be cancelled. But the innovation of pop-up bookshops, bumper retail takings and the resumption of the Chatswood Book Fair later in the year greatly assisted in bolstering our revenue. Together with government support, we ended the year in an unexpectedly strong financial position, one that places us in good stead to weather the stricter lockdown orders of this new financial year.

Organisationally, we oversaw the finalisation of our new constitution as a company by limited guarantee under the Corporations Act, re-certification of our ISO 9001 status, the update of our risk-appetite statement, and the implementation of our investment strategy. A review was conducted and recommendations accepted to ensure the current and future IT needs of Lifeline H2H, and to optimise business performance and community engagement.

Staff restructure saw the appointment of a Chief Operating Officer and Chief Financial Officer under Wendy Carver's leadership.

Our relationship with Lifeline Australia continues to strengthen through representation on committees and contribution to several national projects. Lifeline Australia released a new set of network protocols (Ways of Working) to reflect the commitment to ongoing consultation and engagement between Lifeline Australia and members/centres. I congratulate John Brogden on his appointment to the Board of Lifeline International, and Thili Perera for her appointment as the CEO of Lifeline International.



#### Our strategic aspirations remained:

- Significantly contributing to a suicide-free Australia,
- A more suicide-resilient H2H community, and
- A sustainable, healthy, capable and growing centre.

With these goals in mind, the Board identified several key priorities in the year ahead – one being the need for more inclusive practice, which places a greater focus on marginalised and vulnerable groups at higher risk of suicide, e.g. veterans, Indigenous, LGBTIQ+ and CALD communities.

As this was my final year as President and Board member, I would like to thank Lifeline H2H's CEO Wendy Carver for her dedication and support during the past seven years. It was a proud moment for our centre when Wendy was awarded the Medal of the Order of Australia in recognition for Services to Community Mental Health over a period of more than 30 years. I congratulate her for her many years of service and leadership of our organisation.

I would like to thank David Scott as Vice President, and all my fellow Board members for their support. I am thankful that we will continue to have a Board filled with talented individuals, guiding a very competent management team, who are in turn supported by dedicated staff and passionate volunteers who will deliver ever more effective suicide prevention services.

“  
...resilience and commitment of our volunteers and staff, who found ways to continue to deliver services to reduce suicide within our local community and nationally.”

## CEO'S MESSAGE

### Wendy Carver, CEO

This 20/21 Financial Year commenced well, as Lifeline H2H's operations emerged from under the weight of serious challenges presented by the coronavirus in the previous year to a different, reimagined way of operating.

I am pleased to report that a new hybrid model of working was adopted across the whole of our organisation to ensure our crisis support services continued to be accessible to those who reached out to Lifeline H2H for assistance. All Lifeline H2H premises became registered COVID-safe workplaces, which enabled our workforce and services to steadily move back into our offices, shops and depots while still providing community support through telehealth and remote platforms. New funding pathways opened up in the form of two “pop-up” book shops and book depot clearance sales. All H2H shops were reopened and sales rapidly grew and surpassed previous sales records. Much valued partners managed to successfully hold events in support of Lifeline H2H services, such as Go For Broke (October 2020) and the Bobbin Head Cycle Classic (March 2021), along with our inaugural charity golf day (June 2021). There was great joy and relief when the Chatswood Book Fair was finally given the green light to proceed and achieved record sales.

Throughout the year, our services and training continued to grow and meet increased demand. This was made possible by the agility, flexibility and resourcefulness demonstrated by our magnificent H2H workforce. Our ability to respond proactively to ever-changing circumstances enabled us to remain unwaveringly focused on Lifeline's mission to support Australians in times of crisis.

#### Service delivery highlights throughout the year included:

- Working with Lifeline Australia and maintaining a high call answer rate on Lifeline's national crisis line 13 11 14.
- Being an active member of the newly formed Northern Sydney Suicide Prevention Interagency (Tier 1 responder).
- Developing and establishing a new Community Suicide Response service in the wake of a number of suicides in the Northern Sydney region, with the overarching aim of reducing the rates of suicide in our community.
- Commencing discussions on developing a Holistic Veterans service in partnership with The Black Dog Ride, with the objective of reducing the risk of suicide for veterans and their families.
- Successfully meeting our target to significantly grow H2H's Community Visitors Scheme, which supports aged and socially isolated members of our community.
- Long-serving Lifeline H2H volunteer Merlyne Thompson – Crisis Supporter, former Board member, office volunteer and much more – being awarded the title of Lifeline Australia's National Volunteer of the Year.

“  
...reimagined way of operating.”

As always, our Lifeline centre received vital financial support from federal, state and local governments, Lifeline Australia and many wonderful organisations and individuals. We are indebted to them all, with a special note of thanks to Ku-ring-gai Council; the Neilson Foundation; Platinum Asset Management; the Darling Carol Foundation; the Rodwell Foundation; the Rotary Clubs of Ku-ring-gai, Turramurra, Wahroonga and St Ives; and Ed Kirk and the GFB committee for their endless support.

I would like to acknowledge and applaud each and every member of our workforce (volunteers and paid staff) for their commitment, dedication and sheer hard work. They are the heart and soul of our Lifeline centre, without whom none of our life-saving services would be possible. The centre's executive, managers and their teams provided outstanding support to all our services across the organisation and to me personally. Our Board members, led by Carel Bothma, were (as always) strong in their governance, leadership and guidance, for which I remain most grateful. Carel's Board tenure sadly ends this year, and I would like to take this opportunity to publicly acknowledge the significant contribution made by Carel in leading our centre forward.

In the closing weeks of the year, as we were breathing a sigh of relief that the global pandemic seemed to be under control in our great country, we were brought crashing back to reality with the re-emergence of COVID-19 in Sydney. We therefore concluded the year proud of the achievements of the last 12 months, and confident in our strength and resilience to face the likely challenges in store in the year ahead.

**It has been a true privilege and honour to work with such an extraordinarily dedicated, committed, innovative and resilient group of people, and I extend my sincere thanks to you all.**



## TELEPHONE CRISIS SUPPORT

**Kirstie D’Souza,**  
Telephone Crisis Support Manager

The COVID-19 pandemic and the many calls to 13 11 14 forced us to make a lot of changes to the way we normally operate. Staff, TCSs and ISSs had to alter certain things about the way they access and move within the building, and how they interacted with one another. Despite the pressure of constant changes, the level of skill, warmth and care extended to callers to the crisis line has not altered. In fact, our staff and volunteers on the phones have risen magnificently to the increased demand and are supporting more callers to Lifeline’s crisis line than ever before, offering a safe space for people in distress.

One of the most significant early changes for us at Lifeline H2H was a re-imagining of the TCS Room itself. The redesign not only enhanced the comfort and aesthetics of the workspace for our TCSs – it also brought it into line with post-COVID requirements, with improved ventilation and larger booths, allowing for more social distancing. We are very grateful to TCS team member Dominic Bowden, who used his skills from his previous work as a builder to pull the room together; and to other staff and volunteers who assisted with acquiring the fixtures we needed at little or no cost. The new, sleeker, safer space is appreciated by everyone who works in it and has contributed to staff and volunteers generally feeling more comfortable when coming into the centre for shifts, even at times of lockdown.



**102,579**  
calls answered

By a total of 247 TCSs working at Lifeline Harbour to Hawkesbury from 1 July 2020 to 30 June 2021.

With additional funding from Lifeline Australia, the centre has been able to continue to provide paid staff for extra shifts during times of greatest need. The times of these COVID-response shifts have varied over the course of the year, but our paid TCSs have been quick to adapt.

For what, in retrospect, seems like a brief time, in early 2021 we were able to run Professional Development (PD) training and Group Supervision (GS) on-site at the centre. The transition back from virtual to in-person contact was enthusiastically embraced by everyone; but before the end of June, 2021 we had to revert to providing GS via zoom. PD for the new financial year will also have to be delivered online.

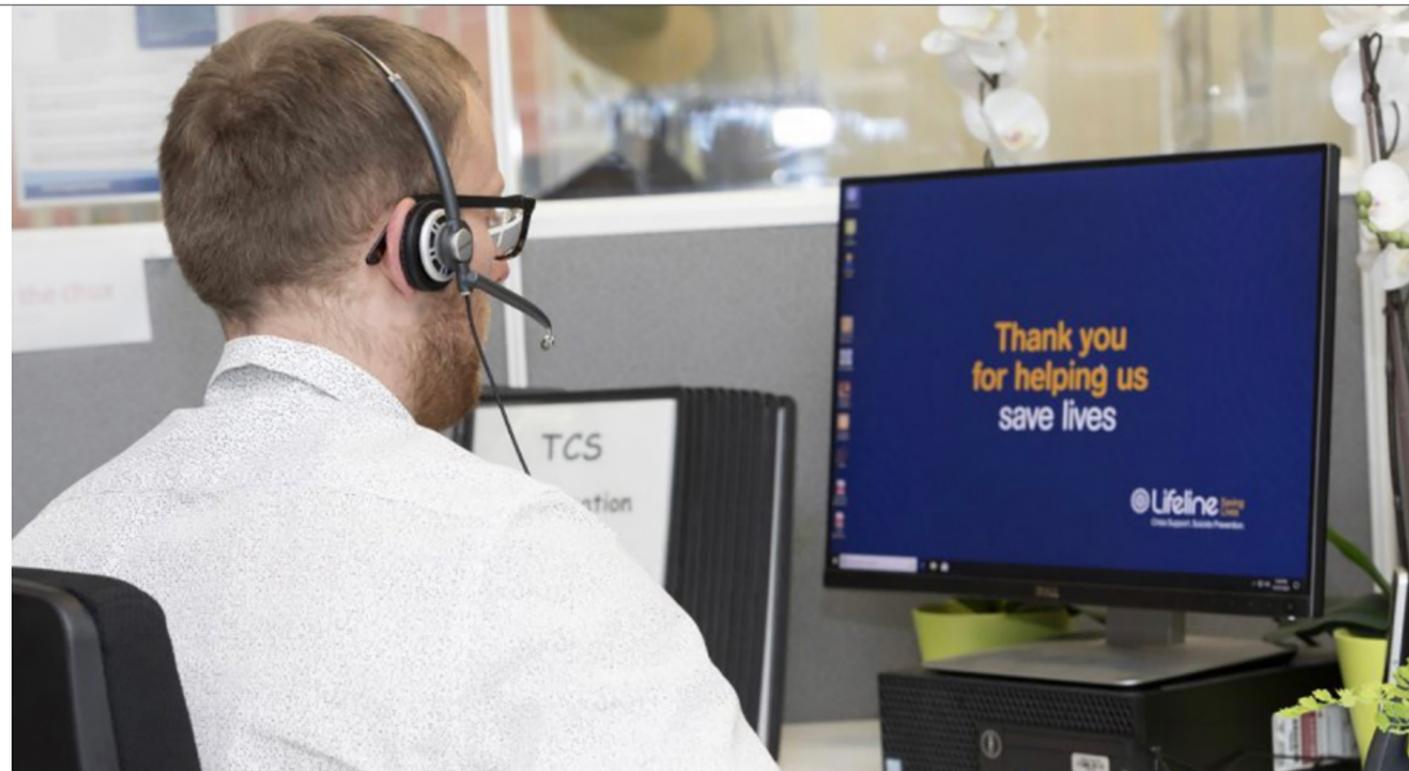
**We are enormously grateful to everyone who has continued to work at H2H during this time – you have helped to provide a service which is proving more essential than ever.**

Comments made by help seekers to our TCSs:

“**I know why you’re called Lifeline now.** When I called, I felt like I was drowning... but now after talking to you, I feel like I can swim to shore;

**I don’t want my problems fixed up. I just want someone I can talk to;**

**I love Lifeline. I always feel so loved when I get off the phones. Someone cares.”**



### Training

Our wonderful Training team of trainers, student mentors and assessors – headed by Rosanne Petters – once again moved seamlessly between face-to-face and Zoom-delivered training for much of 20/21.

This year, to meet the increased demand for our Crisis Support training, we added a daytime course to the usual evening courses offered.

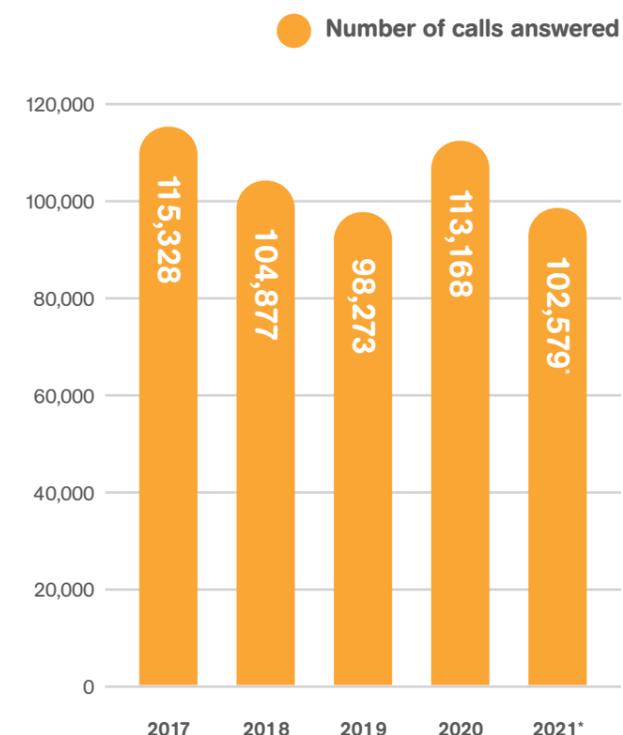
Summary of courses delivered:

- The 3 Crisis Support Workplace Training (CSWT) courses were offered to a total of 60 applicants. Of those, 51 students went through to Stage 2.
- 5 x DV-Alert (2-day) – recognising and responding to domestic and family violence (DFV).
- 2 x DV-Aware (2-hour) – raising awareness of DFV in the community.
- 2 x MWUV (1-day) – self-awareness training for men who use violence.

**Approximately 140 people were trained in the various training streams offered in responding to domestic and family violence.**



### Lifeline H2H call volumes



\*reduction in funded overnight services.

# CLINICAL SERVICES

**Simone Isemann**, Clinical Services Manager



Lifeline H2H's various clinical services strive to reduce emotional distress, promote resilience and improve coping skills in individuals who may be at risk of suicide. Interventions include both individual and group counselling services.

The Clinical team has responded rapidly and imaginatively to the constant changes and challenges presented by the COVID-19 pandemic. We successfully expanded our delivery modes to include telehealth counselling and psychological support to clients presenting with a wide range of issues.



**1,177**  
individual counselling sessions

**2,768**  
bulk-billed psychological sessions

## Counselling & Psychological Service

There has been increased service delivery for both the counselling and psychological services during 20/21. The counselling service is available to those over 18 years of age in the community who are in need of low- or no-cost counselling. In 20/21, 23 clinicians saw a total of **139 clients** over **1,177 individual counselling sessions**.

Our bulk-billed psychological service is available to clients with a mental health treatment plan referral from their GP. A team of three psychologists offered psychological support to a total of **329 clients** throughout 20/21, with **2,768 bulk-billed psychological sessions conducted**.

“The best thing about this service is that **my psychologist was still available to talk (throughout COVID-19 lockdown)**... Great to keep that little bit of consistency when everything else in life was changing or uncertain.”

### ACHIEVEMENTS

**High Client Satisfaction and Service Benefits:** 95% of clients who completed the Your Experience of Service (YES) Survey rated their overall experience of our counselling and psychological service as good, very good or excellent. Furthermore, 94% reported that the service had a good, very good or excellent impact on their hopefulness for the future.

**Community Suicide Response (CSR):** In 2021, the CSR was established as part of a coordinated response to suicide, underpinned by the Northern Sydney Youth Suicide Prevention Interagency. The aim of the CSR service is to provide psychological first aid, emotional support and psychoeducation in the days following a suicide to individuals, families and other members of the community who are impacted.

**Extensive Professional Development of Clinicians:** Training topics included differentiating between PTSD and Complex PTSD, delivering services via telehealth, suicide risk assessment and safety planning interventions, suicide bereavement, and mitigating the risks of vicarious trauma.

## Group Services

Our centre offers a wide range of group services aimed at supporting vulnerable client populations. Groups include suicide bereavement support; support after a suicide attempt; skills development for adults and adolescents; and treatment for depression, bipolar disorder, post-natal depression and hoarding disorder. During 20/21, a total of **387 group sessions** were offered across **30 closed groups** and **3 open groups**.

The self-funded Lifeline H2H groups had a total of **97 clients** attending one or more sessions. For the Sydney North Primary Health Network (PHN) funded groups, **249 clients** attended group sessions and a total of **327 client referrals** were received and processed for PHN groups, of which **282 referrals** were for new clients.

### ACHIEVEMENTS

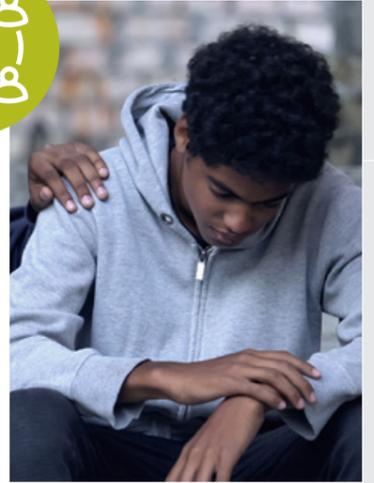
- Rapid transition from face-to-face groups to telehealth delivery in response to COVID-19 and lockdown restrictions, ensuring the ongoing availability of group services.
- Utilisation of online outcome measures accessible by links sent to clients, and online measurement of consumer feedback via the YES survey.
- YES survey data for PHN groups showed **92.5%** of respondents reported 'very good' or 'excellent' on overall experience measures.

## Gambling Help

During 20/21, the Gambling Help service saw **77 clients** and provided **888 sessions**. Funding for the Gambling Help service ended on 30 June 2021 and was replaced by a new service provider, GambleAware.

### ACHIEVEMENTS

**Exceeding KPIs:** Gambling Help significantly exceeded its target of 384 sessions, even though the number of new clients decreased as new clients were transitioned into the new GambleAware service. All current gambling clients elected to stay at Lifeline H2H.

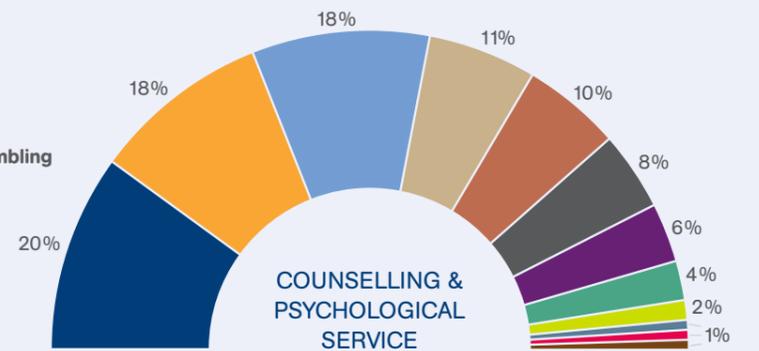


“Amazing facilitators; informative and quality content; **loving, caring & respectful environment.**”



## Presenting issues reported by new clients in 2020-2021

- Anxiety
- Suicide bereavement
- Depression
- Depression with suicidality
- Hoarding
- Relationship issues
- Impacted by problem gambling
- Trauma / Stress / PTSD
- Grief & loss
- Anger management
- Suicidality / Self harm
- Bipolar Disorder



# COMMUNITY SERVICES

**Natasha Hughes,**  
Community Services Manager



Community Services provides holistic care to support people experiencing social isolation, financial distress, mental illness, domestic violence and often a combination, to reduce distress and the risk of suicide

The ongoing ramifications of the COVID-19 pandemic have required us to modify our service models to ensure easy access to services and support.

We are fortunate to have a caring and committed team whose efforts and genuine motivation to support those in need is inspirational.



**113** Community Services volunteers assisted **1,067** clients

## Community Support (Community Aid/ CVS/ Support Line)

Face-to-face services were limited in 20/21 so our focus was on extending phone support, virtual visits, and implementing creative ways of staying in touch.

### Community Aid

Community Aid is a social support service where volunteers proactively assist older people with practical tasks facilitating independent living, community connection and enhanced wellbeing.

During lockdown, support phone calls were increased, volunteers assisted with contactless shopping, and referrals were coordinated for Community Transport to facilitate trips including those to COVID-19 vaccinations.

 2,740 services provided  
1,898 support phone calls

 179 clients

 Clients reported 100% overall satisfaction with Community Aid Services

Community Aid is funded by the Commonwealth Department of Health.

## Community Visitors Scheme (CVS)

Volunteers offer companionship and visit socially isolated older people in residential aged care or those in receipt of a Home Care Package living in their own home.

During lockdowns volunteers and recipients were flexible and adaptable, converting to 'virtual visits' when face-to-face visits were not possible.

 900 visits

 80 recipients

 Recruitment, training and placement of an additional 45 volunteers



## Support Line

Support Line offers a regular friendly phone call from a trained Telephone Crisis Support (TCS) volunteer to someone who experiences loneliness and isolation.

As a result of lockdown, calls to clients from Support Line volunteers became vitally important.

 338 calls to over 20 clients

## Financial Counselling

Financial counsellors offer information, advocacy and referrals to people who are experiencing a financial crisis. By empowering clients to address immediate financial concerns we can significantly reduce stress and worry.

This year the team of financial counsellors expanded and additional funding enabled us to employ a counsellor to work with clients on the Central Coast impacted by bushfires.

 666 clients

 3,596 appointments

 Expanded team of 7 counsellors and 3 trainees

Financial Counselling is funded by the Commonwealth Department of Social Services.

“I could not manage without the service. **Cannot thank you enough.**”

## Emergency Relief

Emergency Relief provides short-term assistance for people experiencing financial distress or hardship to alleviate their immediate crisis.

Clients are supported by a tailored combination of Woolworths Essentials Cards, part payment of a utility bill, food parcels, vouchers from Telstra, and/or food hampers from Hornsby & Ku-ring-gai Connect.

In 20/21 Lifeline H2H became an approved Energy Accounts Payment Assistance (EAPA) provider.

 295 food parcels

 163 clients

 327 appointments

Emergency Relief is funded by the Commonwealth Department of Social Services.

“Volunteers are **at the core** of Community Services.”

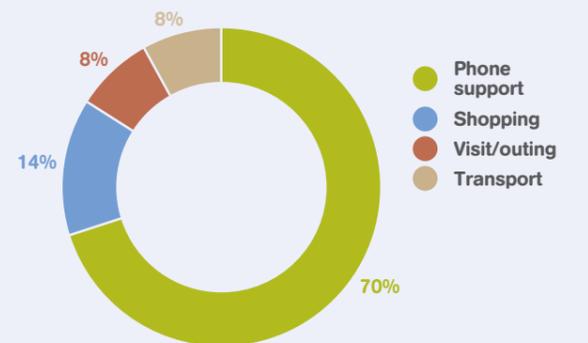
## Legal Support Referrals

We are fortunate to be able to refer Lifeline H2H and Lifeline Northern Beaches clients to an independent Legal Support service.

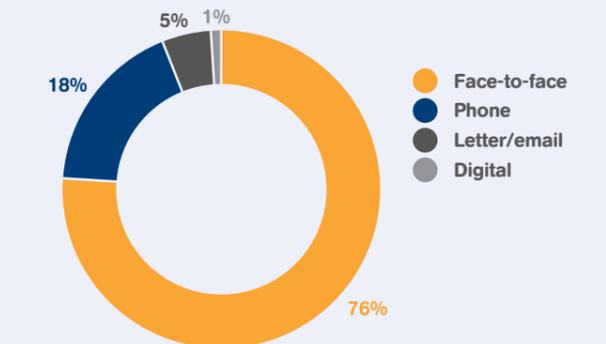
 56 client referrals to Legal Support

 126 appointments with pro bono lawyers

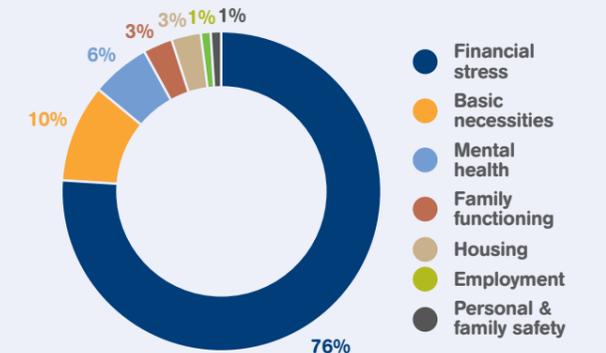
### Community Aid services provided



### CVS – type of visit



### Primary reason for Financial Counselling



## CORPORATE & COMMUNITY TRAINING

Throughout the last 12 months, Lifeline H2H continued to offer training courses, with the primary aim of equipping individuals, workplaces and communities to be resilient and suicide-safe. Due to the unpredictability of COVID-19 restrictions, the majority of our training courses were delivered remotely rather than face-to-face.

Accidental Counsellor remained our most popular course, and we continued to tailor our training offerings to meet the specific needs of our clients. Feedback from participants and clients has remained consistently positive and enthusiastic.

As part of our commitment to community engagement, we continued to offer our monthly community Accidental Counsellor workshops, alternating between face-to-face and virtual delivery, as dictated by pandemic-related restrictions. These sessions focused on providing members of our community with the skills and knowledge to:



**RECOGNISE** when someone may be experiencing a crisis



**RESPOND** with empathy, and



**REFER** them to appropriate help when necessary.

These monthly sessions have also proven to be a useful marketing exercise, with some participants going on to request the training be rolled out across their organisations.

We look forward to continuing to meet the training needs of our community in the year ahead and, in particular, working with Lifeline Australia to expand the range of Lifeline courses/products offered by our centre.

“**Very insightful, honest and informative; I now know how to deal with difficult situations in a better way.**”



## FUNDRAISING & EVENTS

### Emma Bagley, Fundraising Manager

This year the fundraising team worked creatively to operate events within a COVID-safe framework, continue raising vital funds for Lifeline H2H and engage with the local community. Unfortunately, the global pandemic and resulting government restrictions meant Lifeline had to cancel the 2020 Sapphire Gala Ball. To mitigate ongoing risk to fundraising income, we revised our strategy to diversify fundraising opportunities in the second half of the financial year. New events included an inaugural Golf Day and a new virtual event partnership with The Push-Up Challenge.

**Lifeline H2H is grateful to receive financial support in the form of generous donations from individuals and businesses. Special thanks to major donors Cherrri Carol, Mark and Sue Hancock, and Jonathan Macleod for their wonderful ongoing support.**



### KEY HIGHLIGHTS

#### Go For Broke

In October 2020, Lifeline H2H was the charity partner of Go for Broke (GFB), a 180-km endurance cycling event that focuses on riding to beat depression. GFB was the only Lifeline H2H fundraising event that was able to proceed in the 2020 calendar year. The event was reconfigured to meet rigorous NSW Health COVID-safe operating plans and was only possible due to the dedicated GFB team who, at the eleventh hour, pulled out all stops to adapt to, and comply with, the rapidly changing government restrictions. The sold-out event had a high rider-to-fundraising ratio, and we are very grateful to be the beneficiary of all funds raised. A huge thank you to founder Ed Kirk, major sponsor City Tattersalls Club, event sponsors, the organising committee, and the wonderful riders and volunteers.

#### The Bobbin Head Cycle Classic

Our longstanding partnership with local Rotary Clubs continues to be of vital importance. Lifeline H2H is the charity partner of the iconic Bobbin Head Cycle Classic (the Bobbo) organised by the Rotary Clubs of Turramurra, Ku-ring-gai, Wahroonga and St Ives. In March 2021, cyclists, sponsors and volunteers came together to raise record Bobbo funds for our centre. Our sincere gratitude goes to the four Rotary Clubs, the Bobbo's executive committee, Official Partner Platinum Asset Management, event sponsors, incredible volunteers, and all the dedicated riders and fundraisers who continue to provide extraordinary support to Lifeline H2H.



## RETAIL

### Bob Williamson, Retail Manager

Retail sales operated strongly across all five Lifeline H2H shops in 20/21 despite the continuing impact of the COVID-19 pandemic. All the shops traded exceptionally well and ended up posting a record year of revenue. The funds provided much-needed support for H2H's activities in crisis support and suicide prevention. The result would not have been possible without the hard work, flexibility and dedication of shop managers, the retail teams and many committed volunteers.

### A positive pandemic message: The best year of revenue ever for Lifeline H2H Retail!

The restrictions imposed by the coronavirus meant that Lifeline H2H lost a number of critical income streams. However, Lifeline H2H shops were able to remain open throughout most of 20/21 and we were rewarded by huge support from local communities. All the shops implemented and maintained a COVID-safe plan that met all government requirements, including the scanning of a QR Code upon entry.

The strong Lifeline brand and reputation for quality and value has brought new customers to our doors and helped our retail shops to flourish. Turnover was up more than 30% compared to the previous financial year. With steady growth and sales in our shops, we have achieved record net profit.

In June 2021, expiry of the lease resulted in the closure of the Pennant Hills Shop after eight years' successful trading. Many local residents and customers expressed their sadness at the loss of what had become a destination shop in the area. Fortunately, we have leased a very suitable replacement in Lane Cove, which is now being fitted out in preparation for opening.

- **The renovation of the Asquith shop** – new flooring, awning, lighting and painting – had a positive impact on sales with takings increasing by more than 15%.
- **A fleet of five vans, including a new van added this year**, has improved the collection and delivery of donations and sold stock. Every week we collect donations from 18 clothing bins around Sydney's North Shore. We also collect furniture, homewares, books and a variety of items for sale in our shops. The newest van is fitted with a hydraulic lifting device, which has improved safety for our volunteers and staff.
- **Each shop now has an Instagram account.** The messaging from each shop will target appropriate markets and promote retail efforts and activities.

Lifeline H2H's retail business will continue to grow in the coming year. As one member of the Retail Team commented:

“It's very rewarding for all of us to know that the funds we raise help lots of people in crisis.”



## BOOKS

### Bob Page & Michael Cleary, Book Depot Coordinators

It's been a great year in the worst of times for our book depots at Hornsby and Lindfield. Despite the constraints of the pandemic, book sales provided a much-needed lifeline for H2H. Most of the scheduled book fairs had to be cancelled, but our dedicated volunteers continued giving their time and energy to the cause. Lifeline H2H Book Shops were opened: first, a "pop-up" in Roseville, then more permanent stores in Lindfield and Hornsby. They have been highly successful, with funds raised being equivalent to the returns from three book fairs.



### The successful set up and operation of three Lifeline Book Shops continue to raise funds for Lifeline H2H.

Both Hornsby and Lindfield Depots have built up dedicated volunteer teams who perform the hard work at the depots and book shops of sorting, cleaning, categorising, pricing and packing books and other items for sale at our book fairs and shops. The book volunteers have remained committed and connected to Lifeline H2H's purpose, while adapting their work practices throughout a time of sudden interruptions and constantly fluctuating circumstances.

#### Book Fairs

- July 2020:** Wahroonga Book Fair cancelled
- August 2020:** Macquarie University Book Fair cancelled
- October 2020:** Oakhill Book Fair cancelled
- November 2020:** \$2 Clearance Sale at Beaumont Road Public School held for shorter hours of operation.
- March 2021:** Chatswood Book Fair delayed by five weeks and held under strict COVID-safe rules. The successful outcome saw a 7% sales growth on the 2020 event.
- April 2021:** Thornleigh Book Fair postponed until November 2021.
- May 2021:** \$2 Clearance Sale at the Hornsby War Memorial Hall – a well-attended community event conducted under strict COVID-safe guidelines.

#### Book Shops

With COVID-19 restrictions impacting fundraising activities, the establishment of dedicated Lifeline H2H book shops generated revenue in the wake of book fair cancellations. Pop-up Book Shops were set up with short-term leases at Roseville, then Lindfield and Hornsby. These ventures have been an instant and ongoing success – so much so that two are now permanent Lifeline Bookshops, contributing a high level of funds to support Lifeline H2H services. Our gratitude goes out to all volunteers involved in these two initiatives, with particular thanks to Michael Cleary and John Gibb for their leadership.

Both depots have continued to provide books to the Lifeline H2H retail shops. The Book teams wish to express sincere appreciation to our magnificent army of volunteers, and for the wonderful corporate support we have received from Metro Trains, Sydney Trains, CBA, Data#3, Lexis Nexis, Salesforce, Westfield Chatswood, Rovers, Knox Grammar School, Oakhill College and Marshall Chan Yahl Real Estate.



## VOLUNTEER PROFILES

Meet a small selection of our amazing volunteers

### Ruben Mackeller, Telephone Crisis Supporter



Telephone crisis supporter, Ruben, became a counsellor with Lifeline because his father took his own life when he was 14.

“ I know how important it is to have a solid support system; people you can lean on. The thought of someone not having that is gut-wrenching. It’s always sat with me what can I do to really make a difference.

The coronavirus pandemic has changed everyone’s lives and it’s understandably brought about a level of panic and concern, especially when it compounds the issues they are facing with or without the coronavirus.

So, I dedicate my time, once a fortnight on the phones for all of us that need someone to talk to on a confidential, non-judgemental basis. We are here for them.”

### Gillian Guthrie, Personal Counsellor



“ It was a real privilege to be accepted into the Clinical Services fold last year as a personal counsellor, knowing it would test my late-life career change after several years of study.

Coming late to counselling has been personally so rewarding that I hope the benefits have flowed to my clients. The ‘lived experience’ of a long life of struggle and reward is, in itself, a powerful informant of human fortitude and frailty but, most of all, of resilience. None of us, though, has had the lived experience of surviving a pandemic, so helping clients through the loneliness of lockdown has been a learning curve for us all, adding a layer of complexity to the challenges our clients already face.

The Clinical Services team has worked hard through this troubled time of ‘Life with COVID’ in a manner supportive of both staff and clients. It’s very important to me to be part of it.”



A friendship for the ages

Jock is an energetic 27-year-old and Philip a youthful 71-year-old. Despite the large age difference, they have built an enduring friendship over the last 2 years as participants in the Community Visitors Scheme (CVS).

An advocate for mental health, Jock was drawn to the CVS program by its focus on improving participants’ mental health and general wellbeing by building relationships between like-minded people.

Both country boys at heart, Philip and Jock share a love of movies and good coffee. With the relaxing of COVID-19 restrictions, Philip was able to attend Jock’s engagement party, he was thrilled to be part of the celebration and to meet Jock’s family and friends.



Christmas hampers

For over 10 years Lifeline has run a Christmas Hamper Appeal to deliver festive cheer to some of the most vulnerable in our community. Run by a dedicated team of volunteers, led by Jane Stone and Bev Dawson, who spend many days sourcing donations, and coordinating the packing and delivery of hampers.



174 Hampers were delivered to clients of Lifeline’s Community and Clinical Services, Lifeline Northern Beaches, Mary’s House, Parramatta Mission and the MS Society. The dedicated team also prepared a vanload of supplies for Lifeline Central West for distribution to recipients in Bathurst, Dubbo and Orange.



Our volunteer Christmas Hamper team were recognised by Ku-ring-gai Council with the Mayor’s Award for an Outstanding Contribution by a Community Organisation.



Anne Holmes

Financial Counsellor Anne Holmes offers emotional and practical support to people experiencing financial distress. As team leader of the Financial Counselling Service within Lifeline H2H, Anne helps people manage their financial issues.

She has 21 years of experience as a financial counsellor and believes nobody’s circumstances are beyond help.



Dynamic duo

Retail volunteers Veronica and Paul Cracknell are a phenomenal team, putting relentless effort into our shops for over 5 years. Veronica brings her joy and administrative expertise, putting smiles on customer’s faces, while Paul assists with the vans and shop fit-outs, offering his creative genius “on the tools.”

“Personally touched by suicide, the Lifeline community for us is about variety, connection and fun!”

## OUR BOARD



**Carel Bothma**  
PRESIDENT



**David Scott**  
VICE PRESIDENT



**Mark Hedges**  
TREASURER



**Arabella Tuck**  
SECRETARY



**Chris Kinsella**  
DIRECTOR



**Doreen Kirby**  
DIRECTOR



**Peter Tuchin**  
DIRECTOR



**Barbara Ward**  
DIRECTOR



**Bruce Young**  
DIRECTOR

## OUR TEAM

### BOARD SUB-COMMITTEES:

Finance & Audit Committee:

**Mark Hedges (Chair), Chris Kinsella, Guy Amon, Wendy Carver, Angela Dodd**

Retail & Property Committee:

**David Scott (Chair), Merlyne Thompson, Wendy Carver, Bob Williamson, Ross Mulcahy, Bob Page, Jo Bowles, Angela Dodd**

Risk & Compliance:

**Bruce Young (Chair), Carel Bothma, Peter Tuchin, Jo Bowles**

Fundraising, Marketing & Communication:

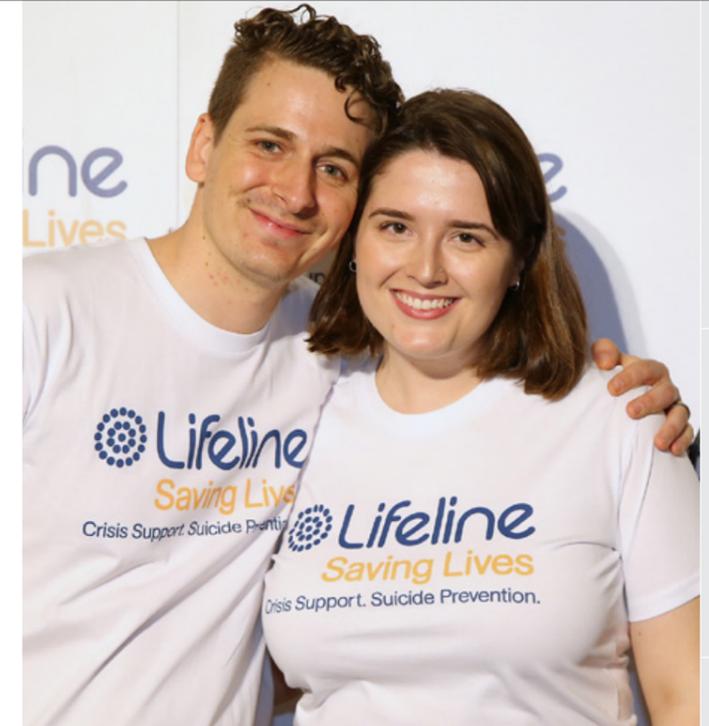
**Doreen Kirby (Chair), Barbara Ward, Emma Bagley, Keri Garnys, Wendy Carver**

Membership Committee:

**Arabella Tuck (Chair), Jo Bowles, Angela Dodd**

### MANAGEMENT TEAM:

CEO.....	<b>Wendy Carver</b>
Finance.....	<b>Angela Dodd</b>
Operations.....	<b>Jo Bowles</b>
Executive Support.....	<b>Adrienne Bennett</b>
13 11 14 Service.....	<b>Kirstie D’Souza</b>
Clinical Services.....	<b>Simone Isemann</b>
Community Services.....	<b>Natasha Hughes</b>
Fundraising & Events.....	<b>Emma Bagley</b>
Marketing & Communications.....	<b>Keri Garnys</b>
Human Resources.....	<b>Allen Wiseman</b>
Retail.....	<b>Bob Williamson</b>



## Corporate governance and accreditation

Lifeline Harbour to Hawkesbury is a company limited by guarantee, registered as a charity with the Australian Charities and Not-for-Profit Commission (ACNC) and endorsed by the Australian Taxation Office as a Deductible Gift Recipient (DGR). It is a Public Benevolent Institution (PBI) and is endorsed to access the following tax concessions: Income Tax Exemption, Goods and Services Tax concession, and Fringe Benefits Tax rebates.

Lifeline Harbour to Hawkesbury is an independent Lifeline centre accredited by and accountable to, Lifeline Australia for the governance of its operations.

The Lifeline Accreditation and Standards Program (LASP) is an annual audit that ensures Lifeline Harbour to Hawkesbury meets its governance requirements as a Lifeline Member. The audit covers statutory and regulatory compliance, financial viability, corporate governance, risk management, WHS, policy and procedures and volunteer engagement.

Lifeline Harbour to Hawkesbury is accredited by ISO 9001, the international standard that sets out the requirements for a quality management system (QMS).



## TREASURER'S REPORT

### Mark Hedges, Treasurer



For the year ended 30 June 2021, Lifeline Harbour to Hawkesbury Ltd recorded a surplus of \$2.093 million, with equity of \$6.007 million.

This was an exceptional result – one, however, that is unlikely to be repeated in years to come. The size of the result was largely due to the COVID-19 assistance provided by the Commonwealth and NSW Governments together with Lifeline Australia, which came in the form of:

<b>JobKeeper (net)</b>	<b>\$1,392k</b>
<b>Cashflow Boost</b>	<b>\$ 50k</b>
<b>COVID Hardship funding distributed by Lifeline Australia</b>	<b>\$ 310k</b>

Yet, even without this financial assistance, the result would have been a surplus of \$341k, thanks to the excellent returns achieved by our five retail shops, and the innovation of our book depot volunteers in opening and running two book shops to help fill the gap in our funding.

During 20/21, demand for our services had never been greater, with calls to 13 11 14 exceeding previous record highs.

For the first half of the year most of our fundraising was impacted by COVID-19. This included the cancellation of the Sapphire Gala Ball and all our book fairs, and the temporary closure of some of our shops. All of our services, despite being staffed predominantly by volunteers, need funds to operate, so with fundraising severely curtailed, predictions were that H2H would have run at a loss had it not been for the vital assistance provided.

Community support was exceptionally strong in the second half of 20/21, with the Bobbin Head Cycle Classic, Go for Broke and our only book fair at Chatswood proceeding under strict COVID-safe measures and achieving record levels of revenue.

With a stronger balance sheet, the Board took the decision to diversify our investment strategy modestly. From July 2021, we have invested \$2 million in a portfolio of equity funds, and have mandated a strong ethical filter in accordance with Lifeline's standards.

Following the change to our organisation structure and registration with ASIC, we present our financial statements as general purpose with reduced disclosure accounts. We would like to thank Rhodes Docherty & Co for their assistance with this transition.

### Outlook

The outlook for 21-22 will be dependent on the speed that the economy responds to COVID-19. As at September 2021, all of our retail stores, book shops and book fairs are either closed or cancelled, and attempts to reschedule the Gala Ball have been abandoned for 2021. It is hoped that we may start on a path back to normal in the second half of 21/22.

With most of our customary sources of income currently on hold, our rate of cash burn is between \$150,000 and \$200,000 per month (before government and Lifeline assistance). Based on the assumption of a major restart in the second half of the year, we have been continuing to provide the same services from our strong reserves. **Thank you to all of Lifeline H2H's staff, volunteers and supporters for your confidence, hard work and patronage during this difficult time.**

#### SALE OF GOODS

Once COVID-19 conditions relaxed, and with a full year's trading at the new Gladesville shop, sales at our retail stores improved dramatically, with total revenue reaching \$2,845,000 (2020: \$1,905,000).

With all but one of our large book fairs cancelled, our new book shops made up for the shortfall, generating revenue of \$602,000, which brought total revenue from our book depots to \$825,000 (2020: \$656,000).

#### FUNDRAISING

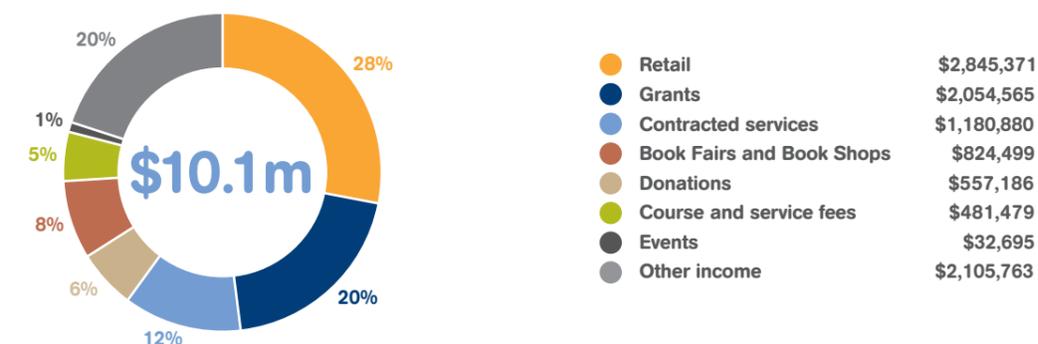
Although the Gala Ball was cancelled, the Bobbo and Go for Broke cycling events were held and raised vital funds for Lifeline H2H. Support from our generous donors including Neilson Foundation, Darling Carol Foundation, TISM Foundation and Rodwell Foundation meant that overall fundraising and donations came to \$421,000 (2020: \$523,000) after costs.

#### GRANTS

Lifeline H2H received grant funding for our services, including additional amounts to support those affected by bushfires and COVID-19, totalling \$2,055,000 (2020: \$1,620,000). Funding bodies included the Department of Health, Department of Social Services, NSW Ministry of Health, Responsible Gambling Fund and Sydney North Health Network.

“During FY21, demand for our services had never been greater, with calls to 13 11 14 exceeding previous record highs.”

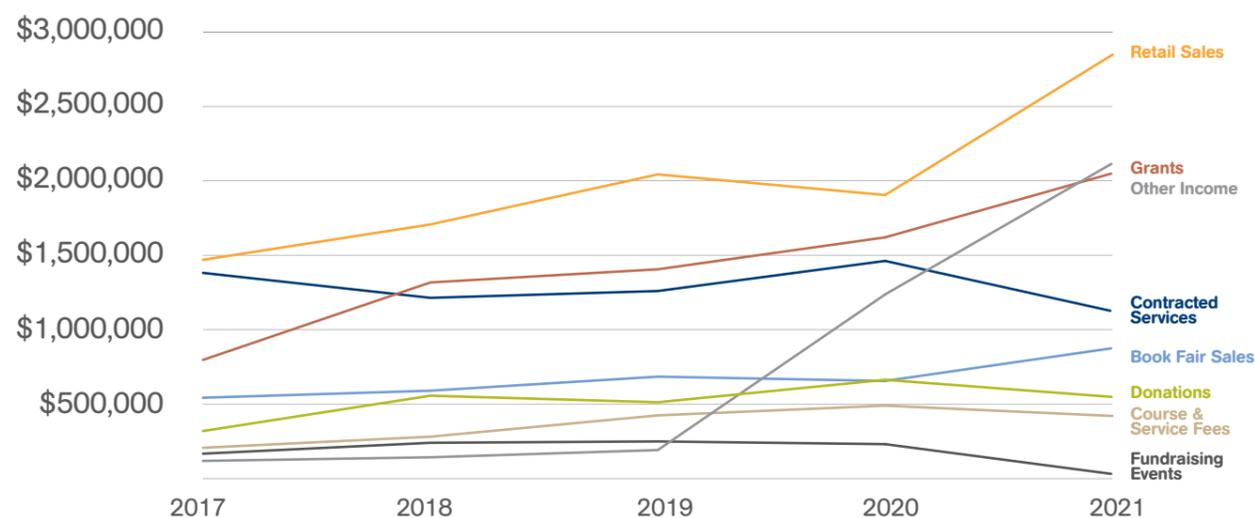
### Where our funds come from



### How we spend our funds



### Five-year revenue comparison



## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

### Directors' Report

30 June 2021

The directors present their report on Lifeline Harbour to Hawkesbury Ltd for the financial year ended 30 June 2021.

#### 1. General information

##### Information on directors

The names of each person who has been a director during the year and to the date of this report are:

Carel Bothma	
Qualifications	BComm Hons Business, Grad Dip IR, Master in HR
Experience	Carel joined the board in September 2011. He has had a career of over 20 years in Human Resources internationally. Carel currently leads the Human Resources function for the Northern Beaches Council. He has held executive roles within The Salvation Army, Hearing Australia and Sara Lee. Carel has a Master's degree in Human Resources Management and a BComm Hons in Business from the University of Johannesburg. Carel has served on the board of FACE and as President of the Northbridge Swimming Club.
Special responsibilities	President
Appointment to Board	since 20 August 2012
David Scott	
Qualifications	BSc(Hons), MBA, MPS, FAICD
Experience	David joined the Board in 2013 and is Chair of the Retail and Property Committee. With over 20 years in banking, David was for nine years an Executive General Manager at Commonwealth Bank with responsibility for group mergers and acquisitions. David has an honours Science degree, a Master of Business Administration, a Master of Policy Studies and is a Fellow of the Australian Institute of Company Directors. He is currently undertaking a PhD in Social Policy at UNSW. David is also a member of the Uniting Church in NSW & ACT Synod Board.
Special responsibilities	Vice President
Appointment to Board	since 26 September 2013
Mark Hedges	
Qualifications	M Applied Finance, MBA, B Business, CPA, GAICD, FCTA
Experience	Mark has served on the Board since April 2016 and as Treasurer since March 2017, and is Chair of the Finance and Audit Committee. Mark is an experienced finance executive, having worked for several multinational companies in finance, treasury, commercial, accounting and risk roles. He has qualifications in finance, business studies and accounting. Mark is a Certified Public Accountant, a Graduate of the Australian Institute of Company Directors and a Fellow of the Australian Corporate Treasury Association. He has served on boards in an executive and non-executive director capacity.
Special responsibilities	Treasurer
Appointment to Board	since 7 April 2016

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

### Directors' Report

30 June 2021

#### 1. General information

##### Information on directors

Arabella Tuck	
Qualifications	LLB, BA, GDLP
Experience	Arabella is an associate solicitor at MinterEllison. Arabella has four years' experience at MinterEllison and works in the corporate tax practice serving a broad range of clients across the private and public sectors, charities and not-for-profit, international organisations and schools. She is involved in the MinterEllison pro bono practice, providing tax and charities law advice to a number of charities and assisting with the registration of charities with the Australian Not-for-profits and Charities Commission. Arabella is currently working towards a chartered tax adviser qualification. Arabella has served as a director and company secretary and chair of the Membership Committee since 2020.
Special responsibilities	Secretary/Public Officer
Appointment to Board	since 2 April 2020
Chris Kinsella	
Qualifications	BEc/LLB, MEc, LLM, GAICD, CA ANZ
Experience	Chris joined the Board in 2013 and is a member of the Finance and Audit Committee. Chris is a partner in the law firm Holding Redlich. Chris has over 35 years' experience practising as both a lawyer and a chartered accountant including as a partner in leading Big Four advisory firms and in leading law firms. Since 2013 Chris has also been an Ambassador for the Vinnies CEO Sleepout. Chris holds a Master of Laws degree and a Master of Economics degree. He is a Graduate of the Australian Institute of Company Directors, a fellow of Chartered Accountants Australia and New Zealand (CA ANZ) and The Tax Institute and is accredited in dispute resolution with the NSW Law Society.
Appointment to Board	since 26 September 2013
Doreen Kirby	
Qualifications	B Business, GAICD, Cert FINSIA
Experience	Doreen joined the board in December 2017 and is Chair of the Fundraising, Marketing and Communications Committee. She has a career of over 20 years in institutional banking and financial markets. Doreen currently leads the marketing strategy for the derivatives business at the Australian Securities Exchange. She has held senior marketing roles with the Royal Bank of Canada and the Commonwealth Bank of Australia. Doreen is currently studying an Executive MBA with the Australian Catholic University. She is a Graduate of the Australian Institute of Company Directors and qualifications include a Bachelor of Business majoring in Marketing and a Certificate of Financial Markets from FINSIA. Doreen is passionate about volunteering and has held many community positions supporting children's sport and education.
Appointment to Board	since 23 November 2017

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

### Directors' Report

30 June 2021

#### 1. General information

##### Information on directors

Peter Tuchin

Qualifications

Experience

BSc, GradDipChiro, DipOHS, PhD, FACC

Dr Peter Tuchin has had a long connection with Lifeline Harbour to Hawkesbury. Initially through his late wife Tessa Marshall and the Gala Ball Committee, and now as a member of the board from October 2017. Peter retired from Macquarie University after 27 years as an Associate Professor. Peter's areas of interest and research include the relationship of posture with neck pain, headaches and migraine, chronic pain syndromes, and the relationship of vertebral artery dissection stroke with chiropractic. Peter was also President of Chiropractic and Osteopathic College of Australia (COCA), and has been on the COCA Executive for over 20 years. In addition, Peter worked at WorkCover NSW as a Team Leader and was employed as a National OHS Manager. Peter is currently a member of the World Federation of Chiropractic Disability and Rehabilitation Committee since 22 September 2017

Appointment to Board

Barbara Ward

Experience

Barbara joined the Board in 2017 and, is a member of the Fundraising, Marketing and Communications Committee. Barbara is an experienced, accomplished CEO and community leader. Her experience is in diverse industries with a career that spans over 40 years across finance, audit, marketing, capital & fundraising, health and education, food and agriculture and advocacy with significant exposure to domestic and global markets in public, private and charity sector. She is the founder of Impact One, which creates business opportunities in trade, scale up, transformation and execution to the next stage of growth and maturity. Barbara is a seasoned director on boards and has substantial experience in governance, public policy, strategy through her 20 years as a member and chair. She currently sits on the Advisory Board of UN Australia NSW and Asia Australia Business Council. She also sits on nine other boards and is a recipient of many awards from all sectors. She is an advocate for mental health and wellness. Her passion for good public policy, like many, stems from her experience that a strong economy is the basis of a just society and she works tirelessly for those less fortunate.

Appointment to Board

since 23 February 2017

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

### Directors' Report

30 June 2021

#### 1. General information

##### Information on directors

Bruce Young

Qualifications

Experience

BSc, B.Com (Honours) Accounting, M.Com, CA ANZ, CISA, CISM  
Bruce joined the Board in early 2020 and is Chair of the Risk and Compliance Committee. In addition, he volunteers as a telephone crisis supporter and in-shift supervisor. He is currently General Manager for the Operational Resilience unit of the Australian Prudential Regulatory Authority (APRA), leading the operational, compliance, technology, cyber data and climate risk teams supporting entity supervision and policy development. He spent over 20 years with Ernst & Young serving as an audit, risk and advisory partner for 16 years. He held the position of Chief Risk Officer for IT & Group Operations for the Commonwealth Bank of Australia for over six years. Bruce holds a BSc., BCom (Honours) Accounting and MCom (Computer Auditing), and is a member of CA ANZ. In addition he holds a Higher Diploma in Accounting, and the CISA and CISM certifications with ISACA. He has recently completed the Australian Institute of Company Directors, Directors course.

Appointment to Board

since 2 April 2020

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

##### Principal activities

The principal activity of Lifeline Harbour to Hawkesbury Ltd during the financial year was to provide a suite of crisis support and suicide prevention services, including Lifeline's national 24/7 telephone crisis line 13 11 14, counselling services and community support programs.

Lifeline Harbour to Hawkesbury Ltd is an independent Lifeline centre within Lifeline Australia's network. The entity funds its operations through partnerships, grants, donations and its own fundraising efforts.

No significant changes in the nature of the Company's activities occurred during the financial year.

##### Performance measures

The following measures are used within the Company to monitor performance:

Lifeline Harbour to Hawkesbury Ltd measures and reports on both financial and non-financial data to the Board. The financial reports provide information pertaining to performance against budgets. The non-financial measures include information on business and service performance, development of strategic projects, work health and safety, compliance matters and human resource matters.

##### Members' guarantee

As at 30 June 2021, Lifeline Harbour to Hawkesbury Ltd had 72 members.

Lifeline Harbour to Hawkesbury Ltd is a company limited by guarantee. In the event of, and for the purpose of winding up of the Company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$10 for all members, subject to the provisions of the company's constitution.

**Lifeline Harbour to Hawkesbury Ltd**

ABN:56 766 506 533

**Directors' Report**  
30 June 2021

1. **General information**

**Members' guarantee**

At 30 June 2021 the collective liability of members was \$720.

2. **Other items**

**Future developments and results**

Lifeline Harbour to Hawkesbury Ltd continues to manage the impact of the COVID-19 pandemic and primarily the changes required to its retail outlets and fundraising activities. Policies and procedures have been put into place to minimise the risks as well as allow for the delivery of services across all sectors of the organisation. Where government stimulus remains available and the organisation qualifies, it will be accessed and utilised for the retention of employees delivering the services.

**Meetings of directors**

During the financial year, 9 meetings of directors were held. Attendances by each director during the year were as follows:

	Directors' Meetings	
	Number eligible to attend	Number attended
Carel Bothma	9	8
David Scott	9	8
Mark Hedges	9	7
Arabella Tuck	9	8
Chris Kinsella	9	7
Doreen Kirby	9	9
Peter Tuchin	9	9
Barbara Ward	9	8
Bruce Young	9	9

**Auditor's independence declaration**

The lead auditor's independence declaration in accordance with section 307C of the *Corporations Act 2001*, for the year ended 30 June 2021 has been received and can be found on page 6 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

  
Director: .....  
Carel Bothma

  
Director: .....  
Mark Hedges

Dated this 23rd day of September 2021



**Lifeline Harbour to Hawkesbury Ltd**

ABN:56 766 506 533

**Auditor's Independence Declaration under Section 307C of the Corporations Act 2001 to the Directors of Lifeline Harbour to Hawkesbury Ltd**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001, 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.

Maria Krnjulac



Rhodes Docherty & Co Audit Services  
Chartered Accountants

23 September 2021

Gordon

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

**Statement of Profit or Loss and Other Comprehensive Income**  
 For the Year Ended 30 June 2021

		2021	2020
	Note	\$	\$
Revenue - continuing operations	4	8,050,607	7,095,997
Investment income		145,931	83,508
Other income	4	1,885,900	1,096,500
Employee benefits expense		(5,897,452)	(5,379,384)
Depreciation	9	(190,715)	(162,837)
Other expenses	5	(1,901,150)	(1,714,638)
<b>Profit before income tax</b>		<b>2,093,121</b>	<b>1,019,146</b>
Income tax expense	2(b)	-	-
<b>Profit from continuing operations</b>		<b>2,093,121</b>	<b>1,019,146</b>
<b>Total comprehensive income for the year</b>		<b>2,093,121</b>	<b>1,019,146</b>

The accompanying notes form part of these financial statements.

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

**Statement of Financial Position**  
 As At 30 June 2021

		2021	2020
	Note	\$	\$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	1,895,390	685,993
Trade and other receivables	7	367,817	669,006
Other financial assets	8	1,001,015	250,000
<b>TOTAL CURRENT ASSETS</b>		<b>3,264,222</b>	<b>1,604,999</b>
<b>NON-CURRENT ASSETS</b>			
Other financial assets	8	3,847,091	3,840,722
Plant and equipment	9	313,774	330,345
<b>TOTAL NON-CURRENT ASSETS</b>		<b>4,160,865</b>	<b>4,171,067</b>
<b>TOTAL ASSETS</b>		<b>7,425,087</b>	<b>5,776,066</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	10	418,434	506,123
Employee benefits	11	615,458	488,317
Other liabilities	12	258,333	769,050
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,292,225</b>	<b>1,763,490</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	11	126,171	99,006
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>126,171</b>	<b>99,006</b>
<b>TOTAL LIABILITIES</b>		<b>1,418,396</b>	<b>1,862,496</b>
<b>NET ASSETS</b>		<b>6,006,691</b>	<b>3,913,570</b>
<b>EQUITY</b>			
Retained earnings		6,006,691	3,913,570
<b>TOTAL EQUITY</b>		<b>6,006,691</b>	<b>3,913,570</b>

The accompanying notes form part of these financial statements.

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

### Statement of Changes in Equity

For the Year Ended 30 June 2021

2021

	Retained Earnings \$	Total Equity \$
<b>Balance at 1 July 2020</b>	3,913,570	3,913,570
Net surplus for the year	2,093,121	2,093,121
<b>Balance at 30 June 2021</b>	<b>6,006,691</b>	<b>6,006,691</b>

2020

	Retained Earnings \$	Total Equity \$
<b>Balance at 1 July 2019</b>	2,894,424	2,894,424
Net surplus for the year	1,019,146	1,019,146
<b>Balance at 30 June 2020</b>	<b>3,913,570</b>	<b>3,913,570</b>

The accompanying notes form part of these financial statements.

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

### Statement of Cash Flows

For the Year Ended 30 June 2021

	2021 \$	2020 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from customers	5,701,899	4,705,854
Payments to suppliers and employees	(8,190,319)	(6,382,712)
Fundraising receipts	589,881	895,812
Interest received	145,931	83,508
Receipts from grants	3,940,465	2,374,506
Net cash provided by/(used in) operating activities	15 <b>2,187,857</b>	1,676,968
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Proceeds from sale of plant and equipment	5,455	-
Purchase of property, plant and equipment	(174,144)	(181,338)
Purchase of investments	(809,771)	(1,387,492)
Net cash provided by/(used in) investing activities	<b>(978,460)</b>	(1,568,830)
Net increase/(decrease) in cash and cash equivalents held	<b>1,209,397</b>	108,138
Cash and cash equivalents at beginning of year	<b>685,993</b>	577,855
Cash and cash equivalents at end of financial year	6 <b>1,895,390</b>	685,993

The accompanying notes form part of these financial statements.

**Lifeline Harbour to Hawkesbury Ltd**

ABN:56 766 506 533

**Notes to the Financial Statements****For the Year Ended 30 June 2021**

The financial report covers Lifeline Harbour to Hawkesbury Ltd as an individual entity. Lifeline Harbour to Hawkesbury Ltd is a not-for-profit Company limited by guarantee, incorporated and domiciled in Australia.

The functional and presentation currency of Lifeline Harbour to Hawkesbury Ltd is Australian dollars.

The financial report was authorised for issue by the Directors on 23 September 2021.

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 *Corporations Act 2001*. The Entity applied special purpose financial statements in the prior year before becoming an incorporated company limited by guarantee.

**2 Summary of Significant Accounting Policies****(a) Revenue and other income****Revenue from contracts with customers**

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Company expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Company have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

**Specific revenue streams**

The revenue recognition policies for the principal revenue streams of the Company are:

**Grant income**

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations then the revenue is recognised when control of each performance obligation is satisfied.

Each performance obligation is considered to ensure that the revenue recognition reflects the transfer of control and within grant agreements there may be some performance obligations where control transfers at a point in time and others which have continuous transfer of control over the life of the contract.

Where control is transferred over time, generally the input methods being either costs or time incurred are deemed to be the most appropriate methods to reflect the transfer of benefit.

A contract liability is recognised for unspent grant funds for which a refund obligation exists in relation to the funding period. General grants that do not impose specific performance obligations on the company are recognised as income when the company obtains control of those funds, which is usually on receipt.

**Lifeline Harbour to Hawkesbury Ltd**

ABN:56 766 506 533

**Notes to the Financial Statements****For the Year Ended 30 June 2021****2 Summary of Significant Accounting Policies****(a) Revenue and other income****Specific revenue streams****Provision of Contracted Services**

The Company earns revenue from provision of contracted services, incorporating: Paid Overnight Services; Counselling Services; Counsellor Training Services; Corporate Training Income; Community Aid Services and other Project Services.

Revenue is recognised either immediately or over time in the accounting period when services are rendered.

**Revenue from fundraising****Donations**

Donations collected and funding for special projects via sponsorship is recognised as revenue to the extent that the monies have been applied in accordance with the conditions of funding.

Donated goods/furniture/books for resale, are not recognised as revenue when the Company gains control of the asset as it is not possible to estimate the value of these second hand goods.

**Legacies**

Legacies are recognised when the Company is notified of an impending distribution or the legacy is received, whichever occurs earlier.

Revenue from legacies comprising bequests of shares or other property are recognised at fair value, being the market value of the shares or property at the date the company becomes legally entitled to the shares or property.

**Fundraising Activities**

Fundraising activity revenue is recognised as revenue on receipt.

**Sponsorships**

Funding for special purpose projects via sponsorship is recognised as revenue to the extent that the monies have been applied in accordance with the conditions of the funding.

**Sale of Goods**

Revenue from sale of donated clothing, furniture and books is recognised when control of the goods has transferred to the customer. At this point the customer accepts the goods and the consideration becomes due and payable.

**Other income**

Other income is recognised on a cash basis when the Company is entitled to it.

**(b) Income Tax**

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

**(c) 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). In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payable are stated inclusive of GST. The net amount of GST recoverable from, or payable to, the ATO is included in other receivables or other 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.

**Lifeline Harbour to Hawkesbury Ltd**

ABN:56 766 506 533

**Notes to the Financial Statements**

For the Year Ended 30 June 2021

**2 Summary of Significant Accounting Policies****(d) Plant and equipment**

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

Items of plant and equipment acquired for significantly less than fair value have been recorded at the acquisition date fair value.

**Plant and equipment**

Plant and equipment is measured using the cost model.

**Depreciation**

Plant and equipment is depreciated on a reducing balance basis over the assets useful life to the Company, commencing when the asset is ready for use.

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

Fixed asset class	Depreciation rate
Furniture, Fixtures and Fittings	33.3%
Motor Vehicles	12.5%
Office Equipment	33.3%
Leasehold improvements	33.3%

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.

**(e) Financial instruments**

Financial instruments are recognised initially on the date that the Company 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).

**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 Company 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 Company 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 which 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

**Lifeline Harbour to Hawkesbury Ltd**

ABN:56 766 506 533

**Notes to the Financial Statements**

For the Year Ended 30 June 2021

**2 Summary of Significant Accounting Policies****(e) Financial instruments****Financial assets**

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.

*Financial assets through profit or loss*

All financial assets not classified as measured at amortised cost or fair value through other comprehensive income as described above are measured at FVTPL.

Net gains or losses, including any interest or dividend income are recognised in profit or loss.

The Company's financial assets measured at FVTPL comprise cash at bank and in hand, deposits at call, trade receivables, deposits, prepayments, other receivables, listed unit trusts, bonds and term deposit investments in the statement of financial position.

*Impairment of financial assets*

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

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

When determining whether the credit risk of a financial asset has increased significantly since initial recognition and when estimating ECL, the Company 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 Company uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

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

- the other party is unlikely to pay its credit obligations to the Company in full, without recourse to the Company 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 Company 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 Company 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 Company renegotiates the terms of trade receivables due from certain customers, the new expected cash flows 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.

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

### Notes to the Financial Statements

For the Year Ended 30 June 2021

#### 2 Summary of Significant Accounting Policies

##### (e) Financial instruments

###### Financial liabilities

The Company 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 Company comprise trade payables, bank and other loans and lease liabilities.

##### (f) 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.

##### (g) 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.

##### (h) Provisions

Provisions are recognised when the Company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

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

The Company has adopted all standards which became effective for the first time at 30 June 2021. The adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company or refer to Note 1 for details of the changes due to standards adopted.

#### 3 Critical Accounting Estimates and Judgements

The directors 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.

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

### Notes to the Financial Statements

For the Year Ended 30 June 2021

#### 4 Revenue and Other Income

	2021	2020
	\$	\$
Total Revenue and Other Income	<b>9,936,507</b>	<b>8,192,497</b>
<b>Revenue from continuing operations</b>		
Revenue recognised on receipt		
- sale of goods	3,669,870	2,561,670
- provision of contracted services	1,662,359	1,953,175
- member subscriptions	560	980
- grant income from Government	2,054,565	1,559,691
- rental rebate	67,008	63,899
- revenue from fundraising activities	32,695	287,173
- donations	557,186	608,639
- other trading revenue	6,364	455
- other grant	-	60,315
	<b>8,050,607</b>	<b>7,095,997</b>
<b>Other Income</b>		
- COVID-19 government subsidies	1,885,900	1,096,500
	<b>1,885,900</b>	<b>1,096,500</b>
<b>Government grants and other assistance</b>		
Department of Social Services Commonwealth Home Support Program	91,740	90,286
Department of Social Services Financial Counselling Grant	178,439	112,758
Department of Health Emergency Relief Grant	91,150	52,664
Department of Health Communities Visitors Grant	77,000	14,000
Department of Communities and Justice	15,000	45,000
Department of Infrastructure and Regional Development	20,186	-
NSW Ministry of Health	350,170	327,666
Commonwealth and State Government funding distributed by Lifeline Australia	640,772	289,744
Responsible Gambling Fund	133,978	130,073
Sydney North Primary Health Network	451,130	497,500
Other	5,000	-
	<b>2,054,565</b>	<b>1,559,691</b>

There are no unfilled conditions and other contingencies attaching to government grants that have been recognised in income. In addition to the grants listed above the Company received COVID-19 financial assistance as per *Other Income* above

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

## Notes to the Financial Statements

For the Year Ended 30 June 2021

## 5 Result for the Year

The result for the year includes the following specific expenses:

	2021	2020
	\$	\$
Other expenses:		
Rental expense on operating leases:		
- Premises lease payments	805,397	621,849

## 6 Cash and Cash Equivalents

Cash at bank and on hand	548,860	240,302
Deposits at call	1,346,530	445,691
	<u>1,895,390</u>	<u>685,993</u>

## 7 Trade and other receivables

CURRENT		
Trade receivables	97,886	463,174
Deposits	201,398	143,914
Prepayments	56,557	33,156
Other receivables	11,976	28,762
	<u>367,817</u>	<u>669,006</u>

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 Other Financial Assets

## (a) Financial assets at fair value through profit or loss

NON-CURRENT		
Listed unit trusts	2,904,796	2,628,852
Bonds	942,295	1,211,870
	<u>3,847,091</u>	<u>3,840,722</u>

## (b) Held-to-maturity investments

CURRENT		
Term deposit investments	1,001,015	250,000
	<u>1,001,015</u>	<u>250,000</u>

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

## Notes to the Financial Statements

For the Year Ended 30 June 2021

## 9 Plant and equipment

	2021	2020
	\$	\$
Furniture, fixtures and fittings		
At cost	64,341	64,341
Accumulated depreciation	(58,266)	(53,077)
Total furniture, fixtures and fittings	<u>6,075</u>	<u>11,264</u>
Motor vehicles		
At cost	209,873	189,966
Accumulated depreciation	(84,568)	(91,372)
Total motor vehicles	<u>125,305</u>	<u>98,594</u>
Office equipment		
At cost	150,939	135,421
Accumulated depreciation	(121,675)	(104,764)
Total office equipment	<u>29,264</u>	<u>30,657</u>
Leasehold improvements		
At cost	715,582	668,584
Accumulated depreciation	(562,452)	(478,754)
Total leasehold improvements	<u>153,130</u>	<u>189,830</u>
	<u>313,774</u>	<u>330,345</u>

## (a) Movements in Carrying Amounts

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

	Furniture, Fixtures and Fittings	Motor Vehicles	Office Equipment	Leasehold improvements	Total
	\$	\$	\$	\$	\$
<b>Year ended 30 June 2021</b>					
Balance at beginning of year	11,264	98,594	30,657	189,830	330,345
<b>Additions</b>					
Additions	-	48,406	15,518	110,220	174,144
Depreciation expense	(5,189)	(21,695)	(16,911)	(146,920)	(190,715)
<b>Balance at end of the year</b>	<u>6,075</u>	<u>125,305</u>	<u>29,264</u>	<u>153,130</u>	<u>313,774</u>

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

## Notes to the Financial Statements

For the Year Ended 30 June 2021

## 10 Trade and Other Payables

	2021	2020
	\$	\$
Trade payables	104,593	74,520
Net GST payable	30,621	128,653
Accrued expenses	122,529	87,430
Other payables	160,691	215,520
	<u>418,434</u>	<u>506,123</u>

Net GST payable represents 1 month for the current year (2020: 3 months) following the change from quarterly to monthly activity statement reporting.

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.

## 11 Employee Benefits

	2021	2020
<b>CURRENT</b>		
Long service leave	207,588	151,886
Annual leave	407,870	336,431
	<u>615,458</u>	<u>488,317</u>
<b>NON-CURRENT</b>		
Long service leave	126,171	99,006
	<u>126,171</u>	<u>99,006</u>

## 12 Other Liabilities

Amounts received in advance	258,333	769,050
	<u>258,333</u>	<u>769,050</u>

## 13 Contracted Commitments

## Leasing commitments

Operating lease commitments payable		
- no later than 1 year	586,469	429,615
- after 1 year	495,161	432,624
	<u>1,081,630</u>	<u>862,239</u>

Leases are currently held over Gordon offices, shops in Waitara, Naremburn, Gladesville, Lindfield, Hornsby and Lane Cove and warehouse and book depots in Hornsby and Lindfield.

## Lifeline Harbour to Hawkesbury Ltd

ABN:56 766 506 533

## Notes to the Financial Statements

For the Year Ended 30 June 2021

## 14 Auditors' Remuneration

	2021	2020
	\$	\$
Remuneration of the auditor for:		
- auditing or reviewing the financial statements	11,810	9,391
- other services	3,758	-
	<u>15,568</u>	<u>9,391</u>

## 15 Cash Flow Information

## (a) Reconciliation of cash

Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:

Cash and cash equivalents	1,895,390	685,993
	<u>1,895,390</u>	<u>685,993</u>

## (b) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

Profit for the year	2,093,121	1,019,146
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	190,715	162,837
- net gain on disposal of plant and equipment	(5,455)	-
- fair value movements on investments	52,384	7,422
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	23,288	(245,540)
- (increase)/decrease in other assets	277,901	29,269
- increase/(decrease) in trade and other payables	(87,689)	213,750
- increase/(decrease) in other liabilities	(510,713)	418,028
- increase/(decrease) in employee benefits	154,305	72,056
Cashflows from operating activities	<u>2,187,857</u>	<u>1,676,968</u>

## 16 Members' Guarantee

The Company is incorporated under the *Corporations Act 2001* and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstandings and obligations of the Company. At 30 June 2021 the number of members was 72 (2020: 90).

## 17 Contingencies

In the opinion of the Directors, the Company did not have any contingencies at 30 June 2021 (30 June 2020:None).

**Lifeline Harbour to Hawkesbury Ltd**

ABN:56 766 506 533

**Notes to the Financial Statements**

For the Year Ended 30 June 2021

**18 Related Parties**

Lifeline Harbour to Hawkesbury Ltd is affiliated with Lifeline Australia. Some government grants are administered by Lifeline Australia and divided amongst the various Lifeline entities throughout Australia. Occasionally transactions occur with other Lifeline entities due to sharing of costs and use of facilities.

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

**19 Economic Dependency**

The future operations of Lifeline Harbour to Hawkesbury Ltd in its current form are largely dependent upon funding from the Commonwealth and NSW State Governments. A comprehensive fundraising strategy has been formulated with the aim of reducing this dependency.

**20 Events after the end of the Reporting Period**

The financial report was authorised for issue on 23 September 2021 by the Board of Directors.

Since the end of the reporting period, the continuing international COVID-19 pandemic has created significant uncertainty across all industries. Lifeline Harbour to Hawkesbury Ltd has put in place measures to protect its business and the health and safety of its employees. These include remote working arrangements and managing employment expenses with reduced hours where appropriate.

Lifeline Harbour to Hawkesbury Ltd has accessed Commonwealth and NSW State Government support for which it is eligible, which is assisting the Company to retain and support its staff and services.

Except for the above, no other matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

**21 Statutory Information**

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

Lifeline Harbour to Hawkesbury Ltd  
4 Park Avenue  
GORDON NSW 2072

**Lifeline Harbour to Hawkesbury Ltd**

ABN:56 766 506 533

**Directors' Declaration**

The directors of the Company declare that:

1. The financial statements and notes, as set out on pages 7 to 21, are in accordance with the Corporations Act 2001, the Charitable Fundraising Act 1991 and the Australian Charities and Not-For-Profits Commission Act 2112 (Cth) and:
  - a. comply with Australian Accounting Standards - Reduced Disclosure Requirements; and
  - b. give a true and fair view of the financial position as at 30 June 2021 and of the performance for the year ended on that date of the Company.
2. In the directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Director .....  
Carel Bothma



Director .....  
Mark Hedges

Dated 23 September 2021



## Lifeline Harbour to Hawkesbury Ltd

### Independent Audit Report to the members of Lifeline Harbour to Hawkesbury Ltd

#### Report on the Audit of the Financial Report

##### Opinion

We have audited the financial report of Lifeline Harbour to Hawkesbury Ltd (the Company), which comprises the statement of financial position as at 30 June 2021, 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 directors' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with the *Corporations Act 2001*, including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2021 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and the *Corporations Regulations 2001*.

##### 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 Company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (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 confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

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

##### Emphasis of Matter

Prior to the financial year end and subsequently, the board note that the operations and assets of the entity may have been adversely impacted by the outbreak of the COVID-19 virus. There may be an adverse effect on the operations and assets of the organisation resulting in a possible impact on current and future performance of the organisation. Due to the rapid and ongoing changes, an estimate of the extent of this decline cannot be determined at this time.

##### Responsibilities of Directors for the Financial Report

The directors of the Company are 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 *Corporations Act 2001* and for such internal control as the directors determine 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 directors are responsible for assessing the Company'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 directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

## Lifeline Harbour to Hawkesbury Ltd

### Independent Audit Report to the members of Lifeline Harbour to Hawkesbury Ltd

#### 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.

Maria Krnjulac

Rhodes Docherty & Co Audit Services  
Chartered Accountants

Gordon  
23 September 2021



## OUR HEARTFELT THANKS



Lifeline Harbour to Hawkesbury is generously supported by a huge number of organisations and individuals every year. We especially thank Ku-ring-gai Council for its ongoing support and continued provision of our premises in Gordon and Lindfield. We also acknowledge and thank everyone who supported our fundraising events throughout the year, our book fairs and clearance sales, as well as our Christmas Hamper project. Lifeline H2H is able to provide support through any crisis because of the contributions from the following organisations and individuals.

### Our government funding bodies and service delivery partners

Department of Family & Community Services	Gidget Foundation	Mission Australia
Department of Health	Ku-ring-gai Municipal Council	NSW Ministry of Health
Department of Industry, Science, Energy & Resources	KYDS	Parramatta Mission
Department of Social Services	Lifeline Australia	Responsible Gambling Fund
Dougherty Community Centre, Chatswood	Lifeline Northern Beaches	Sydney Trains
	Metro Trains	Uniting NSW/ACT
		Willoughby City Council

### Our Rotary Club partners

Rotary Club of Chatswood	Rotary Club of St Ives	Rotary Club of Wahroonga
Rotary Club of Ku-ring-gai	Rotary Club of Turramurra	

### Our community supporters

Australian Taiwanese Women's Association	Go for Broke	Ku-ring-gai Connect
Black Dog Ride Australia	Gordon Pymble Uniting Church	Macquarie University
Bobbin Head Cycle Classic	Hornsby Connect	Normanhurst Rovers
Century Venues, The Concourse	Hornsby-Kuringai Post	Oakhill College
Denistone Bowling Club	Knox Grammar School	Saint Ignatius College Riverview
		The Generous and the Grateful

### Our trust, foundation, institute and association supporters

Association of Financial Advisers Ancillary Fund	Darling Carol Foundation	Neilson Foundation
	The Rodwell Foundation	TISM Foundation

### Our workplace giving supporters

Apple	Blackmores	Microsoft
Ausgrid	Hewlett Packard	Unilever

### Our corporate supporters

AAA Tyres	Commonwealth Bank	Mars Wrigley Australia	Stanford Brown
Anthony Hamer & Associates	Data 3	Marshall Chan Yahl Real Estate	The Jojoba Company
Bendigo Community Bank – Turramurra & Lindfield	Evolution Mining	McCarroll's Automotive Group	Toyota Financial Services
Black Dog Institute	GoTo Skincare	McCarroll's Body & Paint	Toyota of Chatswood
Byron Bay Cookie Company	Haliard Pty Ltd	Minter Ellison	Unilever
Caltex Australia	IAG	oOh! Media	Unique Window Tinting
Central Finance Management Group Pty Ltd	Kipling's Garage Bar	Platinum Asset Management	Vic Claims Discussion Group Inc
City Tattersalls Club	LexisNexis	Revlon	Vinva Investment Management
Cognizant Consulting	Lindt	Salesforce	Westfield Chatswood
	Macquarie University – Department of Chiropractic	Servcorp	Westpac
		Sirrom Co Pty Ltd	Youfoodz
			Zentir Pty Ltd

### Our individual supporters

Gladys Berejiklian MP	Andrew & Sue Cripwell	Anne Leece	Stewart Skinner
Paul Fletcher MP	Judy Dalgarno	Peter MacMillan	Vic & Marie Soghomonian
Alister Henskens SC MP	Tom Day	Phil McCarroll	Jane Stone
Julian Leeser MP	Alan Donovan	Sarah McPherson	David Streichler
Jo Abi	Aynslee Eather	Cyril Melman	Guy Templeton
Jan Allan	Tiffany Fillingham	Andrew Moylan	Wendy Wallin
Travis Annabel	Judy & Brian Gill	Shirley Norris	Julia Wokes
Alan Bardwell	Deepa Gopalakrishnan	Tony & Lisa O'Brien	Junius Wong
Adrienne Bennett	Mark & Sue Hancock	Paul Peachey	Helen Young
Mark Blackwell	David Hirsch	John Rawson	Estate of the Late Allan Onslow
Alan Blake	Anne & David Holmes	Mary Rayner	Family & Friends of Cherri Carol
Cherri Carol	Ed Kirk	Tim Richards	Family & Friends of Peter Tuchin
Martin Chan	Jason Kirk	Ian Rodwell	The Dalton Family
Andrew Connolly	Andrew Kuo	Rhett Rollan	
Verena Conti	Hyun Lee	William Shannon	



## YEARS OF SERVICE AWARDS

We acknowledge and thank our dedicated team of paid staff and volunteers who commit their time and expertise to Lifeline Harbour to Hawkesbury. It is because of this dedication and involvement that Lifeline is able to offer support through any crisis.

This year, the following paid staff and volunteers of Lifeline H2H receive our Years of Service awards, recognising their continued contribution to our vibrant Lifeline Centre.

“Congratulations on reaching these significant milestones and **thank you!**”

### 5 YEARS

- Majida Abboud
- Jacqueline Allum
- Chris Beard
- Kate Blackmore
- Andrew Blunt
- Vana Campbell
- Kathryn Cordier
- Paul Cracknell
- Brian Fallowfield
- Julie-Ann Gray

- Gillian Guthrie
- Michael Harsanyi
- Mark Hedges
- Keith Holder
- Breyana Howes
- Jerene Ilhan
- Christine Kirby
- Karen Leahy
- Cara Letho
- Arthur Maltby

- Keri Neave
- Linda O'Brien
- Lawrie Owens
- Margot Pendlebury
- Jeffrey Rubel
- Sally Schokman
- Lisa Scott
- Rudolph Selles
- Myla Sozonnyk
- Wayne Woolmer

### 10 YEARS

- Cherri Carol
- Belinda Constable
- Rosemary Donlevy
- Krishan Gupta
- Jeffery Howes
- Deborah Hughes
- Geoffrey Hungerford
- Eleanor Hutchinson
- Peta Jesse
- Juanita Maldonado

### 15 YEARS

- Judith Nicholls
- Hal King
- Lin Nyul
- Antonina Strupitis-Haddrick
- Helen Schettini

### 20 YEARS

- Michael Andrews
- Carole Stannard
- Merlyne Thompson
- Wendy Wallin

### 30 YEARS

- Gail Hinchcliffe

### 35 YEARS

- Patrick Rougon

“  
Thank you...whoever you  
are...you have no idea  
how much your voice,  
and words, and strength  
helped to keep me going.  
With everything in my  
heart...Thank you!”

Our  
heartfelt  
thanks  
to you all



